

# USER INSTRUCTIONS

## **WIDEX PORTABLE CHARGER**

WPP401 model



**WIDEX**

SOUND LIKE NO OTHER

# CONTENTS

<b>IMPORTANT SAFETY INFORMATION.....</b>	<b>4</b>
<b>YOUR CHARGER.....</b>	<b>7</b>
Welcome.....	7
The charger at a glance.....	7
Operating, storage and transport conditions.....	8
Operating conditions - WPP401.....	8
<b>OPERATING THE CHARGER.....</b>	<b>10</b>
Getting ready for use.....	10
Power supply.....	10
Charging the hearing aid.....	11
Hearing aids charging indicators.....	12
After charging - WPP401.....	13
Charging the internal battery.....	14
Power on / off.....	15
Overview of other LED indications.....	17
<b>CLEANING.....</b>	<b>19</b>
<b>TROUBLESHOOTING.....</b>	<b>20</b>
Traveling on an airplane.....	22
<b>REGULATORY INFORMATION.....</b>	<b>23</b>
Intended use.....	23

EU directives.....	23
Directive 2014/53/EU.....	23
Information regarding disposal.....	23
FCC and ISED statements.....	24
<b>SYMBOLS.....</b>	<b>28</b>

## IMPORTANT SAFETY INFORMATION

Read these pages carefully before you start using your charger.



Keep the charger and other small parts away from children, pets, and mentally disabled people.  
If parts have been swallowed consult a physician or hospital immediately.



Never expose the charger to temperatures above 50 °C (122 °F), to prolonged sunlight, open flames or ignition sources.



Place the charger on a flat, stable surface when charging and with adequate space around the charger. Do not cover or place near flammable substances. This also applies when using a power bank.



Explosion hazard in explosive atmospheres! Do not use the charger in areas where there is a danger of explosions (e.g. mining area).



Do not drop. Internal components may get damaged.



Do not use if charger is broken.  
Risk of electrical shock caused by damaged devices.

Do not use obviously damaged devices and return them to point of sale.



Never try to open or repair the charger yourself. Contact your hearing care professional if you experience defects.



Never dry your device in the micro-wave or oven.



Only use a charger with your hearing aids, which is compatible with your hearing aids. Use of a charger not recommended by WSAUD A/S may compromise the system or result in dangerous situations. Note that any unauthorized changes to the product may cause damage to the product or cause injury.

Use only approved parts and accessories. Ask your Hearing Care Professional for support.

Do not modify this product without authorization from the manufacturer.

If this equipment is modified, appropriate inspection and testing must be conducted to ensure safe use of the product.



Never leave the charger in direct sunlight and do not immerse it in water. Protect your devices from high humidity.



Never insert other objects than your hearing aids in the charging wells. Do not insert incompatible connectors or foreign objects into the charger port.



The power adapter must comply with IEC 62368-1 or equivalent safety standards acceptable in your region. Always use the supplied USB cable with a power adapter with a USB-C type socket.



Use only a WSAUD charger with your hearing aids. Use of a charger not recommended by WSAUD A/S may compromise the system or result in dangerous situations.



A lithium-ion rechargeable battery is permanently built into your device. Incorrect use of the device can cause the lithium-ion rechargeable battery to burst.



Risk of injuries caused by electric shock!  
If cleaning is required, disconnect the charger from the power supply.

# YOUR CHARGER

## Welcome

Thank you for choosing this product, which is intended to charge the supported hearing aid(s).

Read these instructions carefully before you start using this device.

### NOTE

Your charger may not look exactly like the one illustrated in this booklet. We reserve the right to make any changes we consider necessary.

## The charger at a glance

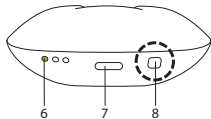
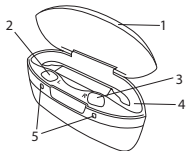
This charger features individual charging wells for each hearing aid, a dedicated compartment for the receivers, and an internal battery, ensuring a hassle-free experience.

In front of each charging well, a LED indicates the charging status of the corresponding hearing aid.

On the underside of the charger, three LEDs indicate the charge level and the charging status of the internal battery.

The charger can be connected permanently to the mains, or charged wirelessly using a Qi wireless charging pad. It can also be used as a power bank for mobile charging of your hearing aids.

Under the charger, an on/off button allows you to turn off the charger, in case of a long-term storage.



1. Charger lid
2. Left hearing aid charging well
3. Right hearing aid charging well
4. Compartment for the receivers
5. Hearing aid charging indicator lights
6. Internal battery status indicator lights
7. USB-C port
8. On/off button

## Operating, storage and transport conditions

### Operating conditions - WPP401

Your charger is sensitive to extreme conditions such as high temperatures, and it should not be operated, stored or transported in direct sunlight.



**Operating, transport and storage conditions:**

<b>Operating conditions</b>	<b>USB charging</b>	<b>Wireless charging</b>
Temperature	10–35 ° C 50–95 ° F	10–30 ° C 50–86 ° F
Relative humidity	20–75 % rH	20–75 % rH

During extended periods of transport and storage, please observe the following conditions:

	<b>Storage</b>	<b>Transport</b>
Temperature	10–40 ° C 50–104 ° F	-20–60 ° C -4–140 ° F
Relative humidity	10–80 % rH	5–90 % rH

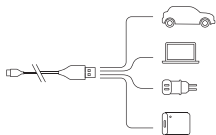
You can find technical data sheets and additional information on your charger on [www.widex.com](http://www.widex.com).

# OPERATING THE CHARGER

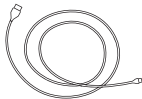
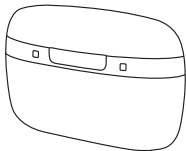
## Getting ready for use

### Power supply

You can connect your charger to different power supplies with 5 V DC, 500 mA output:



Use only the included USB cable.

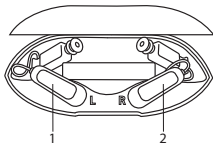


## Charging the hearing aid

When the charger is running on the internal battery, the LED will show the status of the battery for 12 secs. If connected to the mains or on a Qi wireless charging pad, the LED will light up constantly.

You can check the status of the battery by opening the charger lid or by a short press on the on/off button.

Gently place your hearing aids in their respective charging wells and the receivers in their compartment. The hearing aids turn off automatically. Then close the lid.



1. Left hearing aid

2. Right hearing aid

The charger can charge two hearing aids simultaneously; however, each hearing aid will be charged individually, depending on the state of the hearing aid.

This means that, if a fully charged hearing aid is placed in the charger, it will not charge.

However, if the other hearing aid is *not* charged, it will charge.

Charging your hearing aids fully will take approximately 4 hours.

### **Hearing aids charging indicators**

When the charger has detected the hearing aid(s), it can charge two hearing aids simultaneously.

Each hearing aid has its own LED, indicating its charging status. That means that each hearing aid can be charged individually. If one hearing aid is fully charged and placed in the charger, it will not charge, while the other can be charged if needed.

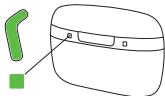
## Hearing aid LED

## Status

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The hearing aid is charging.



The hearing aid is fully charged.

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## After charging - WPP401

Avoid removing the hearing aids from the charging wells by pulling the ear wire/tube, as this could damage the connection to the hearing aid.

Instead, put your fingers round the hearing aid when removing it from the charger.

When you remove the hearing aid from the charger, the hearing aid turns on immediately.

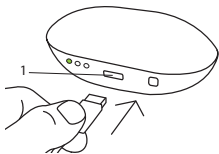
## Charging the internal battery

You can always charge your hearing aids, if the charger is connected to the mains or placed on a Qi wireless charging pad.

For a mobile use of the charger, however, the battery must be recharged.

### USB charging of the battery

1. Connect the USB charger to the mains.
2. Connect the USB-C cable to the charger.



1. USB-C port

### Wireless charging of the battery

1. Connect the Qi wireless charging pad to the mains.
2. Place the charger on the Qi wireless charging pad.






After a while, the internal battery will start charging. The charging level is indicated by the LED indicators, according to the patterns described below.

## Power on / off

To switch on the charger, press and hold at least 3 seconds the button located on the underside of the charger until the LEDs light up. To switch off the charger, press and hold the button until the LEDs fade out.

The battery status LED indicates you the current charge of the battery:

### Charger not connected to mains

LED	Status
	3 solid green LEDs during 12 sec. Internal battery sufficient for three charges of one pair of hearing aids.
	2 solid green LEDs during 12 sec. Internal battery sufficient for two charges of one pair of hearing aids.
	1 solid green LED during 12 sec. Internal battery sufficient for one charge of one pair of hearing aids.
	1 glowing orange LED during 12 sec. Internal battery low (less than one charge of one pair of hearing aids).
	1 flashing orange LED during 12 sec. Internal battery discharged

## Charger connected to mains – USB charging or wireless charging

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**LED**

**Status**

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3 solid green LEDs. Internal battery fully charged.

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2 solid green LEDs, 1 glowing green LED. Internal battery charging  
Less than three charges of one pair of hearing aids are available.

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1 solid green LED, 1 glowing green LED. Internal battery charging  
Less than two charges of one pair of hearing aids are available.

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1 glowing green LED. Internal battery charging  
Less than one charge of one pair of hearing aids is available.

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## Overview of other LED indications

LED

Status

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### Hearing aid LED

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LED **fading green** during 10 sec following a long press on button.  
The charger is switching off.

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LED **flashing orange**, during Qi wireless charging pad charging, when the hearing aid(s) are in place.  
The temperature of the hearing aid(s) has become too high during charging and charging has been paused.

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LED **flashing red**. NOT Qi wireless charging pad charging.  
The temperature of the hearing aid (s) exceeds higher limit. Cannot charge.

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### Battery status LED

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LED 1+2+3 **fading green** during 10 sec following a long press on button.  
The charger is switching off.

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## LED

## Status

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LED 1+2+3 **flashing orange**, during Qi wireless charging pad charging, in a 3-2-1 sequence. The temperature of the charger has become too high during charging and charging the battery has been paused.

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- LED 1+2+3 **flashing red** 12 sec, during Qi wireless charging pad charging. Error charger. Qi voltage out of range.
  - LED 1+2+3 **flashing red** 12 sec, NOT during Qi wireless charging pad charging. The temperature of the internal battery exceeds higher limit. Cannot charge.
  - LED 1+2+3 **flashing red** 12 sec, during USB or Qi wireless charging pad charging. The temperature of the internal battery is below lower limit.
-

## CLEANING

The charger does not normally require cleaning. If necessary, disconnect the charger from the power supply and carefully wipe off the charger with a soft, dry cloth.

If you notice any dust in the charging well, gently blow it clean. If this is not enough, gently clean the charging well with a cotton bud.

To remove earwax from the charger, carefully wipe with a soft damp cloth.

### NOTE

Before placing the hearing aids in the charger, wipe the charging pins with a soft, dry tissue to remove grease or moisture.



Never use sharp/pointy objects to clean the charger.

## TROUBLESHOOTING

These pages contain advice on what to do if your charger does not work as expected.

<b>Light indicators</b>	<b>Possible cause</b>	<b>Solution</b>
No light indicators	The internal battery of the charger is discharged	Connect the charger to the mains using the USB cable or place the charger on a Qi wireless charging pad
	The hearing aid is not placed correctly in the charger	Place the hearing aid correctly in the charger
The hearing aid(s) LED is flashing orange	During wireless charging (Qi wireless charging pad), the temperature of the hearing aid(s) has exceeded a critical limit and the charging has been paused	The charging will continue when the temperature of the hearing aid has dropped. If this continues, find a cooler place to charge your hearing aid

<b>Light indicators</b>	<b>Possible cause</b>	<b>Solution</b>
The battery status LED are flashing orange in a 3-2-1 sequence	During wireless charging (Qi wireless charging pad), the temperature of the charger has exceeded a critical limit and the charging has been paused	The charging will continue when the temperature of the charger has dropped. If this continues, find a cooler place to charge your charger
Three indicators are flashing red during 12 seconds	During wireless charging (Qi wireless charging pad), a charger error occurs. Qi wireless charging pad voltage is out of range	Remove the charger from the Qi wireless charging pad and try again. If the error persists, contact your hearing care professional
	NOT during wireless charging (Qi wireless charging pad). The temperature of the internal battery exceeds higher limit. Cannot charge.	Disconnect the charger and reconnect when the temperature has dropped. If the charger is still flashing red, contact your hearing care professional
	During USB or wireless charging, the temperature of the internal battery is below lower limit	Wait for the charger to reach room temperature

## **Traveling on an airplane**

When traveling by air, it is important to transport both hearing aids and chargers, as well as any other accessories for hearing aids, in your carry-on baggage. Hearing aids can be worn on the ears during the flight.

# REGULATORY INFORMATION

## Intended use

This Charger is intended to charge our specific hearing instruments with built-in power cells (lithium-ion rechargeable batteries).

## EU directives

### Directive 2014/53/EU

Hereby, WSAUD A/S declares that the WPP401 is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. A copy of the Declaration of Conformity according to 2014/53/EU can be found at

[www.widex.com/doc](http://www.widex.com/doc)



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## Information regarding disposal

Do not dispose of hearing aids, hearing aid accessories and chargers with ordinary household waste.

Hearing aids, hearing aid accessories and chargers should be disposed of at sites intended for electrical waste and electronic equipment, or given to your hearing care professional for safe disposal.

For returning or shipping the devices, please contact your hearing care professional.

Shipment of charger and hearing instruments should follow to local regulations.

## **FCC and ISED statements**

### **Federal Communications Commission Statement**



This device complies with part 15/part 18 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.

#### **NOTE:**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or



television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**NOTE:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Changes or modifications to the equipment not expressly approved by WSAUD A/S could void the user's authority to operate the equipment.

**ISED Statement / Déclaration d'ISED**

CAN RSS-216/CNR-216

CAN ICES-1/NMB-1

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

(1) L'appareil ne doit pas produire de brouillage;

(2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

#### ISED RADIATION EXPOSURE STATEMENT:

This equipment complies with ISED RF radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

#### ISED EXPOSITION AUX RADIATIONS:

Cet équipement est conforme aux limites d'exposition aux rayonnements RF ISED définies pour un environnement non contrôlé. Cet émetteur ne doit pas être co-localisé ou fonctionner en conjonction avec une autre antenne ou un autre émetteur.

#### NOTICE

Charging systems may interfere with measuring devices and electronic equipment. The charger complies with applicable standards. Therefore use of the charger in hospitals should be permissible. Nevertheless the charger

may interfere with highly sensitive devices. In those cases appropriate steps shall be taken (increase distance from sensitive devices or disconnect the charger from power supply).

# SYMBOLS

Symbols commonly used by WIDEX in medical device labelling (labels/IFU/etc.)

Symbol	Title/Description
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**Manufacturer**

The product is produced by the manufacturer whose name and address are stated next to the symbol. If appropriate, the date of manufacture may also be stated.



**Catalogue number**

The product's catalogue (item) number.



**Consult instructions for use**

The user instructions contain important cautionary information (warnings/precautions) and must be read before using the product.



**Warning**

Text marked with a warning symbol must be read before using the product.



**WEEE mark**

"Not for general waste". When a product is to be discarded, it must be sent to a designated collection point for recycling and recovering to prevent the risk of harm to the environment or human health as a result of the presence of hazardous substances.



**CE mark**

The product is in conformity with the requirements set out in European CE marking directives.

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<b>Symbol</b>	<b>Title/Description</b>
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<b>RCM mark</b>
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The product complies with electrical safety, EMC and radio spectrum regulatory requirements for products supplied to the Australian or New Zealand markets.
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<b>Medical device</b>
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Indication that the device is a medical device.
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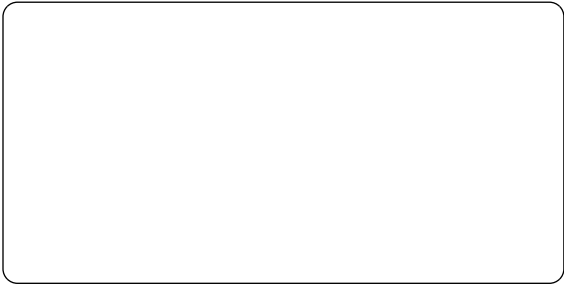
Compatible with Qi-certified chargers.*
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\* The Qi-logo is a trademark of the Wireless Power Consortium.







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