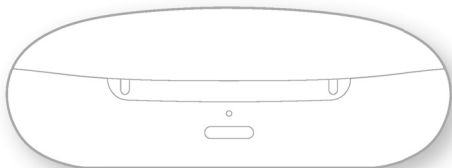


connexx



IF CIC Travel Charger

User Guide

Content

Before you start	4
Intended use / Intended purpose	4
Charging	7
Charging your charger – electrical outlet	7
Checking the battery capacity of your charger	13
Turning the charger on or off	16
How you can use the charger	17
Charging hearing aids	20
Frequently asked questions	24
Further information	27
Maintenance and care	27

Troubleshooting for the charger	28
Operating, transport and storage conditions	32
Technical data of the power supply	34
Disposal information	35
Explanation of symbols	36
Important safety information	38
<hr/>	
Safety information on lithium-ion rechargeable batteries	38
Safety information for hearing aids	41
Safety information for charger	41
Important information	48
<hr/>	
Conformance information for charger	48
Country-specific information	50

Before you start

Intended use / Intended purpose

This device is intended to charge and store our specific custom hearing aids with built-in power cells (lithium-ion rechargeable batteries). Your Hearing Care Professional will advise you on the compatible models.

The charger is only intended for indoor use. Observe and follow the operating conditions in section "Operating, transport, and storage conditions".

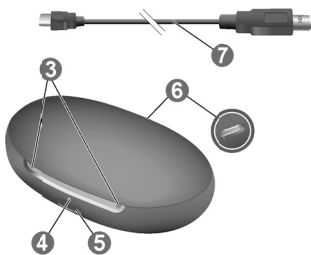
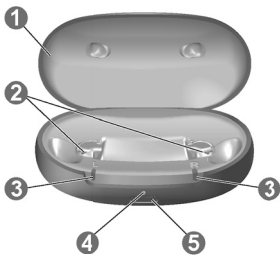


CAUTION

Read this user guide thoroughly and completely and follow the safety information in this document to avoid damage or injury.



The device may not look exactly like the guiding illustrations in these instructions. We reserve the right to make any changes we consider necessary.



- 1** Lid
- 2** Charging cups
- 3** LEDs – hearing aids
- 4** LED – charger

- 5** Push button
- 6** USB power port
- 7** USB power cable

Charging

Charging your charger – electrical outlet

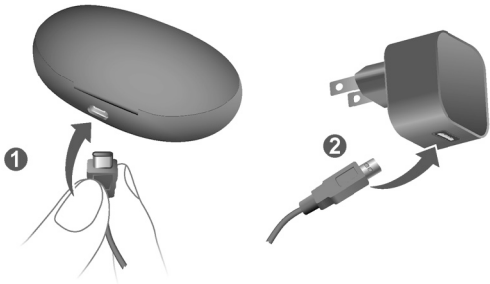


NOTICE

Use of incompatible parts poses a risk of malfunction.

- ▶ Use only the power supply and country specific adapter that is provided with the charger.
- ▶ Use only the USB cable that is provided with the device.
- ▶ Do not insert incompatible or foreign objects into the charger port.
- ▶ Use standard USB power adapter which supports an output voltage of 5 V DC and an output current of 0.5 to 1 A.

- ▶ Ensure your electrical plug complies with the requirements. Refer to the section "Requirements for the electrical plug".



- ▶ Connect the USB-C side of the USB power cable to the USB port of the charger ①.
- ▶ Connect the other side of the USB power cable to a suitable electrical plug ②.

The internal battery starts charging. When hearing aids are inserted, they start charging as well. The charging status of the charger is shown permanently.

Charging your charger – wirelessly

- ▶ Place the charger on a wireless Qi certified transmitter pad.
- ▶ After a few seconds the internal battery will start charging indicated by the pulsing green LED of the charger.
- ▶ When hearing aids are inserted, they start charging as well indicated by the pulsing green LED of the hearing aids LED. If the LED is off, please re-align the charger to the center of the Qi transmitter pad.

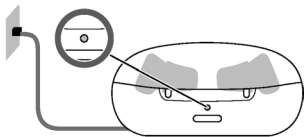


- ▶ The charging status of the charger is shown until it is fully charged. After that the LEDs are turned off for power saving reasons.

Charging status of your charger

The **front LED** indicates the charging status of the charger and its internal battery.

While the internal battery is being charged, the charging status is indicated as follows:



LED when charger is charging

Pulsing green

Internal battery is being charged.

Green

Charger is fully charged.

LED is off (wireless charging)

Charger is fully charged.

Pulsing orange

Cooling phase. Charging is resumed when the device has cooled down. Please refer to section "Troubleshooting".

Blinking red

Charger error. Please refer to section "Troubleshooting".

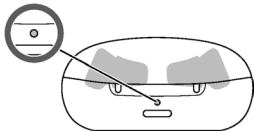
For an overview of the hearing aids' charging status, refer to the section "Charging hearing aids".

Checking the battery capacity of your charger

To check whether the charger's internal battery has enough capacity to fully charge your hearing aids when you are mobile:

- ▶ Disconnect the charger from the electrical outlet.
- ▶ Briefly press the push button.

The **front LED** indicates the status of the charger's internal battery for 7 seconds.



LED when you are mobile

Green

Internal battery has enough capacity to fully charge two hearing aids.

Orange

Internal battery does **not** have enough capacity to fully charge two hearing aids.

Blinking orange

Internal charger battery empty. Charging of hearing aids is not possible.

If the status LED does not light up when you press the button, check the following:

- The charger is off. Press and hold the button for 5 seconds to turn on the charger.
- The charger's internal battery is too low to display the status. Connect the charger to an electrical outlet, wait several minutes and try again.

Turning the charger on or off

When the charger is connected to an electrical outlet, it is automatically turned on and cannot be turned off.

During mobile charging, press and hold the button for 5 seconds to turn the charger on or off.

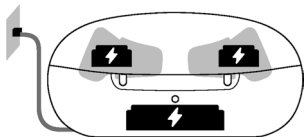
- When the charger turns on, the status of the hearing aids and the status of the charger's internal battery are displayed for 7 seconds.
- When the charger turns off, the front LED lights up green and fades out over a period of approximately 7 seconds. Shut down is complete after approximately 7 seconds.

How you can use the charger

You can use your charger in three different ways.

Charging via electrical outlet

When the charger is plugged in or placed on a wireless Qi-charger, it charges the hearing aids (if they are placed in the charger) and it charges the integrated battery at the same time.

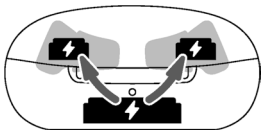


As long as the charger is being charged by an external power source, charger LED shows the charging status of the integrated battery and the LEDs for the hearing aids show the status of the hearing aids.

For wireless charging, the LEDs will turn off once charger and hearing aids are fully charged.

Mobile charging

When you are mobile with no electrical outlet available, you can still charge your hearing aids. Energy is fed from the charger's integrated battery into your hearing aids. The charger must be turned on to do so.

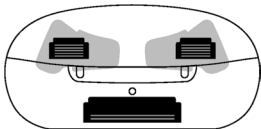


The charging status of charger and hearing aids is shown by pushing the button or opening the lid.

Safekeeping

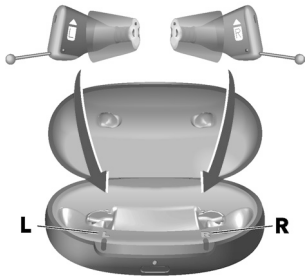
When charging of hearing aids is completed, safely store your hearing aids inside the charger with lid closed.

In case you want to store the hearing aids for a longer time, you can turn off the charger. The charger can only be turned off when there is no power source connected into the charger.



Charging hearing aids

- ▶ Place the right hearing aid in the charging cup marked with an "R", and the left hearing aid in the charging cup marked with an "L".
- ▶ Close the charger's lid.
- ▶ The hearing aids are automatically turned off and start charging. The charging status is shown for 7 seconds.



If the status LEDs do not light up when you insert the hearing aids, check the following:

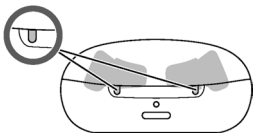
- The hearing aids are not correctly placed. Push them slightly into their charging cups or close the charger's lid.
- The charger is turned off. Press and hold the button for 5 seconds to turn on the charger or connect the charger to an electrical outlet.
- The charger's internal battery is too low for mobile charging. Connect the charger to an electrical outlet.

Charging status of hearing aids

The **LED** next to a hearing aid indicates the charging status of the hearing aid.

Note that the status is only displayed immediately after putting the hearing aids in the charger, when you briefly press the button or when you open the lid.

When the charger is off, no status is displayed at all.



Hearing aid LED

Pulsing green

Hearing aid is being charged.

Green

Hearing aid is fully charged.

LED is off

No hearing aid is in the charger, hearing aid is not placed correctly, or charger is off.

Pulsing orange

Cooling phase. Charging is resumed when the device has cooled down. Please refer to section "Troubleshooting".

Blinking red

Hearing aid error. Please refer to section "Troubleshooting".

Frequently asked questions

You may have some questions on how to best charge your hearing aids. Read the questions and answers below. If you have more questions, your Hearing Care Professional will help you.



Why do my hearing aids not turn on when I take them out of the charger?

Check the following:

- The charger is off. Press and hold the button for 5 seconds to turn on the charger. Refer to the section "Turning the charger on or off".

- The charger's internal battery is too low. Connect the charger to an electrical outlet.

Now take your hearing aids out of the charger.



How can I turn off my hearing aids without charging them?

- ▶ Place the hearing aids in the charger. Ensure that they are inserted correctly (status LEDs light up). The hearing aids are automatically turned off and start charging.
- ▶ Disconnect the charger from the electrical outlet.
- ▶ Press and hold the button for 5 seconds to turn off the charger. Charging stops.



What should I pay attention to when charging?

The hearing aids and charger must be clean and dry. Observe the operation conditions in section "Operating, transport, and storage conditions". Avoid charging at high temperatures, as this can shorten the life span and capacity of the power cell.

If you use the charger in a very warm environment, note that it will stop charging if the hearing aids or the charger's temperature exceeds 42 °C (107 °F). The LED of the hearing aid and/or of the charger LED will pulsate orange during the cooling phase. Charging resumes automatically after the device has cooled down. Do not touch the hearing aids until the front LEDs are pulsing green, the hearing aids may be hot.

Further information

Maintenance and care



NOTICE

Risk of injuries caused by electric shock!

- ▶ If cleaning is required, disconnect the charger from the power supply.

- ▶ Clean the charger with a soft, dry tissue.
- ▶ Never use running water or immerse the charger in water.
- ▶ Do not sterilize or disinfect the charger.

Troubleshooting for the charger

Problem and possible solutions

No LED lights are on.

- Check if the power supply is connected correctly.
-

Problem and possible solutions

LEDs are pulsing orange.

Charger has reached the temperature limit and is now in a cooling phase. Charging is resumed after cooling down (about 15 minutes).

- Do not touch the hearing aids while the LEDs are pulsing orange. The hearing aids may be hot.
 - In case the charger enters cooling phase multiple times during charging, please make sure to place the charger in an environment that complies with the recommended operating conditions.
-

Problem and possible solutions

Charger LED is blinking red.

An error in the charger has occurred.

- Take the hearing aids out of the charger and disconnect the charger from the power supply.
- Reconnect the charger to the power supply and re-insert the hearing aids in the charging cups.

If the LEDs are still blinking red:

- Take the hearing aids out of the charger and disconnect the charger from the power supply.
 - Contact your Hearing Care Professional for support.
-

Problem and possible solutions

Hearing aid's LED is blinking red.

An error in the hearing aid has occurred.

- Take the respective hearing aid out of the charger and disconnect the charger from the power supply.
 - Contact your Hearing Care Professional for support.
-

Consult your Hearing Care Professional if you encounter further problems.

Operating, transport and storage conditions

Operating conditions	USB-Charging	Qi Charging
Temperature	10 to 35 °C (50 to 95 °F)	10 to 30 °C (50 to 86 °F)
Relative humidity	5 to 93 %	20 to 75 %

During extended periods of transport and storage, please observe the conditions below.

	Storage	Transport
Temperature	10 to 40 °C (50 to 104 °F)	-20 to 60 °C (-4 to 140 °F)
Relative humidity	10 to 80 %	5 to 90 %



WARNING

Risk of injury, fire or explosion during shipment.

- ▶ Ship power cells, hearing aids and/or charger according to local regulations.

Technical data of the power supply

Input voltage:	100-240 V AC
Input current:	0.5 A
Input frequency:	50-60 Hz
Output voltage:	5 V DC
Output current:	1 A

Disposal information



NOTICE

- ▶ To avoid environmental pollution, do not throw devices into household trash.
- ▶ Recycle or dispose devices according to local regulations.



NOTICE

- ▶ Recycle hearing aids, accessories and packaging according to local regulations.

Explanation of symbols

Symbols used in this document



Points out a situation that could lead to serious, moderate, or minor injuries.



Indicates possible property damage.



Advice and tips on how to handle your device better.



Frequently asked question.



CE compliance label, confirms compliance with certain European Directives, refer to section "Conformance information".

Symbols used in this document



Indicates the legal manufacturer of the device.



Charger data

Under the removable silicone lining in the lid of the charger is a label with symbols, serial number, CE mark and legal manufacturer of the charger. Lift the lining from the lid with your fingernail and pull it off. To reinsert, press around the edges.

Important safety information

Safety information on lithium-ion rechargeable batteries



WARNING

A lithium-ion rechargeable battery is permanently built into your device. Incorrect use of the device can cause the lithium-ion rechargeable battery to burst.

Risk of injury, fire or explosion!

- ▶ Follow the safety instructions for lithium-ion rechargeable battery in this section.

- Observe the operating conditions. Refer to the section "Operating, transport, and storage conditions".

- Pay special attention to protect your device from extreme heat (e.g. fire, microwave oven, induction oven or other high induction fields) and sunlight.
- Charge your hearing aids only with the approved charger. Ask your Hearing Care Professional for support.
- Do not disassemble the device.
- Do not use the device in explosive atmospheres.
- Do not use devices that are deformed or obviously damaged.
- Do not use the device when its performance after charging decreases considerably. Return the device to your Hearing Care Professional.
- Do not dispose of the device in fire or water.

Replacement and repair have to be performed by a professional. Therefore:

- Do not repair or replace the lithium-ion rechargeable battery yourself.
- In the unlikely event of a lithium-ion rechargeable battery bursting or exploding, keep all combustible materials away.

In any of the above cases, return your device to the Hearing Care Professional.

Safety information for hearing aids

For more safety information, refer to the safety manual supplied with the device.

Safety information for charger

Personal safety for charger



WARNING

Risk of electrical shock!

- ▶ Do not use obviously damaged devices and return them to point of sale.



WARNING

Note that any unauthorized changes to the product may cause damage to the product or cause injury.

- ▶ Use only approved parts and accessories. Ask your Hearing Care Professional for support.
- ▶ Do not modify this product without authorization from the manufacturer.
- ▶ If this product is modified, appropriate inspection and testing must be conducted to ensure safe use of the product.



WARNING

Risk of explosion!

- ▶ Do not use your device in explosive atmospheres (e.g. in mining areas).



WARNING

Risk of burns!

- ▶ Do not place anything other than your hearing aids in the charger.



WARNING

Choking hazard!

Your device contains small parts which can be swallowed.

- ▶ Keep hearing aids, batteries and accessories out of reach of children and mentally disabled persons.
- ▶ If parts have been swallowed consult a physician or hospital immediately.



NOTICE

Charging systems may interfere with measuring devices and electronic equipment.

- ▶ In hospitals: The charger complies with applicable standards. Therefore use of the charger in hospitals should be permissible. Nevertheless the charger may interfere with highly sensitive devices. In those cases appropriate steps shall be taken (increase distance from sensitive devices or disconnect the charger from power supply).

Product safety for charger



NOTICE

- ▶ Protect your device from extreme heat. Do not store it in direct sunlight.



NOTICE

- ▶ Protect your devices from high humidity.



NOTICE

- ▶ Do not dry your devices in the microwave oven.



NOTICE

- Do not drop. Internal components may get damaged.

Requirements for the electrical plug

Use an electrical plug with an output voltage of 5 V and a minimum output current of 500 mA.



WARNING

Risk of electric shock!

- ▶ Connect the charger only with a USB power supply which complies with IEC 60950-1 and/or IEC 62368-1.

Important information

Conformance information for charger

The CE mark indicates conformity with the following European directives and regulations:

- 2017/745 concerning medical devices.
- 2011/65/EU RoHS concerning the restriction of hazardous substances

The CE mark indicates conformity with certain European directives and regulations. The full text of the declaration of conformity can be obtained from www.wsaud.com/other.

This device complies with Part 18 of the FCC Rules and with CAN RSS-216 / CNR-216.

Operation is subject to the following conditions:

- This device may not cause harmful interference,
- this device must accept any interference received, including interference that may cause undesired operation, and
- the user shall keep a minimal distance of 20 cm (8 in) during the charging process.

Country-specific information

 **Legal Manufacturer**

WSAUD A/S

Nymøllevej 6

3540 Lynge

Denmark

Document No. 05420-99T01-7600 EN

Order/Item No. 210 299 95

Master Rev01, 07.2023

www.wsaud.com

© 11.2023, WSAUD A/S. All rights reserved



www.wsa.com