

PHILIPS

HearLink

In-the-Ear
Hearing Aids



User Guide

Model overview

This booklet is valid for the Philips HearLink family in the following hearing aid models, battery sizes, styles, filter types and options.

To be filled out by your hearing care professional.

Models/CTNs	☐ HearLink 9000 – HL 9000 (HEI9000, HEI9001, HEI9002)
	☐ HearLink 7000 – HL 7000 (HEI7000, HEI7001, HEI7002)
	☐ HearLink 5000 – HL 5000 (HEI5000, HEI5001, HEI5002)
	☐ HearLink 3000 – HL 3000 (HEI3000, HEI3001, HEI3002)
	☐ HearLink 2000 – HL 2000 (HEI2000, HEI2001, HEI2002)

Battery size	☐ 10	☐ 312
---------------------	-----------------------------	------------------------------

Styles	☐ IIC, Invisible-In-the-Canal
	☐ CIC, Completely-In-the-Canal
	☐ ITC, In-the-Canal

Filters	☐ ProWax miniFit filter
	☐ T-Cap filter
	☐ O-Cap filter

Options	☐ Program Button
	☐ Volume Control
	☐ Telecoil
	☐ Auto Telephone
	☐ NFMI

Your individual hearing aid settings

Settings overview for your hearing aid

Left			Right	
☐ Yes	☐ No	Volume Control	☐ Yes	☐ No
☐ Yes	☐ No	Program Button	☐ Yes	☐ No
☐ Yes	☐ No	Mute	☐ Yes	☐ No

Volume Control indicators

☐ On	☐ Off	Beeps at min/max volume	☐ On	☐ Off
☐ On	☐ Off	Clicks when changing volume	☐ On	☐ Off
☐ On	☐ Off	Beeps at preferred volume	☐ On	☐ Off

Battery indicators

☐ On	☐ Off	Low battery warning	☐ On	☐ Off
-----------------------------	------------------------------	---------------------	-----------------------------	------------------------------

Warranty certificate

Name of owner:

Hearing care professional:

Hearing care professional address:

Hearing care professional phone:

Purchase date:

Warranty period:

Month:

Model right:

Serial no.:

Model left:

Serial no.:

Battery size:

International warranty

Your hearing aid is covered by an international limited warranty issued by the manufacturer for a period of 24 months from the date of delivery. This limited warranty covers manufacturing and material defects in the hearing aid itself, but not in accessories such as batteries, tubing, speakers, earpieces and filters, etc. Problems arising from improper/incorrect handling or care, excessive use, accidents, repairs made by an unauthorized party, exposure to corrosive conditions, physical changes in your ear, damage due to foreign objects entering the device or incorrect adjustments are NOT covered by the limited warranty and may void it. The above warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods. Your hearing care professional may have issued a warranty that goes beyond the clauses of this limited warranty. Please consult him/her for further information.

If you need service

Take your hearing aid to your hearing care professional, who may be able to sort out minor problems and adjustments immediately.

Introduction to this booklet

This booklet shows you how to use and maintain your new Philips hearing aid. Please read the booklet carefully including the warning sections. This will help you to achieve the full benefit of your new hearing aid.

Your hearing care professional has adjusted the hearing aid to meet your needs. If you have further questions, please contact your hearing care professional.

More information is available on www.hearingsolutions.philips.com.

Intended use

The hearing aid is intended to amplify and transmit sound to the ear and thereby compensate for impaired hearing within mild to severe hearing loss. This hearing aid is intended for use by adults and children older than 36 months.

Important notice

The hearing aid amplification is uniquely adjusted and optimized to your hearing capabilities during the hearing aid fitting performed by your hearing care professional.

Identify your hearing aid

Philips is offering a wide variety of in-the-ear hearing aids. Please see the model overview for your style and battery size. This will make it easier for you to navigate through this booklet.

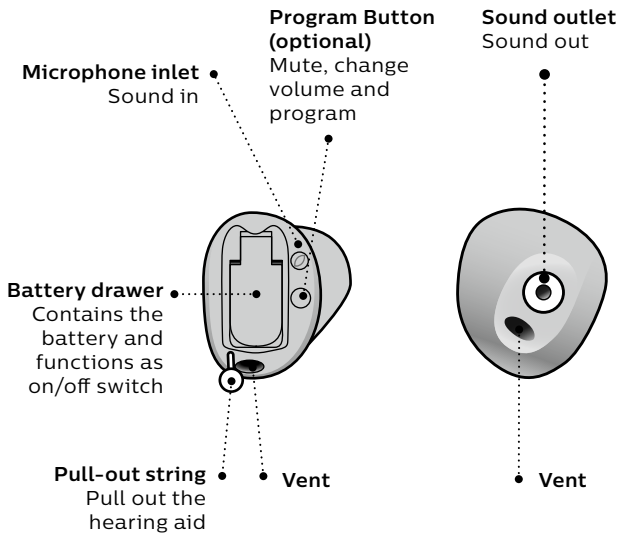
Table of contents

Size 10 battery (CIC style shown)	12
Size 312 battery (ITC style shown)	13
Identify left and right hearing aid	14
MultiTool for handling batteries and cleaning	15
Turn the hearing aid on and off	16
When to replace a battery	17
Replace the battery	18
Insert the hearing aid	20
Remove your hearing aid	21
Caring for your hearing aid	22
Filter replacement	24
Replace ProWax miniFit filter	25
Replace T-Cap filter	26
Replace O-Cap filter	27
Optional features and accessories	28
Change programs	29
Change volume with Program Button	31

Change volume with Volume Control	32
Mute the hearing aid	33
Other options	34
General warnings for all hearing aids	35
Troubleshooting guide	40
Water & dust resistance	42
Conditions of use	43
Technical information	44

Size 10 battery (CIC style shown)

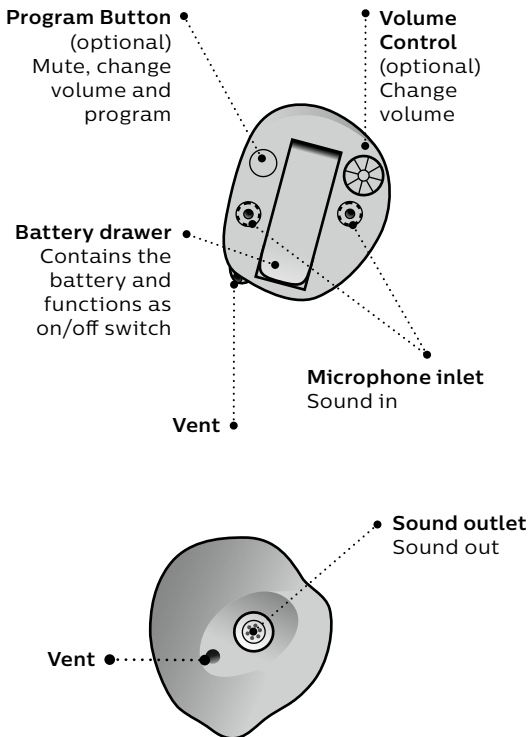
What it is and does



Components may be positioned differently on your hearing aid.

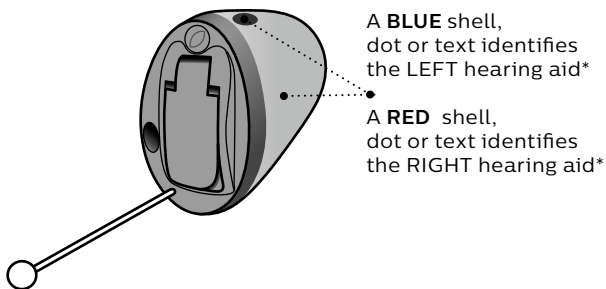
Size 312 battery (ITC style shown)

What it is and does



Identify left and right hearing aid

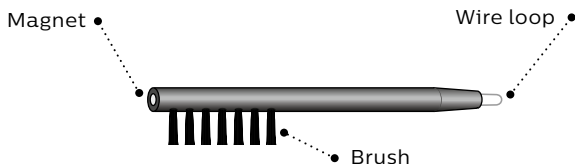
It is important to distinguish between the left and the right hearing aid as they might be shaped and programmed differently.



* Shell and dot is only available for IIC

MultiTool for handling batteries and cleaning

The MultiTool contains a magnet that makes it easier to replace the battery in the hearing aid. It also contains a brush and a wire loop for cleaning and removing ear wax from your earpiece. If you need a new MultiTool, please contact your hearing care professional.

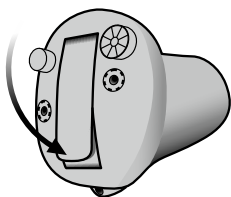


Important notice

The MultiTool has a built-in magnet. Keep the MultiTool at least 30 cm away from credit cards and other magnetically sensitive devices.

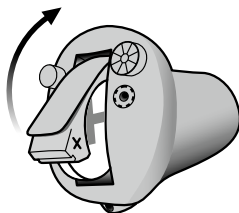
Turn the hearing aid on and off

The battery drawer is also used to switch the hearing aid on and off. To preserve the battery, make sure your hearing aid is switched off when you are not wearing it. If you wish to return to the standard settings of the hearing aid programmed by your hearing care professional, simply open and then close the battery drawer.



Turn ON

Close the battery drawer with the battery in place



Turn OFF

Open the battery drawer

Whenever the hearing aid is not in use for longer periods of time (e.g., at night), fully open the battery drawer to allow air to circulate and to make sure the hearing aid does not drain the battery.

When to replace a battery

When it is time to replace the battery, you will hear three beeps repeated at moderate intervals until the battery runs out.



Three beeps

The battery is running low



Four beeps

The battery has run out

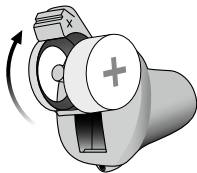
Battery tip

To make sure the hearing aid is always working, bring spare batteries with you, or replace the battery before you leave home.

Replace the battery

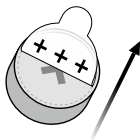
1. Remove

Fully open the battery drawer.
Remove the battery.



2. Uncover

Remove the sticky label from the + side of the new battery.

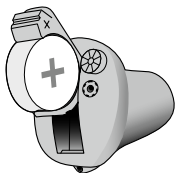


Tip:

Wait 2 minutes so that the battery can draw air, to ensure optimal functioning.

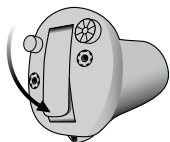
3. Insert

Insert the new battery into the battery drawer.
Make sure the + side faces the + on the battery drawer.



4. Close

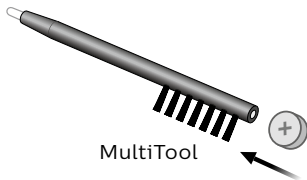
Close the battery drawer.
The hearing aid will play a jingle through the earpiece.
Hold the earpiece close to your ear to hear the jingle.



Tip

The MultiTool can be used for battery change.
Use the magnetic end to remove and insert batteries.

The MultiTool is provided by your hearing care professional.



Insert the hearing aid

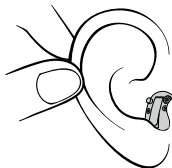
Step 1

Place the tip of the hearing aid in your ear canal.



Step 2

Gently pull your ear outwards and push the hearing aid into the ear canal, twisting slightly if necessary. Follow the natural contour of the ear canal. Push the hearing aid to make sure it fits comfortably in the ear.



Remove your hearing aid

Hold the hearing aid by the pull-out string (if available). Gently pull the hearing aid from the ear canal.

If your hearing aid doesn't have a pull-out string, you can remove it by pulling on the edge of the hearing aid.

Important notice

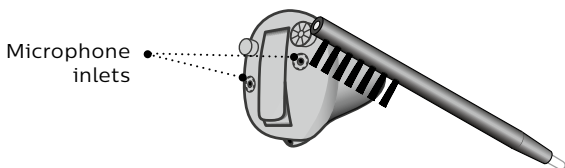
DO NOT use the battery drawer as a handle to insert or remove your hearing aid. It is not designed for this purpose.

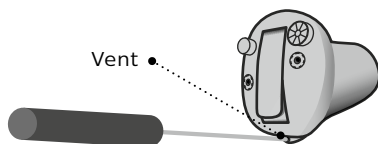
Caring for your hearing aid

When handling your hearing aid, hold it over a soft surface to avoid damage if you drop it.

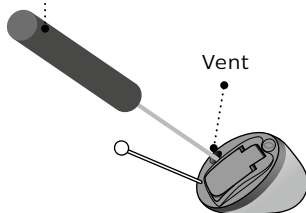
Cleaning the hearing aid

Carefully brush away debris from the microphone inlets with a clean brush. Gently brush the surface. Make sure that the filters do not fall off. Clean the vent by pressing the tip of the vent cleaner through the hole while twisting it slightly.





- If the vent is very small, a special tool may be required. Please consult your hearing care professional.



Important notice

Use a soft, dry cloth to clean the hearing aid. It must never be washed or immersed in water or other liquids.

Filter replacement

The filters keep wax and debris from damaging the hearing aid. If the filters become clogged, please replace the filters or contact your hearing care professional:

- ProWax miniFit filter protects the sound outlet.
- O-Cap and T-Cap protect the microphone inlet.

Please refer to the following pages for instructions on how to replace the appropriate filters.

Please refer to page 3 for the applicable filters.

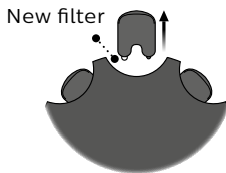
Important notice

Always use the same type of wax filter as was originally supplied with the hearing aid. If you are in any doubt about the use or replacement of wax filters, contact your hearing care professional.

Replace ProWax miniFit filter

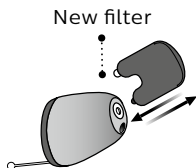
1. Tool

Remove the tool from the shell. The tool has two pins, one empty for removal and one with the new ProWax miniFit filter.



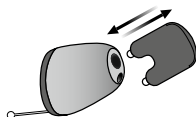
2. Remove

Push the empty pin into the ProWax miniFit filter in the hearing aid and pull it out.



3. Insert

Insert the new ProWax miniFit filter using the other pin, remove the tool and throw it out.

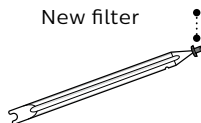


Replace T-Cap filter

(hearing aids with size 10 batteries)

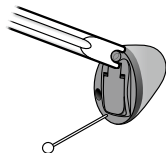
1. Tool

Remove the tool from the packaging. The tool has two ends, one for removal and one with the new T-Cap filter.



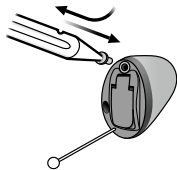
2. Remove

Push the tool fork under the top edge of the used T-Cap filter and lift it out.



3. Insert

Insert the new T-Cap filter and remove the tool by twisting it slightly. Discard the tool after use.

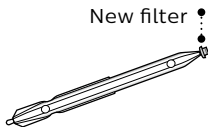


Replace O-Cap filter

(hearing aids with size 312)

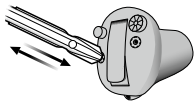
1. Tool

Remove the tool from the packaging. The tool has two ends, one for removal and one with the new O-Cap filter.



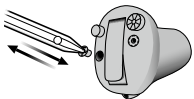
2. Remove

Push the pointed end of the tool into the existing O-Cap filter and pull it out.



3. Insert

Insert the new O-Cap filter using the other end of the tool. Discard the tool after use.



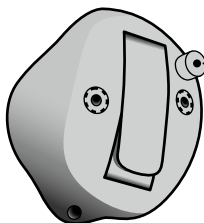
Optional features and accessories

The features and accessories described on the following pages are optional. Please contact your hearing care professional to find out how your hearing aid is programmed. If you experience difficult listening situations, a special program may be helpful. These are programmed by your hearing care professional.

Write down any hearing situations in which you may need help.

Change programs

Your hearing aid can have up to 4 different programs. These are programmed by your hearing care professional.



- Press the button to change program. Use a short press if the Program Button is used for program change only and a long press if it is also used for Volume Control.

Note that if you have two synchronized hearing aids (both hearing aids respond when either Program Button is operated), the RIGHT hearing aid switches forward from for example, program 1 to 2 and the LEFT hearing aid switches backwards from for example, program 4 to 3.

If your hearing aids work independently, you must press the Program Button on each hearing aid.

To be filled out by the hearing care professional

Program	Sound you will hear when activated	When to use
---------	------------------------------------	-------------

1



“1 beep”

2



“2 beeps”

3



“3 beeps”

4



“4 beeps”

Program change:

☐ Independent ☐ Synchronized*

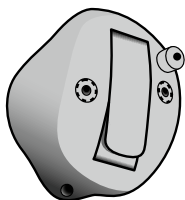
☐ LEFT ☐ RIGHT

☐ Short press ☐ Long press

*Only available for models with NFMI

Change volume with Program Button

The Program Button allows you to adjust the volume. You may hear a click when you turn the volume up or down.



A short press on the RIGHT hearing aid increases the volume

A short press on the LEFT hearing aid decreases the volume



Maximum

Start-up level

Minimum

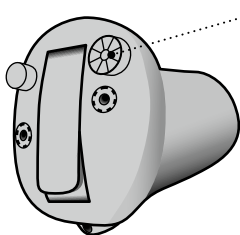
You will hear 2 beeps at the start-up level.
You will hear 3 beeps at Maximum and Minimum.

To be filled out by the hearing care professional

Volume change ☐ LEFT ☐ RIGHT

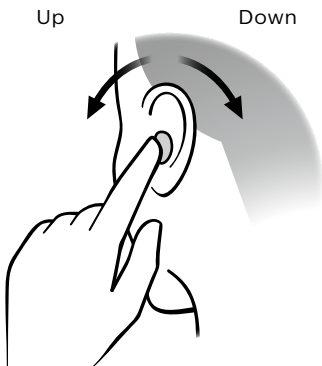
Change volume with Volume Control

The Volume Control allows you to adjust the volume. You may hear a click when you turn the volume up or down.



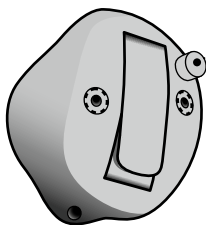
• Turn forward to turn up volume

Turn backwards to turn down the volume



Mute the hearing aid

Use the mute function if you need to silence the hearing aid. Only available for hearing aids with Program Button.



- Apply a very long press (4 seconds) to the Program Button to mute the hearing aid.

To reactivate the hearing aid, push the Program Button briefly.

Important notice

Do not use the mute function as an off switch, as the hearing aid still draws current from the battery in this mode.

Other options

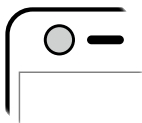
Telecoil – only optional for some styles

Telecoil helps you hear better when using a telephone with a built-in loop or when you are in buildings with teleloop systems such as theaters, churches, or lecture rooms. This symbol or a similar sign is shown wherever a teleloop has been installed.



Auto Telephone – only optional for some styles

The Auto Telephone can automatically activate a phone program in the hearing aid, if your telephone has a dedicated magnet. The magnet needs to be placed on your telephone next to the sound outlet.



Please refer to page 3 for the applicable options.

For more information, please contact your hearing care professional.

General warnings for all hearing aids

You should familiarize yourself fully with the following general warnings before using your hearing aid for your personal safety and to ensure correct use.

Please note that a hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Furthermore, note that in most cases, infrequent use of a hearing aid does not permit a user to attain full benefit from it.

Consult your hearing care professional if you experience unexpected operations or events with your hearing aid.

Usage of hearing aids

- Hearing aids should be used only as directed and adjusted by your hearing care professional. Misuse can result in sudden and permanent hearing loss.
- Never allow others to wear your hearing aid, as incorrect usage could cause permanent damage to their hearing.

Choking hazards & risk of swallowing batteries and other small parts

- Hearing aids, their parts and batteries should be kept out of reach of children and anyone who might swallow these items or otherwise cause injury to themselves.
- Batteries have occasionally been mistaken for pills. Therefore, check your medicine carefully before swallowing any pills.

If a battery or hearing aid is swallowed, see a doctor immediately.

Battery use

- Always use batteries recommended by your hearing care professional. Batteries of low quality may leak and cause bodily harm.
- Never attempt to recharge your batteries, and never dispose of batteries by burning them.
- There is a risk that the batteries will explode.

Dysfunction

- Be aware of the possibility that your hearing aid may stop working without notice. Keep this in mind when you depend on warning sounds (for example when you are in traffic). The hearing aids may stop functioning, for instance if the batteries have expired or if the tubing is blocked by moisture or ear wax.

Active implants

- Caution must be taken with active implants.
- In general, follow the guidelines recommended by manufacturers of implantable defibrillators and pacemakers regarding use with mobile phones and magnets.
- The Auto Telephone magnet and MultiTool (which has a built-in magnet) should be kept more than 30 cm away from the implant, for example, do not carry it in a breast pocket.
- If you have an active brain implant, please contact the manufacturer of your implantable device for information about the risk of disturbance.

X-ray, CT, MR, PET scanning and electrotherapy

- Remove your hearing aid before X-ray, CT/MR/PET scanning electrotherapy, surgery etc. as your hearing aid may be damaged when exposed to strong fields.

Heat and chemicals

- The hearing aid must never be exposed to extreme heat, for example, left inside a parked car in the sun.
- The hearing aid must not be dried in microwave ovens or other ovens.

- The chemicals in cosmetics, hairspray, perfume, aftershave lotion, suntan lotion and insect repellent can damage the hearing aid. Always remove your hearing aid before applying such products and allow time to dry before use.

Power aid

- Special care should be exercised in selecting, fitting and using a hearing aid where maximum sound pressure capability exceeds 132 dB SPL (IEC 711), as there may be risk of impairing the remaining hearing of the hearing aid user.

For information on whether your hearing aid is a power aid, ask your hearing care professional.

Possible side effects

- Hearing aids and earpieces may cause an accelerated accumulation of ear wax.
- The otherwise non-allergenic materials used in hearing aids may in rare cases cause a skin irritation or other side effects.

Please seek consultation with a physician if these conditions occur.

Interference

- The hearing aid has been thoroughly tested for interference, according to the most stringent international standards. However, interference between the hearing aid and other devices (e.g. some mobile telephones, citizens band systems and shop alarm systems and other devices) may occur. If this occurs, increase the distance between the hearing aid and the interfering device.

Connection to external equipment

- The safety of the hearing aid when connected to external equipment with an auxiliary input cable and/or directly, is determined by the external signal source. When connected to external equipment plugged into a wall outlet, this equipment must comply with IEC-62368 (or IEC-60065, IEC-60950 until June 20, 2019) or equivalent safety standards.

Troubleshooting guide

Symptom	Possible causes
No sound	Dead battery
	Clogged sound outlet
	Clogged microphone inlet
	Hearing aid microphone muted
Intermittent or reduced sound	Clogged sound outlet
	Moisture
	Dead battery
Squealing noise	Hearing aid not inserted properly
	Ear wax accumulated in ear canal

Solutions

Replace the battery

Clean sound outlet* or replace the wax filter

Clean microphone inlet* or replace filter
(T-Cap or O-Cap)

Un-mute the hearing aid microphone

Clean sound outlet or replace the wax filter

Wipe battery and hearing aid with a dry cloth

Replace the battery

Re-insert the hearing aid

Have ear canal examined by your doctor

* According to guideline in this booklet

If none of the above solutions work, consult your hearing care professional for assistance.

Water & dust resistance

Your hearing aid is dust-tight and protected against ingress of water (IP68) which means it is designed to be worn in all daily life situations. Therefore, you do not have to worry about sweat or getting wet in the rain. Should your hearing aid come in contact with water and stop working, please follow these guidelines:

1. Gently wipe off any water.
2. Open the battery drawer and remove the battery and gently wipe off any water in the battery drawer.
3. Let the hearing aid dry with the battery drawer left open for approximately 30 minutes.
4. Insert a new battery.

Important notice

Do not wear your hearing aid while showering or participating in water activities. Do not immerse your hearing aid in water or other liquids.

Conditions of use

Operating conditions	Temperature: +1°C to +40°C Relative humidity: 5% to 93%, non-condensing
Storage and transportation conditions	Temperature and humidity should not exceed the following limits for extended periods during transportation and storage: Temperature: –25°C to +60°C Relative humidity: 5% to 93%, non-condensing

Technical information

The hearing aid contains two radio technologies, which are described below.

The hearing aid contains a radio transceiver using short range magnetic induction technology working at 3.84 MHz. The magnetic field strength of the transmitter is very weak and is always below 15nW (-40 dBuA/m at 10 meter distance).

The hearing aid complies with international standards concerning electromagnetic compatibility and human exposure.

Due to the limited space available on the hearing aid, relevant approval markings can be found in this document.

Additional information can be found in the “Specification Guide”.

USA and Canada

The hearing aid contains a radio module with the following certification ID numbers:

CIC NFMI aids contain a module with:

FCC ID: 2ACAH-AUCIC

IC: 11936A-AUCIC

ITC:

Battery size 312:

FCC ID: 2ACAH-AUITE312

IC: 11936A-AUITE312

The device complies with Part 15 of the FCC Rules and with Industry Canada's licence-exempt RSSs.

Operation is subject to the following two conditions:

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

The manufacturer declares that this hearing aid is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

Declaration of Conformity is available from the manufacturer.



SBO Hearing A/S
Kongebakken 9
DK-2765 Smørum
Denmark
www.hearingsolutions.philips.com

CE 0543



IP68

Notes

Description of symbols used in this booklet or on the packaging label

	Warnings Text marked with a marking symbol must be read before using the product.
	Manufacturer The product is produced by the manufacturer whose name and address are stated next to the symbol. Indicates the medical device manufacturer, as defined in EU Directives 90/385/EEC, 93/42/EEC and 98/79/EC.
	CE mark The product complies with Medical Device Directive 93/42/EEC. The four digits number indicates the identification of the notified body.
	Electronic waste (WEEE) Recycle your hearing aids, accessories or batteries according to local regulations or return them to your hearing care professional for disposal. Electronic equipment covered by Directive 2012/19/EU on waste and electrical equipment (WEEE).
	Regulatory Compliance Mark (RCM) The product complies with electrical safety, EMC and radio spectrum requirements for products supplied to the Australian or New Zealand market.

	IP code This symbol indicates the class of protections against harmful ingress of water and particulate matter according to EN 60529:1991/A1:2002. IP6X indicates total dust protection. IPX8 indicates the protection against the effects of continuous immersion in water.
	Keep dry Indicates a medical device that needs to be protected from moisture.
	Caution symbol Consult instruction for use (User Guide) for warnings and cautions.
	Catalogue number Indicates the manufacturer's catalogue number so that the medical device can be identified.
	Serial number Indicates the manufacturer's serial number so that a specific medical device can be identified.

REACH Declaration:

REACH requires Philips Hearing Solutions to provide chemical content information for Substances of Very High Concern (SVHC) if they are present above 0.1% of the article weight. No substances on the REACH SVHC list applicable at the time of manufacturing is present in Product HearLink. More recent information can be found on the website www.hearingsolutions.philips.com/REACH.

8,

Placeholder
for FSC logo



FSC
MIX
Paper

FSC® C043870

90 mm

< 15 mm >

19 mm



Philips and the Philips Shield Emblem are registered trademarks of Koninklijke Philips N.V. and are used under license. This product has been manufactured by or for and is sold under the responsibility of SBO Hearing A/S, and SBO Hearing A/S is the warrantor in relation to this product.



0000197368000001