



Ziel™ BTE Guide



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Your Ziel™ Hearing Instruments

Hearing Healthcare Professional: _____

Telephone: _____

Model: _____

Serial Number: _____

Replacement Batteries: Size 13 Size 675

Warranty: _____

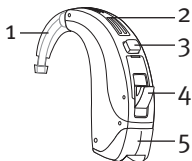
Date of Purchase: _____

Overview of your Ziel™ BTE

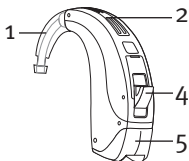
Refer to the table of contents for a complete listing of the topics covered in this guide.

Use the diagram below to identify some of the components on your Ziel hearing instruments.

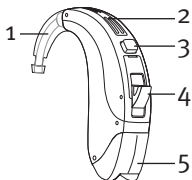
Hearing Instrument Style



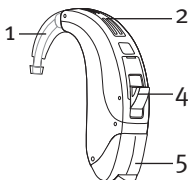
Ziel+ or Ziel+ P BTE



Ziel or Ziel P BTE



Ziel+ HP BTE



Ziel HP BTE

Legend

- 1 Earhook
- 2 Microphone & Microphone Protector
- 3 Program Button (Ziel+ models)
- 4 Volume Control
- 5 Battery Door

Attachment Style (check one)



EasyFit System



earmold

Features of your Ziel™ Hearing Instrument

Ziel digital hearing instruments come equipped with the following features:

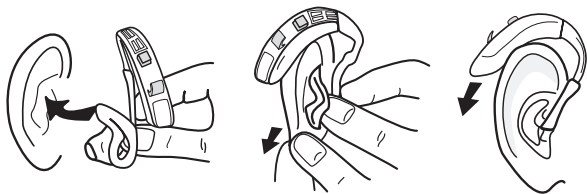
- Feedback manager
- Noise reduction
- Manual digital volume control

It may take some time for you to fully adjust to your new hearing instruments. In the beginning, do not feel as though you need to wear them for longer than is comfortable. Depending on your previous experience with hearing instruments, increase wearing time gradually until you have fully adjusted to them. Eventually, you should wear your Ziel hearing instruments all day every day.

Please consult your hearing healthcare professional regarding any adjustments you may require to ensure that you are happy with your hearing instrument.

Putting your Hearing Instruments on your Ears

Your BTE hearing instrument may be color-coded red for your right ear and blue for your left ear. This color indicator is located on the bottom of the battery door with a small colored dot.




1. Hold the ear mold between your thumb and index finger. The opening should be pointing in towards your ear canal with the BTE resting upwards over the top of your ear. Carefully insert the earmold in your ear. You may need to twist it slightly clockwise. The earmold should fit into your ear snugly and comfortably.
2. Place the hearing instrument over the top of your ear.

Turning your Hearing Instruments On and Off

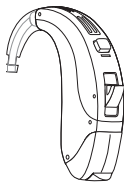
Your hearing instruments have a three-position battery door that acts as an off/on switch and that allows access to the battery compartment.

ON:

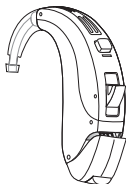
To turn the hearing instrument on, close the battery door fully.  *Note: Your hearing instrument has a start up delay of approximately 9 seconds.*

OFF:

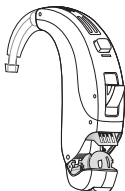
To turn the hearing instrument off, partially open the battery door. This position allows excess moisture to vent away from the battery compartment.



on



off



open

Battery Information

To replace the hearing instrument battery, fully open the battery door for access to the battery compartment.

Low Battery Warning

When you hear two long beeps, your hearing instruments are warning you that their batteries are low. After the first warning, you may experience some reduction in sound quality. This is normal and can be remedied by inserting fresh batteries in the hearing instruments.

Replacing the Battery

1. Gently swing out the battery door with your fingernail.
2. Grasp the battery with your thumb and index finger and remove.
3. Insert the new battery into the battery compartment with the plus (+) sign on the battery facing the same way as the plus (+) sign on the

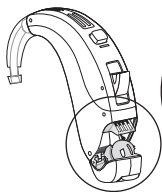


Figure 1

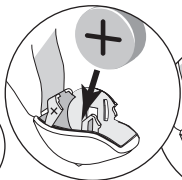


Figure 2

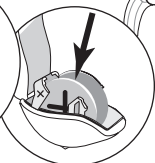


Figure 3

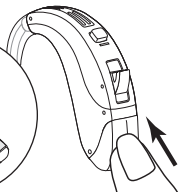


Figure 4

edge of the battery door. This will ensure that the battery door closes properly.



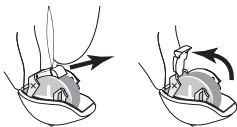
Note: If the battery is inserted incorrectly, the door will not close.

4. Close the battery door.

Tamperproof Battery Compartment

Your hearing instrument may have a tamperproof battery compartment.

1. Unlock the tamperproof battery compartment by pulling the white lever with your fingernail and lift the lever up to release the battery. Remove the battery.



2. Insert the new battery into the battery compartment



with the plus (+) sign on the battery facing the same way as the plus (+) sign on the edge of the battery door. Lower the lever onto the battery and push it until it is locked and securely holds the battery tight.

3. Close the battery door.

Caring for Batteries

- Always discard batteries in a safe and environmentally friendly way.
- To prolong battery life, remember to turn your hearing devices off when not in use.
- Remove the batteries and keep the battery door open while hearing devices are not in use. This will allow internal moisture to evaporate.

Operating Instructions

Your Ziel hearing instruments may come equipped with a function button allowing you to switch between the available Microphone, Telecoil and DAI programs.

Program Beeps



Ziel+ hearing instruments will beep to indicate that you have changed listening programs. You will hear a beep each time you change programs using the program button.

Volume Control



Your Ziel digital hearing instruments have a volume control. The volume control lever is located on the outer spine. The volume control will beep once each time the volume is raised or lowered. Press the volume control lever inwards to increase the volume or pull it downwards to decrease the volume.

Replacing the Microphone Protectors

Your Ziel hearing instruments have a shield to protect the microphones from dirt and debris. Debris on the microphone protector reduces the sound quality of the instrument. You should have the microphone protectors replaced by your hearing healthcare professional at least every three months to ensure optimal sound quality.

Caring for your Hearing Instruments

- Open the battery door when not in use.
- Always remove your hearing instruments when using hair care products. The hearing instruments can become clogged and cease to function properly.
- Do not wear your hearing devices in the bath or shower or immerse them in water.
- If your hearing instruments do become wet, do not attempt to dry them in an oven or microwave. Do not adjust any controls. Open the battery doors immediately, and allow your hearing instruments to dry naturally for 24 hours.
- Protect your hearing instruments from excessive heat (hair dryer, vehicle glove box or dashboard).

- Regular use of a dehumidifier, such as a Dri-Aid kit, can help prevent corrosion and prolong the life of your hearing instruments.
- Do not drop your hearing instruments or knock them against hard surfaces.

Cleaning your Hearing Instruments

Ear wax is natural and common. Ensuring your hearing instruments are free of ear wax is an important step in your daily cleaning and maintenance routine.

- You can wipe your hearing instruments using a soft cloth.
- Never use alcohol to clean your hearing devices, earmolds or domes.
- Do not use sharp tools to dislodge ear wax. Sticking household items into your hearing devices or earmolds can seriously damage them.

Earmolds

Earmolds send amplified sound from the hearing devices into the ears. They must fit into your ears snugly and comfortably. If amplified sound leaks out of your ear, you may hear whistling.

Always ensure earmolds are clean and free of earwax. Do not use alcohol to clean your earmolds. If the

earmolds become plugged, clear the opening with a wax loop or pipe cleaner. If your physician prescribes eardrops, clean any moisture that may get into the earmolds or tubing to prevent plugging.

If the earmolds require further cleaning, disconnect the plastic tube from the hook of the hearing devices. Wash only the earmolds in warm water with a mild soap. Rinse them with cool water and allow them to dry overnight. Make sure the earmold tubes are dry before reconnecting them to each hook on your hearing devices.

Using Ziel™+ with the Telephone

Your Ziel+ BTEs may have a telecoil for use with your telephone. When the phone rings, pick up the telephone and place it next to your hearing instrument's microphone. Press the program button on your hearing instrument once to change to the telecoil program. In some situations when using a cell phone, you may experience digital interference that sounds like static, buzzing or beeping. If you experience interference, increase the distance between your hearing instrument and the phone receiver. Press the program button twice to return to normal listening.

Assistive Listening Devices

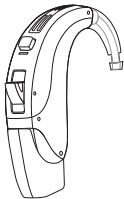
Listening in Public Places

Ziel+'s telecoil can also help you listen in public places equipped with telecoil compatible assistive listening devices such as a loop system. If your hearing instruments do not operate when the telecoil is on, the loop system may not be operating or you may be in a “dead” spot. Try positioning yourself in a different part of the looped area or return your hearing instruments to the microphone position and sit as close to the speaker as possible.



Connecting to External Audio Sources

Your Ziel+ BTE features direct audio input (DAI) that allows your hearing instruments to be connected to other audio sources, such as a stereo, television, personal computer or portable radio/CD player. If your Ziel hearing instruments feature DAI, you will need to purchase audio shoes and connector cords from your hearing healthcare professional before you can connect to external audio sources. DAI can also be used to fit your hearing instruments with an assistive listening device, such as a FM system, which you may purchase to improve listening in difficult situations.



FM and Infrared Systems

Some FM systems consist of a teleloop worn around the neck, which is connected to the FM receiver worn on a belt or in a shirt pocket. To listen through the FM system, select the Telecoil program and turn on the FM receiver. To keep the signal clear, you may need to adjust the volume control on your hearing instruments as well as on the FM receiver. With some infrared systems you may need to remove your hearing instruments and wear the system's headset receiver. If the volume on the infrared receiver is not loud enough, use your hearing instruments instead.

MicroLink™ MLx Receiver Module

Ziel+ BTEs are compatible with Phonak's MicroLink™ Receiver Module, a wireless FM system that improves listening over distance. The MLx FM receiver module connects to the optional direct audio input system and is powered by the hearing instrument battery.

Warnings

- ⚠ Hearing devices should only be used as directed by your physician or hearing healthcare professional.
- ⚠ Hearing devices will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
- ⚠ Do not use your hearing instruments in explosion hazard areas.
- ⚠ Allergic reactions to hearing instruments are unlikely. However, if you experience itching, redness, soreness, inflammation or a burning sensation in or around your ears, inform your hearing healthcare professional and contact your physician.
- ⚠ In the unlikely case that any parts remain in the ear canal after the removal of the hearing instrument, contact a physician immediately.
- ⚠ Remove your hearing instruments for CT and MRI scans or for other electromagnetic procedures.
- ⚠ Only plug the DAI cables into devices that produce safe voltages of less than 3 volts.
- ⚠ Special care should be exercised in wearing hearing instruments when maximum sound pressure levels exceed 132 decibels. There may be a risk of impairing your remaining hearing. Speak

with your hearing healthcare professional to ensure the maximum output of your hearing instruments is suitable for your particular hearing loss.

Battery Warnings

- ⚠ Never leave hearing instruments or batteries where small children and pets can reach them.
- ⚠ Never put hearing devices or batteries in your mouth. If a hearing device or battery is swallowed, call a physician immediately.

Precautions

- ⚠ The use of hearing instruments is only part of hearing rehabilitation; auditory training and lip reading instruction may be required as well.
- ⚠ In most cases, infrequent use of hearing devices does not provide full benefit. Once you have become accustomed to your hearing instruments, wear your hearing instruments everyday all day.
- ⚠ Your hearing instruments use the most modern components to provide the best possible sound quality in every listening situation. However, communication devices such as digital cell phones can create interference (a buzzing sound) in hearing instruments. If you experience interference from a cell phone being used close by, you can minimize this interference in a number of ways.

Switch your hearing instruments to another program, turn your head in a different direction or locate the cell phone and move away from it.

Labeling

The serial number and year of manufacture are located inside the battery compartment.

Troubleshooting Guide

CAUSE	POSSIBLE REMEDY
No sound	
<ul style="list-style-type: none">• Not turned on• Low/dead battery• Poor battery contact• Battery upside down• Earmolds blocked with ear wax • Plugged microphone protector	<ul style="list-style-type: none">• Turn on• Replace battery• Consult your hearing healthcare professional• Insert battery plus (+) side up• Clean earmolds. See “Cleaning your Hearing Instruments”. Consult your hearing healthcare professional.• Consult your hearing healthcare professional
Not loud enough	
<ul style="list-style-type: none">• Low volume • Low battery• Earmolds not inserted properly• Change in hearing• Earmolds blocked with ear wax • Plugged microphone protector	<ul style="list-style-type: none">• Turn up volume; see hearing healthcare professional for models without a manual volume control or if problem persists.• Replace battery• See “Putting Your Hearing Instruments on Your Ears”. Reinsert carefully.• Consult your hearing healthcare professional• Clean earmolds. See “Cleaning your Hearing Instruments”. Consult your hearing healthcare professional.• Consult your hearing healthcare professional
Intermittent	
<ul style="list-style-type: none">• Low battery• Dirty battery contact	<ul style="list-style-type: none">• Replace battery• Consult your hearing healthcare professional

CAUSE	POSSIBLE REMEDY
Two long beeps	
<ul style="list-style-type: none"> • Low battery 	<ul style="list-style-type: none"> • Replace battery
Whistling	
<ul style="list-style-type: none"> • Earmolds not inserted properly • Hand/clothing near ear • Poorly fitting earmolds 	<ul style="list-style-type: none"> • Remove and reinsert carefully • Remove hand/clothing from ear • Consult your hearing healthcare professional
Not clear, distorted	
<ul style="list-style-type: none"> • Poorly fitting earmolds • Earmolds blocked with ear wax • Low battery • Plugged microphone protector 	<ul style="list-style-type: none"> • Consult your hearing healthcare professional • Clean earmolds. See “Cleaning your Hearing Instruments”. Consult your hearing healthcare professional. • Replace battery • Consult your hearing healthcare professional
Earmolds falling out of ear	
<ul style="list-style-type: none"> • Poorly fitting earmolds • Earmolds not inserted properly 	<ul style="list-style-type: none"> • Consult your hearing healthcare professional • See “Putting Your Hearing Instruments on Your Ears”. Reinsert carefully.

CAUSE**POSSIBLE REMEDY****Weak on the telephone**

- | | |
|--|--|
| <ul style="list-style-type: none">• Telephone not positioned properly• Hearing device requires adjustment | <ul style="list-style-type: none">• Move telephone receiver around ear for clearer signal. See “Using the Telephone”.• Consult your hearing healthcare professional |
|--|--|

For any problems not listed in the guide, contact your hearing healthcare professional. If you do not have a hearing healthcare professional, please contact the nearest office listed on the back page of this booklet.

Warning to Hearing Instrument Dispensers (to comply with the U.S. Food and Drug Administration (FDA) regulations)

A hearing instrument dispenser should advise a prospective hearing instrument user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing instrument if the hearing instrument dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions: (i) Visible congenital or traumatic deformity of the ear. (ii) History of active drainage from the ear within the previous 90 days. (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days. (iv) Acute or chronic dizziness. (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days. (vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz. (vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal. (viii) Pain or discomfort in the ear. Special care should be exercised in selecting and fitting a hearing instrument whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing

instrument user. [This provision is required only for those hearing instruments with a maximum sound pressure capability greater than 132 decibels (dB).]

Important Notice for Prospective Hearing Instrument Users

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing instrument.

Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing instrument is purchased. Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing instrument. The physician will refer you to an audiologist or a hearing instrument dispenser, as appropriate, for a hearing instrument evaluation. The audiologist or hearing instrument dispenser will conduct a hearing instrument evaluation to assess your ability to hear with and without a hearing instrument. The hearing instrument evaluation will

enable the audiologist or dispenser to select and fit a hearing instrument to your individual needs. If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing instrument dispensers now offer programs that permit you to wear a hearing instrument for a period of time for a nominal fee after which you may decide if you want to purchase the hearing instrument. Federal law restricts the sale of hearing instruments to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

Children With Hearing Loss

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

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