

Your hearing care professional

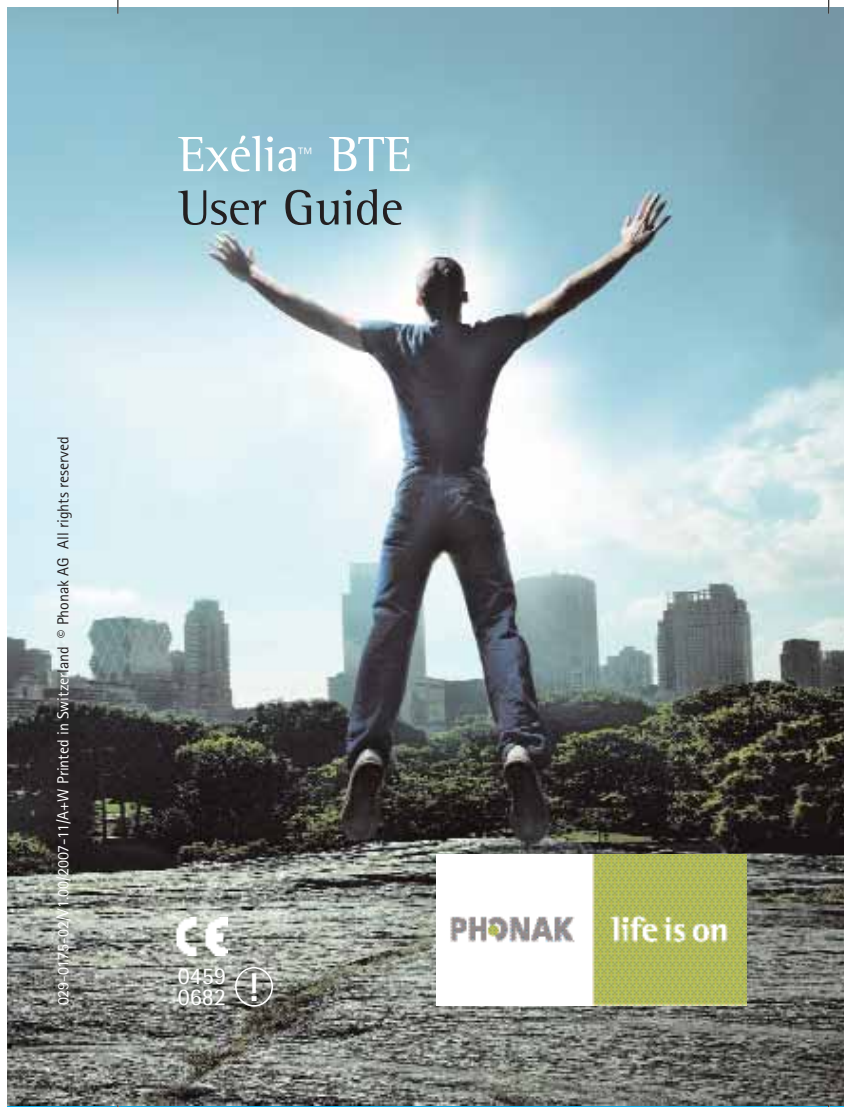
Exélia™ BTE User Guide

029-0756024 1.09.2007-11/A+W Printed in Switzerland © Phonak AG All rights reserved

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Welcome

Your new Exélia hearing system uses the very latest advances in digital wireless hearing technology. Exélia offers you, automatically, the highest sound quality, speech understanding and listening comfort in all your hearing situations. High-tech has turned highly sophisticated hearing systems into convenient devices that are easy to use.

Please read this manual carefully to benefit from all the features of your new hearing system. Ask your hearing care professional if you have any questions.

Exélia is a quality product developed by the Swiss company Phonak, a world leader in hearing technology, innovation and reliability. With proper care and usage, your hearing system will support your hearing and communication needs for many years.

For further information, please visit the Phonak website www.phonak.com.

Phonak – life is on

Description



Hearing system with earmold

- ① Microphone inputs with Wind and Weather Protector
- ② Program switch
- ③ Volume control
- ④ Battery compartment with ON/OFF switch
- ⑤ Hook/sound output
- ⑥ Individual earmold

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Hearing system with Fit'nGo slim tube and dome

- ① - ④ see page 6
- ⑤ Slim tube / sound output
- ⑥ Dome
- ⑦ Retention



Hearing system with Fit'nGo slim tube and SlimTip

- ① - ④ see page 6
- ⑤ Slim tube / sound output
- ⑥ Individual SlimTip
- ⑦ Removal handle



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Short introduction

Inserting the battery
Details see page 11



Controlling the volume
Details see page 26

Volume up



Volume down



Switching ON/OFF
Details see page 25



ON

OFF

ON

Selecting a hearing program
Details see page 28

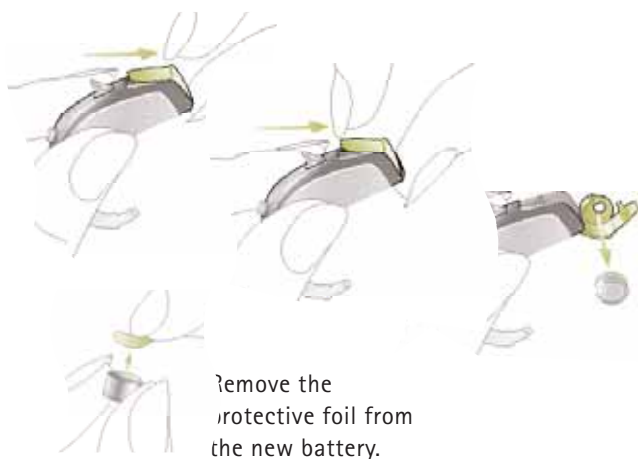


Preparation

Replacing the battery

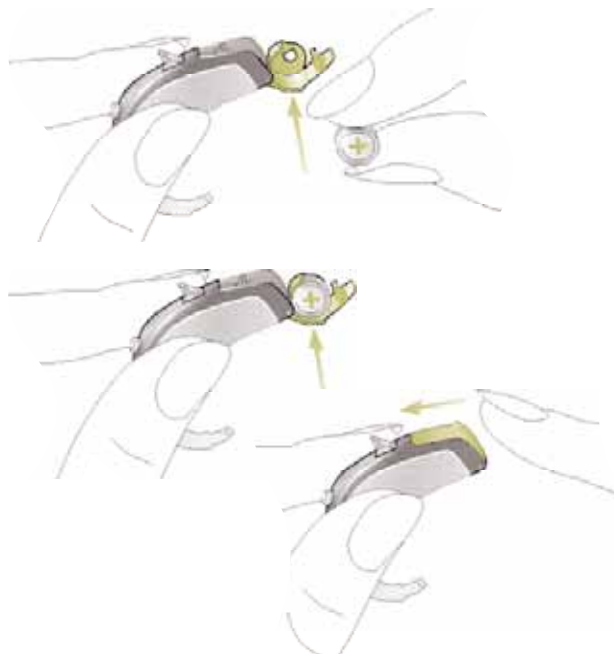
The advanced performance features of your Exélia instruments require specially designed high performance batteries (called GenX batteries). Therefore please only use these GenX batteries (size 13). The use of other batteries could lead to reduced battery life and the optimum performance of your Exélia hearing systems can not be guaranteed.

Using the nail grip, open the battery compartment completely and remove the old battery.



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Insert the new battery with the "+" sign (flat side of the battery) in line with the "+" marked on the battery compartment and close it. The correct battery orientation can also be seen on the inside of the battery compartment.



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Preparation

- ⚠ Please only use GenX batteries for your Exélia instruments.
- ⚠ Handle the battery compartment with care and do not use excessive force.
- ⚠ If there is any resistance when closing the compartment, ensure that the battery is inserted correctly. The compartment may not close properly if the battery is upside down, and the instrument will not work.
- ⚠ When your hearing system is not in use, leave the battery compartment open to allow any moisture to evaporate.

Low battery warning

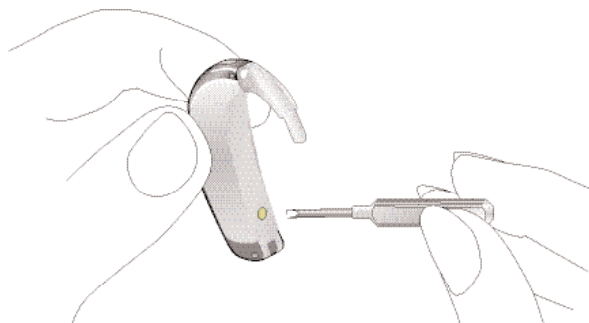
An acoustic signal gives you an early warning that the battery is approaching exhaustion. You have approximately 30 minutes to replace the battery after hearing the signal. This reserve may be higher and the hearing system will repeat the low battery warning approximately every 30 minutes.

Please note that the battery consumption increases with regular use of the myPilot command center or the iCom communication interface.

Tamper proof battery compartment

To protect children from the dangers of playing with batteries, a special locking system may be mounted on the instruments. This locking system can also be used for identifying left and right instruments (see page 15).

To lock the battery compartment, after it is closed: Use a small screwdriver and turn the screw to its middle position (slot vertical).



To unlock the battery compartment: Turn the screw to its horizontal position.

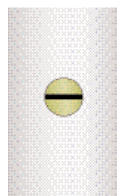
Preparation

Please make sure that the screw is in the unlocked position when you close the battery compartment.

Locked



Unlocked



⚠ The ON/OFF switch is not available when the battery compartment is locked.

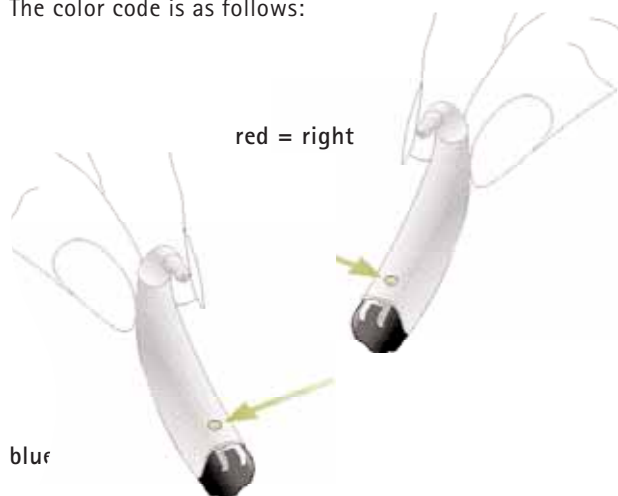
To switch the hearing system OFF, it is necessary to unlock the tamper proof battery compartment.

Identifying left and right instruments

It is important to use the correct hearing system for each ear.

Your hearing care professional can mark the hearing systems for you. The color code on the housing will identify left and right hearing systems.

The color code is as follows:



Preparation

Inserting your hearing system with earmold into your ear



Using the hand on the same side you wear your hearing system, grasp the earmold between the thumb and index finger.



Raise your hand to your ear making sure the canal portion of the earmold faces your ear. Tilt your hand slightly forward.



Place the canal portion of the earmold inside your ear canal. If it is difficult to get it into place, stretch your ear by pulling it gently backwards and upwards with your other hand. When the canal portion is in place, twist the earmold backwards so that it fits into the concha and the helix portion is under the fold.

Preparation



Now position the hearing system behind the ear.
Be careful not to twist the tubing.



Check the placement of the earmold by tracing the
contour of the ear with your finger.

To remove your hearing system, grasp the earmold,
not the tubing, and pull it out of your ear gently but
firmly.

Preparation

Inserting your hearing system with Fit'nGo slim tube into your ear

Open domes and SlimTip

Place the hearing instrument over the top of your ear ①.

①

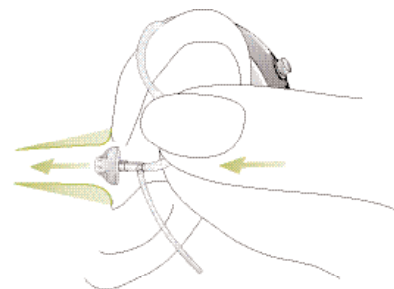


Hold the slim tube where it attaches to the dome or SlimTip ② and gently push the dome or SlimTip into your ear canal.

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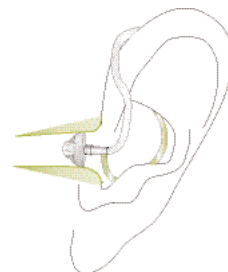
The dome or SlimTip should be placed far enough into the ear so that the slim tube lies flush with your head.

②



Place the retention tail (if available) of the slim tube into the bowl of your concha ③.

③



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Preparation

Closed domes

The closed dome has a different design than other domes (refer to picture). The closed dome consists of two fins overlapping each other. Before inserting the closed dome into the ear canal it is important to check the position of these fins. The larger fin must be positioned over the smaller fin, see picture ④. If the position is incorrect ⑤, you can easily adjust it. With one finger, gently bend the bigger fin forwards and then back again so that it overlaps the smaller one, see picture ⑥. Make also sure that the slit of the closed dome is in a horizontal position on the tube unit, as shown in picture ④. Your closed dome is now ready to be inserted into the ear.

Correct position ④



Wrong position ⑤



Moving the fins ⑥



Preparation

Fine tuning based on your personal preferences

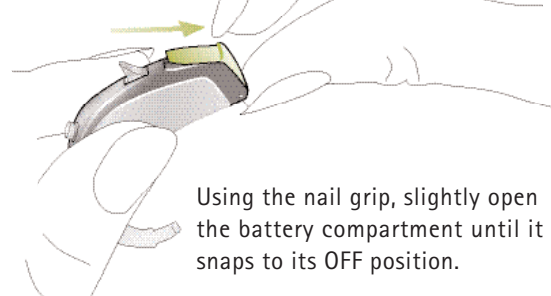
The fitting process has limited capabilities of reproducing the full spectrum of your personal sound environments. This limitation is overcome by the ability of Exélia hearing systems to learn from your real life volume adjustments. Exélia offers a unique functionality called "Self Learning". In every environment, it logs your personal volume changes within the hearing instrument. This means that every time you change the volume of your Exélia hearing system, this correction is taken into account to apply your preferred volume automatically when you are in a similar environment next time.

Self Learning cleverly ensures that your volume corrections in each environment contribute to a fully personalized volume setting.

Operation

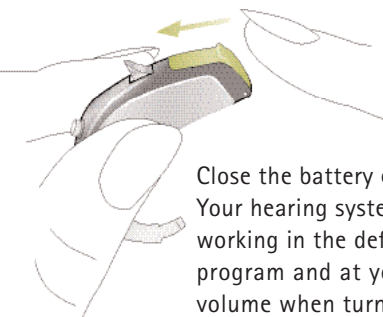
Switching ON/OFF

Switching OFF



Using the nail grip, slightly open the battery compartment until it snaps to its OFF position.

Switching ON



Close the battery compartment. Your hearing systems are always working in the default hearing program and at your preferred volume when turned ON.

Operation

Delayed activation

Your hearing care professional may have activated a delayed activation timer. This function delays the activation of the hearing system (for 9 or 15 seconds) after the battery door is closed in order to avoid any disturbance while placing it into your ear. An acoustic signal confirms when your hearing system is switched on.

Controlling the volume

The volume of your hearing system can be adjusted above or below the preset volume.

Volume up



Volume down



Note

- A beep confirms each action on the volume control. A double beep indicates that you have reached the limit of your volume control range.
- If not required, your hearing care professional can remove or disable the volume control switch.
- Phonak's myPilot command center (see page 34) can also control the volume of all Exélia BTEs.



Operation

Selecting a hearing program

Automatic program selection

The program selection is fully automatic. Exélia is able to recognize different hearing environments and to automatically select the most appropriate hearing program.

Additional program selection

Upon request, your hearing care professional can program for you additional individual hearing programs dedicated to specific hearing situations or FM use. Additional programs are accessed via the myPilot command center and/or the program switch.



Program switch

The program switch allows manual toggling between the "Automatic Mode", the "Mute Mode" and individual hearing programs. A short melody confirms the selection of the "Automatic Mode".

Controlling two hearing instruments

An automatic synchronisation for volume adjustments and program selection, called QuickSync, is integrated in your hearing systems. Users wearing two hearing instruments just have to activate the functionality on one instrument; the other instrument will be adjusted automatically.

Operation

ZoomControl

This special hearing program allows you to choose from four directions in which to focus your hearing systems (front, back, left or right). This special program can be accessed via the myPilot command center only.

Telecoil (optional)

Your hearing care professional may have activated a Telecoil in your hearing systems. The programs with Telecoil can be used with hearing system compatible phones or via inductive loop systems (present in some school settings, theaters, churches etc.).

Ask your hearing care professional to print out the complete description of your individual hearing programs and how to access them with your myPilot command center and/or program switch.

EasyPhone (optional)

The EasyPhone function enables your Exélia hearing system to automatically select your telephone program when the telephone handset is held close to your ear. An acoustic signal confirms the switch. It automatically returns to the previous hearing program when the telephone handset is removed from your ear.

Some telephones produce a magnetic field strong enough to activate your EasyPhone function. Most types of telephones require an additional magnet fixed on the receiver to activate this function.

Fixing the EasyPhone magnet



Clean the telephone handset thoroughly. Hold the telephone handset nearly vertically, similar to making a telephone call. Hold the magnet near to the "listening end" of your telephone handset and release it. The magnet will automatically flip to the correct side.

Operation



If you hold the telephone receiver in your **right hand** when making telephone calls, position the magnet in the upper **right half** of the receiver.



If you hold the telephone receiver in your **left hand** when making telephone calls, position the magnet in the upper **left half** of the receiver.

Use the double-sided adhesive tape to stick the magnet to the location described above. Do not cover the sound openings of your handset.

Use of EasyPhone

Use the telephone in a normal manner. An acoustic signal indicates the activation of the EasyPhone program. At the beginning, you may need to move the handset slightly to find the optimum position for a reliable switch and comfortable hearing.

If necessary, move the magnet to another position on the handset to increase your comfort of use.

- ⚠ Keep magnets out of reach of children and pets. If a magnet is swallowed, please seek the advice of a medical practitioner.
- ⚠ The magnet used to strengthen the magnetic field of your phone may affect some medical devices or electronic systems. Always keep the magnet (or the telephone equipped with the magnet) at least 30 cm (12") away from pacemakers, credit cards, floppy disks or other magnetically sensitive devices.
- ⚠ High distortion during dialing or phoning may mean that the phone receiver is stressed by the magnet. To avoid any damage, please move the magnet to another place on the telephone receiver.

myPilot (optional)

The myPilot command center is an optional accessory for Exélia BTE instruments. It allows a convenient, user-friendly and discrete control of all the functions of your hearing system and additional benefits.

- Volume Control
- Program selection
- Automatic mode selection
- Access to ZoomControl program
- Clock and Alarm
- Battery status

For detailed information on the use of your myPilot, please refer to its user guide or ask your hearing care professional.

myPilot:
available in two
stylish colors,
high-tech grey or
white.



For optimum results, position your myPilot as shown in the drawing.

Operating range
max. 50 cm (20")



⚠ Do not use your myPilot in locations where it is forbidden to use electronic devices, for instance on airplanes.

iCom (optional)

iCom is an optional accessory available for Exélia instruments. With the push of a single button, iCom connects your hearing system with the technology around you (mobile phones, audio equipment, FM, etc.).



Bluetooth connections

iCom offers a simple way to connect your mobile phone via Bluetooth to your hearing system.

iCom is also capable of transmitting a stereo audio signal from any Bluetooth enabled device (built-in or via an adapter) such as MP3 players, laptop, computers and televisions.

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FM compatibility

iCom also offers FM accessibility when a Phonak FM receiver is connected, refer to picture below.



EasyAudio and EasyPhone Bluetooth

Your Exélia hearing systems contain two special audio programs: EasyAudio and EasyPhone Bluetooth. These programs are automatically selected in your hearing systems when an audio or Bluetooth signal is received from iCom. EasyAudio and EasyPhone Bluetooth ensure that you have the optimum program for audio and mobile phone use. An acoustic signal in your Exélia hearing instrument confirms the switch to both Easy programs.

Please refer to the iCom user guide to get more information on the numerous applications iCom provides.

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FM communication (optional)

Your hearing system is equipped with Direct Audio Input (DAI). It allows you to fully benefit from the high-end FM systems from Phonak.

When noise, distance or reverberation is a problem, FM systems greatly improve communication. A wireless FM communication system consists of a transmitter and a receiver. The transmitter is placed near, or directly connected to the sound source (e.g. TV or radio).

It transmits the signal via radio to the FM receivers attached either to your hearing instruments or to an iCom.

For more information on the use of your FM system, please refer to the appropriate FM transmitter or receiver user guide or ask your hearing care professional.

Multi-frequency FM transmitter

Phonak offers a wide range of different FM transmitters:



SmartLink – flexible multifunctional transmitter with Bluetooth



ZoomLink – convenient transmitter with three microphone settings



EasyLink – the easy-to-use transmitter



inspiro – the transmitter for a range of educational applications

FM communication (optional)

Multi-frequency FM receivers

Phonak recommends the following FM receivers with your Exélie hearing system.

MicroLink ML9S: Perfectly integrated in the Exélie design.



Universal MicroLink:

MLxi or MicroMLxS together with the AS9-MLxS audio shoe interface.

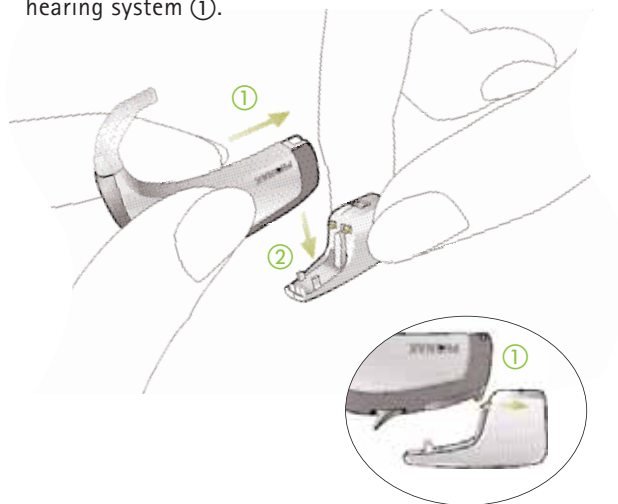
⚠ If you use a MicroMLxS or FM receiver, set the MicroMLxS switch to the position "●"



Attaching and removing MicroLink FM receiver ML9S and AS9 audio shoe

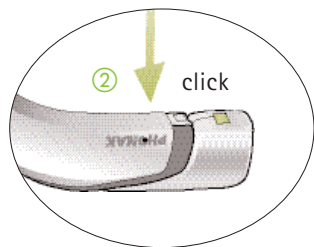
Your hearing care professional has already prepared your hearing system for use with an FM receiver.

To attach the MicroLink receiver ML9S or the AS9 audio shoe, firmly hold it in your hand and push the small black locking systems together with the bottom of the hearing system ①.

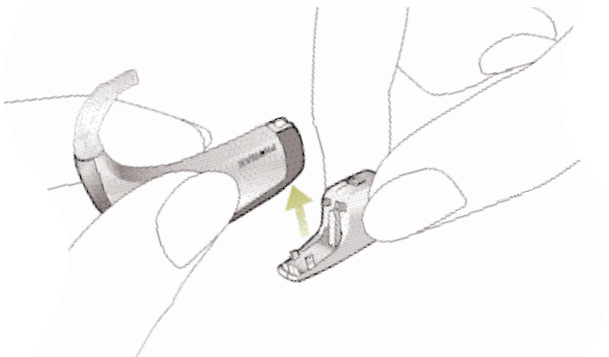
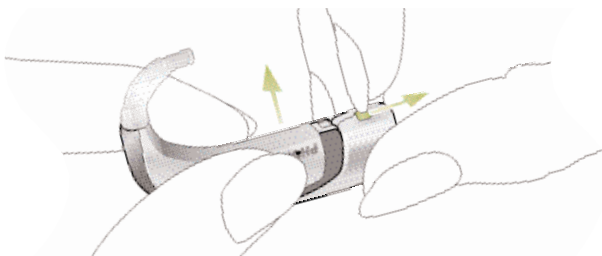


FM communication (optional)

Push the hearing system down until it snaps in place.



To remove the MicroLink ML9S or audio shoe, place the hearing system on a firm surface, hold the MicroLink/ audio shoe firmly and slide the locking system ①. Pull the hearing system upwards with the other hand ②.



When not in use, the MicroLink receivers automatically switch to a low power stand-by mode.

Note

With the audio shoe, a universal MLxi or another audio signal source can be connected to your hearing system.

FM communication (optional)

EasyFM

The EasyFM function automatically selects your FM program when an FM receiver is connected to your hearing system in automatic mode and an FM signal is detected. An acoustic signal confirms the switch. The hearing system switches back to the automatic mode when the FM signal is turned off.

You can always manually override the EasyFM function with the program switch or a remote control.

Manual selection of an FM program

- myPilot command center: choose your desired FM program. The selection is confirmed by an acoustic signal.
- Program switch: toggle until you reach the desired FM program, identified by the appropriate acoustic signal.

Maintenance

Wind and Weather Protector

Important: The Wind and Weather Protector is an exclusive Phonak system designed to protect the high-tech microphones from dust and humidity – as a result they last much longer, reducing the service costs of your hearing systems. The life span of the Wind and Weather Protector should be up to several months, depending on the environment (humidity, dust, perspiration etc.). The Wind and Weather Protector should not be cleaned but replaced regularly. Your hearing systems should never be used without the Wind and Weather Protector.



Maintenance

The following care and maintenance tips will help extend the life span and ensure the efficiency of your Wind and Weather Protector:

- ⚠ Never wipe or clean the Wind and Weather Protector – it may lose its special acoustic and protection properties.
- ⚠ The Wind and Weather Protector is made of two identical parts. Always replace both protectors together.
- ⚠ Hair spray, make-up etc. may damage the Wind and Weather Protector. Remove your hearing system before applying cosmetics.
- ⚠ Avoid touching the Wind and Weather Protector when you place an instrument on your ear or press the program switch.

Important: Consult your hearing care professional about changing the Wind and Weather Protector if you experience any of the following:

- The hearing system sounds quieter than usual
- There is a reduction in sound quality
- Understanding in noise becomes more difficult
- It becomes more difficult to determine the direction of sounds.

After some experience, you will get to know when the Wind and Weather Protector needs to be replaced. It is advisable to have it replaced before the hearing system performance is affected.

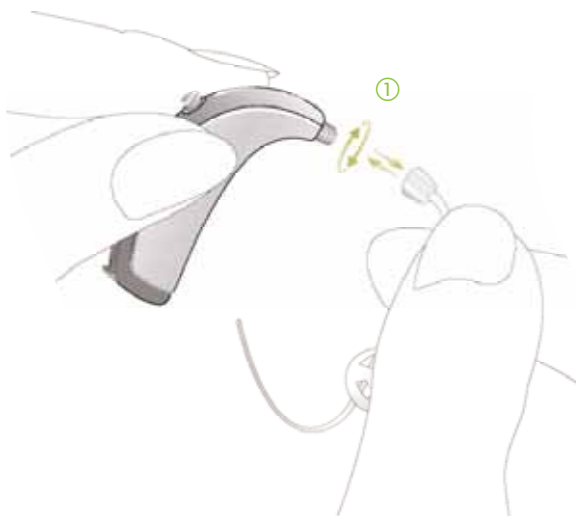
Maintenance

Fit'nGo slim tube

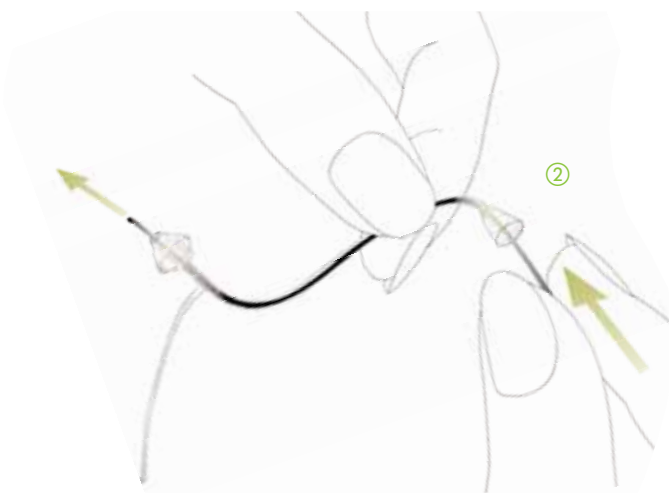
The following care and maintenance instructions will help extend the life span and ensure the quality and comfort of your hearing instrument fit with slim tube.

The slim tube feeds the amplified sound from the hearing instrument into the ear. It is important that the slim tube, the dome or SlimTip fit correctly into your ear. If the slim tube, the dome or SlimTip irritate your ear in any way and prevent you from wearing your hearing instrument, please contact your hearing care professional. You should never attempt to modify the shape of the slim tube yourself. The slim tube, the dome or SlimTip should be cleaned regularly.

To clean, remove the slim tube from the hearing instrument by unscrewing and taking it off ①. Use a damp cloth to clean the slim tube, the dome or SlimTip on the outside and use the black cleaning rod to "push" any debris out of the sound tube.



Maintenance



Insert the cleaning rod where the slim tube attaches to the hearing instrument and push it all the way through the slim tube and out through the dome or SlimTip ②. After cleaning it is important to remove the cleaning rod. It is not recommended to submerge or rinse the slim tube, the dome or SlimTip in water, as there is a risk that a water drop may become lodged in the slim tube.

If this should occur, it will prevent sound going through the slim tube, and may be harmful to the hearing instrument's electronics.

The slim tube and dome should be changed every third month, or sooner if the slim tube becomes stiff or brittle. Only your hearing care professional should change the dome or SlimTip. This is to ensure a secure & safe fit of the dome or SlimTip to the slim tube.

Maintenance

Important points

- 1) Always use new GenX batteries for your Exélia BTE instrument. You can return empty batteries to your hearing care professional.
- 2) When your hearing system is not in use, leave the battery compartment open to allow any moisture to evaporate.
- 3) If you will not be using your hearing systems for a long period of time, store them in their protective case. Remove the batteries and leave the battery compartments open. Make sure your hearing systems are completely dry before closing the case.
- 4) Protect your hearing systems from excessive moisture and heat. Always remove your hearing systems before showering, bathing or swimming. Do not leave hearing systems near windows or in a car. Avoid strong jolts and vibration.
- 5) Daily cleaning and the use of a drying system is highly recommended. "C&C line" from Phonak is a complete set of cleaning products. Your hearing care professional will be glad to advise you. Never use household cleaning products (washing powder, soap, etc.) to clean your hearing systems.
- 6) Hair spray, face creams and make-up can damage hearing systems. Remove the hearing systems before applying cosmetics.
- 7) If you experience any soreness or inflammation in or behind your ear, contact your hearing care professional.
- 8) If your hearing system fails to operate after you have correctly inserted new batteries, contact your hearing care professional for advice. Please remember to bring your accessories (e.g. myPilot, iCom) together with your hearing system(s) for service enquiries.





Maintenance



The symbol with the crossed out disposal bin indicates that this hearing system shall not be treated as household waste. Please hand over your old or unused hearing system to the applicable collection point for the recycling of electrical and electronic equipment or bring it to your hearing care professional for appropriate disposal.

By ensuring this product is disposed of correctly, you will help prevent potential negative effects on the environment and human health.

Warning

-  **Hearing system batteries are toxic when swallowed!** Keep them out of reach of children and pets. If batteries are swallowed, please seek the advice of a medical practitioner!
-  **Use only hearing systems that have been specially programmed for you by a hearing care professional.** Other instruments may be ineffective and may, in certain cases, even damage your hearing.
-  **X-ray radiation (e.g. CT scans, MRI scans) may adversely affect the correct functioning of your hearing systems.** We recommend that you remove them before undergoing X-ray procedures and keep them outside the room.
-  **Hearing systems in directional microphone mode reduce mainly background sounds.** Warning signals coming from behind and vehicles' horns approaching from behind are partially or completely suppressed.

Service and Warranty

Phonak offers you a comprehensive global warranty which becomes effective on the date of purchase. Please ask your hearing care professional about the details and duration. This warranty covers any repairs due to defects in material and/or workmanship. The warranty does not cover damage from improper handling or care, exposure to chemicals, immersion in water or undue stress. Damage caused by third parties or non-authorized service centers renders the Phonak warranty null and void. This warranty does not include any services performed by a hearing care professional in their office. This warranty applies to the Phonak products listed below:

Serial number
instrument – right:

Serial number
instrument – left:

Serial number
FM receiver – right:

Serial number
FM receiver – left:

Date of purchase:

Date of purchase:

Notices

Notice 1

This instrument is certified under:



FCC ID: KWC-WHSBTE
IC: 2262A-WHS

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.

Changes or modifications made to this equipment not expressly approved by Phonak may void the FCC authorization to operate this equipment.

Notice 2

This Class B digital apparatus complies with Canadian ICES-003.

Notice 3

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

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

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

Phonak distributors worldwide

Group companies:	(detailed information on www.phonak.com)
Australia	Phonak Australasia Pty. Ltd. Baulkham Hills N.S.W 2153
Austria	Hansaton Akustische Geräte GmbH 5020 Salzburg
Belgium	Ets Lapperre B.H.A.C. NV B-1702 Groot-Bijgaarden Phonak Belgium NV, B-1700 Dilbeek
Brazil	CAS Produtos Médicos São Paulo – SP 04363-100
Canada	Phonak Canada Limited Mississauga, Ontario L5S 1V9
China	Phonak (Shanghai) Co. Ltd. Shanghai City 200233
Denmark	Phonak Danmark A/S, Nitivej 10 2000 Frederiksberg
France	Phonak France SA, 69500 Bron
Germany	Phonak GmbH, 70736 Fellbach-Oeffingen EC Representative
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Jordan	Phonak Middle East, 11181 Amman
Mexico	Phonak Mexicana, S.A. de C.V. 03920 México, D.F.MEXICO
Netherlands	Phonak B.V., 3439 ME Nieuwegein
New Zealand	Phonak New Zealand Ltd., Takapuna Auckland 9
Norway	Phonak AS, 0105 Oslo
Poland	Phonak Polska SP Z.O.O 00-567 Warszawa

Russian Federation	Phonak CIS Ltd., Moscow, 115114
Spain	Phonak Ibérica S.A., 03008 Alicante
Sweden	Phonak AB, 117 43 Stockholm
Switzerland	Phonak AG, Phonak Schweiz, 8712 Stäfa
United Kingdom	Phonak UK Limited Warrington, Cheshire WA1 1PP
USA	Phonak LLC, Warrenville, IL 60555-3927

Independent general distributors: A complete list of Phonak distributors is available at Phonak's Internet site: www.phonak.com. Please visit us or ask your hearing care professional for information.

Manufacturer: Phonak AG, Laubisrütistrasse 28
CH-8712 Stäfa, Switzerland



The CE symbol is a confirmation by Phonak AG that Exélia products and accessories meet the requirements of directive 93/42/EEC on medical devices and the R&TTE Directive 1999/5/EC on Radio and Telecommunication Terminal Equipment.
The numbers after the CE symbol are the numbers of consulted certified bodies under the above mentioned directives. The alert sign means that potential restrictions on its use are applicable in one or more EU Member States.



This symbol indicates that Exélia products comply with requirements for a BF type applied part according to EN 60601-1.

Safety notice

External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards. Only use accessories approved by Phonak AG.

Operating conditions

The hearing system has been designed for trouble-free operation under all ordinary climatic conditions.

Transportation and storage conditions

Temperature should not exceed limits of -20°/60° Celsius at a relative air humidity of 65% for extended periods during transportation and storage. Air pressure between 500 and 1100 hPa is not detrimental to the instrument.



Australia Et New Zealand



Brazil

CMII ID: China



Japan



South Korea

