

# Roger Focus II

User Manual



Roger Focus II



A Sonova brand

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This user guide is valid for:

**Hearing device**



Roger Focus II

2020

**Charging accessory**



Phonak Charger BTE RIC

2019



## Your hearing device & charger details

- ① The hearing device described in this user guide contain a built-in and non-removable rechargeable lithium-ion battery.
- ① Please also read safety information regarding handling rechargeable hearing device (chapter 19).

### Hearing device

- Roger Focus II

### Charging accessory

- Charger BTE RIC  
incl. power supply  
and USB cable (< 3 m)

Your hearing device and charger have been developed by Phonak – the world leader in hearing solutions based in Zurich, Switzerland.

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

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

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

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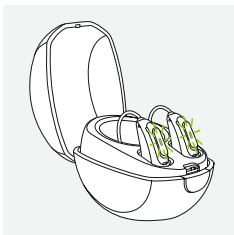
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# 1. Quick guide

## Charging your hearing device

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

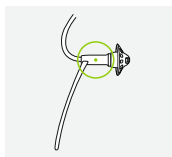
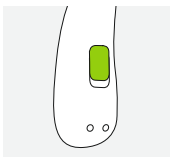
After placing your hearing device in the charger, the indicator light will show the charging state of the battery until the hearing device is fully charged. When fully charged the indicator light will be constantly on, i.e. solid green light.



## Left & right hearing device markings

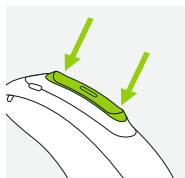
Blue marking for **left** hearing device.

Red marking for **right** hearing device.



## Multi-function button with indicator light

The button has several functions. It functions as an on/off switch, a volume control and a volume control lock.



### On/Off

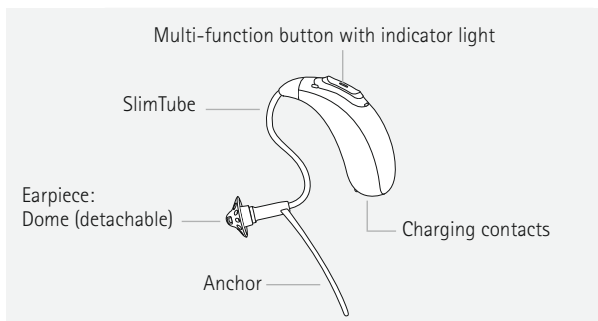
Firmly press the lower part of the button for 3 seconds until the indicator light turns solid green (On) or solid red (Off).



## 2. Parts of the hearing device & charger

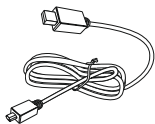
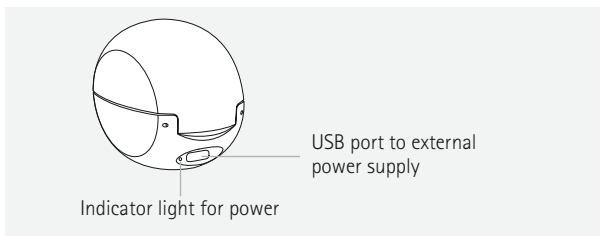
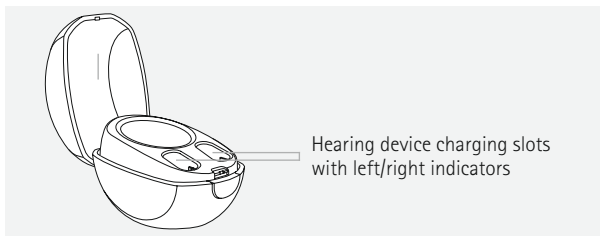
The following pictures show the hearing device and charger accessory described in this user guide.

### Roger Focus II

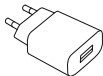




## Charger



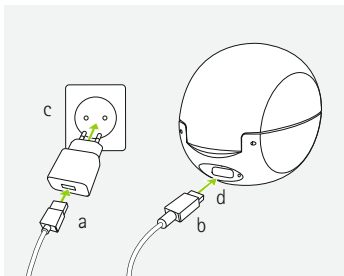
USB cable (< 3 m)



Power supply

### 3. Preparing the charger

#### Connecting the power supply



- a) Plug the larger end of the charging cable into the power supply.
- b) Plug the smaller end into the 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.

#### Power supply specification

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Power supply output voltage	5 VDC +/-10%, current 1 A
Charger input voltage	5 VDC +/-10%, current 1 A
USB cable specifications	5 V min. 1 A, USB-A to USB-C, maximum length 3 m

## 4. Charging the hearing device

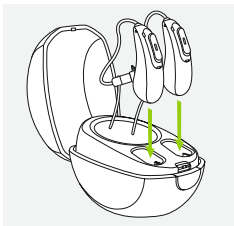
- ① Low power: You will hear two beeps when the battery is low. You will have approximately 60 minutes before you have to charge the hearing device.
- ① The hearing device must be dry before charging, see chapter 13.

## 4.1 Using the charger

Please refer to chapter 3 for how to set up the charger.

1.

Insert the hearing device into the charging slots. The hearing device will automatically be muted when inserted into the charger.







2.

The indicator light will show the charging state of the battery until the hearing device is 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 device can be safely left in the charger. It can take up to 3 hours to charge the hearing device. The charger can be closed while charging.

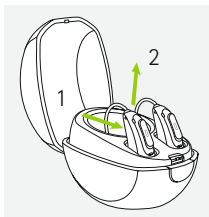
## Charging times

Indicator light	Charging state	Approx. charging times
	0 – 10%	
	11 – 80%	30 min (30%) 60 min (50%) 90 min (80%)
	81 – 99%	
	100%	3 h

### 3.

Remove the hearing device from the charger by

1. pulling the hearing device gently toward yourself and
2. lifting it out of the charger.



ⓘ Do not hold the SlimTube to remove the hearing device from the charger as this can damage the SlimTube.

When the charger is connected to the power supply, the hearing device switches on automatically when removed from the charger. The indicator light starts blinking.

The solid green light for 3 seconds indicates that the hearing device is ready.

If you unplug the charger while the hearing device is charging inside, please make sure to turn off the hearing device to prevent discharge.

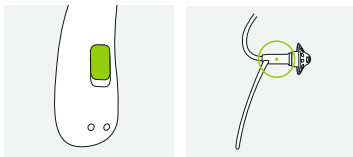
ⓘ Turn off your hearing device before inserting it in the disconnected charger to store it.

## 5. Left & right hearing device markings

There is a red or blue marking on the back of the hearing device. This will tell you if it is a left or a right hearing device.

Blue marking for **left** hearing device.

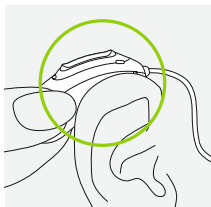
Red marking for **right** hearing device.



## 6. Putting on the hearing device

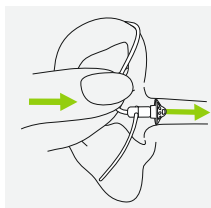
1.

Place the hearing device behind your ear.



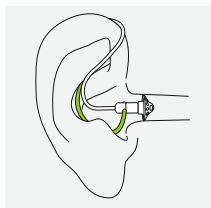
2.

Insert the earpiece into your ear canal.



3.

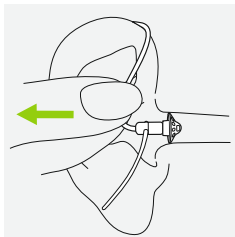
If there is an anchor attached to the earpiece, tuck it into the bowl of your ear to secure your hearing device.





## 7. Removing the hearing device

Pull on the bend of the SlimTube and remove the hearing device from behind the ear.



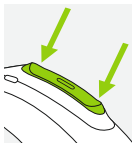
## 8. Multi-function button with indicator light

The multi-function button has several functions.

It functions as an on/off switch, and a volume control. Increase the volume with a short press on the upper part of the button. Decrease the volume with a short press on the bottom part of the button.








To lock the button, press the upper part of the button for 5 secs.

To unlock the button, press the upper part of the button for 5 secs.



### Indicator light

Parents and caregivers of infants and young children can easily be informed about the hearing device status with the indicator light. The indicator light is integrated in the multi-function button and shows the status of the hearing device as long as it is powered on and charged.

Status hearing device**	Indicator light pattern
<input type="checkbox"/> Locking multi-function button	Double blink 
<input type="checkbox"/> Unlocking multi-function button	Single blink 
<input type="checkbox"/> Low battery *	Continuous red blink 
<input type="checkbox"/> Volume level change (either initiated by a remote control or by the multi-function button)	Single blink per volume change 
<input type="checkbox"/> Mid-volume	Solid green 
<input type="checkbox"/> Roger microphone connecting the device	Single blink 
<input type="checkbox"/> Volume max or Volume min reached	Double blink 

\* Low battery alert is initiated approx. 60 minutes before the battery needs to be charged.

\*\* Consult the quick guide delivered with the hearing device for information regarding beep notifications and using the Phonak remote control.

## 9. On/Off

### Switch on hearing device


The hearing device switches on automatically when removed from the charger connected to the power supply.



If the charger is not connected to the power supply, firmly press and hold the lower part of the button for 3 seconds until the indicator light blinks green. The solid green light for 3 seconds indicates that the hearing device is ready.

### Switch off hearing device

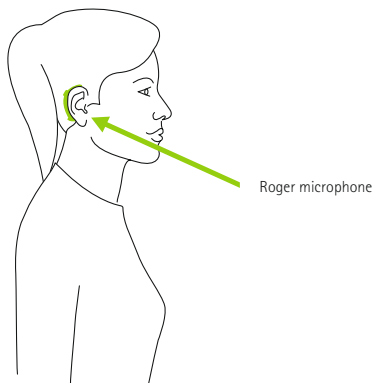
Press and hold the lower part of the button for 3 seconds until the solid red light indicates the hearing device is off.

	Blinking green	Hearing device is switching on
	Solid red for 3 seconds	Hearing device is switching off

**i** When you switch on the hearing device you might hear a start-up melody.

## 10. Connectivity overview

The illustration below shows connectivity to Roger microphones for your hearing device.



## 11. Rebooting your hearing device

Use this technique if your hearing device is in an error state. This will not remove or delete any settings.

### 1.

Press the lower part of the button for at least 15 seconds. It does not matter if the hearing device is switched on or off before you start pressing the button. There is no light or acoustic notification at the end of the 15 seconds.

### 2.

Place the hearing device in the power-connected charger and wait until the indicator light blinks green. This can take up to 30 seconds. The hearing device is now ready to use.

## 12. Operating conditions

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

Please ensure to charge the hearing device within operating temperature range: +5° to +40° Celsius (41° to 104° Fahrenheit), atmospheric pressure range: 500 hPa to 1060 hPa and humidity 0% to 70% (non condensing).

Roger Focus II are classified as IP68. This means that they are water and dust resistant and designed to withstand daily life situations. They can be worn in the rain but should not be fully submerged in water or used when taking a shower, swimming or other water activities. These hearing devices should never be exposed to chlorinated water, soap, salt water or other liquids with a chemical content

## 13. Care and maintenance

Diligent and routine care of your hearing device and charger contribute to outstanding performance and a long service life. To ensure a long service life, Sonova AG provides a minimum of a five year service period after phase out of the respective hearing device.

Please use the following regarding product safety, see chapter 19.

### General information

Before using hair spray or applying cosmetics, you should remove your hearing device from your ear, because these products may damage it.

Your hearing device is resistant to water, sweat and dust under the following conditions:

- After exposure to water, sweat or dust, the hearing device is cleaned and dried.
- The hearing device is used and maintained as described in this user guide.

⚠ Always make sure that the hearing device and charger are dry and clean.



## Daily

**Hearing device:** Inspect the earpiece for earwax and moisture deposits. Clean the surfaces with a lint-free cloth. Never use cleaning agents such as household detergents, soap, etc. for cleaning your hearing device. It is not recommended to rinse with water. If you need to clean your hearing device intensively, ask your hearing care professional for advice.

**Charger:** Make sure that charger slots are clean. Never use cleaning agents such as household detergents, soap, etc. for cleaning your charger.

## Weekly

**Hearing device:** Clean the earpiece with a soft, damp cloth or with a special cleaning cloth for hearing device. For more in-depth maintenance instructions or for more than basic cleaning, please see your hearing care professional. Clean the charging contacts on the hearing device with a soft, damp cloth.

**Charger:** Remove dust or dirt from the charger slots.

△ Always make sure that the charger is disconnected from the power mains before cleaning.

## 14. Exchanging the earpiece

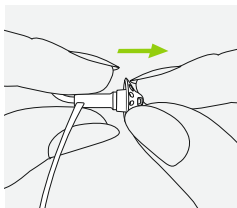
Your hearing device is fitted with a SlimTube and earpiece.

Please check the earpiece regularly and exchange or clean it if it looks dirty or if the hearing device volume or sound quality is reduced. If a dome is used, it should be exchanged every 3 months.

## 14.1 Removing the earpiece from the SlimTube

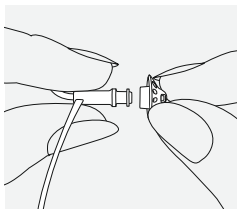
1.

Remove the earpiece from the SlimTube by holding the SlimTube in one hand and the earpiece in the other.



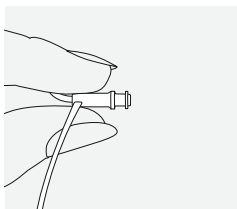
2.

Gently pull on the earpiece to remove.



3.

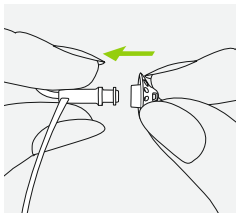
Clean the SlimTube with a lint-free cloth.



## 14.2 Attaching the earpiece to the SlimTube

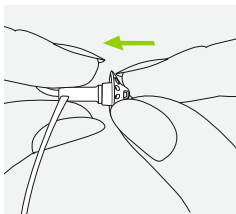
1.

Hold the SlimTube in one hand and the earpiece in the other.



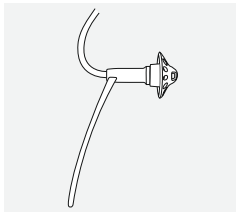
2.

Slide the earpiece over the sound outlet.



3.

The SlimTube and the earpiece should fit perfectly together.





## 15. Service and warranty

### **Local warranty**

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

### **International warranty**

Sonova AG offers a one year limited international warranty, valid from the date of purchase. This limited warranty covers manufacturing and material defects in the hearing device and charger respectively, but not accessories such as SlimTubes, earpieces, external receivers. The warranty only comes into force if a proof of purchase is shown.

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

## Warranty limitation

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

## Serial numbers

Hearing device left side: \_\_\_\_\_

Hearing device right side: \_\_\_\_\_

Charger BTE RIC: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

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Authorized hearing care professional (stamp/signature):

## 16. Compliance information

### Europe:

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#### **Declaration of Conformity for the hearing device**

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

### Australia/New Zealand:

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**R-NZ**

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 listed on page 2 is certified under:

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USA	<b>FCC ID:</b> KWC-BSR
Canada	<b>IC:</b> 2262A-BSR

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**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 Sonova AG 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).



R 005-102109

T A19-0087005

## Radio information of your hearing device

Antenna type	Resonant loop antenna
Operation frequency	2.4 GHz – 2.48 GHz
Modulation	GFSK, Pi/4 DPSK, GMSK
Radiated power	< 1 mW
<b>Bluetooth®</b>	
Range	~1m
Bluetooth	4.2 Dual-Mode
Profiles supported	LE (low energy)

## Compliance with emission and immunity standards

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

Immunity standards	EN 60601-1-2:2015
	IEC 60601-1-2:2014
	EN 61000-4-2:2009
	IEC 61000-4-2:2008
	EN 61000-4-3:2006+A1+A2
	IEC 61000-4-3:2006+A1+A2
	EN 61000-4-4:2012
	IEC 61000-4-4:2012
	EN 61000-4-5:2014
	IEC 61000-4-5:2014
	EN 61000-4-6:2014
	IEC 61000-4-6:2013
	EN 61000-4-8:2010
	IEC 61000-4-8:2009
	EN 61000-4-11:2004
	IEC 61000-4-11:2004
	IEC 60601-1 (§ 4.10.2):2005
	ISO 7637-2:2011

## 17. Information and description of symbols



With the CE symbol, Sonova AG confirms that this product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio Equipment Directive 2014/53/EU. 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 the products described in these user instructions adhere to the requirements for an applied part of Type B of EN 60601-1. The surface of the hearing device is specified as an applied part of Type B.



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

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

---



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

---



Important information for handling and product safety.

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This symbol confers that the electromagnetic interference from the device is under limits approved by the US Federal Communications Commission.

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Japanese mark for certified radio equipment.



Indicates the manufacturer's serial number so that a specific medical device can be identified.



Indicates the manufacturer's catalogue number so that the medical device can be identified.



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



Temperature during transportation and storage: -20° to +60° Celsius (-4° to +140° Fahrenheit)

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Humidity during storage and transportation: 0% to 70%, if not in use. See instruction in chapter 19.2 regarding drying the hearing device after use.



Atmospheric pressure during transportation and storage: 500 hPa to 1060 hPa



During transportation keep dry.



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

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## Symbols applicable to the European power supply only

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Power supply with double isolation.

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Device designed for indoor use only.

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Safety isolating transformer, short circuit proof.

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## 18. Troubleshooting

<b>Problem</b>	<b>Causes</b>
Hearing device too loud	Volume too loud
Hearing device not loud enough or distorted	Volume too low Low battery Earpiece blocked Hearing has changed
Hearing device plays two beeps	Indication for low battery
Hearing device not functioning (no sound)	Earpiece blocked Hearing device is switched off
Hearing device will not switch on	Battery fully discharged Button was inadvertently deactivated by pressing the button longer than 15 seconds
Indicator light on hearing device does not light up when hearing device placed in charging slots	Hearing device not inserted correctly into charger Charger not connected to power source Battery fully discharged

## What to do

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Decrease volume (chapter 8)

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Increase volume (chapter 8)

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Charge hearing device (chapter 4)

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Clean earpiece (chapter 13)

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Contact your hearing care professional

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Charge hearing device (chapter 4)

---

Clean earpiece (chapter 13)

---

Switch on the hearing device (chapter 9)

---

Charge hearing device (chapter 4)

---

Perform step 2 of the rebooting process (chapter 11)

---

Insert hearing device correctly into charger (chapter 4)

---

Connect charger to external power supply

---

Wait three hours after placing hearing device in charger, regardless of LED behavior

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① If the problem persists, contact your hearing care professional for assistance.

**Problem**

Indicator light on hearing device is solid red while hearing device is in the charger

Indicator light on hearing device remains solid green after removal from the charger

Battery does not last the whole day

**Causes**

Dirty charging contacts

Hearing device is out of its operating temperature range

Faulty battery

Indicator light on the hearing device was red when hearing device was placed into the charger

Shortened battery life



## **What to do**

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Clean the contacts of the hearing device and the charger

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Warm hearing device up. Operating temperature range is +5° to +40° Celsius (+41° to +104° Fahrenheit)

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Contact your hearing care professional

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Reboot the hearing device (chapter 11)

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Contact your hearing care professional. A battery replacement may be required





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## 19. Important safety information


Please read the information on the following pages before using your hearing device and charger.

## 19.1 Hazard warnings


-  The rechargeable hearing device contain lithium-ion batteries that can be taken onto airplanes as carry-on luggage.
-  Your hearing device operates between 2.4 GHz -2.48 GHz frequency range. When flying please check if the flight operator requires the device to be switched off, see chapter 1.
-  The intended use of the product is to process and transmit sound to the ears and hereby compensate listening and communication difficulties and disabilities
-  Changes or modifications to the hearing device that were not explicitly approved by Sonova AG are not permitted. Such changes may damage your ear or the hearing device.
-  Do not use the hearing device and charger 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. The device is not ATEX certified.





-  If you feel pain in or behind your ear, if it is inflamed or if skin irritation and accelerated accumulations of earwax occur, please check with your hearing care professional or physician.
  
-  In very rare cases, the dome can remain in your ear canal when removing the hearing SlimTube from the ear. In the unlikely case that the dome does get stuck in your ear canal, it is strongly recommended to see a physician for safe removal. To prevent pushing the dome towards the eardrum, never try to re-insert the SlimTube into the ear canal.
  
-  This hearing device is not for children below 36 months. 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 is a small device and contains small parts. Do not leave children and individuals with cognitive impairment unsupervised with this hearing device. 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.





 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 device (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.

 Patients implanted with magnetic externally programmable CSF shunt valves may have a risk of experiencing an unintended change in their valve setting when exposed to strong magnetic fields. The receiver (loudspeaker) of hearing aids, the Lyric SoundLync, the Lyric programming wand and the MiniControl contain static magnets. Keep a distance of 2 inches (approx. 5 cm) or more between the magnets and the site of the implanted shunt valve.

-  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.
  
-  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.
  
-  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.
  
-  The USB port of the charger is to be used for the described purpose only.

-  For charger, use only EN62368-1 and/or EN60601-1 certified equipment with an output rating of 5 VDC. Min. 500 mA.
  
-  Hearing device should not be fitted with dome when used by clients with perforated eardrums, inflamed ear canals or otherwise exposed middle ear cavities. In these cases we recommend the use of classic earmold. In the unlikely case that any part of this product should remain in the ear canal, it is strongly recommended to see a physician for safe removal.
  
-  Avoid strong physical impacts to the ear when wearing a hearing device with customized earpiece. The stability of customized earpieces is designed for normal use. A strong physical impact to the ear (e.g. during sports) may cause the customized earpiece to break. This may lead to perforation of the ear canal or eardrum.
  
-  After mechanical stress or shock to the customized earpiece, please ensure that it is intact before placing it in the ear.





## 19.2 Information on product safety

- ① This hearing device is water resistant and not waterproof. It is designed to withstand normal activities and occasional accidental exposure to extreme conditions. Never immerse your hearing device in water! This hearing device is not specifically designed for extended periods of water submersion on a continual basis, ie worn in activities such as swimming or bathing. Always remove your hearing device before these activities, as the hearing device contains sensitive electronic parts.
  
- ① Protect your hearing device and charger from heat (never leave near a window or in the car). Never use a microwave or other heating device to dry your hearing device or charger (due to risk of fire or explosion). Ask your hearing care professional about suitable drying methods.
  
- ① Do not place the charger close to an induction cooking surface. Conductive structures inside the charger could absorb inductive energy resulting in thermal destruction.

- ① The dome should be changed every three months or when it becomes stiff or brittle. This is to prevent the dome from detaching from the SlimTube spout during insertion into or removal from the ear.
- ① Do not drop your hearing device or charger! Dropping onto a hard surface can damage your hearing device or charger.
- ① Charger and power supply must be protected against shocks. If the charger or power supply is damaged after a shock, the device must not be used anymore.
- ① Store your hearing device in the charger if you are not using it for a long period of time.
- ① Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your 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.

The hearing device does not 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.

- ① Do not use your hearing device or your charger in areas where electronic equipment is prohibited.
- ① The hearing device has to be dry before charging. Otherwise the charging reliability cannot be guaranteed.
- ① Only use the charger described in this user manual for charging your hearing device, otherwise the device may be damaged.
- ① Your hearing device contains lithium-ion batteries with a Watt hour rating <20 Wh which have been tested according to UN 38.3 of the "UN Manual of Tests and Criteria" and should be shipped in accordance with all the rules and regulations on the safe shipment of lithium-ion batteries.





Your hearing care professional:



**Manufacturer:**

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