

Phonak Audéo V

(V90/V70/V50/V30)

User Guide



PHONAK
life is on

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Your hearing aid

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1. Your hearing aid details

i If no box is checked and you do not know the model of your hearing aid, please ask your hearing care professional.

Model

- Audéo V-10
- Audéo V-312
- Audéo V-312T
- Audéo V-13

Battery type

- 10
- 312
- 13

Your hearing care professional:

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2. Welcome

Your new hearing aid 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 to enjoy your hearing aid for many years to come.

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

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www.phonak.com

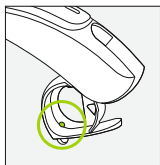


This user guide is valid for:

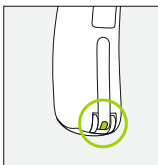
Wireless models	CE mark applied
Phonak Audéo V90-10	2014
Phonak Audéo V90-312	2014
Phonak Audéo V90-312T	2014
Phonak Audéo V90-13	2014
Phonak Audéo V70-10	2014
Phonak Audéo V70-312	2014
Phonak Audéo V70-312T	2014
Phonak Audéo V70-13	2014
Phonak Audéo V50-10	2014
Phonak Audéo V50-312	2014
Phonak Audéo V50-312T	2014
Phonak Audéo V50-13	2014
Phonak Audéo V30-10	2014
Phonak Audéo V30-312	2014
Phonak Audéo V30-312T	2014
Phonak Audéo V30-13	2014

3. Quick guide

Left & right hearing aid markings



Audéo V-10, V-312,
V-312T

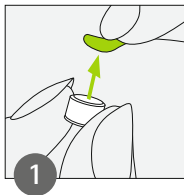


Audéo V-13

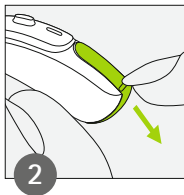
Blue marking for **left**
hearing aid.

Red marking for **right**
hearing aid.

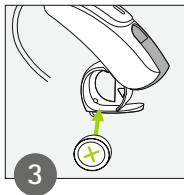
Changing batteries



Remove the
sticker from the
new battery.

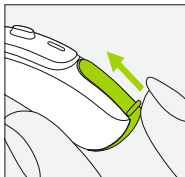


Open the
battery door.

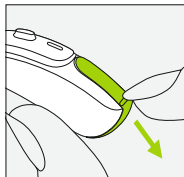


Place battery in
the battery door
with the "+"
symbol facing
upwards.

On/Off

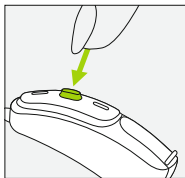


On



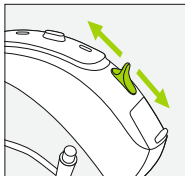
Off

Push button



The push button on your hearing aid can have various functions. The function for your hearing aid is indicated in your individual instructions.

Volume control



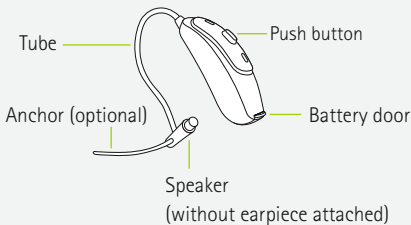
To increase the volume, press the volume control upwards. To decrease the volume, press the volume control downwards.

4. Parts of the hearing aid

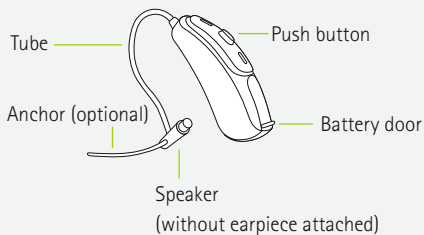
The pictures below show the models described in this user guide. You can identify your personal model by:

- Checking "Your hearing aid details" in chapter 1.
- Or comparing your hearing aid with the models shown below. Pay attention to the shape of the hearing aid and if a volume control is present.

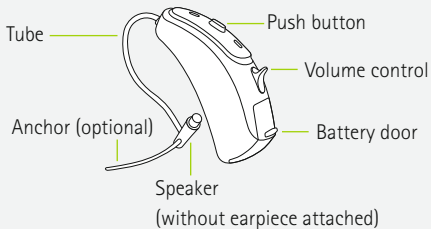
Audéo V-10



Audéo V-312 & V-312T



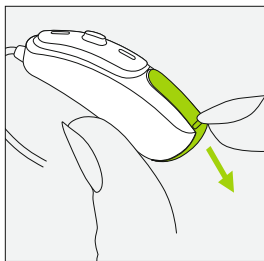
Audéo V-13



5. Left & right hearing aid markings

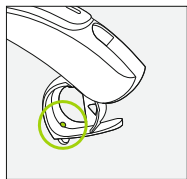
1

Open the battery door. To do this, pull down on the ridge at the bottom of the hearing aid.

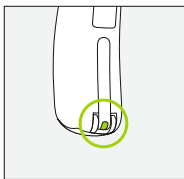


2

There is a red or blue marking inside the battery door. This will tell you if it is a left or a right hearing aid.



Audéo V-10, V-312,
V-312T



Audéo V-13

Blue marking
for **left**
hearing aid.

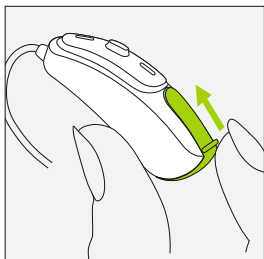
Red marking
for **right**
hearing aid.

6. On/Off

The battery door is also the on/off switch.

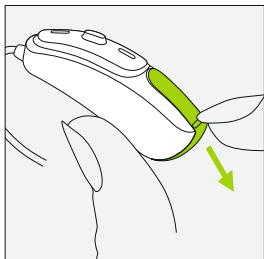
1

Closed battery door =
hearing aid is **on**



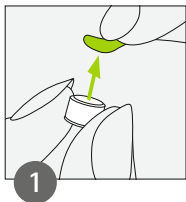
2

Open battery door =
hearing aid is **off**

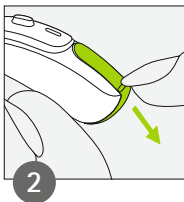


i When you switch on the hearing aid you may hear a start-up melody.

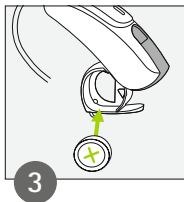
7. Batteries



Remove the sticker from the new battery.



Open the battery door.



Place battery in the battery door with the "+" symbol facing upwards.

- ⓘ If it is difficult to close the battery door: Check the battery is inserted correctly and the "+" symbol is facing upwards. If the battery is not inserted correctly, the hearing aid will not work and the battery door can be damaged.



Low power: You will hear two beeps when the battery is low. You will have approximately 30 minutes to change the battery (this can vary, depending on the

hearing aid settings and battery). We recommend that you always have a new battery on hand.

Replacement battery

This hearing aid requires zinc-air batteries. Identify the correct battery size (10, 312 or 13) by:

- Checking "Your hearing aid details" in chapter 1.
- Checking the marking on the inner side of the battery door.
- Or checking the following table.

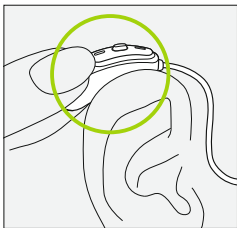
Model	Zinc air battery size	Color marking on package	IEC code	ANSI code
Phonak Audéo				
V-312, V-312T	312	brown	PR41	7002ZD
V-10	10	yellow	PR70	7005ZD
V-13	13	orange	PR48	7000ZD

i Please ensure you use the correct type of battery in your hearing aids (zinc-air). Please also read chapter 18.2 for further information on product safety.

8. Putting on the hearing aid

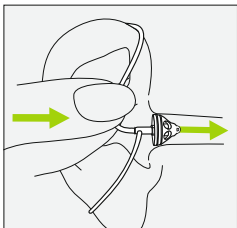
1

Place the hearing aid behind your ear.



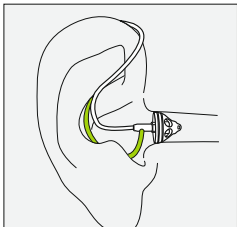
2

Insert the earpiece into your ear canal.



3

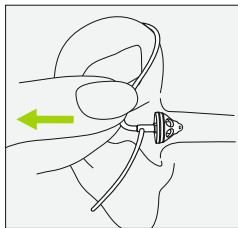
If there is an anchor attached to the earpiece, tuck it into the bowl of your ear to secure your hearing aid.



9. Removing the hearing aid

1

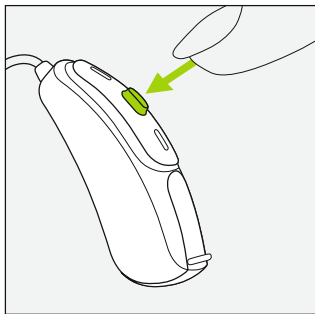
Pull on the bend of the tube and remove the hearing aid from behind the ear.



⚠ In very rare cases, your earpiece can remain in your ear canal when removing the hearing aid from the ear. In the unlikely case that the earpiece does get stuck in your ear canal, it is strongly recommended to see a medical specialist for safe removal.

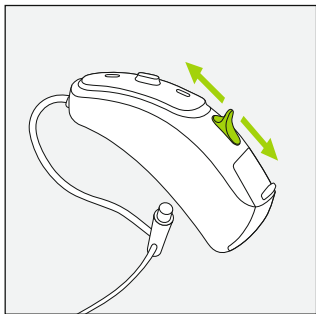
10. Push button

The push button on your hearing aid can have various functions or is not active. This depends on the programming of the hearing aid, which is indicated in your individual "Hearing aid instructions". Please ask your hearing care professional for this printout.



11. Volume control

To increase the volume, press the volume control upwards. To decrease the volume, press the volume control downwards. The volume control can be disabled by the hearing care professional.



12. 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. Further information regarding product safety, see chapter 18.2.

General information

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

When you are not using your hearing aid, leave the battery door 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.

Your hearing aids are resistant to water, sweat and dust under the following conditions:

-
- The battery door is fully closed. Ensure that no foreign object such as hair is caught in the battery door when it is closed.
 - After exposure to water, sweat or dust, the hearing aid is cleaned and dried.
 - The hearing aid is used and maintained as described in this user guide.

- ① Hearing aids with the design-integrated Roger receiver are also water resistant.
- ① Hearing aids with an audio shoe and Roger universal receiver are not water resistant.
- ① Use of your hearing aid around water can restrict air flow to the batteries causing it to stop working. Should your hearing aid stop working after coming into contact with water, refer to the troubleshooting steps in chapter 17.

Daily

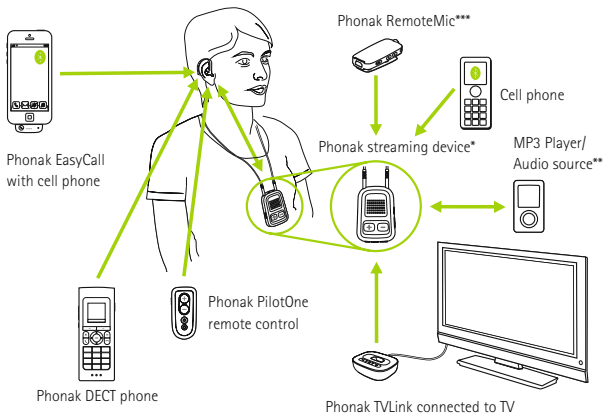
Inspect the earpiece for earwax and moisture deposits. Clean the surfaces with a lint-free cloth. Never use cleaning agents such as household detergents, soap, etc. for cleaning your hearing aid. It is not recommended to rinse with water. If you need to clean your hearing aid intensively, ask your hearing care professional for advice and information on filters or drying capsules.

Weekly

Clean the earpiece with a soft, damp cloth or with a special cleaning cloth for hearing aids. For more in depth maintenance instructions or for more than basic cleaning, please see your hearing care professional.

13. Wireless accessories

A range of Phonak accessories are available for you to use with your hearing aid.



* The Phonak ComPilot with neckloop or ComPilot Air with clip to attach to clothing. They also have basic remote control functionalities. For advanced control they can be used with the Phonak RemoteControl App.

** Audio sources (e.g. MP3 Player, computer, laptop, tablet) can be connected to the streaming device via Bluetooth or audio cable.

*** Clipped onto the speaker's clothing for better understanding over distance.

14. Service and warranty

Local warranty

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

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.

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:

15. 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 (Phonak worldwide locations).

Australia/New Zealand:



R-NZ

Indicates a device's compliance with applicable Radio Spectrum Management's (RSM) and Australian Communications and Media Authority (ACMA) regulatory arrangements for the legal sale in New Zealand and Australia.

The compliance label R-NZ is for radio products supplied in the New Zealand market under conformity level A1.

The wireless models listed in chapter 2 are certified under:

Phonak Audéo V-10

USA	FCC ID: KWC-WHSRIC1
Canada	IC: 2262A-WHSRIC1

Phonak Audéo V-312

USA	FCC ID: KWC-WHSRIC2
Canada	IC: 2262A-WHSRIC2

Phonak Audéo V-312T

USA	FCC ID: KWC-WHSRIC3
Canada	IC: 2262A-WHSRIC3

Phonak Audéo V-13

USA	FCC ID: KWC-WHSRIC4
Canada	IC: 2262A-WHSRIC4

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.

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.

16. Information and description 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.



Indicates the medical device manufacturer, as defined in EU Directive 93/42/EEC.



During transportation keep dry.



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



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



Important information for handling and product safety.

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.



Temperature during transportation and storage: -20° to $+60^{\circ}$ Celsius (-4° to $+140^{\circ}$ Fahrenheit).



Humidity during transportation: Up to 90% (non condensing). Humidity during storage: 0% to 70%, if not in use. See instruction in chapter 18.2 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.

17. Troubleshooting

Problem

Hearing aid not functioning

Causes

Flat battery

Blocked speaker/earpiece

Battery not inserted correctly

Hearing aid switched off

Hearing aid whistles

Hearing aid not inserted correctly

Cerumen in ear canal

Hearing aid not loud enough
or distorted

Volume too loud

Low battery

Speaker/earpiece blocked

Volume too low

Hearing has changed

Hearing aid plays two beeps

Indication for low battery

Hearing aid switches on & off
(intermittent)

Moisture on battery or
hearing aid

i If the problem persists, contact your hearing care professional for assistance

What to do

Change battery (chapter 3 + 7)

Clean speaker opening/earpiece

Insert battery correctly (chapter 3 + 7)

Switch hearing aid on by completely closing the battery door (chapter 6)

Insert hearing aid correctly (chapter 8)

Contact your ENT/GP or hearing care professional

Decrease volume (chapter 10 + 11)

Change battery (chapter 3 + 7)

Clean speaker opening/earpiece

Turn volume up if volume control available (chapter 10 + 11)

Contact you hearing care professional

Change battery within the next 30 minutes (chapter 3 + 7)





Wipe battery and hearing aid with dry cloth


18. 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.


18.1 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, oxygen rich environments or areas where flammable anesthetics are handled).
-  Hearing aid batteries are toxic if they are swallowed! Keep out of reach of children and mentally challenged people or pets. If batteries are swallowed, consult your physician immediately!


 If you feel pain in or behind your ear, if it is inflamed or if skin irritation and accelerated accumulations of earwax occur, please check with your hearing care professional or physician.

 In very rare cases, the dome can remain in your ear canal when removing the hearing tube from the ear. In the unlikely case that the dome does get stuck in your ear canal, it is strongly recommended to see a physician for safe removal.

 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.

 This hearing aid is not for children below 36 months. It contains small parts that can cause choking, if swallowed by children. Keep out of reach of children and mentally challenged people or pets. If swallowed, consult a physician or hospital immediately.

 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.

 The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.):

- Keep the wireless hearing aid at least 15 cm (6 inches) away from the active implant. If you experience any interference, do not use the wireless hearing aids and contact the manufacturer of the active implant. Please, note

that interference can also be caused by power lines, electrostatic discharge, airport metal detectors etc.

- Keep magnets (i.e. battery handling tool, EasyPhone magnet, etc.) at least 15 cm (6 inches) away from the active implant.

18.2 Information on product safety

- ① Phonak hearing aids are water resistant and not waterproof. They are designed to withstand normal activities and occasional accidental exposure to extreme conditions. Never immerse your hearing aid in water! Phonak hearing aids are not specifically designed for extended periods of water submersion on a continual basis, that is worn in activities such as swimming or bathing. Always remove your hearing aid before these activities, as the hearing aid contains sensitive electronic parts.
- ① Never wash the microphone inputs. Doing so could cause it to lose its special acoustic features.
- ① Protect your hearing aid from heat (never leave 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 door 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.
- ① Always use new batteries for your hearing aid. In case a battery is leaking, replace it immediately with a new one to avoid any skin irritation. You can return used batteries to your hearing care professional.

- ① The batteries used in these hearing aids should not exceed 1.5 Volts. Please do not use silver-zinc or Li-ion (lithium-ion) rechargeable batteries as these may cause severe damage to your hearing aids. The table in chapter 7 explains exactly which type of battery your particular hearing aids require.
- ① Remove the battery if you are not using your hearing aid for a long period of time.

① Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your hearing aids. Remove and keep them outside the examination room/area before undergoing:

- Medical or dental examination with X-ray (also CT scan).
- Medical examinations with MRI/NMRI scans, generating magnetic fields.
- Hearing aids don't need to be removed when passing security gates (airports etc.). If X-ray is used at all, it will be in very low doses, and will not affect the hearing aids.

① Do not use your hearing aid in areas where electronic equipment is prohibited.



Manufacturer:

Phonak AG

Laubisrütistrasse 28

CH-8712 Stäfa

Switzerland

www.phonak.com

Your hearing care professional:

