

**Jabra** GN

Made for  
iPhone | iPad | iPod

Works with  
android

**ENHANCE SELECT 300**

# User guide

Receiver-In-Ear hearing aids, Rechargeable

Life is richer when you can hear it.™

# FDA warnings and cautions

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

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

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 eartip (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 <https://www.fda.gov/Safety/MedWatch>, or call 1-800-FDA-1088. You can also download a form to mail to FDA.



# Table of Contents

FDA warnings and cautions .....	2
Introduction .....	8
What is in the box? .....	10
Getting to know your hearing aid .....	11
Preparing your hearing aids for use .....	14
Placing your hearing aids in your ears .....	17
Removing your hearing aids from your ears .....	21
Using your hearing aids .....	22
Advanced options .....	26
Wireless accessories .....	30
Cleaning and caring for your hearing aids .....	31
General warnings and cautions .....	46
Cyber security .....	48
Troubleshooting .....	49
Regulatory information .....	52
Technical specifications .....	58
Additional information .....	59

# Introduction

Thank you for choosing Jabra Enhance hearing aids. We recommend that you use your hearing aids every day.



## NOTE:

- Read this booklet carefully BEFORE using your hearing aids.
- Visit [jabraenhance.com/start](https://jabraenhance.com/start) to learn how to wear your hearing aids, pair them to your mobile device and download the Jabra Enhance Select app.

## Intended use

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

## User profile

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

The hearing aid is intended to be used by lay persons.

## Therapeutic indications

Perceived mild to moderate hearing impairment.



## Symbols



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



Legal manufacturer.



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



**NOTE:** Advice and tips.



Date of manufacture.



Follow instructions for use. (Logo in blue)



Unique Device Identification.



Equipment includes an RF transmitter.



Do not dispose of electronic devices or batteries with ordinary household waste. They should be disposed of at sites intended for electronic waste.

Please note: There may be specific regulations in your country.

# What is in the box?

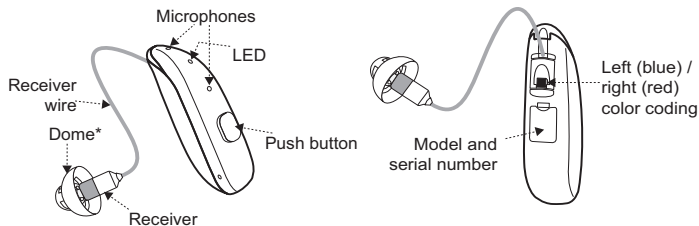
The following items are included in the package:

- A set of 2 hearing aids
- A charging case with wall charger and cable
- A user guide for the charger
- Extra domes. See "Changing your hearing aid domes", page 35
- A cleaning cloth and brush. See "Cleaning tools", page 31
- A wax guard kit. See "Changing the wax filter", page 39
- An ear measuring tool for receiver wires. See "Replacing the receivers", page 42
- A tool for receiver wire replacement. See "Replacing the receivers", page 42
- A kit of cards to get you started
- An App (Getting Started) Guide with instructions for downloading and connecting to the Jabra Enhance Select app
- This user guide.

If anything is missing, please contact customer support at Jabra Enhance. See the back page for contact information.

# Getting to know your hearing aid

## Hearing aid



\*Open dome is shown. Yours may look different.



**NOTE:** In other written material you may see the term "eartip" or "earbud" used instead of "dome", but these terms have the same meaning.

## Replacement parts and optional extras

Contact Jabra Enhance for further information and ordering. See the back page for contact information.

### Domes



Tulip dome



Closed dome



Open dome

Tulip domes are one size. Closed and open domes are available in different sizes.  
Domes are all light grey.



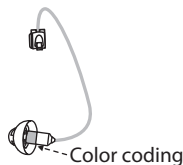
**NOTE:** Only use domes supplied by Jabra Enhance.

See "Changing your hearing aid domes", page 35 for instruction on how to change the domes.

### Receiver

The receiver consists of a connector for attachment to the hearing aid, a receiver wire, the receiver itself, a replaceable dome, and a replaceable wax filter.

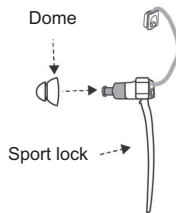
Your receivers are color-coded.  
Left = blue. Right = red.



### **Sport lock (optional)**

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

See "Mounting a sport lock on the receiver", page 45 for instruction on how to mount the sport lock on the receiver.



# Preparing your hearing aids for use

## Battery warnings



### **WARNING:**

- Rechargeable hearing aids are supported by a non-removable rechargeable lithium-ion battery cell. Exposure or ingestion can be seriously harmful.
- Never put your rechargeable hearing aid in your mouth.
- Keep your rechargeable hearing aid away from pets, children, and people with cognitive, intellectual, or mental health challenges.
- Never swallow lithium-ion batteries nor place them inside any part of the body, as this may lead to fatal injuries in two hours or less. If a lithium-ion battery is swallowed or placed inside any part of the body, or if a rechargeable hearing aid is swallowed, seek immediate medical attention.
- If the outer casing of your rechargeable hearing aid is broken, the rechargeable batteries inside may leak. In this case, do not attempt to use the hearing aid – contact Jabra Enhance. See the back page for contact information.
- 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.
- 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.

- Use only the charger provided with your hearing aid.
- When traveling, consult your airline about any rules for transportation of your hearing aid and charger.

## Charging your hearing aids

We recommend that you charge your hearing aids fully before using them. This is just a precaution to make sure that you don't run out of power unexpectedly. To learn how to charge your hearing aids, please consult the user guide for your hearing aid charger.

## Low battery alert



When the batteries are low on power, the volume in your hearing aids will momentarily 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



### NOTE:

Your batteries will run out 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 five 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

These will work again when you charge the hearing aid.

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

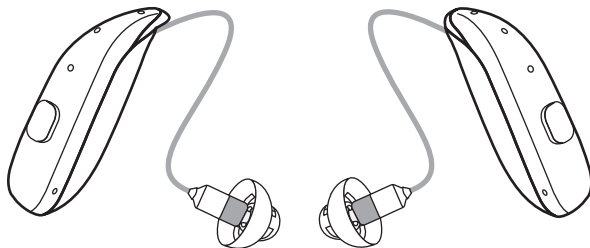


# Placing your hearing aids in your ears

## How to tell left from right

Left hearing aid (blue marking on the receiver)

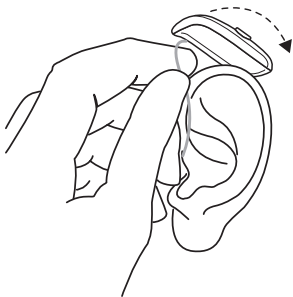
Right hearing aid (red marking on the receiver)



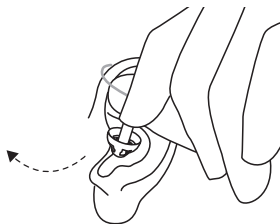
**CAUTION:** Your two hearing aids may each be programmed differently. Do not swap them as this could damage your hearing.

Your hearing aids are color-coded. Left = blue. Right = red.

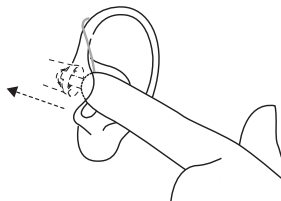
## Inserting the receiver dome into your ear



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



2. Hold the receiver wire where it bends and gently place/push the receiver dome into your ear canal.



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



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

## Ensuring a proper fit of your hearing aid

To check if the hearing aid is placed correctly:

- The body of the hearing aid should be placed just behind your ear.
- When inserted in your ear canal, the dome should feel secure and comfortable. See "Inserting the receiver dome into your ear", page 18 on how to insert the dome.
- The receiver wire should fit comfortably around the top of your ear.
  - If the wire is too long, it may bend away from your ear.
  - If the wire is too short, it may feel tight and may pull the dome partly out of your ear.



### NOTE:

- To avoid whistling, ensure that the receiver wire and dome fit correctly into your ear. If you continue to experience whistling, check the troubleshooting guide for other possible reasons and solutions.
- If the receiver wire of the hearing aid does not rest against the side of your head, try using a smaller dome size. (See page 35 for dome replacement). A different receiver length may also be needed. (See "Replacing the receivers", page 42).
- If you are still unable to receive an appropriate fit, contact Jabra Enhance. See the back page for contact information.

## Sport lock

If you have ordered sport locks with your hearing aids and mounted them as instructed on page 45, insert them as follows:

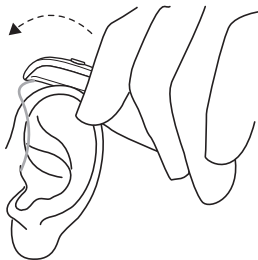
To insert a hearing aid with a sport lock:

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

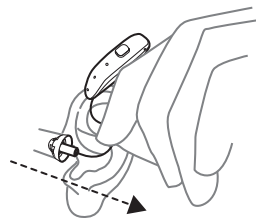


**NOTE:** Sport locks may become stiff, brittle, or discolored over time and need replacement. Contact Jabra Enhance for further information and ordering. See the back page for contact information.

## Removing your hearing aids from your ears



1. Lift the hearing aid off your ear.



2. Hold the receiver wire with your thumb and index finger where it bends and pull the dome out of your ear canal.

# Using your hearing aids

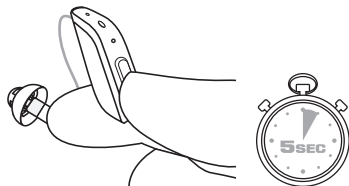
## Turning your hearing aids on and off

To turn your hearing aids on or off, press the push button for **5 seconds**.

Pressing the button for different lengths of time enables other functions. See "Using the push button ", page 23.

Your hearing aids will automatically go into sleep mode when you place them in the turned-on charger, and they will automatically reactivate when you remove them from the turned-on charger.

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



### Explanation of indicator lights on the hearing aid:

- One 2-second green blink: The hearing aid turns on and is in operating mode.
- Three 1-second green blinks: The hearing aid turns off.
- When the hearing aid is present in the charger, green indicator lights pulsate: The hearing aid is recharging.
- When the hearing aid is present in the charger, green indicator lights are on without blinking: The hearing aid is fully charged.

## Smart Start

Smart Start delays the time before your hearing aid turns on after you remove the hearing aid from the charger. With this function activated, you will hear a beep for each second of the delay period (either 5 or 10 seconds).

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

## Listening programs

The hearing aids are programmed for the following programs that can help you in specific situations.

Listening Programs	Use
1. All-Around (1 beep)	The best option if you want only one program.
2. Restaurant (2 beeps)	For use in noisy places such as restaurants and social gatherings.
3. Music (3 beeps)	For listening to music.
4. Outdoor (4 beeps)	For outdoor use (to reduce wind noise).

## Using the push button

### Controlling 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.

## Changing programs

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



**NOTE:** If you have two hearing aids with synchronization enabled, changing the program on one hearing aid automatically applies the change to the second hearing aid as well.

## Flight mode

You can also use the push button to set the hearing aid in flight mode (wireless mode off). See "Flight Mode / Wireless Communication Off Mode (optional)", page 28.

## Streaming

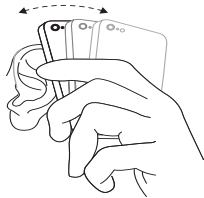
You can activate streaming from the Jabra Enhance Select app.

## Using a telephone

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

The following suggestions may be helpful:

1. Hold the telephone up to your ear canal or hold it close to the hearing aid microphones as illustrated.
2. 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.
3. You can also try holding the telephone slightly away from the ear.





## Mobile phones

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



### NOTE:

- If you have a mobile device, you can pair it to connect directly to your hearing aids. See "Advanced options", page 26.
- If you find it difficult to get a good result while using your mobile phone, see [jabraenhance.com/accessories](http://jabraenhance.com/accessories) for an overview of wireless accessories that may be useful for you. See also "Wireless accessories", page 30.

# Advanced options

## Using your hearing aids with iPhone, iPad, and iPod touch

Your hearing aids are Made for iPhone®, iPad®, and iPod touch®, which allow for direct audio streaming, including hands-free phone calls from the latest iPhone and iPad models<sup>1</sup>, and control from these mobile devices.

## Streaming from an Android™ smartphone

Some Android smartphones can stream audio, including phone calls, directly to your hearing aids. Your device must be running Android 10 or newer and it must have the Android Streaming for Hearing Aids feature as well.



### NOTE:

- See [jabraenhance.com/compatibility](https://jabraenhance.com/compatibility) for a list of compatible devices and operating system requirements.
- Visit [jabraenhance.com/start](https://jabraenhance.com/start) to learn how to pair your hearing aids to your mobile device and download the Jabra Enhance Select app.
- If your Bluetooth® enabled Android smartphone does not stream directly to your hearing aids, you can use our Phone Clip+ for streaming capabilities.

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<sup>1</sup>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), and iPad mini (6th generation) or later, with software updates iOS 15.3 and iPadOS 15.3 or later.

## Controlling your hearing aids with the mobile device app

The Jabra Enhance Select app lets you control your hearing aids right from your mobile device. For example, you can choose different listening programs based on your current environment. It will also enable you to receive important updates for your hearing aids, and your hearing professional can fine-tune your settings for you through the app.

- Use only our compatible mobile device app with your hearing aids.
- Do not disable app notifications.
- Install updates to keep the app working correctly.
- To get step-by-step instructions on how to connect your hearing aids with the Jabra Enhance Select app, refer to the printed "Get Connected" guide that came with your box.



## Online Services (optional)

If you have signed up to use Online Services available with your hearing aids, you can allow your hearing aids to be adjusted remotely.

All you need is a compatible mobile device with internet enabled. This allows you to:

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

This service only works if your mobile device is connected to the internet. Visit [jabraenhance.com/start](https://jabraenhance.com/start) to learn how to pair your hearing aids to your mobile device and download the Jabra Enhance Select app.

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



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

## Flight Mode / Wireless Communication Off Mode (optional)

Your hearing aids can receive wireless signals. For example, they can be controlled from your mobile device or remote control. Information transmission can also take place between your hearing aids. However, in some areas you are requested to turn off wireless communication. Contact Jabra Enhance to activate this feature.



**CAUTION:**

- This hearing aid contains a radio frequency transmitter. When boarding a flight, follow airline instructions and turn off hearing aid wireless functionality when and as directed.
- Turn off hearing aid wireless functionality when this is required.



**NOTE:** You must follow the processes below for both hearing aids.

### Turning off wireless communication (activating Flight Mode)

1. Turn off your hearing aid.

2. Press the button for 9 seconds.
3. 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, meaning the hearing aid is now in Flight Mode.

### Activating wireless communication (turning off Flight Mode)

1. Turn your hearing aid off and then on.
2. Wireless communication will be activated after 10 seconds.

# Wireless accessories

Our wireless eco-system features a comprehensive range of seamlessly integrated wireless accessories. These let you stream high quality stereo sound and speech directly to your hearing aids. See [jabraenhance.com/accessories](https://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 phone clip** streams phone conversations and stereo sound to both hearing aids and doubles as a remote control.
- **A wireless microphone.** It doubles as a table microphone. Furthermore, it has a built-in telecoil that allows it to connect with a teleloop system, a connector for an FM receiver, and a mini-jack input for wired streaming of audio from a computer or music player.

## Accessing wireless accessories

You can activate streaming from the Jabra Enhance Select app.



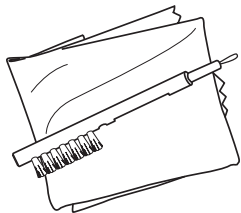
### NOTE:

- You should only use recommended wireless accessories with your wireless hearing aids.

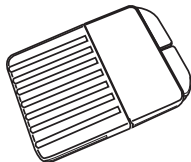
# Cleaning and caring for your hearing aids

## Cleaning tools

These cleaning tools come with your hearing aids:



1. Soft cloth.
2. A brush with a battery magnet.



3. Wax filters.

## 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.

Keeping your hearing aids in perfect working order is easily done. Just follow these steps:

1. After removing your hearing aids, wipe them with a soft cloth to keep them clean and dry.
2. If you use a drying agent, only use recommended products.
3. Apply cosmetics, perfume, after-shave, hairspray, lotions etc. BEFORE putting on your hearing aids. These products can damage or discolor your hearing aids.



### NOTE:

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







## CAUTION:

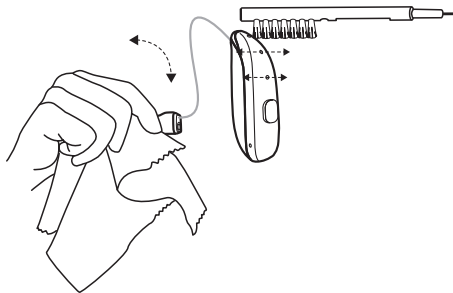
- Never use alcohol or other cleaning solutions to clean your hearing aids. This can damage your hearing aids and may cause a skin reaction.
- Ear wax or other residue on your hearing aids can cause an infection. To avoid this, clean your hearing aids as instructed.

## Daily care and maintenance

It is important to keep your hearing aids clean and dry on a daily basis. Use the supplied cleaning tools.



1. Wipe your hearing aids with the cloth.



2. Swipe the small brush across the microphones.



**NOTE:**

- Never try to put the bristles of the small brush or the cleaning wire into the microphone inlets. This can damage your hearing aids.
- Do not use water to clean your receiver wires and domes.
- Use a soft, dry cloth to wipe your receivers and domes clean.
- See "Replacing the receivers", page 42 for information about how to replace the receiver on the hearing aid.

## Changing your hearing aid domes

You should change your domes every 3 months or more often. 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 "Changing the wax filter", page 39.

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



### 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 back page for contact information.

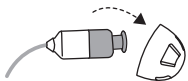


### CAUTION:

- If you suspect that you have a dome, wax filter or other object stuck in your ear, consult a hearing care professional or a physician. These objects can be harmful and can cause an infection in your ear.
- Use only accessories intended for use with your hearing aids. Contact Jabra Enhance for further information and ordering.

## Standard domes

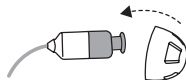
The illustrations show an open dome, but the procedure is the same for closed domes. Follow these instructions to replace your domes.



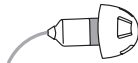
1. Remove the used dome by pulling it off the receiver and then discard it. This may require a bit of force.



3. Check that the dome is securely mounted by carefully lifting the lower part of the dome and verifying that the collar completely covers the ribbed end of the receiver.



2. Push the new dome over the ribbed end of the receiver.



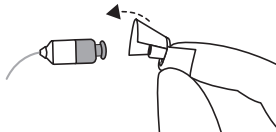
4. When placed correctly, the dome will appear slightly angled.

## Tulip domes

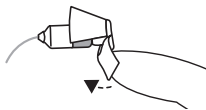
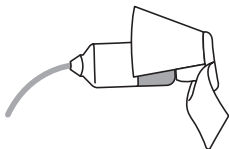
To change a tulip dome, follow these instructions:



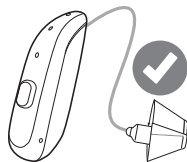
1. Remove the used dome by pulling it off the receiver and then discard it. This may require a bit of force.



2. Push the largest petal back, then press the tulip dome over the ribbed end of the receiver.



3. Check that the tulip dome is securely mounted by verifying that the collar completely covers the ribbed end of the receiver.
4. Push the larger petal toward the receiver.



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

## Changing the wax filter

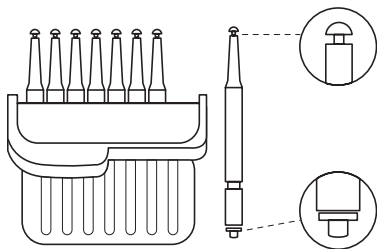
The wax filter is located at the inward end of the receiver.

The wax filter helps keep earwax away from the components of the hearing aid. You must replace it on a regular basis. It will depend on how much wax your ears produce.

You will need your box of wax filter tools.



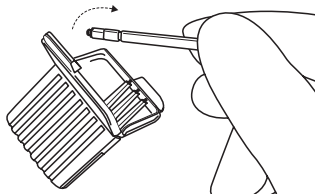
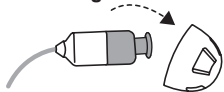
**NOTE:** Hearing aids should not be used without a wax filter installed for any amount of time. Using the hearing aid without a wax filter can cause permanent damage to the receiver.



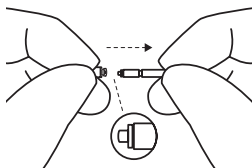
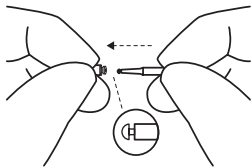
Box of 8 wax filter tools.

The wax filter tool has two functions: a removal tip to collect the used filter, and a replacement tip with a white filter.

## Removing the old wax filter



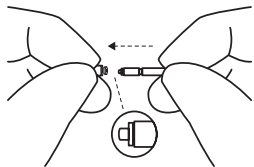
1. Remove the dome from the receiver.
2. Open the wax filter case and take out one of the tools. Each tool has a small hook (removal tip) in one end and a new wax filter in the other.



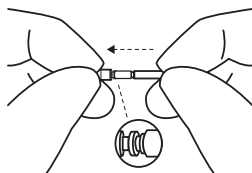
3. Insert the removal tip into the used wax filter and then pull the tool straight out. It is important to pull it straight and not on an angle.



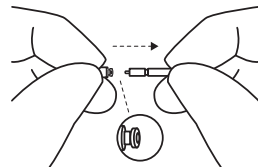
## Inserting the new wax filter



1. Insert the other end of the tool into the sound outlet (the end with the replacement filter).



2. Gently press the replacement straight into the sound outlet until the outer ring is touching the sound outlet.



3. Pull the tool straight out. Your new wax filter will remain in place. Re-attach your dome or a replacement dome.



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

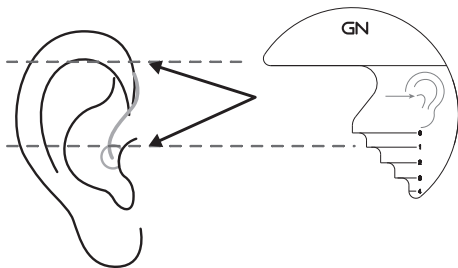
## Replacing the receivers

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

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

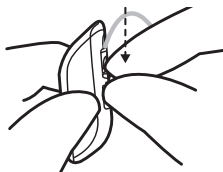
### Determine the length of the receiver wire before ordering

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

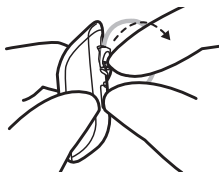


## Replace the receiver

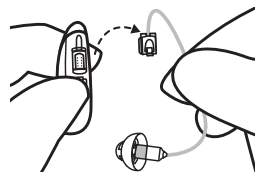
When you have received the new receivers, follow this procedure to replace them:



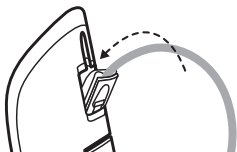
1. Start removing the receiver by pushing down with a fingernail on the red or blue receiver lock release found on the belly of the hearing aid.



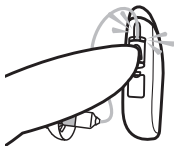
2. The receiver lock release will disengage from the body of the hearing aid.



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



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



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



6. The receiver is now attached and ready.



**NOTE:**

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

## Mounting a sport lock on the receiver

If you have acquired a sport lock for your hearing aid, follow this procedure to fasten it on the receiver:

1. Remove the dome. See "Changing your hearing aid domes", page 35.
2. Position the receiver with the receiver wire up, and the sport lock with the tail pointing down.
3. Thread the sport lock over the receiver nozzle on to the body of the receiver.
4. Ensure the sport lock is fully seated on the receiver.
5. The sport lock is now attached and ready.



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

# General warnings and cautions



## WARNING:

- See also "FDA warnings and cautions", page 2.
- Never leave children, or people with cognitive, intellectual, or mental health challenges unsupervised while using their hearing aids. Hearing aids contain small pieces that can be dangerous if swallowed.
- Swallowing a hearing aid can result in choking, and can be harmful to your health.
- If any part of a hearing aid is swallowed, seek immediate medical attention.
- Do not wear your hearing aids while being exposed to radiation. Some types of radiation, such as from MRI or CT scanners, can affect the settings in your hearing aids, causing malfunction and potentially damage to 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 locations 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 attempt to 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.
- No modification of this device is allowed.



## CAUTION:

- Use your hearing aids as recommended. Incorrect use may damage your hearing.
- Do not use a broken or modified hearing aid. It may not work properly and may be harmful to your hearing. It may also cause scratches or sores due to sharp edges.
- Use only original consumables from the manufacturer (e.g., wax guards).
- Use only accessories intended for use with your hearing aids. Contact Jabra Enhance for further information and ordering.
- Do not try to modify the shape of your hearing aid or accessories. This can cause skin reactions or sharp edges leading to scratches or sores.
- Your two hearing aids 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.
- 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.
- Turn off hearing aid wireless functionality when this is required.

# Cyber security

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



## CAUTION:

- Only connect your hearing aid to a trusted computer or mobile device, or one used by a hearing care professional.
- For 3 minutes after being turned on, your hearing aid is open to connections. Do not restart your hearing aid if requested by someone you don't trust as this may compromise the safety of your device.
- 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 mobile device app.
- Only apply remote fine tuning updates that you are expecting.
- Always use the latest available software update for your hearing aid.
- Only accept live assistance calls from the hearing care professional that you are expecting.



# Troubleshooting

Issue	Potential cause	Potential solution
Receiver wire doesn't fit comfortably	Is the receiver inserted correctly in the ear, and is the receiver wire length correct?	See "Inserting the receiver dome into your ear", page 18 or "Ensuring a proper fit of your hearing aid", page 19, or contact Jabra Enhance. See the back page 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.
	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.

<b>Issue</b>	<b>Potential cause</b>	<b>Potential solution</b>
No sound	Is the hearing aid turned off?	Turn it on.
	Is the hearing aid charged?	Charge the hearing aid. (See the user guide for your charger.)
	Is the hearing aid charger charged?	Charge the hearing aid charger. (See the user guide for your charger.)
	Is the receiver wire broken?	Contact Jabra Enhance for a replacement.
	Does the hearing aid need cleaning, or is the wax filter clogged?	Clean your hearing aids and change your wax filters.
	Is your ear full of wax?	Visit your doctor.

Issue	Potential cause	Potential solution
Battery drains very quickly.	Did you leave your hearing aid on for long periods of time?	<p>Always turn off your hearing aids when you are not using them, or place them in the charger for charging.</p> <p>Your batteries will run out faster when you use wireless functions like streaming from your smart device or from your TV with our TV streamer.</p>
	Is the hearing aid 3-4 years old?	Your hearing aids may be reaching the end of their life expectancy. Contact Jabra Enhance to troubleshoot or purchase a new set.
Hearing aid is not charging	Is the hearing aid correctly inserted in the charger?	Put the hearing aid back in the charger. (See the user guide for your charger.)
	Is the hearing aid charger charged or plugged into a power source?	Charge the hearing aid charger. (See the user guide for your charger.)

# Regulatory information

## Warranties and repairs

The manufacturer provides a warranty on hearing aids in the event of defects in workmanship or materials, as described in applicable warranty documentation. In its service policy, the manufacturer pledges to secure functionality at least equivalent to the original hearing aid. As a signatory to the United Nations Global Compact initiative, the manufacturer is committed to doing this in line with environment-friendly best practices. Hearing aids therefore, at the manufacturer's discretion, may be replaced by new products or products manufactured from new or serviceable used parts, or repaired using new or refurbished replacement parts. The warranty period of hearing aids is designated on your warranty card, which is provided by Jabra Enhance. 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.

## Ambient conditions

### Temperature test

Our hearing aids are subjected to various tests in temperature and damp heating cycling between -25 °C (-13 °F) and +70 °C (+158 °F) according to internal and industry standards.

### During use

During normal operation the temperature should not exceed the limit values of +5 °C (+41 °F) – +40 °C (104 °F) at a relative humidity range of 15% to 90%, non-condensing, but not requiring a water vapor partial pressure greater than 50 hPa. An atmospheric pressure between 700 hPa and 1060 hPa is appropriate.

While charging, the ambient temperature should be within the limit values of +5°C (+41°F) – +35°C (+95°F).



**NOTE:** During use, your hearing aids may reach temperatures up to +43°C (+109°F).

### During transport or storage

During transport or storage, the temperature should not exceed the limit values of:

- -25°C (-13°F) – +5°C (41°F)
- +5°C (+41°F) – +35°C (+95°F) at a relative humidity up to 90 %, non-condensing
- >+35°C (95°F) – +70°C (158°F) at a water vapor pressure up to 50 hPa.

Warm-up time: 5 minutes.

Cool-down time: 5 minutes.

## Expected service lifetime

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

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

## Non-clinical testing

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

- Electrical safety testing is performed according to IEC 60601-1:2005 + A1:2012+A2:2020, IEC 60601-2-66:2019, IEC 60601-1-11 Edition 2.0 2015-1, IEC 62133-2 Edition 1.0 2017- 02 and IEC 62368-1:2018/COR1:2020.
- Electromagnetic compatibility (EMC) testing is performed according to IEC 62479:2010, ANSI IEEE C63.19-2019 and IEC 60601-1-2:2014+A1:2020.
- Radio and Telecommunication testing is performed to be in compliance with applicable parts of the FCC rules in title 47 of the CFR.
- Electroacoustic testing is performed according to ANSI/ASA S3.22-2014 and ANSI/CTA 2051:2017

- Usability Engineering was performed in compliance with IEC 62366-1:2015

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

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

## **Clinical data**

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

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

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

## Statement

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

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



**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules and ISED 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 according to 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 the receiver
- Connect the equipment to an outlet or a circuit that is different from the one to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help.



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

## **The products are in compliance with the following regulatory requirements:**

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

## **Type designations**

Hearing aid type designations for models included in this user guide are:

**CARR1 04 Q**, FCC ID: X26CARR1 04 Q, IC: 6941C-CARR1 04 Q.

## **Hearing aid variants**

**Mini Receiver In-the-Ear (RIE)** hearing aids of type CARR1 04 Q with FCC ID X26CARR1 04 Q, IC number 6941C-CARR1 04 Q, and rechargeable Li-Ion battery are available in the following variant:

QD560-C

Nominal RF output power transmitted is -4.5 dBm.

This device transmits and receives RF signals in the frequency range of 2.4 GHz - 2.48 GHz.

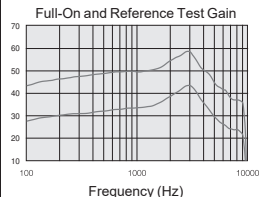
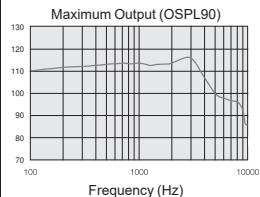
The above-mentioned hearing aid contains a magnetic induction radio operating at the 10.66 MHz frequency. The magnetic field strength of the radio is: Max. -24 dB $\mu$ A/m at a 10 m distance.

# Technical specifications

## RIE — MP receiver

Model: QD560-C

		MP	
Reference test gain (60 dB SPL input) (The lower curve in the Full-On and Ref. Test Gain chart)	HFA	37	dB
Full-on gain (50 dB SPL input) (The upper curve in the Full-On and Ref. Test Gain chart)	Max HFA	58 52	dB
Maximum output (90 dB SPL input)	Max. HFA	116 114	dB SPL
Total harmonic distortion	500 Hz 800 Hz 1600 Hz	0.6 0.6 0.7	%
Equivalent input noise, w/o noise reduction 1/3 Octave Equivalent input noise, w/o noise reduction	1600 Hz	20 7	dB SPL
Frequency range IEC 60118-0: 2015		100- 9160	Hz
Battery lifetime (Battery type Rechargeable)*		24	Hours
Latency, mid frequency delay (2 kHz)		5.1	ms



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

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

# Additional information

## Acknowledgements

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## Manufacturer according to FDA



GN Hearing A/S  
Lautrupbjerg 7  
DK-2750 Ballerup  
Denmark

# Notes

# Notes

# Notes

For support, please contact:

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**dba Jabra Enhance**  
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Bloomington, MN 55420  
USA  
(800) 854-2772  
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