

Audéo S YES / Audéo S SMART / Audéo S MINI

CRT hearing aids

User Guide



PHONAK

life is on

Contents

1. Welcome	5
<hr/>	
2. Important safety information: Please read before operating your hearing aid for the first time	6
Hazard warnings	6
Information on product safety	8
<hr/>	
3. Hearing aid description	10
<hr/>	
4. Step-by-step instructions for using the hearing aid	14
Step 1. Getting to know your hearing aid	14
Step 2. Battery preparation	16
Step 3. Inserting the battery	17
Step 4. Turning on the hearing aid	17
Step 5. Inserting the hearing aid	19
Step 6. Adjusting the volume control behind the ear	21
Step 7. Selecting the hearing program behind the ear	23

Step 8. Removing the hearing aid	24
Step 9. Turning off the hearing aid	25
Step 10. Changing the battery	25
<hr/>	
5. Care and maintenance	26
<hr/>	
6. Troubleshooting	28
<hr/>	
7. Wireless Accessories and FM systems	29
Wireless Accessories	29
FM systems	30
<hr/>	
8. Service and warranty	31
<hr/>	
9. Compliance information	32
<hr/>	
10. Information and explanation of symbols	35
<hr/>	

1. Welcome

Your new hearing aid is a premium Swiss quality product. It was developed by Phonak, one of the world's leading companies in hearing technology. Your hearing aid offers the most modern digital hearing technology currently available on the market.

Please read these user instructions thoroughly in order to benefit from all the possibilities your new hearing aid has to offer. With proper use and care, you will be able enjoy your hearing aid for many years to come.

If you have any questions, please consult your hearing care professional.

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www.phonak.com





2. Important safety information

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

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. 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 habilitation and may need to be supplemented by auditory training and instruction in lipreading.

2.1 Hazard warnings

 Use only hearing aids that have been specially programmed for you by your hearing care professional. Other aids may be ineffective and may, in certain cases, damage your hearing.

 Changes or modifications to the hearing aid that were not explicitly approved by Phonak are not permitted. Such changes may damage your ear or the hearing aid.

-
- ⚠ Hearing aid batteries are toxic if they are swallowed! Keep out of reach of children and pets. If batteries are swallowed, consult your physician immediately!

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

 - ⚠ Pieces of broken ceramic housings are sharp-edged and can cause cuts.

 - ⚠ In very rare cases, the dome can remain in your ear canal when removing the hearing tube 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.

 - ⚠ Hearing programs in the directional microphone mode reduce background noises. Please be aware that warning signals or noises coming from behind, e. g. cars, are partially or entirely suppressed.

2. Important safety information

- ⚠ The hearing aid contains small parts which can be swallowed by children.
- ⚠ External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards. Only use accessories approved by Phonak AG.

2.2 Information on product safety

- ① Never immerse your hearing aid in water! Protect it from excessive moisture. Always remove your hearing aid before showering, bathing, or swimming.
- ① Protect your hearing aid from heat (never leave near a window or in the car.) Never use a microwave or other heating devices to dry your hearing aid. Ask your hearing care professional about suitable drying methods.
- ① When you are not using your hearing aid, leave the battery compartment open so that any moisture can evaporate. Make sure that you always completely dry your hearing aid after use.

Store the hearing aid in a safe, dry and clean place.

- ① Do not drop your hearing aid! Dropping onto a hard surface can damage your hearing aid.
- ① Ceramic hearing aid housings are resistant to scratches but must be treated with care. If hit hard enough or dropped, the ceramic housing may break.
- ① Always use new batteries for your hearing aid. You can return used batteries to your hearing care professional.
- ① Remove the battery if you are not using your hearing aid for a long period of time.
- ① X-ray radiation (e. g. CT scans, MRI scans) may adversely affect the correct functioning of your hearing aids. We recommend that you remove them before undergoing X-ray procedures and keep them outside the room.
- ① Do not use your hearing aid in areas where electronic equipment is prohibited.

3. Hearing aid description

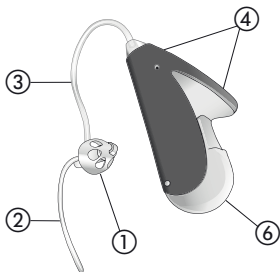
The following user instructions describe Canal Receiver Technology (CRT) hearing aid models.

CRT hearing aids can be adapted with a variety of earpieces.

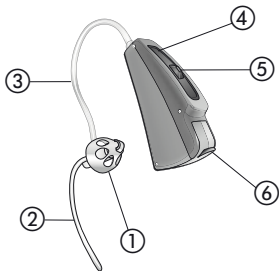
On the following pages use the labeled drawings to identify the earpiece that you use.

Your hearing care professional will tell you what size of battery you need for your hearing aid.

Option A: with Dome



Audéo S YES



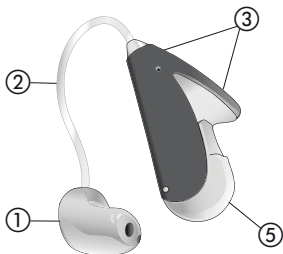
Audéo S SMART
Audéo S MINI

- ① Earpiece: Dome
- ② Retention
- ③ xReceiver unit
- ④ Microphone input with microphone protector
- ⑤ Switch*
- ⑥ Battery compartment with ON/OFF switch

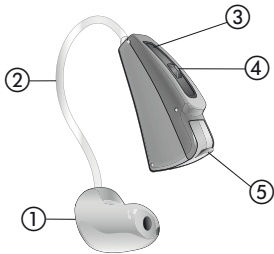
* Option/Function not available for Audéo S YES
and Audéo S MINI

3. Hearing aid description

Option B: with Shell



Audéo S YES

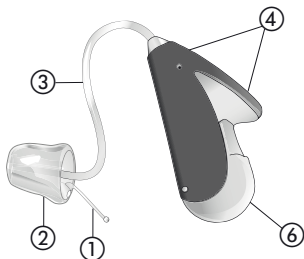


Audéo S SMART
Audéo S MINI

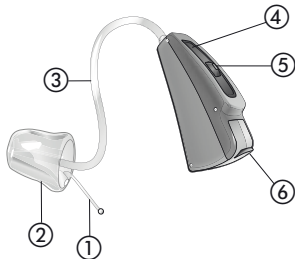
- ① Earpiece: shell (cShell/xShell)
- ② xReceiver unit
- ③ Microphone input with microphone protector
- ④ Switch*
- ⑤ Battery compartment with ON/OFF switch

* Option/Function not available for Audéo S YES
and Audéo S MINI

Option C: with SlimTip



Audéo S YES



Audéo S SMART
Audéo S MINI

- ① Removal handle
- ② Earpiece: SlimTip
- ③ xReceiver unit
- ④ Microphone input with microphone protector
- ⑤ Switch*
- ⑥ Battery compartment with ON/OFF switch

* Option/Function not available for Audéo S YES
and Audéo S MINI

4. Step-by-step instructions for using the hearing aid

The following chapter provides step-by-step instructions on how to use your hearing aid. Please follow these steps carefully. In the drawings, the parts that are particularly important for each step are shown in green.

Step 1. Getting to know your hearing aid

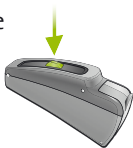
Take the hearing aid in your hand and try out the hearing aid controls. This will make it easier for you to feel for and operate the controls later on when wearing the hearing aid.

Your hearing care professional can configure your hearing aid (push) switch as either a volume control or a program selector. Consult your hearing care professional to determine which option is active in your hearing aid.

Volume control option

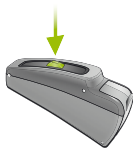
To increase the volume, press the switch on your right hearing aid. To decrease the volume, press the switch on your left hearing aid (Fig. 1a).*

Decrease
volume



Left hearing aid

Increase
volume



Right hearing aid

Fig. 1a

* Option/Function not available for Audéo S YES, Audéo S MINI and Audéo S SMART I

4. Using your hearing aid

Hearing program option

In order to change a hearing program, press the switch displayed (Fig. 1b).*



Fig. 1b

Step 2. Battery preparation

Remove the protective foil from the new battery (Fig. 2). Wait for two minutes before inserting to activate the battery.

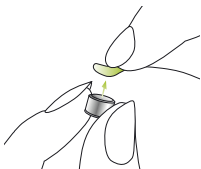


Fig. 2

*Option/Function not available for Audéo S YES and Audéo S MINI

Step 3. Inserting the battery

Take the hearing aid in your hand and open the battery door. Insert the battery so that you see the + symbol on the battery (Fig. 3a/3b).



Fig. 3a: Audéo S YES



*Fig. 3b: Audéo S SMART
Audéo S MINI*

Step 4. Turning on the hearing aid

The hearing aid is switched on by closing the battery compartment (Fig. 4a/4b).



Fig. 4a: Audéo S YES



*Fig. 4b: Audéo S SMART
Audéo S MINI*

4. Using your hearing aid

- ① Open and close the battery compartment gently and carefully.
- ① Check if you feel resistance when closing the battery compartment. Check to make sure the battery is correctly inserted and in the correct direction. If the battery is inserted the wrong way, the hearing aid will not work and the battery compartment can be damaged.

The hearing aid is now switched on. It can take up to 15 seconds before it starts.

(When you wear the hearing aid, you will hear an acoustic signal).

Step 5. Inserting the hearing aid

This step shows you how to correctly insert the hearing aid. The type of earpiece determines how the hearing aid is inserted.

- ① Each hearing aid is individually programmed for your right or left ear. For the first step identify right and left so you will be able to insert your hearing aid in the correct ear.

Step 5.1 Identifying the hearing aids for the right and left ear

Color indicator:
right = red
left = blue



Fig. 5a: Audéo S YES



*Fig. 5b: Audéo S SMART
Audéo S MINI*

4. Using your hearing aid

Step 5.2 Inserting a hearing aid with a dome

With your right hand, place the right hearing aid (red mark on the hearing aid, see step 5.1) behind your right ear (Fig. 5c). Place the hearing tube between your thumb and forefinger. Insert the dome deep enough into the ear canal so that the hearing tube lies flat on your ear (Fig. 5d). If your hearing aid has a retention cord, then press it into the bowl of the ear in order to retain the dome in the ear canal (Fig. 5e).

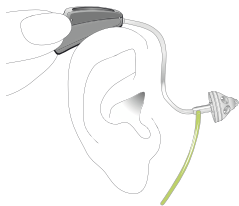


Fig. 5c

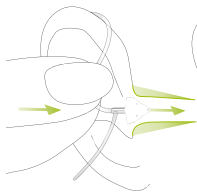


Fig. 5d

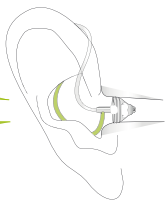


Fig. 5e

If you have problems inserting the hearing aid, use your other hand to gently pull your earlobe downwards. This opens the ear canal a little more and you can gradually rotate the dome until it fits correctly.

You have now successfully inserted the right hearing aid. Now insert your left hearing aid in the same way (marked in blue, see step 5.1)

Step 5.3 For inserting a hearing aid with a SlimTip or Shell

Follow the instructions in Step 5.2, as this procedure is identical.

Step 6. Adjusting the volume control behind the ear*

Your hearing care professional can configure your hearing aid (push) switch as either a volume control or a program selector.

* Option/Function not available for Audéo S YES, Audéo S MINI and Audéo S SMART I

4. Using your hearing aid

To increase the volume, press the switch on your right hearing aid. To decrease the volume, press the switch of your left hearing aid. Use your thumb to lightly support the hearing aid (Fig. 6).

Left hearing aid

Right hearing aid

Decrease volume

Increase volume

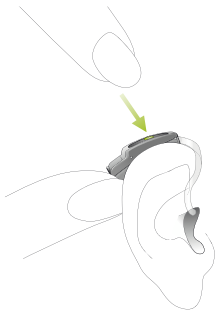
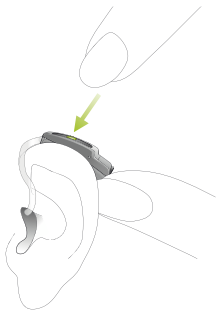


Fig. 6

Step 7. Selecting the hearing program behind the ear*

In order to select or change a hearing program with the hearing aid, press the program switch displayed in (Fig. 7).

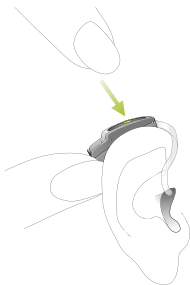


Fig. 7

If you press it again, you change to the next program.
A signal indicates the change.

A signal tone can only be easily heard if you have turned on the hearing aid and you are wearing it correctly behind the ear.

* Option/Function not available for Audéo S YES and Audéo S MINI

4. Using your hearing aid

Step 8. Removing the hearing aid

Step 8.1 Removing a hearing aid with a dome

Grasp the hearing aid by the hearing tube and carefully remove it from your ear (Fig. 8).

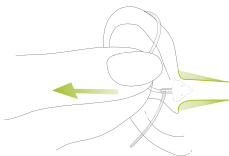


Fig. 8

⚠ In very rare cases, the dome can remain in your ear canal when removing the hearing tube from the ear. In the unlikely case that the dome does get stuck in your ear canal, it is strongly recommended to see a medical specialist for safe removal.

Step 8.2 Removing a hearing aid with SlimTip or Shell

Follow the instructions in Step 8.1, as this procedure is identical.

Step 9. Turning off the hearing aid

You can turn off your hearing aid by opening the battery compartment (Fig. 9a/9b).

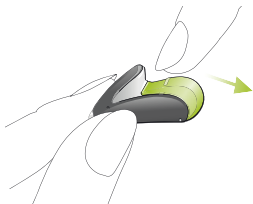
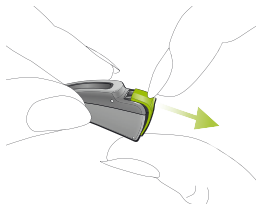


Fig. 9a: Audéo S YES



*Fig. 9b: Audéo S SMART
Audéo S MINI*

Step 10. Changing the battery

Before the battery is completely empty, your hearing aid will indicate to you that the battery soon needs to be changed with an acoustic signal. Once this happens, you have about 30 minutes (in some cases longer) to change the battery. The battery warning signal is repeated every half hour. We recommend that you always keep a spare battery on hand.

5. Care and maintenance

Diligent and routine care of your hearing aid contributes to outstanding performance and a long service life.

Please use the following specifications as a guideline:

General information

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

Never wash or clean the microphone protection (see chapter 3). Doing so could cause it to lose its special acoustic features. Try to avoid touching this protection, e.g. when inserting or operating the hearing aid.

Daily

Inspect the earpiece and tube for earwax and moisture deposits. Clean the surfaces with a lint-free cloth.

Never use cleaning agents such as household detergents, soap, etc. for cleaning your hearing aid. If you need to clean your hearing aid intensively, ask your hearing care professional for advice and information on filters or drying capsules.

Weekly

Clean the earpiece with a soft, damp cloth or with a special cleaning cloth for hearing aids. For more in depth maintenance instructions or for more than basic cleaning, please see your hearing care professional.

6. Troubleshooting

Hearing aids sound softer than usual /no sound

First check whether you can adjust and make the sound louder with the volume control. Then check the earpiece for earwax residue and clean if necessary. Check whether the battery is correctly inserted and properly fitted, adjust the fit if necessary. If there is no improvement, change the battery. If the problem persists, contact your hearing care professional.

Battery discharges too quickly

Insert a new battery and make note of exactly how long it lasts. Contact your hearing care professional with this information, they will be able to help and advise you.

Crackling or buzzing background noises

Check the earpiece for earwax residue. If the problem persists, contact your hearing care professional.

Whistling

Check whether the earpiece is correctly and firmly fitted. If this is the case, but the problem persists, please consult with your hearing care professional to check your ear.

Pain or inflammation in your ear

Remove the hearing aid and consult with your hearing care professional. If the problem is serious, please contact your physician.

7. Wireless Accessories and FM systems

7.1 Wireless accessories*

Phonak has developed a broad range of wireless accessories that allow you to best use and discreetly control your hearing aid. These include, for example, remote controls, wireless connection modules to the TV and computer, and much more. Programs and accessories that can help you make phone calls simply and more comfortably are also included in this product range.

* Option/Function not available for Audéo S MINI and Audéo S SMART I

7. Wireless Accessories and FM systems

7.2 FM systems*

FM Systems are wireless communication systems consisting of a radio transmitter and a radio receiver. The transmitter is placed close to the sound source (e.g. TV/Radio/lectern). The sound is transmitted clearly and directly to the hearing aid in the form of radio signals – without disruptive background noises or echoes.

Phonak is a leader in FM communication. In order to take advantage of the benefits of these high-tech radio systems, consult with your hearing care professional.

If you already have an FM system and need additional information on using this system, please consult the relevant user instructions on the FM transmitter or the FM receiver.

For more information, please visit www.phonak.com, or ask your hearing care professional.

* Option/Function not available for Audéo S MINI and Audéo S SMART I

8. Service and warranty

8.1 Local warranty

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

8.2 International warranty

Phonak 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 aid itself, but not accessories such as batteries, tubes, earmolds, external receivers. The warranty is valid only if proof of purchase is shown.

8.3 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 cover any services performed by a hearing care professional in his/her office.

Serial number (left side):

Serial number (right side):

Authorized hearing care
professional
(stamp/signature):

Date of purchase:

9. Compliance information

Europe:

Declaration of Conformity

Hereby Phonak AG declares that this Phonak product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC. The full text of the Declaration of Conformity can be obtained from the manufacturer.

Australia:

Supplier Code Number



15398

New Zealand:

Supplier Code Number

Z1285

Related Phonak wireless hearing aid models

Audéo S SMART III, Audéo S SMART V,

Audéo S SMART IX

Audéo S YES III, Audéo S YES V, Audéo S YES IX

These wireless hearing aid models are certified under:

USA FCC ID: KWC-WHSSAN1

Canada IC: 2262A-WHSSAN1

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 Phonak may void the FCC authorization to operate this device.

9. Compliance information

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.

10. Information and explanation of symbols



With the CE symbol, Phonak AG confirms that this Phonak product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the R&TTE Directive 1999/5/EC on radio and telecommunications equipment. 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 application part of Type BF of EN 60601-1. The surface of the hearing aid is specified as an applied part of Type BF.

10. Information and explanation of symbols



EMC and Radio communications compliance label Australia.



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



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



Important information for handling and product safety.

Operating conditions

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

Transport and storage conditions

During transport or storage, the temperature should not exceed the limit values of $-20^{\circ}/60^{\circ}$ Celsius and relative humidity of 65% for a long period of time. The air pressure between 500 and 1100 hPa is appropriate.



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

Notes

Manufacturer:
Phonak AG
Laubisrütistrasse 28
CH-8712 Stäfa
Switzerland

EU Representative:
Phonak GmbH
D-70736 Fellbach-Oeffingen
Germany

www.phonak.com



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