

Jabra GN



Jabra Enhance Select™ M1, M2, M3

Receiver-In-Ear hearing aids, Rechargeable
User guide

Made for
 iPhone | iPad

Works with
Android 

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.

This OTC hearing aid is 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.

Symbols

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



WARNING: Points out a situation that could lead to serious injuries.



CAUTION: Indicates a situation that could lead to minor and moderate injuries.



Legal manufacturer.



Follow instructions for use. (Logo in blue)



Date of manufacture.



Regulatory compliance mark for EU with notified body number.



Regulatory compliance mark for EU.



REF Catalog number.



Unique Device Identification.



Batch code.



Serial number.



Regulatory compliance mark for Australia and New Zealand.



US self-declaration device.



CDRI 6000192

Regulatory compliance mark for Malaysia.



Regulatory compliance mark for Taiwan.



Regulatory compliance mark for India.



Regulatory compliance mark for Korea.



Equipment includes an RF transmitter.



Follow local regulations when disposing of electronic devices.



MR unsafe.



Keep away from sunlight.

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! Before using your hearing aids and associated devices, ensure that you read "General warnings and cautions", page 104. You should also pay close attention to warnings embedded throughout this user guide.

Getting started

Welcome

Thank you for choosing Jabra Enhance Select hearing aids. Read this user guide carefully before using your hearing aids for the first time. Note that the illustrations may vary from your hearing aids and their components. We recommend that you use your hearing aids every day to fully benefit from them.

This product may help if you:

- Strain to follow conversations in both quiet and noisy environments.
- Miss important information during conversations.
- Have difficulty hearing from a distance.
- Find it challenging to understand television or telephone calls.

Hearing aid programming

The hearing aids included in the package come pre-fitted and ready for use straight out of the box. They are pre-set with **default** programming suitable for mild to moderate hearing loss. However, if you want your hearing aids to meet your specific hearing needs, you can **personalize** them in the following ways:

- Adjust the fitting yourself by taking the **self-tuning** test in the Jabra Enhance Select app.
- Have the Audiology Team **professionally program** your hearing aids for you. This option is only available if your purchase includes audiology services.

No matter which method you choose to personalize your hearing aids, you can always revert or change your settings as needed.

Intended use

Intended use of Jabra Enhance Select M1, M2, M3: The self-fitting hearing aid is intended to amplify sound for individuals 18 years of age or older with perceived mild to moderate hearing impairment.

Indications for use

The Jabra Enhance Select M1, M2, M3 self-fitting hearing aid is intended to amplify sound for individuals 18 years of age or older with perceived mild to moderate hearing impairment. It is adjusted by the user to meet the user's hearing needs. No pre-programming of hearing test is necessary. 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 healthcare professional if you have any of the following health conditions or symptoms:

- 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

What's in the box?

The following items are included:

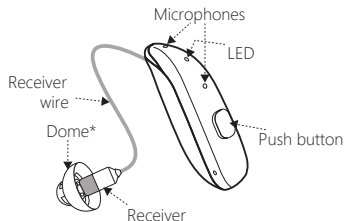
- A set of hearing aids, see "Getting to know your hearing aids", page 16
- A charger, see "Getting to know your charger", page 21
- Power cable and AC adapter, see "Getting to know your charger", page 21
- A selection of domes
- A cleaning cloth and brush
- A wax guard kit
- Microphone filter kit
- An ear measuring tool for determining correct receiver wire length
- A receiver tool for receiver wire replacement
- A set of sport locks
- A set of quick cards to get you started
- This user guide

If anything is missing, contact Jabra Enhance support. See the rear cover for contact information.

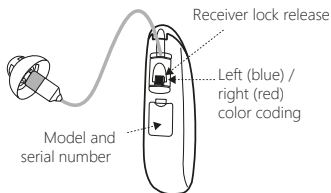
Getting to know your hearing aids

Hearing aid

Front view



Rear view



* An open dome is shown. Yours may look different.

When you receive your hearing aids, tulip domes are already attached.

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 an 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.

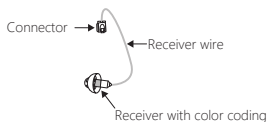
NOTE:

- We recommend using the **tulip domes** that come installed on the hearing aids during the self-tuning process. Based on your result, a different type or size of dome may be recommended.
- If you experience feedback (whistling), try a **closed dome** or a **tulip dome**.
- If you notice your own voice too much or feel plugged up when talking, try an **open dome**.

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 guard.

A hearing aid receiver wire is a thin, flexible wire that connects the hearing aid receiver (speaker) 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 "Change the receiver wires", page 71. Different wire lengths are available on request. Contact Jabra Enhance for further information and ordering.



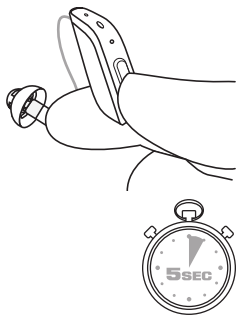
The receiver is color-coded to match the color coding on the hearing aid.
Left = blue. Right = red.

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. 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

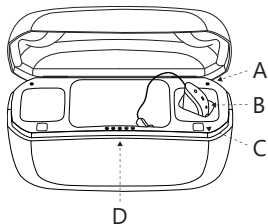
LED indicator lights	Description
One 2-second green flash	The hearing aid turns on and is in operating mode.
Three 1-second green flashes	The hearing aid turns off.
When the hearing aid is placed in the charger, green indicator lights pulsate	The hearing aid is recharging.
When the hearing aid is placed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

NOTE: Each hearing aid has its own LED indicator.

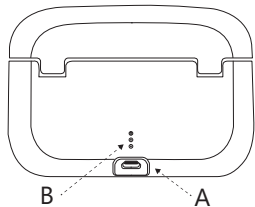
Improved startup experience ("Smart Start")

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.

Getting to know your charger



- A. Charging indicator
- B. Charging bay with hearing aid
- C. Colored marker
- D. Hearing aid charge status LED indicators



- A. USB-C charging port
- B. Charging status indicators

Each hearing aid charging bay has a reference number specific to your hearing aid. This reference number is also shown on the base of the charger.

The serial number of the charger is located on its base.

Charge your hearing aids

For first time use, make sure to remove the protective film from the supplied power adapter.



CAUTION: Take care when plugging and unplugging your power cable. Do not force or bend the end of the power cable into the socket.

1. Connect the power cable to the power adapter. Only use the power cable included in the hearing aid package.
2. Plug the supplied power adapter into a power outlet and connect the power cable to the hearing aid charger.

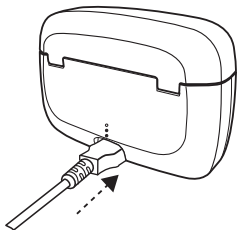
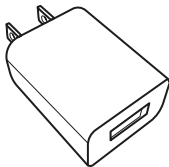
Please ensure that you have clean and dry hands when handling the charger and cable.

Do not touch the contacts of the charger when it is connected to a power source.

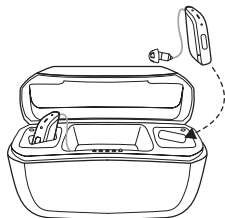
When charging, ensure your charger is placed on a flat, heat-resistant surface, is not covered, and is not in an enclosed space. The charger must be used in open areas away from flammable materials.



CAUTION: Before inserting your hearing aids into the charger, ensure that the hearing aids are dry.



3. Place your hearing aids into the charging bays.
The right hearing aid goes into the charging bay with the red color coding. The left hearing aid goes into the charging bay with the blue color coding.



The batteries in the hearing aids can be recharged at any level of charge. You can see the battery level on the charger and in the Jabra Enhance Select app.

We recommend that both hearing aids are sufficiently charged before you start self-tuning with the app.

NOTE: Contact Jabra Enhance for support if any problems arise during charging.



WARNING: Taking the hearing aids out of the charger while charging at temperatures above 35°C (95°F) might result in a hearing aid temperature up to 43°C (109°F). They may feel uncomfortably hot.

Charger lights (inside)

Number of lights	Battery level
•	0 – 20%
• •	20 – 40%
• • •	40 – 60%
• • • •	60 – 80%
• • • • •	80 – 100%

When the hearings aids are in the charger and you open the lid or you insert or remove your hearing aids into or from the charger, the five lights on the inside of the charger show the charge level of the hearing aid with the LOWEST charge. They light for 10 seconds and then turn off. If your hearing aids are in the charger, they will continue to charge.

If you leave your hearing aids in the charger for more than 24 hours without having the charger connected to power, the charger will go into standby mode and turn OFF the hearing aids. If the charger is not connected to power and the charger battery runs out of power during charging, it will turn OFF the hearing aids to save hearing aid power. In this case, when you remove your hearing aids from the charger, they will not turn ON automatically. Press the push button for 5 seconds to turn on your hearing aids manually.

Charge your charger

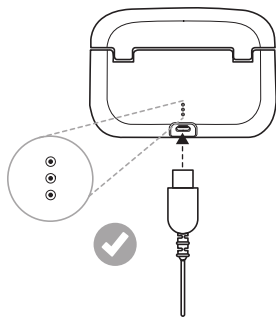
When the charger is fully charged, it can fully charge your hearing aids up to three times before the charger itself needs to be plugged in and recharged. This means that you can use the charger as a travel charger and charge your hearing aids without needing a power outlet when you are away from home.

Charge your charger

The charger has an in-built battery.

Plug the power adapter into a power outlet and connect the power cable to the hearing aid charger.

The three lights at the back of the charger show the charge level of the charger. One red blinking light indicates that the battery is low and needs to be recharged. Three green constant lights means it is fully charged.



NOTE: When charging your hearing aid charger for the first time, let it charge for at least 3 hours, even if the battery lights indicate that the battery is fully charged.

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.
You can also check the battery status in the Jabra Enhance Select app.

Using your hearing aids

Setting up your hearing aids

Follow these steps to set up your hearing aids with the Jabra Enhance Select app to enhance your personal listening experience. Each step is described in detail on the following pages.

1. Download the **Jabra Enhance Select** app, see page 29.
2. Pair your hearing aids to your mobile device, see page 30.
3. Put on your new hearing aids, see page 34.
4. Personalize your hearing aids through the app, see page 38.

NOTE: To confirm that your mobile device is compatible with the Jabra Enhance Select app, visit jabraenhance.com/compatibility.

Download the Jabra Enhance Select app



The Jabra Enhance Select app enables you to control and customize your hearing aid settings and personalize the programming of your hearing aids.

1. Scan the QR code below and open the App Store or Play Store on your mobile device and search for Jabra Enhance Select.

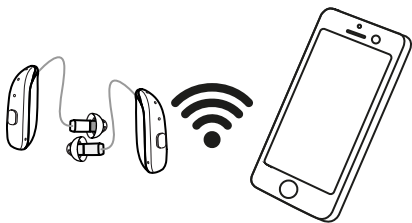


2. Install the app and open it.
3. Log into the app with your existing Jabra Enhance account by using the email and password associated with your order.

If you bought from a third-party retailer and need to activate your hearing aids, visit jabraenhance.com/activate to register your hearing aids and create an account using your activation code.

NOTE: Only use the Jabra Enhance Select app with Jabra Enhance Select hearing aids.

Pair your hearing aids to the app



Before you begin pairing your hearing aids, make sure to:

- Charge your hearing aids and place them in the charger, close to your mobile device.
- Turn on Bluetooth® in your mobile device settings.
- Unpair any previously paired hearing aids to avoid pairing issues. For example, if you start using replacement hearing aids.
- Temporarily disable Bluetooth and WiFi on other nearby devices to avoid interference.

NOTE: We recommend pairing the hearing aids in a non-public place to avoid interference with Bluetooth devices other than yours.

To unpair previous hearing aids

Unpair your hearing aids from your Apple device

1. Open the **Settings** app on your mobile device.
2. From the **Accessibility** menu, tap **Hearing Devices** to begin searching for your hearing devices.
3. In the **MFI Hearing Devices** field, select **Forget This Device** and confirm to unpair your previous hearing aids.

Unpair your hearing aids from your Android device

1. Open the **Settings** app on your mobile device.
2. Navigate to **Connections > Bluetooth**.
3. Tap the **Settings** icon next to the name of your previous hearing aids.
4. Select **Unpair or Forget** and confirm to unpair.

When you have unpaired your previous hearing aids, you can begin pairing your new hearing aids.

To pair hearing aids with your Apple device

Pair your hearing aids to your Apple device

1. Open the **Settings** app on your mobile device.
2. From the **Accessibility** menu, tap **Hearing Devices** to begin searching for your hearing devices.
3. Remove your hearing aids from the charger and bring them near to your mobile device.
4. In the **MFI Hearing Devices** field, tap the model number of the hearing aid that appears, such as **M1, M2, M3**.
5. When prompted, tap **Pair** twice to accept the pairing requests for both your left and right hearing aids.

Pair your hearing aids to the app

1. Open the Jabra Enhance Select app and follow the on-screen instructions to begin connecting your hearing aids.
 2. When prompted, tap **Allow Bluetooth** to allow the app to pair to your hearing aids.
- When the pairing is complete, your hearing aids will show as connected in the app.

To pair hearing aids with your Android phone

1. Open the Jabra Enhance Select app and follow the on-screen instructions to begin connecting your hearing aids.
2. When prompted, tap **Allow Bluetooth** to allow the app to pair to your hearing aids. The app now searches for your hearing aids.

3. Remove your hearing aids from the charger and bring them near to your mobile device.
4. When prompted, tap **Pair** twice to accept the pairing requests for both your left and right hearing aids.
5. Continue following the instructions in the Jabra Enhance Select app.

When the pairing is complete, your hearing aids will show as connected in the app.

NOTE: To prevent interruptions while pairing, make sure no other Bluetooth or wireless devices are near your mobile device or hearing aids.

If you are having trouble pairing your hearing aids, see "Troubleshooting", page 79.

Put on your hearing aids

The following explains how you put on your hearing aids, insert the dome on the receiver into your ears, and ensure a proper fit. You can visit jabraenhance.com/help/getting-started to read more about fit and comfort.

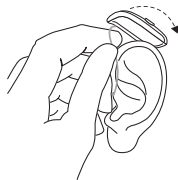


CAUTION: If you have two hearing aids, they may each be programmed differently. Do not swap them as this could damage your hearing. Your hearing aids are color-coded. Left = blue. Right = red.

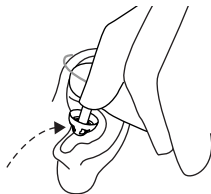
Pay attention to the color coding of your hearing aids when putting them on, see "Getting to know your hearing aids", page 16.

Place your hearing aids into your ears

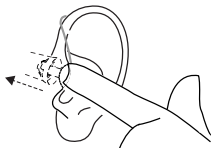
1. Place the hearing aid over the top of your ear.



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.



Ensure a proper fit of your hearing aid

Properly fitting your hearing aids is crucial for good sound quality and comfort.

To check if the hearing aid is placed correctly:

- The body of the hearing aid should be placed just behind your ear.
- Ensure the dome feels secure and comfortable inserted into your ear canal. See also page 35 on how to insert the dome.
- The receiver wire should fit comfortably around the top of your ear. If not, see "Change the receiver wires", page 71.



NOTE:

- If you are experiencing feedback (whistling) or the receiver wire of the hearing aid does not rest against the side of your head, it may be due to either the length of the receiver wire or dome size.
 - Incorrect receiver wire length:
 - If too long, it may bend away from your ear.
 - If too short, it may feel tight and may pull the dome partly out of your ear.
 - Incorrect dome size:
 - Try a different dome size.
 - Try a different receiver wire length. (See "Change the receiver wires", page 71).
- If you are still unable to receive an appropriate fit, contact Jabra Enhance. See the rear cover for contact information.

Personalize your hearing aids through the app

You can personalize the programming of your hearing aids in the Jabra Enhance Select app by performing one of the following options:

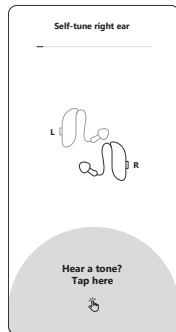
- Completing the **self-tuning** test flow
- Using **professional programming**

If you want to remove personalized programming from your hearing aids, you can reset to default programming in the app on the **Hearing aid settings** page.

Self-tuning

With self-tuning, you can personalize your hearing aids by listening to and responding to a series of tones. This process tunes your hearing aid programming based on your responses.

The Jabra Enhance Select app invites you to self-tune your hearing aids after you pair your hearing aids. To ensure your self-tuning process works properly and accurately, follow this guidance.



Before you start the self-tuning test, ensure:

- You have 10 to 15 minutes of uninterrupted time in a quiet place.
- Your hearing aids are placed correctly and fit well.
- Both hearing aids and your mobile device are sufficiently charged.

NOTE: Perform the personalization at a quiet place and pay full attention to the step-by-step guidance.

We recommend using the tulip domes that come attached to your hearing aids while taking the self-tuning test. Before the self-tuning begins, the Jabra Enhance Select app assesses the surrounding noise level. If the background noise is too high, you will be prompted to move to a quieter location.

To self-tune your hearing aids:

1. If not already wearing your hearing aids, put them on and keep them on during the process.
2. Answer a few questions about yourself in the app to optimize your self-tuning results.
3. Let the app guide you through checking the noise levels. When the app checks the noise levels around you, you may notice changes in the sounds you hear.
4. Listen for tones in your right ear and tap the screen on your mobile device whenever you hear one. Pauses between tones are normal. If you do not hear a tone, just wait for the next one. You will have a practice session before the actual test begins.
5. Repeat the previous step for your left ear.
6. When prompted, apply the self-tuning results to program your hearing aids according to your responses.

After self-tuning, your hearing aids are ready for use. Keep in mind that it may take a few days for your brain to adjust to hearing aids and the new tuning.

If your hearing aids are uncomfortably loud, stop using them and contact Jabra Enhance. See the rear cover for contact information.

NOTE: If you are interrupted during the self-tuning test, your hearing aids might remain in tuning mode, which means that your hearing aids are no longer functioning properly. To get out of tuning mode, hard reboot your hearing aids by pressing both push buttons until you see the green lights blink for the second time.

If you are having trouble with self-tuning your hearing aids, see "Troubleshooting", page 79.

Professional programming

If your purchase includes access to audiology services, you can receive professional programming from our Audiology Team. Professional programming requires that you share information about your hearing with our Audiology Team. You can share this information by either completing self-tuning or submitting an audiogram.

You can submit an audiogram through a guided flow in the app or by emailing your audiogram to support@jabraenhance.com.

After receiving your information, the Audiology Team will remotely send the new programming to the app. When you install these professional adjustments, your hearing aids are updated with the new professional programming.

Daily use

Your hearing aids have many functions that facilitate your daily use. Most of these, you can control either directly from the hearing aid, or from the Jabra Enhance Select app.

Control your hearing aids with the Jabra Enhance Select app



The Jabra Enhance Select app lets you control your hearing aids directly from your mobile device. For detailed setup instructions, see "Setting up your hearing aids", page 28.

For example, you can switch between different listening environments tailored to your surroundings, adjust the volume, and control the sound equalizer. Additionally, you can install important firmware updates for your hearing aids, use the app for self-tuning, and request and install professional programming from your hearing professional if you have access to audiology services.

- Only connect your Jabra Enhance Select hearing aids to the Jabra Enhance Select app.
- Enable notifications to stay informed about important updates and information.
- Keep the app updated regularly for optimal performance.

For further assistance on how to use the Jabra Enhance Select app, visit jabraenhance.com/help.

Navigating the app

From the tab bar in the app, you can navigate to a specific area by selecting the applicable button. When you tap a button, this is highlighted and the related functionality is displayed.

Use the **Hear controls** screen for daily tasks, and use the **Hearing aid settings** screen for less frequent tasks and for how your hearing aids are set up.

Hear controls

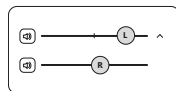
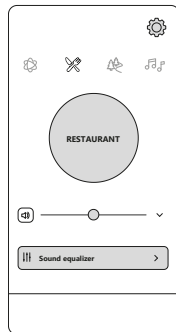
On this screen, you can view connection status, battery levels, and adjust your hearing experience.

Change listening environments

The current listening environment is displayed at the top of the screen. To change to a different environment, tap to select your preferred environment. For more information about the listening environments, see "Change listening environment", page 49.

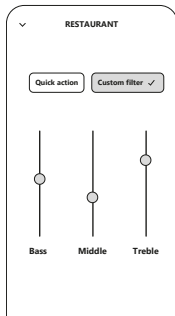
Adjust the volume

- To adjust the volume for both hearing aids, drag the volume slider to the right to increase the volume, and to the left to decrease the volume.
- To mute or unmute the volume, tap the speaker icon to the left of the volume slider.
- To adjust the volume for one hearing aid at a time, tap the dropdown button to the right of the volume slider. This will expand the volume control options. From here, select either the right or left hearing aid to adjust its volume separately.



Sound equalizer

Tap this button to control the bass, middle and treble frequencies. For example, if you want to make music richer at a concert, you can increase the bass by dragging the slider up.



Hearing aid settings

On this screen you can view tasks related to setting up your hearing aids. You can view the current programming, begin self-tuning or request professional adjustments, or reset your hearing aids to their default programming. You can also adjust hearing preset, activate TapControl, manage accessories, and install firmware updates.

Open hearing aid settings

Tap on the **Settings** icon in the upper right corner of the hearing controls to open the hearing aid **Settings** screen.



View current programming

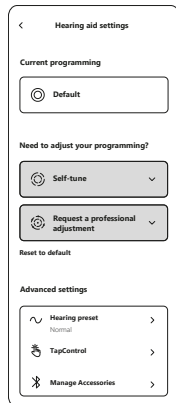
At the top, you can view the type of programming your hearing aids are currently using.

Self-tune or request a professional adjustment

When you tap one of these buttons, you can personalize the programming of your hearing aids by following the guidance of the app. For more information, see "Personalize your hearing aids through the app", page 38.

Reset to default programming

If you want to remove personalized programming from your hearing aids, you can reset to default programming in the app.



Set your hearing preset

You can adjust the balance between low and high frequency sounds to make the sound clearer or fuller.

To change your hearing preset, tap **Advanced Settings**, tap **Hearing Presets**, and then select the requested option:

- **Normal** is the default setting. Select this for standard sound balance to hear speech better while still appreciating all other sounds around you.
- Select **Clearer** for a more crisp sound than **Normal** if you need extra help with speech clarity.
- Select **Fuller** for a more balanced, fuller sound than **Normal** if you need more help with both loudness and clarity.

Save your changes.

Turn TapControl on or off

To activate or deactivate answering hands-free phone calls with TapControl, tap **Advanced Settings**, tap **TapControl** and select whether you want to activate or deactivate TapControl for each hearing aid. TapControl is only available for M3 hearing aids.

Install a firmware update

For optimal performance and to ensure maximum protection against possible vulnerabilities, always install the latest firmware version when it is available for update.

When a firmware update is available for your hearing aid, you can install it from the **Settings** screen.

1. Remove your hearing aids and place them near your mobile device.
2. During the installation process, stay in the app and avoid using your mobile device.
This means no calls or text messages while the update is being installed. The process can take up to 15 minutes.

Control your hearing aids with the buttons

You can use the buttons on your hearing aids for daily tasks, such as adjusting the volume, changing the listening environment, and handling phone calls.

Adjust 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: You can only control the volume of the hearing aids when you are wearing both of them.

Change listening environment

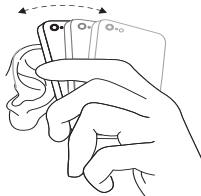
Your hearing aids come with 4 pre-set environments, which are programs designed to optimize listening in different listening situations.

Press the push button on either of your hearing aids for 1-2 seconds to switch from one program to the next. Your hearing aids will beep to confirm the change. The number of beeps indicates which program you have selected.

Program	Use
All-Around (1 beep)	This is the best option if you want to use only one program. It is suitable for most listening environments.
Restaurant (2 beeps)	This program is for use in noisy places such as restaurants and social gatherings.
Music (3 beeps)	For listening to music.
Outdoor (4 beeps)	For outdoor use (to reduce wind noise).

Phone calls

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 guidance 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.

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.

¹ Hands-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.

Streaming from an Android™ smartphone

Some Android smartphones can stream audio, including phone calls, directly to your hearing aids. For streaming, your smartphone must be running Android 10 or later and it must have the Android Streaming for Hearing Aids feature. For hands-free phone calls, your smartphone must be running Android 14 or newer.

NOTE:

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

Manage phone calls

You can manage phone calls by using buttons on your hearing aids. You can also tap the hearing aids to answer hands-free phone calls if you have enabled TapControl. For more information, see "Hearing aid settings", page 46. TapControl is only available for M3 hearing aids.

NOTE: TapControl is only available when you have paired your hearing aids with a mobile device that supports hands-free call handling. Visit jabraenhance.com/compatibility to check whether your device is compatible with this feature.

The following table outlines how to manage phone calls using your hearing aids.

Phone call action	Instructions
To answer an incoming phone call	Use a single, short press on the push button of the hearing aid. If TapControl is activated, you can also double-tap on the upper part of your ear that covers the hearing aid or double-tap your hearing aid.
To reject an incoming phone call	Press the push button on the hearing aid for approximately 2 seconds.
To end a phone call	Use a single, short press on the push button of the hearing aid.

Using your hearings aids with more than one device

Your M3 hearing aids can connect through Bluetooth to two devices at the same time, such as two phones, a phone and a tablet, or a phone and a laptop. This allows you, for example, to stream music from one device and take calls from another. You can then simply start playback or a call on the device you want to use, and the sound will stream to your hearing aids.

If a call comes in on either connected device, it will interrupt any other streaming so you do not miss it. Streaming resumes automatically when the call ends, or you can restart it from your device.

If you are already on a call and a second call comes in, you will hear a short ringtone in your hearing aids. You can accept or reject the new call using either the hearing aid button or your phone. When you accept the new call, the ongoing call ends automatically, or you can end it manually on your device.

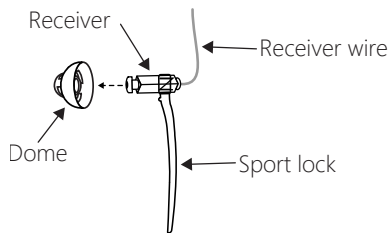
Auracast™

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.

Use a sport lock

If you are very active, your hearing aids may move from the correct position. To avoid this situation, you can use a sport lock.

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 from the receiver. See "Change your hearing aid domes", page 67.
 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 67.
- The sport lock is now attached and ready for use.

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

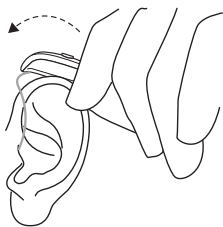
When you have attached the sport locks included with your hearing aids as instructed, insert them as follows:

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).

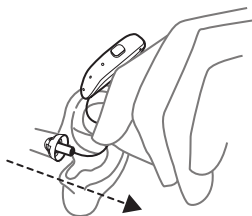


NOTE: Sport locks may become stiff, brittle, or discolored over time and need replacement. Contact Jabra Enhance for further information and ordering. See the rear cover for contact information.

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.

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.

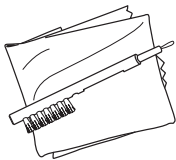
Long-term storage

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.

Care and maintenance

Cleaning tools

These cleaning tools come with your hearing aids:



- Soft cloth
- Brush

Use the brush head to clean surfaces and openings of your hearing aid.



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 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, aftershave, 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 aids are dust, splash, and water resistant:
 - The hearing aids have IP6X dust resistance. Avoid exposure to extensive dust.
 - The hearing aids have IPX8 water resistance. Avoid exposure to liquids, and do not swim, shower or sauna while wearing the hearing aids.

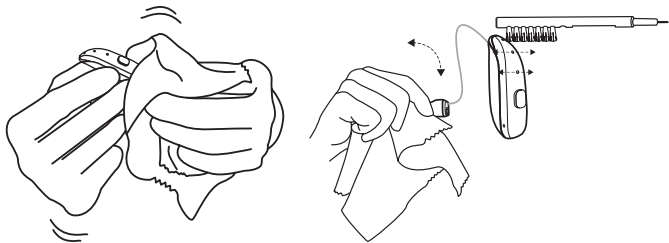


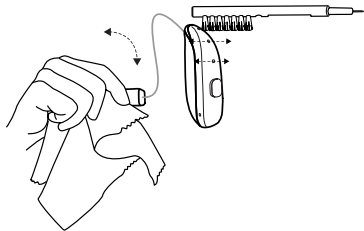
CAUTION:

- Only use recommended drying agents.
- 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.



CAUTION: Never use alcohol or other cleaning solutions to clean your hearing aids. This can damage your hearing aids and may cause a skin reaction.

NOTE:

- Do not use the wire loop to clean the microphone inlets as this can damage your hearing aids.
- 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.
- Receiver wires may become stiff, brittle or discolored over time. If you think your receiver wire needs to be replaced, contact Jabra Enhance support.

- See "Change the receiver wires", page 71 for information about how to replace the receiver on the hearing aid.

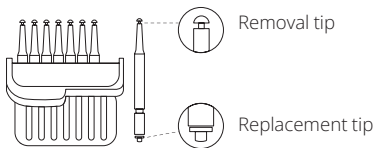
Change the wax guard

You can find extra wax guards in the wax guard kit.

The wax guard is located at the inward end of the receiver.

The wax guard helps keep ear wax away from the components of your hearing aid. You must replace it on a regular basis. About every 6 to 8 weeks. This can vary depending on how much wax your ear produces.

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

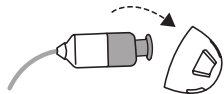


Box of 8 wax guard tools.

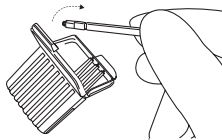
The wax guard tool has two functions: A removal tip to collect the used guard, and a replacement tip with the new guard.

Remove a wax guard

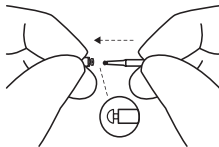
1. Remove the dome from the receiver.



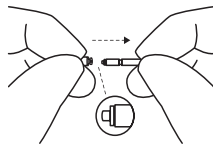
2. Open the case with wax guards and take out one of the tools. Each tool has a small hook (removal tip) at one end and a new wax guard at the other.



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

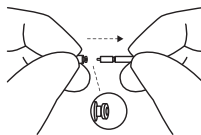
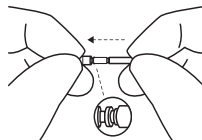
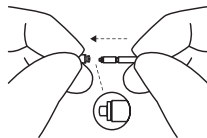


4. Pull the tool straight out. It is important to pull straight and not at an angle.



Insert a wax guard

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



See "Change your hearing aid domes", page 67

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

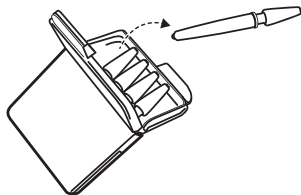
Change microphone filters

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.

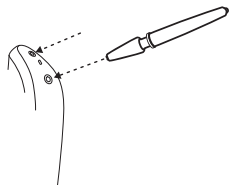
To change a microphone filter, you will need your case of microphone filter tools.

Removing the old filter

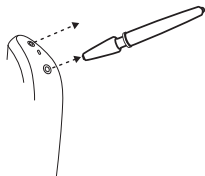
1. Open the case with microphone filters and take out one of the tools.



2. Insert the removal tip into the used microphone filter in the microphone opening.

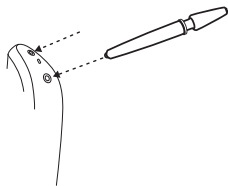


3. Pull the tool straight out. It is important to pull straight and not at an angle.

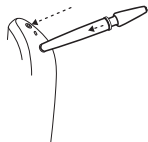


Inserting the new filter

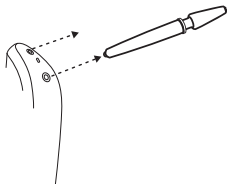
1. Insert the other end of the tool (the end with the new filter) into the microphone opening.



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 microphone 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.

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. See also "Change the wax guard", page 61.

If you don't know your dome size, try 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 17.

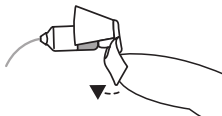
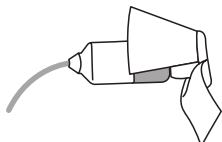
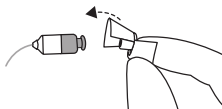
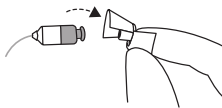
NOTE:

- 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.

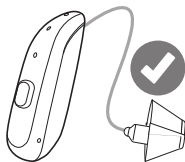
Tulip domes

To change a tulip dome, follow these instructions:

1. Remove the used dome by pulling it off the receiver and 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.



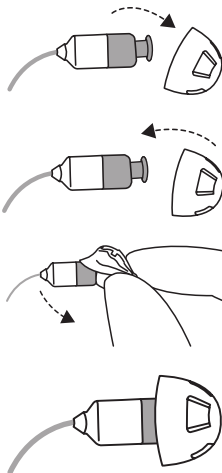
This illustration shows a correctly mounted tulip dome.
Ensure the large petal is outside the small petal.



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 dome and dispose of it according to local guidelines for plastic waste.
2. Push the new dome over the end of the receiver until you feel a click.
3. Carefully pull the dome to check that it is secure.
4. When placed correctly, the dome will appear slightly angled.



NOTE: Change the dome at least every three months or sooner if you experience wax build-up or a perceived reduction in sound volume.

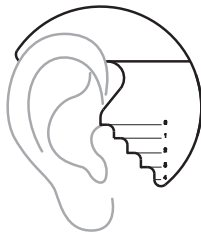
Change the receiver wires

Your hearing aids are shipped with standard size 2 receiver wires. If you find that they do not fit your ear properly, you may need a different wire length. To determine which wire length you need, use the ear measurement tool that is supplied with your hearing aids.

Determine the length of the receiver wire

1. Place the ear measuring tool on your ear. For the right ear, with the red side out, and for the left ear, with the blue side out.
2. Email photos of the measurement tool next to your right and left ears to support@jabraenhance.com. Our team will review the images to determine if you need a different size than the shipped one.

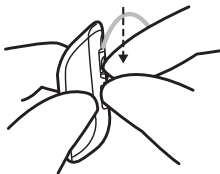
Contact Jabra Enhance for further information and ordering. See the rear cover for contact information.



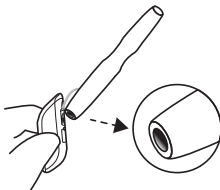
Replace the receiver wire

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

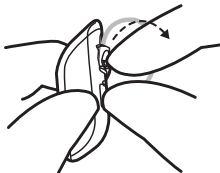
1. Press down on the receiver lock release. This is blue on the left hearing aid and red on the right hearing aid.



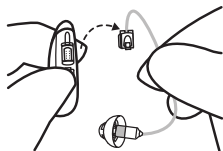
You can press down with your finger nail or the receiver tool that is supplied with your hearing aids.



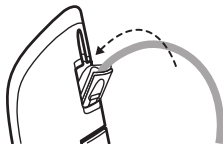
The receiver lock release will disengage from the hearing aid body.



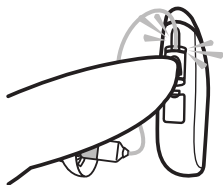
2. Pull the receiver away from the body of the hearing aid.



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



4. Push the receiver attachment until it is level with the belly of the hearing aid.



You can push with your finger nail or the receiver tool that is supplied with your hearing aids.



The receiver wire is now attached and ready for use.



NOTE: If you don't feel confident performing this task, please contact Jabra Enhance support.

Clean your charger

When cleaning your charger:

- Always disconnect the charger from its power outlet before cleaning.
- Clean the outside of the charger using a dry, clean cloth.
- Use a dry cloth to clean the socket and cable.
- Never blow air into the socket or cable or use hard, sharp objects to clean it.
- Clean the charging bays using a clean cotton swab.



WARNING: Do not use liquid to clean your hearing aid charger.

To have the best user experience, and to prolong the life of your charger, follow these steps:

- Keep your hearing aid charger and charging bays dry and clean.

- To remove grease and moisture, wipe the hearing aid charger with a dry, soft cloth after use.

If you don't feel confident performing this task, please contact Jabra Enhance support.

Contact Jabra Enhance for further information and ordering of replacement parts.

Using Flight Mode

Your hearing aids can receive wireless signals, enabling control via your mobile device or remote control. Information transmission can also take place between your hearing aids. However, in some areas you may be requested to turn off wireless communication. If you want access to Flight Mode, and have access to audiology services, our Audiology Team can enable it for you. 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, see "Turn your hearing aids on and off", page 19.
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 19.
 2. Wireless communication will be activated after 10 seconds.
- Flight Mode is now deactivated.

Wireless accessories

A selection of wireless accessories are 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 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.

Troubleshooting

Latest user guide available as e-copy: jabraenhance.com/help/user-guides.

Hearing aids

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 35, 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 guard clogged?	Clean your hearing aids and change your wax guard and microphone filters.
	Is your ear full of wax?	Visit your doctor.
Sound is distorted, spluttering, or weak?	Is the receiver wire broken?	Contact Jabra Enhance for a replacement. See the rear cover for contact information.
	Hearing aids need cleaning	Clean your hearing aids and change your wax guard and microphone filters.

Issue	Potential cause	Potential solution
Streamed sounds are clear, but you cannot hear sounds around you	Microphone filters are plugged with debris	Change the microphone filters.
Battery drains very quickly.	Did you leave your hearing aid on for long periods of time?	Always turn off your hearing aids when you are not using them, or place them in the charger for charging. The battery will drain faster when you use wireless functions like streaming from your smart device or from your TV with our TV streamer.
	Is the hearing aid 3–4 years old?	Contact Jabra Enhance to troubleshoot.
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.

Charger

Symptom	Possible cause	Possible remedy
Hearing aid or charger is not charging	Is the hearing aid correctly inserted in the charger?	Reinsert the hearing aid into the charger.
	Is the charger plugged into a working power outlet?	Plug the power cable into to a working power outlet.
	Is the power cable broken?	Contact Jabra Enhance for a replacement. See the rear cover for contact information.
	Is the power cable inserted correctly in the charger and in the power outlet?	Reinsert the cable into the charger and in the power outlet.

Connectivity

Potential cause	Potential solution
Is Bluetooth on?	From the Settings menu on your mobile device, verify that Bluetooth is toggled on.
Is another mobile device interfering?	To reduce interference, turn off Bluetooth and Wi-Fi on your other nearby mobile devices. You can turn Bluetooth and WiFi for these other devices back on when your hearing aids are connected to the relevant mobile device.
Are your hearing aids charged?	It is recommended that both hearing aids are sufficiently charged before you attempt to connect them to your mobile device.
Have you restarted your hearing aids?	Place your hearing aids in the charging case and check that both lights are on. Wait a few seconds, then remove them. Alternatively, for each hearing aid, reboot your hearing aid by pressing the push button for about 5 seconds to turn it off. The LED light will blink 3 times when the hearing aid turns off. Press and hold another 5 seconds to turn it back on. A steady green light will briefly appear on when the hearing aid turns back on.

Potential cause	Potential solution
Have you restarted your mobile device?	Place your hearing aids in the charger until you have restarted your mobile device. Then take the hearing aids out of the charger and try reconnecting them.
Have you previously connected other hearing aids to your iOS mobile device?	Unpair your hearing aids from your Apple device. See "Pair your hearing aids to the app", page 30. If your previous hearing aid was not connected through the Accessibility menu, you can do the same process but from your Bluetooth settings.
Have you previously connected other hearing aids to your Android mobile device?	Unpair your hearing aids from your Android device. See "Pair your hearing aids to the app", page 30.
Are the prerequisites for connecting your hearing aids in place?	1. Turn on Bluetooth in your mobile device settings. 2. Unpair any previously paired hearing aids to avoid pairing issues. 3. Temporarily disable Bluetooth and WiFi on other nearby devices to avoid interference. 4. Charge your hearing aids and place them in the charger, close to your mobile device.

Potential cause	Potential solution
Have you connected these hearing aids to another mobile device?	Unpair the hearing aids from any mobile devices you previously connected them to, or turn off Bluetooth on those mobile devices.

Self-tuning

Issue	Potential cause	Potential solution
Surrounding noise levels are too loud	Are you in a public place where many people are talking, or near a TV, or near other loud sounds?	Find a quiet place to perform self-tuning.
No sound in the hearing aids after self-tuning	Was there a disruption during self-tuning?	Reboot your hearing aid by pressing the push button for about 5 seconds to turn it off. The LED light will blink 3 times when the hearing aid turns off. Press and hold another 5 seconds to turn it back on. A steady green light will briefly appear on when the hearing aid turns back on.

Issue	Potential cause	Potential solution
Hearing aid volume is too loud	Is the current programming uncomfortable?	It can take time to adapt to the new programming, but it should not cause any pain or discomfort. Try to retake the test or reset your hearing aids to their factory settings. Contact Jabra Enhance for support if the problem persists. See the rear cover for contact information.
	Are you new to hearing aids?	See app help content on Adjusting to hearing aids .
	Are the receiver wires or domes incorrectly placed?	You may need a different dome style or a different receiver wire length. Contact Jabra Enhance for support. See the rear cover for contact information.
	Were you interrupted during the test?	Retake the test before you apply your self-tuning programming to the hearing aids.

Issue	Potential cause	Potential solution
Hearing aid volume is too soft	Were your hearing aids tuned to maximum capability after self-tuning?	Based on your self-tuning responses, your hearing needs may fall outside of the range for self-tuning capabilities. Consider: • Retaking the self-tuning test to ensure that the results are correct. • If you need a different dome style or receiver wire length to ensure a proper fit. Contact Jabra Enhance for support if the problem persists. See the rear cover for contact information.

Issue	Potential cause	Potential solution
	Were you interrupted during the test?	Retake the test before you apply your self-tuning programming to the hearing aids.
	Are the receiver wires or domes incorrectly placed?	You may need a different dome style or a different receiver wire length. Contact Jabra Enhance for support if the problem persists. See the rear cover for contact information.
	Does the hearing aid need cleaning, or is the wax guard clogged?	Ensure that ear wax is not blocking the ear canal or the hearing aid. Clean your hearing aids and change your wax guard.
	Is your ear full of wax?	Visit your doctor.

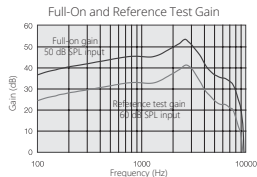
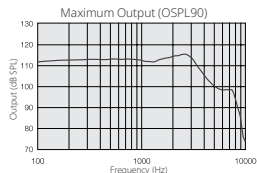
Technical and regulatory information

Technical specifications

RIE — MP receiver

Models: M1, M2, M3

MP			
Reference test gain (60 dB SPL input)	HFA	36	dB
Full-on gain (50 dB SPL input)	Max. HFA	54 49	dB
Maximum output (90 dB SPL input)	Max. HFA	115 114	dB SPL
Total harmonic distortion	500 Hz 800 Hz 1600 Hz 3200 Hz	0.9 1.1 0.9 0.2	%
Equivalent input noise	HFA	20	dB SPL
Frequency range		≤200 - ≥8000	Hz
Battery lifetime (Battery type Rechargeable)*	Typical Max.	24 30	Hours
Latency		5.1	ms



Measured according to ANSI S3.22-2014 and IEC 60118-0:2022 using a 2cc acoustic 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.

Technical specifications for charger

Dimensions

Charger	Dimensions, inches	Weight, oz
Premium charger	3.9 x 1.4 x 2.7	5.1

Power source

Charger	Power source
Premium charger	External: USB-C power supply Internal: Rechargeable lithium ion battery, 3.7 V, 3100 mAh Expected lifetime: 1000 charging cycles.

Charging times

Charger	Charging time for hearing aid when charging in recommended operating conditions	Charger battery capacity (fully charged, not connected to mains power)
Premium charger	4 hours, depending on initial state of the batteries.	Minimum 3 full charges of 2 hearing aids. Without hearing aids: 12 months.

Expected service lifetime

Hearing aids

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

Charger

The expected service life time for the device is a minimum of 5 years.

Hearing aid variants

Micro Receiver-in-ear hearing aids of type **DURR1B 04 X** with FCC ID: X26DURR1B, IC: number 6941C-DURR1B and rechargeable Li-Ion battery are available in the following variants:

M1, M2, M3

The BLE nominal RF output power transmitted is max -7.1 dBm EIRP per FCC 47 C.F.R part 15.209, 15.247.

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

The magnetic induction radio operating at the 10.66 MHz frequency has a field strength that is max -24 dB μ A/m at 30m distance per FCC 47 C.F.R part 15.209.

The wireless charging interface operating at 135 kHz frequency has a field strength that is max 45 dBuV/m at 3m distance per FCC 47 C.F.R part 18.305.

Type designations

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

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

Transport and storage conditions

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:

<i>From</i>	<i>To</i>
50 °F	95 °F



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



WARNING: During use, your hearing aids may reach:

Charger

109 °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

Hearing aids

From *To*

41 °F

104 °F

Charger

From

To

41 °F

95 °F

700 hPa 1060 hPa



CAUTION: During use, your hearing aids may reach:

Hearing aids

109 °F

During transport or storage

During transport or storage, the temperature should be within the specified values:

- At a relative humidity of 90%, non-condensing.
- Not requiring a water vapor partial pressure greater than 50 hPa.

Hearing aids		Charger	
<i>From</i>	<i>To</i>	<i>From</i>	<i>To</i>
-4 °F	41 °F	-4 °F	41 °F
41 °F	95 °F	41 °F	95 °F
95 °F	131 °F	95 °F	131 °F

Hearing aids

Warm-up: 15 minutes
Cool-down: 20 minutes

<i>From</i>	<i>When placed at</i>
-13 °F	68 °F
140 °F	68 °F

Regulatory information

Warranties and repairs

Hearing aids

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](https://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.

Premium charger

The manufacturer provides a warranty on hearing aid chargers in the event of defects in workmanship or materials, as described in the applicable warranty documentation. In its service policy, the manufacturer pledges to secure functionality at least equivalent to the

original hearing aid charger. 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 aid chargers, 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. The warranty period of hearing aid chargers is designated on your warranty card, which is provided by your hearing care professional.

For hearing aid chargers that require service, please contact Jabra Enhance support for assistance. Jabra Enhance hearing aid chargers that malfunction must be repaired by a qualified technician.

Non-clinical testing

The devices covered within this user guide have undergone tests for the relevant non-clinical performance testing and biological endpoints following the applicable versions of the standards identified below.

- Electrical safety testing is performed according to IEC 60601-1, IEC 60601-2-66, IEC 60601-1-11, IEC 62133-2 and IEC 62368-1.
- Electromagnetic compatibility (EMC) testing is performed according to IEC 62479, ANSI IEEE C63.19 and IEC 60601-1-2.
- 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, ANSI/ASA S3.6 and ANSI/CTA 2051.

- Usability Engineering was performed in compliance with IEC 62366-1.

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), sensitization, and intracutaneous reactivity (ISO 10993–10).

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

A clinical study was conducted on a substantial equivalent product using the same fitting method as implemented in the OTC self-fitting app to compare the self-fitting method to a best-practices professional fitting of the same device. In this study people with mild to moderate hearing impairment generally experienced similar benefit and satisfaction when using the OTC self-fitting technology compared with professional fitting of the same device.

Statement

Hearing aids

This device complies with Part 15 and part 18 of the FCC rules and Innovation, Science and Economic Development Canada's license-exempt RSSs.

Its 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.

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 in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this 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 into 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.

The device complies with FCC & Innovation, Science and Economic Development Canada's rules for RF radiation exposure limits set forth for an uncontrolled environment.

Changes or modifications made to this equipment not expressly approved by manufacturer may void the FCC authorization to operate this equipment.

NOTE: Harmful interference is defined in 47CFR §2.1 by the FCC as follows: Interference which endangers the functioning of a radionavigation service or of other safety services or seriously degrades, obstructs, or repeatedly interrupts a radio communication service operating in accordance with the ITU Radio Regulations.

Premium charger

This device complies with part 15 of the FCC rules and ICES-003 of the ISSED rules.

Its 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.

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 in accordance with the instructions, may cause harmful interference to radio communications.

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- Redirect or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into 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.

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The products are in compliance with the following regulatory requirements:

- In the EU: The device conforms to the General Safety and Performance Requirements according to Annex I of the EU Medical Device Regulation 2017/745 (MDR).
- The full text of the EU declaration of conformity is available at the following internet address:
www.declarations.resound.com/en.
- In the US: FCC CFR 47 Part 15, subpart C.
- For other international regulatory requirements, please refer to the regulatory requirements of the specific country.

General warnings and cautions

Hearing aids



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 13

- Seek immediate medical help if a hearing aid, a device, their parts, battery, or magnet is swallowed, as it can cause choking and harm your health.
- Keep your hearing aids and devices, along with any 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.
- External devices connected to the electrical input must be safe according to the requirements of IEC 60601-1:2005+AMD1:2012+AMD2:2020, IEC 60065, or IEC 60950-1, IEC 62368-1 as appropriate.
- Only use original consumables with your hearing aids (e.g. tubes, wax guards, domes etc.). Contact Jabra Enhance for further information and ordering.
- No modification of this hearing aid is allowed.
- 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.

- Do not use glue or tape to attach loose parts to the hearing aid. Contact Jabra Enhance support.



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.
-  The hearing aids are MR unsafe and shall not be worn, for example, during an MRI scan.

Premium charger



WARNING:

- Consult your airline for details regarding transportation of your hearing aid charger.
- Keep your hearing aid charger away from excessive heat like ovens or microwave ovens and direct sunlight. The heat may deform the casing, damage the electronics and deteriorate the surfaces..
- Never use your hearing aid charger in places with explosive gases such as mines, oil fields similar unless these areas are certified for hearing aid use. Using your hearing aid charger in places that are not certified can be dangerous.
- When you disconnect the power cable or any enhancement, grasp and pull the plug, do not pull the cable.
- For safety reasons, use only the charger supplied by Jabra Enhance.
- Never use a damaged charger. A damaged or incorrectly reassembled charger can cause an electric shock or fire when the product is subsequently used.

- Do not attempt to disassemble the charger as it may expose you to a dangerous electric shock and cause the warranty to terminate.
- Connecting the charger to a damaged power adapter or a damaged power outlet may damage the charger or lead to a malfunction.
- If the outer casing of your charger is broken, do not attempt to use the charger – contact Jabra Enhance support.
- No modification of this charger is allowed.
- Do not recharge non-rechargeable hearing aids containing zinc-air batteries with any charger as they may leak or explode..
- Keep your charger and rechargeable hearing aid away from pets, children, and people with cognitive, intellectual, or mental health challenges.
- This charger contains small parts. Swallowing small parts can result in choking. If small parts are swallowed, seek immediate medical attention.
- Avoid exposing your product to rain, moisture, or other liquids, to protect against damage to the product or injury to you.
- Exposing the charger to temperatures beyond the supported range may cause permanent damage. Do not expose to direct sunlight and do not place in a hot car.
- Avoid charging your device in extremely high or low temperatures.
- Do not use the charger outdoors or in damp areas.
- For safety reasons, only use the charger provided with your hearing aids.
- For safety reasons, only power the hearing aid charger through the power cable and power adapter supplied with the charger. Contact Jabra Enhance support if you need a power cable and power adapter.

- Keep the charger at least 6 inches (15 cm) away from implantable medical devices. The charger contains static magnets and may produce magnetic fields that can interfere with the operation of implanted devices and cause serious injury. Follow the device-specific instructions in your implant's user guide regarding possible interference. Consult a healthcare professional if you have an implanted medical device or any concerns.



CAUTION:

- When the wireless function is activated, the device uses low-powered digitally coded transmissions to communicate with other wireless devices. Although unlikely, nearby electronic devices may be affected. If this happens, move the hearing aid charger away from the affected electronic device.
- Always inspect the socket and cable for any damage or discoloration before charging. **If you see any damage or discoloration, do not use** the charger or hearing aids. Disconnect the charger from the power outlet. Let it cool down before touching it, discontinue use and contact your hearing care professional.
- Never use a device that you suspect has been damaged, modified, or tampered with by an unauthorized person.

App



CAUTION:

- Notifications of app updates should not be disabled, and it is recommended to ensure that the app functions correctly and is kept up to date.

- Only use the Select app with listed devices for which it is intended. Jabra Enhance takes no responsibility if the app is used with other devices or if third party apps are used to control the Jabra Enhance devices.
- Hearing is unique and influenced by a range of factors including gender and age. It is important to be careful and enter the correct gender and year of birth in the personalization.
- Apply only remote fine-tuning packages you expect to receive to your hearing aids.

Battery warnings

Hearing aids – 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 .
- 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.

Charger – battery warnings

NOTE: Your hearing aid charger contains a Li-Ion battery.



WARNING:

- Do not attempt to open the product or replace the battery. This will terminate the warranty.
- The battery is built-in and cannot be replaced. Use of other batteries may present a risk of fire, explosion, or chemical burn.
 - Dispose of rechargeable products according to local regulations. Please recycle when possible. Do not dispose of the rechargeable product as household waste or attempt to burn it as it may explode.

- Batteries are harmful to the environment. Therefore, never try to burn them – dispose of your used hearing aid charger according to your country's regulations or return it to Jabra Enhance support.
- If the outer casing of your charger is broken, the rechargeable batteries inside may leak. In this case, do not attempt to use the charger – contact Jabra Enhance support.
- 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.



CAUTION:

- This charger contains a lithium-ion battery. On rare occasions, lithium-ion batteries can become very warm. It is advisable to be attentive while charging.

Cybersecurity

Hearing aid system

The following diagram illustrates the communication interfaces of the hearing aid system. The hearing aid system consists of several devices, such as the hearing aids, charger¹, app, fitting software, external microphone, and TV streamer.

The diagram shows how these devices communicate with each other, how data is stored in the cloud, and how the TV streamer connects to the television. It also shows that the TV streamer and external microphone can also be used for Auracast broadcasts.

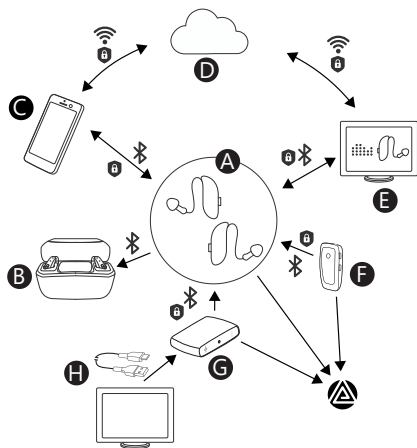
Devices not described in detail in this user guide are covered in their own user guides.

Communication only takes place if you consent and if the hearing aids are paired with a mobile device.

To ensure data security and patient confidentiality, the hearing aid system employs standard cybersecurity measures built into the protocols, along with additional security features such as authentication, data encryption, data integrity protection, and data validation.

The software components are maintained and updated throughout the service life of the device. Using the software components beyond their intended service life may increase the risk of cybersecurity vulnerabilities.

¹ Chargers are only available for rechargeable hearing aids. If your hearing aids use replaceable zinc-air batteries, a charger is not part of your hearing aid system.



- A. Hearing aids
- B. Charger
- C. Mobile device
- D. Cloud
- E. Fitting software
- F. External microphone
- G. TV streamer
- H. TV

Communication between the various devices is undertaken by one of the following:

- Bluetooth 
- Wireless 
- Cable 
- Auracast 

The diagram illustrates whether the connection is encrypted .

The following table explains the data exchange between the various devices referenced in the diagram.

Connection from	Connection to	Exchanged data
Hearing aids	Charger	• Current battery level • Verifies whether a proper hearing aid is inserted into in the charger
	Mobile device	• Current settings, including volume and listening environments
	Fitting software	• Current settings
	Auracast	• Encoded audio
Mobile device	Hearing aids	• New settings • Firmware updates
	Cloud	• Current settings • End user registration • Requests for remote fine tuning (if applicable)
Cloud	Mobile device	• Latest settings • Firmware updates • Remote fine tuning (if applicable)

Connection from	Connection to	Exchanged data
	Fitting software	- Firmware update - Requests for remote fine tuning (if applicable)
Fitting software	Hearing aids	- New fitting settings - Firmware updates
	Cloud	- Current settings - Remote fine tuning (if applicable)
TV streamer	Hearing aids	Encoded audio
	Auracast	Encoded audio
External microphone	Hearing aids	Encoded audio
	Auracast	Encoded audio

Hearing aids

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



CAUTION:

- 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.
- Only connect your hearing aid to a trusted device.

A trusted device is one that you control and must meet these conditions:

- **Secure and up to date:** Ensure it runs the latest operating system and security updates available for its model.
- **Official software only:** Use only the official app downloaded from recognized app stores (for example, Apple App Store or Google Play). For more information, see "Download the Jabra Enhance Select app ", page 29.
- **No unverified pairings:** It should not have any active pairings with unknown or unverified sources.
- **Unmodified system:** It should not be jailbroken or rooted.

Pay attention to the following information related to hearing aids:

- Contact Jabra Enhance support if your device is malfunctioning.
- When you connect the device to the fitting software or the app you will get notified about new software updates, if available.
- For information about any software components that are included in this product (software bill of materials), contact Jabra Enhance support.

- If your hearing aids repeatedly fail to connect to the app, keep disconnecting from the app, restart on their own, or have problems during streaming, contact Jabra Enhance support. These issues may be caused by unusual conditions detected by the devices.
- Data stored in the GN system is protected against unauthorized access.
- All wireless communications in the Jabra Enhance system are encrypted and authenticated to protect your data and prevent unauthorized access to the system.
- The firmware is secured with code signing to guarantee that it has not been altered or compromised.
- The device comes signed and has certificates, and no further configuration is required.
- If you want to remove personalized programming from your hearing aids, you can reset to default programming in the app.
- When using wireless communication with your hearing aid, it is possible, but not likely, that other electronic devices affect this communication. If this happens, move away from the interfering electronic device.

Charger

The following apply to the charger of the hearing aid system.

- For information about any software components that are included in this product (software bill of materials), contact Jabra Enhance support.
- Contact Jabra Enhance support if your device is malfunctioning.

App

The following apply to the app of the hearing aid system.



CAUTION:

- Always enable notifications for app updates. To ensure the best protection against vulnerabilities, install the latest updates for both app and operating system.
- For privacy protection and security reasons, use anti-virus software on your mobile device.
- To prevent unauthorized access to your personal data, use and maintain a strong password or use biometrics to access your mobile device and app.
- Always use the latest available software update for your device.

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

Pay attention to the following information related to the app:

- For information about any software components that the app uses (software bill of materials), contact Jabra Enhance support.
- If you stop using the product, you should delete the Jabra Enhance Select app from your mobile device. This removes all related data from your device.
- Log in with your user account to authenticate and access the Jabra Enhance Select app.
- Data stored in the GN system is protected against unauthorized access.
- All wireless communications in the Jabra Enhance system are encrypted and authenticated to protect your data and prevent unauthorized access to the system.
- The software is secured with code signing to guarantee that it has not been altered or compromised.
- If you suspect something is wrong with the app, uninstall and reinstall it. Your data is stored in a secure cloud backup and will be restored next time you log in.
- The device comes signed and has certificates, and no further configuration is required.
- The cloud services store access attempts, crashes, erroneous usage, and firmware downloads and updates.
- If the hearing aids consistently fail to connect to or continuously disconnect from the app or fitting software, contact Jabra Enhance support.

Acknowledgements

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Manufacturer according to FDA



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Notes



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support@jabraenhance.com
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Any serious incident that has occurred in relation to the device should be reported to the legal manufacturer GN Hearing A/S and the competent authority of the EU Member State in which the user and/or patient is established.