



# Panasonic®

## Operating Instructions

### Remote Control

Model No. **WH-0M1201A**

Thank you for purchasing a Panasonic Remote Control WH-0M1201A.

This product is a wireless device, used for operating memory programs and adjusting volume levels.

Please be aware that you cannot use the remote control in the following cases:

- Outside the United States
- While in flight
- If you are fitted with a cardiac pacemaker

For safe and reliable operation, it is important that you read this manual thoroughly and fully understand the operating procedures before attempting to set up and operate the remote control. Failure to follow the operating instructions may result in poor performance of the product or even can result in serious and sometimes permanent bodily injury.

If you have any questions, consult the dispenser where you purchased your hearing instrument and remote control.

The Limited Warranty document is enclosed together in the package. Keep it in a secure place. Make sure that it is properly completed, signed with the authorized dispenser's name, and filled in with date of original purchase, name of dispenser and other important information.

# Supported products

# Wireless connection

Before Use

Product	Model
R1-W series	WH-R17C WH-R15C WH-R13C

For wireless connection between the remote control and hearing instrument, please be aware of the following:

- Use 1 (one) for the wireless device identification of the hearing instrument and remote control.
- If somebody around you is using a Panasonic's wireless device, sharing the same wireless ID as you in the same area can affect the performance of each other's hearing instruments. Contact your dispenser, so they will change the device identification number for you.

# Package contents

The Panasonic Remote Control comes with the following items. If there are any missing or defective items, please inform your dispenser.

- Operating instructions
- AAA alkaline battery



- Limited warranty

# Contents

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# Warning to dispensers

## Before Use

- The remote control must be adjusted and configured by the dispenser on an individual basis. Inappropriate wireless connection setup may cause damage to your clients or result in poor performance of the product.

**Company name:**

Panasonic Corporation of North America  
Healthcare Group

**Address:**

One Panasonic Way, 1H-6, Secaucus, NJ 07094

**Telephone No.:**

1-888-422-6309

- Remote control setup

Wireless Device Identification No. : \_\_\_\_\_

# Safety precautions

Follow the instructions below to reduce the risk of personal injury or damage to the hearing instrument.

- The following symbols are used throughout this document, and contain important differences regarding the probability of serious injury. These definitions are as follows:

Before Use



**WARNING**

Indicates a potentially hazardous situation that could result in death or serious injury.



**CAUTION**

Indicates a possible hazard which if not avoided may result in minor to moderate injury. It is also used to alert against unsafe practices that can result in property damage.

- The following symbols specify behavior or actions which are not permitted and an instruction that must be carried out.



Prohibitions



Mandatory

# Safety precautions (Continued)

Before Use



## WARNING

Follow the battery instructions as to proper handling and storage of batteries.



- Do not insert the battery in the hearing instrument the wrong way round. Observe polarity, otherwise a liquid spill or explosion may occur.
- Do not charge a dry cell battery.
- Do not disassemble or expose the battery to excessive pressure, heat flame or liquid.
- Do not leave the empty dead/discharged battery in the main unit.
- Do not transport or store the battery together with metal jewelry or objects.
- Do not connect the positive "+" and negative "-" terminals with a metal objects such as coins, nails, screws and hair pins.

Mishandling the battery can cause electrolyte leakage, heat generation, ignition, or explosion.

- If electrolyte leaks from the battery, consult your dispenser.
- If the electrolyte comes in contact with any part of the body, immediately flush the affected area with water. For the eyes, flush with an abundance of water, and seek immediate medical attention.
- If electrolyte is taken internally, drink large quantities of water or milk. Do not induce vomiting. Call a physician immediately.



## WARNING

Before Use

### Keep out of reach of children and pets.



Zinc air batteries can be easily swallowed and pose a choking hazard and possible internal injury or can lead to death if swallowed. To prevent accidental ingestion, secure batteries in a safe place where they are not accessed by infants, small children, pets, or others who might accidentally swallow them. Dispose of used batteries immediately.

- If swallowed, call the 24-hour National Button Battery Ingestion Hotline collect at 1-(202)-625-3333. Seek medical attention.

### Do not let others use your remote control.



Inappropriate use of a remote control can cause severe damage to the ear. Do not let children play with the remote control. Keep it out of reach of children.

# Safety precautions (Continued)

Before Use



## WARNING

### Turn off your device while on an aircraft.



Federal Communications Commission (FCC) rules prohibit the use of wireless devices on airborne aircraft. In addition to the FCC's rules, the Federal Aviation Administration (FAA) prohibits in-flight use of wireless devices because of potential interference to the aircraft's navigation and communication systems.

- Restrictions on the use of wireless equipment may vary by country. Contact local government authorities for further information.

### Do not use the remote control if you are fitted with a cardiac pacemaker.



Turn off the remote control if you are around somebody wearing a hearing aid or in hospitals, where an active wireless device could interfere with others' equipment and pacemakers.



  
 **CAUTION**

Before Use

**Confirm that the remote control is completely free of burrs and cracks.**



Rugged projection like sharp edges and rough burrs protruding from the surface of the remote control can cause cuts and nicks to the skin.

- When cleaning your remote control, wipe it gently with a soft cloth. Never use organic solvents such as alcohol, paint thinner, or benzene. Failure to heed this caution may result in deformation or cracking on the surface.

**Do not disassemble or remodel the remote control.**



Failure to follow the instructions and warnings could result in damage to the product and/or personal injuries.

- Contact your dispenser if you need to have your hearing instrument adjusted, or if you encounter unexpected behavior of the hearing instrument.

# Care and handling

## Before Use

For proper care and handling of your remote control, be sure to read and follow the instructions below. Preventive maintenance can help extend the life span of your remote control.

- Do not drop, hit or shake the remote control. Do not subject it to high impact, vibration, or shock loads. Drops and impacts will cause scratches, cracks and physical damage.
- Ask the dispenser for a wireless configuration setup between your hearing instrument and remote control.
- After using hair styling products and skin care products, do not touch the remote control without washing your hands.
- If the remote control is not in use for a week or longer, remove the battery.
- For information on zinc air batteries, see the operating instructions of your hearing instrument.
- Be sure to dispose of all batteries properly. Some types of batteries are considered hazardous waste and should be handled with caution. Follow your state laws regarding battery disposal.
- Do not peel the tab off of the standby battery until you are ready to use it. Once the tab is removed, the battery will be exposed to air, put into use and start to drain.
- Do not keep the old battery inserted. When a dry cell becomes weak, replace it with a new one.
- Avoid high temperatures, moisture, humidity and dust.
  - Do not use the remote control in the shower or swimming.
  - Do not touch the remote control with wet hands.
  - Do not leave the remote control in the kitchen, bathroom, a dusty area, or in a location subject to direct sunlight, high temperature or humidity. For example, do not leave it in an unventilated automobile, exposed to direct sunlight with its all doors and windows shut.

# Maintenance

- Do not use the remote control near any device that emits high frequency radio waves or generates a strong magnetic field.
  - There is a possibility that the volume adjustment and the memory change by the remote control cannot be done.
- Check your pockets to ensure that the remote control will not accidentally get thrown in the wash before doing the laundry.
- Keep out of reach of pets. A remote control, hearing instrument and its components can be a choking hazard or can lead to death if swallowed. To prevent accidental ingestion of hearing instrument or its components and/or accessories, secure them in a safe place where they are not accessed by them.
- Do not use the remote control outside the United States. They are designed and intended for use in the United States.

## Keep the remote control clean.

- When cleaning your remote control, wipe it gently with a soft cloth. Never use organic solvents such as alcohol, paint thinner, or benzene.
- Wipe off the dirt, oil and sweat left on the remote control with a clean soft cloth. Let it dry in a well-ventilated or breezy area. Avoid direct sunlight, high temperatures, humidity and moisture.
- Do not use a dryer or microwave oven to dry the remote control.

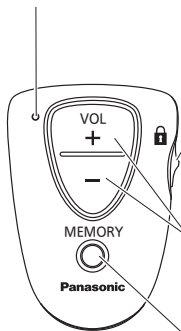
Before Use

# Product description

## LED lamp:

The light flashes green when the button is pressed. (P. 14, 15)

## Operations



## Hold switch:

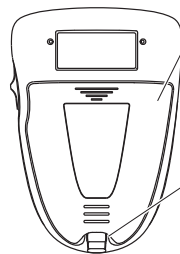
Brings the remote control into standby mode to prevent the current settings of memory and volume control being changed accidentally. (P. 16)

## Volume control:

Changes or mutes the volume settings. (P. 14)

## Memory button:

Changes the memory programs. (P. 15)



## Battery compartment cover:

Simply open, so you can replace the battery. (P. 13)  
A standby zinc air battery can be installed on each side of the dry cell battery. (P. 21)

## Strap loop hole:

You can put a commercial hand strap on the remote control. (P. 17)

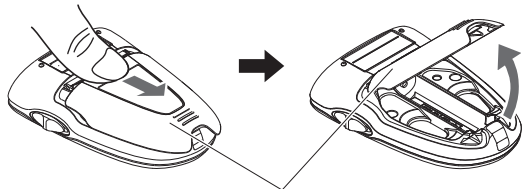
# Cell battery replacement

Make sure that the remote control is in standby mode before battery replacement. Slide the Hold switch to prevent the current settings of memory and volume control being changed accidentally. (P. 16)

## 1 Open up the battery compartment.

Gently press on the cover, slide it toward the bottom edge of the remote control, and open it up.

- When closing the cover, gently press down on the cover and slide back to its original position.

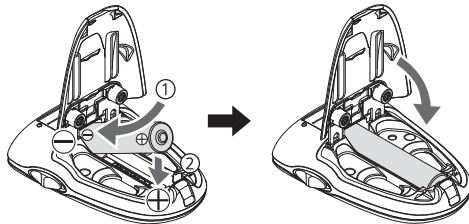


Battery compartment cover

## 2 Insert the battery.

Match the positive and negative terminals to the icons printed on the back. Snap the battery into place and close the compartment door (recommended to use Panasonic alkaline batteries).

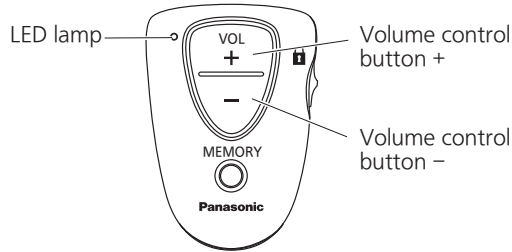
- When removing the battery, press the positive terminal with your index finger's nail and pry it off.



# Volume adjustment

Turn the volume up by pressing the upper part (+).  
Turn the volume down by pressing the lower part (-).

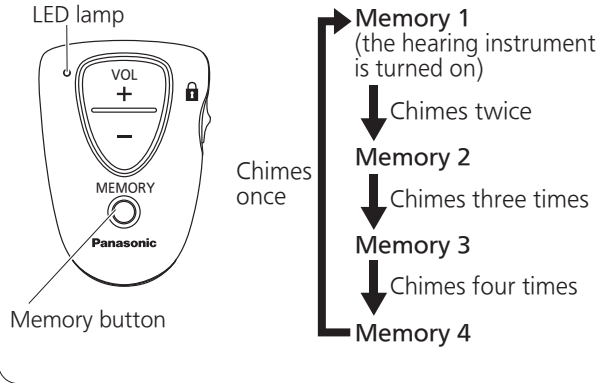
- Each time the volume key is pressed, the notification alert sound is emitted, and the LED blinks three times.



- If the LED does not flash, the battery runs out of power. Replace it with a new one. (P. 13)
- The volume control provides 24 adjustable volume levels. When the hearing instrument reaches its maximum/minimum level, it does not emit a notification sound.
- Press and hold the button, so the volume keeps changing for each 1-second time interval.
- Insertion and removal of the battery does not affect the volume level.
- When the hearing instrument is turned off and then back on again, the volume level will be reset to the original setting.

# Memory switch

Switch between memory program using the memory button.



- Each time the memory button is pressed, the LED blinks three times. If the LED does not flash, the battery runs out of power. Replace it with a new one. (P.13)
- The memory button allows you to switch between situations (programs) depending on surrounding conditions.
- The number of memory programs varies depending on the type of hearing instrument. For details, ask your dispenser.
- Insertion and removal of the battery does not affect the memory settings.
- When the hearing instrument is turned off and then back on again, the program will be reset to Memory 1.

# Hold switch

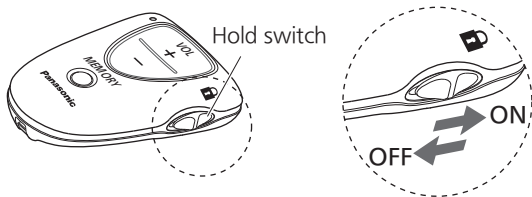
The Hold function is used to bring the remote control into standby mode to prevent the current settings of memory and volume control being changed accidentally.

## To turn on Hold switch

Slide the Hold switch into the direction as indicated by the arrow (ON).

## To turn off Hold switch

Slide the Hold switch back toward the bottom end, as indicated by the arrow, so you can change the current settings of memory and volume control.



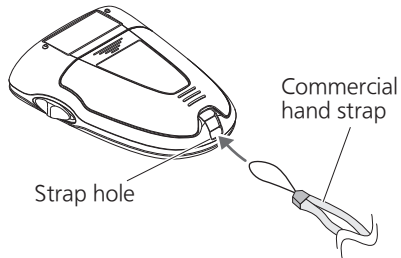
- When the Hold function is set ON, the memory program and volume control are disabled.
- When the hearing instrument is turned off and then back on again while the Hold switch is off, the volume levels will be reset to the original settings, and the program will be reset to Memory 1.



# Hand strap attachment

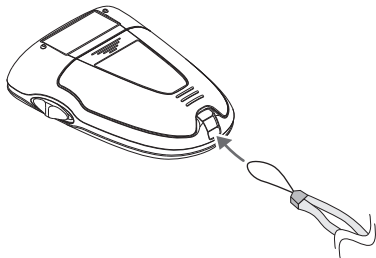
You can install and put a commercial hand strap on the remote control as follows:

- 1** Simply push the cord section of the strap and thread it through the strap hole of the remote control.

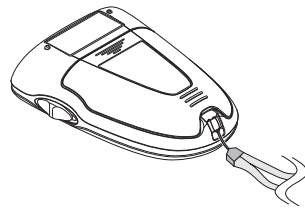


- If you need some help, it would be easier for you to use a sharp pin to get the thin cord through the hole.

- 2** When you take the strap, feed it through the loop of the line cord.

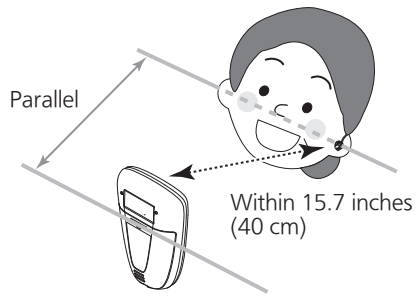
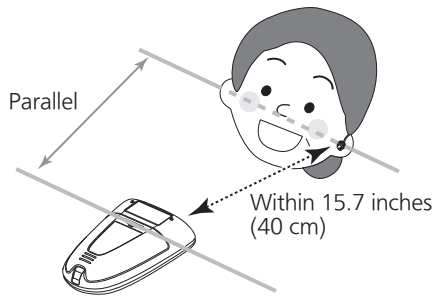


- 3** Pull the strap all the way through and tighten it as shown in the figure.



# Proper remote control operation

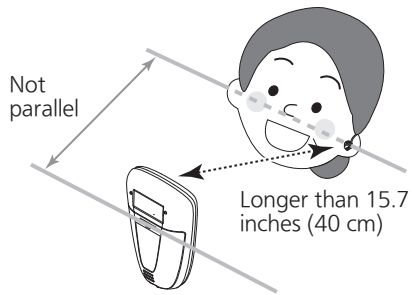
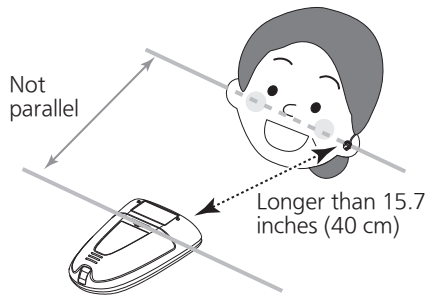
## Proper operation



- Use the remote control in front of your face.
- Keep the distance within 15.7 inches (40 cm) between the remote control and hearing instrument.
- Keep the remote control horizontally flat (lying position) and parallel to your face (a line connecting both ears), which increases the sensitivity of the hearing instrument receiving a signal from the remote control.

- The remote control and hearing instrument may not be able to communicate with each other depending on which direction they are facing.
- Wireless communication is available if any key is pressed then the alert sound is properly made.

### Improper operation



- Do not operate the remote control below your chin or above your head.
- Do not separate the remote control from your hearing instrument by more than 15.7 inches (40 cm).
- Do not keep the remote control vertically upright (standing position).

- If any key is pressed, and no audio alert is emitted, wireless communication is not working properly. Try the following tips:
  - Try a different position for the remote control.
  - Bring and keep the remote control closer to the face.
  - Change the battery.
  - Consult the dispenser for help.

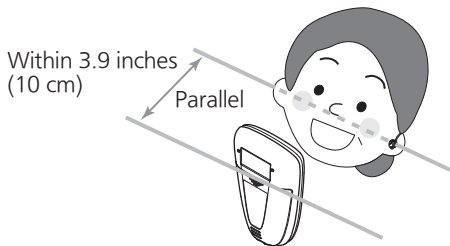
# Hearing instrument reset

In case of binaural hearing instruments, the memory switch and volume control may work only on one ear depending on the communication status of the remote control. Reset your hearing instrument as indicated below or on the next page.

## Reset with your remote control

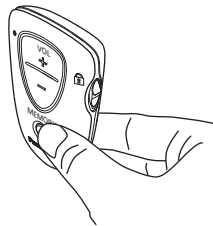
**1** Bring the remote control in front of your face up to 3.9 inches (10 cm).

- Keep the remote control horizontally flat (lying position) and parallel to your face (a line connecting both ears).



**2** Press the memory button down long for about 10 seconds.

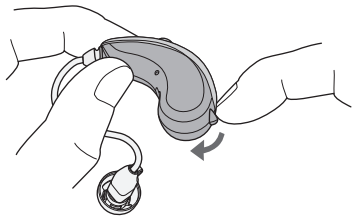
- When the remote control emits alert sounds (to notify memory switch or volume change) for a few seconds, the reset operation is complete.\*



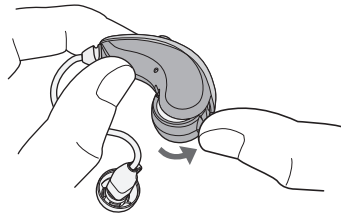
- The alert sound varies depending on the volume and memory program settings.

## Reset with your hearing instrument

- 1 Turn off your hearing instrument.**
  - Fully open up the battery compartment by pulling the the edge of the swing-out door outward.



- 2 Turn your hearing instrument back on again.**
  - Completely close the battery compartment by swinging the door until it snaps securely. Once powered on, the reset operation has been completed.



\*Once the hearing instrument is reset, the memory program and volume level will be reset to the factory presets. You need to set them up again to properly function according to your needs.

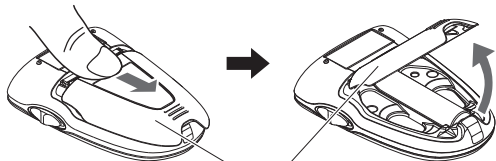
# Standby zinc air battery

You can carry zinc air batteries in the remote control as backup batteries in case that you run out of the battery power while you are out or in situations where batteries are unavailable. A zinc air battery can be installed on each side of the dry cell battery. Make sure that the remote control is in standby mode before battery insert and slide the Hold switch to prevent the current settings of memory and volume control being changed accidentally.

## 1 Open up the battery compartment.

Gently press on the cover, slide it toward the bottom edge of the remote control, and open it up.

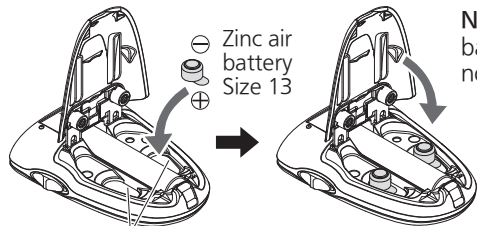
- When closing the cover, gently press down on the cover and slide back to its original position.



Battery compartment cover

## 2 Insert the zinc air battery.

Do not peel off the tab on the plus (+) side. Secure the battery with the plus (+) sign facing down in place. Close the battery door.



**Note:** Zinc air batteries are not supplied.

Standby battery compartment

# Troubleshooting guide

This section discusses a general approach to solving problems related to remote system handling and operations. The following table will help you narrow down the problem area, identify the source of the issue, and provide workarounds. If your problem is particularly sensitive or persistent, write down any error conditions encountered and detailed description, so your dispenser will figure out what's going on with your remote control.

Symptom	Probable cause	Corrective action / Workarounds	Page
The volume control and memory switch do not work. (The hearing instrument does not react when the volume control or memory button is pressed.)	The alkaline battery is drained out.	Press the volume control to see whether LED is blinking. If it is not blinking, replace the battery.	13
	The zinc air battery runs out of power.	If you find it difficult to hear sounds or understand speech through the hearing instrument, replace the battery.	—
	The battery is inserted the wrong way around.	Insert the battery correctly.	13
	The remote control is too far away from the hearing instrument.	Move the remote control closer to your hearing instrument. Also, change the position of the remote control.	18
	Electromagnetic radiation is emitted from nearby electronic devices.	Operate the remote control out of the range of electromagnetic fields.	—
	The Hold switch is enabled.	Turn off the Hold switch.	16
The volume control seems not working.	The volume is set to the maximum or minimum level.	Press the volume key up or down.	14

# Specifications

Battery	DC 1.5V AAA alkaline battery 1 pc *Panasonic alkaline batteries are recommended for use.
Communication distance	Within 15.7 inches (40 cm) from the hearing instrument *The range varies depending on which direction the remote control is facing.
Battery life	200 days *The most significant factors affecting the life of an AAA battery are its application and its amount or frequency of use.
Size	48 (W) mm X 69 (H) mm X 20 (D) mm [1.9" (W) X 2.7" (H) X 0.8"(D)]
Mass (including a Panasonic AAA battery)	Approx. 43 g (1.5 oz)



# Warranty and customer service

## Warranty

The Limited Warranty document is enclosed together in the package.

Make sure that it is filled in with date of original purchase, name of dispenser, and other important information. Keep it in a secure place.










## Customer Services Directory (United States)

Obtain product information and operating assistance and locate the nearest dispenser by visiting our website at: <http://www.panasonic.com/hearing>

You may also contact us directly at: 1-888-422-6309

# Information

## Symbol Indications

 Symbol for "SERIAL NUMBER"	 Symbol for "HANDLE WITH CARE"
 Symbol for "DATE OF MANUFACTURE"	 Symbol for "STACKING LIMIT BY NUMBER"
 Symbol for "MANUFACTURER"	 Symbol for "KEEP DRY"
 Symbol for "THIS WAY UP"	 General symbol for recovery/recyclable
 Symbol for "TEMPERATURE LIMITATION"	

## Battery disposal

- Follow the battery disposal guidance based on the current United States federal laws and regulations. Many states have regulations in place requiring some form of battery recycling. The regulations of some states may require recycling for certain types of batteries different than other states. If you are using batteries outside the United States, other nations may regulate waste based on different criteria. Confirm the status of batteries in the nation where disposal occurs.

## FCC compliance -FCC ID : ACJ927151TX-

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**For your reference (Fill out when you purchase your hearing aid)**

Name of owner:

Model number:

Serial number\*:

Dispenser:

Purchase date:

Dispenser address:

Dispenser phone:

\*The serial number is printed on the package label.

[Distributor]

**Panasonic Corporation of North America  
Healthcare Group**

One Panasonic Way, 1H-6, Secaucus, NJ 07094

Telephone No. 1-888-422-6309

[Manufacturer]

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