



SOUNDGEAR

PHANTOM

OPERATIONS MANUAL



Rechargeable **ITE** (In-The-Ear)



Read this manual and [soundgear.com/guide](https://www.soundgear.com/guide) for important safety and health information.

REQUIRED HEARING AID INFORMATION

The following additional information is provided in compliance with U.S. Food and Drug Administration (FDA) regulations:

⚠ WARNING: People younger than 18 should go to a doctor before using this.

People younger than 18 years old need specialized care, and using this without a medical evaluation may worsen impairment or disability. A hearing aid user who is younger than 18 should have a recent medical evaluation from a doctor, preferably an ear-nose-throat doctor (ENT). Before using this, a doctor should determine that the use of a hearing aid is appropriate.

⚠ WARNING to Hearing Aid Dispenser:

You should advise a prospective hearing aid user to consult promptly with a doctor, preferably an ear specialist such as an ENT, before dispensing a hearing aid if you determine through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- Visible deformity of the ear, either congenital or traumatic
- Fluid, pus, or blood coming out of the ear within the previous 6 months
- Pain or discomfort in the ear
- History of excessive ear wax or suspicion that something is in the ear canal
- Dizziness, either recent or long-standing
- Sudden, quickly worsening, or fluctuating hearing loss within the previous 6 months
- Hearing loss or ringing (tinnitus) only in one ear or a noticeable difference in hearing between ears
- Audiometric air-bone gap equal to or greater than 15 dB at 500 Hz, 1000 Hz, and 2000 Hz

⚠ WARNING to Hearing Aid Dispenser, Outputs over 132 dB SPL:

You should exercise special care in selecting and fitting a hearing aid with a maximum output that exceeds 132 dB SPL because it may impair the remaining hearing of the hearing aid user.

⚠ CAUTION: The sound output should not be uncomfortable or painful.

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.

⚠ CAUTION: You might need medical help if a piece gets stuck in your ear.

If any part of your hearing aid, like the eartip, gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part farther into your ear, injuring your eardrum or ear canal, possibly seriously.

NOTE: What you might expect when you start using a hearing aid.

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss.

People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices.

If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially in situations that make you tired from listening—for example, noisy environments.

NOTE: Tell FDA about injuries, malfunctions, or other adverse events.

To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them "adverse events," and they might include: skin irritation

in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the devices, etc.

Instructions for reporting are available at <https://www.fda.gov/Safety/MedWatch>, or call 1-800-FDA-1088. You can also download a form to email to FDA.

NOTE: Hearing loss in people younger than 18.

- People younger than 18 should see a doctor first, preferably an ear-nose-throat doctor, because they may have different needs than adults.
- The doctor will identify and treat medical conditions as appropriate.
- The doctor may refer the person to an audiologist for a separate test, a hearing aid evaluation.
- The hearing aid evaluation will help the audiologist select and fit the appropriate hearing aid.

A person who is younger than 18 years old with hearing loss should have a medical evaluation by a doctor, preferably an ENT, before buying a hearing aid. The purpose of a medical evaluation is to identify and treat medical conditions that may affect hearing but that a hearing aid won't treat on its own.

Following the medical evaluation and if appropriate, the doctor will provide a written statement that the hearing loss has been medically evaluated and the person is a candidate for a hearing aid. The doctor may refer the person to an audiologist for a hearing aid evaluation, which is different from the medical evaluation and is intended to identify the appropriate hearing aid.

The audiologist will conduct a hearing aid evaluation to assess the person's ability to hear with and without a hearing aid. This will enable the audiologist to select and fit a hearing aid for the person's individual needs. An audiologist can also provide evaluation and rehabilitation since, for people younger than 18, hearing loss may cause problems in language development and educational and social growth. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of hearing loss in people younger than 18.

IMPORTANT NOTICE FOR PROSPECTIVE Rx HEARING AID USERS:

It is good health practice for a person with a hearing loss to have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a prescription hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of the medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

In some geographies, you must have a medical evaluation before purchasing a prescription hearing aid. Some states allow an adult to waive the medical evaluation.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lip reading. In most cases infrequent use of a hearing aid does not permit a user to attain full benefit from it.

Some hearing instrument users have reported a buzzing sound in their hearing instrument when they are using mobile phones, indicating that the mobile phone and hearing instrument may not

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be compatible. It is well-known that mobile phones are potential sources of noise for hearing aids. Your Starkey Hearing Aids have been tested for compliance to two standards that define hearing aid immunity to digital wireless devices and meet the requirements of ANSI C63.19- 2019 as well as the criteria for user compatibility as defined by IEC 60118-13:2019.



Congratulations!

The hunt is over for the world's first custom, Bluetooth® compatible, rechargeable hearing aid and protection device, powered by Starkey technology.

Phantom Hearing Aid Features

- Amplification for Normal to Moderate Hearing Loss
- 4 Digital Programs for different listening environments
- Omni-Directional Microphones
- Advanced Wind Noise Management
- Power Save
- Adaptive Feedback Canceler

- Volume Control Wheel
- Hear Clear Wax Protection System
- Surface Nanoshield moisture and wax repellent

Included in the box:

- Phantom devices
- Charging case
- Charging cord
- Power adapter
- Zipper case
- Removable lanyard system
- Operations manual
- Hear Clear wax guards
- Cleaning brush



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1.1 SoundGear Features, Controls and Identification**Your SoundGear devices include:**

1. Microphone
2. Rechargeable battery contact
3. Lanyard loop
4. Sound outlet
5. Multifunction button
6. Rotary volume control
7. Location of serial number



*Not actual size

1.2 Charger Features, Controls and Identification

1. Cleaning brush
2. Charging posts
3. Charging LEDs
4. On-board battery LEDs
5. MicroUSB port



1.3 IMPORTANT SAFETY INFORMATION

Improper use of the product can result in hearing loss and tinnitus.

Make sure this product provides adequate hearing protection for your activities.

To prevent hearing loss and tinnitus, you may need to wear secondary hearing protection (earmuffs) over this product (e.g., when at the shooting range).

Some very loud sounds may cause hearing loss and tinnitus, even when wearing secondary hearing protection (e.g., high-caliber firearms). Review soundgear.com/guide for more information.

Ensure proper fit.

Improper fit will reduce the effectiveness of hearing protection. Your audiologist should confirm your device fits properly when delivered. After some time, your custom fit device may not fit properly, due to changes in the shape of your ears or device. Before each use, make sure the device is secure in your ear and is blocking out sound (see insertion instructions on pg. 14). If the device does not fit, stop using and see your audiologist.

The fit of this device is custom to you only. Do not allow others to use. Do not modify the fit of the device in office or at home (buffing, grinding, sanding, etc).

Stop using if side effects occur.

Consult a physician if you experience severe swelling, discharge from ear, excessive wax or other unusual conditions. If you experience irritation, inflammation, or allergic reactions, contact SoundGear to learn about alternative materials.

Use appropriate volume settings.

Higher volume levels and longer listening times can increase the risk of hearing loss and tinnitus - see [soundgear.com/guide](https://www.soundgear.com/guide). Streaming audio could interfere with hearing sounds around you, which may be necessary for situational awareness, such as when driving or riding a bicycle.

Keep out of reach of children.

They could choke on or ingest parts of the product or cleaning supplies. Store SoundGear device in its charging case where children or pets cannot access it.

Avoid electric shock and fire hazard.

- Only use the supplied power cord and AC adapter.
- Do not use damaged charging components (e.g., frayed cables, liquid exposure).
- Keep all components dry.

- Avoid areas where the air may have flammable chemicals, vapors, or particles (e.g., grain, dust, or metal powders). This device is not certified for hazardous atmospheres.

Avoid prolonged heat exposure.

Charging components (charging case, power cord, AC adapter) may become warm. Sustained contact may cause injury or discomfort, particularly for those with conditions that affect the ability to detect heat. Do not sleep near charging components. Make sure there is airflow around charging components and do not cover.

Do not use if damaged.

Batteries can be damaged if hearing aid or charging case is dropped, burned, punctured, crushed, or exposed to liquid. Stop using if you suspect damage. Do not attempt to replace batteries. Follow battery disposal instructions.

Do not attempt service or repair.

To avoid electric shock, do not open or insert anything inside the hearing aid or charger. Send to SoundGear for service. There are no user-serviceable parts.

2.1 Pairing your SoundGear devices to your iOS device

1. Ensure the Bluetooth setting is enabled on your iOS device. Within the Settings menu go to Bluetooth and toggle to On.
2. Locate, then tap the Settings icon on your iOS device.
3. Within the Settings menu go to Settings > Accessibility > Hearing Devices.
4. While the iOS device searches for the SoundGear devices, press and hold the power button to power the devices on (approx. 5 seconds). This will put the devices in pairing mode for 3 minutes after turning on.
5. If your SoundGear devices do not appear in the “Devices” list within 5–7 seconds, tap Accessibility in the upper left corner, then tap Hearing Devices.

Native iOS Controls

You are now ready to use your iOS device to adjust your SoundGear device.

To access the native iOS controls, triple click the **Home** button on your iOS device. From this screen you can adjust the volume or select a memory.

Right Volume/Left Volume allows you to increase and decrease **Microphone Level** for each SoundGear device individually.

Select any memory shown in the list to change the SoundGear device to that memory setting.

2.2 Pairing your SoundGear devices to your Android device

1. Locate, then tap the Settings icon on your device.
2. Select Bluetooth.
3. In this screen, if Bluetooth appears Off, change the setting to On. While the Android device searches for the SoundGear devices, press and hold the power button to power the devices on (approx. 5 seconds). This will put the devices in pairing mode for 3 minutes after turning on.
4. Tap the name of each SoundGear device to connect each SoundGear device to the Android device.

2.3 Mobile Phone Use

Your SoundGear devices are designed to work with a smartphone. When SoundGear devices are powered on and paired with an MFi-compatible iOS device or an ASHA-compatible Android device, incoming phone calls and other audio will route automatically to your SoundGear devices. When your SoundGear devices are not powered on, incoming calls route only to your smartphone.

iOS allows you to select a preference for how audio (call audio and media audio) is routed from your smartphone to your SoundGear devices.

Microphone Use while Streaming

When an audio stream starts, the microphones on your SoundGear devices will automatically mute. The microphone volume will go back to the previous settings when the audio stream stops. To modify the microphone volume while streaming, simply use rotary volume control on your SoundGear device. For iOS devices, you can also use the native iOS controls.

2.4 2-Way Audio (iOS only)

Your SoundGear devices are equipped with 2-Way microphones. The 2-Way Audio will be enabled by default when connected to your iOS device. SoundGear devices will pick up and stream your voice directly back to iPhone and iPad. Allowing for hands free communication.

2-Way Audio is solely controlled via Apple® native controls. Native controls can be accessed via a triple-click or from Control Center. 2-Way Audio is labeled "Mic Input".

2-Way Audio Mic Input Options

On: iOS is using the device microphone for voice pick-up during a call.

Off: Device user is required to speak into iPhone or iPad microphone during calls. Call audio is still streamed to the devices.

NOTE: This setting cannot be changed during an active phone call.

2-Way Audio will stream based on the Mic Input option that was selected from Control Center in your phone settings.

For the best streaming experience, iPhone or iPad should be within approximately 10 feet (3 meters) of the user.

When a phone call comes in, you can answer the call using your iPhone, iPad, or with a short press to the button on your SoundGear device.

If you are already on a call, and a new call comes in, a short press of the button on the device will answer the new incoming call, while a long press of the button on the device will decline the incoming call.

To end any call, simply press and hold the button until the call ends.

For any questions related to microphone function or control while streaming, please contact SoundGear Customer Support for assistance.

3.1 Charging Your SoundGear Devices



- Place your SoundGear devices in the charger with the charging contacts touching the charging posts
- Your SoundGear devices will turn off automatically and begin to charge
- Note: The LEDs corresponding to each SoundGear device:
 - Glowing Green = Charging
 - Solid Green = Fully Charged*
 - Blinking Red = Fault State – Remove from charger, wait until LED turns off and re-insert devices. If Fault State continues, call your SoundGear dealer or SoundGear Customer Support.
- Charging occurs with the lid open or closed

- Your SoundGear devices will be completely charged in approximately 3 ½ hours
- It is safe to keep them in the charger after they are fully charged and any time that you are not wearing them
- If you will not be wearing your SoundGear devices for an extended period of time (i.e., weeks) remove the plug from the charger, remove the SoundGear devices from the charging posts and manually power the SoundGear devices off by pressing the push button for 3 seconds. You may store them in the charger reservoir or in the SoundGear carry case
- When charging without the charger cord the LEDs will turn off when the SoundGear devices are fully charged
- To refresh LEDs when the charger is not plugged in, remove a SoundGear device from the charging posts for 3 seconds and then replace it in the charger (refresh lasts 10 seconds only – then LEDs will turn off again)

**If you are charging without the cord, the LEDs will turn off when charged, to save battery.*

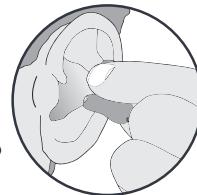
3.2 Charger On-Board Battery LEDs

- When charger is plugged in and fully charged = 4 solid LEDs will appear
- When charging without the cord the LEDs will turn off after 10 seconds
- To refresh LEDs, remove a SoundGear device from the charging post for 3 seconds and then replace it in the charger (refresh lasts 10 seconds only – then LEDs will turn off again)
 - 4 Solid > 75%
 - 3 Solid < 75%
 - 2 Solid < 50%
 - 1 Solid < 25%
 - 1 Blinking = Charge Low
- While charging the on-board battery with the provided cord, the 4 LEDs will be:
 - Glowing while charging

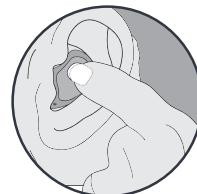
4.1 Insertion and Removal

To insert the SoundGear device:

1. Hold the SoundGear device with your thumb and forefinger on the outer edges of the case.
2. Tilt your hand slightly forward and gently insert the canal tip of the SoundGear device into your ear canal and rotate the SoundGear device backward. Softly press the SoundGear device into place with your fingertip.



1



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To remove the SoundGear device:

Grasp the SoundGear device with your thumb and forefinger; gently rotate it as you pull outward.

5.1 Power On & Off

ON - To power the devices on, simply press and hold the power button until the devices power up (Approx. 5 seconds). You will hear the power up chimes, indicating that the devices are turned on.

OFF - The SoundGear devices will power off automatically when placed on the charging posts. Charging will proceed.

OFF - The SoundGear devices can be powered off manually by pressing and holding down the push button for 3 seconds.

5.2 Auto Off

Your SoundGear devices support the ability to automatically turn off due to inactivity. Place your SoundGear device on a flat, stable surface (e.g., a table) with the tip facing upwards and it will power off after about 15 minutes. You will need to manually power the devices back on if they have turned off due to inactivity.

5.3 Rotary Volume Control

Your SoundGear device is equipped with a rotary volume control. To make volume adjustments, use your fingertip to rotate the volume control.

1. To make sounds louder, rotate the control forward, toward your nose.
2. To make sounds softer, rotate the control backwards, toward the back of your head.



Increase Volume



Decrease Volume

5.4 Volume Control Indicators

Your SoundGear devices are configured with audible indicators, which highlight the current volume position.

Volume Level	Tone
Volume Max	5 Short Beeps •••••
Volume Step	One Short Beep •
Volume Min	1 Long Tone –

5.5 Battery Indicators

An indicator will sound when the battery voltage is low. You have approximately 30 minutes* of battery life remaining. An indicator may also sound just before the battery stops working.

**Actual time between low battery indicator and shutdown will vary depending on environmental noise levels and your use of the product.*

5.6 Memory Change and Memory Indicators

Your SoundGear devices are configured with 4 memories.



You can access these memories by using the push button on your SoundGear device to increment through the memories.

You will hear an audible indicator when making a memory change, identifying which memory your SoundGear devices are in.

See table below for a description of the memories and the audible memory indicator.

Memory	Name	Memory indicator	Description
1	Normal + Max Wind	"ONE"	Normal use, outdoor or indoor
2	Max Compression + Max Wind	"TWO"	Increased compression for shooting
3	High Frequency Boost + Max Wind	"THREE"	Designed for individuals with existing high frequency hearing loss
4	Mute	"MUTE"	Mutes device microphones
	Streaming memory	none	Automatic memory when streaming starts (phone calls, music, etc)

6.1 SoundGear Device Care

Keep your SoundGear devices clean at all times. Heat, moisture and foreign substances can result in poor performance.

- Clean over a soft surface to prevent damage from a fall
- Use the provided cleaning brush to clean debris from around the microphone and receiver
- Never use water, solvents, cleaning fluids or oil to clean your SoundGear devices

If needed, your SoundGear dealer or SoundGear Customer Support can provide further information on additional maintenance procedures for your SoundGear devices.

Helpful Hints

- Do not take apart your SoundGear devices or insert the cleaning tools inside them
- When not in use, place SoundGear devices in charging case or carry case and store:
 - In a dry, safe place

- Away from direct sunlight and heat to avoid extreme temperatures
- Safely out of reach from children and pets

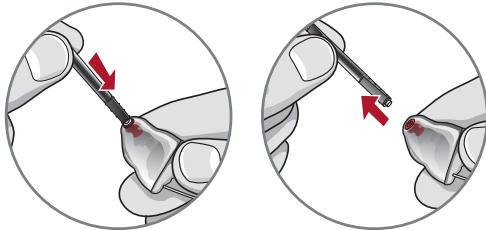
Hear Clear Receiver Wax Guards

SoundGear devices utilize disposable Hear Clear earwax protection. The innovative wax guards prevent earwax accumulation in the SoundGear device receiver.

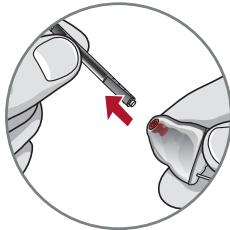
When you need to replace your wax guards, please follow the instructions below.

1. Insert the empty end of the application stick straight into the used wax guard in the SoundGear device.
2. Pull **straight** out (do not twist) to remove used wax guard.
3. Use the opposite end of the stick to firmly insert the clean wax guard straight into the SoundGear device.
4. Pull **straight** out (do not twist) to remove the stick and discard.

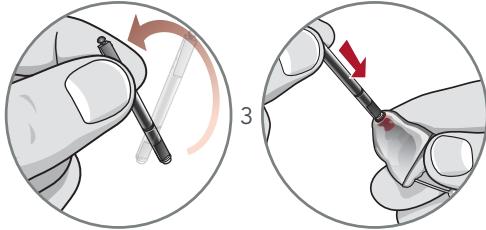
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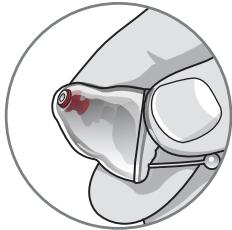
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Custom Microphone Cover

The custom microphone cover protects the microphone from wax and debris. Your SoundGear dealer or SoundGear Customer Support will instruct you on maintenance of the microphone cover.

6.2 Charger Care

- Keep your charger clean. Heat, moisture and foreign materials can result in poor performance.
 - Using the provided cleaning brush keep the charging posts clear of debris.
 - Do not use water, solvents or cleaning fluids to clean the charging posts.
 - Keep lid closed as much as possible to avoid dust and debris buildup.
 - Store your charger in a clean and dry location, such as a dresser or shelf rather than the bathroom or kitchen.

6.3 Troubleshooting Guide

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
Not Loud Enough	Blocked microphone or receiver	Clean or replace wax guard as needed
	Debris buildup	Clean both microphone and receiver with brush
Inconsistent Performance	Blocked microphone or receiver	Clean or replace wax guard as needed
Unclear, Distorted Performance	Blocked microphone or receiver	Clean or replace wax guard as needed
	Defective SoundGear device	Contact your SoundGear dealer or SoundGear Customer Support
Dead	Charge required	Place in your charger until the LEDs stop blinking and become solid
	Blocked microphone or receiver	Clean or replace wax guard as needed

Charger Troubleshooting Guide

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
No LED indicator when SoundGear devices are inserted onto the charging posts	Incorrect orientation	Reposition your SoundGear devices on the post with the faceplate facing down on the charging post in charger reservoir. There is not a right and left post, your SoundGear devices will charge in either post.
	Dead charger battery	Connect the microUSB to your charger and plug it into the wall. The on-board battery LEDs will turn on for a few seconds to indicate connection to the power source. If they do not, contact your SoundGear dealer or SoundGear Customer Support.
Red blinking LED by charging posts	Fault occurred	Remove the SoundGear devices from the charging post, wait until the LED turns off, reinsert. If the red blinking LED persists, contact your SoundGear dealer or SoundGear Customer Support.
While charging cordless, no LEDs are illuminated	Power save mode	To refresh LEDs, remove a SoundGear device from the charging post for 3 seconds and then reposition the SoundGear devices on the charging post. Both the charging LEDs and the on-board battery LEDs will illuminate for 10 seconds.

Charger Troubleshooting Guide

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
SoundGear devices whistling in the charger	Incorrect orientation	Reposition your SoundGear devices on the post with the faceplate facing down on the charging post in charger reservoir. There is not a right and left post, your SoundGear devices will charge in either post.
	Dead charger battery	Connect the microUSB to your charger and plug it into the wall. The onboard battery LEDs will turn on for a few seconds to indicate connection to the power source. If they do not, contact your SoundGear dealer or SoundGear Customer Support.

If problems continue, contact your SoundGear dealer or SoundGear Customer Support for advice and assistance. Many common problems may be solved by your SoundGear dealer or SoundGear Customer Support.

Hearing Protection Information

This SoundGear device has a noise reduction rating (NRR) of 22 dB*.

This is a standardized estimation of how much noise is attenuated. Actual attenuation varies depending on many factors, such as impulse vs. continuous noise, overall sound pressure level, sound frequencies, volume and amplification settings, etc. For more information, see soundgear.com/guide.

Total Frequency (Hz)	Mean Attenuation (dB)	Standard Deviation (dB)
125	7.8	4.2
250	23.8	3.8
500	26.9	4.3
1000	29.0	3.7
2000	34.6	3.2
3150	39.5	4.5
4000	41.9	4.7
6300	41.7	3.3
8000	40.7	3.8

Attenuation Data

Measurements were made according to American National Standards Institute Specifications ANSI S3. 19-1974.

IPIL (Impulse Peak Insertion Loss)			
dB Peak	132	150	168
Normal	18.0	35.5	34.4
Max Compression	18.1	35.6	34.6
High Freq. Boost	17.5	36.2	34.6
Mute	33.9	35.9	34.4

dB attenuation as measured according to ANSI S12.42-2010 on GRAS 45CB test fixture.

Note that the earplugs were fitted to a test fixture with cylindrical ear canals. The attenuation provided to humans may vary. This data is in accordance with Canadian standard CZ942-14.

NOTE: These measurements were taken in a laboratory setting. Real-world results may vary. ASHA recommends devaluing NRR by 7 dB. OSHA recommends derating NRR by 50%. Users should take this under advisement when evaluating use environments.

Hearing Aid Tips

Your hearing professional will recommend an appropriate schedule to help you adapt to your new hearing aid. It will take practice, time and patience for your brain to adapt to the new sounds that your hearing aid provides. Hearing is only part of how we share thoughts, ideas and feelings. Reading lips, facial expressions and gestures can help the learning process and add to what amplification alone may miss.

Please review the following simple communication tips:

For You

- Move closer to and look at the speaker
- Sit face-to-face in a quiet room
- Try different locations to find the best place to listen
- Minimize distractions
- Background noises may be frustrating at first; remember, you have not heard them for a while
- Let others know what you need; keep in mind that people cannot “see” your hearing loss

- Develop realistic expectations of what your hearing aids can and cannot do
- Better hearing with hearing aids is a learned skill combining desire, practice and patience

For Your Family & Friends

Your family and friends are also affected by your hearing loss. Request that they:

- Get your full attention before beginning to speak
- Look at you or sit face-to-face in a quiet room
- Speak clearly and at a normal rate and level; shouting can actually make understanding more difficult
- Rephrase rather than repeat the same words; different words may be easier to understand
- Minimize distractions while speaking

LIMITED WARRANTY INFORMATION:

This Limited Warranty provided by Starkey Laboratories, Inc., to you, the original purchaser of a SoundGear device, covers your new electronic hearing protection device when sold by an authorized Starkey Laboratories, Inc. dealer or via the website, www.soundgear.com. The duration of this Limited Warranty begins when you first take delivery of your hearing protection device from an authorized dealer or via the above website and ends twelve (12) months later ("warranty period").

In order to be eligible for service under this Limited Warranty you MUST register your device by emailing SoundGear at CustomerSupport@soundgearhearing.com. Serial number(s) on the device(s) and a copy of your receipt are required to verify the date of purchase.

LIMITATION ON DURATION OF IMPLIED WARRANTIES:

IMPLIED WARRANTIES, IF ANY, ARISING BY WAY OF STATE LAW, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY AND/OR ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. There is no warranty of any nature made by Starkey Laboratories, Inc. beyond this Limited Warranty. No person has authority to enlarge, amend or modify this Limited Warranty. Starkey Laboratories, Inc. is not responsible for any undertaking, representation, or warranty (written, express or implied) made by any Starkey Laboratories, Inc. dealer or other person beyond those expressly set forth in this Limited Warranty.

Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

WHAT THIS LIMITED WARRANTY COVERS:

This Limited Warranty covers only a "defect" in the workmanship performed and/or materials used to manufacture your hearing protection device. "Defect" means the failure of the workmanship performed and/or materials used to conform the device to Starkey Laboratories, Inc. design and manufacturing specifications and tolerances.

Your authorized Starkey Laboratories, Inc. dealer may have issued a warranty or service plan that goes beyond the provisions of this Limited Warranty. Please contact him or her for further information.

Starkey Laboratories, Inc. will either replace the hearing protection device or repair any covered defect in your device, provided that you deliver your device to one of Starkey Laboratories, Inc., authorized dealers or directly to Starkey Laboratories, Inc. in the manner described below. In addition, you must notify the authorized dealer or Starkey Laboratories, Inc. of the defect during the warranty period and within thirty (30) days of discovering the defect. There will be no cost to you for Starkey Laboratories, Inc. repair or replacement of the device itself, but the dealer may charge a fee for services he or she provides. Performance of warranty repairs on your hearing protection device shall not extend the duration of the warranty period. Any repairs performed on your device after the warranty period has expired shall be considered "good will" repairs, which shall not alter the terms of this Limited Warranty.

HOW TO OBTAIN WARRANTY SERVICE:

Deliver your hearing protection device (at your expense) to the Starkey Laboratories, Inc. authorized dealer from whom you purchased it, or to Starkey Laboratories, Inc., Repair Dept., 6700 Washington Ave. S., Eden Prairie, MN 55344. For additional information you may visit www.soundgear.com or email SoundGear at CustomerSupport@soundgearhearing.com.

WHAT THIS LIMITED WARRANTY DOES NOT COVER:

Batteries; accessories; or damage to your hearing protection device caused by misuse or neglect, accident, unauthorized alteration or failure to provide reasonable and necessary maintenance and cleaning.

DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL DAMAGES:

THE PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM STARKEY LABORATORIES, INC. ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM ANY DEFECT IN THE HEARING PROTECTION DEVICE, INCLUDING BY WAY OF EXAMPLE ONLY, EXPENSES TO DELIVER THE DEVICE TO AN AUTHORIZED STARKEY LABORATORIES, INC. DEALER OR TO STARKEY LABORATORIES, INC., HOTEL ROOMS OR LOST WAGES. THIS EXCLUSION AND DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL BE DEEMED INDEPENDENT OF, AND SHALL SURVIVE, ANY FAILURE

OF THE ESSENTIAL PURPOSE OF ANY REMEDY OF THIS LIMITED WARRANTY.

Some states do not allow the exclusion or limitation of consequential or incidental damages, so the above exclusions may not apply to you.

YOUR LEGAL REMEDIES:

THIS LIMITED WARRANTY DOES NOT “EXTEND TO FUTURE PERFORMANCE.” ANY ACTION TO ENFORCE THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTIES MAY AND SHALL NOT BE COMMENCED MORE THAN 90 DAYS AFTER THE EXPIRATION OF THE WARRANTY PERIOD. THE PERFORMANCE OF REPAIRS SHALL NOT SUSPEND THIS LIMITATIONS PERIOD FROM EXPIRING. UNDER NO CIRCUMSTANCES SHALL STARKEY LABORATORIES, INC. BE OBLIGATED TO REFUND ALL OR ANY PART OF THE PURCHASE PRICE OF THE HEARING PROTECTION DEVICE.

Some States do not allow the reduction in the limitation period, so the above reduction in the limitation period may not apply to you.

This warranty gives you specific legal rights. You may also have other rights, which vary from State to State.

This warranty is valid only in the United States.

We are required by regulations to provide the following warnings:

9.1 Safety Information

INTENDED USE: Hearing loss: The range of hearing losses that can be compensated for by these devices are described by the Fitting Range. The Fitting Range for this device extends from mild to profound hearing loss.

SoundGear Phantom devices are an air conduction hearing instrument that is a wearable sound-amplifying device intended to compensate for impaired hearing, but also offers a hearing protection benefit when sudden loud sounds occur. Input to the device is in the form of sound waves, which are converted by a microphone to an electronic signal. This electronic signal is digitally processed utilizing digital signal processing (DSP) technology. The signal is amplified and shaped by internal DSP circuitry and firmware algorithms to compensate for the patient’s hearing loss. The resultant signal is converted to an acoustic output and presented to the patient’s ear canal.

Custom hearing aids include the In-the-Ear (ITE). The custom hearing aid style refers to devices which are intended to be worn in the ear canal and bowl of the external ear. A mold of the ear canal is used to create a shell to fit the geometry of the bowl and/or ear canal.

This shell is affixed to a face plate, which contains the battery access door and any optional controls. The hearing aid electronics are also attached to the face plate. The face plate is then attached to the shell; carefully fitting the electronics inside the shell. ITE devices reside primarily in the bowl and past the 1st bend of the canal, and allow the largest gain, output, and options.

An air conduction hearing aid is a wearable sound-amplifying device intended to compensate for impaired hearing. Hearing aids are available in multiple gain/output levels appropriate to treat hearing losses ranging from normal to moderate.

Your hearing aids are designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However, it is still possible that you may experience interference caused by power line disturbances, airport metal detectors, electromagnetic fields from other medical devices, radio signals and electrostatic discharges.

If you use other medical devices or wear implantable medical devices such as defibrillators or pacemakers and are concerned that your hearing aids might cause interference with your medical device, please contact your physician or the manufacturer of your medical device for information about the risk of disturbance.

Your hearing aids should not be worn during an MRI procedure or in a hyperbaric chamber.

Your hearing aids are classified as a Type B applied part under the IEC 60601-1 medical device standard.

Your hearing aids are not formally certified to operate in explosive atmospheres that may be found in coal mines or certain chemical factories. The hearing aids are not designed to be subjected to environments such as an oven or microwave.

 Your hearing aids should be stored and transported within the temperature, humidity, and pressure ranges of -10°C (14°F) to +45°C (113°F), 10%-95% rH, and 70 kPa – 106 kPa (equivalent to altitudes from 1,200 ft (380 m) below sea level to 10,000 ft (3,000 m).

The charging temperature range is between 10°C (50°F) and 40°C (104°F) and between 10%-95% rH and 70 kPa - 106 kPa.

Your hearing aids are designed to operate beyond the range of temperatures comfortable to you, from 0°C (32°F) up to 40°C (104°F).

⚠ CAUTION: If the charger is hot, do not touch it until cool. If the product is not working, do not disassemble. Due to a shock hazard, please send in for repair. Keep out of reach from children. Do not ingest anything in the package, including desiccant, cleaning tool, etc. Any cords and AC adapters must be approved or listed by a Nationally Recognized Testing Laboratory.

Any serious incident that has occurred in relation to your Starkey device should be reported to your local Starkey Laboratories, Inc. representative. A serious incident is defined as any malfunction, deterioration in the characteristics and/or performance of the device, or inadequacy in the device Operations Manual/ labeling which could lead to the death or serious deterioration in the state of health of the user, OR could do so upon recurrence.

**Applies to wireless hearing aids only.*

⚠ CAUTIONS:

- If the product is hot, do not touch it until cool.
- If the product is not working, do not disassemble. Due to a shock hazard, please send in for repair.
- Keep out of reach from children. Do not ingest anything in the package, including desiccant, cleaning tool, etc.
- Any cords and AC adapters must be approved or listed by a Nationally Recognized Testing Laboratory.

Clinical benefit

The hearing aid is designed to provide better speech understanding to help ease communication with the aim of improving quality of life.

Use on Aircrafts*

The optional wireless capabilities that may be featured in your hearing aids can be used on an aircraft as hearing aids are exempt from the rules applied to other personal electronic devices on an aircraft.

International Use*

The optional wireless capabilities that may be featured in your hearing aids are approved to operate at a radio frequency specific to your country or region and might not be approved for use outside your country or region. Be aware that operation during international travel may cause interference to other electronic devices, or other electronic devices may cause interference to your hearing aids.

We are required by regulations to provide the following warnings:

⚠ WARNING: Use of wireless hearing aids directly next to other electronic equipment should be avoided because it could result in improper performance. If such use is necessary, note as to whether your hearing aids and the other equipment are operating normally.

⚠ WARNING: Use of accessories, components or replacement parts other than those provided by the manufacturer of your hearing aids could result in increased electromagnetic emissions and decreased electromagnetic immunity and could result in degradation of performance.

⚠ WARNING: If Portable Radio Frequency communications equipment is used closer than 30 cm (12 inches) from your hearing aid, degradation of the performance of your hearing aid could result. If this occurs, move away from the communications equipment.

⚠ WARNING: The stability of the hearing aid is designed for normal use. Avoid physical impacts to the ear when wearing a hearing aid that may cause the device to break or component of the device to become detached. This may lead to lacerations of the ear canal or perforation of the ear drum. If this occurs, it is strongly recommended to see a physician for evaluation and safe removal.

⚠ WARNING: If the hearing aid drops onto a hard surface, it could cause the hearing aid to break or become damaged. This includes mechanical stress or shock of the device. Ensure the hearing aid is intact before placing it in the ear. If you find the device is damaged, discontinue use and see your hearing professional.

⚠ WARNING: Repeated stress to the removal handle may cause it to break. If the removal handle breaks and you're unable to remove the device carefully, it is recommended to see a physician for safe removal.

Do not open hearing aid OR CHARGER, no user-serviceable parts inside

The Starkey Charger has a rating of IP 5X per IEC 60529. This means that the Starkey Laboratories, Inc. Charger is protected from dust.

The following additional information is provided in compliance with U.S. Food and Drug Administration (FDA) regulations:

⚠ WARNING TO HEARING AID DISPENSERS

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation or review of any other available information concerning the prospective user that the prospective user has any of the following conditions:

- i. Visible congenital or traumatic deformity of the ear.
- ii. History of active drainage from the ear within the previous 90 days.
- iii. History of sudden or rapidly progressive hearing loss within the previous 90 days.
- iv. Acute or chronic dizziness.
- v. Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- vi. Audiometric air-bone gap equal to or greater than 15 decibels at 500 Hertz (Hz), 1,000 Hz and 2,000 Hz.
- vii. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- viii. Pain or discomfort in the ear.

IMPORTANT NOTICE FOR PROSPECTIVE HEARING AID USERS

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhynolaringologists. The purpose of the medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid.

The physician will refer you to an audiologist or hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lip reading. In most cases infrequent use of a hearing aid does not permit a user to attain full benefit from it. Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk in impairing the remaining hearing of the hearing aid user.

Some hearing aid users have reported a buzzing sound in their hearing aid when they are using mobile phones, indicating that the mobile phone and hearing aid may not be compatible. According to the ANSI C63.19 standard (ANSI C63.19-2007 American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and Hearing Aids), the compatibility of a particular hearing aid and mobile phone can be predicted by adding the rating for the hearing aid immunity to the rating for the mobile phone emissions. For example, the sum of a hearing aid rating of 2 (M2/T2) and a telephone rating of 3 (M3/T3) would result in a combined rating that equals at least 5 would provide "normal use"; a combined rating of 6 or greater would indicate "excellent performance". See the Product Card or Quick Start Guide included with your hearing aid for the exact M/T rating of your hearing aid.

CHILDREN WITH HEARING LOSS

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

For the Patient

PRESCRIPTION USE ONLY

⚠ CAUTION: Federal law restricts this device to sale by or on the order of a doctor, audiologist or other hearing care practitioner licensed to dispense hearing aids in your state.

Your hearing professional will also be able to offer the appropriate follow-up care. It is important that you follow your hearing professional's advice and direction regarding such care.

⚠ CAUTION: If set to the maximum output level and worn for periods of time exceeding the following recommendations, your exposure to sound energy has the potential to exceed noise exposure limits. You should not use your hearing device for more than sixteen (16) hours a day if your device is set at the maximum output level, nor should you use your device if your hearing professional has set the device at levels that exceed your comfort level. If, throughout the course of wearing the hearing aid, you notice a change hearing threshold, please discontinue use and contact physician.

WIRELESS TECHNICAL DESCRIPTION

Your hearing aids contain a radio transceiver utilizing Bluetooth Low Energy wireless technology operating in the 2.4-2.4835 GHz frequency band with a maximum effective radiated power of 0 dBm using GFSK transmission modulation. The receiver section of the radio has a bandwidth of 1.5 MHz.

This hearing aid model has been tested to, and has passed, the following emissions and immunity tests:

- IEC 60601-1-2 radiated emissions requirements for a Group 1 Class B device as stated in CISPR 11
- RF radiated immunity at a field level of 10 V/m between 80 MHz and 2.7 GHz as well as higher field levels from communications devices as stated in Table 9 of IEC 60601-1-2
- Immunity to power frequency magnetic fields at a field level of 30 A/m
- Immunity to ESD levels of +/- 8 kV conducted discharge and +/- 15 kV air discharge

The Starkey Charger has been tested to, and has passed the following emissions and immunity tests:

- IEC 60601-1-2 radiated and conducted emissions requirements for a Group 1 Class B device as stated in CISPR 11.
- Harmonic distortion and voltage fluctuations affecting the power input source as stated in Table 2 of IEC 60601-1-2.
- RF radiated immunity at a field level of 10 V/m between 80 MHz and 2.7 GHz as well as higher field levels from communications devices as stated in Table 9 of IEC 60601-1-2.
- Immunity to power frequency magnetic fields at a field level of 30 A/m.
- Immunity to ESD levels of +/- 8 kV conducted discharge and +/- 15 kV air discharge.
- Immunity to Electrical fast transients on the power input at a level of +/- 2 kV at a 100 Hz repetition rate.
- Immunity to Surges on the power input of +/- 1 kV line to line.
- Immunity to conducted disturbances induced by RF fields on the power input as stated in Table 6 of IEC 60601-1-2.
- Immunity to voltage dips and interruptions on the power input as stated in Table 6 of IEC 60601-1-2.

WIRELESS NOTICES

FCC ID: EOA-24LIVIOITEL (left), EOA-24LIVIOITER (right)

IC: 6903A-24LIVIOITEL (left), 6903A-24LIVIOITER (right)

EU ADVERSE EVENT REPORTING

Any serious incident that has occurred in relation to your Starkey device should be reported to your local Starkey representative and the Competent Authority of the Member State in which you are established. A serious incident is defined as any malfunction, deterioration in the characteristics and/or performance of the device, or inadequacy in the device user manual/ labeling which could lead to the death or serious deterioration in the state of health of the user, OR could do so upon recurrence.

9.2 FCC INFORMATION

This device complies with part 15 of the FCC rules and with ISSED Canada's license-exempt RSS standard(s). 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 of the device.

NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.



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EC **REP**

Starkey Laboratories (Germany) GmbH
Weg beim Jäger 218-222
22335 Hamburg
Germany

UK Authorised Person:
Starkey UK
William F. Austin House
Pepper Rd, Hazel Grove
Stockport SK7 5BX, UK
www.starkey.co.uk



Waste from electronic equipment must be handled according to local regulations



Consult user manual



Keep dry

Instructions for Disposal of Old Electronics

Starkey Laboratories, Inc. encourages, the EU requires, and your local community laws may require, that your hearing aids be disposed of via your local electronics recycling/disposal process.

The instructions below are provided for the benefit of disposal/recycling personnel. Please include this manual when disposing of your hearing aids.

FOR DISPOSAL/RECYCLING PERSONNEL ONLY

These products contains a Lithium-ion Polymer battery. For instructions on removing the battery from the hearing aids, please visit <https://web.starkeypro.com/conformity/regulatory-information.html>.

Symbol	Symbol Meaning	Applicable Standard	Symbol Number
	Manufacturer	BS EN ISO 15223-1:2021	5.1.1
	Authorized representative in the European Community	BS EN ISO 15223-1:2021	5.1.2
	Date of Manufacture	BS EN ISO 15223-1:2021	5.1.3
	Catalogue Number	BS EN ISO 15223-1:2021	5.1.6
	Serial Number	BS EN ISO 15223-1:2021	5.1.7
	Medical Device	BS EN ISO 15223-1:2021	5.7.7
	Keep Dry	BS EN ISO 15223-1:2021	5.3.4
	Temperature Limit	BS EN ISO 15223-1:2021	5.3.7
	Humidity Limitation	BS EN ISO 15223-1:2021	5.3.8
	Caution	BS EN ISO 15223-1:2021	5.4.4
	General warning sign	EC 60601-1, Reference no. Table D.2, Safety sign 2	ISO 7010-W001
	Refer to instruction manual/booklet	EC 60601-1, Reference no. Table D.2, Safety sign 10	ISO 7010-M002
	Collect Separately	DIRECTIVE 2012/19/EU (WEEE)	Annex IX
	Class II equipment	IEC 60417 Reference no. Table D.1	Symbol 9 (IEC 60417-5172)



SOUNDGEAR

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Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) identified in the badge and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.

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