

# USER MANUAL

## **BEHIND-THE-EAR HEARING SYSTEMS**

**XS** 3 G4 · Volta C

**DUO** 3 G4

**P** 3 G4 · Volta C

**HP** 3 G4 · Volta C

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## WELCOME

Thank you for choosing our hearing instruments to accompany you through everyday life. Like anything new, it may take you a little time to become familiar with them.

This guide, along with support from your Hearing Care Professional, will help you understand the advantages and greater quality of life your hearing instruments offer.

To receive the most benefit from your hearing instruments, it is recommended that you wear them every day, all day. This will help you get adjusted to them.



### CAUTION

It is important to read this user guide and the safety manual thoroughly and completely. Follow the safety information to avoid damage or injury.

## YOUR HEARING INSTRUMENTS



This user guide describes optional features that your hearing instruments may or may not have. Ask your Hearing Care Professional to indicate the features that are valid for your hearing instruments.

### INSTRUMENT TYPE

Your hearing instruments are BTE (Behind-The-Ear) models. A tube delivers the sound from the hearing instrument into the ear. The instruments are not intended for children under the age of 3 years or persons with a developmental age of under 3 years.

### GETTING TO KNOW YOUR HEARING INSTRUMENTS

It is recommended to familiarize yourself with your new hearing instruments. With the instruments in your hand try using the controls and note their location on the instrument. This will make it easier for you to feel and press the controls while wearing the hearing instruments.

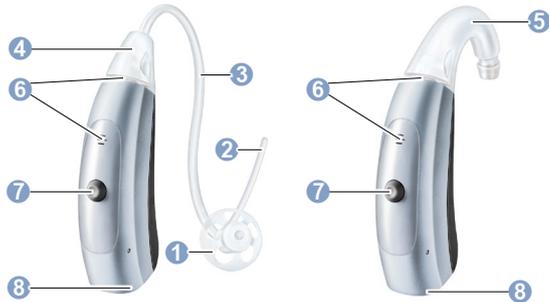


If you have problems pressing the controls of your hearing instruments while wearing them, you can ask your Hearing Care Professional whether a remote control option is available.

## COMPONENTS AND NAMES

This user guide describes several types of hearing instruments. Use the following pictures to identify the type of hearing instrument that you use.

XS

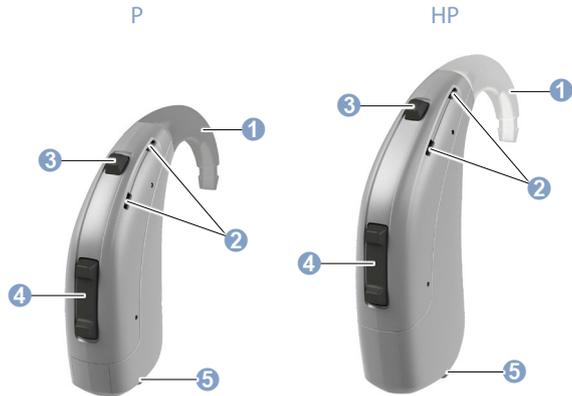


- 
- |                               |                                       |
|-------------------------------|---------------------------------------|
| 1 Ear piece (Open Tip)        | 5 Earhook                             |
| 2 Retention strand (optional) | 6 Microphone openings                 |
| 3 Tube (Thin Tube)            | 7 Push button (control)               |
| 4 Adapter for Thin Tube       | 8 Battery compartment (on/off switch) |
- 

DUO



- 
- |                               |                                       |
|-------------------------------|---------------------------------------|
| 1 Ear piece (Open Tip)        | 5 Earhook                             |
| 2 Retention strand (optional) | 6 Microphone openings                 |
| 3 Tube (Thin Tube)            | 7 Rocker switch (control)             |
| 4 Adapter for Thin Tube       | 8 Battery compartment (on/off switch) |
-



- 1 Earhook
- 2 Microphone openings
- 3 Push button (control)
- 4 Rocker switch (control)
- 5 Battery compartment (on/off switch)

## EAR PIECES AND TUBES

Ear pieces	Size
------------	------

### Standard ear pieces

-  Open Tip
-  Bass Tip

### Custom-made ear pieces

- Examples:



Tubes	Length
-------	--------

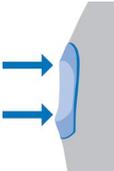
- Standard tube (Thin Tube)
- Tube for earhook

You can easily exchange the standard ear pieces and clean the standard tube. Read more in section "Maintenance and care".

## CONTROLS

With the controls you can, for example, adjust the volume or switch hearing programs. Your hearing instruments either have a push button, a rocker switch or both.

Your Hearing Care Professional has programmed your desired functions to the controls.

Control	Left	Right
Push button 	<input type="checkbox"/>	<input type="checkbox"/>
Rocker switch 	<input type="checkbox"/>	<input type="checkbox"/>



You can also ask your Hearing Care Professional whether a remote control or a smartphone app to control your instruments is available.

Rocker switch function	L	R
------------------------	---	---

Press briefly:

Program up/down	<input type="checkbox"/>	<input type="checkbox"/>
-----------------	--------------------------	--------------------------

Volume up/down	<input type="checkbox"/>	<input type="checkbox"/>
----------------	--------------------------	--------------------------

Press long:

Standby/turn on	<input type="checkbox"/>	<input type="checkbox"/>
-----------------	--------------------------	--------------------------

Program up/down	<input type="checkbox"/>	<input type="checkbox"/>
-----------------	--------------------------	--------------------------

Press very long:

Standby/turn on	<input type="checkbox"/>	<input type="checkbox"/>
-----------------	--------------------------	--------------------------

L = Left, R = Right

Push button function	L	R
----------------------	---	---

Press briefly:

Program change	<input type="checkbox"/>	<input type="checkbox"/>
----------------	--------------------------	--------------------------

Press long:

Standby/turn on	<input type="checkbox"/>	<input type="checkbox"/>
-----------------	--------------------------	--------------------------

L = Left, R = Right

Push button and rocker switch function	L	R
--	---	---

Lock/Unlock the controls	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Read more in section "Locking the controls".

L = Left, R = Right

## SETTINGS

### Hearing programs

1

2

3

4

Read more in section "Changing the hearing program".

### Features

- Power-on delay** enables whistle-free insertion of hearing instruments.

Read more in section "Turning on and off".

- A **telecoil** is built into the instrument, so it can connect with audio induction loops.

Read more in section "Audio induction loops".

## BATTERIES

When the battery is low the sound becomes weaker or you will hear an alert signal. The battery type will determine how long you have to replace the battery.

### BATTERY SIZE AND HANDLING TIPS

Ask your Hearing Care Professional for recommended batteries.

Battery size:  312  13  675

- Always use the correct battery size for your hearing instruments.
- Remove the batteries if you intend not to use the hearing instruments for several days.
- Always carry spare batteries.
- Remove empty batteries immediately and follow your local recycling rules for battery disposal.

## REPLACING BATTERIES

Removing the battery:

- Open the battery compartment.



- Push the battery out (refer to the picture).



Inserting the battery:

- If the battery has a protective film, remove it only when you are ready to use the battery.



- Insert the battery with the "+" symbol facing up (refer to the picture).



- Carefully close the battery compartment. If you feel resistance, the battery is not inserted correctly.

Do not attempt to close the battery compartment by force. It can be damaged.

## DAILY USE

### TURNING ON AND OFF

You have the following options to turn your hearing instruments on or off.

Via battery compartment:

- Turning off: Open the battery compartment fully.



- Turning on: Close the battery compartment. **Standard** volume and hearing program are set.

Via push button:

- Turning on or off: Press the push button or rocker switch and hold it down for a few seconds. Refer to section "Controls" for the settings of your controls.

After turning on, the **previously used** volume and hearing program remain set.

When wearing the hearing instruments, an alert tone can indicate when an instrument is being turned on or off.

When the **power-on delay** is activated, the hearing instruments turn on after a delay of several seconds. During this time you can insert the hearing instruments into your ears without experiencing unpleasant feedback whistling.

The "power-on delay" can be activated by your Hearing Care Professional.

## INSERTING AND REMOVING THE HEARING INSTRUMENTS

Your hearing instruments have been fine-tuned for your right and left ear. Colored markers indicate the side:

- red marker = right ear
- blue marker = left ear

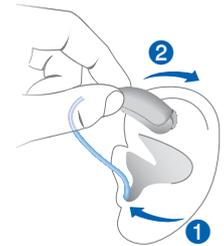


Inserting a hearing instrument:

- Hold the tube close to the ear piece.
- Carefully push the ear piece into the ear canal ①.
- Twist it slightly until it sits well.

Open and close your mouth to avoid accumulation of air in the ear canal.

- Lift the hearing instrument and slide it over the top of your ear ②.



### CAUTION

Risk of injury!

- Insert the ear piece carefully and not too deeply into the ear.

**i**

- It may be helpful to insert the **right** hearing instrument with the **right** hand and the **left** hearing instrument with the **left** hand.
- If you have problems inserting the ear piece, use the other hand to gently pull your earlobe downwards. This opens the ear canal and eases insertion of the ear piece.

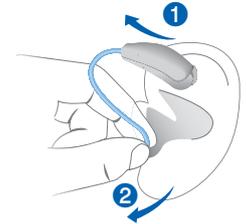
The optional retention strand helps to securely retain the ear piece in your ear. To position the retention strand:

- Bend the retention strand and position it carefully into the bottom of the bowl of your ear (refer to the picture).



Removing a hearing instrument:

- Lift the hearing instrument and slide it over the top of your ear **1**.
- Hold the tube close to the ear piece and pull the ear piece out carefully **2**.



**CAUTION**

Risk of injury!

- In very rare cases the ear piece could remain in your ear when removing the hearing instrument. If this happens, have the ear piece removed by a medical professional.

Clean and dry your hearing instruments after usage.  
Read more in section "Maintenance and care".

## ADJUSTING THE VOLUME

Your hearing instruments automatically adjust the volume to the listening situation.

- If you prefer manual volume adjustment, press the rocker switch briefly.

Refer to section "Controls" for the setting of the rocker switch.

An optional signal tone can indicate the volume change. Once the maximum or minimum volume has been reached, you may hear an optional signal tone.

## CHANGING THE HEARING PROGRAM

Depending on the listening situation, your hearing instruments automatically adjust their sound.

Your hearing instruments may also have several hearing programs which allow you to change the sound, if needed. An optional signal tone can indicate the program change.

- To change the hearing program, press the push button or rocker switch.

Refer to section "Controls" for the setting of your controls. Refer to section "Settings" for a list of your hearing programs.

## LOCKING THE CONTROLS (OPTIONAL)

To prevent any accidental operation you can lock the controls. When the controls are locked, both push button and rocker switch are disabled.

- To **lock** the controls, press the **top** of the rocker switch and hold it. Simultaneously press the push button on the same hearing instrument for 3 seconds.
- To **unlock** the controls, press the **bottom** of the rocker switch and hold it. Simultaneously press the push button on the same hearing instrument for 3 seconds.

Whether this function is configured for your hearing instruments is listed in section "Controls".

## SPECIAL LISTENING SITUATIONS

### ON THE PHONE

When you are on the phone, hold the telephone receiver slightly above your ear. The hearing instrument and telephone receiver have to be aligned. Turn the receiver slightly so that the ear is not completely covered.



### TELEPHONE PROGRAM

You may prefer a certain volume when using the phone. Ask your Hearing Care Professional to configure a telephone program.

- Switch to the telephone program whenever you are on the phone.

If a telephone program is configured for your hearing instruments, it is listed in section "Settings".

### AUDIO INDUCTION LOOPS

Some telephones and public places like theatres offer the audio signal (music and speech) via an audio induction loop. With this system, your hearing instruments can directly receive the desired signal – without distracting noise in the environment.

You can usually recognize audio induction loop systems by certain signs.



Whether a telecoil is built into your hearing instrument is listed in section "Settings". If a telecoil is built in, you have the following options.

Ask your Hearing Care Professional to configure a telecoil program.

- Switch to the telecoil program whenever you are in a place with an audio induction loop.

If a telecoil program is configured for your hearing instruments, it is listed in section "Settings".

## AUDIO INPUT (FM SYSTEM)

With an audio input you can connect your hearing instruments to an FM system. An FM system consists of a transmitter and a receiver. It gathers speech at the voice source (via a separate microphone) and transmits the sound directly to the hearing instruments.

The signal is clearer and unaffected by poor room acoustics. This can be useful for adults in difficult listening situations and for children in classrooms.

Most FM systems allow for coupling with audio devices like an MP3 player.

Notes:

- The battery compartment with audio input is available as an accessory only for certain instrument types.

Consult your Hearing Care Professional for further information.

- Ask your Hearing Care Professional to configure your hearing instruments, for example:
  - Adjust the mix of the audio input signal with surrounding sounds.
  - Configure the controls so that you can select between audio input signal only, surrounding sound only, or a mix of both signals.

## FITTING AND REMOVING THE AUDIO SHOE

The audio shoe is integrated in the battery compartment. To remove the audio shoe, the battery compartment must be replaced. A special tool is needed for this.

- Ask your hearing system specialist to fit or remove the audio shoe.



### **WARNING**

Risk of electric shock!

- Connect audio input only to a device conforming to IEC 60065, the IEC-Norm for audio, video and other electronic devices.

## MAINTENANCE AND CARE

To prevent damage it is important that you take care of your hearing instruments and follow a few basic rules, which will soon become a part of your daily routine.

### HEARING INSTRUMENTS

#### DRYING AND STORAGE

- Dry your hearing instruments overnight.
- Ask your Hearing Care Professional for recommended drying products.
- For longer periods of non-use, store your hearing instruments with open battery compartment and batteries removed in a drying system to avoid the adverse effects of moisture.

#### CLEANING

Your hearing instruments have a protective coating. However, if not cleaned regularly you may damage the hearing instruments or cause personal injury.

- Clean your hearing instruments daily with a soft, dry tissue.
- Never use running water or immerse the devices in water.
- Never apply pressure while cleaning.
- Ask your Hearing Care Professional for recommended cleaning products, special care sets, or more information on how to keep your hearing instruments in good condition.



### EAR PIECES AND TUBES

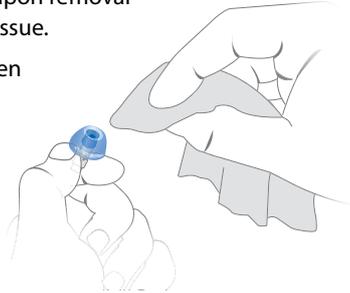
Cerumen (ear wax) may accumulate on the ear pieces. This may affect sound quality.

- For hearing instruments with a standard tube (Thin Tube):  
Clean the ear pieces daily, clean the tubes as required.  
Exchange the ear pieces and tubes approximately every three to six months, or sooner if you notice cracks or other changes.
- For hearing instruments with an earhook and custom-made ear piece:  
Clean the ear pieces daily.  
Ask your Hearing Care Professional to clean the tubes or to exchange the ear pieces and tubes as needed.

### CLEANING EAR PIECES

- Clean the ear piece upon removal with a soft and dry tissue.

This prevents cerumen becoming dry and hardening.



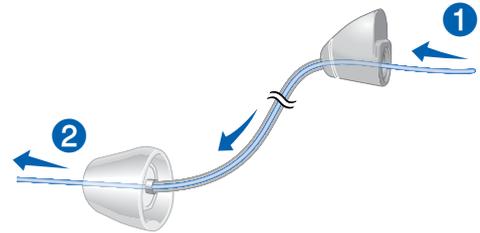
- Never use running water or immerse the ear piece in water.

### CLEANING STANDARD TUBES

Never use running water or immerse the tube in water.

You can clean standard tubes (Thin Tube) using a special cleaning wire. Ask your Hearing Care Professional for suitable cleaning wires.

- Remove tube and adapter by unscrewing the adapter from the hearing instrument.
- Carefully insert the cleaning wire into the adapter ①.
- Push the cleaning wire all the way through the tube ②.



- Wipe away any cerumen or debris that is dislodged.
- Completely remove the cleaning wire.
- Re-attach tube and adapter to the hearing instrument.

### EXCHANGING STANDARD EAR PIECES

- Pull off the used ear piece and plug on the new ear piece.



### EXCHANGING STANDARD TUBES AND ADAPTERS

- Unscrew the used tube from the adapter ①.
- If necessary, unscrew the used adapter ②.



- Screw on the new adapter and tube.

### PROFESSIONAL MAINTENANCE

Your Hearing Care Professional can perform a thorough professional cleaning and maintenance.

Custom-made ear pieces and wax filters should be exchanged as needed by your Hearing Care Professional.

Ask your Hearing Care Professional for your individual recommendation of maintenance intervals and for support.

## FURTHER INFORMATION

### SAFETY INFORMATION

For more safety information, refer to the safety manual supplied with the device.

### ACCESSORIES

The accessories available depend on the type of hearing system. Examples include a remote control or a smartphone app as a remote control.

Contact your hearing system specialist for more information.

### SYMBOLS USED IN THIS DOCUMENT



Points out a situation that could lead to serious, moderate, or minor injuries.



Indicates possible property damage.



Advice and tips on how to handle your device better.

## TROUBLESHOOTING

### Problems and possible solutions

#### Sound is weak.

- Increase the volume.
- Replace the empty battery.
- Clean the ear piece and the tube or replace them both.

#### Hearing instrument emits whistling sounds.

- Reinsert the ear piece until it fits securely.
- Check whether tube, adapter and ear piece are connected correctly.
- Decrease the volume.
- Clean or exchange the ear piece.

#### Sound is distorted.

- Decrease the volume.
- Replace the empty battery.
- Clean the ear piece and the tube or replace them both.

#### Hearing instrument emits signal tones.

- Replace the empty battery.

### Problems and possible solutions

#### Hearing instrument does not work.

- Turn the hearing instrument on.
- Gently close battery compartment completely.
- Replace the empty battery.
- Make sure the battery is inserted correctly.
- Power-on delay is active.  
Wait several seconds and check again.

Consult your Hearing Care Professional if you encounter further problems.

## SERVICE AND WARRANTY

### Serial numbers

Left:

Right:

### Service dates

1: \_\_\_\_\_ 4: \_\_\_\_\_

2: \_\_\_\_\_ 5: \_\_\_\_\_

3: \_\_\_\_\_ 6: \_\_\_\_\_

### Warranty

Date of purchase:

Warranty period in months:

Your Hearing Care Professional



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