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ENHANCE SELECT 700

User guide

Jabra Enhance™ Receiver-in-Ear hearing aids, Rechargeable

Life is richer when you can hear it.™

FDA warnings and cautions

WARNING: If you are younger than 18, do not use this

You should go to a doctor, preferably an ear-nose-throat doctor (an ENT), because your condition needs specialized care. Over-the-counter (OTC) hearing aids are only for users who are age 18 or older.

These OTC hearing aids are for users who are 18 and older. People who are younger than 18 with hearing loss should see a doctor, preferably an ENT, because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and continuing care are also important.

**WARNING:****When to see a doctor**

If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (an ENT).

- Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident.
- You saw blood, pus, or fluid coming out of your ear in the past 6 months
- Your ear feels painful or uncomfortable
- You have a lot of ear wax, or you think something could be in your ear
- You get really dizzy or have a feeling of spinning or swaying (called vertigo)
- Your hearing changed suddenly in the past 6 months
- Your hearing changes: it gets worse then gets better again

- You have worse hearing in one ear
- You hear ringing or buzzing in only one ear.

This hearing aid should not cause pain when inserting it

Remove this device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort doesn't go away, contact your hearing healthcare professional. You can also report this to FDA as an adverse event according to the instructions that appear later.



CAUTION:

This is not hearing protection

You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.

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.

You might need medical help if a piece gets stuck in your ear

If any part of your hearing aid, like the ear tip (dome), 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 further into your ear, injuring your eardrum or ear canal, possibly seriously.

NOTE:**If you remain concerned, consult a professional**

- If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.

What you might expect when you start using your 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.

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 device, etc. Instructions for reporting are available at www.fda.gov/Safety/MedWatch, or call 1-800-FDA-1088. You can also download a form to mail to FDA.

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Introduction

Thank you for choosing Jabra Enhance hearing aids. We recommend that you use your hearing aids every day to fully benefit from them.

NOTE:

- Read this booklet carefully before using your hearing aids.
- Visit jabraenhance.com/start to learn how to wear your hearing aids, pair them to your mobile device and download the Jabra Enhance Select™ app.

Intended use

The hearing aid is intended to amplify sound for individuals 18 years of age or older with perceived mild to moderate hearing impairment. The device is intended for direct-to-consumer sale and use without the assistance of a hearing care professional.

User profile

The hearing aid is intended to be used by adults 18 years of age or older and by laypersons.

Therapeutic indications

Perceived mild to moderate hearing impairment.

Contraindications

You should see a hearing health care professional if you have:

- Trauma, bleeding or visible deformity of the ear. Fluid, drainage, or pain/discomfort in one or both ears within the past 90 days.
- Recent or recurrent ear infection, or a plugged-up fullness feeling.
- Sudden or rapid progression of hearing loss within the past 90 days in one or both ears.
- Hearing loss on one side that has worsened in the past 90 days.
- Spells of acute or chronic dizziness, poor dexterity, poor vision, or significant dementia.
- Excessive ear wax build-up, or a history of excessive wax build-up, itching, or a foreign object in the ear canal.
- Sudden onset or rapid worsening of ringing in one or both ears within the past 90 days.






Side effects

If you experience side effects, contact a hearing care professional or a physician. Possible side effects from wearing a hearing aid may be:

- Dizziness
- Tinnitus
- Perceived worsening of hearing loss
- Nausea
- Headache
- Skin reaction
- Ear wax accumulation

Symbols

The symbols below are used in this user guide, on the device, or on the packaging.

	CAUTION: Indicates a situation that could lead to minor and moderate injuries.		WARNING: Points out a situation that could lead to serious injuries.
	Follow instructions for use. (Logo in blue)		Legal manufacturer.
	Unique Device Identification.		Medical device.
	Serial number.		REF Catalog number.
	Equipment includes an RF transmitter.		Device is subject to US certification.
			Follow local regulations when disposing of electronic devices.

What's in the box?

The following items are included in the package:

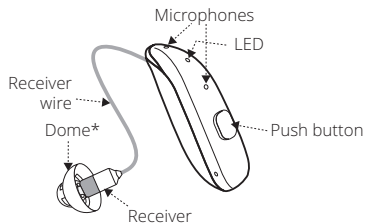
- A set of 2 hearing aids
- A kit of cards to get you started
- Charging case with wall charger and cable
- User guide for the charger
- Getting Started guide for the app
- Extra domes
- Cleaning cloth and brush
- Wax filter kit
- Microphone filter kit
- Tool for receiver wire replacement
- Ear measuring tool for receiver wires
- A set of sport locks
- This user guide.

If anything is missing or you need replacement parts at some point, please contact customer support at Jabra Enhance. See the rear cover for contact information.

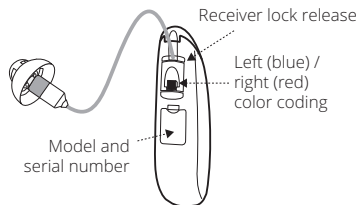
Getting to know your hearing aid

Hearing aid

Front view



Rear view



*Open dome is shown. Yours may look different.

Domes

Because everyone's ears are unique, the hearing aid box contains three different dome styles in different sizes. The dome style that works best for you depends on your specific hearing loss, whereas the appropriate dome size depends on the physical size of your ear canal.

An ideal-sized dome will fill up your ear canal, but not so tightly that there is discomfort.



Open domes have small openings which allow some natural sound to enter the ear canal along with the amplified sound from the hearing aid. These domes are recommended if you want a more natural sound experience, because they let low-frequency sounds, like your own voice, pass through naturally.



Closed domes are mostly solid, blocking more external sound and focusing on the amplification of the hearing aid. These domes are recommended if you need stronger sound amplification, especially in lower frequencies.



Tulip domes are designed with overlapping petal-like shape. They function similarly to closed domes by blocking out external sounds. However, their unique shape offers a slightly different fit, which some users may find more comfortable.

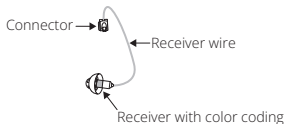
Tulip domes are only available in one size. The closed and open domes are available in small, medium, and large sizes. Domes are all light grey.

See "Change your hearing aid domes", page 40 for instruction on how to change the domes.

Receivers and receiver wires

The hearing aid receiver (speaker) consists of a receiver wire, a connector for attaching the receiver to the hearing aid, a replaceable dome, and a replaceable wax filter.

A hearing aid receiver wire is a thin, flexible wire that connects the hearing aid receiver to the hearing aid. If the receiver wire does not fit properly, for example, if it feels uncomfortable, you may need a different size. For more information, see "Replacing the receivers", page 51. Different wire lengths are available on request. Contact Jabra Enhance for further information and ordering.



The receiver is color-coded to match the color coding on the hearing aid.

Left = blue. Right = red.

Sport lock (optional)

The sport lock helps keep your hearing aids in place when you are physically active.

See "Mounting a sport lock on the receiver", page 54 for instructions on how to mount the sport lock on the receiver,



Preparing your hearing aids for use

Charging your hearing aids

A charger is provided with your hearing aids.

We recommend that you charge your hearing aids fully before using them. This is just a precaution to make sure that you don't run out of power unexpectedly.



Premium charger



For information about how to charge your hearing aids, consult the user guide for your hearing aid charger.

Low battery alert

When the batteries are low on power, the volume in your hearing aids will reduce and a melody will play every 15 minutes until there is no more power – then your hearing aids will turn off.

Low battery alert when paired with wireless accessories

The battery will drain faster when you use wireless functions like streaming from your smart device or from your TV with our TV streamer. As the battery power declines, the wireless functions stop working. A short melody will play every 15 minutes to let you know that the battery power is low. The table below shows the functionality with different battery charge levels.

Battery level	Signal	Hearing aid	Remote control	Streaming
Fully charged		✓	✓	✓
Low	 4 even tones	✓	✓	x
Depleted	 3 even tones and 1 longer tone	✓	x	x

The wireless functions will work again when you charge the hearing aid.

You can check the battery status by placing the hearing aid in the hearing aid charger (premium charger only).
You can also check the battery status in the Jabra Enhance Select app.

Battery warnings



WARNING:

- For safety reasons, only use the charger provided with your hearing aids.
- Rechargeable hearing aids are supported by a non-removable rechargeable lithium-ion battery cell. Exposure or ingestion can be seriously harmful.
- Battery leakage can cause chemical burns. If you get exposed to battery leakage material, rinse immediately with warm water. If you get chemical burns, redness, or skin irritation from battery leakage, seek medical attention.

- Never put your rechargeable hearing aid in your mouth.
- Never swallow lithium-ion batteries nor place them inside any part of your body as this may lead to fatal injuries in two hours or less. If a rechargeable hearing aid or a lithium-ion battery is swallowed or placed inside any part of the body, seek immediate medical attention.
- If the outer casing of your rechargeable hearing aid is broken, the rechargeable battery inside may leak. Do not use the hearing aid. Contact Jabra Enhance. See the rear cover for contact information.
- Batteries are harmful for the environment. Therefore, never try to burn them. Dispose of your used rechargeable hearing aids according to your country's regulations.
- This hearing aid contains a lithium-ion battery. On rare occasions, lithium-ion batteries can become very warm. It is advisable to be attentive while charging.

NOTE:

- To save battery power, turn off your hearing aids when they are not in use.

Placing your hearing aids in your ears

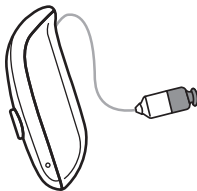
How to tell left from right



CAUTION: If you have two hearing aids, they may each be programmed differently. Do not swap them as this could damage your hearing. Your hearing aids are color-coded. Left = blue. Right = red.

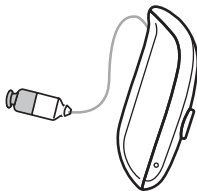
Left hearing aid

(blue marking on the receiver)



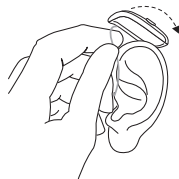
Right hearing aid

(red marking on the receiver)

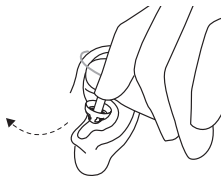


Place your hearing aids into your ears

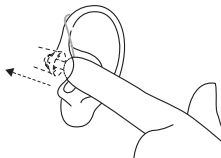
1. Place the hearing aid over the top of your ear.



2. Hold the receiver wire where it bends and gently insert the dome attached to the receiver into your ear canal.



3. Push the dome far enough into your ear canal so that the receiver wire rests against your head. You can check in a mirror.





CAUTION: Never attempt to bend or modify the shape of the receiver wire.

Ensuring a proper fit of your hearing aid

To check if the hearing aid is placed correctly:

- The body of the hearing aid should be placed just behind your ear.
- When inserted in your ear canal, the dome should feel secure and comfortable. on how to insert the dome.
- The receiver wire should fit comfortably around the top of your ear.
 - If the wire is too long, it may bend away from your ear.
 - If the wire is too short, it may feel tight and may pull the dome partly out of your ear.



NOTE:

- To avoid whistling, ensure that the receiver wire and dome fit correctly into your ear. If you continue to experience whistling, check the troubleshooting guide for other possible reasons and solutions.
- If the receiver wire of the hearing aid does not rest against the side of your head, try using a smaller dome size. (See page 40 for dome replacement). A different receiver wire length may also be needed. (See "Replacing the receivers", page 51).
- If you are still unable to receive an appropriate fit, contact Jabra Enhance. See the rear cover for contact information.

Placing the sport lock on your ear

If you have mounted the sport locks included with your hearing aids as instructed on page 54, insert them as follows:

To insert a hearing aid with a sports lock:

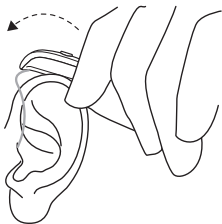
1. Insert the hearing aid as usual.
2. Tuck the sports lock into the bottom of the concha (the part of your ear just outside the ear canal).



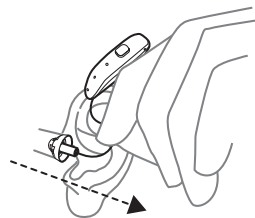
NOTE: Sport locks may become stiff, brittle, or discolored over time and need replacement. Contact Jabra Enhance for further information and ordering. See the rear cover for contact information.

Removing your hearing aids

Remove your hearing aids



1. Lift the hearing aid off your ear.



2. Hold the receiver wire where it bends and pull the dome out of your ear.

Using your hearing aids

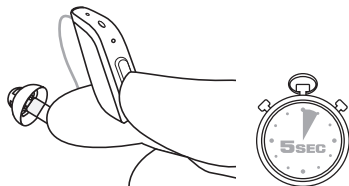
Turn your hearing aids on and off

To manually turn your hearing aids **on**, press and hold the push button (on each hearing aid) for about 5 seconds until the LED light is solid green.

To manually turn your hearing aids **off**, press and hold the push button on each hearing aid for about 5 seconds until the LED light flashes green on the hearing aid.

Alternatively, you can place the hearing aids in your charger to automatically put the hearing aids into **sleep mode**. When you remove them from the charger, the hearing aids are automatically turned back on. Only ensure that your charger is either plugged in or charged.

Your hearing aids always start in program 1 at the pre-set volume.



Explanation of LED indicator light on the hearing aid:

LED indicator lights	Description
One 2-second green flash	The hearing aid turns on and is in operating mode.
Three 1-second green flashes	The hearing aid turns off.
When the hearing aid is placed in the charger, green indicator lights pulsate	The hearing aid is recharging.
When the hearing aid is placed in the charger, green indicator lights are steadily on	The hearing aid is fully charged.

Improve startup experience ("Smart Start")

Smart Start delays when sound comes through your hearing aid. It gives you time to put on the hearing aid without whistling or other issues.

Listening environments

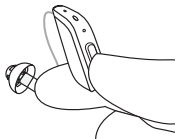
Your hearing aids come with 4 pre-set environments, which are programs designed to optimize listening in different listening situations.

	Environment	Use
1.	All-Around (1 beep)	This the default environment and is suitable for most listening situations. It is the best option if you want to use only one listening environment.
2.	Restaurant (2 beeps)	This is a dedicated listening environment for hearing speech in noisy places such as restaurants or social gatherings.
3.	Music (3 beeps)	This listening environment is suitable for listening to music or watching TV.
4.	Outdoor (4 beeps)	This is the best option for outdoor use. It reduces wind noise and other sounds such as road noise in the car.

Apps

We have an app that you can use to control our advanced hearing aid models. You can use the app to adjust the volume, change programs and stream from another device. See "Advanced options", page 31.

Using the push button



Changing listening environments

To change to another listening environment, press the button on either hearing aid for 2-3 seconds. Your hearing aids will beep to confirm the change. The number of beeps indicates which listening environment you have selected.

You can also change listening environment by using our remote control or app. The remote control is sold separately.

To get back to the default listening environment, keep scrolling, or turn your hearing aids off and on again.

NOTE: Your hearing aids are synchronized, so changing the listening environment on one hearing aid automatically applies the change to the second hearing aid.

Adjusting the volume

- To turn the volume up, press the button on the **right** hearing aid for less than 1 second.
- To turn the volume down, press the button on the **left** hearing aid for less than 1 second.

NOTE: Your hearing aid automatically adjusts the volume depending on your listening situation. This means that you normally won't have to adjust the volume manually.

You can also adjust the volume by using our remote control or our app. The remote control is sold separately.

Flight mode

If you have purchased Care from our Audiology Team, you can set your hearing aids in flight mode by pressing the push button on each hearing aid for 9 seconds.

See "Using Flight Mode", page 34 for more information.

Overview of push button functionality

Button press	Left	Right
Up to 1 second	Volume down	Volume up
2 to 3 seconds	Change listening environment	
5 seconds	Turn hearing aid on or off	
9 seconds	Activate flight mode (optional)	

Taking mobile calls ("TapControl")

With the feature "TapControl" you can use your hearing aid to take incoming phone calls to your compatible smart phone.

- To take an incoming phone call, double-tap on the upper part of your outer ear or on your hearing aid.

- To reject an incoming phone call, press the push button on the hearing aid for approx. 2 seconds.
- To end a phone call, use a single, short press on the push button of the hearing aid.

NOTE:

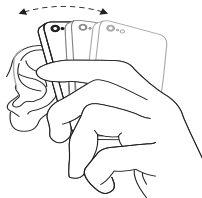
- Before you can use your hearing aids for phone calls, you must pair them with your mobile device. For information on how to do this, consult the user instructions for your mobile device. See "Advanced options", page 31.
- You can use our app to activate the tap control on each hearing aid.

Using a telephone

Your hearing aid allows you to use your telephone as you normally do. Finding the optimal position for holding the phone may require practice.

The following suggestions may be helpful:

- Hold the telephone up to your ear canal or hold it close to the hearing aid microphones as illustrated.
- If you hear whistling, try holding the telephone in the same position for a few seconds. The hearing aid may be able to cancel the whistling.
- You can also try holding the telephone slightly away from the ear.



Mobile phones

Your hearing aids comply with the most stringent Standards of International Electromagnetic Compatibility. Any degree of disturbance can be due to the nature of your particular mobile phone or of your wireless telephone service provider.

NOTE:

- If you have a mobile device, you can pair it to connect directly to your hearing aids. See "Advanced options", page 31.
- If you find it difficult to get a good result while using your mobile phone, see jabraenhance.com/accessories for an overview of wireless accessories that may be useful for you. See also "Wireless accessories", page 36.

Advanced options

Using your hearing aids with iPhone and iPad

Your hearing aids are Made for iPhone and iPad, which allow for direct audio streaming, including hands-free phone calls from the latest iPhone and iPad models¹, and control from these mobile devices.

Using your hearing aids with an Android smartphone

Some Android smartphones can stream audio, including phone calls, directly to your hearing aids. For streaming, your smart phone must be running Android 10 or later and it must have the Android Streaming for Hearing Aids feature. For hands-free phone calls, your smart phone must be running Android 13 or newer.

NOTE:

- Visit jabraenhance.com/compatibility for a list of compatible devices and operating system requirements.
- Visit jabraenhance.com/start to learn how to pair your hearing aids to your mobile device and download the Jabra Enhance Select app.

¹Hands-free calls are compatible with iPhone 11 or later, iPad Pro 12.9-inch (5th generation), iPad Pro 11-inch (3rd generation), iPad Air (4th generation), iPad mini (6th generation), iPad (10th generation) or later, with software updates iOS 15.3 and iPadOS 15.3 or later.

Controlling your hearing aids with the mobile device app (optional)

The Jabra Enhance Select app lets you control your hearing aids from mobile devices. You can use the app to obtain updates to your hearing aids, find your hearing aids, check their battery status, or as a remote control to change programs or adjust the volume.

NOTE:

- The app must only be used with the Jabra Enhance hearing aids for which it is intended, and the manufacturer takes no responsibility if the app is used with other hearing aids.
- Do not disable app notifications.
- Install updates to keep the app working correctly.
- If you want a printed version of the user guide for the app, please go to our website (see rear cover of this user guide) or consult customer support.
- For assistance with pairing and using these products with your hearing aids, visit our support site.



Online Services (optional)

If you purchased Care from our Audiology Team with your hearing aids, you can allow your hearing aids to be adjusted remotely.

All you need is a compatible mobile device with internet enabled and the Jabra Enhance Select app. This allows you to:

- Request assistance remotely to adjust your hearing aids to be a better fit for you.
- Keep your hearing aids up to date with the latest software to ensure the best performance possible.

This service only works if your mobile device is connected to the internet.

For optimum performance, make sure the hearing aids are connected to our app and placed close to the iPhone, iPad, or the Android smartphone before applying the changes.

NOTE: Your hearing aids shut down during the installation and update process.

Auracast™

Your hearing aid can receive Auracast broadcasts. Auracast enables connectivity to public and private streams from places where an Auracast transmitter has been installed. Examples of streams that can be received by your hearing aid could be lectures at conferences and schools, audio guides at museums and announcements at public places such as train stations and airports. For information about how to use Auracast with your hearing aid, contact Jabra Enhance.

Using Flight Mode

Your hearing aids can receive wireless signals. For example, they can be controlled from your mobile device or remote control. Information transmission can also take place between your hearing aids. However, in some areas you are requested to turn off wireless communication. If your purchase includes Care from our Audiology Team, contact Jabra Enhance support to enable the feature for Flight Mode. See the rear cover for contact information.



CAUTION: This hearing aid contains a radio frequency (RF) transmitter. When boarding a flight, follow airline instructions and turn off the hearing aid wireless functionality when this is required.

NOTE:

- You must follow the processes below for both hearing aids.
- Your hearing aids do not charge while in flight mode.
- Wireless communication features do not work while in flight mode.

Activate Flight Mode

1. Turn off your hearing aid
2. Press the push button for 9 seconds to activate flight mode.

Your hearing aid will double-flash four times. If you are wearing your hearing aids at the time, you will hear double tones (♪♪♪♪) for about 10 seconds.

Your hearing aids are now in Flight Mode.

Deactivate Flight Mode

1. Turn your hearing aid off and then on. For details, see "Turn your hearing aids on and off", page 24.
2. Wireless communication will be activated after 10 seconds.

Flight Mode is now deactivated.

Wireless accessories

A variety of wireless accessories is available as an enhancement to your hearing aids. These accessories enable direct streaming of sound and speech to your hearing aids, enhancing your ability to hear and communicate in various everyday situations. See jabraenhance.com/accessories for an overview of wireless accessories that may be useful for you.

Available wireless accessories and their features

- **A TV streamer** streams audio from a TV and most other audio sources to your hearing aids at a volume that suits you.
- **A basic remote control** adjusts volume, mutes your hearing aids, and changes programs.
- **A microphone** that can be worn by others or placed on a table for group conversations. The microphone has a built-in telecoil that allows it to connect with a teleloop system, a socket for an FM receiver, and a mini-jack socket for wired streaming of audio.

Accessing wireless accessories

You can pair your accessories and activate streaming from the Jabra Enhance Select app.

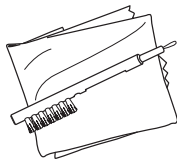
NOTE:

- Always use Jabra Enhance wireless accessories with your wireless hearing aids. For information on how to pair your hearing aids with a wireless accessory, see the user guide for the relevant wireless accessory.

Care and maintenance

Cleaning tools

These cleaning tools come with your hearing aids:



- Soft cloth
- Brush

General instructions for care and maintenance

To ensure you get the highest quality experience and longest useful lifetime out of your hearing aids, it is important to clean and care for them.

To maintain your hearing aids, clean and disassemble them one at a time to prevent mixing them up.

Follow these steps:

1. When you remove your hearing aids, turn them off.
2. After removing your hearing aids, wipe them with a soft cloth to keep them clean and dry.

3. If you use a drying agent, only use recommended products.
4. Apply cosmetics, perfume, after-shave, hairspray, lotions etc. before putting on your hearing aids. These products can damage or discolor your hearing aids.

NOTE:

- Never immerse your hearing aids in liquid.
- Keep your hearing aids away from excessive heat and direct sunlight.
- The hearing aid is dust, splash, and water resistant:
 - The hearing aid has IP6X dust resistance. Avoid exposure to extensive dust.
 - The hearing aid has IPX8 water resistance. Avoid exposure to liquids, and do not swim, shower or sauna while wearing the hearing aid.



CAUTION:

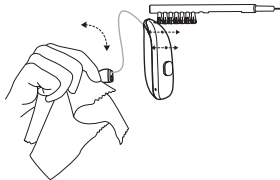
- Only use recommended drying agents.
- Never use alcohol or other cleaning solutions to clean your hearing aids. This can damage your hearing aids and may cause a skin reaction.
- Ear wax or other residue on your hearing aids can cause an infection or allergy. To avoid this, clean your hearing aids as instructed.

Clean your hearing aid

It is important to keep your hearing aids clean and dry on a daily basis. Use a cloth and brush to clean the hearing aids.



1. Wipe your hearing aids with a cloth.



2. Swipe a small brush across the microphones.

NOTE:

- Never try to put the brush bristles or the cleaning wire into the microphone inlets. This can damage your hearing aids.
- Do not use water to clean your receiver wires and domes.
- Use a soft, dry cloth to wipe your receivers clean.
- See "Replacing the receivers", page 51 for information about how to replace the receiver on the hearing aid.

Change your hearing aid domes

You should change your domes every 3 months or sooner. For example, if a dome is filled with earwax, replace it with a new one. If the hearing aids sound more quiet, this might indicate that new domes are needed.

If you don't know your dome size, mount different sizes, one at a time, on the receiver and test them in your ear. Choose a dome size that fits snugly, yet comfortably in the ear canal. For more information, see "Domes", page 13.

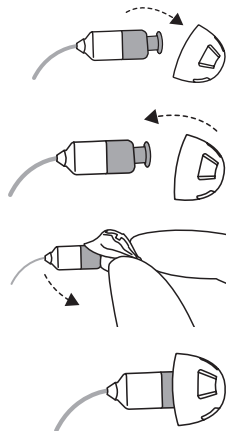
NOTE:

- Incorrect dome replacement can result in a dome being left in your ear when you remove your hearing aid.
- If you don't feel confident performing this task, please contact Jabra Enhance support. See the rear cover for contact information.

Open and closed domes

The illustrations show an open dome, but the procedure is the same for closed domes. Follow these instructions to replace your domes.

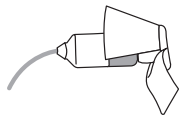
1. Remove the used dome by pulling it off the receiver and then discard it. This may require a bit of force.
2. Push the new dome over the ribbed end of the receiver.
3. Check that the dome is securely mounted by carefully lifting the lower part of the dome and verifying that the collar completely covers the ribbed end of the receiver.
4. When placed correctly, the dome will appear slightly angled.



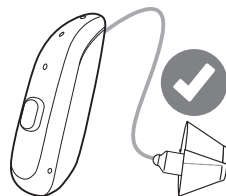
Tulip domes

To change a tulip dome, follow these instructions:

1. Remove the used dome by pulling it off the receiver and then discard it. This may require a bit of force.
2. Push the largest petal back, then press the tulip dome over the ribbed end of the receiver.
3. Check that the tulip dome is securely mounted by verifying that the collar completely covers the ribbed end of the receiver.
4. Push the larger petal toward the receiver.



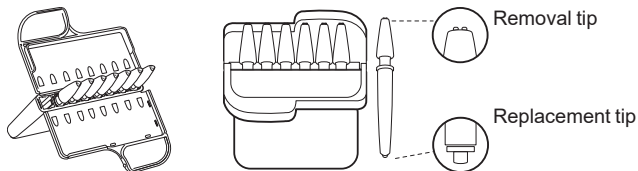
This illustration shows a correctly mounted tulip dome. Ensure the large petal is outside the small petal.



Changing filters

The filters for your hearing aid come in cases with 8 filters in each. The case with wax filters is marked "WAX FILTER" followed by a part number. The case with microphone filters is marked "MIC. FILTER" followed by a part number. Use the part number if you want to order more filters. See the rear cover for contact information.

Each tool has a small hook in one end (removal tip) and a new filter in the other end (replacement tip).



NOTE: The shape of the filter tool and the case may vary. Yours may look different.

NOTE: Hearing aids should not be used without a wax filter and microphone filter installed. Using the hearing aid without a wax filter can cause permanent damage to the receiver.

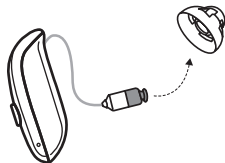
Changing the wax filter

To change a wax filter, you will need your case of wax filter tools.

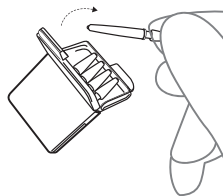
The wax filter is located at the inward end of the receiver. The wax filter helps keep earwax away from the components of your hearing aid. You must replace it on a regular basis. About every 6 to 8 weeks. It will depend on how much wax your ear produces.

Removing the old filter

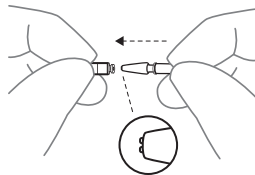
1. Remove the dome from the receiver.



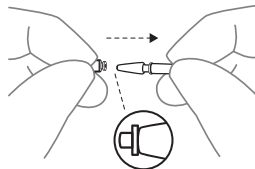
2. Open the case with filters and take out one of the tools.



3. Insert the removal tip into the used filter at the end of the receiver.

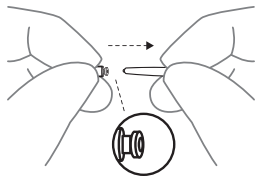
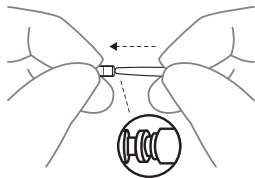
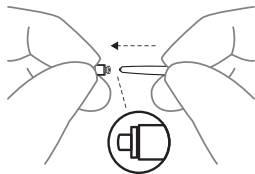


4. Pull the tool straight out. It is important to pull straight and not at an angle.



Inserting the new filter

1. Insert the other end of the tool (the end with the new filter) into the sound outlet.
outlet.
2. Gently press the new filter straight into the sound outlet until the outer ring is touching the sound outlet.
3. Pull the tool straight out. Your new filter will remain in place. Re-attach your dome or a replacement dome.



NOTE: If you don't feel confident performing this task, please contact Jabra Enhance support. See the rear cover for contact information.

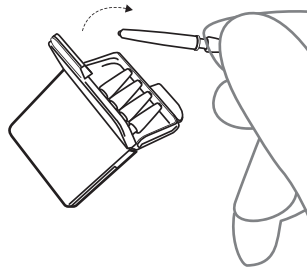
Changing the microphone filters

The two microphones on the top of your hearing aid are each protected by a microphone filter. If you experience sound deterioration or increased difficulty identifying where the sounds come from, changing the filters may help.

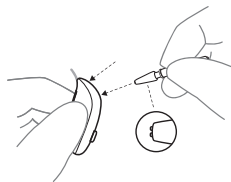
To change a microphone filter, you will need your case of microphone filter tools.

Removing the old filter

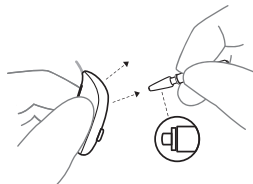
1. Open the case with filters and take out one of the tools.



2. Insert the removal tip into the used filter at the end of the receiver.

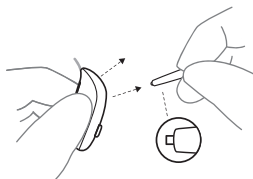
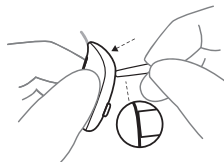
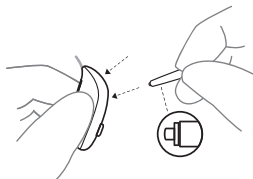


3. Pull the tool straight out. It is important to pull straight and not at an angle.



Inserting the new filter

1. Insert the other end of the tool (the end with the new filter) into the microphone opening.
2. Gently press the new filter straight into the microphone opening until the outer ring is flush with the back of the hearing aid.
3. Pull the tool straight out. Your new filter will remain in place.



NOTE: If you don't feel confident performing this task, please contact Jabra Enhance support. See the rear cover for contact information.

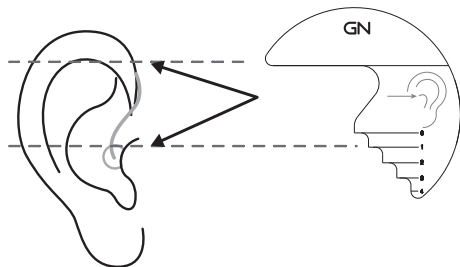
Replacing the receivers

If you are unable to achieve an appropriate fit of the receiver to your ear, you may need another length of receiver wire. Contact Jabra Enhance for further information and ordering. See the rear cover for contact information.

The support team will be available to walk you through the measurement procedure, which is also described here:

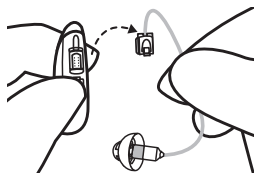
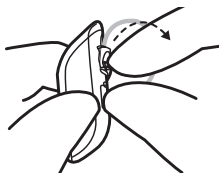
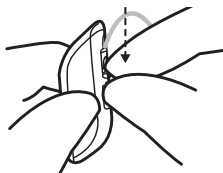
Determine the length of the receiver wire before ordering

1. Use the ear measuring tool supplied with your hearing aids to measure the vertical distance from the top of the ear where it meets the head to the top of the ear canal.
2. Locate the corresponding size number (0, 1, 2, 3 or 4) on the tool and state it when you order.

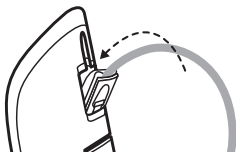


Replace the receiver

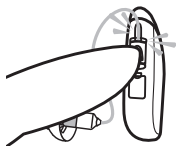
When you have received the new receivers, follow this procedure to replace them:



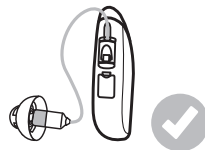
1. Start removing the receiver by pushing down with a fingernail on the red or blue receiver lock release found on the belly of the hearing aid.
2. The receiver lock release will disengage from the body of the hearing aid.
3. Pull the receiver away from the body of the hearing aid.



4. Attach a new receiver by inserting the receiver attachment into the belly of the hearing aid.



5. Push the receiver attachment until it is flush with the belly of the hearing aid.



6. The receiver is now attached and ready.

NOTE:

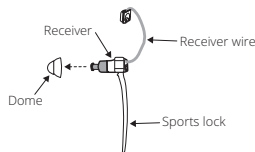
- Instead of using your nail for this, the replacement tool that came with your hearing aid may be a good alternative.
- If you don't feel confident performing this task, please contact Jabra Enhance support. See the rear cover for contact information.

Mounting a sport lock on the receiver

If you want to use the sport lock for your hearing aid, follow this procedure to attach it on the receiver:

1. Remove the dome. See "Change your hearing aid domes", page 40.
2. Position the receiver with the receiver wire pointing up and the sport lock with the tail pointing down.
3. Slide the sport lock over the receiver nozzle onto the body of the receiver.
4. Ensure the sport lock is fully secured on the receiver.
5. Reattach the dome. See "Change your hearing aid domes", page 40.

The sport lock is now attached and ready for use. See "Placing the sport lock on your ear", page 22



NOTE: If you don't feel confident performing this task, please contact Jabra Enhance support. See the rear cover for contact information.

Storing your hearing aids

Daily use

When you are not using your hearing aids, place them in the plugged-in charger to ensure they are fully charged and ready for your next use.

Long-term storage

If you are not going to use your hearing aids for a longer period, place them in a water- and dust-resistant container. Eventually, the hearing aids will run out of power and turn off. Remember to recharge them before you use them again.

General warnings and cautions



WARNING:

- Consult a hearing care professional or a physician:
 - If you think there may be a foreign object in your ear canal
 - If you experience skin irritation
 - If excessive ear wax accumulates with the use of the hearing aid

See also "Contraindications", page 9

- Seek immediate medical help if a hearing aid, any of its parts, a battery, or a magnet is swallowed, as it can cause choking and harm your health.
- Keep hearing aids, their parts, batteries, and magnets away from pets, children, and people with cognitive, intellectual, or mental health challenges.
- Always supervise children or individuals with cognitive, intellectual, or mental health challenges when they are using their hearing aids. Hearing aids contain small pieces that can be dangerous if swallowed.
- Do not wear your hearing aids while exposed to radiation. Some types of radiation, including MRI or CT scanners, can affect the settings in your hearing aids. This may cause malfunction and potentially damage your hearing.
- Other types of radiation, such as burglar alarms, room surveillance systems, mobile phones, metal detectors, and radio equipment will not damage your hearing aids. However, they may briefly affect the sound quality in your hearing aids and may create undesired sounds.

- Never use your hearing aids in places with explosive gases such as mines, oil fields, or similar unless these areas are certified for hearing aid use. Using your hearing aids in places that are not certified for hearing aid use can be dangerous.
- Do not dry your hearing aids in an oven, microwave oven, or other heating equipment. This will cause them to melt and may cause burns to your skin.
- In general, exposure to loud sounds can damage your hearing. This could be loud music or loud environments. You can best protect your hearing by reducing exposure to loud sounds and environments or by using hearing protection.
- Only use original consumables with your hearing aids (e.g. tubes, wax filters, domes etc.).
- When wearing the hearing aid, make sure to stay alert to sounds around you.
- Only use the tool for receiver wire replacement provided in the package to replace a receiver wire.
- No modification of this hearing aid is allowed.



CAUTION:

- Use your hearing aids as recommended. Incorrect use may damage your hearing.
- Do not use a broken or modified hearing aid. It may not work properly and may be harmful to your hearing. It may also cause scratches or sores due to sharp edges.
- Do not modify the shape of your hearing aid or its accessories. This can cause skin reactions or sharp edges leading to scratches or sores.
- If you suspect that you have a dome, wax guard, or other object in your ear canal, consult a hearing care professional or a physician. These objects can be harmful and can cause an infection in your ear.

- If you have a sore or injury where your hearing aid touches your ear or head, continued use of the hearing aid may cause it to worsen or prevent it from healing. Consult a hearing care professional for assistance.
- Do not allow others to use your hearing aids as this can damage their hearing.
- When using wireless functions, your hearing aid uses low-powered digitally coded transmissions to communicate with other wireless devices. It is possible, but not likely, that other electronic devices will be affected. If this happens, move the hearing aid away from the affected electronic device.
- Immediately discontinue using the hearing aid and contact a physician if experiencing discomfort or ringing in the ears. Prolonged use can cause damage to the residual hearing, tinnitus or hyperacusis.

Cybersecurity

Failing to follow these precautions can compromise the information security of your hearing aid and potentially cause hearing loss or tinnitus.



CAUTION:

- Only connect your hearing aid to a trusted device.
- Once turned on, your hearing aids are open to connections from other devices for a few minutes. Never restart the hearing aids on request from a device you do not recognize as this may compromise the safety of the hearing aids.
- If your device plays the pairing sound at an unexpected time, this could indicate someone has gained access to your device.
- Only connect your hearing aid to the official Jabra Enhance app.
- Only apply expected remote fine-tuning updates.
- Always use the latest available software update for your hearing aid.

Troubleshooting

Issue	Potential cause	Potential solution
Receiver wire does not fit comfortably	Is the receiver inserted correctly in the ear, and is the receiver wire length correct?	See "Place your hearing aids into your ears", page 20, or contact Jabra Enhance. See the rear cover for contact information.
Feedback or "whistling"	Is your dome inserted correctly in your ear?	Put it back in.
	Is the volume very loud?	Reduce the volume.
	Is the receiver wire broken?	Contact Jabra Enhance for a replacement. See the rear cover for contact information.
	Are you holding an object (e.g., a hat or a telephone mouthpiece) close to the hearing aid?	Move your hand away to create more space between the hearing aid and the object.
	Is your ear full of wax?	Visit your doctor.

Issue	Potential cause	Potential solution
No sound	Is the hearing aid turned off?	Turn it on.
	Is the hearing aid charged?	Charge the hearing aid.
	Is the receiver wire broken?	Contact Jabra Enhance for a replacement. See the rear cover for contact information.
	Does the hearing aid need cleaning, or is the wax filter clogged?	Clean your hearing aids and change your wax filter.
	Is your ear full of wax?	Visit your doctor.
Battery drains very quickly.	Did you leave your hearing aid on for long periods of time?	<p>Always turn off your hearing aids when you are not using them, or place them in the charger for charging.</p> <p>The battery will drain faster when you use wireless functions like streaming from your smart device or from your TV with our TV streamer.</p>
	Is the hearing aid 3–4 years old?	Your hearing aids may be reaching the end of their life expectancy. Contact Jabra Enhance to troubleshoot or purchase a new set.

Issue	Potential cause	Potential solution
Hearing aid is not charging	Is the hearing aid correctly inserted in the charger?	Put the hearing aid back in the charger.
	Is the hearing aid charger plugged into a power source?	Charge the hearing aid charger.

Regulatory information

Warranties and repairs

The manufacturer provides a warranty on hearing aids in the event of defects in workmanship or materials, as described in applicable warranty documentation. In its service policy, the manufacturer pledges to secure functionality at least equivalent to the original hearing aid. As a signatory to the United Nations Global Compact initiative, the manufacturer is committed to doing this in line with environment-friendly best practices. Hearing aids therefore, at the manufacturer's discretion, may be replaced by new products or products manufactured from new or serviceable used parts, or repaired using new or refurbished replacement parts. Information about the warranty period of hearing aids can be found at jabraenhance.com/my-account. For full details, visit jabraenhance.com/terms-and-conditions.

For hearing aids that require service, please contact Jabra Enhance for assistance.

Hearing aids that malfunction must be repaired by a qualified technician. Do not attempt to open the case of hearing aids, as this will invalidate the warranty.

Ambient conditions

Temperature test

The hearing aids undergo various tests in temperature and damp heating cycling according to internal and industry standards within the specified values:

<i>From</i>	<i>To</i>
-13 °F	158 °F

During charging

- While charging, the ambient temperature should be within the specified values:

Charging your hearing aids at ambient temperatures outside these values may lead to extended charging times.

<i>From</i>	<i>To</i>
50 °F	95 °F

During use

During normal operation, the temperature should be within the specified values:

- At a relative humidity range of 15% to 90%, non-condensing, but not requiring a water vapor partial pressure greater than 50 hPa.
- An appropriate atmospheric pressure within

<i>From</i>	<i>To</i>
41 °F	104 °F

700 hPa	1060 hPa
---------	----------



CAUTION: During use, your hearing aids may reach:

109 °F

During transport or storage

	<i>From</i>	<i>To</i>
During transport or storage, the temperature should be within the specified values:	-13 °F	41 °F
• At a relative humidity of 90%, non-condensing.	41 °F	95 °F
• Not requiring a water vapor partial pressure greater than 50 hPa.	95 °F	140 °F

	<i>From</i>	<i>When placed at</i>
Warm-up: 15 minutes	-13 °F	68 °F
Cool-down: 20 minutes	140 °F	68 °F

Expected service lifetime

The expected service lifetime for the product when used as intended is:

Product	Lifetime
Hearing aid	5 years
Built-in rechargeable battery	5 years
Dome	3 months
Receivers	2 years
Electronic accessories (e.g., wireless accessories)	5 years

Non-clinical testing

The devices covered within this user guide have undergone tests for the relevant non-clinical performance testing and biological endpoints in accordance with standards identified below:

- Electrical safety testing is performed according to IEC 60601-1:2005+ AMD1:2012+AMD2:2020, IEC 60601-2-66:2019, IEC 60601-1-11 Edition 2.0 2015-1, IEC 62133-2 Edition 1.0 2017-02 and IEC 62368-1:2018/COR1:2020.
- Electromagnetic compatibility (EMC) testing is performed according to IEC 62479:2010, ANSI IEEE C63.19-2019 and IEC 60601-1-2:2014+A1:2020.
- Radio and Telecommunication testing is performed to be in compliance with applicable parts of the FCC rules in title 47 of the CFR.
- Electroacoustic testing is performed according to ANSI/ASA S3.22-2014 and ANSI/CTA 2051:2017.
- Usability Engineering was performed in compliance with IEC 62366-1:2015.

The devices covered in this user guide passed all tests for the relevant non-clinical performance testing and biological endpoints, namely cytotoxicity (ISO 10993-05:2009), sensitization, and intracutaneous reactivity (ISO 10993-10:2010).

Similarly, usability testing and software verification and validation demonstrated mitigation of risks to an acceptable level as well as reasonable assurance of safe and effective device performance.

Clinical data

The devices have been evaluated clinically through equivalence, and the devices have been compared to equivalent devices and similar devices on the market with similar intended purpose, e.g., to compensate for hearing impairment by amplifying and transmitting sound to the ear.

Based on technical and clinical data presented for the device in question, the equivalent predecessor and generally similar devices, it is concluded to support the clinical performance expressed in user needs and claims.

The clinical data leaves no questions open regarding clinical performance and is for this reason deemed sufficient.

Statement

This device complies with part 15 of the FCC rules. Its operation is subject to the following two conditions:

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

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used following 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 equipment 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:

- Redirect or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment to an outlet or a circuit that is different from the one to which the receiver is connected

- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications can void the user's authority to operate the equipment.

The products are in compliance with the following regulatory requirements

- In the US: FCC CFR 47 Part 15, subpart C.

Type designations

The hearing aid type designation for the model included in this user guide is:

DURR1B 04, FCC ID: X26DURR1B, IC: 6941C-DURR1B

Hearing aid variants

Micro Receiver-in-ear hearing aids of type **DURR1B** with FCC ID: X26DURR1B, IC: number 6941C-DURR1B and rechargeable Li-Ion battery are available in the following variants:

QG460S-C.

The nominal RF output power transmitted is: -7.0 dBm.

The hearing aid transmits and receives RF signals in the frequency range of 2.4 GHz – 2.48 GHz.

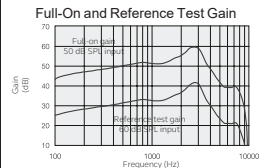
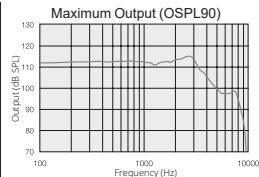
The above-mentioned hearing aid contains a magnetic induction radio operating at the 10.66 MHz frequency. The magnetic field strength of the radio is: Max. -24 dBμA/m at a 10 m distance.

Technical specifications

RIE — MP receiver

Model: QG460S-C

		MP	
Reference test gain (60 dB SPL input)	HFA	36	dB
Full-on gain (50 dB SPL input)	Max. HFA	60 55	dB
Maximum output (90 dB SPL input)	Max. HFA	115 113	dB SPL
Total harmonic distortion	500 Hz	0.7	%
	800 Hz	0.9	
	1600 Hz	1.3	
	3200 Hz	0.6	
Equivalent input noise, w/o noise reduction 1/3 Octave Equivalent input noise, w/o noise reduction	HFA 1600 Hz	20 9	dB SPL
Frequency range IEC 60118-0: 2015		<200 to >8000	Hz
Battery lifetime (Battery type Rechargeable)*	Typical Max.	24 30	Hours
Latency		5.1	ms



Measured according to ANSI S3.22-2014, IEC 60118-0:2015, JIS C 5512: 2015, 2cc coupler.

*The expected operating time of the rechargeable battery depends on active features, the use of wireless accessories, hearing loss, battery age and sound environment.

Additional information

Acknowledgements

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Manufacturer according to FDA



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