

# SoundGate 2 User Guide





**Congratulations on the purchase of your new SoundGate 2. Your SoundGate 2 device allows you to connect wirelessly between your hearing instruments and a wide range of audio devices via Bluetooth®.**

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Whether communicating wirelessly via your mobile phone device or streaming audio through your television, computer, or MP3 player, this guide will offer the instructions necessary to get you on your way to better hearing.



Please read the entire contents of this booklet before using your SoundGate 2 device. It contains instructions and important information about its use and handling.

### Instructions for Use

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The following models are covered by these instructions: **SoundGate 2**

The SoundGate 2 is intended to be used as:

1. A remote control of your hearing instruments.  
SoundGate 2 may be used as a remote control, enabling you to adjust the hearing instrument volume control and listening programs.
2. A streaming interface between external audio devices and your hearing instruments.

The SoundGate 2 may be connected to a large range of audio devices (mobile phones, TV, etc.) to reduce listening effort.

## Table of Contents

General Warnings and Safety Guidelines	08
Introduction	11
Getting Started	14
Battery Indication	16
Battery Life	18
Attaching the Neck Strap	20
Wearing the SoundGate 2	22
Use of the Protective Skin	23
Microphone	24
SoundGate 2 Operation	25
Turning your SoundGate 2 ON and OFF	26
Volume and Program Adjustment	28
Pairing to a Mobile Phone or other Bluetooth® Devices	30
Using with a Mobile Phone	33
Using with an MP3 Player or Computer	38
Wired Connection	40
Using the Telecoil	42




SoundGate 2 Wireless Range	44
Visual Indicators	47
Troubleshooting	51
Maintenance	58
International Warranty	59
Information to the User Regarding the Radio Communication Part of the Device	61
Declaration of Conformity	64
Information and Explanation of Symbols	65
Service	70

## General Warnings and Safety Guidelines

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Familiarize yourself with the following general warnings before using your SoundGate 2 device.

### Hazard warnings

-  SoundGate 2 is not a toy and should be kept away from children and anyone else who might swallow parts or otherwise cause injury to themselves. Special attention should be paid to the smaller components in order to prevent swallowing or choking. If a part is swallowed, see a doctor immediately.
-  Never expose the SoundGate 2 to excessive heat, such as putting it in an oven, microwave, burning it or leaving it inside a parked car in the sun. There is a risk in these events that it will explode and cause serious injury.
-  If by accident the neck strap should get caught on something while the user is wearing it, the neck strap is constructed to break automatically. Therefore, never try to shorten or modify the neck strap in an unauthorized way. The neck strap should not be used for children who weigh less than 11 kg (24 lbs).



Using SoundGate 2 with a mobile phone while driving may be distracting. If traffic laws or driving conditions demand it, pull off the road and park your vehicle prior to making and answering calls.



SoundGate 2 should not be used in an aircraft unless specifically permitted by the flight personnel.





SoundGate 2 is designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However, SoundGate 2 might cause interference with other medical devices such as defibrillators and pacemakers.

- Please contact the manufacturer of your implantable device for information about the risk of disturbance.
- Immediately remove the SoundGate 2 if interference is suspected. Do not use SoundGate 2 and seek advice.

Interference can also be caused by power line disturbances, airport metal detectors, electromagnetic fields from other medical devices, radio signals and electrostatic discharges.



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-  The safe use of the SoundGate 2 with the Auxiliary input cable is determined by an external signal source. When the input cable is connected to mains-operated equipment, this equipment must comply with IEC-60065, IEC-60950, IEC-60601 or equivalent safety standards.
  
  -  The safety of recharging batteries with the USB connector is determined by the external equipment which should be UL approved or comply with equivalent IEC-60065, IEC-60950, IEC-60601 or other equivalent safety standards.

## Introduction

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The following items are included within your SoundGate 2 package and will be covered within this instruction guide:



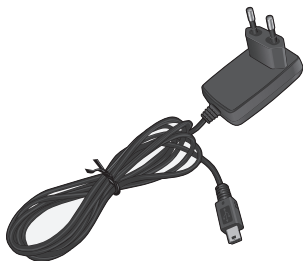
SoundGate 2



Neck strap



3.5mm stereo cable



Power adapter



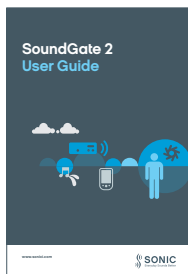
Charger cradle



Protective skin



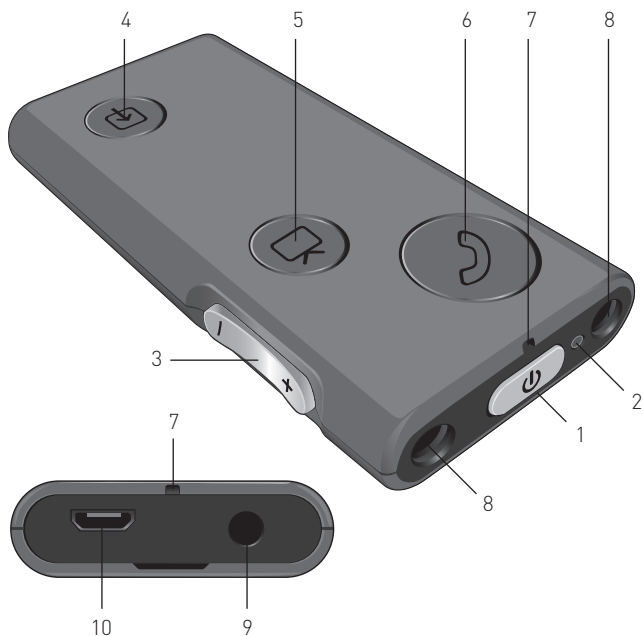
USB charging cable



User Guide

## SoundGate 2 overview

- |                       |                           |
|-----------------------|---------------------------|
| 1 Power on/off        | 6 Phone key               |
| 2 LED indicator       | 7 Microphone inlet        |
| 3 Volume control      | 8 Neck strap jacks        |
| 4 Auxiliary input key | 9 3.5 mm auxiliary input  |
| 5 TV key              | 10 Micro-USB charger jack |



## Getting Started

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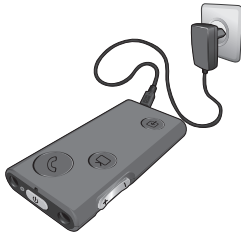
The SoundGate 2 contains a rechargeable battery. Ensure your battery is completely charged prior to using your SoundGate 2.

### Charging the battery

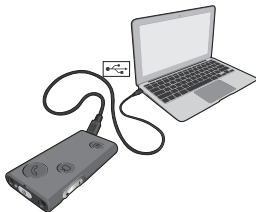
The SoundGate 2 should be charged daily to ensure sufficient battery life during normal hours of operation.

The SoundGate 2 can be charged in the following ways:

- Connect the power adapter to the micro-USB charger jack on the SoundGate 2. Then plug the power adapter into a wall socket.



- Connect the USB charging cable to the micro-USB charger jack on the SoundGate 2. Then plug the opposite end into the USB port on your computer.



- Plug the power adapter into the micro-USB jack of the charger cradle. Then plug the power adapter into a wall socket, and mount your SoundGate 2 into the cradle with the Power key facing up.



- When using the SoundGate 2 in a vehicle, you may connect the USB charging cable to the micro-USB charger jack on the SoundGate 2. Then plug the opposite end into a 12V car USB port or adapter (not included).

## Battery Indication

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The LED indicator on the top of your SoundGate 2 will help you monitor the status of your battery life and/or charging.

### LED Indication

### Status

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Green

Battery status is OK



Red

Battery life is low (approx. 20 minutes remaining)



Red (pulsing every 2 – 3 seconds)

Battery life is critically low (approx. 5 minutes remaining)



**LED Indication****Status**

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Green (flashing)



Battery is connected to a power source and actively charging

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Green



Battery is charged completely (SoundGate 2 powered ON)

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OFF



Battery is charged completely (SoundGate 2 powered OFF)

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## Battery Life

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The battery life of your SoundGate 2 device depends on the type and duration of usage. The table below indicates the maximum time a completely charged SoundGate 2 battery will run for various functions.

Function	Maximum Battery Life (hrs)
Stand-by	up to 60 hours
Streaming audio with neck strap attached	up to 10 hours
Battery charge time	2 hours

Stand-by mode is when the SoundGate 2 is powered ON but is not actively being used. Phone calls with connected Bluetooth® mobile phones may still be received in Stand-by mode.



### Note!

The rechargeable battery should not be drained completely. Keeping the battery fully charged will prolong its life. You cannot replace the battery yourself. Please return the device to your hearing care provider for service, if necessary.

## Attaching the Neck Strap

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It is recommended to use your neck strap at all times when streaming audio from the SoundGate 2. The neck strap serves as an antenna and helps direct the audio signal to your hearing instruments.

Insert both ends of the neck strap into the neck strap jacks of your SoundGate 2, as shown below. When the neck strap is inserted completely, it will click.

**Note!**

Using SoundGate 2 without the neck strap requires more power – consequently maximum streaming time is reduced to 5 hours on one full battery charge.

## Wearing the SoundGate 2

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Please use the guidelines below to determine how your SoundGate 2 should be worn for different types of use.



### **Hands free with neck strap**

Recommended uses:  
Bluetooth streaming, wired  
connection to MP3 or PC



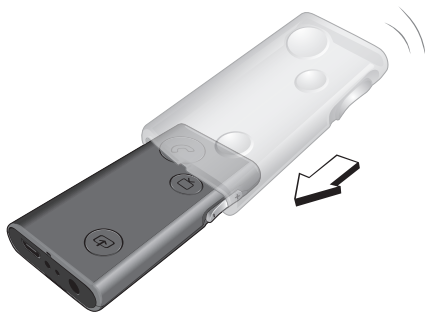
### **Hand held or in the pocket**

Recommended use:  
remote control

## Use of the Protective Skin

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A protective skin is included in your SoundGate 2 package to help protect the device from debris and light moisture. The protective skin may be used in any of the recommended wearing positions. To use, insert the SoundGate 2 completely into the protective skin as indicated below.



### **Note!**

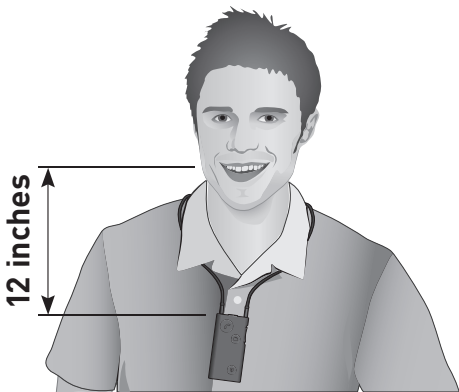
Clean your protective skin with soap and warm water, and ensure it is completely dry before reinserting your SoundGate 2 device.

## Microphone

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The microphone in the SoundGate 2 is only active during streamed phone calls. In all other situations the microphone is turned off.

To ensure optimal sound quality for the person you are speaking with during streamed phone calls, it is recommended to position the SoundGate 2 microphone 4–12 inches (10–30 cm) from your mouth.



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## SoundGate 2 Operation

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Your SoundGate 2 can be used in many ways to improve communication and add convenience for daily listening.

Whether using the SoundGate 2 as a remote control to change your hearing instrument volume settings and listening programs or streaming audio from Bluetooth® enabled devices, the following pages will help you to become better acquainted with your SoundGate 2 operation.

## Turning Your SoundGate 2 ON and OFF

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Press the SoundGate 2 Power key for approximately 2 seconds to turn your SoundGate 2 device ON/OFF.

The LED indicator on the top of the SoundGate 2 will be green when your device is powered ON with a charged battery.

The LED indicator will be off when your SoundGate 2 is powered OFF.

If the SoundGate 2 is powered OFF and its battery is being charged, the LED indicator will flash green.



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**LED Indicator****SoundGate 2 Status**

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Power ON  
with charged battery



Power OFF



Power OFF  
with connected  
power source

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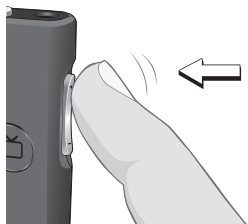
## Volume and Program Adjustment

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The SoundGate 2 may be used to optimize your hearing instrument(s) volume control and listening program settings.

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### Adjusting volume

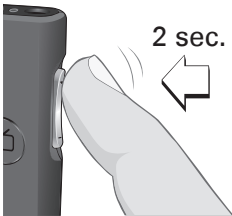


A short press to the SoundGate 2 Volume Up or Down key will adjust the listening volume in your hearing instrument(s).

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## Changing programs



If multiple listening programs have been configured, you may cycle forward or backward through the available programs by pressing and holding the SoundGate 2 Volume Up or Down key for approximately 2 seconds.

Note: When streaming audio, it is not possible to change listening programs. You must first disconnect from the streamed audio source.

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## Pairing to a Mobile Phone or other Bluetooth® Devices

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Before streaming audio to your hearing instruments, a secure connection must be established between the SoundGate 2 and a Bluetooth® enabled device (i.e. mobile phone). Ensure the SoundGate 2 and Bluetooth® device to be paired are within one meter of each other during the pairing process.

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### Prepare Bluetooth® device for pairing

Refer to the manual of the mobile phone or audio device and prepare the device for Bluetooth® pairing as instructed.

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### Set the SoundGate 2 into pairing mode

Press and hold the Power key for approximately 5 – 6 seconds until the LED indicator flashes rapidly blue.



Pairing mode will be active for 2 minutes and may be cancelled by pressing the Power key for 3 seconds.

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**Activate pairing on the Bluetooth® device**

When your Bluetooth® device searches for and locates the SoundGate 2, **“SoundGate 2”** will appear in the device display. Select the SoundGate 2 from your device menu and when prompted to enter a pin code, enter **“0000”**.

Some devices may require you to select “Connect” in the display menu. Please refer to the manual of your Bluetooth® device for its specific instructions.

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The SoundGate 2 is capable of storing up to 8 paired devices at the same time. When the maximum number of paired devices is reached, the SoundGate 2 will begin to overwrite the oldest pairings.

If you would like to clear all previously paired devices, press and hold the Volume Up key and Power key at the same time for more than 5 seconds.

**Connecting to paired Bluetooth® devices**

When the SoundGate 2 has been paired and is within range of a Bluetooth® device, the devices will automatically locate each other. Use the appropriate button on your SoundGate 2 to activate to whichever Bluetooth® source you wish to listen to.

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## Using with a Mobile Phone

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Your SoundGate 2 provides a Bluetooth® link between your hearing instrument(s) and your mobile phone to act like a wireless headset. You should wear SoundGate 2 with the neck strap at all times when using with a mobile phone. Once you have paired your mobile phone to the SoundGate 2 as instructed above, the phone will automatically indicate that a Bluetooth® connection is active.

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### Make an outgoing phone call



When connected via Bluetooth® to your SoundGate 2, calls made by your mobile phone will automatically be transmitted to your hearing instrument(s). You do not need to operate the SoundGate 2.

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### Answer an incoming phone call



You will hear a ringing tone in your hearing instruments when you receive phone calls to your Bluetooth® connected mobile phone. The Phone key on your SoundGate 2 will also flash rapidly green.

A short press to the SoundGate 2 Phone key will accept the incoming call. The Phone key will remain illuminated green as long as the call is active.

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### While talking

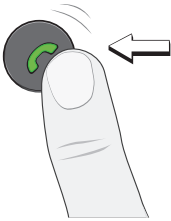
Speak into the microphone of the SoundGate 2 (optimal distance between your mouth and the SoundGate 2 microphone is approximately 12 inches/30 cm).

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### Transfer a call back to the mobile phone

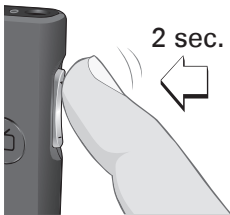


When in a call, press and hold the SoundGate 2 Phone key for 2–3 seconds to transfer control of the call back to the mobile phone. A subsequent 2–3 second press will return control to the SoundGate 2.

Such call transfers typically must also be acknowledged/accepted on the connected mobile phone.

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### Mute hearing instrument microphones



If distracted by background noise during a mobile phone call, you may press and hold the Volume Up or Down key for 2–3 seconds to mute your hearing instrument microphones.

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## End a phone call

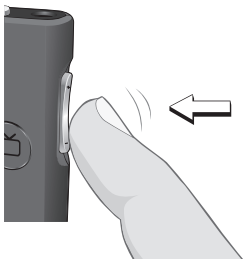


When a phone call is complete, a short press on the SoundGate 2 Phone key will terminate the call. The previous listening program or streaming state will resume.

You may also end the call from your mobile phone or wait for the person on the other end to terminate the call. The previous listening program or streaming state will also resume in this case.

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## Reject an incoming phone call



A short press on the SoundGate 2 Volume Down key will reject an incoming call and the current listening program or streaming state will resume.

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**Last call return**

To automatically prompt a call to the last number dialed from your paired Bluetooth® mobile phone, press and hold the SoundGate 2 Phone key for 2 – 3 seconds.

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**Voice dialing**

For connected mobile phones which support voice dialing, a short press on the SoundGate 2 Phone key will enable voice dial function.

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## Using with an MP3 Player or Computer

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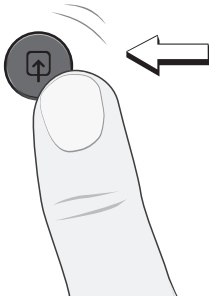
The SoundGate 2 can be used to connect to audio sources such as MP3 players or personal computers either:

- Via a wireless Bluetooth® connection, or
- Via a wired cable connection

### Wireless connection

To hear music or audio wirelessly from e.g. an MP3 player or computer with built-in Bluetooth®, make sure the device has been paired to your SoundGate 2 (pages 30 to 32), that both devices are powered on, and are within range of each other (< 33 feet).

Begin audio streaming by giving a short press to the SoundGate 2 Auxiliary input key.



When audio streaming is active, the Auxiliary input key will illuminate orange.



To end listening through the wireless source and resume the previous listening program or streaming state, give another short press to the Auxiliary input key.

## Wired Connection

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The SoundGate 2 can be used with a wide range of audio devices via a wired connection also.

Plug one end of the 3.5 mm stereo cable included with your SoundGate 2, into the appropriate 3.5 mm headset jack of the MP3, computer or audio source of choice. Plug the opposite end into the 3.5 mm auxiliary input jack of the SoundGate 2 as indicated below.

Ensure the music or audio source in your device is playing and un-muted, and give a short press to the SoundGate 2 Auxiliary input key to begin listening.

To end listening through the wired source and resume the previous listening program or streaming state, give another short press to the Auxiliary input key.

**Note!**

The SoundGate 2 has been linked to your hearing instrument(s) by your hearing care provider. The hearing instrument(s) will only accept remote control commands and audio streaming from the SoundGate 2 to which they are linked. This ensures that other hearing instruments cannot intercept phone calls or other audio from your SoundGate 2.

Audio streaming is one-way communication from the SoundGate 2 to the hearing instrument(s). When audio streaming is stopped, the SoundGate 2 instructs the hearing instruments to release the controls and resume normal operation.

## Using the Telecoil

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The SoundGate 2 has a built-in induction loop receiver, which can be used to pick up audio information from auditoriums, churches or public buildings which have an installed audio loop.

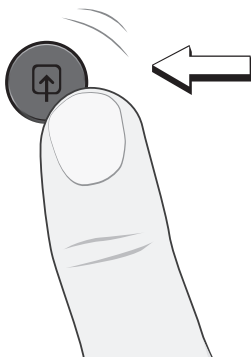
If you are unsure if a location has an audio loop installed, look for the universal symbol below.



To activate and begin listening via an installed audio loop, press and hold the SoundGate 2 Auxiliary input key for 2 – 3 seconds.



To end listening through the looped source and resume the previous listening program or streaming state, give another 2 – 3 second press to the Auxiliary input key.



## SoundGate 2 Wireless Range

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### External audio device SoundGate 2 (Bluetooth®)

The SoundGate 2 has a built in Bluetooth® receiver, which is used to receive audio signals from external communication devices that also use Bluetooth®. Mobile phones, wireless headsets and laptop computers are all among the devices you may wish to stream audio from. See pages 30 to 32 of this manual for step by step instructions to pair your SoundGate 2 to a specific Bluetooth® enabled device.

In order to pair to or stream audio information from an external Bluetooth® enabled device, it is recommended to keep your SoundGate 2 within a range of approximately 33 feet (10 meters). This range may be affected by objects between the SoundGate 2 and the connected Bluetooth® source. This range may also be affected by the quality of the other device's antenna.



### **SoundGate 2 hearing instrument range**

The SoundGate 2 has a built-in wireless transmitter, which automatically streams audio information to your hearing instrument(s).




In order to stream information without interruption, it is recommended to keep your SoundGate 2 unit and your hearing instrument(s) within a range of approximately 40 inches (1 meter). This range could be reduced by metal objects and/or strong magnetic fields.


Always wear the neck strap antenna while streaming audio from your SoundGate 2.



## Visual Indicators

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Light	Action	Status
	Blinking GREEN	Phone ringing
	Steady GREEN	Active phone call
	No light	No active calls
	Blinking ORANGE	Pairing to TV Adapter
	Steady ORANGE	Active streaming TV Adapter
	No light	No streaming TV Adapter
	Fading ORANGE	(Paired) Auxiliary source available
	Steady ORANGE	Active streaming Auxiliary source, T-coil
	No light	No streaming Auxiliary source, T-coil

Light	Action	Status
<b>LED indicator</b> 	Blinking BLUE	Bluetooth Pairing Mode
	Steady GREEN	Battery OK
	Blinking GREEN	Incoming phone call
	Steady RED	Battery is low
	Blinking RED	Battery is critically low
	No light	SoundGate 2 is OFF

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## Troubleshooting

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<b>Pairing</b>	<b>Problem</b>
SoundGate 2 will not enter Bluetooth® pairing mode	The SoundGate 2 is powered OFF. The SoundGate 2 battery is critically low.
My Bluetooth® device is not locating the SoundGate 2.	The SoundGate 2 is out of range. The SoundGate 2 is already connected and within range of another active Bluetooth® device.
Pairing was unsuccessful.	The SoundGate 2 and/or Bluetooth® device was not in pairing mode when attempting to pair.  The incorrect passcode was entered.

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## Solution

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Turn the SoundGate 2 ON.

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Recharge the SoundGate 2 battery.

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Ensure the paired SoundGate 2 and Bluetooth® device are within 33 feet (10 meters) of each other.

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Turn OFF any active Bluetooth® devices which have previously been paired to the SoundGate 2.

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Ensure the SoundGate 2 and Bluetooth® device are actively in their pairing states when repeating the pairing process. Press and hold the SoundGate 2 Power key for approximately 5 – 6 seconds until the LED indicator flashes rapidly blue. The SoundGate 2 pairing mode is active for 2 minutes.

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Repeat the pairing process and enter the password: **0000** (four zeros) into the Bluetooth® device.

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<b>Phone</b>	<b>Problem</b>
The SoundGate 2 Phone key does not blink when the phone is ringing, and there is no ringing indication in the hearing instruments.	<p>The SoundGate 2 and phone are not paired to each other.</p> <hr/> <p>The Bluetooth® function and/or power are turned OFF on the SoundGate 2 or Bluetooth® phone.</p> <hr/>
The SoundGate 2 Phone key is blinking when the phone is ringing but I hear no ringing indication in my hearing instruments.	<p>The SoundGate 2 battery is critically low.</p> <hr/>
The audio in my hearing instruments drops out.	<p>The SoundGate 2 is out of Bluetooth® range.</p> <hr/> <p>The neck strap antenna is not mounted to the SoundGate 2.</p> <hr/>

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**Solution**

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Pair the SoundGate 2 and selected Bluetooth® phone (see pages 30 to 32).

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Ensure the SoundGate 2 and Bluetooth® phone are powered ON. Refer to the manual of your Bluetooth® phone to ensure Bluetooth® function is active.

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Recharge the SoundGate 2 battery.

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Ensure the SoundGate 2 and Bluetooth® phone are within the recommended 33 feet (10 meters) of each other.

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Ensure the SoundGate 2 and Bluetooth® phone are within the recommended 33 feet (10 meters) of each other.

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While streaming, it is recommended to use the neck strap antenna to prevent drop outs.

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<b>Phone</b>	<b>Problem</b>
The other party has difficulty hearing my voice on the phone.	The SoundGate 2 microphone is not picking up your voice clearly.
I have difficulty understanding the other party when I am in noisy environments.	Environmental sounds interfere with speech understanding.
	<hr/> Volume is insufficient.
I hear beeps in my hearing instruments when operating my mobile phone.	The key press feature is activated in your mobile phone.

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## Solution

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Ensure the SoundGate 2 microphone is positioned within 12 inches / 30 cm of your mouth during

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Press and hold the Volume Up or Down key for 2 – 3 seconds to mute the hearing instrument microphones.

Caution: Do not mute the hearing instrument microphones in listening situations that require your better hearing, e.g. traffic.

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Adjust the volume on your SoundGate 2 device to a sufficient volume to improve understanding.

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Refer to the manual of your phone to deactivate the key press tone feature.

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**Wired audio**

There is no audio in the hearing instruments.

**Problem**

The audio source needs to be turned on and connected to the SoundGate 2.

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Volume level is too high.

Volume needs to be adjusted on the connected wired audio source.

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**Charging**

SoundGate 2 does not work even while charging.

**Problem**

The battery is drained completely.

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**Solution**

Verify that the audio source is powered ON and the 3.5 mm jack stereo cable is completely connected to both the SoundGate 2 and the selected device. Refer to the wired connection steps on page 40 of this manual.

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Adjust the volume on the audio source to a level that suits you.

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**Solution**

The SoundGate 2 battery must be charged for at least 20 minutes before it can operate. For optimal use, avoid draining the battery completely.

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## Maintenance

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The SoundGate 2 requires a minimum amount of regular maintenance to ensure proper function. Wipe the SoundGate 2 daily with a dry or slightly damp cloth to remove any debris from its surface.

The microphone opening and audio input ports must be kept free of dirt and debris at all times. The small cleaning brush for your hearing instrument(s) may be used to clean these areas.

Do not submerge your SoundGate 2 or its neck strap into water or other liquids at any time.

The SoundGate 2 is sealed and you should not attempt to open it. If problems occur which cannot be solved by the guidelines within this manual, you should contact your hearing care provider.



## International Warranty

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The Sonic SoundGate 2 has a limited warranty, covering defects in materials and workmanship. This warranty covers the SoundGate 2 itself, but not accessories such as charger units, cable, etc. This warranty becomes invalid if a defect is a result of misuse or maltreatment.

This warranty is void if non-authorized personnel have repaired the SoundGate 2. Please review the warranty card with your hearing care provider and make sure that your warranty card is completed.

In addition to the Bluetooth® transmitter, the SoundGate 2 contains a radio transmitter using short range magnetic induction technology working at 3.84 MHz. The magnetic field strength of the transmitter is  $< -15 \text{ dB}\mu\text{A/m @ 10 m}$ . The emission power from the SoundGate 2 is below international emission limits for Human Exposure. For comparison, the radiation of the SoundGate 2 is less than unintended electromagnetic radiation from hair dryers, electric shavers, etc.

The SoundGate 2 complies with the international standards concerning electromagnetic compatibility.

## Information to the User Regarding the Radio Communication Part of the Device

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Sonic Innovations, Inc.  
SoundGate 2

**FC** FCC ID ZTOSGATE2  
IC: 9799A-SGATE2

Statement of compliance:

This device complies with part 15 of the FCC Rules and RSS-210 of Industry Canada.

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.

This Class B digital apparatus complies with Canadian ICES-003.

**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.

**Caution:**

Changes or modifications not expressly approved by Sonic Innovations, Inc. could void the user's authority to operate the equipment.

## Declaration of Conformity

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This device is classified as accessory in Class I for medical devices and is in conformance with the essential requirements of the Directive 93/42/EEC of the Council of the European Communities concerning medical devices, MDD. The radio communication part of the device complies with the essential requirements of the Directive 1999/5/EC of the European Parliament on radio equipment and telecommunications terminal equipment, R&TTE. This is certified by applying for the following marking:



## Information and Explanation of Symbols

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The CE conformity marking indicates conformance to all applicable European Directives

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This symbol indicates that it is important for the user to read and take into account the relevant information in these instructions for use

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This sign indicates important safety information that must be observed to minimize risks or to avoid hazardous situations

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Important information for handling and product safety

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The crossed-out wheeled bin indicates that the European Directive on waste of electronic equipment applies

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**Operating conditions**

The product is designed such that it functions without problem or restrictions if used as intended, unless otherwise noted in these instructions for use. The operating temperature for the SoundGate 2 is 10 – 45°C.

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**Transport and storage conditions**

During transport or storage, the temperature should not exceed the limit value of – 25°/60° C.

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## Service

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If the information listed on the previous pages did not solve a problem you are having with your SoundGate 2 device, please contact your hearing care provider. Do not attempt to repair your SoundGate 2 device yourself.

Place stamp with dispenser name and address here:







## Notes

A series of horizontal dotted lines for writing notes.





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