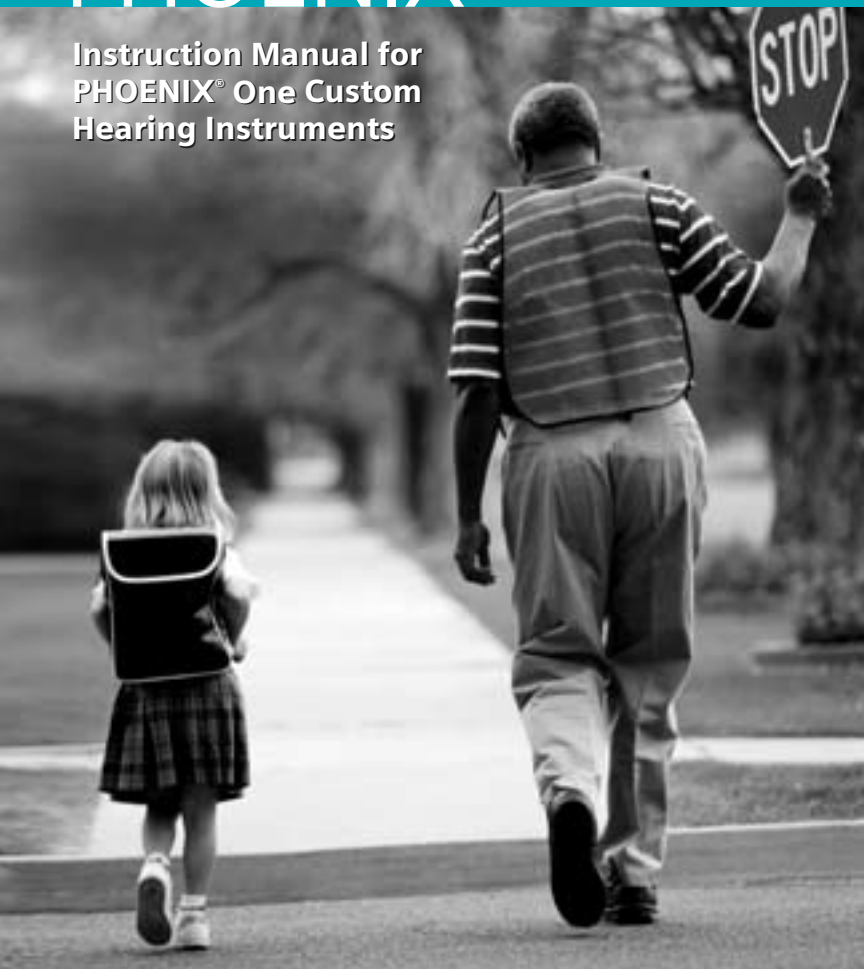


# PHOENIX<sup>®</sup>

Instruction Manual for  
PHOENIX<sup>®</sup> One Custom  
Hearing Instruments



Siemens Hearing Instruments

**SIEMENS**



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## Follow up visits

It is very important to see your Hearing Care Professional for follow up care. Frequent checkups and cleaning are essential to maintain the quality performance expected of your hearing instrument. Use the form below to record your visits to the Audiologist or Hearing Care Provider and any follow up care suggested.

Date of visit: \_\_\_\_\_

Reason for visit: \_\_\_\_\_

Comments: \_\_\_\_\_

Date of visit: \_\_\_\_\_

Reason for visit: \_\_\_\_\_

Comments: \_\_\_\_\_

Date of visit: \_\_\_\_\_

Reason for visit: \_\_\_\_\_

Comments: \_\_\_\_\_

## Owner information

Hearing instrument serial number(s)

Left: \_\_\_\_\_ Right: \_\_\_\_\_

Hearing instrument model(s)

Left: \_\_\_\_\_ Right: \_\_\_\_\_

Battery size(s)

Left: \_\_\_\_\_ Right: \_\_\_\_\_

## Congratulations!

As the owner of a Siemens hearing instrument, you may again enjoy the sounds of your environment and conversation with your family and friends.

Your decision to purchase a Siemens hearing instrument reflects the importance you place on quality and reliability. Siemens Hearing Instruments invests over 85 years of manufacturing experience and hearing care expertise into each and every Siemens hearing instrument.

Siemens hearing instruments have gained international recognition for their superior performance and durability. Every hearing instrument must meet strict quality assurance requirements before it leaves our premises and each carries a service warranty.

Your hearing improvement with any hearing instrument depends on the fit of the hearing instrument, the type and degree of your hearing loss, your ability to adapt to using a hearing instrument, and proper diagnostic testing.

Individual results may vary. No hearing instrument can restore normal hearing and not everyone can benefit equally.

Each hearing instrument is a fine-tuned device that has been specially designed and expertly adjusted for your individual needs. Please handle it with proper care.

Keep in mind that learning to use your hearing instrument requires a period of adjustment and patience. Just as hearing is generally not lost overnight, it may take time to get accustomed to sounds you have not heard in awhile. The adjustment period varies for each person depending on the extent of the hearing loss and individual circumstances.

Take time to familiarize your family with your new hearing instrument. Ask them to work with you and to be patient as you reenter the world of hearing.

## Hearing instrument components

Your hearing instrument contains a microphone, analog-to-digital converter, digital signal processor, receiver, and other specialized components to process sound that is directed to the eardrum and auditory system.

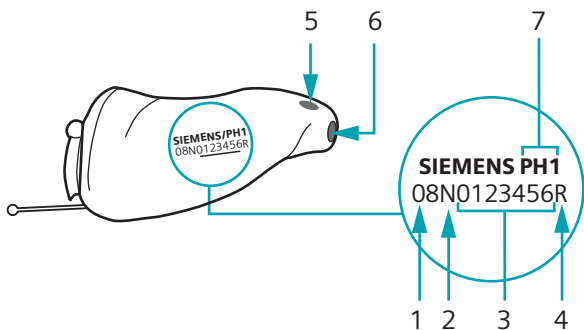
The microphone picks up sound waves from the air and converts them to electrical signals. The analog-to-digital converter encodes the electrical signals into a format that is usable by the digital signal processor.

The receiver converts the digitally processed signal directly back into sound waves.

# Completely-in-the-Canal (CIC) hearing instruments

## Location of features

Your hearing instrument is custom-made to fit the contours of your ear canal. Each instrument can be identified by a serial number found on the outside of the instrument.



*Fig. 1: Identification information*

- 1 08 – Year manufactured
- 2 N – Facility code where the hearing instrument was manufactured
- 3 Serial number
- 4 L or R – Left or Right ear hearing instrument

## 5 Color-coded dots –

- On a neutral colored hearing instrument, a red dot indicates the top of the instrument for the right ear.
- On a neutral colored hearing instrument, a blue dot indicates the top of the instrument for the left ear.
- On a red (for right ear) or blue (for left ear) hearing instrument, a white dot indicates the top of the instrument.

## 6 Receiver

### 7 PH1 – Model Type

The location of the dot on the canal end of the hearing instrument should always remain upright for insertion in the ear.

**Because your hearing instrument was custom made for your ear, its appearance may vary from the one pictured.**

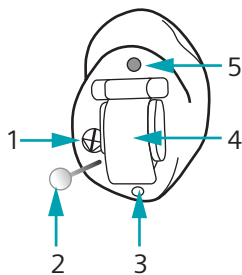


Fig. 2: Location of features

Your hearing instrument may have some, or all, of the following:

- 1 Trimpot\* (Do NOT Adjust)
- 2 Removal strand
- 3 Vent
- 4 Battery compartment
- 5 Microphone

The microphone picks up sound waves from the air and converts them to electrical signals.

*\*The trimpot(s), which can also appear in various locations, should only be adjusted by your Audiologist or Hearing Care Provider.*

The battery compartment holds the battery that powers the hearing instrument.

*Note: Position of the battery compartment door may change due to the shape of your canal.*

The vent hole, which can appear in various locations, provides comfort and pressure release.

## **Battery**

The chart below provides the battery size generally used in your hearing instrument. However, since your hearing instrument is a custom product, it's strongly recommended that you check with your Audiologist or Hearing Care Provider regarding the correct battery for your model.

<b><u>Model</u></b>	<b><u>Size</u></b>
Completely-in-the-Canal	10A

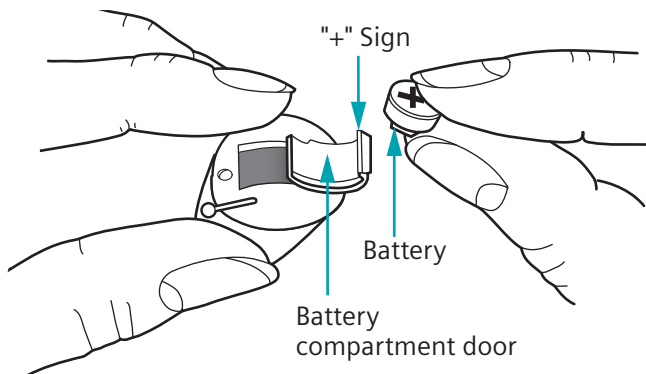
## **Low battery indicator**

You will hear an intermittent series of beeps and/or experience lower amplification power or volume when the battery should be replaced. Change the battery immediately when either of

these occur for best hearing instrument performance.

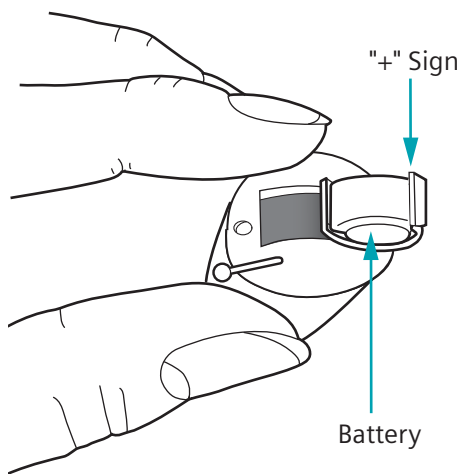
### **Inserting the battery**

Before using your hearing instrument, place the battery into the battery compartment door. Using the fingernail of either your thumb or index finger, pull the tab on the battery compartment door outward until the door swings open all the way (Fig. 3).



*Fig. 3: Opening the battery compartment door*

Place the proper size battery (see "Battery" section or consult your Audiologist or Hearing Care Provider) into the battery compartment door observing the correct polarity. The "+" sign on the battery must match the "+" sign stamped on the top of the battery compartment door (Fig. 4).



*Fig. 4: Inserting the battery*

Gently close the battery compartment door. Avoid forcing it shut. If it does not close easily, check to see if the battery was inserted properly. Once the battery is in its proper position, your instrument is ready to operate.

**The hearing instrument is turned off by completely removing the battery from the instrument. Make it a habit to remove the battery every time you take off your hearing instrument.**

### **Removal strand**

Your CIC hearing instrument has a clear nylon thread that serves as a removal strand. Never remove or cut this strand. If the strand pulls off, breaks, or is damaged in any way, contact your Audiologist or Hearing Care Provider immediately.

## Inserting and removing the hearing instrument

Hold the hearing instrument between your thumb and index finger. With the face of the hearing instrument toward the outside, paying special attention to the dot as an indicator of the **top** and the removal strand as the bottom, place the hearing instrument into your ear canal.

Gently work it into its proper position by slightly twisting until it is firmly seated. Lightly press inward for a secure and comfortable fit (Fig. 5).



*Fig. 5: Proper location of the Completely-in-the-Canal hearing instrument*

If you have difficulty inserting the hearing instrument, try pulling the ear up and back for an easier insertion. Your instrument should sit deep in your ear canal, but do not force it deeper than it will comfortably fit.

The nylon strand has been provided to allow removal of the hearing instrument. Firmly grasp its bead and slowly and gently pull the hearing instrument out of your ear. It often helps to push lightly on the back of your ear to loosen the instrument.

Using the removal strand, the hearing instrument should pull out easily. If you experience difficulty removing the instrument and it remains lodged in your ear, contact your Audiologist or Hearing Care Provider immediately.

*Do not insert any item into your ear to remove the hearing instrument. Do not pull on the battery compartment door to remove the hearing instrument as this could cause damage.*

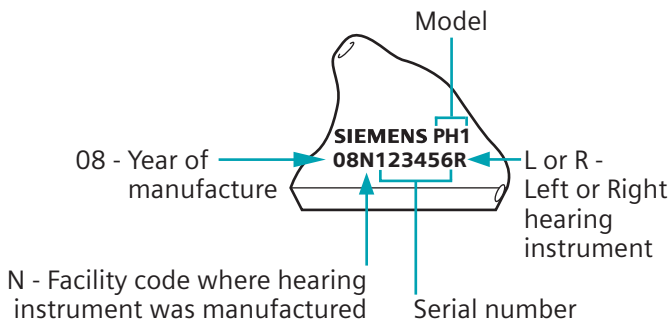
## **Excessive wax**

The deep placement of the CIC hearing instrument may result in excessive wax build up in the wearer's ear, possibly pushing wax further into the ear canal. To avoid potential discomfort or medical complications, and to receive maximum sound benefits from the hearing instrument, it is extremely important that you report excessive wax build-up to your Audiologist or Hearing Care Provider.

# In-the-Canal (ITC), Half-Shell (HS), and Mini Canal (MC) hearing instruments

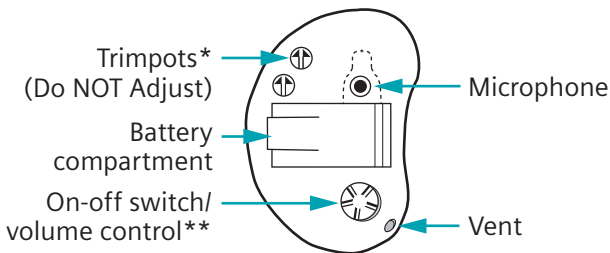
## Location of features

Your hearing instrument is custom-made to fit the contours of your ear. Each instrument can be identified by a serial number found on the outside of the instrument. If the number appears in red, this hearing instrument is for the right ear. If the number appears in blue, this hearing instrument is for the left ear.



*Fig. 6: Identification information*

**Because your hearing instrument was custom made for your ear, its appearance may vary from the one pictured.**



*Fig. 7: Location of features*

The battery compartment holds the battery that powers the instrument.

The vent hole, which can appear in various locations, provides comfort and pressure release.

Inside each hearing instrument, a microphone picks up sound waves from the air and converts them to electrical signals. These are made louder by an amplifier and then the receiver converts the processed signal back into sound waves and directs them into your ear.

*\*The trimpot(s), which can appear in various locations on some models, should only be adjusted by your Audiologist or Hearing Care Provider.*

*\*\*Your hearing instrument may or may not have a volume control wheel. In addition, your volume control wheel may or may not have the on/off function built in. Check with your Audiologist or Hearing Care Provider to determine which of these features you have.*

## **Battery**

The chart below provides the battery size generally used in your hearing instrument. However, since your hearing instrument is a custom product, it's strongly recommended that you check with your Audiologist or Hearing Care Provider regarding the correct battery for your instrument.

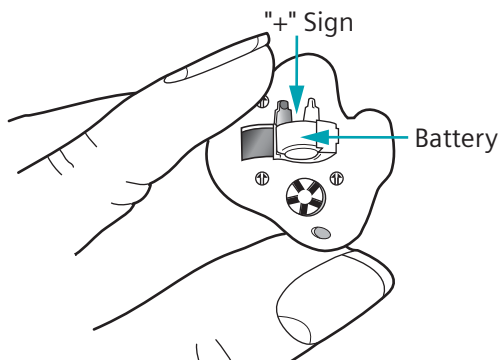
<b><u>Models</u></b>	<b><u>Size</u></b>
Half Shell	312
In-the-Canal	312 or 10A
Mini Canal	10A

## Low battery indicator

You will hear an intermittent series of beeps and/or experience lower amplification power or volume when the battery should be replaced. Change the battery immediately when either of these occur for best hearing instrument performance.

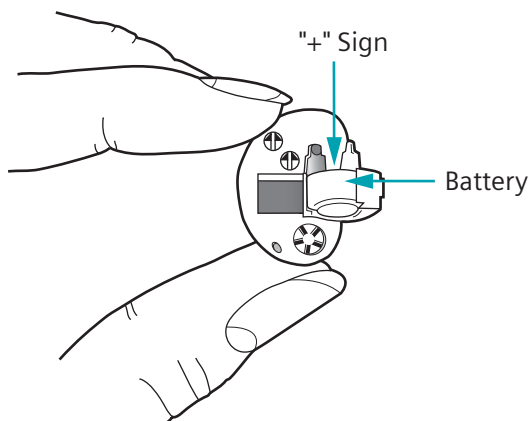
## Inserting the battery

Before using your hearing instrument, place the battery into the battery compartment door. Using the fingernail of either your thumb or index finger, pull the tab on the battery compartment door outward until the door swings open all the way (Fig. 8).



*Fig. 8: Right ITC hearing instrument*

Place the proper size battery (see "Battery" section or consult your Audiologist or Hearing Care Provider) into the battery compartment door, observing the correct polarity. The "+" sign on the battery must match the "+" sign stamped on the top of the battery compartment door (Fig. 9).

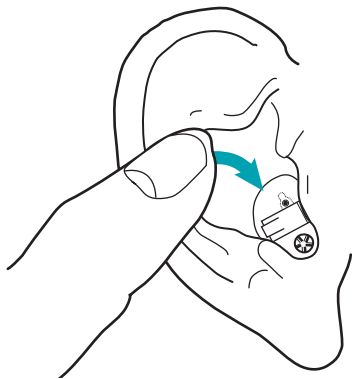


*Fig. 9: Right ITC hearing instrument*

Gently close the battery compartment door. Avoid forcing it shut. If it does not close easily, check to see if the battery was inserted properly. Once the battery is in its proper position, your hearing instrument is ready to operate.

### **Inserting and removing the hearing instrument**

Hold the hearing instrument between the thumb and index finger. With the face of the hearing instrument toward the outside, place the instrument into your ear canal. Gently work the hearing instrument into its proper position by slightly twisting until it is firmly seated. Lightly press inward for a secure and comfortable fit (Fig. 10).



*Fig. 10: Right ITC hearing instrument*

When removing the hearing instrument, push lightly on the back of the ear to help loosen it. Then, using your index finger, gently pull the hearing instrument from your ear. Twisting the hearing instrument clockwise or counter-clockwise may help.

**CAUTION!** Never pull on the volume wheel or battery compartment door to remove the hearing instrument, as this could cause damage.

## Volume control

Your hearing instrument may have one of the following control features:

- Your hearing instrument may have automatic volume control. If so, volume will change according to the listening environment without any effort on your part. To turn "off" the instrument, open the battery compartment door.
- If your hearing instrument is equipped with a volume control wheel, you may or may not have the on/off function built into the volume control wheel.

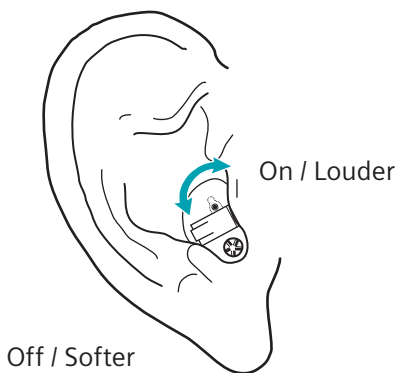
To operate the volume control wheel, place your index finger gently on it. Rotate the wheel away from your face to decrease volume. Rotate the wheel toward your face to increase volume. Full volume has been reached when the wheel stops. Do not force the volume control wheel past the stop in either direction (Fig. 11).

- If your on/off function is built into the volume control wheel, rotate the wheel away from your face to decrease volume until the

hearing instrument is "off." To turn the instrument "on" and increase volume, rotate the wheel toward your face. Full volume has been reached when the wheel stops. Do not force the volume control wheel past the stop in either direction.

- If the volume control does not include an on/off function, you must open the battery compartment door to turn "off" the hearing instrument.

Consult your Audiologist or Hearing Care Provider about which volume control feature is in your hearing instrument.

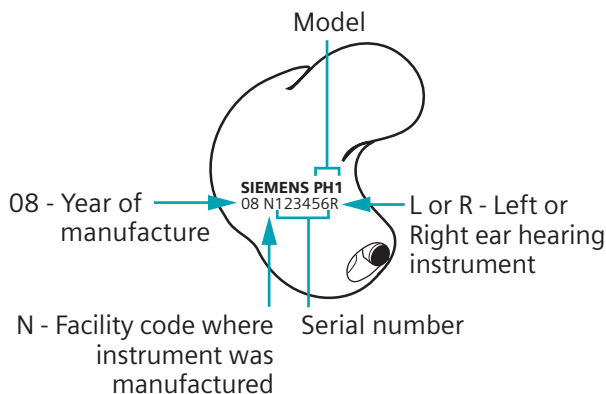


*Fig. 11: Right ITC hearing instrument*

# In-the-Ear (ITE) hearing instruments

## Location of features

Your hearing instrument is custom-made to fit the contours of your ear. Each instrument can be identified by a serial number found on the outside of the instrument. If the number appears in red, this hearing instrument is for the right ear. If the number appears in blue, this hearing instrument is for the left ear.



*Fig. 12: Right ITE hearing instrument*

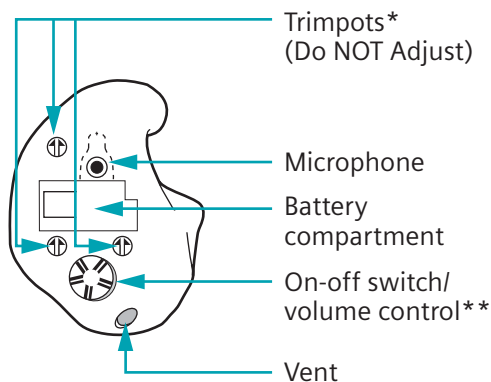


Fig. 13: Right ITE hearing instrument

**Because your hearing instrument was custom made, its appearance may vary from the one pictured.**

*\*The trimpot(s), which can appear in various locations on some models, should only be adjusted by your Audiologist or Hearing Care Provider.*

*\*\*Your hearing instrument may or may not have a volume control wheel. In addition, your volume control wheel may or may not have the on/off function built in. Check with your Audiologist or Hearing Care Provider to determine which of these features you have.*

The battery compartment holds the battery that powers the instrument.

The vent hole, which can appear in various locations, provides comfort and pressure release.

Inside each hearing instrument, a microphone picks up sound waves from the air and converts them to electrical signals. These are made louder by an amplifier and then the receiver converts the processed signal back into sound waves and directs them into your ear.

## **Battery**

The chart below provides the battery size generally used in your hearing instrument. However, since your hearing instrument is a custom product, it's strongly recommended that you check with your Audiologist or Hearing Care Provider regarding the correct battery for your model.

<b><u>Model</u></b>	<b><u>Size</u></b>
In-the-Ear	13 or 312

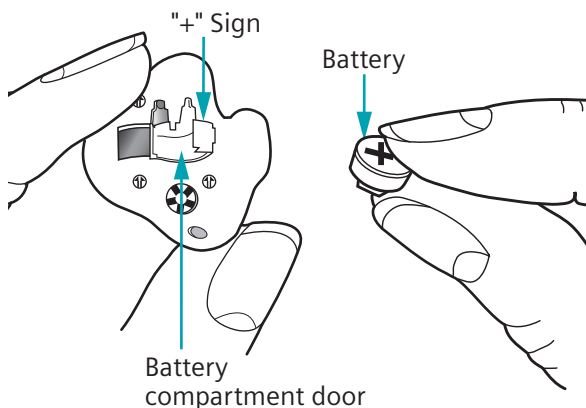
## **Low battery indicator**

You will hear an intermittent series of beeps and/or experience lower amplification power or volume when the battery should be replaced. Change the battery immediately when either of these occur for best hearing instrument performance.

## **Inserting the battery**

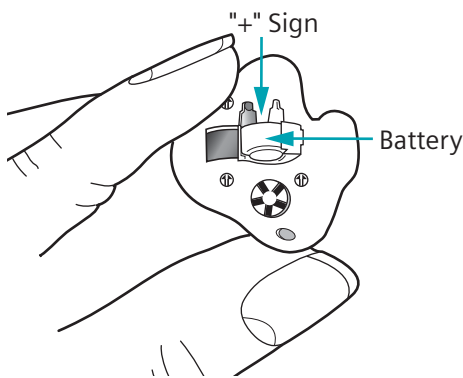
Before using your hearing instrument, place the battery into the battery compartment door. To insert the battery, hold the hearing instrument as shown.

Using the fingernail of either your thumb or index finger, pull the tab on the battery compartment door outward until the door swings open all the way (Fig. 14).



*Fig. 14: Opening the battery compartment door*

Place the proper size battery (see "Battery" section or consult your Audiologist or Hearing Care Provider) into the battery compartment door observing the correct polarity. The "+" sign on the battery must match the "+" sign stamped on the top of the battery compartment door (Fig. 15).

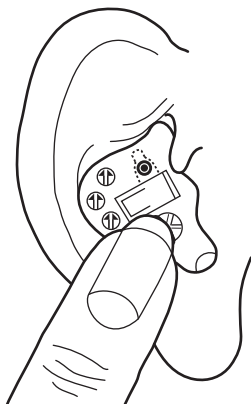


*Fig. 15: Inserting the battery*

Gently close the battery compartment door. Avoid forcing it shut. If it does not close easily, check to see if the battery was inserted properly. Once the battery is in its proper position, your instrument is ready to operate.

## Inserting and removing the hearing instrument

Hold the hearing instrument between the thumb and index finger. With the face of the hearing instrument toward the outside, place the hearing instrument into your ear canal. Gently work the instrument into its proper position by slightly twisting until it is firmly seated. Lightly press inward for a secure and comfortable fit (Fig. 16).



*Fig. 16: Inserting the hearing instrument*

When removing the instrument, push lightly on the back of the ear to help loosen it. Then, using your index finger, gently pull the hearing instrument from your ear. Twisting clockwise or counter-clockwise may help.

**CAUTION!** Never pull on the volume wheel or battery door to remove the hearing instrument, as this could cause damage.

### **Volume control**

Your hearing instrument may have one of the following control features:

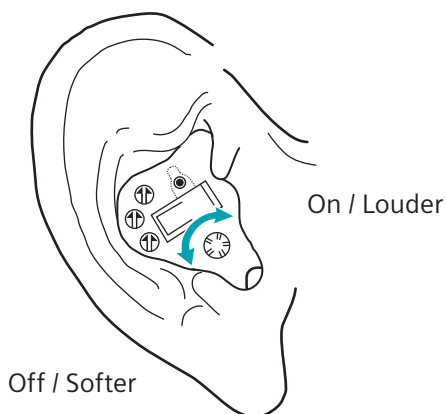
- Your hearing instrument may have automatic volume control. If so, volume will change according to the listening environment without any effort on your part. To turn "off" the instrument, open the battery compartment door.
- If your hearing instrument is equipped with a volume control wheel, you may or may not have the on/off function built into the volume control wheel.

To operate the volume control wheel, place your index finger gently on it. Rotate the wheel away from your face to decrease

volume. Rotate the wheel toward your face to increase volume. Full volume has been reached when the wheel stops. Do not force the volume control wheel past the stop in either direction (Fig. 17).

- If your on/off function is built into the volume control wheel, rotate the wheel away from your face to decrease volume until the hearing instrument is "off". To turn the instrument "on" and increase volume, rotate the wheel toward your face. Full volume has been reached when the wheel stops. Do not force the volume control wheel past the stop in either direction.
- If the volume control does not include an on/off function, you must open the battery compartment door to turn "off" the hearing instrument.

Consult your Audiologist or Hearing Care Provider about which volume control feature is in your hearing instrument.



*Fig. 17: Using the volume control*

## Cell phone compatibility

Some hearing instrument users have reported a buzzing sound in their hearing instruments when they are using cell phones, indicating that the cell phone and hearing instruments may not be compatible. According to the ANSI C63.19 standard (ANSI C63.19-2006 American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and Hearing Aids), the compatibility of a particular hearing instrument and cell phone can be predicted by adding the rating for the hearing instrument immunity to the rating for the cell phone emissions. For example, the sum of a hearing instrument rating of 2 (M2/T2) and a telephone rating of 3 (M3/T3) would result in a combined rating of 5. Any combined rating that equals at least 5 would provide “normal use;” a combined rating of 6 or greater would indicate “excellent performance.”

The immunity of this hearing instrument is at least M2/T2. The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied.

*Note: The performance of individual hearing instruments may vary with individual cell phones. Therefore, please try this hearing instrument with your cell phone or, if you are purchasing a new phone, be sure to try it with your hearing instrument prior to purchase. For additional guidance, please ask your cell phone provider for the booklet entitled "Hearing Aid Compatibility with Digital Wireless Cell Phones."*

# General suggestions for all models

## Health considerations

If soreness or skin irritation develops in the ear, discontinue wearing your hearing instrument, and bring the instrument to your Audiologist or Hearing Care Provider. Minor fit adjustments and polishing can often correct this condition. If soreness persists, discontinue wearing the hearing instrument and see your physician.

If excessive earwax accumulates when wearing your hearing instrument, consult your Audiologist or Hearing Care Provider.

## Listening tips

- Give yourself time to become accustomed to your new hearing instrument. During this period, you may prefer to wear your hearing instrument for only a portion of the day, and then gradually increase your usage throughout your normal routine each day.

- You may find that a quiet environment is more comfortable in the beginning of the adjustment period. Gradually introduce new listening environments as your ear becomes accustomed to hearing instrument amplification.
- If you are a new hearing instrument user, be aware that there are sounds, both pleasant and unpleasant, that you may not have heard in a long time.
- Ask the people with whom you are conversing to attract your attention before speaking to you. If you don't understand what someone has said, ask the speaker to slow down or say it in another way, but not to shout.
- In noisy or difficult environments, you may find it easier to understand speech by facing the speaker. Focus on reading lips and observe facial expressions and body language. Be aware that in some situations, it may be too noisy to understand what is being said.
- Encourage one person to speak at a time when you are engaging in group conversation.

- Listen to radio and television as you normally would.
- You should experiment to find a good place to sit for optimum hearing in gathering places such as the theater, school auditoriums, and other public spaces. Try to choose a seat that is far away from any source of distracting noise, such as a fan or an open window.

### **Using the telephone**

You may use the telephone in a natural manner. If you experience a whistling sound (feedback), tilt the phone receiver away from your ear and/or reduce the volume until the whistling stops. By holding the telephone receiver in various positions, you will discover what works best for you.

### **Telecoil**

One or both of your hearing instruments may be equipped with a Telecoil switch, a special circuit designed to improve your hearing when using the telephone. Ask your Audiologist or Hearing Care Provider how to adjust it during phone use.

Please note that in some cases your phone may need to be "hearing aid compatible" to fully utilize the telecoil circuit. Check your phone's instruction manual for more information regarding its compatibility.

**WARNING:** Choking hazard posed by small parts.

- Keep hearing instruments, batteries and accessories out of reach of children.
- If swallowed consult a physician or a hospital immediately.
- If infants, small children or mentally disabled persons need to wear hearing instruments, ensure adequate supervision.

### **Battery tips**

**CAUTION!** Batteries can be harmful if swallowed.

- If a battery is accidentally swallowed, seek medical attention immediately, or call **The National Button Battery Hotline collect at (202) 625-3333.**

- Always use the battery size recommended on your warranty card or in this manual for your model for best performance.
- Remove the battery from your instrument when not in use. This prevents possible damage from expansion or leakage of the battery, if the instrument is not fully turned off.
- Always carry spare batteries in the event that your current battery goes dead. Place each spare battery in an individual, non-metallic container to prevent contact with other batteries or metal objects, such as keys or coins.
- Follow your local recycling rules for battery disposal.

*Note: Do not throw used batteries into household trash. Return them to your Audiologist or Hearing Care Provider for environmentally correct disposal.*

**WARNING:** Risk in explosive environments, e.g., mining areas!

## Performance checklist

PROBLEM	CAUSE	POSSIBLE SOLUTION
Hearing instrument has no sound or sound is weak	Battery polarity reversed	Make sure battery is inserted correctly
	Weak or dead battery	Replace with fresh battery
	Hearing instrument clogged with wax	Clean instrument*
Hearing instrument whistles	Improper seating in ear	Try reinserting the hearing instrument until it fits securely
	Clogged with wax or excessive wax in your ears	Clean hearing instrument or consult your Audiologist or Hearing Care Provider
Sound is distorted or intermittent	Weak battery	Replace battery
"Buzzing" sound	Battery compartment is not completely closed	Gently close the battery compartment
	Weak battery	Replace battery

\* You may also need to consult your Audiologist or Hearing Care Provider.

If your problem is not listed here or is not resolved by a solution, consult your Audiologist or Hearing Care Provider.

## Maintenance and care

Hearing instruments need to be cleaned daily. You can clean them by wiping them with a dry tissue or a soft cloth. Do not use water, alcohol, benzene, or any other liquid or household cleaning agent to clean your instruments, as it may damage them.

Always store your hearing instrument inside the case. A soft carrying pouch is also included for your convenience when traveling.

When not wearing the hearing instrument, remove the batteries to prevent damage from corrosion.

Store the hearing instrument in a dry area, preferably at room temperature. If you perspire heavily or live in an area of high humidity, you may find it beneficial to use a "dry-aid kit" when the instrument is not in use. This product can be purchased from your Audiologist or Hearing Care Provider.



Do not let your hearing instrument get wet.



Do not expose your hearing instrument to excessive moisture or heat.



Be careful to avoid physical shock, such as dropping the hearing instrument on the floor.



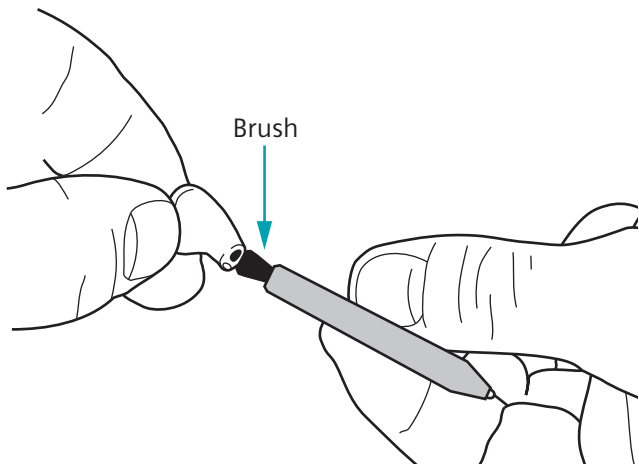
Do not apply hair spray while wearing your hearing instrument.

Note: Do not use your hearing instruments in potentially explosive environments.

### **Wax cleaning brush**

A wax cleaning brush may be packaged with your hearing instrument. To use this tool, hold the hearing instrument so that the canal portion (the open end which is inserted into the ear) faces downward, and any wax particles fall away from the opening (Fig. 20). Gently sweep the brush across the canal opening where most of the wax collects. Be careful not to push any wax further into the tubing at the end of the hearing instrument. Wash the brush and dry it thoroughly before each use.

**Do not insert either end of the tool into the opening or into your ear canal.**



*Fig. 20: Using the wax cleaning brush*

## **Wax guards**

Some hearing instruments feature external or internal wax guards which help protect the instrument from damage due to earwax. Ask your Audiologist or Hearing Care Provider if your hearing instruments are equipped with a wax guard. They will also instruct you on the proper cleaning procedure.



Your Audiologist or Hearing Care Provider:

## **Siemens Hearing Instruments, Inc.**

P.O. Box 1397

Piscataway, NJ 08855-1397

**[www.usa.siemens.com/hearing](http://www.usa.siemens.com/hearing)**

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