

# Phonak Virto Q

User Guide



**PHONAK**  
life is on

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**This user guide is valid for:**

**Wireless models**

Phonak Virto Q90-312

Phonak Virto Q90-13

Phonak Virto Q70-312

Phonak Virto Q70-13

Phonak Virto Q50-312

Phonak Virto Q50-13

**Non wireless models**

Phonak Virto Q90-nano NW O

Phonak Virto Q90-10 NW O

Phonak Virto Q90-312 NW

Phonak Virto Q70-nano NW O

Phonak Virto Q70-10 NW O

Phonak Virto Q70-312 NW

Phonak Virto Q50-nano NW O

Phonak Virto Q50-10 NW O

Phonak Virto Q50-312 NW

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# 1. Welcome

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

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

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

Phonak – life is on

[www.phonak.com](http://www.phonak.com)





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## 2. Important safety information

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

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Infrequent use of a hearing aid does not permit a user to attain full benefit from it. The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading.

### 2.1 Hazard warnings

-  The intended use of hearing aids is to amplify and transmit sound to the ears and hereby compensate for impaired hearing. The hearing aids (specially programmed for each hearing loss) must only be used by the intended person. They should not be used by any other person as they could damage hearing.
-  Changes or modifications to the hearing aid that were not explicitly approved by Phonak are not permitted. Such changes may damage your ear or the hearing aid.

- 
- ⚠ Do not use the hearing aids in explosive areas (mines or industrial areas with danger of explosions).
  - ⚠ Hearing aid batteries are toxic if they are swallowed! Keep out of reach of children, mentally challenged people and pets. If batteries are swallowed, consult your physician immediately!
  - ⚠ If you feel pain in or behind your ear, if it is inflamed, if skin irritation or accelerated accumulations of ear wax occur, please check with your hearing care professional or physician.
  - ⚠ Hearing programs in the directional microphone mode reduce background noises. Please be aware that warning signals or noises coming from behind, e. g. cars, are partially or entirely suppressed.
  - ⚠ The hearing aid contains small parts that can cause choking, if swallowed by children. Keep out of reach of children, mentally challenged people and pets. If swallowed, consult a physician or hospital immediately.

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## 2. Important safety information

- ⚠ External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards. Only use accessories approved by Phonak AG, to avoid any electrical shock.



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## 2.2 Information on product safety

- ① Never immerse your hearing aid in water! Protect it from excessive moisture. Always remove your hearing aid before showering, bathing, or swimming, as the hearing aid contains sensitive electronic parts.
- ① Protect your hearing aid from heat (never leave it near a window or in the car). Never use a microwave or other heating devices to dry your hearing aid. Ask your hearing care professional about suitable drying methods.
- ① When you are not using your hearing aid, leave the battery compartment open so that any moisture can evaporate. Make sure that you always completely dry your hearing aid after use. Store the hearing aid in a safe, dry and clean place.
- ① Do not drop your hearing aid! Dropping onto a hard surface can damage your hearing aid.

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## 2. Important safety information

- ① Always use new batteries for your hearing aid. In case a battery is leaking, replace it immediately with a new one to avoid skin irritations. You can return used batteries to your hearing care professional.
- ① Remove the battery if you are not using your hearing aid for a long period of time.
- ① X-ray radiation (e. g. CT scans, MRI scans) may adversely affect the correct functioning of your hearing aids. We recommend that you remove them before undergoing X-ray procedures and keep them outside the room.
- ① Do not use your hearing aid in areas where electronic equipment is prohibited.

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### 3. Hearing aid description

The following user instructions describe different hearing aid models. Use the labeled drawings to identify the hearing aid that you use.

**Please note:** specific functions described on the following pages may not be included in your model because some features are optional or model specific.

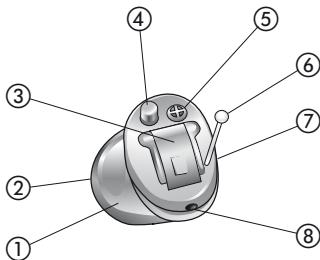
The following table shows what battery you need for your hearing aid model.

Model	Zinc air battery size (marking on package)	IEC code	ANSI code
Q-nano	10A (yellow)	PR70	7005ZD
Q-10	10A (yellow)	PR70	7005ZD
Q-312	312 (brown)	PR41	7002ZD
Q-13	13 (orange)	PR48	7000ZD

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### 3. Hearing aid description

#### nano and 10 models

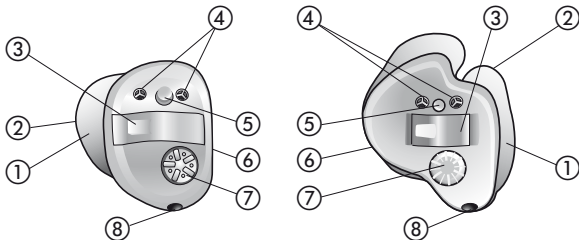


- ① Custom made shell
- ② Receiver (sound outlet) and wax protection system
- ③ Battery compartment with ON/OFF switch
- ④ Program button (optional)\*
- ⑤ Protected microphone inlet
- ⑥ Removal handle
- ⑦ Right or left indicator (right=red, left=blue)
- ⑧ Vent

\* A volume control is also optional; shown on page 13.

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## 312 and 13 models



- ① Custom made shell
- ② Receiver (sound outlet) and wax protection system
- ③ Battery compartment with ON/OFF switch
- ④ Protected microphone inlets
- ⑤ Program button (optional)
- ⑥ Right or left indicator (right=red, left=blue)
- ⑦ Volume control (optional)
- ⑧ Vent

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

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

### Step 1. Getting to know your hearing aid

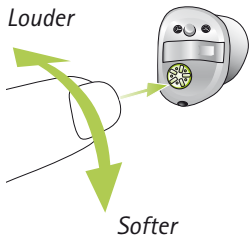
Take the hearing aid in your hand and try out the hearing aid controls, if so equipped. This will make it easier for you to feel for and operate the controls later on when wearing the hearing aid.

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Turn the volume control to change the volume (*Fig. 1a*).

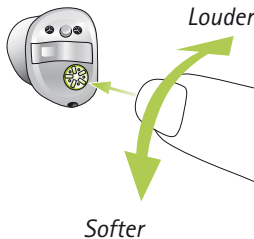
*Left ear*

*Louder*



*Right ear*

*Louder*



*Fig. 1a*

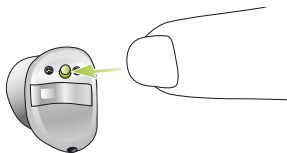
The direction you have to turn the volume control when wearing the hearing aid in the ear is shown in step 6 in this section.

---

#### 4. Using the hearing aid

Your hearing care professional can configure the push button as either a volume control or a program selector.

In order to change a hearing program or the volume, press the push button (*Fig. 1b*).



*Fig. 1b*

To increase the volume, press the button on your right hearing aid. To decrease the volume, press the button on your left hearing aid\* (*Fig. 1c*).

*Decrease volume*



*Left hearing aid*

*Increase volume*



*Right hearing aid*

*Fig. 1c*

\* Only available for a pair of wireless products



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## Step 2. Battery preparation

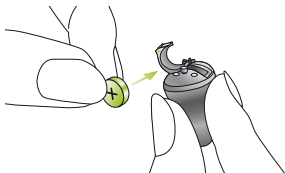
Remove the protective foil from the new battery (*Fig. 2*). Wait for two minutes before inserting to activate the battery.



*Fig. 2*

## Step 3. Inserting the battery

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



*Fig. 3a*



*Fig. 3b*

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## 4. Using the hearing aid

### Step 4. Turning on the hearing aid

Switch on the hearing aid by closing the battery compartment (*Fig. 4*).



*Fig. 4*

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

The hearing aid is now switched on. It can take up to 15 seconds before it starts. (When you wear the hearing aid, you will hear an acoustic signal).

---

## Step 5. Inserting the hearing aid

This step shows you how to correctly insert the hearing aid aid.

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

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

The color mark is located on the shell (the text is printed in red or blue, or the shell is colored red or blue):

right = red

left = blue



*Fig. 5a*

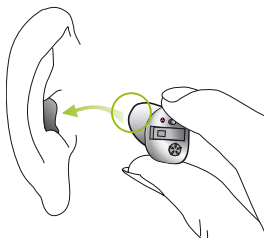
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#### 4. Using the hearing aid

##### Step 5.2 Inserting the hearing aid (all models)

With your right hand, take your hearing aid for the right ear (marked in red, see step 5.1) between your thumb and forefinger (*Fig. 5b*). For nano or 10 models the removal handle should be toward the bottom of your ear.

Insert the tip of the hearing aid into the ear canal (see the part circled in green in *Fig. 5b*). Carefully pull on your earlobe and push the hearing aid into the correct position. Ensure that it is positioned securely. In the beginning, please use a mirror to check.



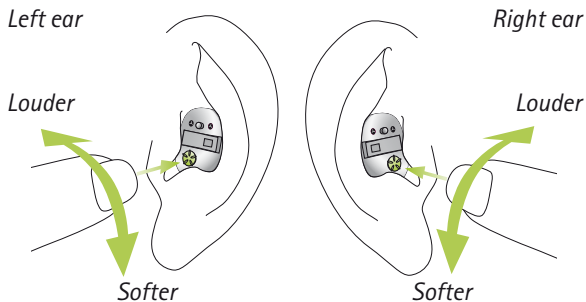
*Fig. 5b*

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

**Step 6. Adjusting the volume control in the ear**  
(to adjust nano, see Step 8)

To increase the volume (possible only on models with an optional volume control), turn the volume control forward. To decrease it, turn the volume control backward using your forefinger (*Fig. 6a*).



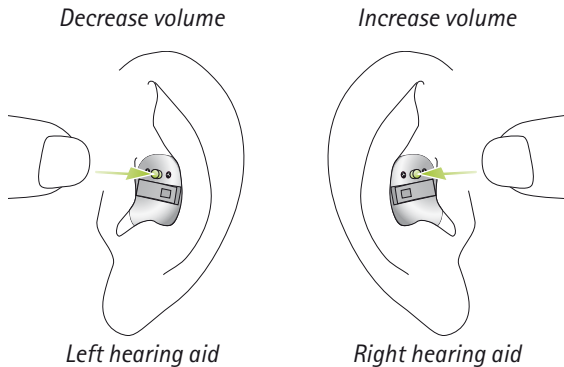
*Fig. 6a*

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#### 4. Using the hearing aid

Your hearing care professional can configure the push button as either a volume control or a program selector.

To increase the volume, press the button on your right hearing aid. To decrease the volume, press the button on your left hearing aid\* (*Fig 6b*).



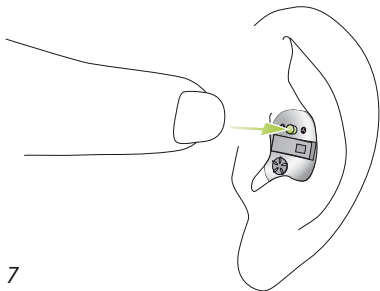
*Fig. 6b*

\*Only available for a pair of wireless products

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**Step 7. Selecting the hearing program in the ear**  
(to adjust nano, see Step 8)

To change a hearing program (possible only in models with an optional program button), press the program button shown (*Fig. 7*).



*Fig. 7*

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

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



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## 4. Using the hearing aid

### Step 8. Adjusting nano

The following chapter provides instructions on how to use and adjust your nano. Please read it carefully.

#### Step 8.1 Using the Phonak MiniControl

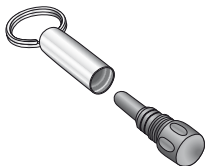
-  The MiniControl contains a magnet. If you use a medical device like a pacemaker or ICD device (implantable cardioverter defibrillator), please read the specific user guide to clarify possible impact of magnetic fields to your medical device.
-  Do not place the MiniControl (neither open nor closed) in your breast pocket. Keep a distance of at least 15 cm (6 inches) between the MiniControl and your medical device.

The MiniControl contains a magnet that functions like a remote control to change the settings of your nano.



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*Keychain housing*



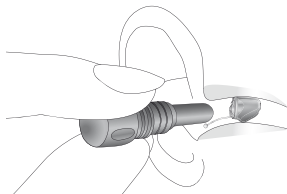
*Fig. 8a*

*MiniControl magnet*

**Note:** Your nano in combination with MiniControl can be configured as:

- Program switch, or
- Volume control (increase or decrease the volume), or
- Deactivated (no changes with the MiniControl)

To use the MiniControl, unscrew the magnet from the keychain housing and hold it inside the ear canal without touching the hearing aid (*Fig. 8b*).



*Fig. 8b*

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#### 4. Using the hearing aid

##### **Step 8.2** Change the nano hearing program (configured by the hearing care professional)

While the hearing aid is on, hold the magnet inside the ear canal without touching the hearing aid. The change of the program will be confirmed by beep signals (*Fig. 8b*).

The combination of the individual program and the amount of beeps (sound pattern) can be configured by your hearing care professional.

- ① Information about your individual setting (position and number of programs) will be provided by your hearing care professional.
- ① Changes from one program to another is sequential. After the sequence of beeps is completed, your hearing aid will return to the original program.
- ① Promptly remove the magnet as soon your nano is in the desired program.

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### Step 8.3 Adjusting the nano volume (configured by the hearing care professional)

- ① Depending on the setting you can either increase or decrease the volume

While the hearing aid is on, hold the magnet inside the ear canal without touching the hearing aid. Each volume step change will be confirmed by a beep. The lowest or highest possible volume will be confirmed by two beeps.

- ① Promptly remove the magnet as soon as the volume is ideal for you.

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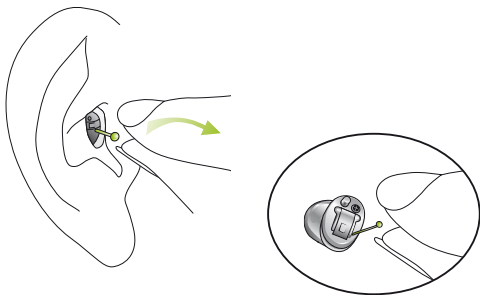
## 4. Using the hearing aid

### Step 9. Removing the hearing aid

The following steps describe how to easily remove the hearing aid either with or without the removal handle.

#### Step 9.1 Removing the hearing aid with a removal handle

Hold the removal handle between the thumb and index finger, and carefully pull the hearing aid up and out of the ear (*Fig. 9a*).



*Fig. 9a*

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## Step 9.2 Removing the hearing aid without a removal handle

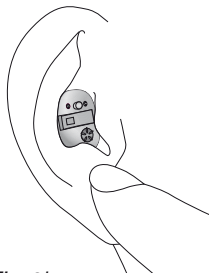


Fig. 9b

Put your thumb behind your lobe (directly behind the hard cartilage, *Fig. 9b*) and gently press your ear upward to push the hearing aid out of the canal. In order to help it along, make chewing movements with your jaw.

Grasp the protruding hearing aid and remove it (*Fig. 9c*).

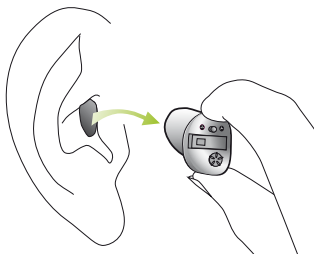


Fig. 9c

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#### 4. Using the hearing aid

##### Step 10. Turning off the hearing aid

You can turn off your hearing aid by opening the battery compartment (*Fig. 10*).



*Fig. 10*

##### Step 11. Changing the battery

Your hearing aid will indicate with a double beep, that the battery soon needs to be changed. You typically have up to 30 minutes to change the battery, however this can differ and might be considerably shorter. We recommend that you always keep a spare battery on hand.



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## 5. Care and maintenance

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

Please use the following specifications as a guideline:

### **General information**

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



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## Daily

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 aids.

If your hearing aid is performing weakly or fails to operate, clean or replace the wax guard system. If your hearing aid fails to operate after you have correctly cleaned or replaced your wax protection system and inserted new batteries, contact your hearing care professional for advice.

## Weekly

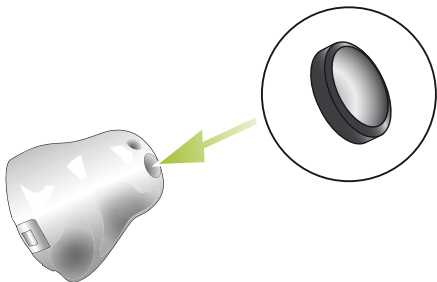
For more in depth maintenance instructions or for more than basic cleaning, please see your hearing care professional.

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## 5. Care and maintenance

### Wax protection

SmartGuard (*Fig. 11*) is a unique wax protection system developed by Phonak. The unique membrane design completely protects your hearing aid from wax and moisture.



*Fig. 11*

C-Stop wax guards are also commonly used as an alternative protection system. Your hearing care professional will provide you with detailed information on the use of the wax protection system on your hearing aid.

Please ask your hearing care professional for further information.

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## 6. Troubleshooting

### **Hearing aids sound softer than usual / no sound**

Clean the wax protection system or replace it. Check whether the battery is correctly inserted and properly fitted, adjust the fit if necessary. If there is no improvement, change the battery. If the problem persists, contact your hearing care professional.

### **Battery discharges too quickly**

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

### **Crackling or buzzing noises**

Check for residue due to ear wax. Then try a new battery. If the problem persists, contact your hearing care professional.

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## 6. Troubleshooting

### **Whistling**

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

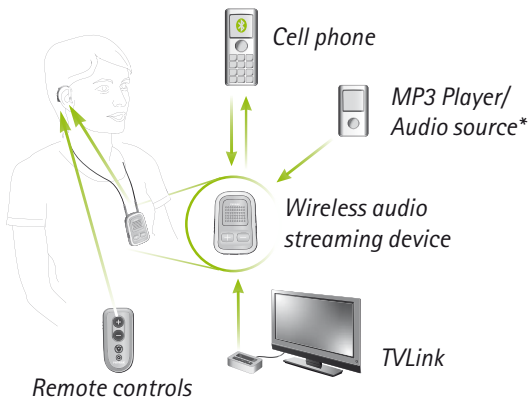
### **Pain or inflammation in your ear**

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

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## 7. Wireless Accessories

Phonak has developed a broad range of wireless accessories for a convenient control of your hearing aid. It includes remote controls, wireless audio streaming devices for connection to TV (via TVLink), cell phones etc. refer to schematic below:



\* Non wireless audio sources can be connected by wiring directly to the wireless audio streaming device

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## 8. Service and warranty

### 8.1 Local warranty

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

### 8.2 International warranty

Phonak offers a one year limited international warranty, valid starting from the date of purchase. This limited warranty covers manufacturing and material defects in the hearing aid itself, but not accessories such as batteries, tubes, earmolds, external receivers. The warranty only comes into force if a proof of purchase is shown.

The international warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods.

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### 8.3 Warranty limitation

This warranty does not cover damage from improper handling or care, exposure to chemicals or undue stress. Damage caused by third parties or non-authorized service centers renders the warranty null and void. This warranty does not include any services performed by a hearing care professional in their office.

Serial number (left side): \_\_\_\_\_  
Authorized hearing care  
professional  
(stamp/signature):

Serial number (right side): \_\_\_\_\_

Date of purchase: \_\_\_\_\_

\_\_\_\_\_

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## 9. Compliance information

Europe:


### **Declaration of Conformity**

Hereby Phonak AG declares that this Phonak product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC. The full text of the Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on [www.phonak.com](http://www.phonak.com) (Phonak worldwide locations).

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Australia:

Supplier Code Number

 N15398

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New Zealand:

Supplier Code Number

Z1285

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The wireless models listed in chapter 1 are certified under:

USA	FCC ID: KWC-WHSITE1
Canada	IC: 2262A-WHSITE1

**Notice 1:**

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

- 1) this device may not cause harmful interference, and
- 2) this device must accept any interference received, including interference that may cause undesired operation.

**Notice 2:**

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

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## 9. Compliance information

### **Notice 3:**

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

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## 10. Information and explanation of symbols



With the CE symbol, Phonak AG confirms that this Phonak product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the R&TTE Directive 1999/5/EC on radio and telecommunications equipment. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.



This symbol indicates that the products described in these user instructions adhere to the requirements for an applied part of Type B of EN 60601-1. The surface of the hearing aid is specified as an applied part of Type B.

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## 10. Information and explanation of symbols



EMC and Radio communications compliance label Australia.

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

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

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Important information for handling and product safety.

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**Operating conditions**

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

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## Transport and storage conditions

Temperature: -20° to +60° Celsius  
(-4° to +140° Fahrenheit)

Humidity transportation: Up to 90%  
(non condensing)

Humidity storage: 0% to 70%, if not  
in use

See instruction in chapter 2.2  
regarding drying the hearing aid  
after use.

Atmospheric pressure: 200 hPa to  
1500 hPa



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

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## Notes

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

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

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