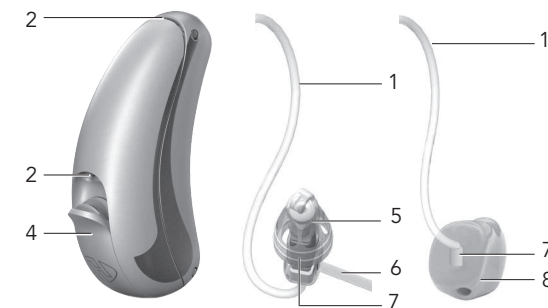
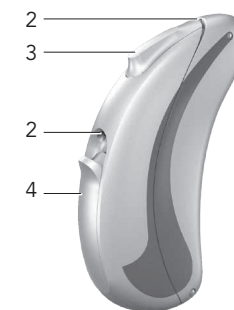


## Your Hearing System.

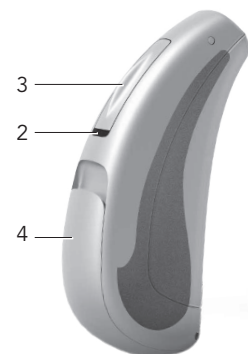
### sound SHD 10



### sound SHD S312



### sound SHD S13



- 1 **Wire** – connects the speaker unit to your hearing systems
- 2 **Microphone / Microphone shield**
- 3 **Push button** – switches between listening programs and/or changes the volume level (depending on individual fitting)
- 4 **Battery door**
- 5 **Dome (Olive)**
- 6 **Retention piece** – helps prevent the dome and wire from moving out of the ear canal
- 7 **External receiver**
- 8 **Earmold**

#### Which System Goes in Which Ear:

Red = right ear    Blue = left ear

#### Option: Remote control

- Refer to the remote control user guide.

Hearing System:	FCC ID:
sound SHD 10	VMY-UWNB5
sound SHD S312	VMY-UWNB2
sound SHD S13	VMY-UWNB1

Conformity to directive 93/42/EEC concerning medical devices



## Replacing the Battery.

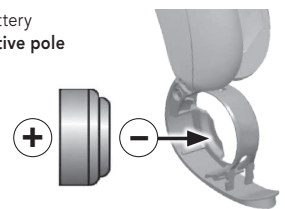
Battery type: **Low Battery Warning**

- 10** Two long beeps indicate the hearing system battery is low. After the low battery warning, sounds may not be as clear. This is normal and can be fixed by changing the batteries in the hearing systems.
- 312**
- 13**

- Open the battery door.



- Insert the battery into the battery compartment, so that the **negative pole** faces into the door.



- Close the battery door.



- **With a new battery, it may take a few minutes for the battery to develop its full output. Only then should you close the battery door.**

## Turning Your Hearing Systems on and off.

### With Battery Door

1. **On:**
  - Close the battery door fully.

Note: It may take 5 seconds before the hearing system turns on. Your hearing healthcare provider can increase the start up delay if required.

2. **Off:**
  - Partially open the battery door.

### 3. Open:

- Fully open the battery door to access and change the battery.

Note: To switch the hearing system on your ear on or off, hold the device between your thumb and forefinger. Open and close the battery compartment with the forefinger of your other hand. Use the index finger of your opposite hand to open and close the battery door.

## Operating Element.

### Without Operating Element

#### With Push-button

- Program change
- Volume control: right/left device – louder
- Volume control: right/left device – quieter
- Volume control: right device – louder, left device – quieter
- Combination: Program change – right device and volume control – left device
- Combination: Volume control – right device and program change – left device

#### With Remote Control

- Refer to the remote control user guide.

## Adjusting Volume.

### With Pushbutton

If the pushbutton has been configured as a volume control, you can adjust the volume level by pushing the + or – button. Push the button on your right hearing system to increase the volume in both hearing systems. Push the button on your left hearing system to decrease the volume in both hearing systems. As you change the volume, your hearing systems will beep.

#### With Remote Control

- Refer to the remote control user guide.

Volume setting	Beeps
Suggested volume level	1 beep
Turning volume up	short beep
Turning volume down	short beep
Maximum volume level	2 beeps
Minimum volume level	2 beeps

## Switching Hearing Programs.

### With Pushbutton

- Use the program pushbutton to select one of the hearing programs individually programmed for you.
- When changing, your hearing system uses signal sounds to indicate which program you have selected.
- You can thus adjust your system to the relevant hearing situation.

Program 1 (e.g. AutoSurround)		1 beep
Program 2 (e.g. speech in noise)		2 beeps
Program 3 (e.g. PhoneConnect)		3 beeps
Program 4 (e.g. music)		4 beeps
PhoneConnect		short melody
Wireless synchronization (if enabled)		Opposite ear beeps the same as side being adjusted

#### With Remote Control

- Refer to the remote control user guide.

#### Hearing Program/Description

- 1
- 2
- 3
- 4

## Optional Functionalities.

### Wireless Synchronisation (BiLink)

- If wireless synchronization is enabled, then changing the volume or program setting on one hearing system, will automatically make the change to both hearing systems at the same time. Wireless synchronization works for both the push button and the lever.
- Please refer all questions concerning your hearing system to your hearing system professional.

### Binaural Phone (BiPhone)

The Bi feature enables you to hold a phone to one ear and hear the sound clearly in both ears. No accessories are required.

### Power-on-Delay

- allows you to turn the hearing systems on with an automatic delay of 5, 10, or 15 seconds to avoid feedback (whistling).

### Telephone Coil

The telephone coil allows inductive signal reception (e.g., when telephoning). The reception of noise through the microphone is reduced or suppressed.



### Tinnitus Manager

If your hearing system professional has configured both a Tinnitus Manager program and a volume control, you can adjust the Tinnitus Manager level while you are in the Tinnitus Manager program.

## Advice on Care.

You are advised to use our HADEO care products to clean your hearing system. These products were developed specifically for this purpose and are available exclusively from your hearing system professional.

- Clean hearing systems regularly to prevent damage to the hearing systems and to avoid health problems.




- The hearing system itself, wires, speakers, domes or custom shells should never be rinsed or submerged in water as water drops may block sound or damage the electrical components of the hearing systems. Clean your hearing system with a soft cloth, keeping it dry.



- The hearing system must be kept dry. Please put it in a HADEO DryBox, HADEO Drying Bag or Drying Container overnight to extract any moisture from the inside of the system.

## External receiver

- Only use the handset unit and dome (olive)/ear adapters as described in the „General Warning and Safety Notes“.
- Clean Domes and Receiver Molds right after removing the hearing systems. This way, cerumen (earwax) cannot dry and harden.
- Remove cerumen with a soft tissue. If necessary, moisten the tissue with a cerumen solvent.
- Domes should be replaced by your hearing system professional every 3-6 months or when they become stiff, brittle, or discolored.

 Full functionality of Domes and Receiver Molds is only assured with a working wax guard.

- Do not disassemble the Receiver Mold yourself. Ask your hearing system professional for help when the Receiver Mold needs extensive cleaning.

- **Domes and Receiver Molds are easily damaged when handled incorrectly. Ensure you do not twist or squeeze the wire when your hearing systems are placed in their case.**

## Accessories.

### Remote Control RCV2

The wireless function of your hearing systems allows you to use a remote control to change the program and volume of your hearing systems. For detailed information and instructions, refer to the user guide, or ask your hearing system professional.



### uDirect 3, uStream, uTV3

The uDirect 3, uStream and uTV3 are optional accessories for your hearing systems. For more information on using the uDirect 3, uStream and uTV3, please see the user guide for that accessory. For information on how to get a uDirect 3, uStream or uTV3 accessory, please contact your hearing system professional.

### PhoneConnect

Your hearing system professional may have configured a telephone program, which you can reach via the automatic program switching function (PhoneConnect). The magnet on the telephone (optional) provides the magnetic field required to activate the telephone program.

- Your hearing system professional can put together your own individual user manual for you.

- **Please refer all questions concerning your hearing system to your hearing system professional.**

## Troubleshooting.

Should a problem occur, you can usually correct it quickly. Use the following troubleshooting tips to resolve simple issues. If you still encounter problems after trying these suggestions, consult your hearing system professional.

Problem	Possible Cause	Possible Solution
No sound.	Not turned on. Low/dead battery. Poor battery contact.  Battery upside down.  Earmolds/domes blocked with ear wax. Plugged microphone shield.	Turn on. Replace battery. Consult your hearing system professional. Insert battery plus (+) side up. Clean earmolds/domes.  Consult your hearing system professional.
Not loud enough.	Low volume.   Low battery. Earmolds/domes not inserted properly. Change in hearing.  Earmolds/domes blocked with ear wax. Plugged microphone shield.	Turn up volume; see hearing system professional for models without a manual volume control or if problem persists. Replace battery. Remove and reinsert carefully. Consult your hearing system professional. Clean earmolds/domes.  Consult your hearing system professional.
Intermittent.	Low battery. Dirty battery contact.	Replace battery. Consult your hearing system professional.

Problem	Possible Cause	Possible Solution
Two long beeps.	Low battery.	Replace battery.
Whistling.	Earmolds/domes not inserted properly. Hand/clothing near ear. Poorly fitting earmolds/slim tubes/domes.	Remove and reinsert carefully. Move hand/clothing away from your ear. Consult your hearing system professional.
Not clear, distorted.	Earmolds/domes not inserted properly. Low battery. Plugged microphone shield.	Remove and reinsert carefully. Replace battery. Consult your hearing system professional.
Earmolds, slim tubes or domes falling out of ear.	Poorly fitting earmolds/domes. Earmolds/domes not inserted properly.	Consult your hearing system professional. Remove and reinsert carefully.
Weak on the telephon.	Telephone not positioned properly.  Hearing system requires adjustment.	Move telephone receiver around ear for clearer signal. Consult your hearing system professional.

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