

# Roger Focus II-312

## User Manual



Roger Focus II-312



A Sonova brand

**PHONAK**  
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This user manual is valid for:

## Hearing device

Roger Focus II-312



2020

## Your hearing device details

- ① Please ensure you use the correct type of battery in your hearing device (zinc-air).
- ① Your hearing device operates between 2.4 GHz–2.48 GHz frequency range.

### Model

Roger Focus II-312

### Battery size

312



Your hearing device have been developed by Phonak – the world leader in hearing solutions based in Zurich, Switzerland.

These premium products are the result of decades of research and expertise and are designed to keep you connected to the beauty of sound! We thank you for making such a great choice and wish you many years of listening pleasure.

Please read the user manual carefully to make sure that you understand and get the best out of your hearing device. For more information about features and benefits, simply contact your hearing care professional.

Phonak – life is on  
[www.phonak.com](http://www.phonak.com)

## Contents

### Your hearing device

1. Quick guide 6
2. Parts of the hearing device 8

### Using the hearing device

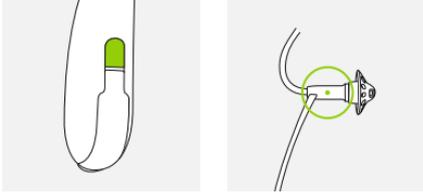
3. Left & right hearing device markings 9
4. On/Off 10
5. Batteries 11
6. Putting on the hearing device 16
7. Removing the hearing device 17
8. Multi-function button with indicator light 18
9. Connectivity overview 20

### Further information

10. Care and maintenance 21
11. Exchanging the earpiece 24
12. Service and warranty 28
13. Compliance information 30
14. Information and description of symbols 36
15. Troubleshooting 40
16. Important safety information 42

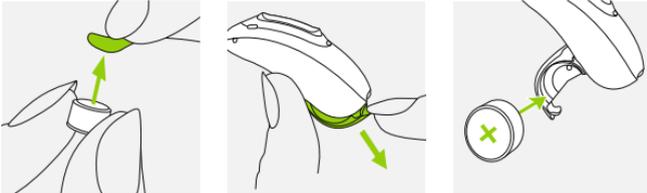
# 1. Quick guide

## Left & right hearing device markings



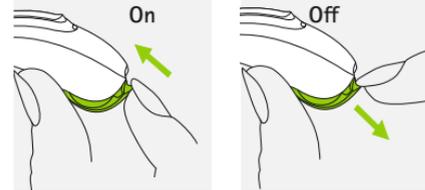
Blue marking for **left** hearing device.  
Red marking for **right** hearing device.

## Changing batteries



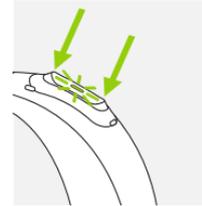
- 1.** Remove the sticker from the new battery and wait two minutes.
- 2.** Open the battery door. For tamperproof battery doors refer to chapter 5.2.
- 3.** Place battery in the battery door with the "+" symbol facing upwards.

## On/Off



For tamperproof battery door instructions refer to chapter 5.2.

## Multi-function button with indicator light

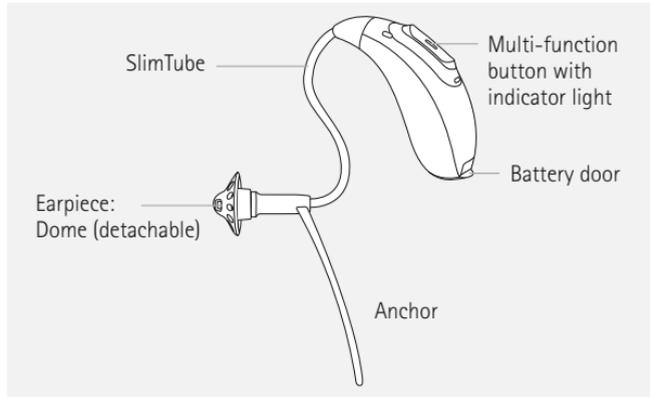


The button has several functions. It functions as a volume control and volume control lock.

## 2. Parts of the hearing device

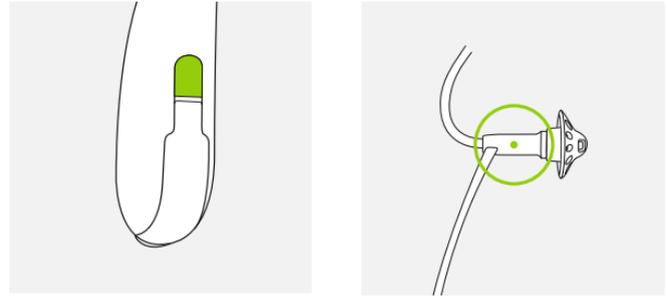
The following picture shows the hearing device described in this user manual.

### Roger Focus II-312



## 3. Left & right hearing device markings

There is a red or blue marking to tell you if it is a left or a right hearing device.

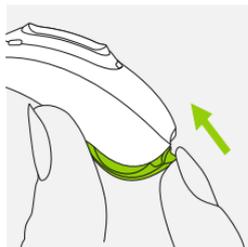


Blue marking for **left** hearing device.  
Red marking for **right** hearing device.

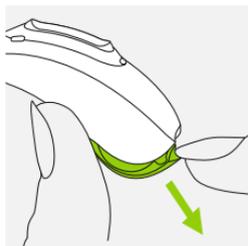
## 4. On/Off

The battery door is also the on/off switch. To open tamperproof battery doors refer to chapter 5.

1. Closed battery door = hearing device is **on**.



2. Open battery door = hearing device is **off**.



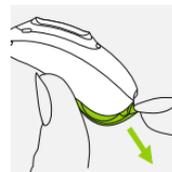
① When you switch on the hearing device you may hear a start-up melody.

## 5. Batteries

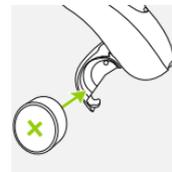
### 5.1 Insert battery (standard battery doors)



1. Remove the sticker from the new battery and wait two minutes.



2. Open the battery door.



3. Place battery in the battery door with the "+" symbol facing upwards.

If the battery door is tamperproof continue to read the important information below, and refer to specific instructions in chapter 5.2 for inserting the battery.

① If it is difficult to close the battery door: Check that the battery is inserted correctly and the "+" symbol is facing upwards. If the battery is not inserted correctly, the hearing device will not work and the battery door can be damaged.

 Low power: You will hear two beeps when the battery is low. You will have approximately 30 minutes to change the battery. We recommend that you always have a new battery on hand.

## Replacement battery

This hearing device requires a size 312 zinc-air battery.

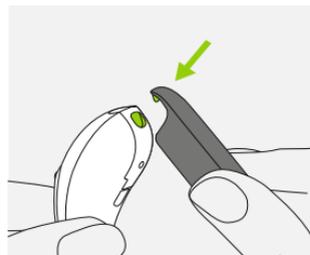
Model	Zinc-air battery size	Color marking on package	IEC code	ANSI code
Roger Focus II-312	312	brown	PR41	7002ZD

 Please ensure you use the correct type of battery in your hearing device (zinc-air). Please also read chapter 16.2 for further information on product safety.

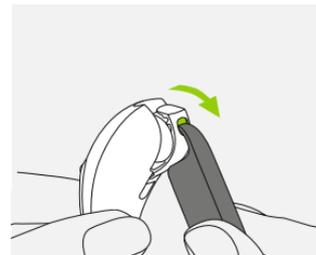
## 5.2 Insert battery with a tamperproof battery door

This hearing device can be fitted with a tamperproof battery door if needed for safety reasons (children below 36 months).

### Opening the battery door

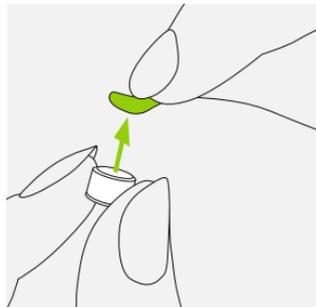


**1.** Place the tip of the tool in the small hole at the bottom of the hearing device.

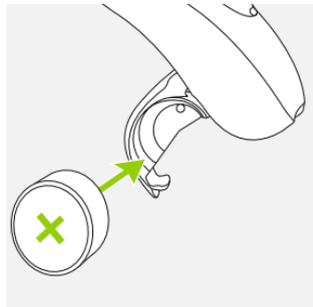


**2.** Use the tool as leverage to open the battery door by pulling the door with the tool in the direction of the green arrow.

## Inserting the battery

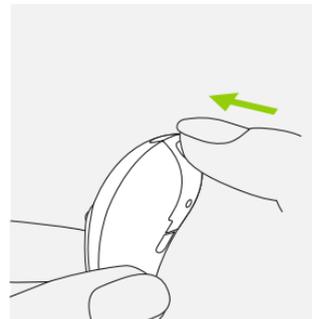


1. Remove the sticker from the new battery and wait for 2 minutes.



2. Place battery in the battery door with the "+" symbol facing upwards.

## Closing the battery door



The battery is only tamperproof when the battery door is closed correctly. Always check after closing, that the battery door cannot be opened by hand.

## 6. Putting on the hearing device

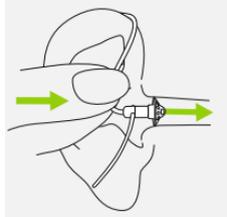
1.

Place the hearing device behind your ear.



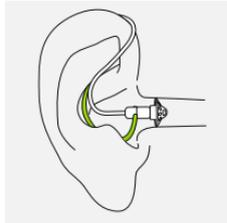
2.

Insert the earpiece into your ear canal.



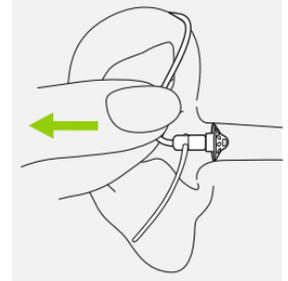
3.

If there is an anchor attached to the earpiece, tuck it into the bowl of your ear to secure your hearing device.



## 7. Removing the hearing device

Pull on the bend of the SlimTube and remove the hearing device from behind the ear.



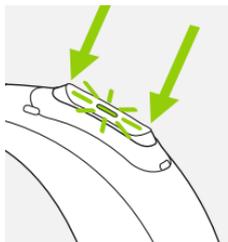
## 8. Multi-function button with indicator light

The multi-function button has several functions.

It functions as a volume control and a volume control lock. Increase the volume with a short press of the upper part of the button. Decrease the volume with a short press of the bottom part of the button.

To lock the button, press the upper part of the button for 5 secs.

To unlock the button, press the upper part of the button for 5 secs.



### Indicator light

Parents and caregivers of infants and young children can easily be informed about the hearing device status with the indicator light. The indicator light is integrated in the multi-function button and shows the status of the hearing device as long as it is powered on.

Status hearing device***	Indicator light pattern
<input type="checkbox"/> Locking multi-function button **	Double blink 
<input type="checkbox"/> Unlocking multi-function button	Single blink 
<input type="checkbox"/> Low battery *	Continuous blink 
<input type="checkbox"/> Volume level change (either initiated by a remote control or by the multi-function button)	Single blink per volume change 
<input type="checkbox"/> Mid-volume	Solid green 
<input type="checkbox"/> Roger microphone connecting the device	Single blink 
<input type="checkbox"/> Volume max or Volume min reached	Double blink 

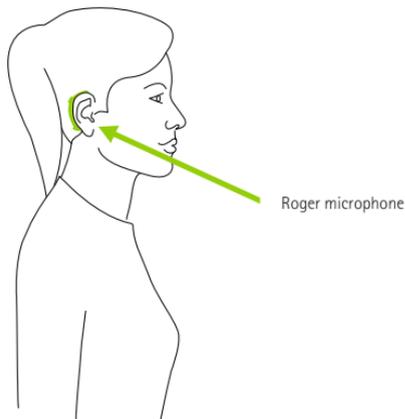
\* Low battery alert is initiated approx. 30 minutes before the battery needs to be changed. It is recommended that you always have a new battery available.

\*\* There is no light when the volume control is locked.

\*\*\* Consult the quick guide delivered with the hearing device for information regarding beep notifications and using the Phonak remote control.

## 9. Connectivity overview

The illustration below shows connectivity options available for your hearing device.



## 10. Care and maintenance

Diligent and routine care of your hearing device contributes to outstanding performance and a long service life. To ensure a long service life, Sonova AG provides a minimum of a five year service period after phase out of the respective hearing device.

Please use the following specifications as a guideline. For further information regarding product safety, see chapter 16.2.

### General information

Before using hair spray or applying cosmetics, you should remove your hearing device from your ear, because these products may damage it.

When you are not using your hearing device, leave the battery door open so that any moisture can evaporate. Make sure that you always completely dry your hearing device after use. Store the hearing device in a safe, dry and clean place.

Your hearing device is resistant to water, sweat and dust under the following conditions:

- The battery door is fully closed. Ensure that no foreign object such as hair is caught in the battery door when it is closed.
- After exposure to water, sweat or dust, the hearing device is cleaned and dried.
- The hearing device is used and maintained as described in this user manual.

① Use of your hearing device around water can restrict air flow to the batteries causing it to stop working. Should your hearing device stop working after coming into contact with water, refer to the troubleshooting steps in chapter 15.

### **Daily**

Inspect the earpiece and SlimTube for earwax and moisture deposits. Clean the surfaces with a lint-free cloth or use the small brush provided in the hearing device hard case. Never use cleaning agents such as household detergents, soap, etc. for cleaning your hearing device. It is not recommended to rinse these parts with water, risk for lodging in the SlimTube. If you need to clean your hearing device intensively, ask your hearing care professional for advice.

### **Weekly**

Clean the earpiece with a soft, damp cloth or with a special cleaning cloth for hearing device. For further maintenance or cleaning instructions, please see your hearing care professional.

### **Monthly**

Inspect your SlimTube for color changes, hardening, or cracks. In the case of such changes, the SlimTube has to be replaced. Please see your hearing care professional.

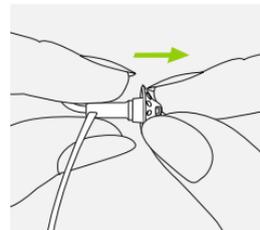
## 11. Exchanging the earpiece

Your hearing device is fitted with a SlimTube and earpiece.

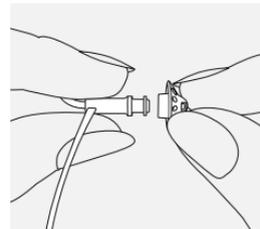
Please check the earpiece regularly and exchange or clean it if it looks dirty or if the hearing device volume or sound quality is reduced. If a dome is used, it should be exchanged every 3 months.

### 11.1 Removing the earpiece from the SlimTube

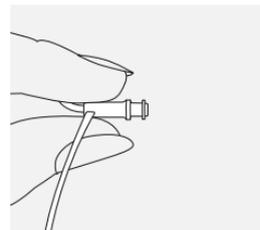
**1.** Remove the earpiece from the SlimTube by holding the SlimTube in one hand and the earpiece in the other.



**2.** Gently pull on the earpiece to remove.



**3.** Clean the SlimTube with a lint-free cloth.



## 11.2 Attaching the earpiece to the SlimTube

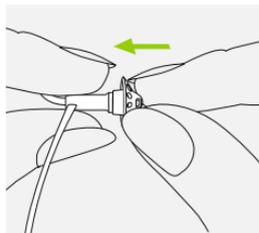
1.

Hold the SlimTube in one hand and the earpiece in the other.

life i

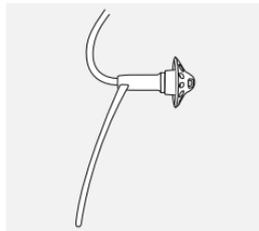
2.

Slide the earpiece over the sound outlet.



3.

The SlimTube and the earpiece should fit perfectly together.



## 12. Service and warranty

### Local warranty

Please ask the hearing care professional, where you purchased your hearing device, about the terms of the local warranty.

### International warranty

Sonova AG offers a one year limited international warranty, valid starting from the date of purchase. This limited warranty covers manufacturing and material defects in the hearing device itself, but not accessories such as batteries, SlimTubes or earpieces. The warranty only comes into force if a proof of purchase is shown.

The international warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods.

### Warranty limitation

This warranty does not cover damage from improper handling or care, exposure to chemicals or undue stress. Damage caused by third parties or non-authorized service centers renders the warranty null and void. This warranty does not include any services performed by a hearing care professional in their office.

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Serial number (left side):

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Serial number (right side):

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Date of purchase:

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Authorized hearing care professional (stamp/signature):

## 13. Compliance information

### Europe:

#### Declaration of Conformity

Hereby Sonova AG declares that this product meets the requirements of the Medical Device Directive 93/42/EEC as well as the Radio Equipment Directive 2014/53/EU. The full text of the EU Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on [www.phonak.com/us/en/certificates](http://www.phonak.com/us/en/certificates) (Phonak worldwide locations).

### Australia/New Zealand:



**R-NZ**

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 models listed on page 2 are certified under:

#### Roger Focus II-312

USA	FCC ID: KWC-BST
Canada	IC: 2262A-BST

**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 undesired operation.

**Notice 2:**

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

**Notice 3:**

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 device 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.

**Notice 4:****Japanese Radio Law and Japanese Telecommunications Business Law Compliance**

This device is granted pursuant to the Japanese Radio Law (電波法) and the Japanese Telecommunications Business Law (電気通信事業法). This device should not be modified (otherwise the granted designation number will become invalid).



R 005-102108

T A19-0086005

## Radio information of your hearing device

Antenna type	Resonant loop antenna
Operation frequency	2.4 GHz – 2.48 GHz
Modulation	GFSK, Pi/4 DPSK, GMSK
Radiated power	< 1 mW
<b>Bluetooth®</b>	
Range	~1m
Bluetooth	4.2 Dual-Mode
Profiles supported	LE (low energy)

## Compliance with emission and immunity standards

Emission standards	EN 60601-1-2:2015
	IEC 60601-1-2:2014
	EN 55011:2009+A1
	CISPR11:2009/AMD1:2010
	CISPR22:1997
	CISPR32:2012
	ISO 7637-2:2011
	CISPR25:2016
	EN 55025:2017

Immunity standards	EN 60601-1-2:2015
	IEC 60601-1-2:2014
	EN 61000-4-2:2009
	IEC 61000-4-2:2008
	EN 61000-4-3:2006+A1+A2
	IEC 61000-4-3:2006+A1+A2
	EN 61000-4-4:2012
	IEC 61000-4-4:2012
	EN 61000-4-5:2014
	IEC 61000-4-5:2014
	EN 61000-4-6:2014
	IEC 61000-4-6:2013
	EN 61000-4-8:2010
	IEC 61000-4-8:2009
	EN 61000-4-11:2004
	IEC 61000-4-11:2004
	IEC 60601-1 (§ 4.10.2):2005
	ISO 7637-2:2011

## 14. Information and description of symbols



With the CE symbol, Sonova AG confirms that this product – including accessories – meets the requirements of the Medical Device Directive 93/42/EEC as well as the Radio Equipment Directive 2014/53/EU. 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 the products described in these user instructions adhere to the requirements for an applied part of Type B of EN 60601-1. The surface of the hearing device is specified as an applied part of Type B.



Indicates the medical device manufacturer, as defined in EU Directive 93/42/EEC.



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



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



Important information for handling and product safety.



During transportation keep dry.



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Japanese symbol for certified radio device.

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**Operating conditions**

The product is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in this user manual. The hearing device is classified IP68 (depth of 1 meter for 60 minutes) and designed to be used in all daily life situations. Therefore you do not have to worry about exposing the hearing device to light rain or sweat. However, the hearing device is not intended to be used in water activities that includes chlorinated water, soap, salt water or other liquids with a chemical content.

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**SN**

Indicates the manufacturer's serial number so that a specific medical device can be identified.

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**REF**

Indicates the manufacturer's catalogue number so that the medical device can be identified.

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Temperature during transportation and storage: -20° to +60° Celsius (-4° to +140° Fahrenheit).

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Humidity during transportation: Up to 90% (non condensing).  
Humidity during storage: 0% to 70%, if not in use.  
See instruction in chapter 16.2 regarding drying the hearing device after use.

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Atmospheric pressure: 500 hPa to 1060 hPa

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

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## 15. Troubleshooting

<b>Problem</b>	<b>Causes</b>
Hearing device not functioning	Dead battery Earpiece blocked Battery not inserted correctly Hearing device switched off
Hearing device too loud	Volume too loud
Hearing device not loud enough or distorted	Low battery Earpiece blocked Volume too low Indication for low battery
Hearing device plays two beeps	Moisture on battery or hearing device
Hearing device switches on and off (intermittent)	Dead battery
Indicator light not blinking	Battery not inserted correctly

<b>What to do</b>
Change battery (chapter 5)
Clean earpiece (chapter 10)
Insert battery correctly (chapter 5)
Switch hearing device on by completely closing battery door (chapter 5)
Decrease volume (chapter 8)
Change battery (chapter 5)
Clean earpiece (chapter 10)
Turn volume up (chapter 8)
Change battery within the next 30 minutes (chapter 5)
Wipe battery and hearing device with dry cloth
Change battery (chapter 5)
Insert battery correctly (chapter 5)

❗ If the problem persists, contact your hearing care professional for assistance.

## 16. Important safety information

Please read the information on the following pages before using your hearing device.

### 16.1 Hazard warnings

-  Your hearing device operates between 2.4 GHz–2.48 GHz frequency range. When flying please check if the flight operator requires device to be switched off, see chapter 1.
-  The intended use of the product is to process and transmit sound to the ears and hereby compensate listening and communication difficulties and disabilities.
-  Changes or modifications to the hearing device that were not explicitly approved by Sonova AG are not permitted. Such changes may damage your ear or the hearing device.
-  Do not use the hearing device 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.

-  Hearing device batteries are toxic if they are swallowed! Keep out of the reach of children, individuals with cognitive impairment, and pets. If batteries are swallowed, consult your physician immediately!
-  Tamperproof (secured) solutions for the battery door must be attached for children younger than 36 months to prevent accidental swallowing of the battery. In case one of these secured mechanisms is damaged by applying too much force or using an inappropriate tool, the device should be brought to your hearing care professional for repair or exchange.
-  The usage of this device by children and individuals with cognitive impairment should be supervised at all times to ensure their safety. The hearing device is a small device and contains small parts. Do not leave children and individuals with cognitive impairment unsupervised with this hearing device. If swallowed, consult a physician or hospital immediately as the hearing device or its parts can cause choking!

⚠ If you feel pain in or behind your ear, if it is inflamed or if skin irritation and accelerated accumulations of earwax occur, please check with your hearing care professional or physician.

⚠ In very rare cases, the dome can remain in your ear canal when removing the SlimTube from the ear. In the unlikely case that the dome does get stuck in your ear canal, it is strongly recommended to see a physician for safe removal. To prevent pushing the dome towards the eardrum, never try to re-insert the SlimTube into the ear canal.

⚠ The following is only applicable for persons with active implantable medical device (i.e. pacemakers, defibrillators, etc.):

- Keep the hearing device at least 15 cm (6 inches) away from the active implant. If you experience any interference, do not use the hearing device 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.
- Keep magnets (i.e. battery handling tool, EasyPhone magnet, etc.) at least 15 cm (6 inches) away from the active implant.

- If using a Phonak wireless accessory, consult the chapter "Important safety information" in your wireless accessory user manual.

⚠ 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.

⚠ 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 device, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

⚠ This hearing device should not be fitted with domes when used by clients with perforated eardrums, inflamed ear canals or otherwise exposed middle ear cavities. In the unlikely case that any part of this product should remain in the ear canal, it is strongly recommended to see a medical specialist for safe removal.

⚠️ Avoid strong physical impacts to the ear when wearing a hearing device with customized earpiece. The stability of customized earpieces is designed for normal use. A strong physical impact to the ear (e.g. during sports) may cause the customized earpiece to break. This may lead to perforation of the ear canal or eardrum.

⚠️ After mechanical stress or shock to the customized earpiece, please ensure that it is intact before placing it in the ear.

## 16.2 Information on product safety

- ① These hearing device is water resistant and not waterproof. It is designed to withstand normal activities and occasional accidental exposure to extreme conditions. Never immerse your hearing device in water! This hearing device is not specifically designed for extended periods of water submersion on a continual basis, ie worn in activities such as swimming or bathing. Always remove your hearing device before these activities, as it contains sensitive electronic parts.
- ① Protect your hearing device from heat (never leave near a window or in the car). Never use a microwave or other heating device to dry your hearing device. Ask your hearing care professional about suitable drying methods.
- ① The dome should be changed every three months or when it becomes stiff or brittle. This is to prevent the dome from detaching from the SlimTube spout during insertion into or removal from the ear.

- ① When you are not using your hearing device, leave the battery door open so that any moisture can evaporate. Make sure that you always completely dry your hearing device after use. Store the hearing device in a safe, dry and clean place.
- ① Do not drop your hearing device! Dropping onto a hard surface can damage it.
- ① When replacing a flat battery always use a new battery.. In case a battery is leaking, replace it immediately with a new one to avoid any skin irritation. You can return used batteries to your hearing care professional.
- ① If you are not using your hearing device for a long period of time, store it in a box with a drying capsule or in a well ventilated location. This allows moisture to evaporate from your hearing device and prevents a potential impact on its performance.
- ① The batteries used in these hearing device should not exceed 1.5 Volts. Please do not use silver-zinc or Li-ion (lithium-ion) rechargeable batteries as these may cause severe damage to your hearing device. The table in chapter 5 explains exactly which type of battery your particular hearing device require.
- ① Remove the battery if you are not using your hearing device for a long period of time.
- ① Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your hearing device. 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 device 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 device.
- ① Do not use your hearing device in areas where electronic equipment is prohibited.



Your hearing care professional:



**Manufacturer:**

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