

# Naída CI Connect

User Guide



A Sonova brand

**PHONAK**  
life is on

# Contents

1. Welcome	4
2. Product overview	5
3. Connectivity overview	6
4. Compatibility	7
5. Attaching Naída CI Connect	8
6. Initial pairing	9
Initial pairing to a Bluetooth®-enabled device	9
Connecting to the device	10
7. Phone calls	11
Making a call	12
Accepting a call	12
Ending a call	13
Rejecting a call	13
8. Listening to music or a movie from a Bluetooth enabled device	14
9. Connecting to TV Connector	15
10. Switching between multiple audio sources	17
11. Operating conditions	18

<b>12. Care and maintenance</b>	19
General information	19
Cleaning	19
<b>13. Service and warranty</b>	20
13.1 Local warranty	20
13.2 International warranty	20
13.3 Warranty limitation	21
<b>14. Compliance information</b>	22
<b>15. Information and description of symbols</b>	26
<b>16. Important safety information</b>	29

# Welcome

Your Naída CI Connect has been developed by Phonak – the world leader in hearing solutions based in Zurich, Switzerland.

This premium product is the result of decades of research and expertise and is designed to keep you connected to the beauty of sound! We thank you for making such a great choice and wish you many years of listening pleasure.

Please read the user guide carefully to make sure that you understand and get the best out of your Naída CI Connect. For more information about features and benefits, simply contact your hearing care professional.

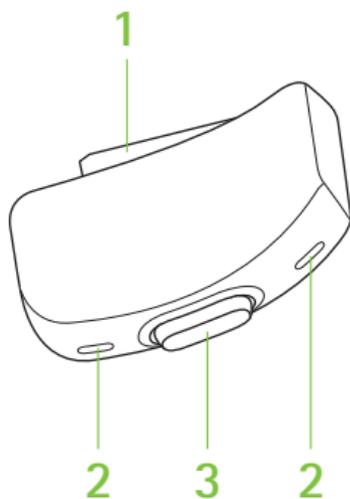
**Phonak – life is on**

[www.phonak.com](http://www.phonak.com)



CE mark applied: 2019

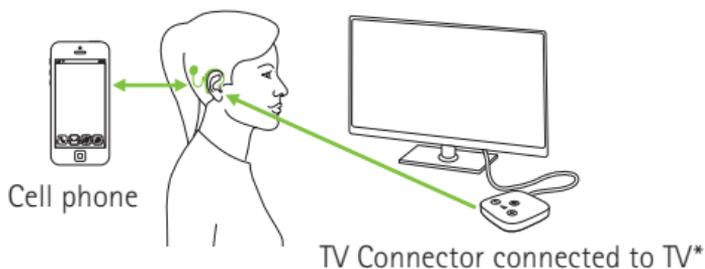
## 2. Product overview



- 1 Connect to sound processor
- 2 Microphones
- 3 Button

### 3. Connectivity overview

The illustration below shows the connectivity options available for your Naída CI Connect.



Your Naída CI Connect can be connected to the following devices:

- A Bluetooth-enabled phone for phone calls or audio streaming (music or movies)
- A Bluetooth-enabled computer or tablet for VoIP calls (e.g., Skype) or audio streaming (music or movies)
- A USB Bluetooth dongle plugged into a computer or tablet for VoIP calls (e.g., Skype) or audio streaming (music or movies)
- The Phonak TV Connector\* that is plugged into the TV or any another audio device (e.g., home stereo system)

\* The TV Connector is optionally available.

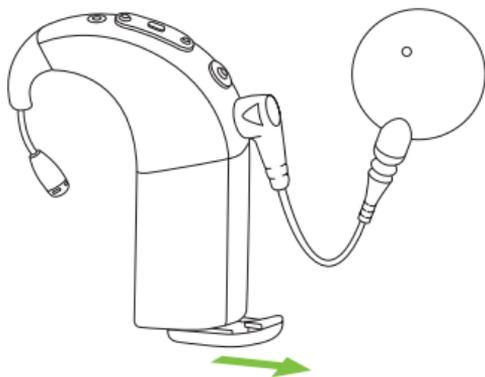
## 4. Compatibility

The Naída CI Connect is compatible with the **Naída CI Q90 sound processor**.

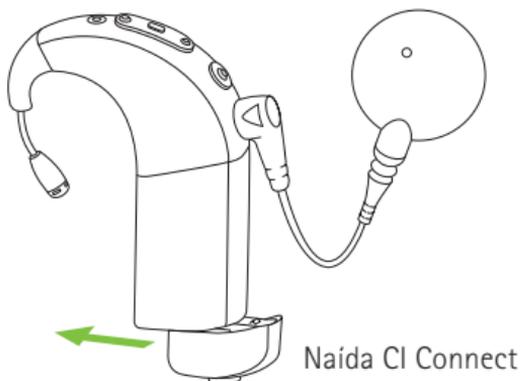
Naída CI Connect requires the **PowerCel170 battery**.

## 5. Attaching Naída CI Connect

1. Remove the cover from your PowerCel170 battery:



2. Attach Naída CI Connect to the PowerCel170 battery:

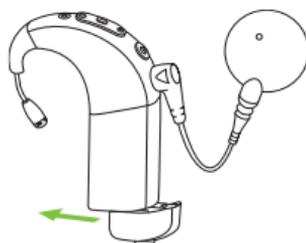


## 6. Initial pairing

### Initial pairing to a Bluetooth®-enabled device

① It is only necessary to perform the pairing procedure once with each device featuring Bluetooth wireless technology. After the initial pairing, your Naída CI Connect will connect automatically to the device. This can take up to 2 minutes.

1. On your device (e.g., a phone), ensure that Bluetooth wireless technology is enabled, and then search for Bluetooth-enabled devices in the connectivity setting menu.
2. Attach Naída CI Connect to your sound processor. You now have 3 minutes to pair your Naída CI Connect with your device.
3. Your device shows a list of Bluetooth-enabled devices.



Naída CI Connect

Select the 'Naída CI Connect' from the list to pair the devices. A beep confirms successful pairing.

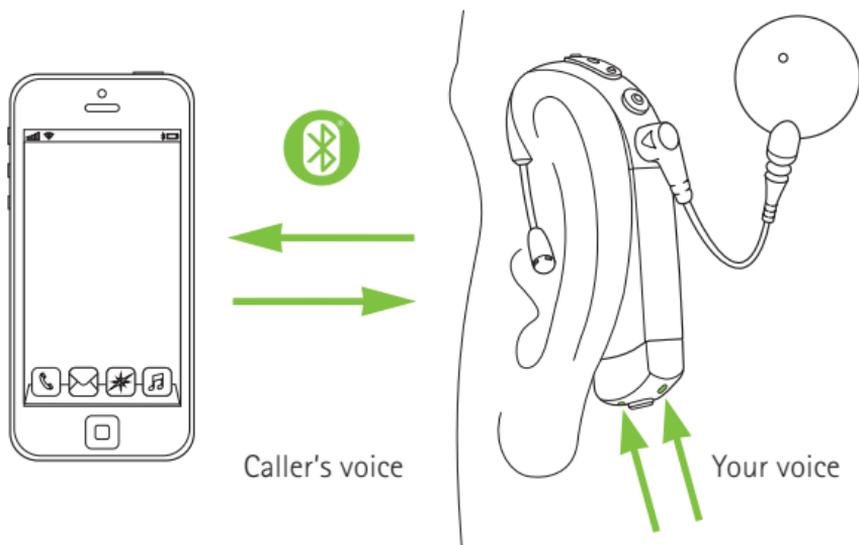
## Connecting to the device

After your Naída CI Connect has been paired to your device, it will automatically connect again when the Naída CI Connect is attached to the sound processor and the sound processor is powered on.

- ① The connection will be maintained as long as the device remains ON and within range.  
Your Naída CI Connect can be connected to one device at a time.

## 7. Phone calls

Your Naída CI Connect **connects directly with Bluetooth®-enabled phones**. When paired and connected to your phone, you will hear the caller's voice directly in your Naída CI sound processor. The Naída CI Connect picks up your voice through its own microphones.



**Bluetooth®** is a registered trademark owned by the Bluetooth SIG, Inc.

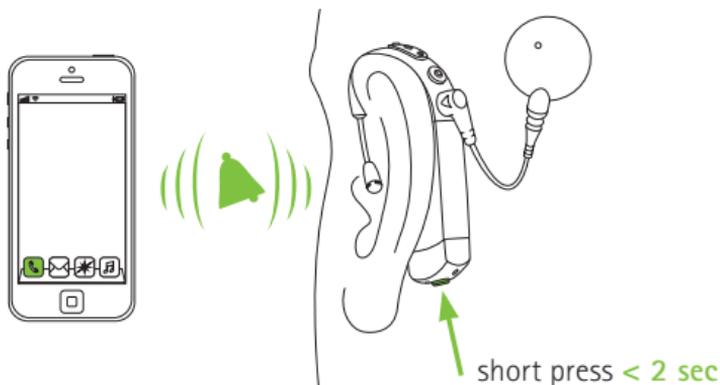
## Making a call

Enter the phone number and press the dial button. You will hear the dial tone through your Naída CI sound processor. Your Naída CI Connect picks up your voice through its own microphones.

## Accepting a call

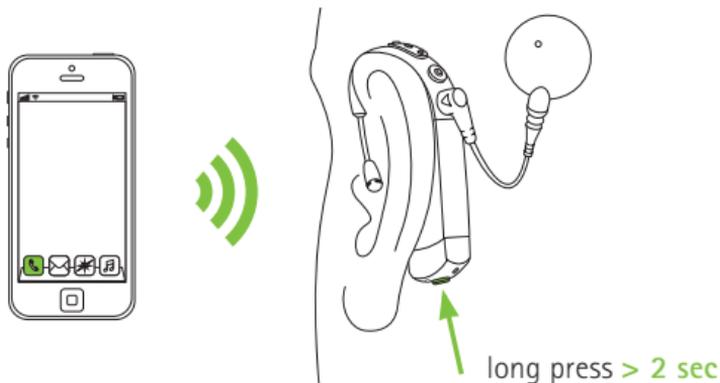
When receiving a call, a call notification will be heard in the Naída CI sound processor.

The call can be accepted by a short press on the button on your Naída CI Connect (less than 2 seconds) or directly on your phone.



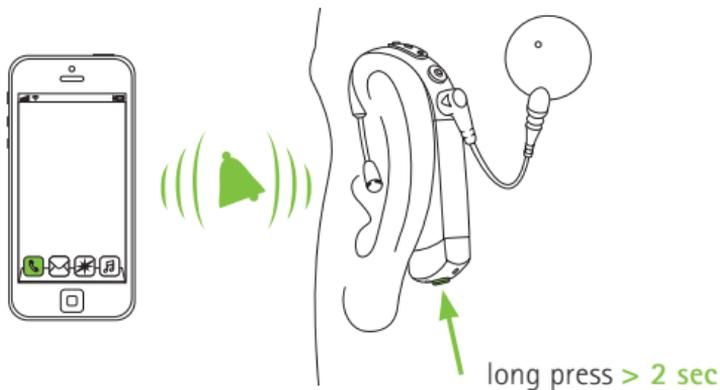
## Ending a call

A call can be ended by a long press on the button on the Naída CI Connect (more than 2 seconds) or directly on your phone. A beep confirms that the call has ended.



## Rejecting a call

An incoming call can be rejected by a long press on the button on the Naída CI Connect (more than 2 seconds) or directly on your phone.

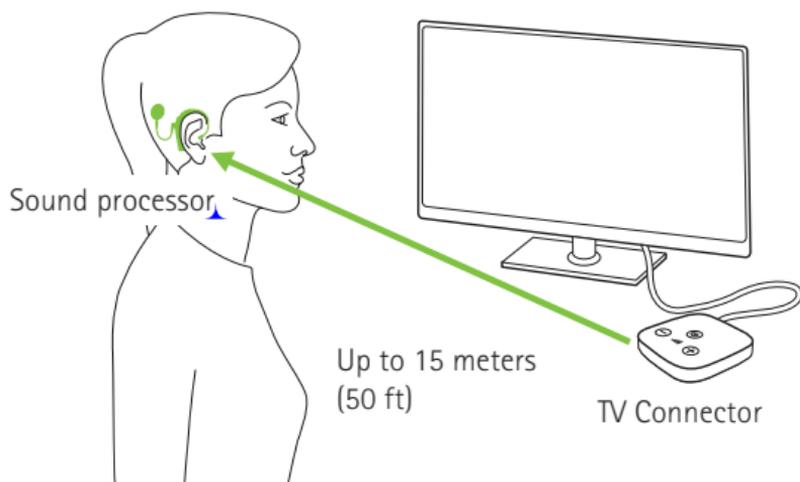


## 8. Listening to music or a movie from a Bluetooth enabled device

Simply start the music track or movie and you will instantly hear it through your Naída CI sound processor.

A long press on the Naída CI Connect button will stop the movie or music streaming. A beep will confirm the streaming has stopped.

## 9. Connecting to TV Connector\*



- ① Line-of-sight between your Naïda CI sound processor and the TV Connector is not required. However, environmental interference like walls or furniture may reduce the operating range.

Please refer to the user guide for the TV Connector for initial setup instructions.

\* The TV Connector is optionally available

Once the TV Connector is connected with your Naída CI Connect, simply switch on the TV (or audio source to which the TV Connector is connected) and you will instantly hear the audio streaming.

A long press on the Naída CI Connect button will mute the signal from the TV Connector. Another long press on the Naída CI Connect button will unmute the signal from the TV Connector. You will hear a beep to confirm the signal has been muted or unmuted.

## 10. Switching between multiple audio sources

A phone call always has highest priority and will mute music or audio streaming.

A Bluetooth music stream has priority over TV Connector streaming. To switch back to TV Connector streaming, simply stop the music streaming on your smartphone or other audio streaming device.

## 11. Operating conditions

The product is designed for home healthcare environment such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guide.

### Technical information:

Weight of product:	1.5 g / 0.0033 lb
Dimensions (W x L x H):	8.93 x 18.78 x 10 mm / (0.35 x 0.74 x 0.39 inch)
Power supply:	Supplied by the sound processor battery
Voltage range:	1.0 to 1.5 V
Current drain	
Bluetooth mode:	4.8 mA for VBAT = 1.2 V
Current drain	
Airstream mode:	2.9 mA for VBAT = 1.2 V
Frequency range:	2.4 GHz
Transmit Power:	1 mW

## 12. Care and maintenance

### General information

Before using hair spray or applying cosmetics, you should remove your sound processor and Naída CI Connect from your ear, because these products may damage it.

### Cleaning

Clean the Naída CI Connect with a lint-free cloth or use the small brush. Never use cleaning agents such as household detergents, soap, etc. for cleaning your Naída CI Connect. It is not recommended to rinse with water. If you need to clean your Naída CI Connect intensively, ask your hearing care professional for advice and information on drying capsules.

## 13. Service and warranty

### 13.1 Local warranty

Please ask the hearing care professional where you purchased your Naída CI Connect about the terms of the local warranty.

### 13.2 International warranty

Sonova AG offers a one year limited international warranty, valid from the date of purchase. This limited warranty covers manufacturing and material defects in the Naída CI Connect. The warranty only comes into force if a proof of purchase is shown.

The international warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods.

### **13.3 Warranty limitation**

This warranty does not cover damage from improper handling or care, exposure to chemicals or undue stress. Damage caused by third parties or non-authorized service centers renders the warranty null and void. This warranty does not include any services performed by a hearing care professional in their office.

---

Serial number:

---

Date of purchase:

---

Authorized hearing care professional (stamp/signature):

## 14. Compliance information

### Europe:

---

Hereby Sonova AG declares that this product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio Equipment Directive 2014/53/EU. The full text of the EU Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on [www.phonak.com](http://www.phonak.com) (Phonak worldwide locations).

### Australia/New Zealand:

---



Indicates a device's compliance with applicable Radio Spectrum Management's (RSM) and Australian Communications and Media Authority (ACMA) regulatory arrangements for the legal sale in New Zealand and Australia.

The compliance label R-NZ is for radio products supplied in the New Zealand market under conformity level A1.

### Naída CI Connect is certified under:

USA FCC ID: KWCNCC

Canada IC: 2262A-NCC

**Notice 1:**

This device complies with Part 15 of the FCC Rules and with Industry Canada's license exempt RSS standard(s). Operation is subject to the following two conditions:

- 1) this device may not cause interference, and
- 2) this device must accept any interference, including interference that may cause undesired operation of the device.

**Notice 2:**

The device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. The device generates uses and can radiate radio frequency energy and, if not installed and used in accordance of the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If the device does cause harmful

interference to radio or television reception, which can be determined by turning the device off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device 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.

**Notice 3:**

Changes or modifications made to this device not expressly approved by Sonova AG may void the FCC authorization to operate this device.

**Notice 4:**

FCC / Industry Canada RF Radiation Exposure Statement. This device complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

## Japanese Radio Law and Japanese Telecommunications Business Law Compliance

This device is granted pursuant to the Japanese Radio Law (電波法) and the Japanese Telecommunications Business Law (電気通信事業法). This device should not be modified (otherwise the granted designation number will become invalid)."

### Compliance with emission and immunity standards

Emission standards	EN 60601-1-2:2015
	IEC 60601-1-2:2014
	EN 55011:2009+A1
	CISPR11:2009/AMD1:2010
	CISPR22:1997
	CISPR32:2012
	ISO 7637-2:2011
	CISPR25:2016
	EN 55025:2017

## 15. Information and description of symbols



With the CE symbol, Sonova AG confirms that this product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio Equipment Directive 2014/53/EU.

---



Indicates the medical device manufacturer, as defined in EU Directive 93/42/EEC.

---



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

---



This symbol indicates that it is important for the user to pay attention to the relevant warning notices in this user guide.

---



Important information for handling and product safety.

---



During transportation keep dry.

---



The **Bluetooth**<sup>®</sup> word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Sonova AG is under license. Other trademarks and trade names are those of their respective owners.

---



Japanese mark for certified radio equipment.

---



Temperature during transportation and storage:  
-20° to +60° Celsius (-4° to +140° Fahrenheit).  
Operating temperature: 0° to +40° Celsius

---



Humidity during transportation: Up to 90%  
(non condensing).  
Humidity during storage: 0% to 70%  
Humidity during operation: 20% to 60%

---



Atmospheric pressure during storage and transportation: 200 hPa to 1500 hPa  
during operation: 980 hPa to 1050 hPa

---



The symbol with the crossed-out garbage bin is to make you aware that this hearing aid may not be thrown away as normal household waste. Please dispose of old or unused hearing aids, at waste disposal sites intended for electronic waste, or give your hearing aid to your hearing care professional for disposal. Proper disposal protects the environment and health.

---

## 16. Important safety information

Please read the information on the following pages before using the product.

### Hazard warnings

-  Keep this device out of reach of children aged under 3 years.
-  Opening the device might damage it. If problems occur that cannot be resolved by following the guidelines in the Troubleshooting section of this User Guide, consult your hearing care professional.
-  Your device should only be repaired by an authorized service center. Changes or modifications to this device that were not explicitly approved by Sonova are not permitted.
-  Please dispose of electrical components in accordance with your local regulations.

-  Do not use your device in areas where electronic equipment is prohibited. If in doubt, please ask the person in charge.
  
-  Your product operates between 2.4 GHz–2.48 GHz frequency range. When flying please check if flight operator requires devices to be removed from the sound processor.
  
-  External devices should only be connected if they have been tested in accordance with corresponding IEC standards.
  
-  Only use accessories that are approved by Sonova AG.
  
-  Do not use the product in explosive areas (mines or industrial areas with danger of explosions, oxygen rich environments or areas where flammable anesthetics are handled).

- ⚠ Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the device, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

## Information on product safety

- ⓘ Protect the device from excessive moisture (bathing, swimming), heat (radiator, car dashboard), direct contact with skin when sweating (workout, fitness, sport) and from excessive shock and vibration.

- ① Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your product. Remove and keep them outside the examination room/area before undergoing:
  - Medical or dental examination with X-ray (also CT scan).
  - Medical examinations with MRI/NMRI scans, generating magnetic fields.
  - The product doesn't need to be removed when passing security gates (airports, etc.). If X-ray is used at all, it will be in very low doses, and will not affect the device.
  
- ① Never use a microwave or other heating devices to dry your device. Ask your hearing care professional about suitable drying methods.
  
- ① Do not drop your device! Dropping onto a hard surface can damage your device.

- ① Clean the device using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean the device.
- ① Avoid exposing the receiver to hair spray or other cosmetic chemicals.

### **Other important information**

- Be aware that wireless transmission from the external device to your Naída CI Connect may be interrupted due to interference or moving out of range, and that audio which is transmitted from the external device may not be heard.
- The sensitivity of the sound processor microphone may be reduced by the use of Naída CI Connect and therefore environmental awareness may be reduced.





Your hearing care professional:



**Manufacturer:**

Sonova AG  
Laubisrütistrasse 28  
CH-8712 Stäfa  
Switzerland  
[www.phonak.com](http://www.phonak.com)

**sonova**  
HEAR THE WORLD

