



**audifon** High-tech made in Germany

### **Corporate Headquarters**

audifon GmbH & Co. KG  
Werner-von-Siemens-Straße 2  
99625 Kölleda  
Germany

Phone +49-3635-4056-590

Fax +49-3635-4056-589

[contact@audifon.com](mailto:contact@audifon.com)

**[www.audifon.com](http://www.audifon.com)**

Solutions for better hearing

via

Instructions for use



**Intended use of hearing aids**

The hearing aid's mode of action is the reception of sound using a microphone, digital processing of the signal and playback of the amplified sound.

CROS/BiCROS hearing systems are utilized under unilateral unaidable hearing conditions.

audifon declares that the product audifon via meets the requirements of the Directive 1999/5/EC.

The full text of the Declaration of Conformity can be inspected at manufacturer audifon GmbH & Co. KG, Werner-von-Siemens-Strasse 2, 99625 Kölleda, Germany.

Last revised: 15.03.2011

# Index

1. Introduction .....	2
2. Overview of different styles .....	3
3. Behind-The-Ear hearing aids .....	4
3.1 Construction .....	4
3.2 Start-up and operation .....	5
3.3 Switching the hearing aids on and off .....	6
3.4 Multi-functional rocker switch .....	7
3.4.1 Volume selection .....	8
3.4.2 Selecting the hearing programs .....	9
3.5 Care instructions .....	11
4. In-The-Ear hearing aids .....	12
4.1 Construction .....	12
4.2 Inbetriebnahme und Bedienung .....	13
4.3 Switching the hearing aids on and off .....	14
4.4 Volume selection (hearing aids with volume control) .....	15
4.5 Selecting the hearing programs (for hearing aids with a program switch) .....	16
4.6 Care instructions .....	17
5. Safety and care instructions .....	18
6. Troubleshooting .....	20
7. Environmentally-friendly disposal .....	21
8. Service .....	22

Warranty card

# 1. Introduction

Congratulations on the purchase of your new audifon hearing aids. Your hearing care professional has adjusted the hearing aids to your individual requirements. These instructions are therefore intended to help you use your audifon hearing aids properly.

Please read through the following operating and care instructions carefully to avoid malfunctions and faults. If you follow these instructions, your hearing aids will prove an invaluable help in your day-to-day communication with your surroundings and other people.

The specific model of your hearing aids is shown on the sticker on the packaging, or on the warranty card or printed on the hearing aids themselves.

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

## 2. Overview of different styles\*

Model	Battery	Styles	From page
M	13	Behind-The-Ear	4
S	312	Behind-The-Ear	4
IS	312	In-The-Ear	12
IS+	13	In-The-Ear	12

We recommend to use audifon zinc air batteries. Please follow the instructions on the battery packaging. Please dispose of used batteries in the appropriate containers at your health care professional's premises. Always switch your hearing aids off after use. Remove the battery if your hearing aids are out of use for long periods.

### **Important safety information\*:**

Keep batteries and hearing aids away from children and pets. There is a risk of swallowing! If a battery is swallowed, consult a doctor immediately.

### **Low battery warning**

An audible signal indicates the end of the battery's life (approx. 30 minutes before the battery runs out).

The audio-sequence from transmitter and receiver differ from themselves. Ask your hearing care professional to demonstrate the audio sequences.

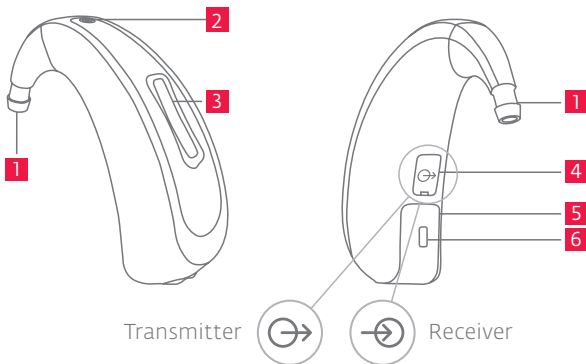
\* The variety of types depends on sales area.

## 3. Behind-The-Ear hearing aids

### 3.1 Construction

Your CROS/BiCROS System consists of transmitter and receiver and contains of the following components:

- 1 Earhook
- 2 Microphone inlet
- 3 Rocker switch
- 4 Tag for transmitter/receiver
- 5 Battery compartment and ON/OFF switch
- 6 Battery compartment lock



**Note:** Your hearing aids may differ from the illustrations.

## 3.2 Start-up and operation

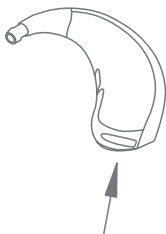
To start your hearing aids first insert a battery in the battery compartment.



Remove a battery from its packaging.

**Note:** If you are using a zinc air battery, remove the protective film and wait a few minutes before inserting it.

Hold the hearing aids upright as shown in the picture and gently rock them on a hard surface, i.e. table top. The door will open to OFF position. Now you are able to open the battery compartment completely.

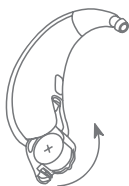


Insert the battery in the battery compartment. Ensure that the + symbol on the battery is visible when you have inserted it.





## 3.3 Switching the hearing aids on and off



### Switching on

Your hearing aids are switched on and off via the battery compartment. To turn on, simply close the battery compartment.

The battery compartment snap into place noticeable.

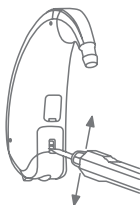
The hearing aids are now switched on. After a preset delay, the first program will be activated and the hearing aids will be ready for use.



### Switching off

To switch the hearing aids off, hold the hearing aid upright and rock it on a hard surface until the door snaps open. This is the OFF position (see 3.1).

If the hearing aids will be out of use for a long time, open the battery compartment fully and remove the battery.



### Battery compartment lock

The battery compartment can be locked by sliding the lock up using a small screwdriver. In this position the hearing aids can still be switched off, but the battery cannot be removed.

## 3.4 Multi-functional rocker switch



Your hearing aids feature a multifunctional rocker switch for controlling the volume and selecting the different programs. The rocker switch can be used by pressing the top end (+) and the bottom end (-).

The rocker switch can be programmed with one of three functions. Your hearing care professional has marked which of the functions has been set for your hearing aids here:



### **Volume control**

Press briefly to adjust the volume (see also 3.4.1).



### **Program selection button**

Press briefly to change the program (see also 3.4.2).



### **Volume control and program selection button combined**

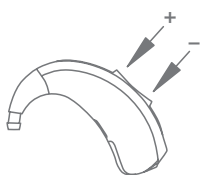
Press the switch briefly to adjust the volume; hold the switch down for approx. 1 second to change the program.



### **easyclick**

With easyclick technology activated all settings on rocker switch results in instant, identical change in the other hearing aid. Your hearing aids can be run from both sides.

## 3.4.1 Volume selection



The volume can be adjusted incrementally using the rocker switch. Pressing the top end of the switch briefly increases the volume, pressing the bottom end briefly reduces the volume.

The hearing aids will return to the default volume setting each time they are turned on. To adjust the volume, press the rocker switch accordingly. Each time you press the switch, you will hear an audible confirmation.

Once you have reached the upper or lower volume limit, you will hear a clear signal.

**Note:** Volume control and program selection are optional functions. Your hearing care professional will set your hearing aids to your individual requirements.

easyclick imports your volume settings in the other hearing aid automatically (see chapter 3.4).

## 3.4.2 Selecting the hearing programs

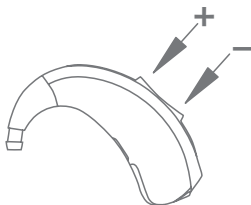
### Rocker switch

Your hearing care professional will have adjusted your hearing aids to various hearing situations with you and assigned these to certain hearing programs. The rocker switch allows you to switch between the hearing programs. Simply hold down one end of the rocker switch until you hear audible confirmation of the change of program. The number of signals indicates the number of the selected program. You can switch up or down through the hearing programs.

Program change sequence\*:

+key: 1 → 2 → 3

-key: 3 → 2 → 1



easyclick imports your program changes in the other hearing aid automatically (see chapter 3.4).

\* Example with 3 hearing programs

Hearing program	Description of setting
-----------------	------------------------

1.	_____
----	-------

2.	_____
----	-------

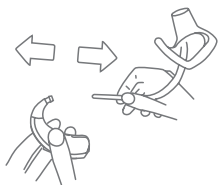
3.	_____
----	-------

4.	_____
----	-------

**Note:** Volume control and program selection are optional functions. Your hearing care professional will set your hearing aids to your individual requirements.

## 3.5 Care instructions

Do not use a damp cloth to clean your hearing aids.  
Always use a soft, dry cloth.



with earmold

The earmold and the flexible plastic tubing attached to them must be detached from the earhook before cleaning. Only use recommended products for cleaning the earmold.



with Thin Tube and  
Dome

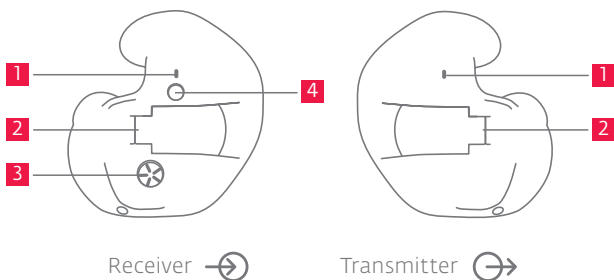
Thin tubes and hearing aid can be separated by using the bolted connection. Replace the Dome for cleaning the hearing aid.

## 4. In-The-Ear hearing aids

### 4.1 Construction

Your CROS/BiCROS System consists of transmitter and receiver and contains of the following components:

- 1 Microphone inlets
- 2 Battery compartment
- 3 Volume control\*
- 4 Program switch\*



**Note:** Your hearing aids may differ considerably from the illustration as they have been made according to your individual ear impressions.

\* Depending on which type you have, your hearing aids may not feature the elements marked with an \*.

## 4.2 Start-up and operation

To start the device first insert a battery in the battery compartment.



Remove a battery from its packaging.

**Note:** If you are using a zinc air battery, remove the protective film and wait a few minutes before inserting it.



Open the battery compartment carefully with your finger nail at the opening edge and swing it right out.



Insert the battery in the battery compartment. Make sure the (+) symbol on the battery matches the (+) symbol on the battery compartment.

**Note:** The battery compartment will not close if the battery is not inserted correctly!

In this case, insert the battery correctly. Do not try to open the battery compartment further than shown in figure 3 as this could damage your hearing aids.



## 4.3 Switching the hearing aids on and off



on

- The hearing aids are switched on and off by closing/opening the battery compartment.
- Hearing aids switched on: battery compartment closed.
- Hearing aids switched off: battery compartment open.

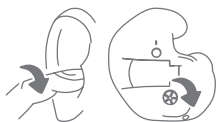


off

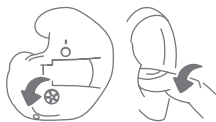
## 4.4 Volume selection

(hearing aids with volume control)

When you switch your hearing aids on, they will be at the volume set for you.



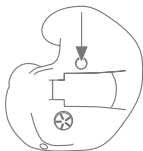
right ear



left ear

- Increase volume: slowly turn the controller forwards.
- Reduce volume: slowly turn controller backwards.
- Once you have reached the upper or lower volume limit, you will hear a clear signal.
- With easyclick technology activated all settings on rocker switch results in instant, identical change in the other hearing aid. Your hearing aids can be run from both sides.

## 4.5 Selecting the hearing programs (for hearing aids with a program switch)



- Press the program switch on your hearing aids to run through the various hearing programs.
- Each time you press the program switch the next hearing program will be activated. An audible signal confirms each program change.
- With easyclick technology activated all settings on rocker switch results in instant, identical change in the other hearing aid. Your hearing aids can be run from both sides.

Hearing program	Description of setting
-----------------	------------------------

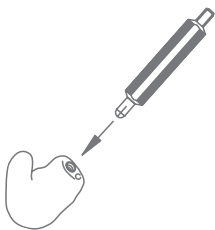
- |    |       |
|----|-------|
| 1. | _____ |
| 2. | _____ |
| 3. | _____ |
| 4. | _____ |

## 4.6 Care instructions

Do not use a damp cloth to clean your hearing aids.  
Always use a soft, dry cloth.

Your hearing aids feature earwax protection to protect them against the build-up of earwax inside. This must be cleaned or replaced at regular intervals to protect the electronics of the hearing aids.

### Changing the earwax protection filter



1. Take the changing tool and turn it with the threaded side into the now visible filter ring.
2. Remove the filter.
3. Take the new filter out of the filter dispenser with the changing tool and press it into the device until it clicks into place. Then simply remove the changing tool.

## 5. Safety instructions

If any unexpected side effects should occur from using your hearing aids (e.g. skin irritations, increased build-up of earwax), consult your physician or hearing care professional.

Do not force the battery into the battery compartment. If it does not fit, check whether you are inserting it correctly and that it is the correct type of battery (see page 3).

### **Important safety information:**

Keep batteries and hearing aids away from children and pets. There is a risk of swallowing!

If a battery is swallowed, consult a doctor immediately.

Hearing aids are susceptible to impact, therefore, avoid any heavy knocks (e.g. by dropping the device).

If you are not going to use your hearing aids for a significant length of time, remove the battery to increase its life expectancy, to avoid leakage and to prevent corrosion on the battery contacts.

When not in use, store your hearing aids in the case provided.

To prevent damage to your hearing aids, do not wear your hearing aids in the following situations:

- when swimming, in the shower or in the bath
- when washing or blow-drying your hair
- when using hair spray
- during high-frequency heat therapy treatment
- during x-rays, NMRI or similar radio therapy

Never expose your hearing aids to any form of heat or electromagnetic radiation (e.g. microwave radiation).

Please contact your hearing care professional for further technical information.

### **Storage Conditions**

- Hearing systems should be stored at a relative humidity between 10% and 60%.
- The ideal storage temperature is between -4 °F and 140 °F (-20 °C and 60 °C).
- Remove battery from hearing systems before storage.
- Make sure that it is stored away from magnets.

Arrange for your hearing aids to be checked regularly by a hearing care professional.

## 6. Troubleshooting

If you experience any malfunctions when using your hearing aids, this does not necessarily mean that they are faulty. First check your hearing aids to make sure that:

- the hearing aid is switched on (see “Switching the hearing aids on and off” on pages 6 or 16)
- the battery is not weak or dead
- the volume is not at the lowest setting (increase the volume slightly if necessary)
- the right program has been set (change program if necessary)
- the earmold/cerumen guard is not blocked

If this does not eliminate the fault, consult your hearing care professional, who will be pleased to help you.

**Note:** Despite their EMC-compatible design, other electrical equipment may interfere with your hearing aids. If this occurs, please consult your hearing care professional.

## 7. Environmentally-friendly disposal

Old hearing aids and batteries must not be disposed off with your household waste. Please return your old hearing aids and batteries to your hearing care professional for environmentally-friendly disposal.







FCC ID YU2-VIAS  
FCC ID YU2-VIAM  
FCC ID YU2-VIAISX  
FCC ID YU2-VIAIS

**15.19** This device complies with Part 15 of the FCC Rules. 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.

**15.21** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



IC: 9284A-VIAS  
IC: 9284A-VIAM  
IC: 9284A-VIAISX  
IC: 9284A-VIAIS

### **7.1.3 User manual Notice for Licence-Exempt Radio Apparatus**

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

### **7.1.3 Avis de conformité insérés dans le manuel d'utilisation des appareils radio exempts de licence**

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

## 8. Service

Have your hearing aids checked regularly.

---

Date

---

Hearing care professional, stamp

---

Date

---

Hearing care professional, stamp

---

Date

---

Hearing care professional, stamp

---

Date

---

Hearing care professional, stamp

---

Date

---

Hearing care professional, stamp

---

Date

---

Hearing care professional, stamp

---

Date

---

Hearing care professional, stamp

---

Date

---

Hearing care professional, stamp

---

Date

---

Hearing care professional, stamp

# Warranty card

You have chosen high quality hearing aids from audifon. Your hearing care professional offers a \_\_\_\_\_ month warranty from the date of purchase (date of invoice) on our hearing aids. The guarantee obligation applies to material and factory defects. It does not cover batteries, chemical or electrochemical effects, wear and tear or mechanical damage due to improper handling. The right to claim under warranty is void if you or any unauthorized third persons carry out alterations or improper repairs. Therefore always follow the safety and care instructions. Proof of purchase must be provided as proof of warranty. The date of purchase and the serial number must be clearly visible. Guarantee obligations will not result in an extension of the warranty period nor will they trigger a new warranty period for the hearing aid.

**Note:** The warranty period for built-in spare parts ends at the same time as the warranty period for the whole hearing aid.

Model identification



\_\_\_\_\_  
Date of sale

\_\_\_\_\_  
Your hearing care professional

\_\_\_\_\_  
Signature

Stamp:

# Warranty card

User name \_\_\_\_\_

Address \_\_\_\_\_

City, State, ZIP-/Postcode \_\_\_\_\_

Telephone \_\_\_\_\_

Email \_\_\_\_\_

Date of issue \_\_\_\_\_



Model \_\_\_\_\_ Size \_\_\_\_\_

Serial # \_\_\_\_\_

Warranty \_\_\_\_\_ Battery \_\_\_\_\_



Model \_\_\_\_\_ Size \_\_\_\_\_

Serial # \_\_\_\_\_

Warranty \_\_\_\_\_ Battery \_\_\_\_\_