

# Phonak EasyCall

User Guide



**PHONAK**  
life is on

---

# Contents

<b>1. Welcome</b>	<b>5</b>
<b>2. Getting to know your EasyCall</b>	<b>7</b>
2.1 How the device works	7
2.2 Device description	8
<b>3. Getting started</b>	<b>9</b>
3.1 Setting up the power supply	9
3.2 Understanding the indicator light	10
3.3 Charging the battery	12
3.4 Switching On or Off	13
3.5 Initial pairing to a phone	14
3.6 Connecting to the cell phone	16
3.7 Testing the connection to the hearing aids	17
3.8 Setting the phones' ringtone profile	19
<b>4. Attaching EasyCall onto the cell phone</b>	<b>20</b>
4.1 Attaching using the Phonak hard case	20
4.2 Attaching using double-sided adhesive tape	21

---

<b>5. Daily use</b>	<b>26</b>
5.1 Correct holding position	26
5.2 Making a call	28
5.3 Accepting a call	29
5.4 Setting the phone volume during call	30
5.5 Ending a call	30
<b>6. More detailed information</b>	<b>31</b>
6.1 Low battery indication	31
6.2 Transferring a call	31
6.3 Second incoming call	32
6.4 Deleting paired Bluetooth devices	33
6.5 Removing EasyCall from the phone	34

---

## Contents

<b>7. Troubleshooting</b>	<b>35</b>
<b>8. Service and warranty</b>	<b>41</b>
8.1 Local warranty	41
8.2 International warranty	41
8.3 Warranty limitation	42
<b>9. Compliance information</b>	<b>43</b>
<b>10. Information and explanation of symbols</b>	<b>46</b>
<b>11. Important safety information</b>	<b>50</b>

---

# 1. Welcome

Phonak EasyCall is a quality product developed by Phonak, one of the world's leading companies in hearing technology.

The intended use is to wirelessly connect your Phonak hearing aids to your cell phone.

Please read the user instructions thoroughly in order to benefit from all the possibilities EasyCall has to offer.

Phonak – life is on

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



CE mark applied: 2014

---

## 1. Welcome

### **Hearing aid compatibility**

This product uses a dedicated wireless link to Phonak hearing aids. Please ask your hearing care professional about your hearing aids compatibility.

This user guide is valid for:

### **Phonak EasyCall**

Compatible with wireless Spice, Spice+ and Quest based hearing aids.

### **Phonak EasyCall II**

Compatible with wireless Venture based hearing aids and newer.

## 2. Getting to know your EasyCall

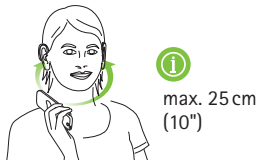
### 2.1 How the device works

Phonak EasyCall is securely attached to a cell phone.

It picks up the call from the phone via Bluetooth® and transmits the callers voice directly to both hearing aids simultaneously.



During the call, hold the cell phone (with EasyCall attached) within 25 cm (10") distance to both hearing aids.



**i** EasyCall is designed for speech and cell phone use only. Music streaming and video calls are usually not supported, although some phones are capable of doing this.

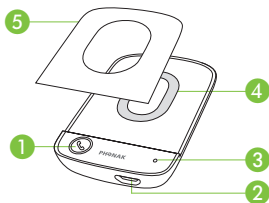
Bluetooth® is a registered trademark owned by the Bluetooth SIG, Inc.

---

## 2. Getting to know your EasyCall

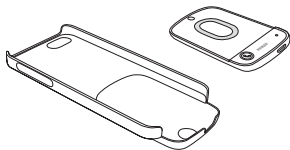
### 2.2 Device description

- 1 Call button with built-in light indicator
- 2 Micro-USB charging input
- 3 Microphone opening
- 4 Cell phone scratch-protection ring
- 5 Optional double-sided adhesive tape



### Optional accessories

For the best placement of EasyCall, check the availability of a Phonak EasyCall hard case to match your cell phone on [www.phonak.com/easycall](http://www.phonak.com/easycall)





---

## 3. Getting started

### 3.1 Setting up the power supply

Select the adapter for your country.



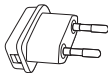
UK



AUS

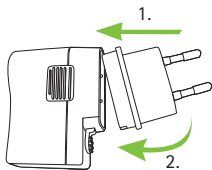


US

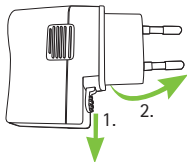


EU

- Firstly, insert the top round end of the adapter into the round corner of the power supply.
- Click the bottom end of the adapter in to lock it into place.



- To remove, first pull back the tab on the power supply.
- Pull the adapter upwards to remove it.



---

### 3. Getting started

#### 3.2 Understanding the indicator light

Switching on  Green for 2 seconds

---

Switching off  Red for 2 seconds

---

Pairing mode  Rapid blue blink

---

During phone call  Solid blue

---

Bluetooth connected  Blink blue every 5 seconds (max. 1 minute)

---

On and ready to connect  Blink green every 5 sec. (max. 1 hour)

---

Low battery warning  13 short red blinks every minute

---

---

Charging



Solid red

---

Fully charged while  
charger attached



Solid green

---

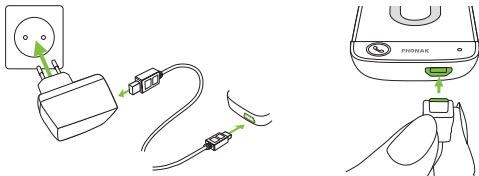
**i** 60 seconds after no call is in progress, the blue blinking will stop to save power. Pressing the call button will lit the indicator light as long as EasyCall is switched on.

---

## 3. Getting started

### 3.3 Charging the battery

- Plug the larger end of the charging cable into the universal power supply. Plug the smaller end into the micro-USB port on EasyCall.
- Plug the power supply into a power outlet.



The indicator light is red during charging and will turn green when charging is complete.

This may take up to 3 hours. If the EasyCall is used while charging, the charging may take longer.

**i** EasyCall has a non-removable rechargeable battery.

**i** Before using EasyCall for the first time, charge it for at least 3 hours.

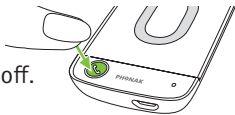
---

❶ It is safe to leave EasyCall connected to the charger overnight.

❶ The full performance of a new battery is achieved only after three complete charge and discharge cycles.

### 3.4 Switching On or Off

Press and hold the call button (2 sec.) to switch EasyCall on or off.



The integrated indicator light

- will turn green when switching on.
- will turn red when switching off.

❶ Pressing the button twice within 2 seconds will also switch on EasyCall.

❶ Release the button immediately after turning red to avoid the start of Bluetooth pairing.

If a phone is not connected for 60 minutes, EasyCall will automatically switch off.

---

### 3. Getting started

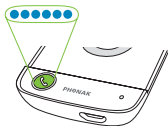
#### 3.5 Initial pairing to a phone

Before using EasyCall with a cell phone, the devices must first be paired with each other.

- Make sure EasyCall and the cell phone are within 1 meter (3 ft.) range.
- Enable Bluetooth on the cell phone.

**i** If EasyCall has never been paired, it will automatically be in pairing mode after switching on. This is indicated by a rapidly blinking blue indicator light.

- To manually start pairing on EasyCall, press and hold the call button for 10 seconds until the indicator light starts to rapidly blink blue.
- Start the pairing process on the phone within 1 minute according to the phone user guide.



- 
- Your phone shows a list of found Bluetooth devices. Select "Phonak EasyCall" from this list and enter code "0000" if prompted.

### Completion of pairing

After successful pairing, the EasyCall indicator light will stop rapidly blinking blue. This can take up to 2 minutes but usually occurs within a few seconds.

**i** The phone only needs to be paired once. It remains paired after switching off.

### Pairing to another cell phone

To use EasyCall with another cell phone, manually start the pairing again as described on the previous page.

---

### 3. Getting started

#### 3.6 Connecting to the cell phone

- Switch EasyCall on by pressing the call button for 2 seconds.
- After your phone has been paired to EasyCall, they will automatically connect to each other. This is indicated by the corresponding Bluetooth symbol on the phone and may take up to 30 seconds.



If they do not connect automatically

- Ensure the phones' Bluetooth feature is turned on.
- Click the EasyCall call button briefly. This will manually connect EasyCall with the cell phone (for some older phones this may be a necessary step).



- 
- If it still does not connect, go to your phone's Bluetooth menu and select EasyCall from the list of paired Bluetooth devices. Open the EasyCall Bluetooth settings and set the "Allow automatic connection" to "yes".

ⓘ The connection will be maintained as long as the devices remain switched on, within a 3 meter (10 ft.) range and the Bluetooth feature is enabled.

### 3.7 Testing the connection to the hearing aids

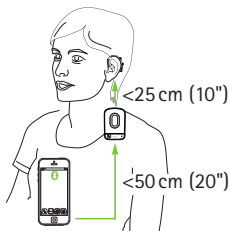
ⓘ Before attaching EasyCall to a cell phone you should do a basic function test.

- With the EasyCall connected to a phone, dial a number such as your voicemail box.
- The EasyCall indicator light should turn solid blue.

---

### 3. Getting started

- Keep the phone and EasyCall within a 0.5 meter (20") range while holding the EasyCall device next to your hearing aids (<25 cm / 10").



Your hearing aids switch to the phone streaming program and you can hear the phone signal through your hearing aids.

- ⓘ If you cannot hear the phone signal through your hearing aids while the EasyCall indicator light is solid blue, ask your hearing care professional about the compatibility of EasyCall or EasyCall II with your hearing aid model.

---


### 3.8 Setting the phones' ringtone profile

As long as EasyCall is Bluetooth-connected to the phone, ringtones, SMS alerts, etc., will be transmitted via Bluetooth to EasyCall.

If EasyCall is more than 25 cm (10") away from your hearing aids, you will not be able to hear these tones.

After your phone connected to EasyCall via Bluetooth:

- Configure your phone to play acoustic ringtones even when connected to "Bluetooth headset".
- Also consider enabling the vibrating alert.

 Please consult your phone's user guide for more information on the configuration of ringtones.

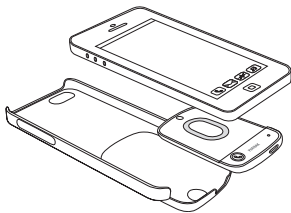
---

## 4. Attaching EasyCall onto the cell phone

To ensure EasyCall is never forgotten or lost, it should stay securely attached onto the back of your phone.

### 4.1 Attaching using the Phonak hard case

For some phone models, Phonak provides hard cases that allow for the most convenient placement of EasyCall onto the phone.



Check our website on <http://www.phonak.com/easycall> to see if a Phonak EasyCall hard case is available for your phone.

- Remove the protection foil from the adhesive tape on the hard case side.
- Insert EasyCall into the hard cases's cavity and gently press against the adhesive film.
- Clip the hard case onto your phone.

---

## 4.2 Attaching using double-sided adhesive tape

To support virtually any cell phone shape, EasyCall is delivered with different double-sided adhesive tapes.

Use one of the tapes to attach EasyCall onto the back of your cell phone.

You may use a 3rd party hard case that fits your phone model and attach EasyCall onto the back of the hard case. This will ensure that your phone is not disfigured by the adhesive tape.

**i** Before attaching EasyCall, ensure pairing and connection to your phone was successful (see chapter 3.5).

### Finding the correct position for EasyCall

The following guidelines will help you to find the appropriate location for the placement of EasyCall.

Remember that EasyCall, once attached, should always stay with your phone.

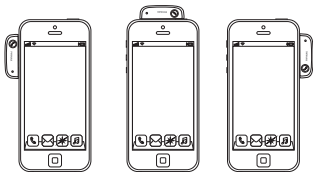
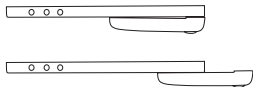
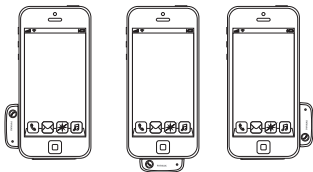
---

## 4. Attaching EasyCall onto the cell phone

### Place EasyCall

- On the back of the phone.
- Near the bottom part to ensure the microphone opening is close to the mouth.
- On a solid area with no openings, such as microphones, camera lens, speaker opening, etc.

**i** Covering an opening may negatively influence the performance of the phone.



---

## Choosing the right tape

You have received 3 different tape pads along with the EasyCall.

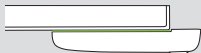
For straight surfaces use the thin transparent tape.



For curved surfaces use the thicker black tape.



- ❗ The gray tape holds firmer than the black tape. Only use it if you attach EasyCall onto an additional hard case fitting your phone. It may be impossible to remove the EasyCall from the phone later.

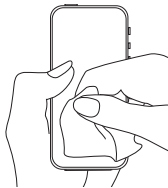


---

## 4. Attaching EasyCall onto the cell phone

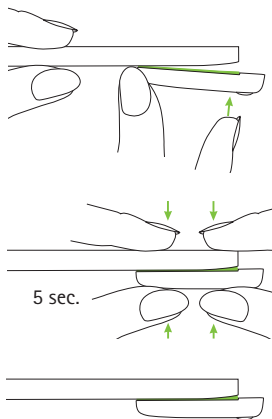
### Attaching EasyCall on the phone

- Ensure to clean all dirt and grease on the phone and EasyCall to ensure the tape holds well.
- Remove the backing from one side of the double-sided adhesive tape.
- Carefully align and press the tape against EasyCall.
- Remove the second backing and place EasyCall on the best possible position on your phone as shown on the two previous pages.





- 
- Gently press EasyCall against your phone for 5 seconds to allow the adhesive tape to bond.



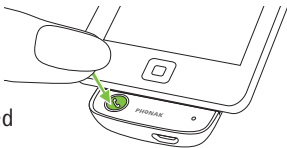
ⓘ It takes at least 20 minutes until the adhesive tape holds well enough. Full adhesive force is achieved after 24 hours.

---

## 5. Daily use

Before any phone call:

- Insert the hearing aids into your ears correctly and switch them on.
- Ensure EasyCall is switched on and connected to the cell phone as described in chapter 3.6.



### 5.1 Correct holding position

The microphone opening of EasyCall picks up your voice.

For the whole duration of the call, hold your cell phone (with EasyCall attached) close to your hearing aids and your mouth.



max.  
25 cm (10")

Your hearing aids will switch to the phone program automatically during the call and when EasyCall is within the wireless link distance.

---

EasyCall streams the speech signal from the cell phone to both hearing aids simultaneously.

The maximal range of EasyCall to the hearing aids is 25 cm (10").

Within this range the cell phone can be held on the left or right ear, or can be moved. Please note that when moving the phone, short interruptions of the signal might occur.

① Hold the phone in front of your face to check if you can hear the sound via the wireless transmission and not with the hearing aid microphone.

① If you hear distortions in the phone signal, move or turn the phone (with EasyCall attached) until the signal is stable again.

① The greater the surrounding noise, the closer the EasyCall should be held to the mouth.

---

## 5. Daily use

### 5.2 Making a call

- Enter the phone number using the phone keypad.
- Press the dial button on the phone.



**i** For some older phones, it may be required to additionally press the EasyCall call button to manually connect EasyCall to the phone once the call is in progress.

- Hold the phone (with EasyCall attached) close to your hearing aids as described in chapter 5.1.

**i** Make sure the EasyCall microphone is not covered during a phone call.



---

## 5.3 Accepting a call

If there is an incoming call on your cell phone, the EasyCall indicator light will start to rapidly blink blue, and the phone will vibrate or ring according to your settings.



- Press the EasyCall call button to accept the call.
- Hold the phone (with EasyCall attached) close to your hearing aids as described in chapter 5.1.

**i** Always accept the call via the EasyCall button. Some phones will not transfer the call after accepting the call via the phone. See chapter 6.2 on how to switch a call between the phone speaker and EasyCall.

---

## 5. Daily use

### 5.4 Setting the phone volume during call

Use the phone's volume buttons to adjust the phone volume to a comfortable level.

### 5.5 Ending a call

End the call by pressing the EasyCall call button or via the phone menu.

**i** When ending the call or if EasyCall is moved out of range, the hearing aids will automatically switch back to the previously active hearing program. This takes 2 to 5 seconds, depending on the hearing aid model.

---

## 6. More detailed information

### 6.1 Low battery indication

If the EasyCall battery is low, the indicator light will rapidly blink red 13 times every minute. This signals that you should charge EasyCall.


During a call you will hear short alarm beeps through your hearing aids every minute.

The remaining talk time after the first low battery indication will be approximately 60 minutes.

### 6.2 Transferring a call

This allows you to hand your phone over to another person while in a call.

- Press and hold the EasyCall call button for 2 seconds to transfer the call to the phone.
- Your hearing aids will switch back to the previously active hearing program.

 Use the phone menu to transfer back to EasyCall.

---

## 6. More detailed information

### 6.3 Second incoming call

If your phone supports call-waiting (second incoming call while a call is in progress on the same phone), the EasyCall button can be used in the following way:

	Short press	Press and hold (2 sec.)
1st incoming call	Accept call	Reject call
1st call ongoing	End call	Audio transfer (toggle: EasyCall ↔ cell phone)
2nd incoming call (1st call ongoing)	Hold 1st call and accept 2nd call	Audio transfer (toggle: EasyCall ↔ cell phone)
1st call on hold (2nd call ongoing)	End 2nd call, return to 1st call	Audio transfer (toggle: EasyCall ↔ cell phone)
Back to 1st call	End 1st call	Audio transfer (toggle: EasyCall ↔ cell phone)


All other 3-way calling options must be controlled by the cell phone menu.



---

## 6.4 Deleting paired Bluetooth devices

If you encounter issues with one of the paired devices, consider deleting the pairings from EasyCall.

 Deleting the pairing of Bluetooth devices removes the ability to connect to any previously paired Bluetooth device.

- Press and hold the EasyCall call button for 20 seconds, until it stops rapidly blinking blue.
- Delete the EasyCall pairing entries on your cell phone before any re-pairing.
- Repeat the pairing procedure as described in chapter 3.5.

---

## 6. More detailed information

### 6.5 Removing EasyCall from the phone

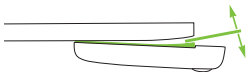
If at some point you wish to remove EasyCall from a phone, proceed as follows.

The thin transparent tape can be easily removed by pulling the transparent strap.



The thicker tape can only be removed by gently levering EasyCall from the phone.

Be careful not to scratch or break the phone or EasyCall.



---

## 7. Troubleshooting

For any problems not listed in this user guide, please contact your hearing care professional.

*Causes*

*What to do*

**EasyCall is unresponsive or there is no indicator light when switching On.**

■ EasyCall may be completely discharged.

■ Charge for at least 1 hour.

**I see a rapidly blinking blue indicator light on the EasyCall.**

■ EasyCall has never been paired and is always in pairing mode.

■ Complete the pairing as described in 3.5.

**During Bluetooth pairing my other device is prompting for a code, what do I have to enter?**

■ The pairing code is required for the initial coupling of EasyCall with your Bluetooth device.

■ Enter "0000" (four zeros) when prompted for a code.

## 7. Troubleshooting

### Causes

### What to do

The phone is ringing but the indicator light is not blinking blue and there is no ringing signal through the hearing aids.

- |                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>■ Bluetooth is disabled in the phone.</li><li>■ EasyCall and your phone are not connected to each other.</li><br/><li>■ EasyCall is not paired to the phone.</li><li>■ Ringtone signals are usually not heard through EasyCall due to 25 cm (10") streaming distance.</li></ul> | <ul style="list-style-type: none"><li>■ Ensure Bluetooth is enabled according to your phone's user guide.</li><li>■ 1. Disable the Bluetooth functionality in your phone and turn it on again.<br/>2. Restart EasyCall by switching it off and then on. The Bluetooth functionality will be automatically reactivated.<br/>3. Activate EasyCall by selecting it in the phone's Bluetooth menu.</li><li>■ Follow the pairing process in this guide.</li><li>■ Enable the acoustic ringtones and the vibrating alert on your phone during Bluetooth connection.</li></ul> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

---

*Causes*

*What to do*

**The volume of the phone conversation is too loud or too quiet.**

- |                                            |                                               |
|--------------------------------------------|-----------------------------------------------|
| ■ Different phones have different outputs. | ■ Use the phone buttons to change the volume. |
|--------------------------------------------|-----------------------------------------------|

**I have interruptions while my audio streaming is active.**

- |                                                                   |                                                                               |
|-------------------------------------------------------------------|-------------------------------------------------------------------------------|
| ■ EasyCall is too far away from the hearing aids while streaming. | ■ Hold the phone with EasyCall within 25 cm (10") range to your hearing aids. |
|-------------------------------------------------------------------|-------------------------------------------------------------------------------|

**I have difficulties understanding the phone conversation in a noisy environment.**

- |                                                                                                                               |                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| ■ The phone volume is too low.<br>■ Your hearing aid microphones are set too high - default streaming program is not optimal. | ■ Use the phone volume button to increase the phone volume.<br>■ Please ask your hearing care professional to fine-tune your hearing aids. |
|-------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|

## 7. Troubleshooting

### *Causes*

### *What to do*

#### **During a phone call the other party has difficulty hearing me.**

- EasyCall microphone opening may be covered.
- The surrounding noise may be too loud.

- Make sure the microphone opening is not covered by part of your body, clothing or dirt and debris.
- Bring EasyCall closer to your mouth.
- Suggest to your callers that they increase the phone volume.

#### **I started the music player on the phone but cannot hear music through the EasyCall connection.**

- Audio streaming other than phone call is not supported.

- For music streaming use Phonak ComPilot or ComPilot Air streamers.

#### **When doing a Skype video call, I get audio interruptions.**

- The maximal distance of EasyCall to the hearing aids is 25 cm (10"). Looking at the screen at the same time is not possible.

- Skype and other VoIP technologies can be used for speech calls. Switch off the Video mode.

---

*Causes*

*What to do*

**Can EasyCall only be used by cell phones?**

- |                                                                                                                                                                                                                                |                                                                                                                                                                                         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>■ EasyCall can connect any device supporting headset (HSP) or hands-free (HFP) Bluetooth-profiles.</li><li>■ It can also support Bluetooth enabled cordless phones or tablets.</li></ul> | <ul style="list-style-type: none"><li>■ Whatever the connected device you must keep the maximal distance of 25 cm (10") between EasyCall and your hearing aids during a call.</li></ul> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**Must EasyCall be attached to the cell phone to operate it?**

- |                                                                                                                                                                                                                 |                                                                                                                                                                            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>■ The link between EasyCall and the cell phone is based on Bluetooth wireless technology.</li><li>■ The maximum distance to the cell phone is 3 meters (10ft.).</li></ul> | <ul style="list-style-type: none"><li>■ To ensure EasyCall is always ready to use, never forgotten or lost, it is recommended to leave it attached to the phone.</li></ul> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**The charging time is longer than usual.**

- |                                                                                                                                                             |                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>■ The device is being used during charging.</li><li>■ The charger is not providing enough charging current.</li></ul> | <ul style="list-style-type: none"><li>■ Charging during use is possible, although this increases the charging time by 30%.</li><li>■ Only use chargers approved by Phonak.</li></ul> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## 7. Troubleshooting

### *Causes*

### *What to do*

#### The operating time of your EasyCall is reduced substantially.

- The battery typically needs several charging cycles to achieve full performance. Please consult the datasheet for the typical operating time.

- Charge for at least 3 hours the first time you charge EasyCall.
- Let a new EasyCall discharge completely three times.

#### How to reset EasyCall.

- EasyCall is unresponsive.

- Press the EasyCall button for 45 seconds to reset the device (this will also delete the paired Bluetooth devices).



---

## 8. Service and warranty

### 8.1 Local warranty

Please ask the hearing care professional, where you purchased your device, about the terms of the local warranty.

### 8.2 International warranty

Phonak offers a one year limited international warranty, valid as of the date of purchase. This limited warranty covers manufacturing and material defects. The warranty only comes into force if 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.

---

## 8. Service and warranty

### 8.3 Warranty limitation

This warranty does not cover damage from improper handling or care, exposure to chemicals, immersion in water 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):

---

---

## 9. Compliance information

### Declaration of conformity

Hereby Phonak AG declares that this Phonak product is in compliance with the essential requirements of the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC. The full text of the Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on <http://www.phonak.com> (worldwide locations).

### Australia:

---

Supplier Code Number  N15398

### New Zealand:

---

Supplier Code Number Z1285

---

## 9. Compliance information

### **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 undesired operation.

### **Notice 2:**

Changes or modifications made to this device not expressly approved by Phonak 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 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 4:**

**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).

---

## 10. Information and explanation of symbols



The CE symbol is confirmation by Phonak AG that this Phonak product meets the requirements of the R&TTE Directive 1999/5/EC on Radio and Telecommunication Terminal Equipment. The numbers after the CE symbol are the numbers of consulted certified bodies 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.



Indicates the device manufacturer.

---



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.



MC and radio communications compliance label Australia.

---

**Operating conditions**

The device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in this user guide.

---

---

## 10. Information and explanation of symbols



Temperature transport and storage:  
-20° to +60° Celsius  
(-4° to +140° Fahrenheit).  
Temperature operation:  
-10° to +45° Celsius  
(+14° to +113° Fahrenheit).

---



Keep dry.

---



Humidity transportation: up to 90%  
(non condensing).  
Humidity storage: 0% to 70%, if not  
in use.  
Humidity operation: <90% (non  
condensing).

---



Atmospheric pressure: 500 hPa to  
1100 hPa.

---





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 device 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 Phonak is under license. Other trademarks and trade names are those of their respective owners.



Japanese mark for certified radio equipment.

---

---

## 11. Important safety information

The following pages contain important safety information.

### Hazard warnings

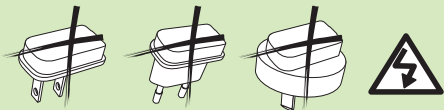
- ⚠ Keep this device out of reach of children and mentally challenged people or pets.
- ⚠ The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.):  
It is recommended that pacemaker users do not keep this device in a breast pocket. If you experience any interference, do not use the 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.).
- ⚠ Only use hearing aids that have been specially programmed for you by your hearing care professional.
- ⚠ Changes or modifications to the device that were not explicitly approved by Phonak are not permitted.

- 
- ⚠ Opening the device might damage it. If problems occur which cannot be resolved by following the remedy guidelines in the troubleshooting section of this user guide, consult your hearing care professional.
  - ⚠ This product has an embedded, non-replaceable battery. Do not attempt to open the product or remove the battery as this may cause injury and damage the product.
  - ⚠ Dispose of electrical components in accordance with your local regulations by Phonak AG.
  - ⚠ External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards. Only use accessories approved by Phonak AG, to avoid any electrical shock.
  - ⚠ Using the device, its connectors or cables in any way contradictory to their intended purpose as described in this user guide (e.g., wearing the USB cable around the neck) can cause injury.

---

## 11. Important safety information

- ⚠ The USB port is to be used for the described purpose only.
- ⚠ For charging, use only EN60950-certified equipment with a rating of 5 VDC, min. 500 mA.



- ⚠ Caution: electric shock. Do not insert plug alone into electrical outlets.
- ⚠ Do not use the device 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.

---

## Information on product safety

- ① The different adhesive tapes may react different, depending on the cell phone or hard case surface. On greasy surfaces the tape may not hold well and you risk losing EasyCall.
- ① EasyCall presides over the phone. Be careful when carrying it in clothing, such as the back pockets of trousers. Sitting on EasyCall may break it.
- ① Be very careful not to damage the phone when removing EasyCall from the double sided adhesive tapes.
- ① Protect the device from excessive moisture (bathing, swimming), heat (radiator, car dashboard) or direct skin contact when sweating (workout, fitness, sport).
- ① Do not drop the device. Dropping onto a hard surface can damage the device.

---

## 11. Important safety information

- ① Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your device. Remove and keep it 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.
  
- ① Protect the device and the power supply from dirt and debris.
  
- ① Clean the device using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean the device. Never use a microwave or other heating devices to dry the device.
  
- ① The digitally coded, inductive transmission technology used in the device is highly reliable and experiences virtually no interference from other devices. It should be noted, however, that when operating the hearing system near computer equipment, larger electronic installations or other strong electromagnetic

---

fields, it may be necessary to be at least 60 cm (24") away from the interfering device to ensure proper operation.

- ① Keep the device at least 10 cm (4") away from any kind of magnets.
- ① Do not connect an USB cable exceeding 3 meters (9 ft) in length to the device.
- ① When the device is not in use, turn it off and store it safely.



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

