

SoundGate

User Guide

Table of Contents

Package Contents	6
Introduction	8
SoundGate Overview	9
Getting Started	10
Charging the battery	10
Battery indicator	11
Battery life	12
SoundGate Wireless Ranges	13
SoundGate – Instrument range	13
Bluetooth® – SoundGate range	15
Wearing Options	16
Operating the SoundGate	20
Key lock	20
Key functions	21
Audio streaming	22

Using SoundGate for Audio Streaming	23
Bluetooth®	23
Bluetooth® keys	24
Pairing to a Bluetooth® device	25
Stored pairings	27
Connecting to Bluetooth® devices	28
How to Use With a Mobile Phone	30
How to Listen to Music/Audio	33
Resetting the SoundGate	37
Use as a Remote Control	39
Visual Indicators	40
Maintenance	44
Troubleshooting	46
Warranty	56
Warnings and Safety Guidelines	57
Radio Communication	60
Declarations of Conformity	62

Package Contents



SoundGate



Pocket clip



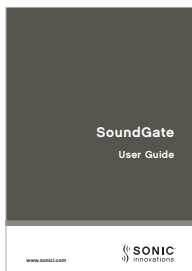
Charging unit



USB charging cable



Neck strap



User Guide



Music/audio cable

Introduction

The SoundGate provides a wireless connection between your hearing aids and various audio sources, allowing your hearing aids to work like wireless headphones. The SoundGate uses Bluetooth® to connect to electronic media and is compatible with most Bluetooth®-enabled sound sources.

If you wear two hearing aids, the SoundGate transmits to both simultaneously. Using SoundGate with your hearing aids gives you the following possibilities:

- Hands-free mobile phone conversation
- Sound or music from radio, computer, MP3 player, etc. connected with an audio cable to the SoundGate
- Wireless sound reception from television equipped with a Bluetooth® transmitter
- Remote control of volume and program changes in your hearing aids

SoundGate Overview

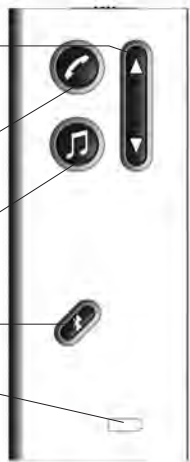
Volume control
and program change

Phone

Music connection
e.g. MP3

Bluetooth® music/audio

Battery indicator



Microphone

Key lock

Jack connector
for audio input

Mini USB connector
for charging the battery



Getting Started

Before you can use your SoundGate for the first time, the battery must be fully charged.

Charging the battery

The SoundGate should be charged every night to ensure battery life for a full day of operation.

There are two ways to charge the SoundGate:

1. Connect the charger unit to the mini USB connector on the SoundGate. Then plug the power cord into a wall socket.
2. Connect the USB charging cable to the mini USB connector on the SoundGate. Connect the other end to the USB port of your computer.



Battery indicator



The battery indicator shows a steady red light when the battery is low (about 20 minutes left).

The battery indicator will start blinking when the battery is close to empty (about 5 minutes left).



Recharging the battery takes approximately 4 hours. When charging the battery, the indicator blinks green. When fully recharged, the battery indicator lights steady green.

Battery life

The battery life of the SoundGate depends on the usage. The table shows the maximum time the fully-charged battery will run without recharging for different functions.

Use	Battery life
Talking on mobile phone	up to 5 hours
Listening to music/audio with wired connection	up to 6 hours
Stand-by with Bluetooth® on	up to 70 hours
Stand-by with Bluetooth® off	up to 2 years

Even though the SoundGate has no dedicated on/off button, turning off Bluetooth® will result in prolonged battery life.

Important notice

The rechargeable battery should not be drained completely. Keeping the battery fully charged will prolong the life of the battery. You cannot replace the battery yourself. Return the unit to your hearing care provider for service, if necessary.

SoundGate Wireless Ranges

SoundGate ↔ Instrument range

The SoundGate has a digital wireless transmitter built in that automatically streams information to your hearing aids.

When the SoundGate is streaming audio, the range to the hearing aids is approximately 20 inches (0.5 meter). The range could be reduced by metal objects and strong magnetic fields. Use of the neck strap is strongly recommended to achieve optimal performance.



SoundGate ↔
Instrument range

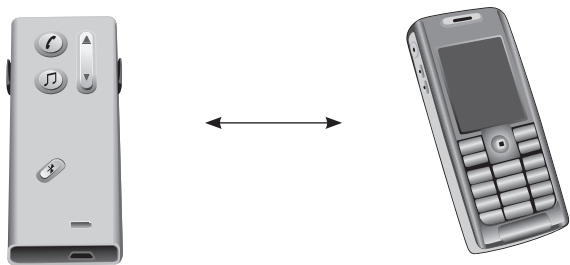


SoundGate to hearing aids: 20 inches (0.5 meter) range.
When the SoundGate is used for remote volume control only or “stand-by” (ready for incoming phone call) the range is up to 40 inches (1 meter).

Bluetooth® ↔ SoundGate range

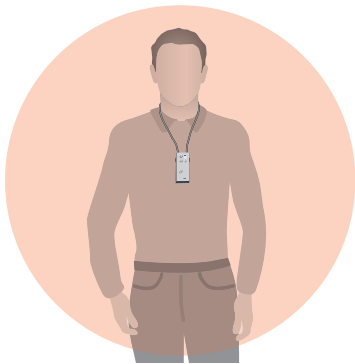
The SoundGate has a built-in Bluetooth® receiver that can be manually turned on and off. Bluetooth® is used to communicate and send audio signals from external sound sources and communication devices to the SoundGate.

The wireless range from a mobile phone to the SoundGate is 33 feet (10 meters) in an open space. Bluetooth® range is reduced by objects between the SoundGate and the mobile phone. The range also depends on the quality of the antenna of the other device.



Wearing Options

The best results are obtained by using the neck strap because it has an additional antenna built in to enhance sound quality.



Hands free

with neck strap

Purpose: mobile phone,
music, PC, stand-by,
remote control etc.

Stand-by is when the SoundGate is not being actively used. In this situation the unit can be in your pocket and still allow you to receive phone calls.



Hand held

Purpose:
mobile phone



In the pocket

Purpose:
remote control
stand-by

Important notice

To prevent injury, the neck strap will automatically break if it gets caught in something. **Do not modify the neck strap in any way**, such as tying a knot to shorten the length. If a neck strap breaks, it cannot be repaired. Consult your hearing care provider for a replacement.

Clip-on holders

The following accessories are included:

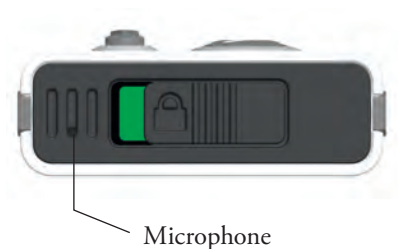
- neck strap for wearing the SoundGate hands-free
- pocket clip to attach the SoundGate to a pocket or belt

Only one of the clips can be attached to the SoundGate at a time. The clips are clicked on by pressing onto the back of the unit, aligning the two points of attachment. Use a finger nail to lift off the clip.



Microphone

The microphone in the SoundGate is active only during a phone call. In all other situations the microphone is turned off.



During phone communication, the SoundGate microphone must be placed 4 – 12 inches (10 – 30 cm) from the mouth in order to ensure good sound quality for the person at the other end of the line.

Operating the SoundGate

- The SoundGate can be kept in a pocket when not in use, still ready to receive a phone call.
- When outdoors, the microphone should be protected against the wind.
- The microphone is sensitive to mechanical noise (handling, knocking and scratching). Make sure that the unit is held still during a phone conversation.

Key lock

To prevent accidental key presses, the SoundGate can be locked. The key lock is not an ON/OFF function. The key lock slider is on top of the SoundGate marked with the padlock symbol.

Unlocked



Locked



The SoundGate can still accept a call from the mobile phone when the keys are locked. (All keys will then be active until the call is ended.)

If you try to operate the SoundGate while the keys are locked, the back light in the buttons will flash to indicate the locked mode.

Keys functions

Some of the SoundGate keys have multiple functions depending on the amount of time the keys is pressed. The duration of key presses is defined as:

Key press definitions	Duration
Short	Less than 1 second
Long	Approx. 2 seconds
Very long	More than 6 seconds

Audio streaming

The SoundGate and a set of hearing aids is a secure system. The hearing aid(s) will only accept audio streaming from the SoundGate to which they are linked. Linking has been done by your hearing care provider. This ensures that other hearing aids cannot intercept phone calls or audio from your SoundGate.

Note: Audio streaming is one-way communication from the SoundGate to the hearing aids. When audio streaming is stopped, the SoundGate instructs the hearing aids to release the controls and resume normal operation.

Using SoundGate for Audio Streaming

SoundGate uses audio streaming to connect your hearing aids to a mobile phone or to other audio sources such as computers and MP3 players.

Bluetooth®

Bluetooth® is the wireless application that connects external wireless audio sources to the SoundGate. Bluetooth® is a global standard used in many electronic devices. To see whether an electronic device has a built-in Bluetooth® function, look for the Bluetooth® symbol:



Bluetooth® key

The Bluetooth® function must always be turned ON when you expect to communicate with your Bluetooth® devices. The Bluetooth® key operates as follows:



Short press (1 sec.)	A short press will prompt the status of the Bluetooth® function . If Bluetooth® is ON, the rim light around the button will light for a few seconds.
----------------------------	---

Long press (2 sec.)	This switches the Bluetooth® function ON/OFF . Bluetooth® must be active to connect with the SoundGate.
---------------------------	--

Pairing to a Bluetooth® device

Before using the SoundGate with a Bluetooth® mobile phone or other Bluetooth®-enabled audio sources, the SoundGate must be paired to the device. This means, a secure relationship is established between the two units, enabling them to identify each other and communicate whenever they are turned on and within range of each other.

You only have to make the pairing once and then the units will recognize each other. Pairing is done by putting both units (i.e. the SoundGate and the device) into pairing mode. Units within range will automatically search for and find each other.

Pairing steps:

Prepare Bluetooth® device	Refer to the manual of the mobile phone or audio device and prepare for Bluetooth® as instructed.
Set SoundGate into pairing mode	Press the Bluetooth® key for 7 seconds until the blue light flashes rapidly. Pairing mode is active for 120 seconds. Pairing can be cancelled with a long press on the Bluetooth® key.
Activate pairing on the Bluetooth® device	The device will search for active Bluetooth® sources and when it has found the SoundGate, the word “SoundGate” will appear in the device display.

**Enter
pin code**

The SoundGate code is 0000. Once entered, the device should be paired to the SoundGate. (The device may require that you manually activate the connection by selecting “Connect” in the display menu.)

Stored pairings

The SoundGate may be paired with up to 8 devices at the same time, however it can only stream one signal at a time. When the maximum is reached, the SoundGate will start to overwrite the oldest pairings.

If you want to clear all stored pairings in the SoundGate, press and hold the Bluetooth® key and the Volume up key at the same time for more than 10 seconds.

Connecting to Bluetooth® devices

Whenever the Bluetooth® function in the SoundGate or in the external audio source has been turned off, the devices must find and connect to each other again when turned on.

Reconnection tip

Normally, two paired Bluetooth® devices will find each other when turned on. If the devices do not connect automatically, they must be connected manually. Always turn on your mobile phone before turning on the Bluetooth® function in the SoundGate.

Refer to the manual of the mobile phone or audio source for detailed instruction on how the device connects and how connecting can be manually operated.

Out of range handling of Bluetooth®

If the SoundGate is brought out of the Bluetooth® range of the mobile phone, the connection will be momentarily lost. Normally, the devices will re-connect when they are inside the Bluetooth® range again. If the Bluetooth® connection is lost during a phone call, the phone will hang up or transfer the call from the SoundGate to the mobile phone. If the Bluetooth® connection to an audio/music

player is lost while streaming, the audio streaming will stop and must be started again when the devices are inside their Bluetooth® range.

How to Use With a Mobile Phone

Your hearing aids and the SoundGate work together similar to a wireless Bluetooth® headset. If you have two hearing aids you will hear phone conversations in both ears. In noisy environments it may be necessary to position the SoundGate closer to your mouth.

**Answer
incoming
phone calls**



Bluetooth® function must be active. When your mobile phone rings, the phone key will blink green. You will also hear a ringing tone in your hearing aids. Press the phone key on the SoundGate to answer the call. The phone key now lights steady green.

**When
talking**

Talk into the microphone of the SoundGate (optimal distance is 12 inches / 30 cm).

**Hanging up
the phone**

When you wish to end the call, press the phone key. The green light turns off.

Make a call

Use your mobile phone to make the call as you normally would. When the call goes through, talk into the SoundGate microphone – do not press the phone key.

**Adjust
volume**

Use the key volume/program key. Press up or down until the volume in the hearing aids is comfortable.

**Turn
hearing aid****micro-
phones
ON/OFF**

Press the volume/program key up or down for 2 seconds.

When the hearing aid microphones are ON, both the streamed audio and the environmental sounds can be heard.

Mobile phone issues

After successful pairing, a symbol should appear in the mobile phone display, indicating that a headset is now connected to the phone and that the phone can only be used via the SoundGate and hearing aids.

Different phones have different behavior when used with SoundGate. If a problem occurs in the connection between your mobile phone and the SoundGate, you should consult your mobile phone manual for detailed troubleshooting.

Mobile phone sounds

Some mobile phones will try to send their ringing tones, key-press beeps, keyboard locked beep, etc. to any connected headset over the Bluetooth® connection. In mobile phone manuals, this is normally called In-band ringing.

If the mobile phone is configured to stream keyboard beeps over the Bluetooth® connection, the mobile phone will, when operated, interrupt any ongoing audio streaming and will force the hearing aids to switch programs.

It is strongly recommended to disable the key-press beeps on your mobile phone.

How to Listen to Music/Audio



The SoundGate provides a link between your hearing aids and many different audio sources and allows you to use your hearing aids as wireless headphones.

There are two ways to connect an audio source through the SoundGate:

- by wired input to the micro jack
- by a wireless Bluetooth® connection

Before streaming audio, you must place the SoundGate inside the wireless range. It is recommended to use the neck strap. Audio streaming can be activated independent of which program you have selected in your hearing aids.

Connecting to wired audio input

Use the audio cable and connect the larger plug end to the audio source you want to listen to and the smaller plug end to the SoundGate micro jack as shown.



Linking to a Bluetooth® audio source

The Bluetooth® function between the SoundGate and the audio source must be paired so the two devices can connect and work together.

Please follow the pairing instructions on page 25.

To listen to a Bluetooth® audio source

- First turn on the Bluetooth® function of the SoundGate
- Then turn on the Bluetooth® enabled audio source
- The SoundGate and audio source must be inside their Bluetooth® range
- Press the music/audio key to start streaming

If more than one Bluetooth® audio source is present e.g. two Bluetooth® stereo devices, the SoundGate will connect to only one of them.

One Bluetooth® device must be turned off or moved out of range from the SoundGate before the second device is turned on or moved inside the range.

Music/audio key

The table shows how to use the SoundGate for all types of audio streaming.

Listening to music or audio



Press the music/audio key.

The orange ring around the key lights up and the music or audio starts.

An incoming phone call will play the ringing tone along with the audio. A short press on the phone key will accept the phone call and override the audio streaming.

Stop the music/audio



Press the music/audio key.

The orange ring around the key turns off.

Resetting the SoundGate

If the SoundGate halts in a non-functional mode, it can be reset. To reset the SoundGate, press the phone key for 10 seconds. All rim lights will flash shortly to indicate that a reset has been made. Note that all pairings to external Bluetooth® devices stored in the SoundGate will still remain!

Use as a Remote Control

The SoundGate can be used as a remote control with the hearing aids, operating the volume up and down and switching backwards and forwards in the program cycle.

Adjust volume



A short press adjusts the volume level up or down in the hearing aids. If you have 2 hearing aids, volume is adjusted in both at the same time.

Change program






Press and hold up or down for 2 seconds to go forwards or backwards in the program cycle.

Note: This is only possible if the hearing aids are configured for multiple programs.

During audio streaming, it is not possible to shift to another program.

Visual indicators

The following table is a quick summary of the light indicators on the SoundGate.

Light	Action	When?
	Blinking GREEN	Phone ringing
	Steady GREEN	Active phone call
	No light	No active calls
	Constant ORANGE light	Streaming is on
	No light	Streaming is off
	Slow flash ORANGE light (fade) until audio is re-activated	Streaming is pending
	Slow pulsing BLUE light (every 4 th second)	Bluetooth® is turned on
	Fast BLUE blinking light	Pairing
	No light	Bluetooth® is turned off



Why?

SoundGate paired and connected to mobile phone

Connection is established – the Bluetooth®
or wired connection is present

Audio connected from wired music player

Pairing is activated

Light	Action	When?
Battery low	Constant RED Light	Battery low
	Blinking RED light	Battery very low
Battery charging	Blinking GREEN Light	Battery charging
	Constant GREEN light	Battery fully charged
Back-light	Constant light for 10 seconds	A key pressed
	5 short blinks in one second	A key pressed

Why?

~ 20 minutes left

~ 5 minutes left

USB cable connected to the charging unit
and to the SoundGate

Key lock OFF

Key lock ON

Maintenance

The SoundGate requires a minimum amount of maintenance. It should be regularly wiped with a dry or slightly damp cloth.

The microphone opening and the connectors for audio input and charging must be kept free of dirt or debris. The dedicated cleaning brush for your hearing aids can be used to clean these areas.

The SoundGate and the neck strap must never be washed or immersed into water or other liquids.

Make sure not to drop the SoundGate, especially onto hard surfaces.

The SoundGate is sealed and cannot be opened. If problems occur which cannot be solved by following the guidelines in the trouble shooting section, you should consult your hearing care provider.

Avoid heat, humidity and chemicals.

Your SoundGate must never be exposed to extreme heat e.g. left inside a parked car in the sun. Avoid exposing the SoundGate to moisture e.g. steam baths, showers or heavy rain. Do not dry the SoundGate in microwave or any other ovens. Do not use cleaning chemicals or alcohol on the SoundGate.

Troubleshooting

Pairing	Problem
My SoundGate will not enter Bluetooth® pairing mode	SoundGate's key lock is activated
	SoundGate is out of power
My phone is not finding the SoundGate	SoundGate is outside the range of your phone
	SoundGate is already connected to other Bluetooth® devices that are active and within its range
Pairing was unsuccessful	SoundGate is not in pairing mode when your phone is trying to pair with it
	Wrong passcode was entered

Solution

Deactivate the key lock located on top of the SoundGate. When the slider reveals a GREEN label, the keys can be operated.

Recharge the battery.

Move the two devices closer together and reattempt pairing.

Make sure that all other nearby Bluetooth® devices that have previously been paired to the SoundGate are turned OFF before you repeat the pairing process.

The SoundGate's pairing mode is active for 120 seconds. If the pairing is not completed within this time, repeat the pairing process again.

Repeat the pairing process and ensure that you enter the passcode: 0000 (four zeroes) into your phone.

Phone

The phone key does not blink when the phone is ringing and there is no ringing indication in the hearing aids

Problem

Bluetooth® is off in the phone and/or in the SoundGate

Phone and SoundGate are disconnected from each other

The SoundGate is not paired to the mobile phone

Solution

Ensure Bluetooth® is ON in the phone – please refer to your phone’s user guide.

Ensure Bluetooth® is ON in the SoundGate. If the Bluetooth® does not fade in and out, it is OFF. Press the Bluetooth® key for 2 to 3 seconds to turn Bluetooth® ON.

Reconnection can be accomplished in three ways:

- 1) Turn SoundGate’s Bluetooth® OFF, then ON.
- 2) Turn off your phone or SoundGate’s Bluetooth®.

Reconnection is now accomplished by first turning on your phone and then your SoundGate’s Bluetooth®

- 3) From the phone’s Bluetooth® menu select the SoundGate as the “active device”.

Follow the pairing process described on page 25.

Phone**Problem**

The phone key does not blink when the phone is ringing and there is no ringing indication in the hearing aids (continued)

SoundGate is out of power

The Bluetooth® connection between the SoundGate and your phone is unsteady

The phone key is blinking when the phone is ringing but I hear no ring indication in the hearing aids

SoundGate is out of range

The audio in the hearing aids drops out

SoundGate is out of Bluetooth® range

SoundGate is out of range

Solution

Recharge the battery.

Compatibility with every Bluetooth® product on the market is not guaranteed. If both products are Bluetooth® certified, the likelihood that they will communicate is high but some incompatibilities may still exist.

Make sure that the SoundGate is kept within 20 inches (50 cm) of the hearing aids. For optimum performance use the neck strap.

Make sure that the SoundGate is kept within 30 feet (10 m) of the phone. This range is reduced significantly indoors with lots of obstacles (walls, furniture) and it is also phone dependent.

Wear the SoundGate with the neck strap to prevent drop outs.

Phone	Problem
The other party has difficulties hearing me on the phone	SoundGate's microphone does not pick up your voice clearly
I have difficulties hearing the other party on the phone in noisy environments	Environmental sounds disturb speech understanding
The phone call does not go through when the phone key is pressed	You may be pressing the phone key too long when you are answering a call. The call will be rejected.
I hear multiple beeps in my hearing aids while operating my phone	The key sound feature may be on in your phone

Solution

Talk straight into the microphone. Be careful not to let the SoundGate rub against clothes or other material during calls.

Turn the hearing aids microphones off by pressing the volume/program key up or down for 2 to 3 seconds. Be careful not to turn off the hearing aids' microphones in traffic!

To accept a call make a short press (less than 1 second).

Deactivate the key sounds on your phone.

Wired audio	Problem
No audio in the hearing aids	Audio source needs to be turned ON
Volume is too low/high	Volume needs to be adjusted on the audio source
SoundGate does not work even while charging	The battery of SoundGate is drained completely
When I press a key on the SoundGate, nothing happens	Keyboard is locked to prevent accidental button activation
When I turn the microphones off, the volume changes	The volume changes to the default level

Solution

Turn hearing aid microphones off by pressing the volume/program key up or down for 2 to 3 seconds. Be careful not to turn off the hearing aids' microphones in traffic!

Adjust volume on the audio source to a level that suits you when using the SoundGate.

The SoundGate needs to charge for at least 20 minutes before it can operate. For optimal battery life avoid draining the battery completely.

Deactivate the key lock located on top of the SoundGate. When the key lock slider reveals a GREEN label, the keys can be operated.

This is by design.

Warranty

The SoundGate has a limited warranty, covering defects in materials and workmanship. This warranty covers the SoundGate itself, but not accessories such as charger units, cables, etc. This warranty becomes invalid if a defect is a result of misuse or maltreatment.

This warranty is void if non-authorized personnel have repaired the SoundGate. Please review the warranty card with your hearing care provider and make sure that your warranty card is completed.

Warnings and Safety Guidelines

- SoundGate is not a toy and should be kept away from infants and small children.
- SoundGate should not be used in an aircraft unless specifically permitted by the flight personnel.
- SoundGate should not be operated in explosive environments such as mines.
- For safety reasons the neck strap should never be tied together or used for children weighing less than 24 lbs / 11 kg.
- Interference can also be caused by power lines disturbances, airport metal detectors, electromagnetic fields from medical devices, radio signals and electrostatic discharges.
- Although unlikely, the digital inductive signals transmitted by the SoundGate could potentially interfere with medical devices such as pace-makers. As a precaution, we advise pacemaker recipients not to carry and use the SoundGate in a breast pocket or around the neck. In this case we recommend its use as remote control operated from a trouser pocket or purse.

- The safety of using SoundGate with auxiliary input cable is determined by the external signal source. Connect only to mains-operated equipment in compliance with IEC-60065, IEC-60601 or equivalent safety standards.
- The safety of recharging batteries with the USB connector is determined by the external equipment which should be UL approved or comply with equivalent safety requirements.
- Never expose SoundGate to excessive heat in ovens, microwaves, or by burning since it may explode and cause serious injury.
- Stop using “SoundGate” if you find it disruptive or distracting while operating any type of vehicle or performing any other activity that requires your full attention.

In addition to the Bluetooth® transmitter, the SoundGate contains a radio transmitter using short range magnetic induction technology working at 3.84 MHz. The magnetic field strength of the transmitter is $< -15 \text{ dB}\mu\text{A/m @ 10 m}$.

The emission power from the SoundGate is below international emission limits for Human Exposure. For comparison, the radiation of the SoundGate is less than unintended electromagnetic radiation from hair dryers, electric shavers etc. The SoundGate complies with international standards concerning electromagnetic compatibility.

Information to the User Regarding the Radio Communication Part of the Device

Bernafon AG
SoundGate



FCC ID U6XSGATE1
IC: 7031A-SGATE1

Statement of compliance:

This device complies with part 15 of the FCC Rules and 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 undesired
operation.

This Class B digital apparatus complies with
Canadian ICES-003.

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 experience radio/TV technician for help.

Caution:

Changes or modifications not expressly approved by Bernafon AG could void the user's authority to operate the equipment.

Declaration of Conformity

This Class I medical device is in conformance with the essential requirements of the Directive 93/42/EEC of the Council of the European Communities concerning medical devices, MDD. The radio communication part of the device complies with the essential requirements of the Directive 1999/5/EC of the European Parliament on radio equipment and telecommunications terminal equipment, R&TTE. It operates as an inductive application in a harmonized frequency band according to the Commission Decision 2008/432/EC and may be used in all member states of the EU and EFTA. This is certified by applying the following marking:



Prevention of Waste Electrical and Electronic Equipment (WEEE)

This device contains electronic components. Therefore the Directive 2002/96/EC of the European Parliament on waste electrical and electronic equipment applies. The device was put on the market after the directive came into force. This is indicated by applying the following marking:



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