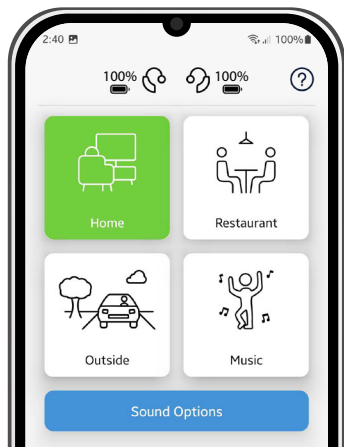




**SONIFY**<sup>™</sup>  
H E A R I N G

# User Manual



# Mach II Pro W



Rechargeable Wireless  
OTC Hearing Aids



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

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

This OTC hearing aid is for users who are 18 and older.

People who are younger than 18 with hearing loss should see a doctor, preferably an ENT, because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and continuing care are also important.

**WARNING: When to See a Doctor**

If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (an ENT).

- Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident
- You saw blood, pus, or fluid coming out of your ear in the past 6 months
- Your ear feels painful or uncomfortable
- You have a lot of ear wax, or you think something could be in your ear
- You get really dizzy or have a feeling of spinning or swaying (called vertigo)
- Your hearing changed suddenly in the past 6 months
- Your hearing changes: it gets worse then gets better again
- You have worse hearing in one ear
- You hear ringing or buzzing in only one ear

**WARNING: This hearing aid should not cause pain when inserting it.**

Remove this device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort doesn't go away, contact your hearing healthcare professional. You can also report this to FDA as an adverse event according to the instructions that appear later.

**Caution: This is not hearing protection.**

You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.

**Caution: The sound output should not be uncomfortable or painful.**

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.

**Caution: You might need medical help if a piece gets stuck in your ear.**

If any part of your hearing aid, like the eartip, gets stuck in your ear, and you can't

easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part further into your ear, injuring your eardrum or ear canal, possibly seriously.

**Note: If you remain concerned, consult a professional.**

If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.

**Note: What you might expect when you start using a hearing aid.**

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss.

People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices.

If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially in situations that make you tired from listening – for example, noisy environments.

**Note: Tell FDA about injuries, malfunctions, or other adverse events.**

To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them “adverse events,” and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc.

Instructions for reporting are available at <https://www.fda.gov/Safety/MedWatch>, or call 1-800-FDA-1088. You can also download a form to mail to FDA.

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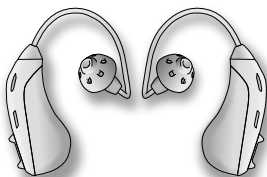
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# Getting Started

Congratulations on purchasing your new Sonify Hearing Mach II Pro W OTC Hearing Aids! In this user manual is a brief introduction to the product and an explanation on how your hearing aids work. Delivered in these little hearing aids are state-of-the-art digital signal processing features based on the latest advances in hearing science. This product has been finely tuned by us to create an elite listening experience.

**Note:** It is recommended to charge your case and hearing aids for at least 30 minutes before using them (see page 9).

## What's in the Box



Hearing Aids (1 Pair)

Open Eartips



Small (2)



Medium  
(2 Installed)



Large (2)

Closed Eartips



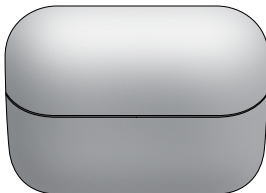
Small (2)



Medium (2)



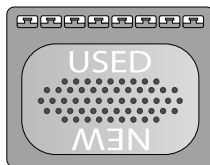
Large (2)



Charging Case (1)



USB-C\* to USB-A  
Cable

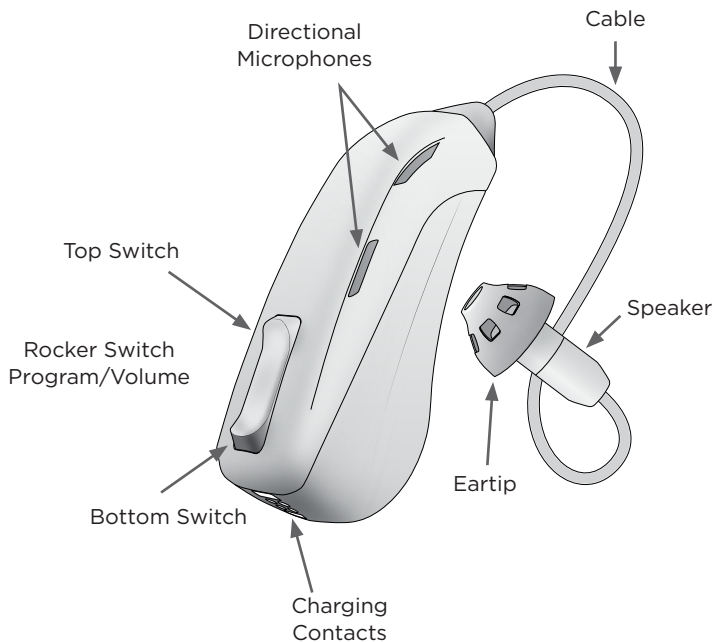


Wax Defender  
(8 wax defenders included)



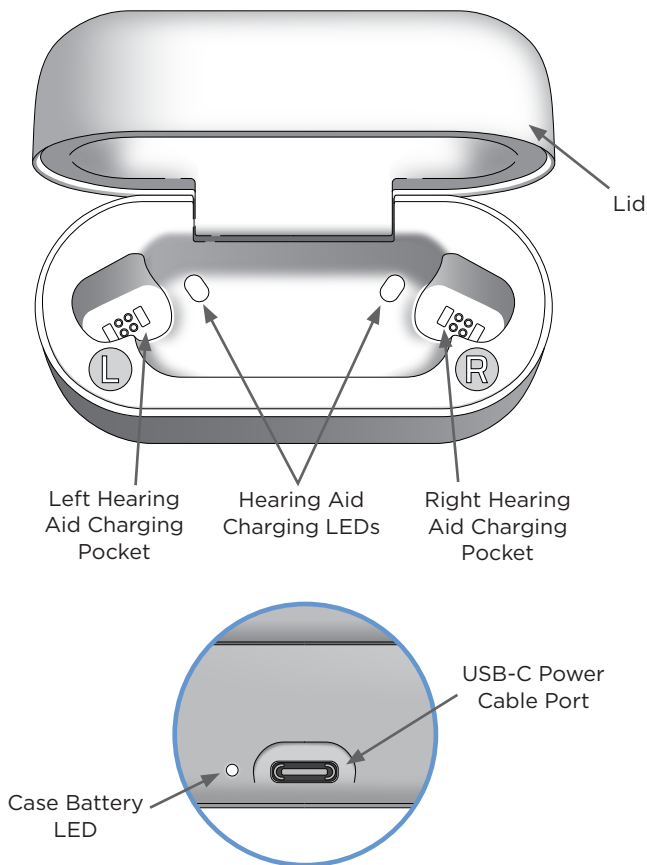
Hearing Aid Wax  
Loop and Brush (1)

# Hearing Aid Parts





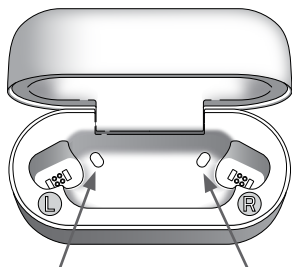
## Charging Case Parts



## LED Indicators

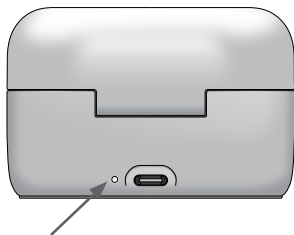
Your case features three white LED lights to indicate battery charge status:

- Two hearing aid LEDs show the hearing aid charging status
- One case battery LED shows the case battery charging status



Hearing Aid LEDs	Charging Status
Off	Hearing aid is not in the case or is not seated properly in the charging pocket, see page 9
Slow Pulse	Charging
Solid	Fully charged
Blinking	Error, see page 27

**Note:** Hearing aid LEDs will turn off after 30 seconds if not connected to an external power source to save case battery life. Remove and replace a hearing aid in its charging pocket to check the hearing aid charge status if LEDs are off.



Case Battery LED	Charging Status
Off	Not connected to a power source or fully charged
Slow Pulse	Charging
Solid	Fully charged; light will shut off after 60 seconds
Blinking	Error, see page 27

**Note:** Case needs to be plugged into a power source for the LED to illuminate. Disconnect and reconnect the USB-C power cable to check case battery charge status.

## Charging Your Case



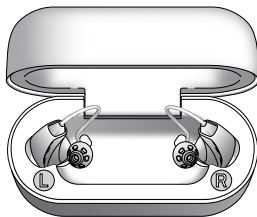
The case features a battery that allows you to charge your hearing aids without the need to connect to a power source.

Using the USB cable provided, plug in to a USB power source or to a wall using a USB wall charger (not included).

The case LED will pulse as it charges. Allow up to 3 hours for a full charge. See page 8 for LED indicator information.

To reduce the risk of injury or damage, only charge the case with an agency-approved power source like a USB wall charger or computer that satisfies local regulatory requirements

## Charging Your Hearing Aids



Charge your case or plug it into a power source to charge your hearing aids. When connected to a power source, the case battery will charge as the hearing aids charge.

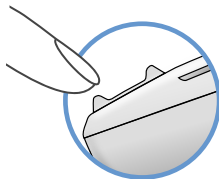
Place your right hearing aid into the right charging pocket and left hearing aid into the left charging pocket. The LEDs will slowly pulse when hearing aids are properly seated and charging. Allow 2-3 hours for a full charge. See page 8 for LED indicator information.

**Important!** You must plug the charging case into a power source once to activate it before it will charge the hearing aids.

# Power Your Hearing Aids On/Off

## Power on:

Press and release the bottom switch to power on. If wearing the hearing aids, you will hear a voice indicator say “Device on” confirming the hearing aids have powered on.



**Power On/Off**

## Power off:

You can power off your hearing aids by placing them in the charging pockets in the case.

Without the case, press and hold the bottom switch for at least 4 seconds and release to power off. If wearing the hearing aids, you will hear a voice indicator say “Device off” confirming you can release the button.

## Download the App

You can use the Sonify Hearing mobile app to choose situational programs, adjust hearing aid volume, and adjust sound quality settings.

1. Download and install the Sonify Hearing app from the App Store® or on Google Play™.



2. Find the Sonify Hearing app icon in your phone and tap on it to open the app. See page 11 to connect your hearing aids to your phone using the app.



**Sonify  
Hearing**

## Wireless Connectivity

Your hearing aids use Bluetooth® Low Energy (BLE) technology to communicate with a paired smart device (e.g. your smart phone) and also to communicate between the left and right hearing aids.

## Streaming for iOS and Android

Apple® iOS users have Made-for-iPhone® audio streaming and Android™ users have Android Streaming for Hearing Aids (ASHA) built right in. This allows you to hear your phone calls and media audio from music, movies, podcasts, etc. directly in both of your hearing aids. Not all phones and operating systems (OS) are compatible with streaming. Please refer to the phone compatibility list on our website for more information.

**Note:** You will need to hold your phone near your mouth during a phone call so the person can hear you clearly on the other end.

## Connecting Your Hearing Aids to Your Phone (Pairing)

You need to “Pair and Connect” your phone with both hearing aids to use the app and stream phone calls or media. The app will help you pair and connect your hearing aids to your phone during the initial app installation and setup. Experienced users can also manually pair and connect their hearing aids to their phone if desired.

**Note:** For first time use, the Android app will request location permissions and an the iPhone app will request Bluetooth permissions. You must allow these requests.

If you currently have other hearing aids “Paired” with your phone, you need to “Unpair” or “Forget” your current hearing aids before pairing your new hearing aids (see page 12).

After your hearing aids are paired and connected to your phone, the app will automatically connect with your hearing aids when they are powered on and within range of your phone. If you experience any problems connecting to your hearing aids, see page 28.

## **How to pair and connect your hearing aids to your phone:**

1. Power both of your hearing aids off and then back on to put them in “Pairing Mode” for 3 minutes.
2. Install and open the app and follow the pairing steps provided in the app.

## **If you want to manually pair and connect your hearing aids:**

On Android:

1. Go to your phone Settings > Connections > Bluetooth.
2. Tap the first Sonify Mach II Pro W name under Available Devices aid then tap Pair when the pairing message appears.
3. Tap the second Sonify Mach II Pro W name under Available Devices aid then tap Pair when the pairing message appears.

On iPhone:

1. Go to your phone Settings > Accessibility > Hearing Devices.
2. Select the Sonify Mach II Pro W name then tap Pair both times the pairing message appears.

After pairing is complete, open the app to connect and control your hearing aids.

## **Clearing Saved Bonds (Unpairing)**

To pair new hearing aids to your phone or to resolve issues, you may need to unpair/forget hearing aids already paired to your phone then go through the pairing process again.

## **How to “Unpair” or “Forget” older hearing aids on your phone before “Pairing” new hearing aids:**

On Android:

1. Go to your phone Settings > Connections > Bluetooth.
2. Tap the gear icon next to the hearing aid name, then tap Unpair/Forget.

On iPhone:

1. Go to your phone Settings > Accessibility > Hearing Devices.

2. Tap your hearing aid name, then tap “Forget this Device”.

Sometimes to resolve pairing issues you need to remove the existing pairing list (“bonds”) in your hearing aids.

### **How to delete the pairing list (bonds) in your hearing aids:**

1. Turn ON your hearing aids (see page 10) and insert them in your ears (see below).
2. Press and hold down the bottom switch on the rocker switches for about 10 seconds until you hear the voice alert “Delete bonds”, then release the switch.

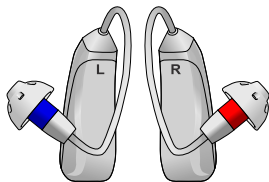
**Note:** Clearing the bonds in the hearing aids will also require you to Unpair/ Forget the hearing aids in your phone (see above) and pair them again before they will work with your phone again.

## **Setting Up Your Hearing Aids**

### **Left and Right Indicators**

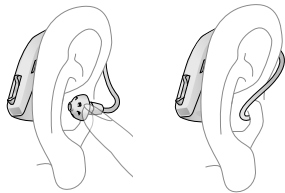
The left hearing aid is indicated by the letter “L” on the bottom of the case and by the color blue on the speaker.

The right hearing aid is indicated by the letter “R” on the bottom of the case and by the color red on the speaker.



### **Inserting Your Hearing Aids in Your Ears**

1. Place your hearing aid behind your ear and hold it in place.
2. Using the other hand if needed, gently insert the eartip and speaker into ear canal until the cable rests flat against your head.



**⚠ CAUTION:** Do not insert the eartip past this point. Do not force the eartip further down into the ear canal than the depth allowed by the bend in the cable.

3. Ensure the eartip is seated all the way in your ear securely and your hearing aid is resting comfortably behind your ear.

## Physical Fit of Your Hearing Aids

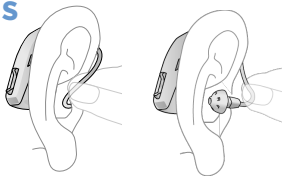
For the best and most discrete fit, your hearing aids should fit properly on and in your ears.



✓ **CORRECT** ✗ **INCORRECT**

## Removing Your Hearing Aids

1. Grasp the cable with your fingers.
2. Gently pull the cable outward to remove eartip from your ear canal.
3. Remove hearing aid from your ear.



## Selecting Ear Tip Size

Your hearing aids come with the medium size open eartip pre-installed. In the box you will find size small, medium, and large eartips in both open and closed types (see page 15).

A properly fitting eartip should feel stable and comfortable in your ear. It should be snug but should not feel tight.

Try a **larger** eartip if...

- The eartip backs out of your ear.

### Open Eartips



Small (2)



Medium  
(2 Installed)



Large (2)

### Closed Eartips



Small (2)



Medium (2)



Large (2)



- The eartip moves inside your ear canal.

Try a **smaller** eartip if...

- The eartip causes discomfort in your ear.
- The eartip feels tight inside your ear canal.

## Selecting Eartip Type

Select the correct eartip type. Your hearing aids come with size medium open eartips pre-installed.

Closed eartips give a slightly fuller sound. They allow for higher volume without feedback or whistling.

Open eartips can help keep your ears from feeling “plugged.” However, they may cause feedback or whistling in some ear canals, especially if you turn up the volume.



**Open Eartip**

Try the **open** eartip if...

- Your ear feels “plugged.”
- Sounds are loud.
- Voices are “boomy.”



**Closed Eartip**

Try the **closed** eartip if...

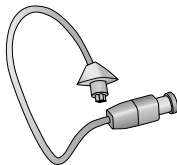
- You are experiencing feedback or whistling. Try a larger closed tip if feedback or whistling continues (see page 14).
- Sounds are “tinny.”
- Sounds are not loud enough.

## Selecting Cable Size

Your hearing aids come pre-installed with the size 2 (medium) cable. The size 2 cable fits most ears. Your cable should lie flat against your head with your hearing aid resting comfortably on your ear. See page 13 for correct placement of your hearing aids.

You may need a larger size cable if...

- Your hearing aid sits too far forward on your ear.
- The cable feels tight or pulls along the front of your ear.



You may need a smaller size cable if...

- Your hearing aid sits too far behind your ear.
- Your hearing aid is loose on your ear and moves when you shake your head or open and close your mouth.

Call customer service at (833) 668-4326 to request a different size (see page 30).

## Getting to Know Your Hearing Aids

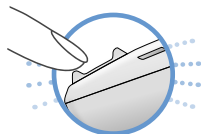
### Adjusting the Volume & Programs

The rocker switch or mobile app can be used to adjust volume or change programs (see below and page 17). Pressing one rocker switch will change volume and program for both hearing aids. The mobile app will also allow separate left and right hearing aid volume adjustments.

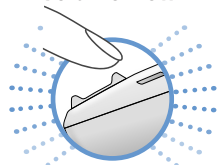
### Rocker Switch Volume Control

**⚠ WARNING:** Hearing aid loudness level should be adjusted to a comfortable level to avoid hearing damage.

Quick press the top or bottom switch for less than 1 second, then release to adjust volume. The top switch will adjust volume up and the bottom switch will adjust volume down. A tone will sound when the volume changes. A voice indicator will play when the minimum, midpoint, and maximum volume has been reached. The volume on your hearing aids will power on to the last setting used.



**Volume Down**



**Volume Up**

**Note for iPhone users:** when connected to your phone, rocker switch volume changes need to occur on each ear separately.

## Mobile App Volume Control

To adjust your hearing aid volume, drag the volume slider located at the bottom of the main screen. Drag the slider to the right to increase volume and drag it to the left to decrease volume. The number value displayed on screen will show you your selected volume level.



To mute and unmute your hearing aid microphones, tap the microphone icon to the left of the volume slider. This mutes the microphones to reduce unwanted background noise during a streamed phone call or media.



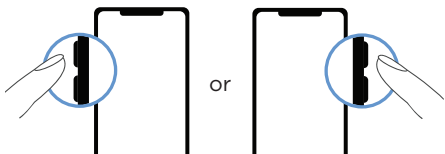
Tap the Up/Expand button above the volume slider to adjust volume on each ear independently.



Tap the Down/Collapse button above the volume sliders to adjust volume on both ears together.

## Mobile App Streaming Volume Control

You can adjust the streaming volume by using your phone volume controls which will be on either the left or right side of your phone.



## Programs

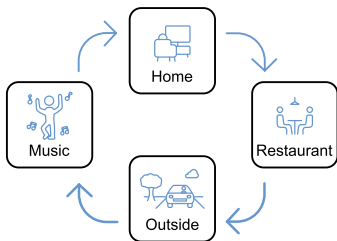
Programs are designed to provide additional benefit in certain listening situations. Your hearing aids will power on to the last active program. All programs support streaming.

**Home:** All-around listening in quiet, for TV, or in small groups.

**Restaurant:** Noisy situations. Sounds in front of you are amplified and sounds behind you are reduced.

**Outside/Car:** Listening outside, especially in wind, or in a car with road noise or windows down.

**Music:** Listening to music in a room, concert, auditorium, or theater. May provide benefit for television, lectures, or worship services.

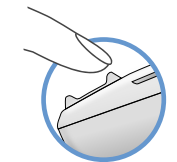


## Rocker Switch Program Control

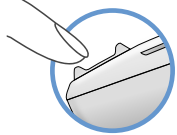
To select the next program, press and hold the top switch for more than 2 seconds until you hear a voice alert “Program”, then release. A voice alert will then sound for the selected program. Repeat for next program.

To select the previous program, press and hold the bottom switch for more than 2 seconds until you hear a voice alert “Program”, then release. A voice alert will then sound for the selected program. Repeat for previous program. Adjusting the program on one hearing aid will automatically change program on the other hearing aid.

**Note for iPhone users:** when streaming, program changes need to occur on each ear separately.



**Next Program**



**Previous Program**

# Mobile App Program Control

To select programs with the mobile app, select your desired program from the four program tiles on the main screen. Selecting a program tile will set both hearing aids to your chosen program.

## Adjusting Sound Quality of Programs

The mobile app can be used to adjust the sound quality of your hearing aids for each acoustic environment (Program) independently. On the app main screen, select the “Sound Options” button to open Sound Options for the current Program.

Sound Options

**Whisper Boost Tile:** Enabling Whisper Boost increases emphasis on soft sounds to help you hear even the quietest sounds around you. Try this option if you are struggling to hear low volume TV or movies, soft-spoken individuals, or speech from a distance. It is important to note that Whisper Boost may make environmental sounds like HVAC and fans louder.



**Whisper Boost**

**Noise Reduction Tile:** Enabling Noise Reduction further reduces constant background noises like HVAC, fans and machines/motors.



**Noise Reduction**

**Brightness Slider:** The Brightness Slider adjusts the amount of treble, or high-frequency emphasis, for the selected Program. Drag to the right to increase and to the left to decrease the amount of treble.

**Brightness:**



**Fullness Slider:** The Fullness Slider adjusts the amount of bass, or low-frequency emphasis, for the selected Program. Drag to the right to increase and to the left to decrease the amount of bass.

**Fullness:**



**Reset to Defaults Button:** The Reset to Defaults Button will revert your hearing aids back to the manufacturer's default settings.

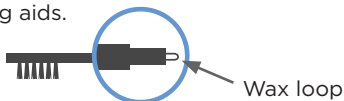
Reset to Defaults

## Care and Maintenance

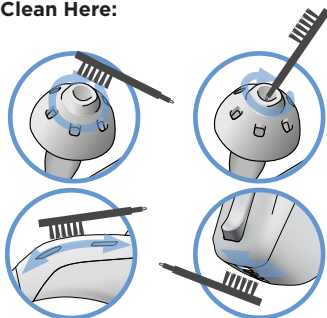
Your hearing aids are designed to resist moisture and perspiration and require maintenance and care to sustain performance and long product life. With consistent care and maintenance, your hearing aids and charging case have an expected service life of 2 years. If your hearing aids are exposed to water, sweat, or excess dust, your hearing aids must be cleaned.

### Cleaning Your Hearing Aids

Inspect your hearing aids for signs of dirt, earwax, and moisture. Clean the surface of your hearing aids with the wax loop and brush provided in the package. Eartips should be cleaned daily using the brush included in your package. Use the loop end on the brush to clear any blockage present. Do not use water, soap, or any type of moist cleaning product on any part of your hearing aids.

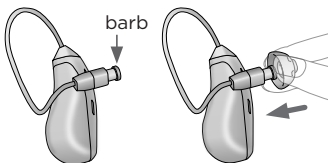


**Clean Here:**



## Replacing an Eartip

An eartip may be removed to be replaced or to change sizes. To remove the eartip, pinch the end or side of the eartip with your fingers and pull the eartip off the barb of the speaker. See pages 14 and 15 for more eartip information.

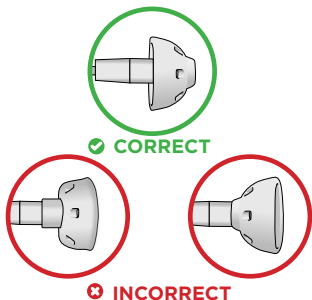


A new eartip is installed by holding onto the end of the eartip and pushing the eartip over the barb of the speaker. Ensure the eartip is completely seated over the barb of the speaker.

## Inspecting the Eartips

Double check that the eartip is completely seated by gently pulling on it. Ensure it is secure before putting the eartip into your ear canal.

**⚠ CAUTION:** The eartip could get lodged in your ear canal if the eartip is not installed correctly.

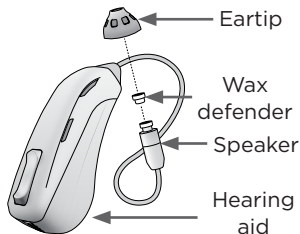


## Wax Defender

The wax defender is a white basket to protect the speaker from earwax.

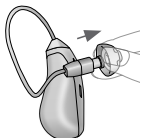
If you notice wax build up in the eartips, you should remove the eartip (see above) and inspect your wax defender. If wax is present, replace your wax defender (see page 22).

Please see page 30 to order a replacement Wax Defender tool.

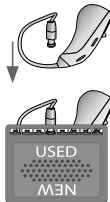


# Wax Defender Replacement Instructions

1. Peel off eartip.



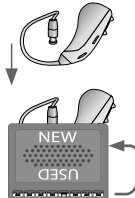
2. Press speaker into empty USED slot.



3. Remove speaker from tool.



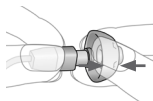
4. Rotate tool, firmly press speaker into NEW slot.



5. Remove speaker from tool.



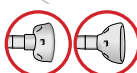
6. Attach eartip fully over barb.



✓ CORRECT ✗ INCORRECT



✓ CORRECT ✗ INCORRECT



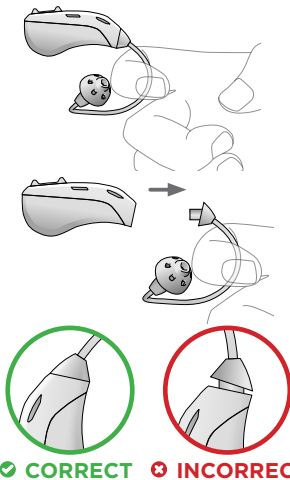


## Replacing the Cable

Your hearing aids arrive with Size 2 (medium) length cables already installed. See page 15 to select your cable size. If you need a new cable see page 30.

To remove a cable, hold onto your hearing aid with one hand and the cable with the other hand. Pull the cable straight out from your hearing aid. It may take some force to pull it off.

The cable is installed by holding it by the plastic connector end and pushing it into the hearing aid socket until it is fully inserted in the orientation shown.



## Hearing Aid Storage

When your hearing aids are not in use, store them powered off in the charging case in a dry place at room temperature. See page 31 for information on storage conditions for your hearing aids.

## Component Replacement Recommendations

It is recommended that you replace your eartips every 3 months. If you notice your eartip is loose, damaged, torn or plugged with earwax, replace the eartip immediately.

It is recommended that you replace the cables annually. If sound is distorted or intermittent, replace the cable immediately.

Please dispose of hearing aids and hearing aid accessories properly following local regulations.

See page 30 to order replacement components.

# Hearing Aid Troubleshooting

Issue	Possible Remedies
Does not turn on, no sound	<ol style="list-style-type: none"><li>1. Ensure hearing aids are charged (see page 9).</li><li>2. Ensure hearing aids are powered on (see page 10).</li><li>3. Clean or replace the eartip (see page 20 or 21).</li><li>4. Replace the Wax Defender (see pages 21 and 22).</li><li>5. Replace RIC cable (see page 23).</li></ol>
Own voice sounds loud, hollow or “in a barrel”	<ol style="list-style-type: none"><li>1. Change to an open style eartip (see page 15).</li><li>2. Select Sound Options in mobile app and adjust the Fullness slider (see page 20).</li></ol>
Weak sound	<ol style="list-style-type: none"><li>1. Inspect the eartip and speaker opening for earwax or debris. Replace Wax Defender or eartip if earwax or debris is found (see pages 21 and 22).</li><li>2. Turn up the volume (see pages 16 and 17).</li><li>3. Select Sound Options in mobile app and select Whisper Boost (see page 19).</li><li>4. Select Sound Options in mobile app and drag the Brightness slider to the right (see page 19).</li><li>5. Select Sound Options in mobile app and drag the Fullness slider to the right (see page 20).</li></ol>
Visible wax build up	<ol style="list-style-type: none"><li>1. Clean your hearing aid (see page 20).</li><li>2. Clean or replace the eartip (see page 20 or 21).</li><li>3. Replace Wax Defender (see pages 22).</li></ol>
Too much background noise	<ol style="list-style-type: none"><li>1. Try Restaurant or Outside program (see page 18).</li><li>2. Turn down the volume (see pages 16 and 17).</li><li>3. Select Sound Options in mobile app and select Noise Reduction (see page 19).</li><li>4. Select Sound Options in mobile app and deselect Whisper Boost (see page 19).</li></ol>

Issue	Possible Remedies
Too loud	<ol style="list-style-type: none"> <li>1. Turn down the volume (see pages 16 and 17).</li> <li>2. Try an open style eartip (see page 15).</li> <li>3. Select a different program (see page 18).</li> <li>4. Select Sound Options in mobile app and select Noise Reduction (see page 19).</li> <li>5. Select Sound Options in mobile app and deselect Whisper Boost (see page 19).</li> </ol>
Feedback or whistling	<p><b>Note:</b> Your hearing aids may whistle or chirp at times when first powered on, when changing settings or if objects get near your ears. Your hearing aids are designed to adapt to changes over time to stop the whistle. If it persists, try the following:</p> <ol style="list-style-type: none"> <li>1. Ensure hearing aid is properly inserted. Remove and re-insert hearing aid (see page 13).</li> <li>2. Ensure proper style and size eartip is in use. Try larger size or closed style eartip (see pages 14 and 15).</li> <li>3. Select Sound Options in mobile app and drag the Brightness slider to the left (see page 19).</li> <li>4. Turn down the volume (see pages 16 and 17).</li> <li>5. Select Sound Options in mobile app and deselect Whisper Boost (see page 19).</li> </ol>
Does not fit and/or stay in ear	<ol style="list-style-type: none"> <li>1. Check that your hearing aid is properly inserted (see pages 13 and pages 14).</li> <li>2. Check that you are inserting the correct hearing aid in the correct ear (page 13).</li> <li>3. Try a different size eartip (see page 14).</li> <li>4. Try a different size cable (see page 15).</li> </ol>

Issue	Possible Remedies
Unable to hear your phone call	<p><b>For mobile phone streaming:</b></p> <ol style="list-style-type: none"> <li>1. Increase your phone streaming volume (see page 17).</li> <li>2. Mute the hearing aid microphone (see page 17).</li> </ol> <p><b>For landline or mobile phone speaker:</b></p> <ol style="list-style-type: none"> <li>1. Ensure your phone is not pressed against your ear too hard; this can block the microphones on your hearing aids and cause sound to be muffled.</li> <li>2. Try holding your phone speaker slightly above and to the front or back of the hearing aid to align the speaker with the hearing aid microphones.</li> </ol>
Distorted streaming sound	<ol style="list-style-type: none"> <li>1. Stop stream and wait 5 seconds, then restart stream.</li> <li>2. Move closer to your phone.</li> <li>3. Move your phone closer to your hearing aids when outdoors.</li> <li>4. Toggle your phone Bluetooth Off and back On.</li> <li>5. Toggle your phone Wifi Off and back On.</li> <li>6. Power your hearing aids Off and back On.</li> <li>7. Unpair/Forget your hearing aids on your phone, then Pair to your phone again.</li> </ol>
No streaming sound	<ol style="list-style-type: none"> <li>1. Increase phone streaming volume (see page 17).</li> <li>2. Ensure Bluetooth is On in your phone settings.</li> <li>3. Ensure your hearing aids are paired and connected to your phone. Android: Go to Settings &gt; Connections &gt; Bluetooth. iOS: Go to Settings &gt; Accessibility &gt; Hearing Devices</li> <li>4. Toggle your phone Bluetooth Off and back On.</li> <li>5. Toggle your phone Wifi Off and back On.</li> <li>6. Power your hearing aids Off and back On.</li> <li>7. Unpair/Forget your hearing aids on your phone, then Pair to your phone again.</li> </ol>

## Charging Case Troubleshooting

Issue	Possible Remedies
Charging Case LED does not turn on	<ol style="list-style-type: none"> <li>1. Ensure that the USB cable is fully inserted into the power cable port.</li> <li>2. Ensure that the USB cable is fully inserted to a power source.</li> <li>3. Disconnect and reconnect the USB cable (Note: case LED will automatically turn off after charger battery is fully charged).</li> <li>4. Try another USB cable.</li> <li>5. Brush cable port to ensure that it is free of debris.</li> </ol>
Hearing Aid Charging LEDs do not turn on	<ol style="list-style-type: none"> <li>1. Try remedies under “Charging Case LED does not turn on”.</li> <li>2. Remove and replace hearing aid in charging pocket. (<b>Note:</b> hearing aid LEDs will automatically turn off after 30 seconds when not connected to a power source).</li> <li>3. Ensure that the hearing aids are seated properly in the charging pockets.</li> <li>4. Charge the case battery with the USB cable.</li> <li>5. Clean the charging contacts on the hearing aids with brush (see page 20).</li> <li>6. Clean charging pocket contacts with a dry, lint-free cloth.</li> </ol>
Blinking hearing aid charging LED(s)	<ol style="list-style-type: none"> <li>1. Clean hearing aid charging contacts.</li> <li>2. Clean charging case charging pockets.</li> <li>3. Disconnect the USB-C power cable for 5 seconds then reconnect.</li> </ol>
Blinking charging case LED	<ol style="list-style-type: none"> <li>1. Disconnect USB-C power cable for 5 seconds then reconnect.</li> <li>2. Connect to another power source or wall charger.</li> <li>3. Replace USB-C power cable.</li> </ol>

# Mobile App Troubleshooting

Issue	Possible Remedies
Can't find the Sonify Hearing app	<ol style="list-style-type: none"> <li>1. Open the App Store (iOS) or the Google Play store (Android) on your phone and type "Sonify Hearing" in the search bar.</li> <li>2. Open or install the app once found.</li> </ol>
One or both hearing aids don't connect (aka "pair") to your mobile phone	<ol style="list-style-type: none"> <li>1. With the app open, power the hearing aids Off and back On (see page 10) to put them in "pairing mode". Power them Off and back On again if they did not pair to your phone within 3 minutes.</li> <li>2. Be sure to select "Allow" or "Allow for this app" on all permission requests for the app to Find nearby devices, Access device location, Bluetooth, etc.</li> </ol> <p><b>Note Android users:</b> Uninstall and reinstall the app if you didn't "Allow" the permission requests and did not successfully pair to your mobile phone.</p> <ol style="list-style-type: none"> <li>3. Be sure to select "Pair" each time when prompted, once for the left hearing aid and again for the right hearing aid.</li> <li>4. Turn the Bluetooth feature on your phone Off and back On and repeat steps 2 through 4. Go to Settings &gt; Bluetooth (iOS) or Settings &gt; Connections (Android).</li> <li>5. "Forget" or "Unpair" any currently paired hearing aids to your phone in Settings &gt; Accessibility &gt; Hearing Devices (iOS) or Settings &gt; Connections &gt; Bluetooth (Android) and repeat steps 2 through 4.</li> <li>6. Delete any "Saved Bonds" in your hearing aids (see page 12) and repeat steps 2 through 4.</li> </ol>

Issue	Possible Remedies
One or both hearing aids don't connect to the mobile app	<p><b>Note:</b> Very weak batteries will disconnect your hearing aids from your phone so you can't use the app but you will still hear sounds being amplified.</p> <ol style="list-style-type: none"> <li>1. Ensure both of your hearing aids are paired to your phone. The app helps you do this the first time you open the app and power on your hearing aids. You can also check status and pair your hearing aids with the phone OS in Settings &gt; Accessibility &gt; Hearing Devices (iOS) or Settings &gt; Connections &gt; Bluetooth (Android).</li> <li>2. Turn the Bluetooth feature on your phone Off and back On. Go to Settings &gt; Bluetooth (iOS) or Settings &gt; Connections (Android).</li> <li>3. Power the hearing aids off and on again to put them in "advertising mode."</li> <li>4. Close and reopen the app.</li> <li>5. Select the "Connect" button next to the hearing aid icons in the app if present.</li> </ol>
Sonify Hearing app doesn't work on phone	<ol style="list-style-type: none"> <li>1. Close and reopen the app.</li> <li>2. Restart your phone and hearing aids.</li> <li>3. Uninstall and reinstall the app on your phone.</li> <li>4. Ensure your phone is compatible with the app.</li> </ol>

## Service and Warranty

Your hearing aids and charging case come with a 2-year limited warranty against manufacturing defects. Accessories (i.e. cables, eartips, Wax Defender, etc.) and cleaning are not covered.

The warranty does not cover hearing aids and charging cases that are damaged, misused, abused or physically altered (including unauthorized repairs). This also includes removal or tampering with the serial number label. The warranty is also void if any other brand cable or eartip are used on these hearing aids. Please only use Sonify Mach II Pro W parts.

## Hearing Aid Repair

Contact Sonify Hearing (678 Mendelssohn Ave. N, Golden Valley, MN 55427) or call (833) 668-4326 for information on how and where to obtain repair service or extra eartips and cables. Feel free to call us to order additional parts and accessories.

## Available Replacement Components

We offer:

- Charging Case
- USB-C Charging Cable
- Wax Defender
- Wax Loop and Brush
- RIC Cable Size 1 (small), left and right
- RIC Cable Size 2 (medium), left and right
- RIC Cable Size 3 (large), left and right
- Open Eartips (small, medium and large)
- Closed Eartips (small, medium and large)

Visit [www.sonifyhearing.com](http://www.sonifyhearing.com) under the accessories tab to order replacement components.

Contact us at: (833) 668-4326

[info@sonifyhearing.com](mailto:info@sonifyhearing.com)



# Product Specifications

## Operating Conditions

Your hearing aids can be operated in temperatures ranging from 39°F and not exceeding 96°F and humidity not exceeding 93% RH. Your hearing aids are classified as IP57. It is not recommended to immerse your hearing aids in water. They are designed to withstand daily life (mild rain, perspiration). They are not intended to withstand liquids with chemical content such as detergents, chlorinated water, soap, hair spray, makeup, cosmetics or saltwater.


Your charging case can be operated in temperatures ranging from 39°F and not exceeding 96°F. It is not recommended to expose your case to water. It is not intended to withstand liquids with chemical content such as detergents, chlorinated water, soap, hair spray, makeup, cosmetics or saltwater.

Do not share or resell hearing aids.

It is recommended to use the product with a secure network.

It is recommended to follow secure mobile device practices.

## Conditions Causing Adverse Effect

 **WARNING:** This product contains magnetic material. Consult your physician on whether this might affect your implantable medical device.

Avoid excessive vibration, mechanical shock, and dropping your hearing aids and case on hard surfaces. Avoid exposure to excessive heat, fire, humidity or water. These conditions may damage your hearing aids and case and void the warranty.

## Storage Conditions

When storing for a long period of time, place your hearing aids in the case with the lid closed and unplug the case from any power sources. To maintain best battery performance, store your hearing aids and charge

case between 64°F and 82°F with humidity not exceeding 85% RH. Fully charge your hearing aids and charge case at least every 3 months to prevent the batteries from reaching a state of “deep discharge”. If your hearing aids are stored for longer than 3 months without charging, it may take longer to charge than the times indicated in this manual.

## Features

Category	Sonify Mach II Pro W OTC Hearing Aids
Fixed or Level-Dependent Frequency Equalization	Have fixed frequency equalization that is adjusted via user controls.
Level-Dependent Gain/Compression	Have multi-channel, wide dynamic range compression to make soft sounds louder without making loud sounds too loud.
Noise Reduction	Have multi-band active noise reduction to make continuous noises (like fans, motors, road noise, etc.) less loud. Have multi-band impulse noise reduction to make sudden loud noises less loud.
Signal-to-Noise Ratio Enhancement	Have directional microphones to emphasize sounds from in front, making conversations in noisy places easier.
Feedback Control	Have an adaptive feedback canceler to reduce feedback (whistling).
Personalization	Are customized by the user for selectable acoustic environments (Programs) from the app or hearing aid rocker switch. User’s hearing thresholds are not required to personalize the settings.
Coupling to the Ear	Have soft, user-selectable, open and closed eartips to adjust for fit and sound quality.
Wireless Connectivity	Use Bluetooth technology to connect and control the hearing aids from a paired smart device.

## Technical Data

Specification	Value	Units
Maximum Acoustic Output	113	dB SPL
Fitted OSPL90/100	100 / 106	dB SPL
Full On Gain (HFA)	41	dB
Total Harmonic Distortion + Noise	1 - 3	%
Self-generated Noise	27	dBA
Latency	5.6	ms
Frequency Response Bandwidth	100-5000	Hz
Estimated Battery Life	28-32	Hours

All measurements per ANSI/CTA-2051:2017 or ANSI S3.22:2014. Actual battery life varies with user's volume setting, hours of use and streaming per day, and battery quality.

## Wireless Information

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 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 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 device complies with FCC non-ionizing radiation exposure limits set forth for the general population. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC Model: Kava Wireless

FCC ID: 2AXQ3G1P2L

FCC ID: 2AXQ3G1P2R

Radio Technology: Bluetooth Low Energy (BLE) and proprietary technologies.

Radio Transceiver Frequency Range: 2.4 to 2.4835 GHz

Radio Receiver Bandwidth: 2 MHz

Modulation Type: 1 Mb/s and 2 Mb/s GFSK

Peak Effective Isotropic Radiated Power: 0 dBm

This equipment has been tested and found to comply with the limits per CISPR 11 class B.

## Guidance and Manufacturer's Declaration – Electromagnetic Emissions

The hearing aid is intended for use in the electromagnetic environment specified below. The user of the hearing aid should assure that it is used in such an environment.

<b>Emissions Test</b>	<b>IEC60601 Test Level</b>	<b>Compliance Level</b>	<b>Electromagnetic Environment Guidance</b>
RF emissions CISPR 11	Group 1	Group 1	The hearing aid is suitable for use in all establishments, including domestic establishment and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purpose.
RF emissions CISPR 11	Class B	Class B	The hearing aid uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.

## Guidance and Manufacturer's Declaration – Electromagnetic Immunity

The hearing aid is intended for use in the electromagnetic environment specified below. The user of the hearing aid should assure that it is used in such an environment.

Immunity Test	IEC60601 Test Level	Compliance Level
Electrostatic discharge (ESD) IEC 61000-4-2	+/- 8 kV contact +/- 15 kV air	+/- 8 kV contact +/- 15 kV air
Radiated RF EM Fields IEC 61000-4-3	10 V/m 80 MHz – 2.7 GHz 80% AM at 1 kHz	10 V/m 80 MHz – 2.7 GHz 80% AM at 1 kHz
Proximity fields from RF wireless communications equipment IEC 61000-4-3	10 V/m 80 MHz – 2.7 GHz 80% AM at 1 kHz	9 V/m; 710, 745, 780 MHz; Pulse modulation 18 Hz 9 V/m; 5240, 5500, 5785 MHz; Pulse modulation 217 Hz 27 V/m; 385 MHz; Pulse modulation 18Hz 28 V/m; 450 MHz FM +/- 5 kHz deviation; 1 kHz sine 28 V/m; 810, 870, 930 MHz; Pulse modulation 18 Hz 28 V/m; 1720, 1845, 1970, 2450 MHz; Pulse modulation 217 Hz

# Safety, Regulatory and Legal Information

## Keep Out Reach of Children and Pets

Keep and store hearing aids, charging case and accessories out of the reach of children and pets. These hearing aids are not intended to be used for children under the age of 18 years old. These small parts may be a choking hazard. Hearing aid and charging case ingestion can cause serious harm.

## Warnings and Cautions

Consult a physician if any irritation, discomfort, accelerated accumulation of cerumen or other side effects result from using your hearing aids.

Hearing aids will not restore normal hearing and will not 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 from it. The use of a hearing aid is only part of hearing rehabilitation and may need to be supplemented by auditory training and instruction in lipreading.


These hearing aids should be not used as a sole safety measure where lack or inability to hear may result in serious injury or death.


**⚠ WARNING:** Use of this hearing aid adjacent to or stacked with other medical equipment, such as equipment that emits electromagnetic interference, should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.


**⚠ WARNING:** Use of accessories, transducers and cables other than those specified or provided by the manufacturer may result in increased electromagnetic emissions or decreased electromagnetic immunity of the hearing aid and result in improper operation.


**⚠ WARNING:** Do not use accessories, detachable parts or materials not described in the user manual. If unauthorized components are used, it


could result in the improper function of the device.


 **WARNING:** Keep small parts and batteries out of children's reach. Small parts may be a choking hazard. Ingestion of batteries can cause bodily harm.


 **WARNING:** Charge the hearing aids exclusively with a USB wall charger or computer that satisfies the local regulatory requirements and complies with one of the following or comparable requirements: IEC 60601-1, IEC 62368-1, IEC 60065, or IEC 60950-1. Failure to do may result in injury, bodily harm, or damage to the hearing aids.


 **WARNING:** To adhere to institutional or legal policies, check with authorized personnel about the use of the hearing aids and/or charging case in areas where electronics or wireless devices are restricted.


 **WARNING:** To avoid the risk of injury or voiding the warranty, do not use the hearing aids and/or charging case if the hearing aids, charging case, and/or packaging is damaged.

 **WARNING:** To avoid risk of injury, damage, or fire, avoid interconnecting the hearing aid and/or charger to equipment not described in the user manual.

 **WARNING:** To avoid the risk of injury, loss, or damage, do not use the hearing aids and/or charging case on persons for which this product is not intended.

 **WARNING:** To avoid the risk of injury, damage, or fire, do not use the hearing aid and/or charging case in explosive or oxygen-enriched environments.

 **WARNING:** To avoid the risk of injury, damage, or fire, do not under any circumstance modify hearing aid, charge case or any component of the hearing aid and/or charging case by means not described in the user manual. Any modification will void the warranty.

 **CAUTION:** Only connect hearing aid to equipment that conforms to relevant international safety standards.

 **CAUTION:** In the event of a battery leak, do not allow the liquid to make



contact with skin or eyes; if contact is made, seek medical attention.

## Intended Use

The Sonify Mach II Pro W OTC Hearing Aids are a pair of user-fitted, rechargeable, wireless air conduction hearing aids intended for use by individuals 18 years and older with perceived mild to moderate hearing impairment.

## Indications for Use

The Sonify Mach II Pro W OTC Hearing Aids are intended to amplify sounds for users 18 years or older with perceived mild to moderate hearing loss. The device settings can be customized for a user's hearing preferences. The device is intended for over-the-counter sales.

## Validation Data

In a user validation study, the majority of the participants reported that the technology contained in the Sonify Mach II Pro W OTC Hearing Aids is easy to use and improved their ability to hear in noisy environments; the sound quality is clear and it is comfortable to wear all day.

## Legal

Find the Sonify Hearing Privacy Policy at <https://www.sonifyhearing.com/privacy-policy/>.

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Apple and iPhone are registered trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) identified in the

badge and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device of its compliance with safety and regulatory standards.

USB Type-C® and USB-C® are registered trademarks of USB Implementers Forum.

Sonify Hearing and Sonify Hearing logo are trademarks of Novidan, Inc.

Mach II is a trademark of Novidan, Inc.

Please read and retain all user instructions and safety information.

## Symbols and Descriptions



Bluetooth



Caution



Choking Hazard



Do Not Open if Package is Damaged



Latex Free



Lot Number



Magnetic Material



Manufacturer



Non-Sterile



See Manual



Serial Number



Warning

Model Number: RR1

Serial Number \_\_\_\_\_

Date of Purchase \_\_\_\_\_

# **Mach II Pro W**

## **Rechargeable Wireless OTC Hearing Aids**

**Contact us at:**

**(833) 668-4326**

**[info@sonifyhearing.com](mailto:info@sonifyhearing.com)**

**[www.sonifyhearing.com](http://www.sonifyhearing.com)**