



Whisper
Owner's Manual



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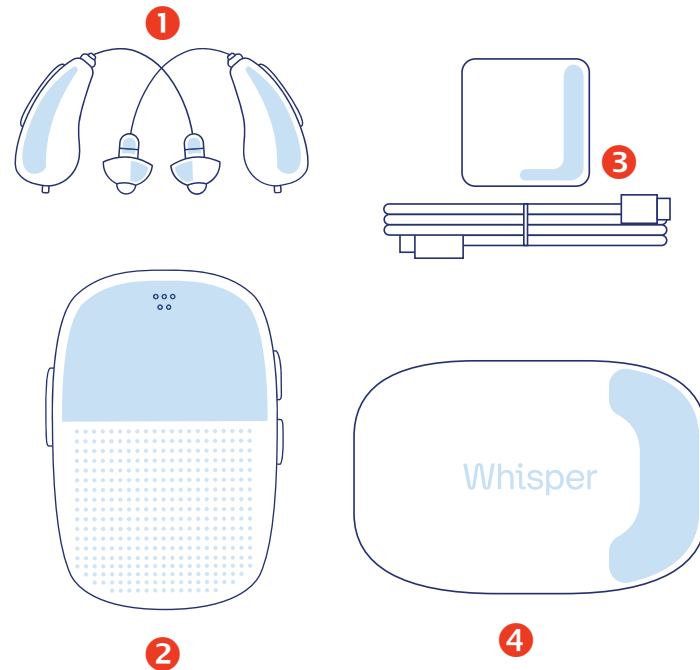
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What is included

- Left and right earpieces ①
- The Whisper Brain ②
- The Whisper Brain charger and USB cable ③
- Earpiece carrying case ④
- Earpiece cleaning tool
- Extra wax guards
- Owner's manual



The Whisper Brain lights

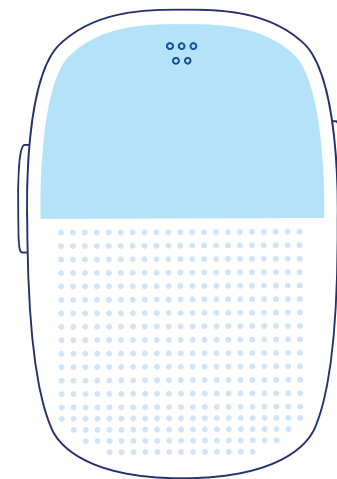
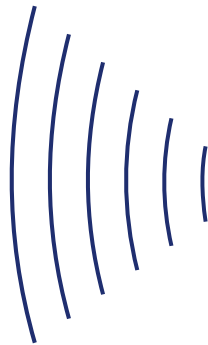
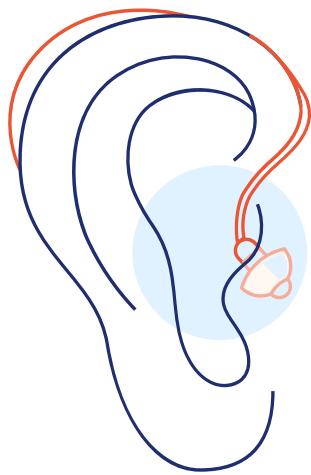
Brain is off	Off
Brain is turning on	Pulsing Peach
Brain is on	Solid Peach
Charging while off	Pulsing Red when charging, Pulsing Green once charged
Charging while on	Solid Red when charging, Solid Green once charged

How it works

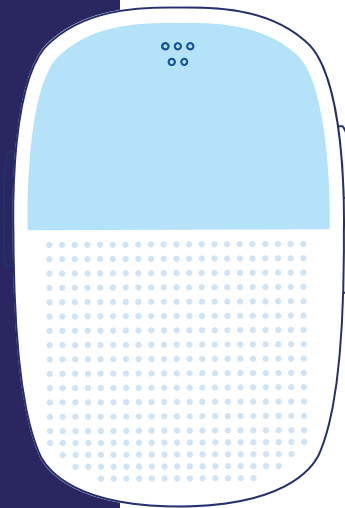
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Meet your new Whisper Hearing System, the learning hearing aid that gets better over time. With Whisper, you'll receive regular software upgrades containing new features and improved sound processing every few months.

The Whisper Hearing System has earpieces like a traditional hearing aid, but what makes it unique is the power and intelligence of the Whisper Brain. The Whisper Brain is powered by a proprietary Sound Separation Engine that optimizes sound in real-time. Your earpieces will work even if the Brain is not nearby, but you won't experience the full benefits of the Whisper Hearing System without it.



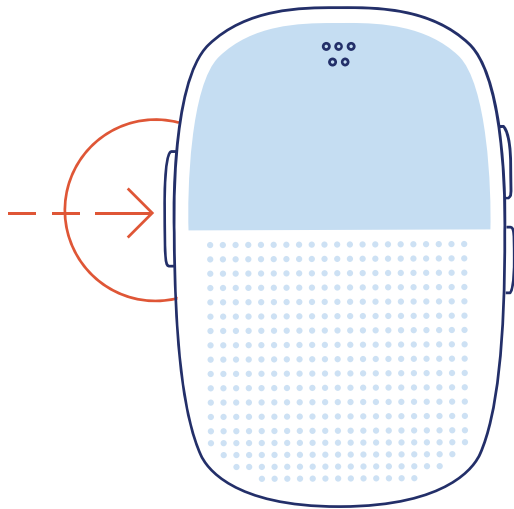
Getting started



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1. Charging the Brain

- Charge the Brain every day before use.
- To charge, insert the small end of the charging cable into the Brain, and the other end into the wall charger. Plug the charger into an outlet.
- A complete charge may take up to five hours.

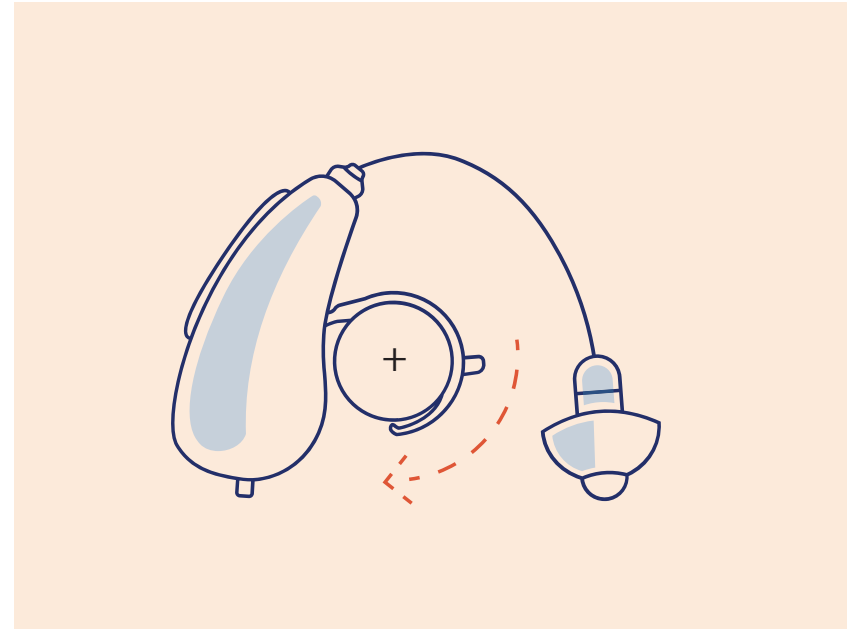


2. Turning the Brain on and off

- The Brain can be turned on or off by pressing and holding the Settings button. The Brain should be on to get the full benefit of the Whisper Hearing System, and to use the volume and settings controls.
- Typically you will not need to turn the Brain off. It will automatically turn off when not in use.

3. Turning the earpieces on

- Each Whisper Hearing System comes with two earpieces, powered by a 675 hearing aid battery.
- Before inserting the battery into the earpiece, remove the protective film and allow it to sit for 3-5 minutes to extend the battery life.
- Carefully pull on the tab at the bottom of the battery tray so it opens.



- Place the battery into the tray with its positive side visible. The earpiece will automatically turn on once the tray is closed.

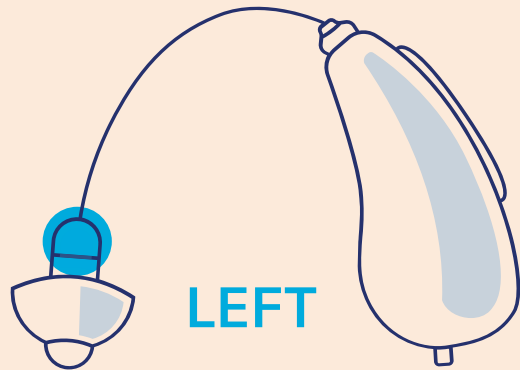


WARNING

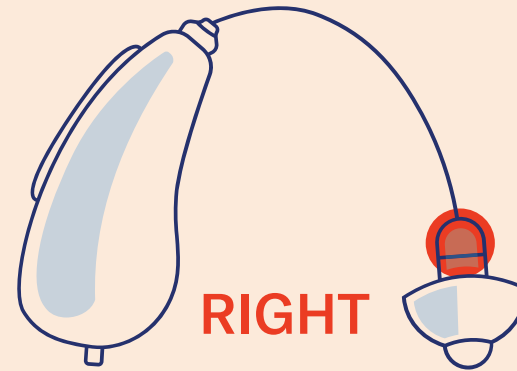
- If you or someone you know has swallowed a battery, call the Battery Ingestion Hotline immediately: 800-498-8666.
- Keep out of reach of children at all times, particularly when storing overnight with battery doors open. Accidental ingestion of batteries can be fatal or life-threatening.
- Batteries can be harmful or fatal if swallowed. Always keep earpieces and batteries out of the reach of children.
- Always use a size 675 hearing aid battery with your Whisper Hearing System to prevent damage to your device.
- Always dispose of batteries safely, and in accordance with local laws. When not in use, earpieces should be stored in the provided case with the battery doors open to prolong battery life.

4. Putting the earpieces on

- Be sure to wear the correct earpiece in each ear. The right earpiece has a red tip, and the left, a blue tip.
- When the earpiece is powered on, a recording will play to identify which earpiece is which (“left” or “right”).
- Gently insert the domed tip at the end of the speaker wire into your ear canal, wrapping the remainder of the wire around the top of your ear so that the earpiece body sits comfortably behind your ear.
- Do not insert the speaker wire into your ear if it does not have a dome, or if the dome is damaged. For added stability, ask your hearing care professional for motion locks.



LEFT



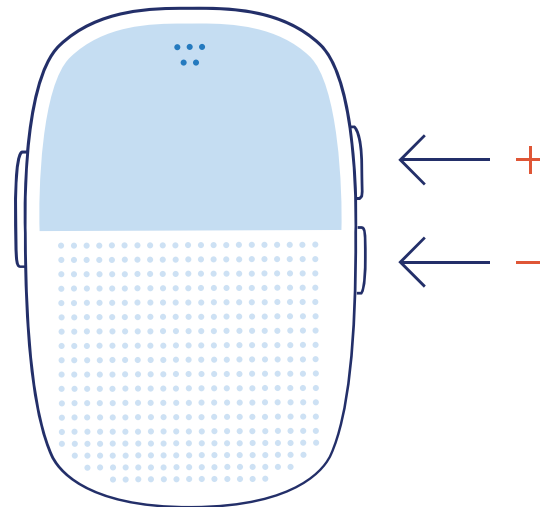
RIGHT

WARNING

- The earpieces are made of modern nonallergenic materials. Nonetheless, in rare cases, skin irritation may occur. If you notice skin irritation in or around your ear or ear canal, suspend use and contact your hearing care professional.
- In the unlikely event that the silicone dome separates from the earpiece and remains in your ear canal, seek immediate help from a hearing care or medical professional. Do not try to remove the dome on your own as doing so risks damage to your ears.

5. Adjusting volume

- With the Whisper Brain turned on, press the Volume buttons to change volume.
- Every time you increase or decrease the volume, a short sound will play to confirm the level.



6. Adjusting settings

- Press the Settings button to switch between the Dynamic and Custom settings.
- The Dynamic setting will automatically adjust sound for everyday comfort.
- The Custom setting can be configured to optimize for different situations. Your hearing care professional can configure the Custom setting, or you can configure it using the Whisper mobile app.

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Music



Quiet



Noise



Outdoors



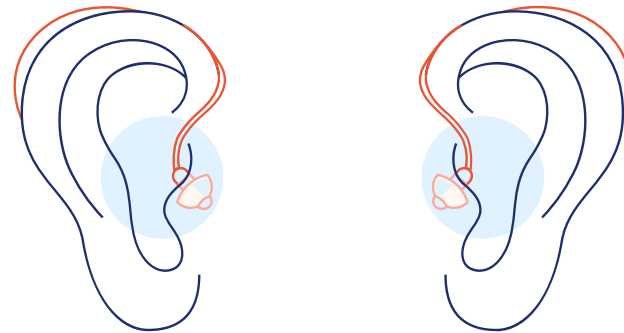
TV

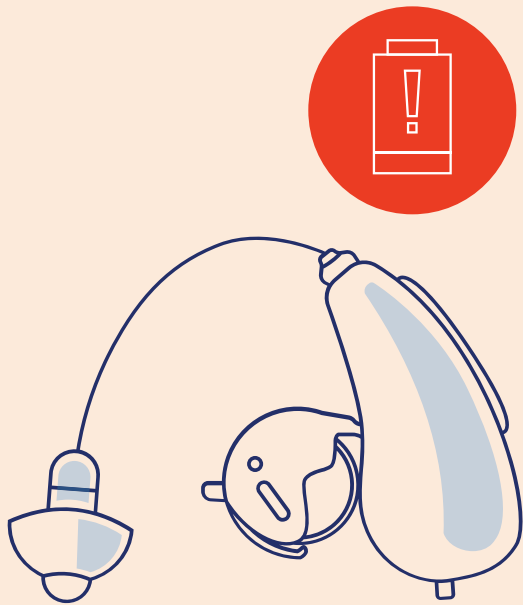
7. Taking the earpieces off

- To take the earpieces off, pull the earpiece body off your ear and gently pull on the wire near the speaker to remove the ear tip.
- Clean and inspect your earpieces after each use to check that they are intact. Regular use of a hearing aid dehumidifier is recommended.

WARNING

When using any type of earpiece, you should regularly ventilate your ear, otherwise your ear canal will have a slightly increased risk of infection or disease. Remove your earpieces when you sleep for ventilation.





8. Turning the earpieces off

To preserve battery life, open the earpiece battery trays when not in use. The battery is not rechargeable and will need to be replaced every few days. Once the battery is low, the earpiece will play a low battery indicator.

Maintenance



1. Battery maintenance

Turn the earpieces off whenever they are not in use. Make sure the Brain is fully recharged at least once a day.



2. Cleaning the earpieces

Use a dry microfiber cloth to wipe down the earpieces; for more intensive cleaning needs, consult your hearing care professional. Do not use liquid (including water), alcohol, or chlorine-based cleaners, as they may cause damage.



3. Removing wax buildup

The Whisper Hearing System includes a small brush to clean wax off the earpieces. Gently brush wax off the domes, away from the speaker opening. Then use a soft, dry cloth to wipe the body of the earpiece.



4. Replacing the wax guards

The wax guard is a small white piece of plastic that sits under the dome to protect the speaker. If the wax guard becomes damaged or clogged, replace it with one of the extra guards provided with your Whisper Hearing System. Contact your hearing care professional for instructions.



5. Dome replacement

Promptly replace domes every 3 months or if discolored or clogged.



6. Avoiding damage

Please avoid subjecting your Whisper Hearing System to adverse conditions, including dropping it, immersing it in water or other liquids, or exposing it to extreme temperatures.

WARNING

- Do not expose your Whisper Hearing System to temperatures below $-20^{\circ}\text{C}/-4^{\circ}\text{F}$ or above $45^{\circ}\text{C}/113^{\circ}\text{F}$, or to environments above 90% relative humidity. Avoid using the Whisper Hearing System in temperatures below $0^{\circ}\text{C}/32^{\circ}\text{F}$ or above $35^{\circ}\text{C}/95^{\circ}\text{F}$.
- Do not drop any part of your Whisper Hearing System, as it may damage the device.
- Never try to open or repair any part of the Whisper Hearing System yourself.

- Do not shower, bathe, or swim with your earpieces or immerse them in water or other liquids. Although the earpieces are waterproof up to a depth of 1 meter (IP68), they can still be damaged by immersion. Should your earpieces come into contact with water and stop working, please follow these guidelines:
 - 1) Gently wipe off any water.
 - 2) Open the battery compartment, remove the battery, and gently wipe off any water in the battery compartment.
 - 3) Let the earpieces dry with the battery compartment open.
 - 4) Insert a new battery into the earpiece.
- The Whisper Brain is not water resistant and should be kept away from moisture and dust.

Trouble-shooting

No Sound

Possible cause	Solution
The earpiece battery tray is not closed	Close the battery tray
The earpiece battery is dead	Replace the battery
The earpiece is clogged	Clean the wax guard or replace the dome

 **Intermittent sound**

Possible cause	Solution
Clogged sound outlet	Clean the wax guard or replace the dome
Moisture	Clean and wipe the battery with a dry cloth

 **Squealing noise**

Possible cause	Solution
The earpiece is inserted incorrectly	Remove and re-insert the earpiece
Earwax accumulated in the ear canal	Contact your hearing care professional

If none of the solutions in this chapter work, please consult your hearing care professional.

 **Blinking status light**

Possible cause**Solution**

The Whisper Brain needs to be recharged

Recharge the Whisper Brain

Loss or damage

If you have misplaced or lost or damaged any part of the Whisper Hearing System, please contact your hearing care professional.

Caution: Federal law restricts this device to sale by or on the order of an audiologist or hearing care professional.

The Whisper Hearing System is designed for daily use, and has been adjusted specifically for you, the original owner, by your hearing care professional. It should be used only as directed, and not used by others.

Note: The Whisper Hearing System is intended to improve hearing for adults with mild to severe hearing loss. No hearing aid will restore normal hearing or prevent or improve a hearing impairment resulting from organic conditions. In most cases, infrequent use of a hearing aid does not permit a user to attain full benefit. A hearing aid is only part of hearing rehabilitation and may need to be supplemented by auditory training and lip reading.

WARNING

- To avoid injury or damage to your Whisper Hearing System, please review these instructions and follow all warnings and instructions for use.
- The Whisper Hearing System is intended for adults only. Consult a physician, audiologist, or other hearing care specialist to determine if the Whisper Hearing System is appropriate for your type of hearing loss.
- The Whisper Hearing System is not intended for use by children.
- The Whisper Hearing System is not for use by those with profound hearing loss and must be issued by an audiologist or other hearing care professional. The Whisper Hearing System is not intended for use by those without hearing loss.

- Never allow others to wear your Whisper Hearing System, as this could cause permanent damage to their hearing.
- Do not use or wear your Whisper Hearing System during radiation, X-rays, MRIs, CT or other medical treatments and scans.

Potential Side Effects

Earpieces may cause an accelerated accumulation of earwax, skin irritation, or infection. Please contact a hearing care professional should any of these conditions occur.

WARNING

The following guidelines are recommended for those with defibrillators, pacemakers, and other medical implants while using the Whisper Hearing System.

- If you wear an active implantable device, keep all Whisper Hearing System parts (including the multi-tool magnet) at least 15 cm away from the implant.
- If you experience any interference, do not use the earpieces and contact the manufacturer of the implant. Please note that interference can also be caused by power lines, electrostatic discharge, airport metal detectors, etc.
- If you have an active brain implant, please contact the manufacturer of the implant for risk evaluation.

WARNING

- Do not use the Whisper Hearing System in mines or other areas with explosive gases.
- Although your earpiece has been designed to comply with the most stringent international electromagnetic compatibility standards, it may cause interference with other equipment, such as medical devices.

Warning to Hearing Care Professionals

An audiologist or hearing care professional should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other

available information concerning the prospective user, that the prospective user has any of the following conditions:

- Visible congenital or traumatic deformity of the ear.
- History of active drainage from the ear within the previous 90 days.
- History of sudden or rapidly progressive hearing loss within the previous 90 days.
- Acute or chronic dizziness.
- Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.

- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- Pain or discomfort in the ear.

Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user.

Important Notice for Prospective Hearing Aid Users

- Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists.

- The purpose of medical evaluation is to ensure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.
- Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.
- The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

- If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.
- Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

Children with Hearing Loss

In addition to seeing a physician for a medical evaluation, a child with hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss. The Whisper Hearing System is not intended for use by children.

FCC Notices

- The earpieces are under FCC ID 2AT97W1C.
- The Whisper Brain is under FCC ID 2AT97W1K and contains FCC ID 2AFDI-ITCNFA324.

- This device complies with part 15 of the FCC Rules. 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.
- This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.
- **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:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- This hearing aid complies with international standards concerning electromagnetic compatibility and human exposure.
- The Whisper Hearing System has been tested at an altitude of 5,000 meters with an atmospheric pressure of 55kpa.

Technical Data

Data in accordance with ANSI S3.22-2014

Test

HFA-OSPL90	117 dB SPL
HFA-FOG	50 dB
RTG	45 dB
Frequency Range	250 Hz - 7000 Hz

Test

THD	2.5%
EIN	28 dB SPL
Battery Current	5.5 mA
Attack and Release Time	Attack between 5 and 20 msec; release time between 15 and 30 msec

Figure 1.

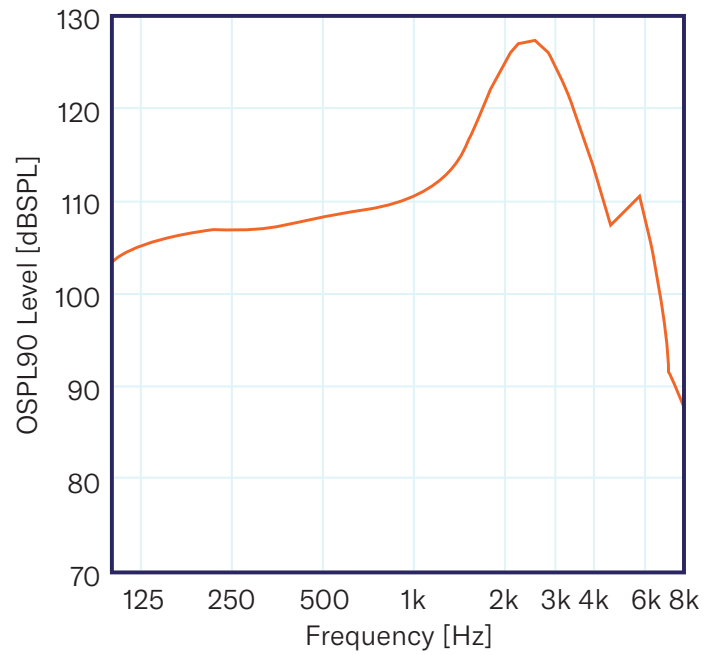
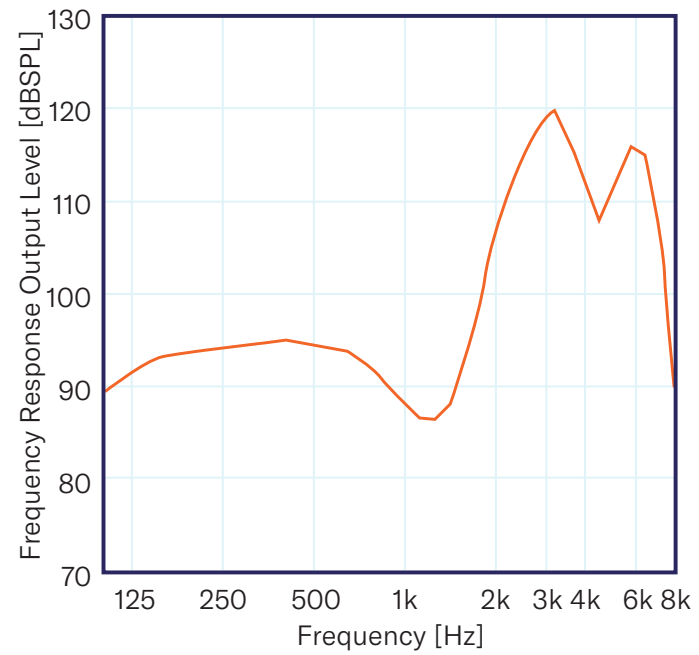


Figure 2.



For the most up to date information, please visit www.whisper.ai/support.

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