

# HelloGO™

Have a listen.

## The Ready-To-Wear Hearing Device User Guide



unitron™

# Hello There!

Great job on choosing HelloGO™.

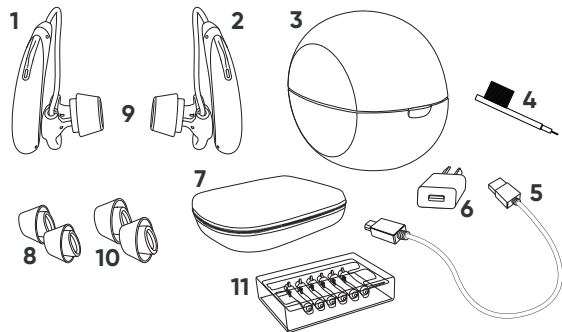
This guide is little but packed with important details - so you can get the most of your HelloGO experience. Don't worry, we did our best to keep it brief (and fun). Take a few minutes to breeze through it, and you'll be one step closer to a world of better hearing.

Have a listen.

[hellogo.unitron.com](https://hellogo.unitron.com)



## What's Inside the Box?



1. Hearing device – left
2. Hearing device – right
3. Charger
4. Cleaning brush
5. Charging cable
6. Wall charger
7. Carrying case
8. Set of eartips – small
9. Set of eartips – medium (installed on device)
10. Set of eartips – large
11. Wax guards (6)

## What's Inside This Guide?

Intended Use .....	6
Your HelloGO Devices .....	7
Your Charger .....	8
Let's Get This Started .....	9
Get Charged Up.....	18
Hearing Looks Good on You .....	25
Changing Your Eartips .....	27
Get to Know This Button .....	28
A Little TLC Goes a Long Way .....	32
You'll Need These .....	38
Warranty and Return Policy .....	39
Warnings.....	41
Important Symbols and Info .....	53
Compliance Information .....	57
We're Here for You.....	62

## Intended Use

The HelloGO devices are intended for adults 18 years of age or older with mild-moderate hearing loss.

The intended use of the HelloGO devices is to amplify and transmit sound to the ears and hereby compensate for hearing loss. The devices must only be used by the intended person. They should not be used by any other person.

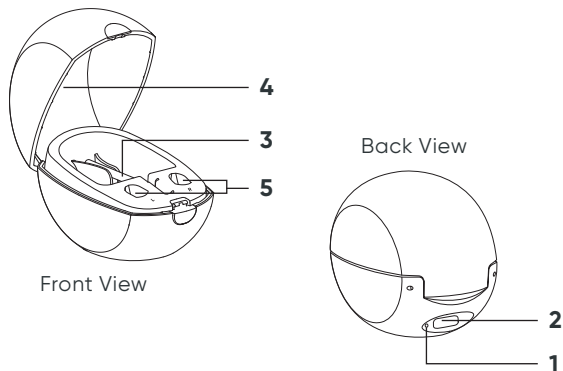
The HelloGO Hearing App is intended for adults 18 year of age or older, to set-up and/or adjust HelloGO devices through Android and Apple iOS smartphones.

## Your HelloGO Devices



1. Push button
2. Indicator light
3. Forming wire
4. Earpiece
5. Receiver
6. Charging contacts
7. Eartip
8. Microphones
9. Serial number plate

## Your Charger



1. Indicator light for power
2. USB-C connecting to external power supply
3. Cleaning brush
4. Space for drying capsule (sold separately through hearing care professional)
5. Device charging slots with left "L" /right "R" indicators

## Let's Get This Started

First step is to download the HelloGO Hearing App on your Apple® or Android smartphone. If you have already visited a hearing care professional for your HelloGO setup and have downloaded the app, you are ready to go!



The app can only be used on smartphones with Bluetooth® Low-Energy (BLE) capability and is compatible with iPhone 5s or newer running iOS Version 12 or newer and Google Mobile Services (GMS) certified Android devices supporting Bluetooth® 4.2 and Android 8.0 or newer.

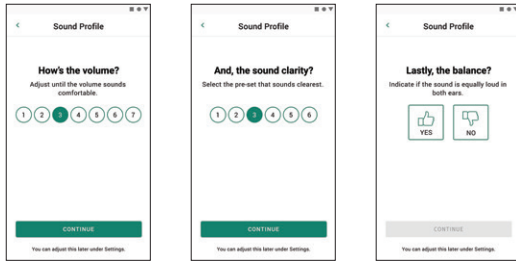
Bluetooth® is a registered trademark owned by the Bluetooth SIG, Inc. Google Play and the Google Play logo are trademarks of Google LLC. Apple® and the Apple logo® are registered trademarks of Apple Inc.

## Setting Up Your Devices With the HelloGO Hearing App

1. Download the HelloGO Hearing App.
2. Create an account. If you have already created an account online, simply log in.
3. Accept the Data Collection Agreement, so that your anonymized data can help improve the app.
4. Plug your charger into a power source and put your devices into the charger. The indicator lights should blink.
5. Take your devices out of the charger. The indicator lights will start to blink green to indicate they are in the pairing state.

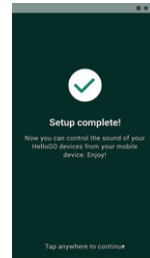
6. Next, you'll be guided through the pairing process for your devices that will allow for:
  - a. Hands-free calls and wireless music, podcasts and audiobooks streaming
  - b. App connectivity – control volume and programs from your phone
- ① If you have upgraded to Pro, the app will automatically skip to Step 9.
7. Put on your devices following the instructions in the app, making sure your hands and ears are clean before handling. Make sure to choose the eartip size that feels the most comfortable in your ear. Adjust the forming wire for optimal fit. (refer to page 25 for detailed instructions.)

8. Follow the guided steps to set up your sound profile, making sure to move to a quiet space first. You'll be asked to rate the volume, sound clarity and balance of your devices. You can adjust your sound profile at any time through the app settings.



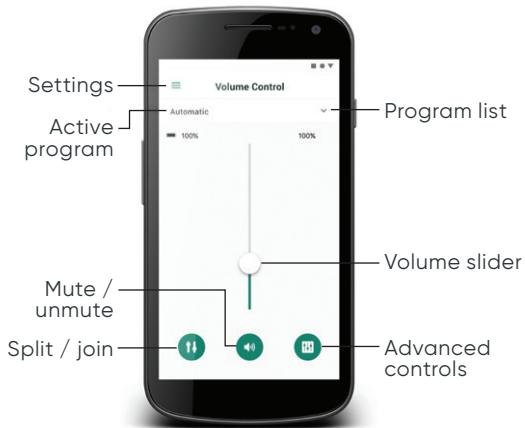
- ① If there is a significant difference in volume between your devices, you will be advised to consult a hearing care professional.

9. Allow notifications. This is a great option to get the most out of your devices. You will receive helpful tips and tricks straight to your smartphone. Don't worry, you can opt out at any time.
10. Set up is now complete. The app will guide you to the remote control feature.




## Control At Your Fingertips


The remote control allows for in-the-moment control of volume, changing programs, and access to advanced controls such as equalizer and wind noise reduction. (Also available with the Pro upgrade.)

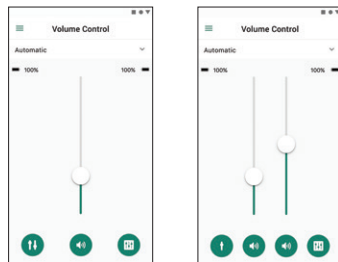


## Volume Control

Move the slider up or down to adjust your device volume on both sides. Tap the  icon below the slider to mute or unmute your devices.

## Split the Volume

Tap the  icon to control the volume on each device separately.




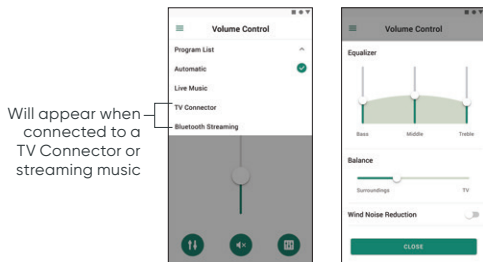


## Program Selection

Tap the arrow beside the current program to see all available programs designed for different environments. Select the desired program.


## Advanced Program Settings

Tap the  icon on the bottom right corner to access equalizer and wind noise reduction. When streaming audio or connected to a TV Connector, balance adjustments can be made.



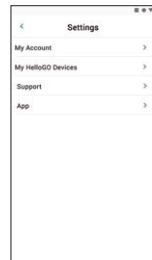
16

## Settings Menu

Tap the  icon on the top left side of the main screen to access the settings menu.

You will find:

- General account information
- Device settings including sound profile information and device usage data
- Links to support materials and the ability to provide feedback online



17

# Get Charged Up

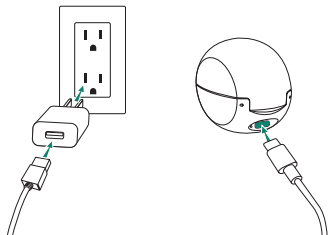
## Battery and Charging Information

- ① Before using your devices for the first time, it is recommended to charge them for 3 hours. Your devices come with a 30% charge.
- ① Your devices contain a built-in, non-removable, rechargeable lithium-ion battery.
- ① The devices must be dry before charging.
- ① Charge your devices every night. If you hear the low battery warning, place both devices in the charger.

- ① You will hear two long beeps to indicate the device battery is low. You then have approximately 60 minutes before the devices require recharging.
- ① Please make sure to charge and use the devices within operating temperature range: 50° to 107.6° Fahrenheit (+10°C and +42°C).

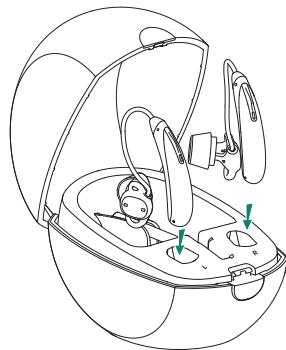
## 1. Connect the Charger to a Power Source

- Plug the larger end of the charging cable into the wall charger.
- Plug the smaller end into the USB-C port on the charger.
- Plug the wall charger into a power outlet.
- The indicator light on the charger is green when the charger is connected to the power source.



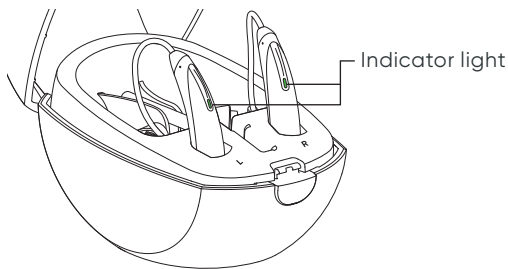
## 2. Insert Devices into the Charger

Insert the devices firmly into the charging slots. Make sure the left (L) and right (R) device markings match the "L" and the "R" indicators in front of the charging slots. The devices will automatically mute when inserted into the charger.



### 3. Watch the Indicator Light

The indicator light on the devices will slowly blink until they are fully charged. Once fully charged, the indicator light will be solid green. The charging process will automatically stop when the batteries are fully charged, so the devices can be safely left in the charger. It can take up to 3 hours to charge the devices. The charger cover can be closed while charging.



### 4. Understanding the Indicator Light

The table below indicates approximate charging times. The indicator light on the devices are color coded to show the state of the batteries. Charging times may vary slightly.

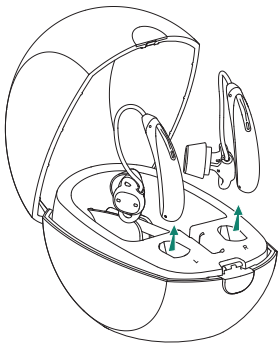
Indicator Light	Percentage Charged	Charging Time
● ● ●	0-10%	
● ● ●	11-80%	30 min (30%) 60 min (50%) 90 min (80%)
● ● ●	81-99%	
■	100%	3h

Your devices have a rechargeable battery life of up to 16 hours, including 2-3 hours of streaming, depending on individual usage.

## 5. Remove the Devices from Charger

Remove the devices from the charging slots by gently pulling on the body of each device. Each device will turn on as soon as it is removed from the charger.

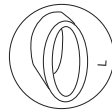
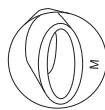
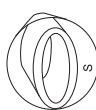
- ⓘ Do not pull the forming wires to remove the devices from the charger as this can damage the devices.



## Hearing Looks Good on You

Follow the instructions below for both the left and right device.

1. Select the proper eartip size for your ears – a set of small, medium and large eartips are provided in your package (medium eartips come installed on your devices). If you're not sure which size you have, you can find a "S", "M" or "L" embossed on the inside of the eartip wall. Make sure the eartip has a snug fit in your ear and feels secure and comfortable.



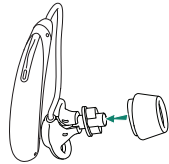
2. Hold the device by the forming wire with the eartip facing towards your ear. Gently insert the eartip into your ear.
3. Tuck the body of the device over the top and behind the ear.
4. Gently wiggle the eartip into your ear canal, but it is not meant to sit too deeply. You may find it helpful to pull the top of your ear to allow for a secure fit.
5. The wire is bendable closest to the top of the device and can be adjusted for comfort, retention and visibility.
6. To remove your device from your ear, lift the body of the device from behind your ear and gently wiggle the eartip out of your ear.



## Changing Your Eartips

1. To remove the eartip, securely grip the earpiece and pinch the eartip, gently peel it back and off the earpiece. Discard this eartip.

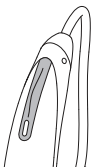
2. Insert a fresh eartip on the end of the earpiece, as shown below. Push them together until you feel the eartip secure itself on the ear piece. You should feel a slight click.



- ⓘ Make sure the eartip is securely fastened to the earpiece.
- ⓘ Eartips should be replaced every 3-6 months or when they become stiff, brittle or discolored.
- ⓘ To purchase additional eartips, visit [hellogo.unitron.com](http://hellogo.unitron.com)

## Get to Know This Button

The push button allows you to turn your devices on and off without putting them in the charger, change the volume level of your devices, switch between listening programs, and accept or reject mobile phone calls.



### Turning Your Devices ON/OFF




- To turn your devices ON, press and hold the push button on each device for 4 seconds until the indicator light turns green. If on your ear, you will hear a melody.
- To turn your devices OFF, press and hold the push button on each device for 4 seconds until the indicator light turns red.

### Volume Control

- ① Both devices must be turned on and within 8" of each other to work as described below.
- To increase the volume of both devices, quickly press the push button (< 2 seconds) on your right device. You will hear a short beep to indicate the increase in volume
- To decrease the volume of both devices, quickly press the push button (< 2 seconds) on your left device. You will hear a short beep to indicate the decrease in volume
- ① You can also control the volume of your devices through the HelloGO Hearing App remote control feature.

## Program Change

Each time you press the push button on either device for > 2 seconds, you will move to the next device program. You will hear a beep to indicate which program you are in.

Program Setting	Beeps
Automatic (Default)	 1 beep
Live Music	 2 beeps
TV Connector (available, if connected)	 3 beeps

- ① You can also change programs using the HelloGO Hearing App remote control.
- ① If connected to a TV Connector, you must select the TV Connector program to hear the audio through your devices

## Accepting Incoming Calls

Quickly press the push button (< 2 seconds) on either device to answer the incoming call.

## Rejecting Incoming Calls

Press the push button on either device (> 2 seconds) to reject the phone call.

## Ending a Call

Press the push button on either device (> 2 seconds) to end the call.

- ① You can also manage phone calls as you normally would with your smartphone. You will hear the audio through your devices.
- ① If you experience feedback while using a landline phone, slightly tilt the phone away from your ear.



# A Little TLC Goes a Long Way

## Protecting Your Devices

- Always remove your devices before using hair care products. The microphones can become clogged and cease to function properly
- Do not wear your devices in the bath or shower or immerse them in water
- Be diligent when exercising, as excessive sweat can impact your devices
- If you need to remove your devices while away from your charger, turn them off and place safely in the carrying case provided
- If your devices do become wet, do not attempt to dry them in an oven or

microwave. Do not adjust any controls. Visit a hearing care professional

- Avoid storing your devices and charger in areas with high humidity, like the bathroom
- Drying capsules can be placed in the charger along with your devices to help dehydrate your devices of excess moisture (see page 8 in this guide for where they fit in your charger)
- Protect your devices from excessive heat (hair dryer, vehicle glove box or dashboard)
- Ensure you do not twist or squeeze the wires when your devices are placed in their case
- Do not drop your devices or allow them to hit hard surfaces

## Cleaning Your Devices

Use a soft cloth to clean your devices at the end of each day. In addition, regular cleaning with the supplied cleaning brush will ensure that your devices will maintain their sound quality.

- Ear wax is natural and common. Ensuring your devices are free of ear wax is an important step in your daily cleaning and maintenance routine (see page 36 in this guide for how to replace your wax guard)
- Never use alcohol or household cleaning products to clean your devices
- Do not use sharp tools to dislodge ear wax. Inserting household items into your devices can seriously damage them

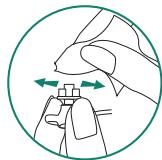
## Cleaning Your Eartips

Eartips should be gently cleaned with the supplied cleaning brush and/or a soft cloth or tissue, removing any debris or ear wax.

## Cleaning Your Wax Guard

Clean your wax guard by simply wiping with a soft cloth or tissue. Do not apply excessive pressure as it may damage the wax guard. Here's a few do's and don'ts to follow:

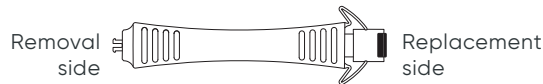
- Use a gentle back and forth wiping motion
- Never wipe with a rotating motion as this might damage the wax guard



- Never use water to clean the wax guard
- Never use sharp objects or brushes to clean the wax guard

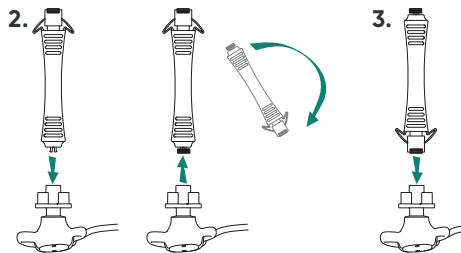
## Replacing Your Wax Guard

The recommended frequency of changing the wax guard can vary. It depends on the user and how much wax is produced in the ear. For best results, it is recommended to change your wax guard every 3 - 4 months.



1. Remove the eartip from the earpiece. Gently wipe wax and debris off of the eartip.

2. Remove the old wax guard. Using the removal side of the wax guard tool, insert into the black ring of the wax guard (located in the receiver opening). Click into place to attach the ring to the tool, and remove.
3. Install a new wax guard. Using the replacement side of the wax guard tool, insert into the receiver opening in the earpiece. Press and click into place making sure it is secure. Discard the used wax guard tool.



4. Replace the eartip onto the earpiece.

① For additional tips, visit [hellogo.unitron.com](https://hellogo.unitron.com)

① To purchase additional wax guards, visit [hellogo.unitron.com](https://hellogo.unitron.com)

## You'll Need These

Enhance and get the most of your HelloGO devices with these important and helpful accessories.

Visit [hellogo.unitron.com](https://hellogo.unitron.com) to purchase:

- Eartips
- Wax Guards
- TV Connector

## Warranty and Return Policy

Devices come with a 1 year limited warranty valid starting from the shipment date. An additional year of warranty is provided when upgrading to the Pro Upgrade through a Hearing Care Professional. The additional year of warranty with the Pro Upgrade is valid from the date of upgrade. The limited warranty covers defects in material and workmanship for Devices, which includes their external and internal components, charger, cord and plug within the limited warranty period. This warranty is guaranteed by HelloGO. For Devices we deem eligible for repairs, we pledge to secure functionality at least equivalent to the original Device. At the discretion of HelloGO, Devices may be replaced by new products or products manufactured from new or serviceable used

parts or repaired using new or refurbished replacement parts. To initiate a warranty claim, please complete the request form and follow the instructions on the My Account page of the Site. Exclusions from warranty repair coverage includes devices purchased from unauthorized distributors, which are not covered by this or any other HelloGO warranty. Damage from improper handling or care, exposure to chemicals, immersion in water or undue stress is not covered by the limited warranty described in this section or any other HelloGO warranty. Damage caused by third parties or non-authorized service centers is excluded from this limited warranty. Multiple repairs are permitted within the relevant limited warranty period provided they are all covered by the terms herein. Our flat rate repair charge will be issued for any out of warranty repairs that are covered by warranty terms.

## Warnings

\*The term hearing aids in the following sections refers to your hearing devices.

- ⚠ These rechargeable hearing aids\* contain lithium-ion batteries that can be taken onto airplanes as carry-on luggage.
- ⚠ Changes or modifications to the hearing aids that are not explicitly approved by the manufacturer are not permitted. Such changes may damage your ear or the hearing aids.
- ⚠ Hearing aids will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
- ⚠ Do not use the hearing aids and charging accessories in explosive areas (mines or industrial areas with danger of explosions, oxygen rich environments or areas where flammable anesthetics are handled) or where electronic equipment is prohibited.

- ⚠ Allergic reactions to hearing aids are unlikely. However, if you experience itching, redness, soreness, inflammation or a burning sensation in or around your ears, contact your physician.
- ⚠ In the unlikely case that any parts remain in the ear canals after the removal of the hearing aids, contact a physician immediately.
- ⚠ Ear wax is natural and common. However, wearing these devices may cause an excess buildup of ear wax. If this occurs, contact your hearing care professional.
- ⚠ Hearing programs in the directional microphone mode reduce background noises. Please be aware that warning signals or noises coming from behind, e. g. cars, are partially or entirely suppressed.
- ⚠ The usage of this device by individuals with cognitive impairment should be supervised at all times to ensure their safety. The hearing aids are small devices and

contain small parts. Do not leave children and individuals with cognitive impairment unsupervised with these hearing aids. If swallowed, consult a physician or hospital immediately as the hearing aids or their parts can cause choking.

- ⚠ Keep the charger out of reach of children, individuals with cognitive impairment and pets. If a drying capsule is swallowed, consult a physician or hospital immediately.
- ⚠ Do not make a wire connection from your hearing aids to any external audio sources like radio etc. That could cause injuries on your body (electric shock).
- ⚠ Do not cover the whole charger while charging, e.g. with a cloth etc.
- ⚠ The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.):
  - Keep the wireless hearing aids at least 15 cm (6 inches) away from the active implant.

- If you experience any interference, do not use the hearing aids and contact the manufacturer of the active implant. Please note that interference can also be caused by power lines, electrostatic discharge, airport metal detectors etc.

- ⚠ Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your hearing aids. Remove and keep them outside the examination room/area before undergoing:
  - Medical or dental examination with X-ray (also CT scan).
  - Medical examinations with MRI/NMRI scans, generating magnetic fields.
  - Hearing aids don't need to be removed when passing security gates (airports etc.). If X-ray is used at all, it will be in very low doses, and will not affect the hearing aids.
- ⚠ Only use the charger and power supply provided by the manufacturer for charging. Otherwise, the device(s) may be damaged.

- ⚠ Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.
- ⚠ Your hearing aids operate in the frequency range of 2.4 GHz–2.48 GHz. When flying please check if flight operator requires devices to be switched into flight mode.
- ⚠ Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the hearing aids, including cables specified by the manufacturer. Otherwise, the equipment's performance could be degraded.
- ⚠ HelloGO Ready-To-Wear hearing devices should only be used with the designated earpiece and receiver.
- ⚠ The USB port of the charger is to be used for the described purpose only.

⚠ Eartips should never be used by people with perforated eardrums, exposed middle ear cavities, or surgically altered ear canals. In the case of such a condition, we recommend seeing a hearing care professional.

## Precautions

- ① These hearing aids are water resistant but not waterproof. They are designed to withstand normal activities and occasional accidental exposure to extreme conditions. Never immerse your hearing aids in water. These hearing aids are not specifically designed for extended periods of water submersion, eg. activities such as swimming or bathing. Always remove your hearing aids before these activities, as the hearing aids contain sensitive electronic parts.
- ① Protect your hearing aids from heat (never leave near a window or in the car). Never use a microwave or other heating devices to dry your hearing aids (due to risk of fire or explosion). Ask your hearing care professional about suitable drying methods.

- ① Eartips should be changed every three to six months or when it becomes stiff or brittle. This is to prevent the eartip from detaching from the earpiece during insertion into or removal from the ear.
- ① Do not drop your hearing aids. Dropping onto a hard surface can damage your hearing aids.
- ① Store your hearing aids in the charger if you are not using them for a long period of time.
- ① The hearing aids have to be dry before charging. Otherwise the charging reliability cannot be guaranteed.
- ① In most cases, infrequent use of hearing aids does not provide full benefit. Once you have become accustomed to your hearing aids, wear your hearing aids everyday all day.
- ① Your hearing aids use the most modern components to provide the best possible sound quality in every listening situation. However, communication devices such as digital mobile phones can create interference



(a buzzing sound) in hearing aids. If you experience interference from a mobile phone being used close by, you can minimize this interference in a number of ways. Switch your hearing aids to another program, turn your head in a different direction or locate the mobile phone and move away from it.

## Labeling

The serial number and year of manufacture are located under clear plate (see page 7 for location).

## Mobile Phone Compatibility Rating

Some hearing aid users have reported a buzzing sound in their hearing aids when they are using mobile phones, indicating that the mobile phone and hearing aids may not be compatible. According to the ANSI C63.19 standard (ANSI C63.19-2011 American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and

Hearing Aids), the compatibility of particular hearing aids and a mobile phone can be predicted by adding the rating for the hearing aid immunity to the rating for the mobile phone emissions. For example, the sum of the hearing aid rating of 4 (M4) and a telephone rating of 3 (M3) would result in a combined rating of 7. Any combined rating that equals at least 5 would provide "normal use"; a combined rating of 6 or greater would indicate "excellent performance."

The immunity of these hearing aids is at least M4. The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied.

- ① The performance of the individual hearing aids may vary with individual mobile phones. Therefore, please try these hearing aids with your mobile phone or, if you are purchasing a new phone, please be sure to try it with your hearing aids prior to purchase.

## **Warning to Hearing Aid Dispensers (to comply with the U.S. Food and Drug Administration (FDA) regulations)**

A hearing aid dispenser 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: (i) Visible congenital or traumatic deformity of the ear. (ii) History of active drainage from the ear within the previous 90 days. (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days. (iv) Acute or chronic dizziness. (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days. (vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz. (vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal. (viii) Pain or discomfort in the ear.

## **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 assure 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 a 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.

## Important Symbols and Info



With the CE symbol, Unitron Hearing confirms that this Unitron product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio Equipment Directive 2014/53/EU on radio and telecommunications transmitters.

The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above–mentioned directives.



This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.



This symbol indicates that it is important for the user to pay attention to the relevant warning notices in this user guide.



Important information for handling and effective use of the product.

---



This symbol indicates that the products described in these user instructions adhere to the requirements for an application part of Type B of EN 60601-1. The surface of the hearing aid is specified as applicated part of Type B.



Copyright symbol



This symbol shall be accompanied by the name and the address of the authorised representative in the European Community.



This symbol shall be accompanied by the name and the address of the manufacturer (who are placing this device on the market).



The symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste. Please dispose of old or unused devices, at waste disposal sites intended for electronic waste, or give your device to your hearing care professional for disposal. Proper disposal protects the environment and health.



The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Sonova AG is under license. Other trademarks and trade names are those of their respective owners.



Date of manufacture



Serial number



Transportation and storage temperature limitation



Transportation and storage humidity limitation



Transportation and storage atmospheric pressure limitation



Keep dry

---

Operating conditions:

This device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.

---

Operating conditions:

Temperature: Lower Limit = +50°F (+10°C)

Upper Limit = +107.6°F (+42°C)

Humidity: Lower Limit = 0%, Upper Limit = 70%

Pressure: Lower Limit = 50kPA, Upper Limit = 106kPA

---

Storage and Transportation conditions:

Temperature: Lower Limit = -4°F (-20°C)

Upper Limit = +140°F (+60°C)

Humidity: Lower Limit = 0%, Upper Limit = 70%

Pressure: Lower Limit = 50kPA, Upper Limit = 106kPA

---

Further documentation can be found at  
[hellogo.unitron.com](http://hellogo.unitron.com)

---

## Compliance Information

### Declaration of Conformity

Hereby, Unitron Hearing declares that this product meets the requirements of the Medical Device Directive 93/42/EEC and complies with Radio Equipment Directive 2014/53/EU. The full text of the Declarations of Conformity can be obtained from the manufacturer via the following web address:

<https://unitron.com/content/certificates>.

This Supplier's Declaration of Conformity is hereby issued according to Chapter 1, Subpart A, Part 2 of Title 47 of the Code of Federal Regulations by:

Sonova AG

Laubisrütistrasse 28, CH-8712Stäfa

The product HelloGO complies with the applicable requirements of FCC Rule Part 15B for the corresponding equipment classes of Unintentional Radiators.

RESPONSIBLE PARTY located in the United States:

Sonova USA Inc.

750 North Commons Drive, Aurora, IL 60504

Australia/New Zealand:



Indicates a device's compliance with applicable Radio Spectrum Management's (RSM) and Australian Communications and Media Authority (ACMA) regulatory arrangements for the legal sale in New Zealand and Australia. The compliance label R-NZ is for radio products supplied in the New Zealand market under conformity level A1.

The hearing aid described in this user guide is certified under:

Standard hearing system

	USA - FCC ID:	Canada - IC:
HelloGO	KWC-HGO	2262A-HGO

## Notice 1

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. 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 undesirable operation.

## Notice 2

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

## Notice 3

RF exposure safety

This device complies with the FCC RF exposure limits and has been evaluated in compliance with portable exposure condition.

It's exempted from SAR testing and there is no limitation as to which distance can be used from the human body.

## Notice 4

This device 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 ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device 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 device 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 device 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

## Radio Information of Your Wireless Hearing Device

Antenna type	Differential dipole
Operation frequency	2.4 GHz – 2.48 GHz
Modulation	GFSK, Pi/4 DQPSK, GMSK
Radiated power	< 2.5mW
Bluetooth® Range	~1m
Bluetooth®	4.2 Dual-Mode
Profiles supported	HFP (Hands-free profile), A2DP

# We're Here for You

Got questions? We've got Answers.

Check out our FAQs, videos, and other great tools at:

[hellogo.unitron.com](https://hellogo.unitron.com)



Sonova AG  
Laubisrütistrasse 28  
CH-8712 Stäfa, Switzerland



And importer for European Union:  
Sonova Deutschland GmbH  
Max-Eyth-Str. 2070736  
Fellbach-Oeffingen, Germany

Pat. [www.sonova.com/en/intellectualproperty](https://www.sonova.com/en/intellectualproperty)







Unitron – A Sonova brand

2020-08 029-6428-02 © 2020 Sonova AG. All rights reserved.