

# USER MANUAL BEHIND-THE-EAR HEARING SYSTEMS

**XS G4**

**DUO G4**

**P G4**

# CONTENT

Welcome	4
Your hearing instruments	5
Instrument type	5
Getting to know your hearing instruments	5
Components and names	6
Controls	10
Settings	12
Batteries	14
Battery size and handling tips	14
Replacing batteries	14
Recharging rechargeable batteries	16
Daily use	17
Turning on and off	17
Inserting and removing the hearing instruments	18
Adjusting the volume	21
Changing the hearing program	22
Further adjustments (optional)	22
Special listening situations	23
Varying AudioSpot (optional, depending on model)	23
On the phone	25
Audio induction loops (depending on model)	27
Audio input (FM system) (depending on model)	28

Maintenance and care	30
Hearing instruments	30
Ear pieces and tubes	31
Professional maintenance	34
Further information	35
Safety information	35
Wireless functionality	35
Accessories	35
Symbols used in this document	36
Troubleshooting	36
Service and warranty	38

## 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.

## OUR 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.



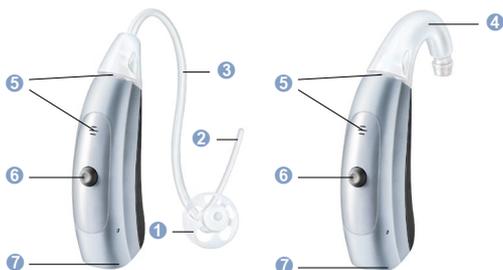
If you have problems pressing the controls of your hearing instruments while wearing them, you can ask your Hearing Care Professional about a remote control option.

## 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.

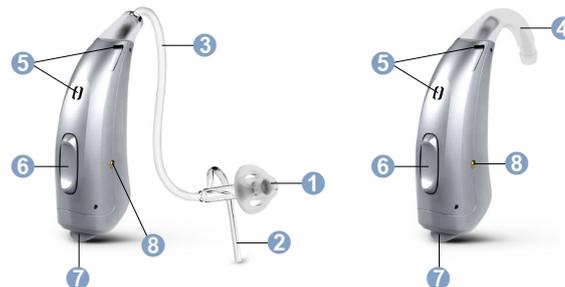
Your hearing instruments either have an earhook and a customized ear mold, or a standard tube (Thin Tube) and a standard ear mold (Open Tip).

### XS



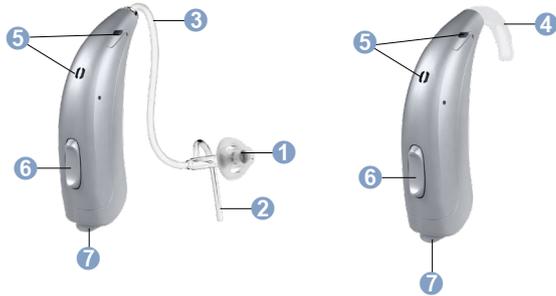
- 1 Ear mold (Open Tip)
- 2 Retention strand (optional)
- 3 Tube (Thin Tube)
- 4 Earhook
- 5 Microphone openings
- 6 Rocker switch (control)
- 7 Battery compartment (on/off switch)

### DUO



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

P



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

You can use standard ear pieces together with a standard tube or custom-made ear pieces together with an earhook and tube.

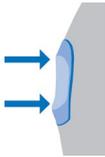
You can easily exchange the standard ear pieces and clean the standard tube. Read more in section "Maintenance and care".

Standard ear pieces / tubes		Size
<input type="checkbox"/>	 Open Tip	
<input type="checkbox"/>	 Bass Tip	
<input type="checkbox"/>	Thin Tube	

Custom-made ear pieces	
<input type="checkbox"/>	Examples: 

## CONTROLS

With the controls, you can change the volume or adjust the hearing program, for example. The hearing systems have either a button or a rocker switch. Your hearing system specialist has programmed the controls with your desired functions.

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



You can also use a remote control or a smartphone app to control your instruments.

Push button function	L	R
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Press briefly:

Program change	<input type="checkbox"/>	<input type="checkbox"/>
Volume up	<input type="checkbox"/>	<input type="checkbox"/>
Volume down	<input type="checkbox"/>	<input type="checkbox"/>
Tinnitus noiser level up	<input type="checkbox"/>	<input type="checkbox"/>
Tinnitus noiser level down	<input type="checkbox"/>	<input type="checkbox"/>

Press long:

Standby/turn on	<input type="checkbox"/>	<input type="checkbox"/>
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L = Left, R = Right

Rocker switch function	L	R
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Press briefly:

Program up/down	<input type="checkbox"/>	<input type="checkbox"/>
Volume up/down	<input type="checkbox"/>	<input type="checkbox"/>
Tinnitus noiser signal level up/down	<input type="checkbox"/>	<input type="checkbox"/>
Sound balance	<input type="checkbox"/>	<input type="checkbox"/>
Varying AudioSpot	<input type="checkbox"/>	<input type="checkbox"/>
Sound mixer (audio input)	<input type="checkbox"/>	<input type="checkbox"/>

Rocker switch function	L	R
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

## SETTINGS

Hearing programs
1
2
3
4
5
6

Read more in section “Changing the hearing program”.

Features
<input type="checkbox"/> <b>Power-on delay</b> enables whistle-free insertion of hearing instruments. Read more in section “Turning on and off”.
<input type="checkbox"/> <b>AutoPhone</b> automatically switches to the telephone program when the telephone receiver approaches the ear. Read more in section “On the phone”.
<input type="checkbox"/> <b>2earPhone</b> transmits the telephone call into both ears when the telephone receiver is held to either ear. Read more in section “On the phone”.
<input type="checkbox"/> The <b>tinnitus noiser</b> feature generates a sound to distract you from your tinnitus.
<input type="checkbox"/> To recharge batteries in hearing instruments with <b>charging contacts</b> , simply place the instruments in the charger. After charging, the charger dehumidifies the hearing instruments.
<input type="checkbox"/> With <b>binaural synchronization</b> , you can adjust both hearing instruments simultaneously. Read more in section “Wireless functionality”.

# 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 or recharge the battery.

## BATTERY SIZE AND HANDLING TIPS

Ask your Hearing Care Professional for recommended batteries.

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Battery size:  312  13

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- 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.



- Use the magnet stick to pull out the battery. The magnet stick is available as an accessory.



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.

## RECHARGING RECHARGEABLE BATTERIES

Charge rechargeable batteries before first use.

- To charge the batteries, follow the instructions in the charger's user guide.

After many recharging cycles, the battery lifetime may reduce. In this case, replace the rechargeable battery with a new one. To do so, follow the instructions for replacing batteries.

## DAILY USE

### TURNING ON AND OFF

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

Via battery compartment:

- Turning on: Close the battery compartment.  
The **default** volume and hearing program are set.
- Turning off: Open the battery compartment to the first catch.

With the button or rocker switch:

- Turning on or off: Hold the button or rocker switch down for a few seconds. Refer to the section "Controls" for control settings.

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

Via remote control:

- Follow the instructions in the remote control's user guide.

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:

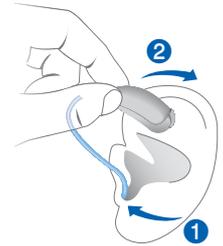
- red marker = right ear
- blue marker = left ear



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.



- 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.

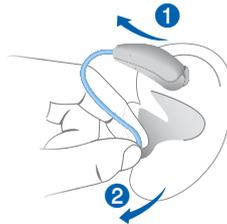
The optional retention strand helps to securely retain the ear piece in your ear. To position the retention strand:

- 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 earl 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 would prefer to adjust the volume manually, press the button or rocker switch, or use a remote control.

Refer to the section "Controls" for control settings.

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.

## SPECIAL LISTENING SITUATIONS

### VARYING AUDIOSPOT (OPTIONAL, DEPENDING ON MODEL)

Regardless of whether you wish to focus more on the person you are talking to, or you wish to hear your general environment – the “Varying AudioSpot” function allows you to control your listening.

You can select different levels – from “AudioSpot to frontal position” (left picture) to “middle position” (center picture) to “hear all around” (right picture).



Prerequisites:

- You need to wear two hearing instruments.
- On one of your hearing instruments the rocker switch needs to be set for the the “Varying AudioSpot” function by your Hearing Care Professional.

Refer to the section “Controls” for control settings.

With a suitable smartphone app you have even more control options.

### 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 button or rocker switch, or use a remote control.

Refer to section “Controls” for the setting of the rocker switch. Refer to section “Settings” for a list of your hearing programs.



If the AutoPhone or 2earPhone function is activated, the hearing program switches automatically to a telephone program when the telephone receiver is close to the ear.

Read more in section “On the phone”.

### FURTHER ADJUSTMENTS (OPTIONAL)

Using the controls on your hearing instruments, you can, for example, also adjust the bass and treble as well as the volume of the tinnitus noiser signal.

Refer to section “Controls” for the setting of your controls.

Vary AudioSpot manually:

- If you have several hearing programs, change to hearing program 1.
- Press the rocker switch which is programmed for “Varying AudioSpot”.

The mid level is active by default.

- Press the upper rocker switch to focus more to the front, or the lower rocker switch to listen to the broader environment.

Terminating “Varying AudioSpot”

- Toggle to the minimum or maximum level.

An optional signal tone can indicate the minimum and maximum level.

- Toggle one step further.

The same signal tone as for changing the hearing program is played. It indicates that the “Varying AudioSpot” function has been terminated.

## 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 or use the automatic program switch (AutoPhone).

If a telephone program or AutoPhone are configured for your hearing instruments, it is listed in section “Settings”.

## AUTOMATIC PROGRAM SWITCH (AutoPhone or 2earPhone)

Your hearing instrument can **automatically** select the telephone program when you bring the telephone handset close to the hearing instrument. 2earPhone transmits the telephone call into both ears. When you are finished speaking on the phone, move the handset away from the hearing instrument and microphone mode will re-engage.

If you want to use this function, ask your Hearing Care Professional to do the following:

- Activate AutoPhone or 2earPhone function.
- Check the telephone receiver's magnetic field.

For the automatic program switch, your hearing instrument detects the telephone receiver's magnetic field. Not all telephones produce a magnetic field strong enough to activate this AutoPhone function. In this case, you can use the AutoPhone magnet, which is available as an accessory, and attach it to the telephone receiver.

See the AutoPhone magnet user guide for instructions on how to position the magnet.



### NOTICE

Use the approved AutoPhone magnet only. Ask your Hearing Care Professional for this accessory.

## AUDIO INDUCTION LOOPS (DEPENDING ON MODEL)

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.



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".

## TELECOIL PROGRAM AND REMOTE CONTROL



### NOTICE

For instruments with wireless connectivity:  
When the telecoil program is active, the remote control may cause a pulsing noise.

- Use the remote control with a distance greater than 10 cm (4 inches).

## AUDIO INPUT (FM SYSTEM) (DEPENDING ON MODEL)

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 only available as an accessory for certain hearing instruments. Alternatively, you can use an audio streaming device (accessory) with a connection for FM receivers.

Consult your Hearing Care Professional for further information.

- Ask your Hearing Care Professional to adjust your hearing instruments, for example
  - the mix of audio input signal and background noise,
  - the programming of the controls so that you can select whether you only hear the audio input signal, only the background noise or a mixture of both.



### 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

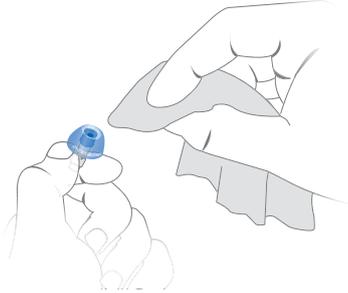
Cerumen (ear wax) may accumulate on the ear pieces. This may affect sound quality.

- 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 earhook:  
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.



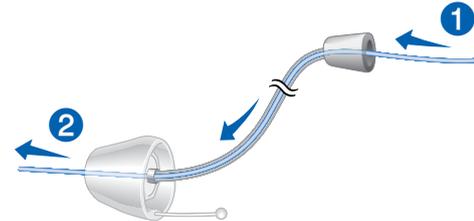
- Never use running water or immerse the ear piece in water.

## CLEANING 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.

- Screw off the tube.
- Carefully insert the cleaning wire into the tube ①.
- Push the cleaning wire all the way through the tube ②.



- Wipe away any cerumen or debris that is dislodged from the tube.
- Completely remove the cleaning wire from the tube.
- Screw the tube onto the hearing instrument.

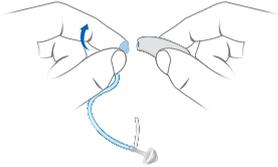
### EXCHANGING STANDARD EAR PIECES (OPEN TIP)

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



### EXCHANGING STANDARD TUBES (THIN TUBE)

- Unscrew the used tube and screw the new tube on.



## 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 a 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.

### WIRELESS FUNCTIONALITY

Your hearing instruments are equipped with wireless functionality. This provides synchronization between your two hearing instruments:

- If you change the program or volume on one instrument, the other one is automatically changed, too.
- Both hearing instruments automatically adapt to the listening situation simultaneously.

Wireless functionality enables the use of a remote control.

### ACCESSORIES

The type of available accessories depends on the instrument type. Examples are: a remote control, an audio streaming device, or a smartphone app for remote control.

Some hearing instruments support CROS- and BiCROS-solutions for the unilaterally deaf.

Consult your Hearing Care Professional for further 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

### Problem and possible solutions

Sound is weak.

- Increase the volume.
- Replace or recharge the empty battery (depending on the battery type).
- Clean or exchange the tube and the ear piece.

Hearing instrument emits whistling sounds.

- Reinsert the ear piece until it fits securely.
- Decrease the volume.
- Clean or exchange the ear piece.

### Problem and possible solutions

Sound is distorted

- Decrease the volume.
- Replace or recharge the empty battery (depending on the battery type).
- Clean or exchange the tube and the piece.

Hearing instrument emits signal tones.

- Replace or recharge the empty battery (depending on the battery type).

Hearing instrument does not work.

- Turn the hearing instrument on.
- Gently close battery compartment completely.
- Replace or recharge the empty battery (depending on the battery type).
- 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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