

# Contrast SP+

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 BTE (Behind-The-Ear) models. A tube delivers the sound from the hearing instrument into the ear.

The instruments are also suitable for the fitting of 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



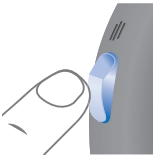
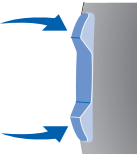
- 
- |                         |  |
|-------------------------|--|
| ① Earhook               | ⑤ Rocker switch (control) or flat cover for pediatric use (optional) |
| ② Microphone openings   |  |
| ③ Push button (control) | ⑥ Battery compartment (on/off switch)                                |
| ④ LED status indicator  |  |
- 

Your NHS Provider will attach a tube and a custom-made ear piece to each hearing instrument.

## Controls

With the controls you can, for example, adjust the volume or switch hearing programs. Your hearing instruments either have a push button and a rocker switch or a push button only.

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

| Control   | Left                  | Right                 |
|---|-----------------------|-----------------------|
| Push button   | <input type="radio"/> | <input type="radio"/> |
|  |                       |                       |
| Rocker switch   | <input type="radio"/> | <input type="radio"/> |
|  |                       |                       |



You can also use a remote control or a smartphone app to control your instruments.

| <b>Rocker switch function</b>          | <b>L</b>              | <b>R</b>              |
|--|-----------------------|-----------------------|
| Press briefly:                         |                       |                       |
| Volume up/down                         | <input type="radio"/> | <input type="radio"/> |
| Tinnitus therapy signal level up/down  | <input type="radio"/> | <input type="radio"/> |
| Sound balance                          | <input type="radio"/> | <input type="radio"/> |
| Focus selection (spatial configurator) | <input type="radio"/> | <input type="radio"/> |

L = Left, R = Right

| <b>Push button function</b> | <b>L</b>              | <b>R</b>              |
|-----------------------------|-----------------------|-----------------------|
| Press briefly:              |                       |                       |
| Program change              | <input type="radio"/> | <input type="radio"/> |
| Press long:                 |                       |                       |
| Standby/turn on             | <input type="radio"/> | <input type="radio"/> |

L = Left, R = Right

| <b>Push button and rocker switch function</b> | <b>L</b>              | <b>R</b>              |
|---|-----------------------|-----------------------|
| Lock/Unlock the controls                      | <input type="radio"/> | <input type="radio"/> |
| Read more in section "Locking the controls".  |                       |                       |

L = Left, R = Right



## Settings

### Hearing programs

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1

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2

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3

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4

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5

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6

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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.

Your NHS Provider can configure the LED to indicate the battery status. However, the hearing instrument must be turned on to indicate the status:

- When the battery is full, the LED shines constantly.
- When the battery is low, the LED flashes repeatedly, approximately every 5 seconds until the battery is empty.
- When the battery is empty, the LED goes out.



When the battery compartment is locked, you need a tool to open it. Read more in section "Child lock".

## Battery size and handling tips

Ask your NHS Provider for recommended batteries.

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Battery size:

○ 675

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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.



- ▶ Pull the battery out.



## Inserting the battery:

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



- ▶ Slide the battery into the compartment.

Make sure the "+" symbols on the battery and compartment are aligned (refer to the picture).



A magnet in the battery compartment ensures that the battery snaps noticeably into place.

- ▶ 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.

## Child lock (optional)

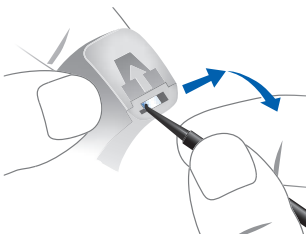
Your hearing instruments can be modified to provide a child-safe battery compartment, which can be locked (child lock). The child lock has to be activated by the NHS Provider.

With the child lock enabled, the battery compartment will automatically lock when closed. This prevents e.g. a child from removing and swallowing the battery.

To open the locked battery compartment, you need a tool. The tool is included with delivery of any child-lock battery compartment set.

Opening a locked battery compartment:

- ▶ Use the tool to push the white locking bar to the opposite side.
- ▶ Hold it in place and at the same time open the battery compartment.



## Locking / Unlocking the battery compartment



To lock or unlock the battery compartment, a special tool is required. Your NHS Provider will lock or unlock the battery compartment for you.

The following instructions are for your NHS Provider only.

The position of the locking bar in the battery compartment indicates whether the battery compartment is locked.

The upper image shows an unlocked battery compartment. To lock it, the NHS Provider has to remove the highlighted part.

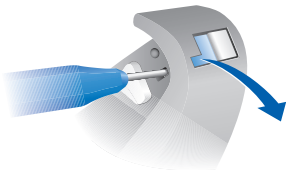


The lower image shows a locked battery compartment. To unlock it, the NHS Provider has to install a child lock disabler.



### Locking the battery compartment:

- ▶ Insert the tip of the tool into the small opening.
- ▶ Push / Lever the small plastic part out of the battery compartment.

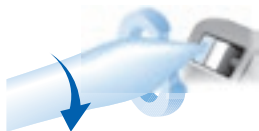
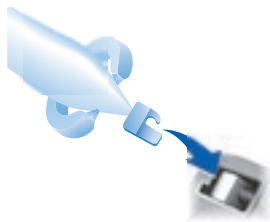


The battery compartment is locked.

The battery compartment can be unlocked by the NHS Provider again.

### Unlocking the battery compartment:

- ▶ Push the locking bar with the child lock disabler to the other side.
- ▶ Ensure that the child lock disabler is completely inserted.
- ▶ Rotate the shaft to break it off.



# 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 to the first catch.

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.



**i**

- When wearing the hearing instruments, an optional acoustic signal can indicate when an instrument is turned on or off.
- Your NHS Provider can configure the LED to shine when the instrument is turned on.
- Remove the batteries if you do not want to use the hearing instruments for several days.

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

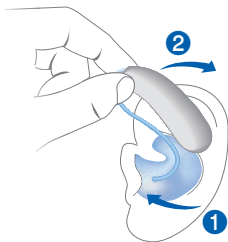
Your hearing instruments have been fine-tuned for your right and left ear. Colored markers indicate the side:

- red marker = right ear
- blue marker = left ear



Inserting a hearing instrument:

- ▶ Hold the tube close to the ear piece.
- ▶ Carefully push the ear piece in the ear canal **1**.
- ▶ Twist it slightly until it sits well.
- ▶ Lift the hearing instrument and slide it over the top of your ear **2**.

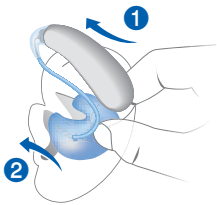


**i**

- 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:

- ▶ Lift the hearing instrument and slide it over the top of your ear ①.
- ▶ Hold the ear piece between your thumb and index finger. Carefully twist the ear piece forward while pulling it out ②.



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, press the rocker switch briefly or use a remote control.

Refer to section "Controls" for the setting of the rocker switch.

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.

Additionally, your NHS Provider can configure the LED to indicate the program change: The LED light flashes once if you change to program 1, twice if you change to program 2, and so on.

- ▶ 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.



Your NHS Provider can configure your hearing instruments so that they switch automatically to the audio shoe program if the audio shoe has been attached.

Read more in section "Audio input".

## **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

## Setting the focus (optional)

If you want to focus more directly on your conversation partner in front of you, or if you want to listen to the broader environment – the spatial configurator gives you control over your listening preference.

You can select different levels – from "focus to frontal position" (left picture) to "middle position" (center picture) to "hear all around" (right picture).



Prerequisites:

- You need to wear two hearing instruments.
- On one of your hearing instruments the rocker switch needs to be set for the spatial configurator by your NHS Provider.

Refer to section "Controls" for the setting of the rocker switch.

With a suitable smartphone app you have even more control options.

Setting the focus manually:

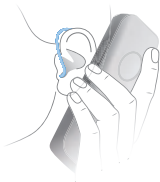
- ▶ If you have several hearing programs, change to hearing program 1.
- ▶ Press the rocker switch that is set for this function.  
The mid level is active by default.
- ▶ Press the upper rocker switch to focus more to the front, or the lower rocker switch to listen to the broader environment.

Exiting spatial configurator mode:

- ▶ Toggle to the minimum or maximum level.  
An optional signal tone can indicate the minimum and maximum level.
- ▶ Toggle one step further.  
The same signal tone as for changing the hearing program is played, indicating that you have exited the spatial configurator mode.

## On the phone

When you are on the phone, hold the telephone receiver slightly above your ear. The hearing instrument and telephone receiver have to be aligned. Turn the receiver slightly so that the ear is not completely covered.



## 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.



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).

## **Audio input (FM system)**

With an audio input you can connect your hearing instruments to an FM system. An FM system consists of a transmitter and a receiver. It gathers speech at the voice source (via a separate microphone) and transmits the sound directly to the hearing instruments.

The signal is clearer and unaffected by poor room acoustics. This can be useful for adults in difficult listening situations and for children in classrooms.

Most FM systems allow for coupling with audio devices like an MP3 player.

Notes:

- If you want to use an audio shoe, a special battery compartment is required. Ask your NHS Provider to exchange the battery compartment.
- Ask your NHS Provider to configure your hearing instruments, for example:
  - Adjust the mix of the audio input signal with surrounding sounds.
  - Configure the hearing instruments so that they switch automatically to the audio shoe program if the audio shoe has been attached.
- Use an approved audio shoe only. Ask your NHS Provider for this accessory.



## WARNING

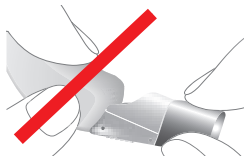
Risk of electric shock!

- ▶ Connect audio input only to a device conforming to IEC 60065, the IEC-Norm for audio, video and other electronic devices.



## NOTICE

- ▶ Hold the audio shoe tightly when you remove the FM receiver.



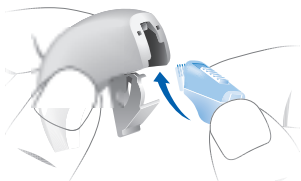
## Attaching the audio shoe

- ▶ Open the battery compartment.
- ▶ Pull the cover out.

The shape of the cover depends on your type of hearing instrument.



- ▶ Slide the audio shoe in.



- ▶ Ensure that it clicks noticeably in place.

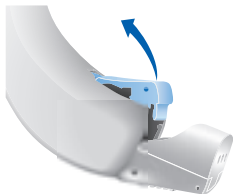


- ▶ Close the battery compartment.

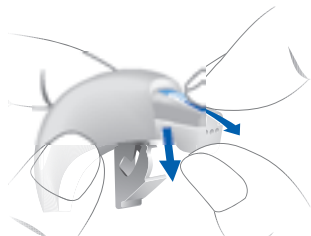
## Removing the audio shoe

When the audio shoe is not attached, you can install a cover to prevent dirt and dust from entering the housing.

- ▶ Open the battery compartment.

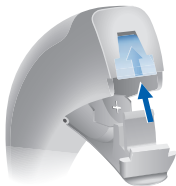


- ▶ Drag the slider on the audio shoe back and at the same time move the audio shoe downwards to remove it from the device.



- ▶ Slide the cover in the direction of the arrow into position.

The shape of the cover depends on your type of hearing instrument.



- ▶ Close the battery compartment.

# 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

Your hearing instruments have a protective coating. However, if not cleaned regularly you may damage the hearing instruments or cause personal injury.

- ▶ Clean your hearing instruments daily with a soft, dry tissue.
- ▶ 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.

## **Ear pieces and tubes**

Cerumen (ear wax) may accumulate on the ear pieces. This may affect sound quality. Clean the ear pieces daily.

Ask your NHS Provider to clean the tubes or to exchange the ear pieces and tubes as needed.

### **Cleaning ear pieces**

- ▶ Clean the ear piece upon removal with a soft and dry tissue.

This prevents cerumen becoming dry and hardening.

- ▶ Never use running water or immerse the ear piece in water.

## **Professional maintenance**

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

Custom-made ear pieces and wax filters should be exchanged as needed by your NHS Provider.

Ask your 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 are 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.

### **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

---



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

---



Indicates possible property damage.

---



Advice and tips on how to handle your device better.

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## Troubleshooting

### Problem and possible solutions

---

Sound is weak.

---

- Increase the volume.
  - Replace the empty battery.
  - Clean the ear piece.
- 

Hearing instrument emits whistling sounds.

---

- Reinsert the ear piece until it fits securely.
  - Decrease the volume.
  - Clean the ear piece.
- 

Sound is distorted.

---

- Decrease the volume.
  - Replace the empty battery.
  - Clean the ear piece.
- 

Hearing instrument emits signal tones.

---

- Replace the empty battery.
-

## **Problem and possible solutions**

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Hearing instrument does not work.

---

- Turn the hearing instrument on.
  - Gently close 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.

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