

# Roger Pen™ iN

User Guide



roger



A Sonova brand

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# 1. Welcome

Congratulations on choosing the Roger Pen iN from Phonak. This universal, cutting-edge wireless microphone helps people with a hearing loss to understand more speech in loud noise and over distance. Designed with discretion in mind, the Roger Pen iN features adaptive wireless transmission, fully automated settings, TV connectivity, and an audio input for listening to multimedia. It can also be used alongside other Roger microphones in a microphone network.

Your Roger Pen iN is a Swiss premium-quality product developed by Phonak, the world's leading hearing healthcare company.

Please read this User Guide thoroughly to benefit from all the possibilities your Roger Pen iN offers.

If you have any questions, please consult your hearing care professional or local Phonak support center.

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



## 2. Getting to know your Roger Pen iN

### 2.1 In the box



Roger Pen iN



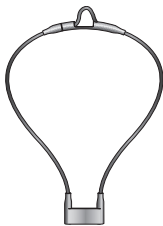
Docking station



Power supply with country adapter and charging cable



Storage pouch



Lanyard



Audio cable for docking station



micro-USB audio cable (suitable for traveling)



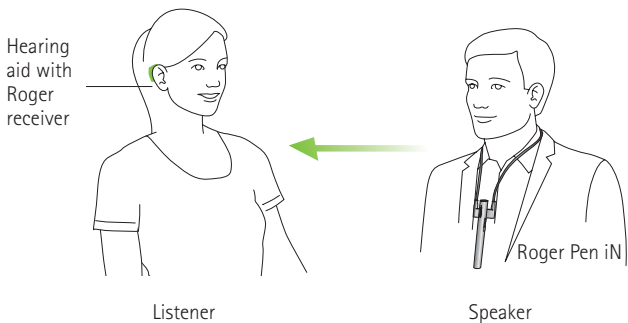
RCA/Cinch adapter for TV or HiFi



Quick Setup Guide

## 2.2 How your Roger Pen iN works

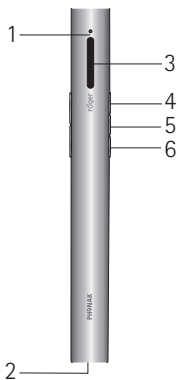
Roger Pen iN transmits the speaker's voice directly into your ears.



Your Roger Pen iN and your hearing aid typically work within a range of up to 10 meters / 33 feet. Note that human bodies and walls may reduce this distance. The furthest range is possible when you can see your Roger Pen iN (i.e. line of sight).

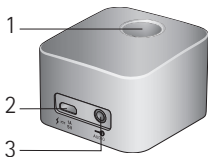
## 2.3 Device descriptions

### Roger Pen iN



- 1 Indicator light (LED)
- 2 Charging and audio input (micro-USB)
- 3 Microphones
- 4 On/Off/Mute
- 5 Connect
- 6 Microphone mode change











### Docking station



- 1 Slot for Roger Pen iN
- 2 Charger input (micro-USB)
- 3 Audio input (3.5 mm / 1/8 inch jack)



## 2.4 Indicator lights (LED status)

Indicator light	Meaning
	Switched on
	Switching off
	Switching off
	Audio input detected
	Microphone / audio input muted
	Charging
	Fully charged
	Low battery – charge your Roger Pen iN
	Active phone call
	Your Roger Pen iN lost the connection to the other microphones. Press the connect button to re-initialize the network.

## 3. Getting started

### 3.1 Setting up the docking station

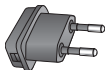
The Roger Pen iN docking station is used to both recharge the microphone and transmit audio from a TV or other audio device to your hearing aids (Roger Pen iN needs to be slotted into the docking station).

#### Setting up the power supply

1. Select the power adapter that corresponds to your country.



US



EU

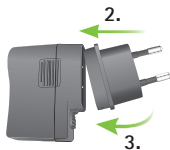


UK



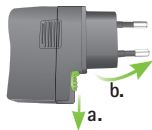
AUS

2. Insert the top (round) end of the adapter in the top end of the universal power supply.
3. Click the base of the adapter in to lock it into place.



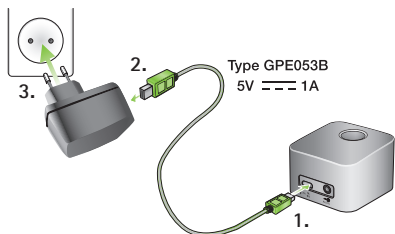
### Remove/Change:

- Pull back the tab on the universal power supply.
- Gently pull the adapter upwards to remove it.
- Start over with step 1 (opposite).




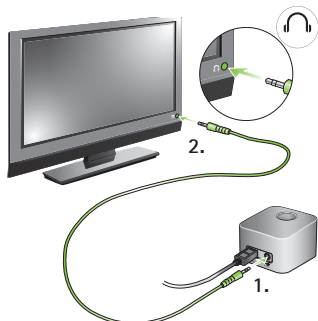
### Connecting the power supply to the docking station

- Place the docking station next to your TV/audio device and connect the smaller end of the charging cable to the power input of the docking station ⚡  $\overline{\overline{\overline{1A}}}$   $\overline{\overline{\overline{5V}}}$ .
- Plug the larger end of the charging cable into the universal power supply.
- Plug the power supply into an easily accessible power socket.

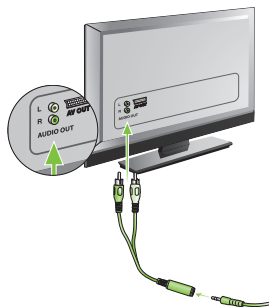


## Connecting the docking station to a TV/audio device

1. Plug the audio cable into the audio input of the docking station: 
2. Connect the other end of the audio cable to the headphone output of your TV/audio device.



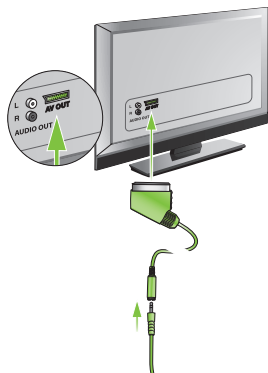
Alternatively, connect the other end of the audio cable to your TV's Cinch / RCA adapter. Connect the red and white plugs to the matching red and white output sockets on your TV.



You can also connect via a SCART adaptor, which can be bought from an electronics store or from your Phonak dealer.

Connect the other end of the audio cable to the SCART adapter.

Then plug the SCART adapter into a free SCART output socket on your TV.



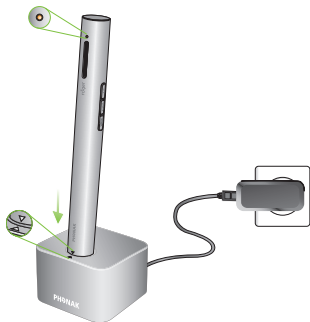
If your TV does not include an analog audio output, you need a digital to analog converter. Such converters can be found in electronics stores or may be purchased from your Phonak dealer.

- ① When the docking station is plugged into the headset socket of your TV, you can adjust the volume via your TV's remote control.
- ① Some TVs will switch off their loudspeakers when you plug the jack into the headset socket – meaning the TV will not be audible for other people. In such cases use the Cinch / RCA or SCART output socket as described overleaf.
- ① The Roger Pen iN docking station can also be connected to any other audio device such as an MP3 player, PC or HiFi system using the audio cable.

### 3.2 Charging your Roger Pen iN

Roger Pen iN contains a built-in lithium polymer battery with fast-charge capability.

To charge your Roger Pen iN, slot it into the docking station. The indicator light will turn orange to indicate it is charging.



- ① Insert the device into the docking station as indicated. Incorrect insertion may damage the device.

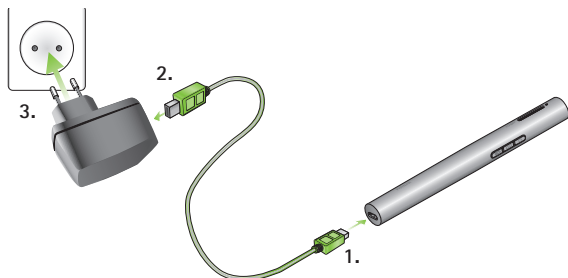
An empty battery will reach its maximum charge in approximately 2 hours. Charging is complete when the indicator light turns solid green.

- ① When charging your Roger Pen iN for the first time, let it charge for at least two hours, even if the battery indicator light is not lit or turns green earlier.

Alternatively, you can also charge your Roger Pen iN without the docking station. This may be useful when traveling.

Using the micro-USB cable:




1. Plug the smaller end (micro-USB) of the charging cable into your Roger Pen iN.
2. Plug the larger end (USB) of the charging cable into the power supply.
3. Plug the power supply into an easily accessible power socket.






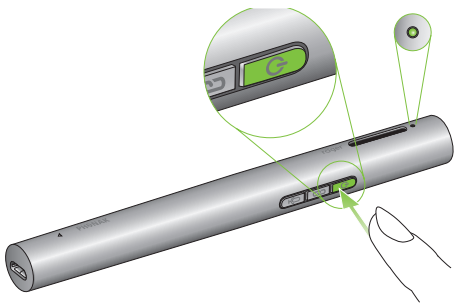
- ① You can also charge your Roger Pen iN by using the charging cable to connect your Roger Pen iN to one of your computer's USB ports.
- ① If you connect the charging cable to your computer's USB port and the docking station at the same time, your Roger Pen iN will not charge.

### Indicator lights (battery status)



Indicator light	Meaning
	Charging
	Fully charged
	Low battery – charge your Roger Pen iN. In addition, you will hear beeps in your hearing aids.

### 3.3 Switching on and off

To switch your Roger Pen iN on, press the on/off  button for one second until the indicator light turns green.



#### Indicator light (Switching on)

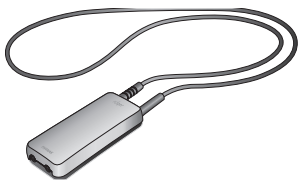
Indicator light	Meaning
	Powering on
	Switched on

### 3.4 Using Roger receivers

#### Using Roger MyLink

If your Roger receiver is a Roger MyLink, switch your Roger MyLink on and hang it around your neck.

Make sure your hearing aids are set to T/MT/ T-Coil mode.



The Roger MyLink User Guide provides more detailed information on using Roger MyLink.


#### Using Roger receivers attached to your hearing aids

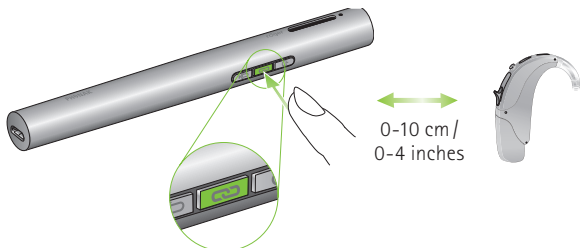
If you have Roger receivers that attach directly to your hearing aids, make sure these are properly attached and each hearing aid is set to its Roger / FM / DAI / EXT / AUX program.



### 3.5 Connecting a receiver

Your hearing care professional may already have connected your Roger Pen iN to your hearing aids. If this is not the case, connect your receiver to your Roger Pen iN as follows:

1. Make sure Roger Pen iN and the Roger receiver are both powered on.
2. Hold Roger Pen iN within 10 cm / 4 inches of the Roger receiver.
3. Press the Connect  button on your Roger Pen iN.







The indicator light will turn green for two seconds to confirm a successful connection.

4. Repeat steps 2 & 3 to connect a second receiver.

**i** You can connect an infinite number of Roger receivers to your Roger Pen iN.

### Indicator light (connection status)

After pressing the Connect button, the following feedback may be given by the indicator light:

Indicator light	Meaning
	Connecting
	Connection was successful – your Roger receiver is connected to your Roger Pen iN.
	Roger Pen iN could not find a Roger receiver. Move Roger Pen iN closer to your Roger receiver and make sure the Roger receiver is powered on. Then try to connect again.
	The Roger receiver is not compatible with your Roger Pen iN.

## 4. Using Roger Pen iN

Roger Pen iN is a flexible, intelligent product. It detects which situation you are in and adapts its microphone settings automatically to provide you the best speech understanding possible.

Use Roger Pen iN in either of the following ways:

### Conference style

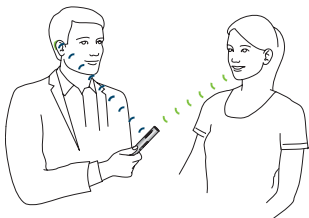
Place Roger Pen iN in the middle of a table to listen to a group of people.



- i** In noisy environments such as a restaurant or a loud bar, you will experience more benefit if you point the Roger Pen iN in the direction of the actual talker you want to hear. See also next chapter for further details.

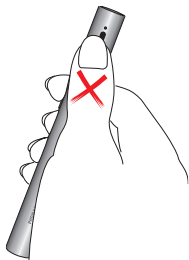
## Interview style

Hold Roger Pen iN in your hand and point it towards the person you want to hear.



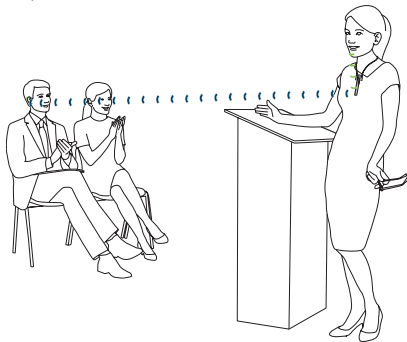
- ① Make sure your Roger Pen iN is pointing straight at the mouth of the talker.

- ① When holding Roger Pen iN in the hand, avoid covering the microphone openings.



## Around the neck

Use the lanyard (neckloop) to hang Roger Pen iN around the neck of the speaker you want to hear.

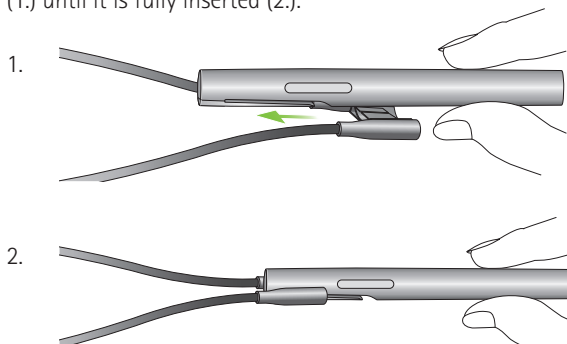


- ① If you prefer to set the Roger Pen iN's microphone mode manually, please refer to 'Special use cases/ Manual microphone modes' (page 30).

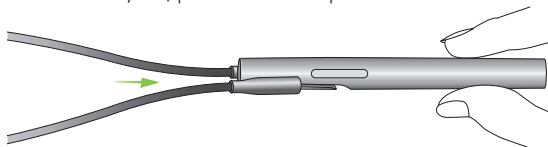


## 4.1 Attaching the lanyard

Slide the plastic part of the lanyard over the Roger Pen iN's clip (1.) until it is fully inserted (2.).

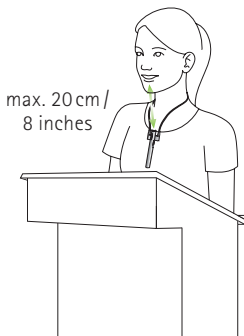
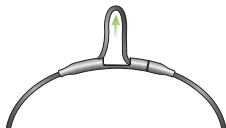
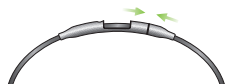
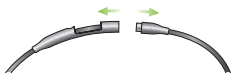


To remove the lanyard, pull it off the clip.



## Hanging it around the neck

1. Open the lanyard by pulling the magnets apart.
2. Hang the Roger Pen iN around the neck of the speaker and close the lanyard.
3. Adjust the length of the lanyard to bring Roger Pen iN closer to the mouth. The distance between Roger Pen iN and the mouth should not be more than 20 cm / 8 inches.
4. Secure the wire by pulling the cable into the gap.



## 4.2 Connecting to multimedia devices

You can connect your Roger Pen iN to an audio source – such as your TV, tablet or HiFi – to hear its audio signal directly in your hearing aids.

### Via docking station

Make sure the docking station is powered on and properly connected to your audio source, as described in 'Getting started' (page 12). Slot your Roger Pen iN into the docking station.

After turning on your audio source, Roger Pen iN will automatically detect the presence of an audio signal and start transmitting it.



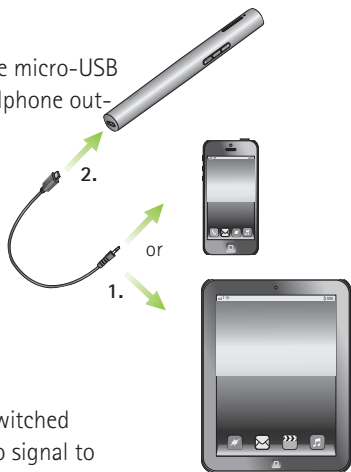
- i** If the docking station is not powered on, Roger Pen iN can still detect and transmit an external audio signal. Simply switch Roger Pen iN on.
- i** When Roger Pen iN transmits an audio signal its microphone is muted.

## Via micro-USB audio cable

Alternatively, you can use the short micro-USB audio cable to connect your multimedia device directly to your Roger Pen iN.

1. Plug the round end of the micro-USB audio cable into the headphone output of your multimedia device.


2. Plug the rectangular end (micro-USB) of the micro-USB cable into the socket of your Roger Pen iN.



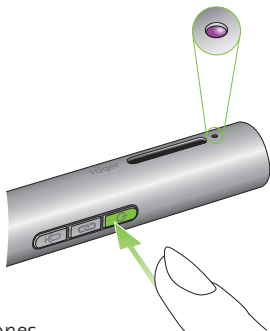
- i** Roger Pen iN must be switched on to transmit the audio signal to your hearing aids. After you have activated your multimedia device's audio signal, Roger Pen iN will detect this signal and will automatically mute its own microphone.

## 5. Special functions

### 5.1 Mute

Firmly press the on/off  button to mute Roger Pen iN's microphone or audio input.

When muted, the indicator light will turn solid violet.




Press the on/off button again to re-activate Roger Pen iN's microphones or audio input.

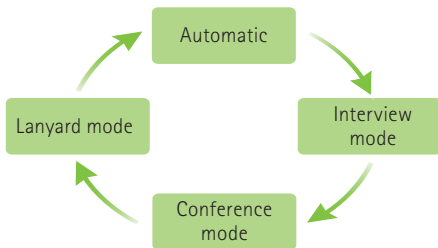
### Indicator light (Mute)

Indicator light	Meaning
	Microphone / audio input muted





## 5.2 Manual microphone modes

If you wish to override the automatically selected microphone mode, you can do this manually.

Roger Pen iN features three manual microphone modes, which can be accessed in turn by pressing the microphone  button.




The Roger Pen iN's current manual microphone mode is indicated by the following indicator lights:

<b>Indicator light</b>	<b>Meaning</b>
	Interview mode. Select this mode if you want hear one particular speaker by pointing Roger Pen iN towards them. Surrounding noise and the voices of other speakers around you will be reduced.
	Conference mode. Select this mode if you want Roger Pen iN to pick-up voices from all around (i.e. friends sat around a table).
	Lanyard mode. If you want to hear one particular speaker and it is noisy, it's best for the speaker to wear the Roger Pen iN around their neck. They should wear it within 20 cm / 8 inches of their mouth.
	Automatic mode

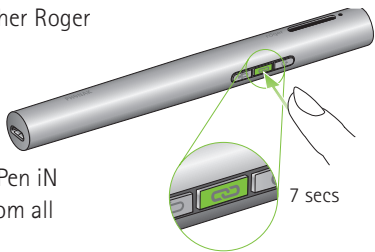
If Roger Pen iN is in Lanyard mode and you press the microphone button again, Roger Pen iN will move into Automatic mode.

### 5.3 Disconnecting Roger devices (NewNet)

To disconnect your Roger Pen iN from any connected receivers or other Roger microphones, hold the Connect  button for 7 seconds.


The indicator light will turn orange when Roger Pen iN has been disconnected from all connected devices.

You can now start to re-connect Roger receivers or Roger microphones with your Roger Pen iN.



### 5.4 Verification mode (for hearing care professionals only)

Verification mode is used by hearing care professionals to verify a device according to the Roger POP (Roger Phonak Offset Protocol).

To activate verification mode, press the Connect  button 5 times in a row.





## Indicator light (Verification mode)

Indicator light	Meaning
-----------------	---------



- ① Verification mode can only be activated during the 60 seconds after Roger Pen iN is switched on.
- ① When Roger Pen iN is switched off, Verification mode is automatically deactivated.

### Reset


If your Roger Pen iN stops responding to commands, you can reset it by pressing the on/off  and Mic  buttons together for 10 seconds.

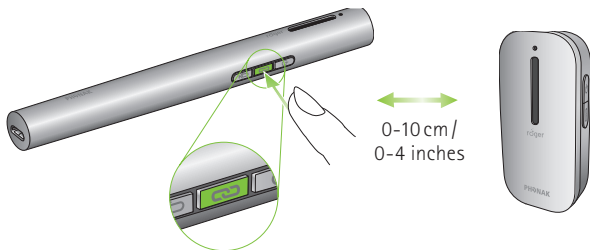
## 6. Adding additional microphones

Roger technology allows you to use multiple microphones in parallel by connecting additional Roger microphones.

### 6.1 Connect

To connect another microphone to your Roger Pen iN, follow these steps:

1. Turn on both microphones.
2. Hold the two microphones close together (within 10 cm / 4 inches).
3. Press the Roger Pen iN's Connect  button.






The indicator lights of both microphones will turn green for two seconds to indicate successful connection.

- ① It's possible to add up to 10 other Roger microphones to your Roger Pen iN.  
Note that the second Roger Pen iN will be locked in lanyard mode and will need to be within 20cm / 8 inches to the speaker's mouth.
  
- ① If you want to connect another Roger Pen iN to yours, you must first disable the second Roger Pen iN's Bluetooth before it can be connected. Note that the second Roger Pen iN will be locked in lanyard mode and will need to be within 20cm / 8 inches to the speaker's mouth.
  
- ① If you want to disconnect your Roger Pen iN from other microphones, use the NewNet function (see 'Special Functions' on page 32).

## Indicator light (Connection status)

After pressing the Connect button, the following feedback may be given by the indicator light:


Indicator light	Meaning
	Connection was successful - the other Roger microphone is now connected to your Roger Pen iN.
	Roger Pen iN could not find another Roger microphone. Move Roger Pen iN closer to the other Roger microphone and make sure both microphones are switched on. Then try Connect again.
	The other Roger microphone is not compatible with your Roger Pen iN or the other Roger Pen iN's Bluetooth is still enabled. Please update the software of your Roger microphones or disable Bluetooth on the secondary Roger Pen iN

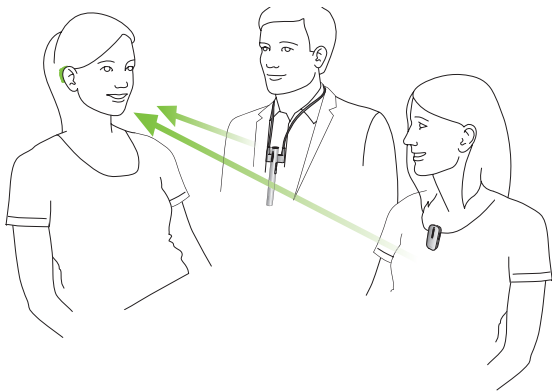
## 6.2 Using additional microphones

Hand over the Roger microphones to your speakers.

Make sure they are worn properly (pointing to the mouth and within 20 cm / 8 inches). Your Roger Pen iN can also be placed on the table or held in hand to point at someone.

The Roger microphones automatically detect when your friend or partner talks, before instantly transmitting his/her voice to your hearing aids.






If a speaker wants to temporarily leave the group, they should mute their microphone by firmly pressing the on/off  button.



- ① Only one speaker can be heard at a time. When two people speak at the same time, the person who talked first will be heard. When they stop talking, the other speaker will be heard.
- ① If there is an issue with the network, press connect button on one of the microphones to re-initialize the network.

## Indicator light (multiple microphone status)

When using multiple Roger microphones, the following feedback may be given by the indicator light:

Indicator light	Meaning
	Automatic mode
	Roger Pen iN is locked in lanyard mode. It's best for the speaker to wear the Roger Pen iN around the neck. They should wear it within 20 cm / 8 inches of their mouth.
	Your Roger microphone is muted. Unmute it by pressing the on/off  button.
	Your Roger Pen iN lost the connection to the other microphones, press the connect button to re-initialize the network.

## 7. Troubleshooting

Problem	Causes
I cannot switch Roger Pen iN on	The battery is empty
I cannot understand the speaker	The microphone is not positioned correctly
	The microphone openings are covered by fingers or clothing
I cannot hear the speaker's voice even though Roger Pen iN is switched on	The microphone has been muted
	Your hearing aids are not set to the correct program
	Your Roger receivers are not connected to Roger Pen iN
	Your Roger Pen iN was part of a network
I keep losing the audio signal	Distance between Roger Pen iN and Roger receiver is too large
	There are obstacles between you and Roger Pen iN
The volume of my multimedia device is too low	Incorrect volume settings



## What to do

---

Charge Roger Pen iN for at least two hours

---

Move Roger Pen iN closer to the speaker's mouth

---

Make sure Roger Pen iN is pointing towards the speaker's mouth

---

Make sure the microphone openings are not covered by fingers, clothing or dirt

---

Check the indicator light – if it is violet, briefly press the on/off button to activate the microphones

---

Check that your hearing aids are set to the correct program (Roger / FM / DAI / EXT / AUX)

---

Hold Roger Pen iN close to each Roger receiver in turn and press the Connect button

---

Press the Connect button on your Roger Pen iN

---

Go closer to your Roger Pen iN

---

Make sure you can see the Roger Pen iN (line of sight)

---

Increase volume of your audio source

---

## Problem

---

I cannot hear my multimedia device

---

Roger Pen iN is switched on but its light is blinking blue

---

Roger Pen iN's iN is blinking red (double flash)

---

Roger Pen iN has stopped working

---

I am not able to connect my Roger Pen iN iN with another Roger microphone

---

I cannot hear the signal from one or multiple additional microphone(s)

---

Roger Pen iN is near a computer/TV box and WiFi signal connection seems to be slower

---

## Causes

---

The audio source is muted

---

Roger Pen iN is using the micro-USB audio cable but is not switched on

---

Your Roger Pen iN iN was part of a network

---

Its battery charge is low

---

Software issue

---

There is a software incompatibility

---

The microphone is switched off

---

The microphone is not well placed

---

The microphone network is broken

---

WiFi router is far away from computer with Roger Pen iN too close to computer/TV

---

## What to do

---

Unmute the audio source

---

Switch on Roger Pen iN to listen to the audio source via the micro-USB audio cable

---

Press the connect button on your Roger Pen iN

---

Charge Roger Pen iN as soon as possible

---

Reboot Roger Pen iN by simultaneously pressing the on/off, microphone, accept and decline buttons

---

Upgrade all your Roger microphones using the Roger Upgrader available on the Phonak website or contact your local Phonak dealer

---

Switch on all microphone

---

Make sure the Roger microphone is held/worn correctly near the mouth

---

Firmly press the connect button on one microphone to reinitialize the network

---

Change Roger Pen iN position at least 1 meter away from computer/TV

---

## 8. Compliance information

### Europe:

#### Declaration of Conformity

Hereby Sonova Communications AG declares that this product is in compliance with 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 or at [www.phonak.com](http://www.phonak.com)

Operation frequency: 2400 – 2483.5 MHz

Power level: < 100 mW

### Australia/New Zealand:



**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.

**Notice 1:**

This device complies with Part 15 of the FCC Rules and with Industry Canada's license exempt RSS standard(s).

Operation is subject to the following two conditions:

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

**Notice 2:**

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

**Notice 3:**

The device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada.

These limits are designed to provide reasonable protection against harmful interference in a residential installation.

The device generates uses and can radiate radio frequency energy and, if not installed and used in accordance 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 the device does cause harmful interference to radio or television reception, which can be determined by turning the device off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**Notice 4:**

Japanese Radio Law Compliance. Business Law Compliance. This device is granted pursuant to the Japanese Radio Law (電波法). This device should not be modified (otherwise the granted designation number will become invalid).

**Notice 5:**

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

## 9. Information and explanation of symbols



The CE symbol is confirmation by Sonova Communications AG that this product is in compliance with the Radio Equipment Directive 2014/53/EU.

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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.

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## 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.

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Temperature transport and storage:  $-20^{\circ}$  to  $+60^{\circ}$  Celsius ( $-4^{\circ}$  to  $+140^{\circ}$  Fahrenheit). Temperature operation:  $0^{\circ}$  to  $+40^{\circ}$  Celsius ( $+32^{\circ}$  to  $+104^{\circ}$  Fahrenheit).

---



Keep dry.

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Humidity during transportation and storage:  $<90\%$  (non-condensing). Humidity operation:  $<90\%$  (non-condensing).

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Atmospheric pressure: 200 hPa to 1500 hPa.

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This symbol on the product or its packaging means that it should not be disposed of with your other household waste. It is your responsibility to dispose of your waste equipment separately from the municipal waste stream. The correct disposal of your old appliance will help prevent potential negative consequences for the environment and human health. This product has an embedded, nonreplaceable battery. Do not attempt to open the product or remove the battery as this may cause injury and damage the product. Please contact the local recycling facility for removal of the battery.

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## 10. Important safety information

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

### 10.1 Hazard warnings

- ⚠ This device is not for children below 36 months. It contains small parts that can cause choking, if swallowed by children. Keep out of reach of children and mentally challenged people or pets. If swallowed, consult a physician or hospital immediately.
- ⚠ The device may generate magnetic fields. If any influence of the Roger Select iN on the Implantable Device (e.g. pacemakers, defibrillators, etc.) is experienced, stop using the Roger Select iN and contact your doctor and /or the manufacturer of the Implantable device for advice.

- ⚠ Use only hearing aids that have been specially programmed for you by your hearing care professional.
- ⚠ Dispose of electrical components in accordance with your local regulations.
- ⚠ Changes or modifications to any of the devices that were not explicitly approved by Sonova Communications AG are not permitted.
- ⚠ Only use accessories approved by Sonova Communications AG.
- ⚠ The charger provided by Sonova Communications AG can be used for charging Roger Select iN up to 5000m altitude. For safety reasons, only use chargers supplied by Sonova Communications AG or certified chargers with a rating of 5VDC, max. 2000 mA and up to a maximum altitude of 2000m.

- ⚠ 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.
- ⚠ 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.
- ⚠ When operating machinery, ensure that no parts of your device can get caught in the machine.
- ⚠ Do not charge device while it is on your body.

## 10.2 Product safety information

- ① Protect the device connectors, plugs, power supply from dirt and debris.
- ① Do not use excessive force when connecting your device to its different cables.
- ① Protect the device from excessive moisture (bathing or swimming areas) and heat sources (radiator). Protect the device from excessive shock and vibration.
- ① Clean the device using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean them. Never use a microwave or other heating devices to dry the device.
- ① X-ray radiation, CT or MRI scans may destroy or adversely affect the correct functioning of the device.

- ① If the device has been dropped or damaged, if it overheats, has a damaged cord or plug, or has been dropped into liquid, stop using your device and contact authorized service centre.

### 10.3 Other important information

- ① Protect your eyes of the optical light from the optical Toslink cable when plugged into the device or TV.
- ① High-powered electronic equipment, larger electronic installations and metallic structures may impair and significantly reduce the operating range.
- ① Device collects and stores internal technical data. This data may be read by a hearing care professional in order to check the device, as well as to help you use your device correctly.
- ① The digital signal sent from the device to a connected receiver cannot be overheard by other devices which are not in the microphone's network.

## 11. Service and warranty

### 11.1 Local warranty

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

### 11.2 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 is valid only if proof of purchase is shown.

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



### **11.3 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 cover any services performed by a hearing care professional in his/her office.

Serial number: \_\_\_\_\_

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

Authorized hearing care professional  
(stamp/signature):







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**sonova**  
HEAR THE WORLD



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