



*S H I F T*<sup>™</sup>

# Ready-To-Wear Hearing Device User Guide



Powered by Unitron

# BEFORE YOU START!

---

Download the SHIFT Hearing app



SHIFT



To get the most out of your SHIFT Ready-To-Wear Hearing Device, download the app on your smartphone and follow the set up steps.

See page 6 for more details.

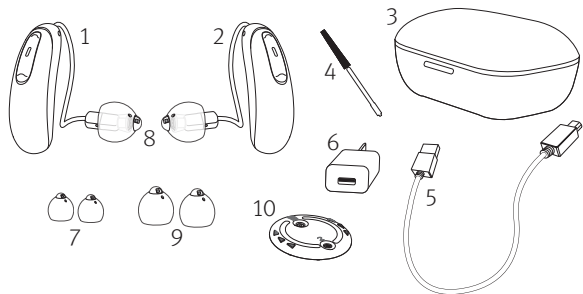
Congratulations for making the move to SHIFT.™ This guide explains how to use and care for your new hearing device.

SHIFT is easy to set up and optimize. Let the companion app guide you step-by-step, with prompts and convenient support options right at your fingertips.

And when you need an expert's advice or a helping hand, your hearing care professional is there.

Get ready for a next-level hearing experience — on your terms.

For any questions, please speak to your local hearing care professional



### Package contents:

1. Hearing device (left)
2. Hearing device (right)
3. Charger
4. Cleaning brush
5. Charging cable
6. Wall charger
7. Set of domes - small
8. Set of domes - medium (installed)
9. Set of domes - large
10. CeruShield Disk (wax guard)

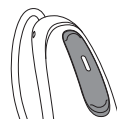
## Quick reference

### Low battery warning



2 beeps every  
30 minutes

### Multi-function button with indicator light

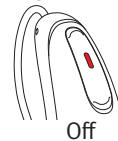


### Turning hearing devices on/off

Press and hold the lower part of the button on each hearing device for 4 seconds until the indicator lights change.

**On:** Indicator light is temporarily solid green

**Off:** Indicator light is temporarily solid red



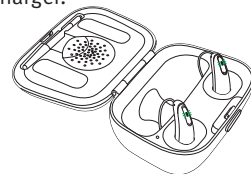
① **Before using your hearing devices for the first time, it is recommended to charge them for 3 hours.**

### Charging your hearing devices

Place the hearing devices in the charger.

**Charging:** Slow blinking indicator light

**Fully charged:** Solid green indicator light



## Quick reference

---

### Volume:

Push the upper part of the button on either hearing device for < 2 seconds to increase the volume.

Push the lower part of the button on either hearing device for < 2 seconds to decrease the volume.

### Accepting an incoming phone call:

Push either the upper or lower part of the button on either hearing device for < 2 seconds to answer an incoming call.

### Rejecting an incoming phone call:

Push down the upper or lower part of the button on either hearing device for > 2 seconds.

### Ending a phone call:

Push down the upper or lower part of the button on either hearing device for > 2 seconds.

### Streaming music:

Play music on your paired mobile phone as you normally would. You will hear the audio through your hearing device.

Visit "Help & Support" at [www.unitron.com](http://www.unitron.com)

## Table of contents

---

Your hearing device at a glance.....	2
Attention .....	5
Setting up your hearing devices .....	6
<b>Bluetooth®</b> connectivity .....	10
Connecting to your mobile phone .....	12
Turning your hearing devices on and off .....	13
Putting your hearing devices on your ears .....	14
Removing your hearing devices from your ears .....	15
Operating instructions .....	16
Your rechargeable hearing devices .....	18
Charging your hearing devices .....	19
Phone calls with a mobile phone .....	24
Using your mobile phone with your hearing devices .....	25
Adjusting volume of mobile phone calls .....	27
Connectivity overview.....	28
Caring for your hearing devices.....	29
Warnings .....	34
Troubleshooting guide .....	43
Warning to hearing aid dispensers (to comply with the U.S. Food and Drug Administration (FDA) regulations) .....	48
Information and explanation of symbols.....	50
Compliance information.....	53



## Your hearing device at a glance

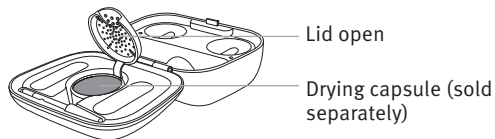
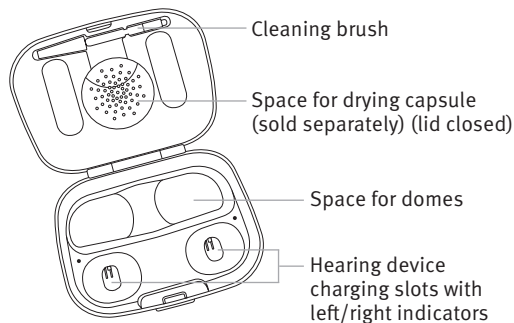
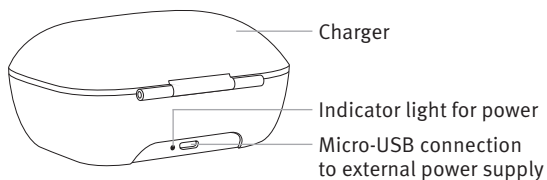
---

- 1 **Multi-function button with indicator light** - switches between listening programs, changes the volume level, and accepts or rejects mobile phone calls
- 2 **Wire** - connects the speaker unit to your hearing device
- 3 **Microphones** - sound enters your hearing devices through the microphones
- 4 **Charging contacts**
- 5 **Dome** - a dome that goes into your ear canal to hold the speaker unit in place
- 6 **Speaker unit** - amplifies the sound and sends it directly into the ear canal
- 7 **Serial number plate** - the serial number plate is on the back of your hearing device. You will need this for service and support issues

## SHIFT Ready-To-Wear Hearing Device



## Charger



## Attention

- ⚠ The SHIFT Ready-To-Wear Hearing Device is intended for adults 18 years of age or older.
- ⚠ The intended use of the SHIFT Ready-To-Wear Hearing Device is to amplify and transmit sound to the ears and hereby compensate for impaired hearing. The hearing device must only be used by the intended person. It should not be used by any other person as it could damage hearing.
- ⚠ The SHIFT app is intended for adults 18 years of age or older, to set-up and adjust the SHIFT Ready-To-Wear Hearing Device through Android and Apple iOS devices.

## Setting up your hearing devices

---

1. Download the SHIFT Hearing app.



SHIFT



- ① To get the most out of your SHIFT Ready-To-Wear Hearing Device, download the app on your smartphone and follow the set up steps.

2. Open the SHIFT Hearing app.
3. After accepting the data collection agreement and privacy policy, you will see an overview of the set-up process. Select the "My devices are new" button. (If you are setting up your devices for a second time, select the "My devices are set-up" button and follow the instructions in the app).
4. Following the instructions in the app, connect the charging cable and plug in your charger to a power source.
5. Remove and discard the tabs from under your hearing devices. Put your hearing devices back in the charger.  
You will be prompted to charge your hearing devices now or later.

- ① Charging your devices can take up to 3 hours. Once fully charged the indicator light will appear solid green.

6. To enable your hearing devices to stream music and phone calls, remove your right hearing device (red indicator) from the charger by pulling up on the body.
7. Make sure that Bluetooth® is turned on and open Bluetooth settings. Under Devices, select your right hearing device from the list to simultaneously pair both hearing devices.
  - ① Look for "R" plus the serial number found on the back of the right hearing device. You will only need to add the right device to connect both devices.
  - ① It is only necessary to perform the pairing procedure once with each Bluetooth enabled phone.
  - ① Consult your phone user guide for instructions on pairing a Bluetooth device with your phone.
8. To connect your hearing devices to the app remove your left device (blue indicator) from the charger. Keep your hearing devices close to your phone so the app can locate them.
9. Take a moment to review the different parts and pieces of your hearing devices.  
Put on your hearing devices following the placement video in the app.
10. Check the placement of your hearing devices by allowing the app to use the camera on your phone.
11. Once your hearing devices are on properly, use the app to tune the devices to your hearing ability.
12. Before completing the set-up process, review the wear & care tips.
  - ① The SHIFT app user guide is available for download at [www.unitron.com](http://www.unitron.com), under Help & Support.

Bluetooth® is a registered trademark owned by the Bluetooth SIG, Inc. and used under license by Unitron.



## Bluetooth® connectivity

---

For initial set-up, please follow the connection instructions in the SHIFT app set-up process.

Your hearing devices leverage two forms of Bluetooth connectivity:

1. Bluetooth classic for streaming music and phone calls.
2. Bluetooth low energy for app remote control functionality.

### Bluetooth classic

In the event you need to re-connect the Bluetooth classic connection do the following:

1. Go to your settings menu on your phone to ensure Bluetooth® is on. Search for Bluetooth enabled devices.
2. Turn your hearing devices on. Your hearing devices will remain in pairing mode for 3 minutes.
3. Your phone will show a list of found Bluetooth enabled devices. Select your right hearing device from the list to simultaneously pair both hearing devices.

- ① Look for "R" plus the serial number found on the back of the right hearing device. You will only need to add the right device to connect both devices.
- ① It is only necessary to perform the pairing procedure once with each Bluetooth enabled phone.
- ① Consult your phone user guide for instructions on pairing a Bluetooth device with your phone.

### Bluetooth low energy

Once the Bluetooth classic connection has been done, the app will automatically connect the hearing devices to the app.

Under Bluetooth settings on your phone, you will see the right hearing devices listed twice and the left listed once.

Visit [www.unitron.com](http://www.unitron.com), under Help & Support for further details on Bluetooth connectivity.

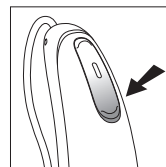
## Connecting to your mobile phone

After your hearing devices have been paired to your phone, they will automatically connect again when your phone and hearing devices are turned on and in range. This can take up to 2 minutes.

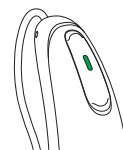
- ① The connection will be maintained as long as the phone remains on and within a range of up to 10 m (30 ft).
- ① To switch a call between your hearing devices and the speaker on your mobile phone, select the audio source you would like from your phone. If you are not sure how to do this, consult the instruction manual that came with your mobile phone.

## Turning your hearing devices on and off

Your hearing devices will turn on automatically when removed from the charger. To turn your hearing devices on and off when not using the charger, press and hold the lower part of the button on each hearing device for 4 seconds until the indicator lights change.

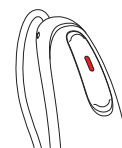


**On:** Indicator light is temporarily solid green



On

**Off:** Indicator light is temporarily solid red



Off

- ① Before using your hearing devices for the first time, it is recommended to charge for 3 hours.

## Putting your hearing devices on your ears

---

Your hearing devices will be colour-coded with a marking on the outside of each hearing device: red = right ear; blue = left ear.

In addition, the left hearing device is marked with an "L" and your right hearing device is marked with an "R."

Ensure that your ears are clean and free of debris before putting on your hearing devices.

1. Remove your hearing devices from the charger. Follow the instructions below for both the left and right hearing device.
2. **Place in ear:** Hold the hearing device by the wire with the dome facing towards the ear. Gently insert the dome into your ear. To ensure proper placement of your hearing devices, refer to placement section in the SHIFT app.
3. **Tuck behind the ear:** Tuck the body of the hearing device over the top and behind your ear.

4. **Wiggle in the ear canal:** Gently wiggle the dome into your ear. You may find it helpful to pull the top of your ear to allow the dome to fit snugly in the ear canal.

For tips on changing the dome for optimal fit, visit [www.unitron.com](http://www.unitron.com), under Help & Support.

## Removing your hearing devices from your ears

---

1. Lift the body of the hearing device from behind your ear.
2. Gently wiggle the dome out of your ear canal.
3. Repeat the steps with other ear.

## Operating instructions

Your hearing devices come with a multi-function button that allows you to further adjust them. You may also use the multi-function button to accept and reject calls to your paired mobile phone.

### Multi-function button



The multi-function button on your hearing devices can be both a volume control and a program control.

#### □ Program control

Each time you press the upper or lower part of the hearing device for longer than 2 seconds, you will move to the next hearing device program.

Your hearing devices beep to indicate which program you are in.

Program setting	Beeps	
Program 1 (e.g. automatic program)	♪	1 beep
Program 2 (e.g. live music programs)	♪♪	2 beeps

#### □ Volume control

To adjust the volume of your environment:

- Push the upper part of the button on either hearing device for < 2 seconds to increase the volume
- Push the lower part of the button on either hearing device for < 2 seconds to decrease the volume

As you change the volume, your hearing devices will beep.

Volume setting	Beeps	
Suggested volume level	♪	1 beep
Turning volume up	♪	short beep
Turning volume down	♪	short beep
Maximum volume level	♪♪	2 beeps
Minimum volume level	♪♪	2 beeps

## Your rechargeable hearing devices

---

### Battery information

- ① Before using your hearing devices for the first time, it is recommended to charge for 3 hours.
- ① Your hearing devices contain a built-in and non-removable rechargeable lithium-ion battery.

Two long beeps indicate the hearing device battery is low. You have approximately 60 minutes before you have to charge the hearing devices.

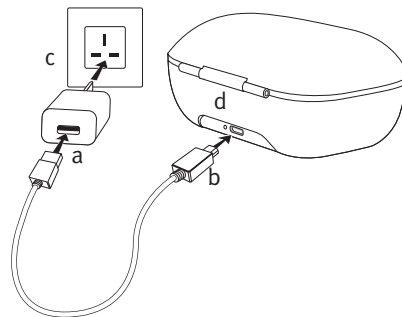
### Charging information

- ① The hearing devices must be dry before charging.
- ① Charge your hearing devices every night. If you hear the low battery warning, place both hearing devices in the charger.
- ① Please make sure to charge and use the hearing devices within operating temperature range: +5° to +40° Celsius (41° to 104° Fahrenheit).

## Charging your hearing devices

---

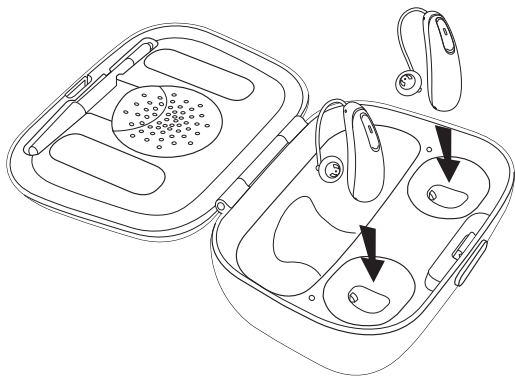
### 1) Connecting the power supply



- a) Plug the larger end of the charging cable into the power supply.
- b) Plug the smaller end into the micro-USB port on the charger.
- c) Plug the power supply into a power outlet.
- d) The indicator light is green when the charger is connected to the power supply.

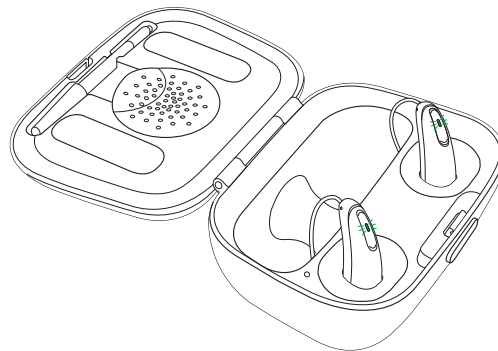
## 2) Insert the hearing devices

Insert the hearing devices into the charging slots. Make sure the left and right hearing device markings match the left (blue)/right (red) indicators next to the charging slots. The hearing devices will automatically switch off when inserted into the charger.



## 3) Watch the indicator light

The indicator light will slowly blink until the hearing devices are fully charged. When fully charged the indicator light will be solid green.



The charging process will automatically stop when the batteries are fully charged, so the hearing devices can be safely left in the charger. It can take up to 3 hours to charge the hearing devices. The charger cover can be closed while charging.

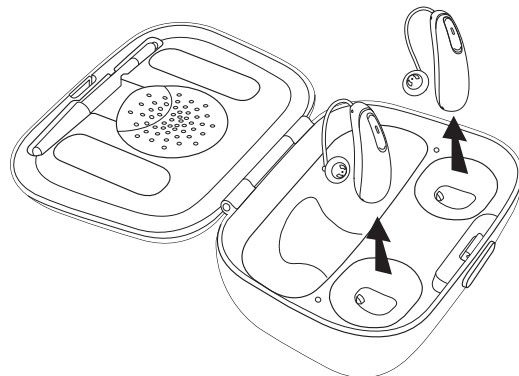
## Understanding the indicator light

Indicator light	Percentage charged	Charging time
● ● ●	0-10%	
● ● ●	11-80%	30 min (30%) 60 min (50%) 90 min (80%)
● ● ●	81-99%	
■	100%	3h

## 4) Remove the hearing devices from the charger

Remove the hearing devices from the charging slots to turn them on.

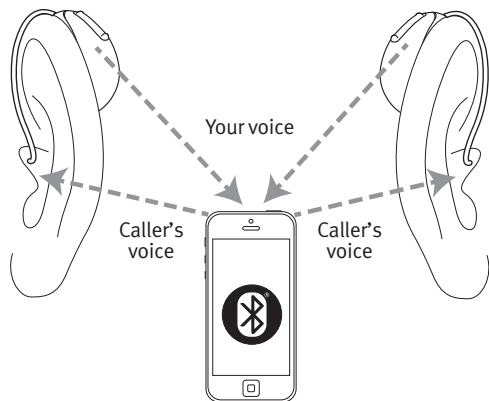
- ① Do not pull the wires to remove the hearing devices from the charger as this can damage the wires.



## Phone calls with a mobile phone

Your hearing devices allow direct communication with Bluetooth enabled phones. When paired and connected to a phone, you will hear the caller's voice directly in your hearing devices. Your hearing devices pick up your voice through their own microphones.

- ① You do not need to hold your mobile phone close to your mouth, your voice is transmitted through the hearing devices to your mobile phone.



## Using your mobile phone with your hearing devices

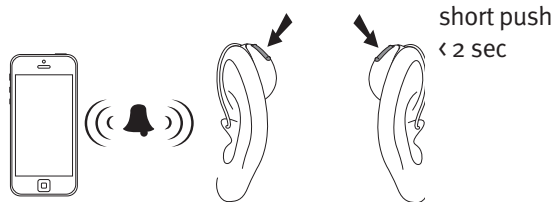
### Making a phone call

Start a call on your paired mobile phone as you normally would. You will hear the audio through your hearing devices. Your hearing devices pick up your voice through their own microphones.

### Accepting a mobile phone call

When receiving a call, an incoming call notification will be heard in the hearing devices.

The call can be accepted by a short push of < 2 seconds on either the upper or lower part of the button on either hearing devices. Alternatively, accept the call on your phone as you normally would.



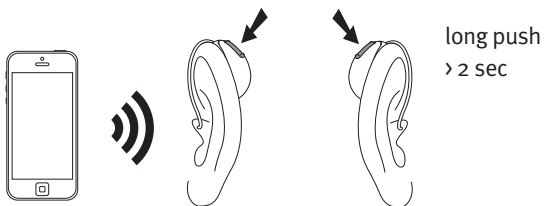


## Ending a phone call

End a call by holding down the upper or lower part of the button on either hearing device for > 2 seconds. Alternatively, end the call on your phone as you normally would.

## Rejecting a phone call

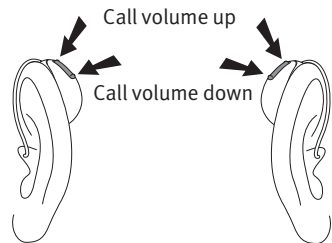
An incoming call can be rejected by holding down the upper or lower part of the button on either hearing device for > 2 seconds. Alternatively, reject the call on your phone as you normally would.



## Adjusting volume of mobile phone calls

During a call using a paired mobile phone:

- Push the upper part of the button on either hearing device to increase the call volume
- Push the lower part of the button on either hearing device to decrease the call volume



## Connectivity overview

---

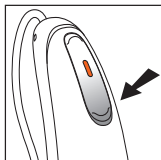
### Flight mode

Your hearing devices operate in the frequency range of 2.4 GHz–2.48 GHz. When flying, some airlines require all devices to be switched into flight mode. Entering flight mode will not disable normal hearing device functionality, only the Bluetooth connectivity functions.

### Entering flight mode

To disable the Bluetooth wireless function and enter flight mode:

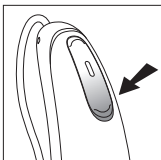
Turn the hearing device off. Then push and hold the lower part of the button for 7 seconds until the solid orange light appears. Then release the button.



### Exiting flight mode

To enable the Bluetooth wireless function and to exit flight mode:

Turn the hearing devices off and then on using the lower part of the hearing device button.



## Caring for your hearing devices

---

### Protecting your hearing devices

- Always remove your hearing devices when using hair care products. They can become clogged and cease to function properly.
- Do not wear your hearing devices in the bath or shower or immerse them in water.
- If your hearing devices do become wet, do not attempt to dry them in an oven or microwave. Do not adjust any controls.
- Protect your hearing devices from excessive heat (hair dryer, vehicle glove box or dashboard).
- Ensure you do not twist or squeeze the wires when your hearing devices are placed in their case.
- Do not drop your hearing devices or knock them against hard surfaces.

## Cleaning your hearing devices

Use a soft cloth to clean your hearing devices at the end of each day. Regular cleaning of the microphone ports with the supplied cleaning brush will ensure that your hearing devices will maintain their sound quality.

Place the hearing devices in the charger overnight.

- ① Ear wax is natural and common. Ensuring your hearing devices are free of ear wax is an important step in your daily cleaning and maintenance routine.
- ① Never use alcohol to clean your hearing devices or domes.
- ① Do not use sharp tools to dislodge ear wax. Sticking household items into your hearing devices can seriously damage them.

## Cleaning your domes

Clean the domes on the outside daily with a damp cloth. Avoid getting any water in and around the speaker units.



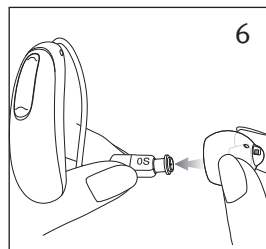
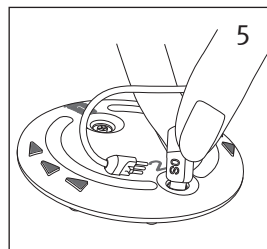
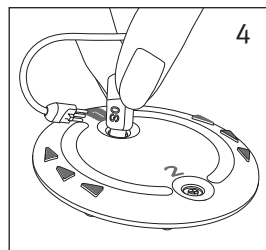
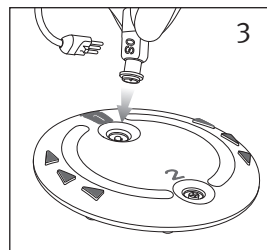
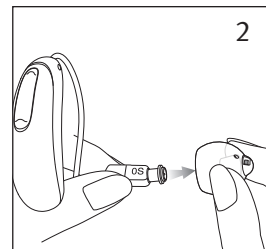
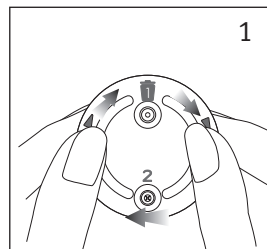
- ① The wires, speakers and domes should never be rinsed or submerged in water as water drops may block sound or damage the electrical components of the hearing devices.

Domes should be replaced every 3-6 months or when they become stiff, brittle or discoloured.

## Replacing your CeruShield wax guard

- 1 Use your thumbs to gently turn the disk (clockwise direction) until you see a new filter in opening #2. You will feel and hear a click, when done correctly.
  - 2 Remove the dome off the hearing device by gently pulling it from the speaker unit.
  - 3 Grab the spout of the speaker unit and insert it into opening #1.
  - 4 Press it until you feel a click.
  - 5 Remove the speaker unit and collect the new filter by repeating the procedure into opening #2.
  - 6 Put the dome back onto the hearing device.
- ① Repeat steps 1-6 for the other hearing device.

The frequency of changing the wax guard can vary from user to user. It depends on the person and how much wax it produced in the ear.



## Warnings

---

- ⚠ This rechargeable hearing device contains lithium-ion batteries that can be taken onto airplanes as carry-on luggage.
- ⚠ Changes or modifications to the hearing device that are not explicitly approved by the manufacturer are not permitted. Such changes may damage your ear or the hearing device.
- ⚠ The hearing device will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
- ⚠ Do not use the hearing device and charging accessories in explosive areas (mines or industrial areas with danger of explosions, oxygen rich environments or areas where flammable anesthetics are handled) or where electronic equipment is prohibited.
- ⚠ Allergic reactions to the hearing device are unlikely. If you experience itching, redness, soreness, inflammation or a burning sensation in or around your ears, contact your physician.
- ⚠ In the unlikely case that any parts remain in the ear canals after the removal of the hearing device, contact a physician immediately.
- ⚠ Hearing programs in the directional microphone mode reduce background noises. Please be aware that warning signals or noises coming from behind, e. g. cars, are partially or entirely suppressed.
- ⚠ The usage of this device by children and individuals with cognitive impairment should be supervised at all times to ensure their safety. The hearing device contains small parts. Do not leave children and individuals with cognitive impairment unsupervised with these hearing devices. If swallowed, consult a physician or hospital immediately as the hearing device or its parts can cause choking.
- ⚠ Keep the charger out of reach of children, individuals with cognitive impairment and pets. If the drying capsule is swallowed, consult a physician or hospital immediately.

- ⚠ Do not make a wire connection from your hearing device to any external audio sources like radio etc. That could cause injuries on your body (electric shock).
- ⚠ Do not cover the whole charger while charging, e.g. with a cloth etc.
- ⚠ The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.):
  - Keep the wireless hearing device at least 15 cm (6 inches) away from the active implant.
  - If you experience any interference, do not use the wireless hearing device and contact the manufacturer of the active implant. Please note that interference can also be caused by power lines, electrostatic discharge, airport metal detectors etc.
- ⚠ Special medical or dental examination including radiation described below, may adversely affect the correct functioning of the hearing device. 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.
- Hearing devices don'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 hearing device.

- ⚠ Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.
- ⚠ Only use the charger and power supply provided by the manufacturer for charging. Otherwise, the device(s) may be damaged.
- ⚠ Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.

- ⚠ The hearing device operates in the frequency range of 2.4 GHz–2.48 GHz. When flying please check if flight operator requires devices to be switched into flight mode.
- ⚠ 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 hearing device, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.
- ⚠ SHIFT Ready-To-Wear Hearing Device should only be used with the designated speaker unit (receiver).
- ⚠ The USB port of the charger is to be used for the described purpose only.
- ⚠ Domes should never be fitted in cases of pre-existing conditions such as perforated eardrums, exposed middle ear cavities, or surgically altered ear canals. In the case of such conditions, we recommend seeing a hearing care professional.

## Precautions

- ⓘ This hearing device is water resistant and not waterproof. They are designed to withstand normal activities and occasional accidental exposure to extreme conditions. Never immerse your hearing device in water. The hearing device is not specifically designed for extended periods of water submersion on a continual basis, that is worn in activities such as swimming or bathing. Always remove your hearing device before these activities, as the hearing device contain sensitive electronic parts.
- ⓘ Protect your hearing device from heat (never leave near a window or in the car). Never use a microwave or other heating devices to dry your hearing devices (due to risk of fire or explosion). Refer to FAQ on [www.unitron.com](http://www.unitron.com) under Help & Support for drying method suggestions.
- ⓘ The domes should be changed every three months or when they become stiff or brittle. This is to prevent the domes from detaching from the speaker unit during insertion into or removal from the ear.

- ① Do not drop your hearing devices. Dropping onto a hard surface can damage your hearing device.
- ① Store your hearing devices in the charger if you are not using them for a long period of time.
- ① The hearing devices have to be dry before charging. Otherwise the charging reliability cannot be guaranteed.
- ① In most cases, infrequent use of the hearing devices does not provide full benefit. Once you have become accustomed to your hearing devices, wear your hearing devices everyday all day.
- ① Your hearing devices use the most modern components to provide the best possible sound quality in every listening situation. However, communication devices such as digital mobile phones can create interference (a buzzing sound) in your hearing devices. If you experience interference from a mobile phone being used close by, you can minimize this

interference in a number of ways. Switch your hearing devices to another program, turn your head in a different direction or locate the mobile phone and move away from it.

### Labeling

The serial number and year of manufacture are located under the coloured hearing device marking.

### Mobile phone compatibility rating

There may be a buzzing sound in your hearing device when using mobile phones, indicating that the mobile phone and hearing device may not be compatible. According to the ANSI C63.19 standard (ANSI C63.19-2011 American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and Hearing Devices), the compatibility of particular hearing devices and a mobile phone can be predicted by adding the rating for the hearing device immunity to the rating for the mobile phone emissions. For example, the sum of the hearing device rating



of 4 (M<sub>4</sub>) and a telephone rating of 3 (M<sub>3</sub>) would result in a combined rating of 7. Any combined rating that equals at least 5 would provide “normal use”; a combined rating of 6 or greater would indicate “excellent performance.”

The immunity of this hearing device is at least M<sub>4</sub>. The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied.

- ① The performance of the individual hearing device may vary with individual mobile phones. Therefore, please try this hearing device with your mobile phone or, if you are purchasing a new phone, please be sure to try it with your hearing device prior to purchase.

## Troubleshooting guide

---

For additional troubleshooting, visit [www.unitron.com](http://www.unitron.com), under Help & Support

Cause	Possible remedy
<b>Issue: will not turn on</b>	
Dead battery	Place hearing devices in powered charger
<b>Issue: indicator light blinks fast while charging</b>	
Faulty battery	Visit <a href="http://www.unitron.com">www.unitron.com</a> , under Help & Support
<b>Issue: indicator light is off when placed in the charger</b>	
Hearing devices not inserted correctly in the charger	Insert the hearing devices correctly into the charger, see “Charging your hearing devices”
Charger not connected to power source	Connect the charger to an external power source, see “Charging your hearing devices”

Cause	Possible remedy
-------	-----------------

**Issue: battery does not last the whole day**

Hearing devices not fully charged	Place hearing devices in powered charger
-----------------------------------	--

Battery needs to be replaced	Visit <a href="http://www.unitron.com">www.unitron.com</a> , under Help & Support
------------------------------	---

**Issue: no sound**

Not turned on	Turn on
---------------	---------

Low/dead battery	Place hearing devices in powered charger
------------------	--

Domes blocked with ear wax	Clean domes. See “Cleaning your hearing devices.” Replace wax guard. Visit <a href="http://www.unitron.com">www.unitron.com</a> , under Help & Support
----------------------------	--

Plugged microphones	Visit <a href="http://www.unitron.com">www.unitron.com</a> , under Help & Support
---------------------	---

Cause	Possible remedy
-------	-----------------

**Issue: not loud enough**

Low volume	Turn up volume. Replace wax guard. Visit <a href="http://www.unitron.com">www.unitron.com</a> , under Help & Support if problem persists
------------	--

Low battery	Place hearing devices in powered charger
-------------	--

Domes not inserted properly	See “Putting your hearing devices on your ear.” Remove and reinsert carefully
-----------------------------	---

Change in hearing	Contact your hearing care professional
-------------------	--

Domes blocked with ear wax	Clean domes. See “Cleaning your hearing devices.” Replace wax guard. Visit <a href="http://www.unitron.com">www.unitron.com</a> , under Help & Support
----------------------------	--

Plugged microphones	Visit <a href="http://www.unitron.com">www.unitron.com</a> , under Help & Support
---------------------	---

**Issue: intermittent sound**

Low battery	Place hearing devices in powered charger
-------------	--

Cause	Possible remedy
-------	-----------------

### Issue: two long beeps

Low battery	Place hearing devices in powered charger
-------------	--

### Issue: whistling

Domes not inserted properly	See “Putting your hearing devices on your ear.” Remove and reinsert carefully
-----------------------------	---

Hand/clothing near ear	Move hand/clothing away from ear
------------------------	----------------------------------

### Issue: not clear, distorted

Domes blocked with ear wax	Clean domes. See “Cleaning your hearing devices.” Replace wax guard. Visit <a href="http://www.unitron.com">www.unitron.com</a> , under Help & Support
----------------------------	--

Low battery	Place hearing devices in powered charger
-------------	--

Plugged microphones	Visit <a href="http://www.unitron.com">www.unitron.com</a> , under Help & Support
---------------------	---

### Issue: domes falling out of ear

Domes not inserted properly	See “Putting your hearing devices on your ear.” Remove and reinsert carefully
-----------------------------	---

Cause	Possible remedy
-------	-----------------

### Issue: mobile phone calls not being heard through hearing devices

Hearing devices are in flight mode	Turn hearing devices off and back on again
------------------------------------	--

Hearing devices are not paired to the phone	Pair your hearing devices to your mobile phone (again)
---	--

Hearing devices are not in Bluetooth mode	Check that Bluetooth is on
---	----------------------------

### Issue: indicator lights on the hearing devices are solid red while in charger

Hearing devices are out of operating temperature range	Ensure the hearing devices are within the operating temperature range of +5° to +40° Celsius (41° to 104° Fahrenheit)
--	---

### Issue: charging does not start

Charger is not connected to a power supply	Connect the charger to a power supply
--	---------------------------------------

Hearing devices are not inserted correctly into the charger	Insert hearing devices correctly into the charger, see “Charging your hearing devices”
---	--

For any problems not listed in the guide, visit [www.unitron.com](http://www.unitron.com), under Help & Support.

## Warning to hearing aid dispensers (to comply with the U.S. Food and Drug Administration (FDA) regulations)

---

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions: (i) Visible congenital or traumatic deformity of the ear. (ii) History of active drainage from the ear within the previous 90 days. (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days. (iv) Acute or chronic dizziness. (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days. (vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz. (vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal. (viii) Pain or discomfort in the ear. Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user. [This provision is required only for those hearing aids with a maximum sound pressure capability greater than 132 decibels (dB).]

### Important notice for prospective hearing aid users

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid.

Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased. Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation. The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs. If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid. Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

## Information and explanation of symbols



With the CE symbol, Unitron Hearing confirms that this Unitron product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio Equipment Directive 2014/53/EU on radio and telecommunications transmitters.

The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.



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



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 effective use of the product.



This symbol indicates that the products described in these user instructions adhere to the requirements for an application part of Type B of EN 60601-1. The surface of the hearing device is specified as applied part of Type B.



Copyright symbol



This symbol shall be accompanied by the name and the address of the authorised representative in the European Community.



This symbol shall be accompanied by the name and the address of the manufacturer (who are placing this device on the market).

### Operating conditions:

This device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.

### Transport conditions:

Temperature:

Lower Limit = -20°C (-4°F), Upper Limit = +60°C (+140°F).

Humidity: Lower Limit = 0%, Upper Limit = 70%

Pressure: Lower Limit = 50kPA, Upper Limit = 106kPA



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



The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Unitron is under license. Other trademarks and trade names are those of their respective owners.



Date of manufacture



Serial number



Transportation and storage temperature limitation



Transportation and storage humidity limitation



Transportation and storage atmospheric pressure limitation



Keep dry

## Compliance information

### Declaration of conformity

Hereby, Unitron Hearing declares that this product meets the requirements of the Medical Device Directive 93/42/EEC and complies with Radio Equipment Directive 2014/53/EU. The full text of the Declarations of Conformity can be obtained from the manufacturer.

### 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.

The hearing device described in this user guide is certified under:  
Standard hearing system

USA - FCC ID:  
SHIFT KWC-LDR

### Notice 1

This device complies with Part 15 of the FCC Rules and with 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 undesirable operation.

## Notice 2

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

## Notice 3

This 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. This device 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 device 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 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

## Radio information of your wireless hearing device

Antenna type	Resonant loop antenna
Operation frequency	2.4 GHz – 2.48 GHz
Modulation	GFSK, Pi/4 DPSK, GMSK
Radiated power	< 2.5mW
Bluetooth®	
Range	~1m
Bluetooth	4.2 Dual-Mode
Profiles supported	HFP (Hands-free profile), A2DP

## Compliance with emission and immunity standards

Emission standards	EN 60601-1-2
	IEC 60601-1-2
	EN 55011
	CISPR11/AMD1
	CISPR22
	CISPR32
	ISO 7637-2
	CISPR25
	EN 55025

Immunity standards	EN 60601-1-2
	IEC 60601-1-2
	EN 61000-4-2
	IEC 61000-4-2
	EN 61000-4-3
	IEC 61000-4-3
	EN 61000-4-4
	IEC 61000-4-4
	EN 61000-4-5
	IEC 61000-4-5
	EN 61000-4-6
	IEC 61000-4-6
	EN 61000-4-8
	IEC 61000-4-8
	EN 61000-4-11
	IEC 61000-4-11
	IEC 60601-1 (§ 4.10.2)
	ISO 7637-2



Unitron Hearing, a division of  
National Hearing Services Inc.  
20 Beasley Drive, Kitchener, ON  
Canada N2E 1Y6



And importer for European Union:  
Sonova Deutschland GmbH  
Max-Eyth-Str. 2070736  
Fellbach-Oeffingen, Germany

Pat. [www.sonova.com/en/intellectualproperty](http://www.sonova.com/en/intellectualproperty)





