

# Custom instruments

Contrast Custom+  
User Guide



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# Welcome

Thank you for choosing our hearing instruments to accompany you through everyday life. Like anything new, it may take you a little time to become familiar with them.

This guide, along with support from your NHS Provider, will help you understand the advantages and greater quality of life your hearing instruments offer.

To receive the most benefit from your hearing instruments, it is recommended that you wear them every day, all day. This will help you get adjusted to them.



## **CAUTION**

It is important to read this user guide and the safety manual thoroughly and completely. Follow the safety information to avoid damage or injury.

# Your hearing instruments



This user guide describes optional features that your hearing instruments may or may not have. Ask your NHS Provider to indicate the features that are valid for your hearing instruments.

## Instrument type

Your hearing instruments are customized models that have been individually manufactured based on the anatomy of your ears. They are worn directly in the ear, either in the bowl of the ear or deep inside the ear canal. They are not intended for children under the age of 3 years or persons with a developmental age of under 3 years.

## Getting to know your hearing instruments

It is recommended to familiarize yourself with your new hearing instruments. With the instruments in your hand try using the controls and note their location on the instrument. This will make it easier for you to feel and press the controls while wearing the hearing instruments.



If you have problems pressing the controls of your hearing instruments while wearing them, you can ask your NHS Provider about a remote control option.

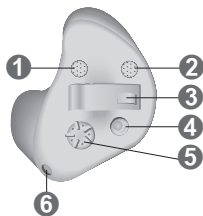
## Components and names

This user guide describes several types of hearing instruments. Use the following pictures to identify the type of hearing instrument that you use.

Note that the push button, volume control wheel and vent are individually positioned on your hearing instrument to best suit your ear. The appearance of your hearing instruments may therefore differ from that of those pictured.

### ITE (In The Ear)

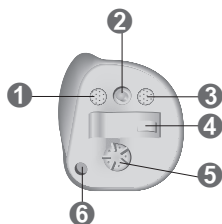
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- ① Microphone
  - ② Second microphone (optional)
  - ③ Battery compartment
  - ④ Push button (optional)
  - ⑤ Volume control wheel (optional)
  - ⑥ Vent (optional)
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## ITC (In The Canal) with controls

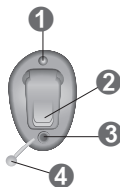
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- ① Microphone
  - ② Push button (optional)
  - ③ Second microphone (optional)
  - ④ Battery compartment
  - ⑤ Volume control wheel (optional)
  - ⑥ Vent (optional)
- 

## CIC/IIC (Completely In the Canal)

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- ① Vent (optional)
  - ② Battery compartment (with optional push button function)
  - ③ Microphone
  - ④ Removal cord
-

## Controls

With the controls you can, for example, adjust the volume or switch hearing programs. Your hearing instruments either have a push button, a volume control wheel, or no control at all. For some instruments, the battery compartment also functions as a push button.

Your NHS Provider has programmed your desired functions to the controls.

<b>Control</b>	<b>Left</b>	<b>Right</b>
Push button	<input type="radio"/>	<input type="radio"/>
Battery compartment with push button function	<input type="radio"/>	<input type="radio"/>
Volume control wheel	<input type="radio"/>	<input type="radio"/>
No control	<input type="radio"/>	<input type="radio"/>



If your hearing instruments have wireless functionality, you can also use a remote control or a smartphone app to control them.



<b>Push button function</b>	<b>L</b>	<b>R</b>
Press briefly:		
Program change	○	○
Volume up	○	○
Volume down	○	○
Tinnitus therapy signal level up	○	○
Tinnitus therapy signal level down	○	○
Press long:		
Standby/turn on	○	○

L = Left, R = Right

### **Volume control wheel function**

Increase volume:  
Rotate wheel forward.



Decrease volume:  
Rotate wheel backward.



## Settings

### Hearing programs

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Read more in section "Changing the hearing program".

### Features



**Power-on delay** enables whistle-free insertion of hearing instruments.

Read more in section "Turning on and off".

- The **tinnitus therapy feature** generates a sound to distract you from your tinnitus.
- A **telecoil** is built into the instrument, so it can connect with audio induction loops.  
Read more in section "Audio induction loops".
- The **e2e wireless** functionality enables simultaneous control of both hearing instruments.  
Read more in section "Wireless functionality".

# Batteries

When the battery is low the sound becomes weaker or you will hear an alert signal. The battery type will determine how long you have to replace the battery.

## Battery size and handling tips

Ask your NHS Provider for recommended batteries.

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Battery size:                       10             312             13

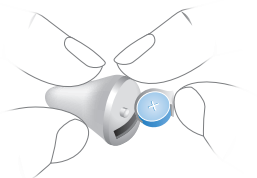
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- Always use the correct battery size for your hearing instruments.
- Remove the batteries if you intend not to use the hearing instruments for several days.
- Always carry spare batteries.
- Remove empty batteries immediately and follow your local recycling rules for battery disposal.

## Replacing batteries

Removing the battery:

- ▶ Open the battery compartment.
- ▶ Remove the battery by hand.

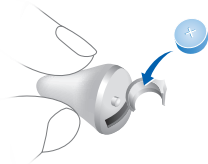


Inserting the battery:

- ▶ If the battery has a protective film, remove it only when you are ready to use the battery.



- ▶ Insert the battery with the "+" symbol facing upwards.



- ▶ Carefully close the battery compartment. If you feel resistance, the battery is not inserted correctly.

Do not attempt to close the battery compartment by force. It can be damaged.

# Daily use

## Turning on and off

You have the following options to turn your hearing instruments on or off.

Via battery compartment:

- ▶ Turning on: Close the battery compartment.  
The **default** volume and hearing program are set.
- ▶ Turning off: Open the battery compartment fully.

Via push button:

- ▶ Turning on or off: Press and hold the push button for several seconds. Refer to section "Controls" for the settings of your controls.

After turning on, the **previously** used volume and hearing program remain set.

Via remote control:

- ▶ Follow the instructions in the remote control's user guide.

After turning on, the **previously** used volume and hearing program remain set.

When wearing the hearing instruments, an alert tone can indicate when an instrument is being turned on or off.

When the **power-on delay** is activated, the hearing instruments turn on after a delay of several seconds. During this time you can insert the hearing instruments into your ears without experiencing unpleasant feedback whistling.

The "power-on delay" can be activated by your NHS Provider.

## Inserting and removing the hearing instruments

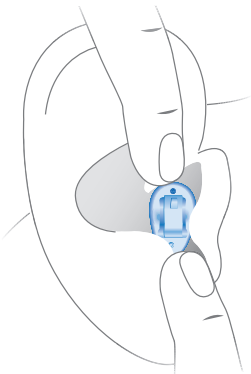
Your hearing instruments have been fine-tuned for your right and left ear. The color of the labeling on the hearing instruments indicates the side:

- red labeling = right ear
- black or blue labeling = left ear

Inserting a hearing instrument:

- ▶ Carefully push the hearing instrument into the ear canal.
- ▶ Twist it slightly until it sits well.

Open and close your mouth to avoid accumulation of air in the ear canal.



For CIC/IIC models:

- ▶ Pay special attention to the removal cord indicating the bottom.



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- It may be helpful to insert the **right** hearing instrument with the **right** hand and the **left** hearing instrument with the **left** hand.
- If you have problems inserting the ear piece, use the other hand to gently pull your earlobe downwards. This opens the ear canal and eases insertion of the ear piece.

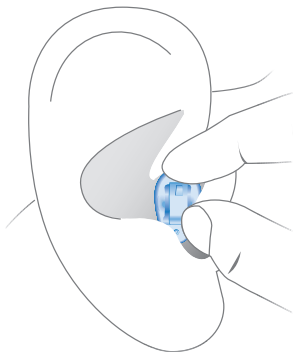
## Removing a hearing instrument:



### **NOTICE**

Never pull on the battery compartment door or volume control wheel to remove the hearing instrument. This could damage your hearing instrument.

- ▶ Push lightly on the back of your ear to loosen the hearing instrument.
- ▶ If your hearing instrument is equipped with a removal cord, remove the hearing instrument by pulling the removal cord towards the back of your head.
- ▶ For all other hearing instruments: Grip the hearing instrument in the ear canal with two fingers and pull it carefully out.



Clean and dry your hearing instruments after usage.  
Read more in section "Maintenance and care".

## **Adjusting the volume**

Your hearing instruments automatically adjust the volume to the listening situation.

- ▶ If you prefer manual volume adjustment, you can either rotate the volume control wheel, briefly press the push button or use a remote control.

Refer to section "Controls" for the settings of your controls.

An optional signal tone can indicate the volume change. Once the maximum or minimum volume has been reached, you may hear an optional signal tone.

## **Changing the hearing program**

Depending on the listening situation, your hearing instruments automatically adjust their sound.

Your hearing instruments may also have several hearing programs which allow you to change the sound, if needed. An optional signal tone can indicate the program change.

- ▶ To change the hearing program, press the push button briefly or use a remote control.

Refer to section "Controls" for the setting of your controls. Refer to section "Settings" for a list of your hearing programs.

## **Further adjustments (optional)**

The controls of your hearing instruments can also be used to change, for example, the sound balance or the tinnitus therapy signal level. Sound balance allows you to adjust the bass and treble to your preferences.

Refer to section "Controls" for the setting of your controls.

# Special listening situations

## On the phone

When you are on the phone, turn the receiver slightly so that it does not completely cover your ear.



## Telephone program

You may prefer a certain volume when using the phone. Ask your NHS Provider to configure a telephone program.

- ▶ Switch to the telephone program whenever you are on the phone.

If a telephone program is configured for your hearing instruments, it is listed in section "Settings".

## Audio induction loops

Some telephones and public places like theatres offer the audio signal (music and speech) via an audio induction loop. With this system, your hearing instruments can directly receive the desired signal – without distracting noise in the environment.

You can usually recognize audio induction loop systems by certain signs.



Whether a telecoil is built into your hearing instrument is listed in section "Settings". If a telecoil is built in, you have the following options.

Ask your NHS Provider to configure a telecoil program.

- ▶ Switch to the telecoil program whenever you are in a place with an audio induction loop.

If a telecoil program is configured for your hearing instruments, it is listed in section "Settings".

## Telecoil program and remote control



### NOTICE

For instruments with wireless connectivity:

When the telecoil program is active, the remote control may cause a pulsing noise.

- ▶ Use the remote control with a distance greater than 10 cm (4 inches).

## Maintenance and care

To prevent damage it is important that you take care of your hearing instruments and follow a few basic rules, which will soon become a part of your daily routine.

### Hearing instruments

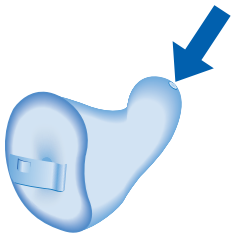
#### Drying and storage

- ▶ Dry your hearing instruments overnight.
- ▶ Ask your NHS Provider for recommended drying products.
- ▶ For longer periods of non-use, store your hearing instruments with open battery compartment and batteries removed in a drying system to avoid the adverse effects of moisture.

#### Cleaning

For hygiene reasons and to maintain functionality, clean your hearing instruments daily.

- ▶ Clean your hearing instruments daily with a soft, dry tissue.
- ▶ Your hearing instruments may have a wax protection. This prevents the ingress of earwax. Be careful not to damage the wax protection when cleaning your hearing instruments.



- ▶ Never use running water or immerse the devices in water.
- ▶ Never apply pressure while cleaning.
- ▶ Ask your NHS Provider for recommended cleaning products, special care sets, or more information on how to keep your hearing instruments in good condition.



## **Professional maintenance**

Your NHS Provider can perform a thorough professional cleaning and maintenance.

In the event that the wax protection or microphone protection (windscreen) needs to be replaced, this should be carried out by a professional.

Ask you NHS Provider for your individual recommendation of maintenance intervals and for support.



## Further information

### Safety information

For more safety information, refer to the safety manual supplied with the device.

### Wireless functionality

Your hearing instruments may be equipped with wireless functionality. This provides synchronization between your two hearing instruments:

- If you change the program or volume on one instrument, the other one is automatically changed, too.
- Both hearing instruments automatically adapt to the listening situation simultaneously.

Wireless functionality enables the use of a remote control.

Refer to section "Settings" to see if your hearing instruments are equipped with wireless functionality.

### Accessories

The type of available accessories depends on the instrument type. Examples are: a remote control, an audio streaming device, or a smartphone app for remote control.

Some hearing instrument types support CROS and BiCROS solutions for people with single-sided deafness.

Consult your NHS Provider for further information.

## Symbols used in this document

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Points out a situation that could lead to serious, moderate, or minor injuries.

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Indicates possible property damage.

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Advice and tips on how to handle your device better.

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## Troubleshooting

### Problem and possible solutions

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Sound is weak.

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- Increase the volume.
  - Gently close the battery compartment completely.
  - Clean the hearing instrument.
  - Replace the empty battery.
  - Ask your NHS Provider to exchange the wax protection and/or the microphone cover.
- 

Hearing instrument emits whistling sounds.

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- Reinsert the hearing instrument until it fits securely.
  - Decrease the volume.
  - Clean the hearing instrument.
-

## **Problem and possible solutions**

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Sound is distorted.

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- Decrease the volume.
  - Replace the empty battery.
  - Clean the hearing instrument.
  - Ask your NHS Provider to exchange the wax protection and/or the microphone cover.
- 

Hearing instrument emits signal tones.

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- Replace the empty battery.
- 

Hearing instrument does not work.

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- Turn the hearing instrument on.
  - Gently close the battery compartment completely.
  - Replace the empty battery.
  - Make sure the battery is inserted correctly.
  - Power-on delay is active.  
Wait several seconds and check again.
- 

Consult your NHS Provider if you encounter further problems.

## Country-specific information







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