

# Phonak Naída Q

(Q90/Q70/Q50/Q30)

# Phonak Naída Link

User Guide



**PHONAK**  
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This user guide is valid for:

<b>Wireless models</b>	<b>CE mark applied</b>
Phonak Naída Q90-UP	2013
Phonak Naída Q90-SP	2013
Phonak Naída Q90-RIC	2013
Phonak Naída Q70-UP	2013
Phonak Naída Q70-SP	2013
Phonak Naída Q70-RIC	2013
Phonak Naída Q50-UP	2013
Phonak Naída Q50-SP	2013
Phonak Naída Q50-RIC	2013
Phonak Naída Q30-UP	2013
Phonak Naída Q30-SP	2013
Phonak Naída Q30-RIC	2013
Phonak Naída Link UP	2016
Phonak Naída Link RIC	2016

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# 1. Welcome

Your new hearing aid is a premium Swiss quality product. It was developed by Phonak, one of the world's leading companies in hearing technology. Your hearing aid offers the most modern digital hearing technology currently available on the market.

Please read these user instructions thoroughly in order to benefit from all the possibilities your new hearing aid has to offer. With proper use and care, you will be able to enjoy your hearing aid for many years to come.

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

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[www.phonak.com](http://www.phonak.com)





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## 2. Important safety information

Please read the information on the following pages before using your hearing aid.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Infrequent use of a hearing aid does not permit a user to attain full benefit from it. The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading.

### 2.1 Hazard warnings

-  The intended use of hearing aids is to amplify and transmit sound to the ears and hereby compensate for impaired hearing. The hearing aids (specially programmed for each hearing loss) must only be used by the intended person. They should not be used by any other person as they could damage hearing.
-  Changes or modifications to the hearing aid that were not explicitly approved by Phonak are not permitted. Such changes may damage your ear or the hearing aid.

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- ⚠ Do not use the hearing aids in explosive areas (mines or industrial areas with danger of explosions, oxygen rich environments or areas where flammable anesthetics are handled).
  - ⚠ Hearing aid batteries are toxic if they are swallowed! Keep out of the reach of children, individuals with cognitive impairment, and pets. If batteries are swallowed, consult your physician immediately!
  - ⚠ Tamperproof solutions for the battery door, ear hook and integrated Roger/FM receiver (if used) must be attached for children younger than 36 months to prevent accidental swallowing of the battery or small parts of the device. In case one of these secured mechanisms is damaged by applying too much force or using an inappropriate tool, the device should be brought to your hearing care professional for repair or exchange.
  - ⚠ If you feel pain in or behind your ear, if it is inflamed or if skin irritation and accelerated accumulations of ear wax occur, please check with your hearing care professional or physician.

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## 2. Important safety information


- ⚠ In very rare cases, the dome can remain in your ear canal when removing the hearing tube from the ear. In the unlikely case that the dome does get stuck in your ear canal, it is strongly recommended to see a physician for safe removal.
- ⚠ Hearing programs in the directional microphone mode reduce background noises. Please be aware that warning signals or noises coming from behind, e.g. cars, are partially or entirely suppressed.
- ⚠ The hearing aid contains small parts that can cause choking, if swallowed by children. Keep out of the reach of children, individuals with cognitive impairment, and pets. If swallowed, consult a physician or hospital immediately.
- ⚠ Do not make a wire connection from your hearing aid to any external audio sources like radio etc. That could cause injuries on your body (electric shock).
- ⚠ The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.):



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- Keep the wireless hearing aid at least 15 cm (6 inches) away from the active implant. If you experience any interference, do not use the wireless hearing aids and contact the manufacturer of the active implant.

Please, note that interference can also be caused by power lines, electrostatic discharge, airport metal detectors etc.

- Keep magnets (i.e. battery handling tool, EasyPhone magnet, etc.) at least 15 cm (6 inches) away from the active implant.
- If using a Phonak wireless accessory, consult the chapter "Important safety information" in your wireless accessory user guide.
- Naída Link hearing aids can be safely worn and operated contralateral to the Naída CI Q sound processor from Advanced Bionics. Wireless accessories for Naída Link can be safely operated in conjunction with a Naída CI Q sound processor and the respective cochlear implant device from Advanced Bionics.

 Hearing instruments should not be fitted with domes / wax protection systems when used by clients

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## 2. Important safety information

with perforated eardrums, inflamed ear canals or otherwise exposed middle ear cavities. In these cases, we recommend the use of a custom earpiece. In the unlikely case that any part of this product should remain in the ear canal, it is strongly recommended to see a medical specialist for safe removal.

### 2.2 Information on product safety

- ① Phonak hearing aids are water resistant and not waterproof. They are designed to withstand normal activities and occasional accidental exposure to extreme conditions. Never immerse your hearing aids in water. Phonak hearing aids are not specifically designed for extended periods of water submersion e.g. swimming or bathing. Always remove your hearing aid before these activities, as the hearing aid contains sensitive electronic parts.
- ① Never wash the microphone inputs. Doing so could cause it to lose its special acoustic features.
- ① Protect your hearing aid from heat (never leave it near a window or in the car.) Never use a microwave

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or other heating devices to dry your hearing aid. Ask your hearing care professional about suitable drying methods.

- ① The dome should be changed every three months or when it becomes stiff or brittle. This is to prevent the dome from detaching from the tube spout during insertion into or removal from the ear.
- ① When you are not using your hearing aid, leave the battery compartment open so that any moisture can evaporate. Make sure that you always completely dry your hearing aid after use. Store the hearing aid in a safe, dry and clean place.
- ① Do not drop your hearing aid! Dropping onto a hard surface can damage your hearing aid.
- ① Always use new batteries for your hearing aid. In case a battery is leaking, replace it immediately with a new one to avoid any skin irritation. You can return used batteries to your hearing care professional.
- ① The batteries used in these hearing aids should not exceed 1.5 Volts. Please do not use silver-zinc or

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## 2. Important safety information

Li-ion (lithium-ion) rechargeable batteries as these may cause severe damage to your hearing aids. The table in chapter 3 explains exactly which type of battery your particular hearing aids require.

- ① Remove the battery if you are not using your hearing aid for a long period of time.
  
- ① Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your hearing aids. Remove and keep them outside the examination room/area before undergoing:
  - Medical or dental examination with X-ray (also CT scan)
  - Medical examinations with MRI/NMRI scans, generating magnetic fieldsHearing aids don't need to be removed when passing security gates (airports etc.). If X-ray is used at all, it will be in very low doses, and will not affect the hearing aids.
  
- ① Do not use your hearing aid in areas where electronic equipment is prohibited.

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### 3. Hearing aid description

The following user instructions describe three hearing aid models: The **UltraPower (UP)**, **SuperPower (SP)** and the **Receiver-In-Canal Technology (RIC)** hearing aid.

The different hearing aids can be adapted with a variety of earmolds.

On the following pages use the labeled drawings to identify the hearing aid and the earmold that you use.

The following table shows what battery you need for your hearing aid model.

Model	Zinc air battery size (marking on package)	IEC code	ANSI code
UP	675 (blue)	PR44	7003ZD
SP	13 (orange)	PR48	7000ZD
RIC	13 (orange)	PR48	7000ZD

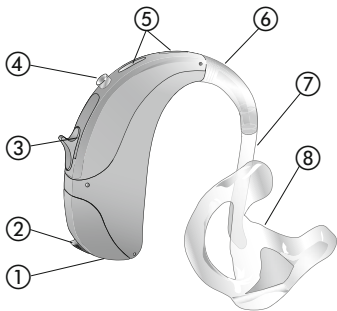
Please ensure you use the correct type of battery in your hearing aids (zinc-air). Please also read chapter 2.2 for further information on product safety.

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### 3. Hearing aid description

#### UltraPower and SuperPower model

#### Option A: with classic earmold

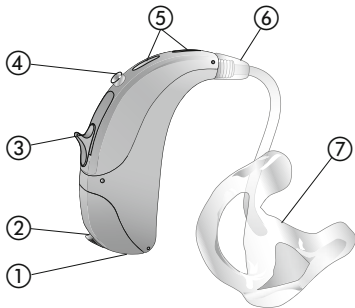


- ① Right or left indicator (right=red, left=blue)
- ② Battery compartment with ON/OFF switch
- ③ Volume control
- ④ Program button
- ⑤ Microphone inputs with Wind and Weather Protector
- ⑥ Hook/sound output
- ⑦ Hearing tube
- ⑧ Classic earmold (detachable)

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## UltraPower and SuperPower model

### Option B: Power SlimTube with classic earmold



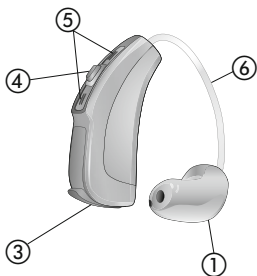
- ① Right or left indicator (right=red, left=blue)
- ② Battery compartment with ON/OFF switch
- ③ Volume control
- ④ Program button
- ⑤ Microphone inputs with Wind and Weather Protector
- ⑥ Power SlimTube
- ⑦ Classic earmold (detachable)

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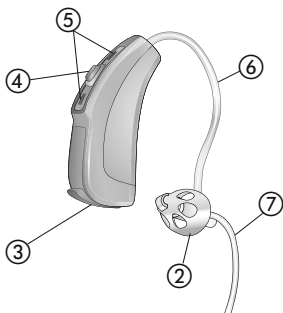
### 3. Hearing aid description

#### RIC model

##### Option A: with cShell



##### Option B: with Dome



- ① cShell
- ② Dome (detachable)
- ③ Battery compartment with ON/OFF switch
- ④ Push button
- ⑤ Microphone inputs with microphone protection
- ⑥ External receiver
- ⑦ Retention



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## 4. Step-by-step instructions for using the hearing aid

The following chapter provides step-by-step instructions on how to use your hearing aid. Please follow these steps carefully. In the drawings, the parts that are particularly important for each step are shown in green.

### Step 1. Getting to know your hearing aid

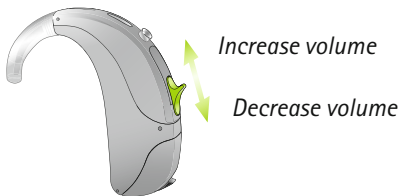
Take the hearing aid in your hand and try out the hearing aid controls. This will make it easier for you to feel and operate the controls later on when wearing the hearing aid.

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#### 4. Using the hearing aid

##### UltraPower and SuperPower model

To increase the volume, press the volume control upwards. To decrease the volume, press the volume control downwards (*Fig. 1a*).



*Fig. 1a*

In order to change a hearing program, press the program button displayed (*Fig. 1b*).



*Fig. 1b*

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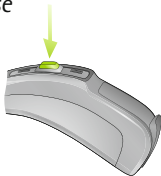
## RIC model

Your hearing care professional can configure the push button of your Naída Q as either a volume control or a program selector (not for Q30 models).

The push button of the Naída Link RIC is always configured as program selector.

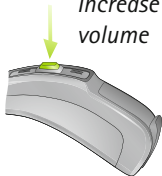
To increase the volume, press the button on your right hearing aid. To decrease the volume, press the button on your left hearing aid (*Fig. 1c*). (Not available for Naída Link RIC)

*Decrease  
volume*



*Left hearing aid*

*Increase  
volume*



*Right hearing aid*

*Fig. 1c*

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#### 4. Using the hearing aid

In order to change a hearing program, press the button displayed (Fig. 1d).

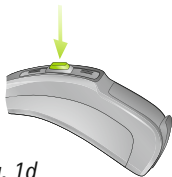


Fig. 1d

#### Step 2. Battery preparation

Remove the protective foil from the new battery (Fig. 2). Wait for two minutes before inserting to activate the battery.

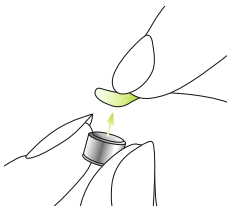


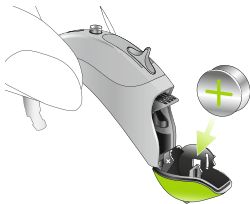
Fig. 2

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### Step 3. Inserting the battery

Take the hearing aid in your hand (*Fig. 3a/3c*) and open the battery door. Insert the battery so that you see the + symbol on the battery (*Fig. 3b/3d*).

#### UP and SP model

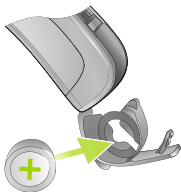


*Fig. 3a*



*Fig. 3b*

#### RIC model



*Fig. 3c*



*Fig. 3d*

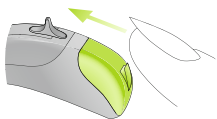
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## 4. Using the hearing aid

### Step 4. Turning on the hearing aid

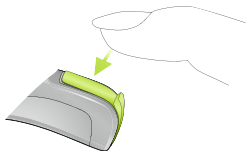
Switch on the hearing aid by closing the battery compartment (*Fig. 4a/b*).

#### UP and SP model



*Fig. 4a*

#### RIC model



*Fig. 4b*

- ① Open and close the battery compartment gently and carefully.
- ① Check if you feel resistance when closing the battery compartment. Check to make sure the battery is correctly inserted and in the correct direction. If the battery is inserted the wrong way, the hearing aid will not work and the battery compartment can be damaged.

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The hearing aid is now switched on. It can take up to 15 seconds before it starts. (When you wear the hearing aid, you will hear an acoustic signal).

### Step 5. Inserting the hearing aid

This step shows you how to correctly insert the hearing aid. The instructions apply for the **UltraPower**, **SuperPower** and **RIC** hearing aids. The type of earmold determines how the hearing aid is inserted.

- ① Each hearing aid is individually programmed for your right or left ear. For the first step identify right and left so you will be able to insert your hearing aid in the correct ear.

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#### 4. Using the hearing aid

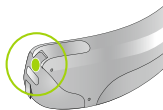
##### Step 5.1 Identifying the hearing aid for the right and left ear

Color indicator:

right = red

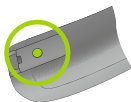
left = blue

UP and SP model



*Fig. 5a*

RIC model



*Fig. 5b*

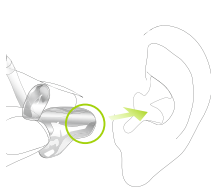


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## Step 5.2 Inserting an UltraPower or SuperPower model with classic earmold

Before inserting the earmold, check that the earmold tube is slid over the hearing aid hook correctly. With your right hand, take your earmold for the right ear (red mark on the hearing aid, see step 5.1) between your thumb and forefinger (*Fig. 5c*).

Take the earmold up to your ear (*Fig. 5c*). Place the ear canal part of the earmold into your ear canal (see the part circled in green (*Fig. 5c*)). Next place the hearing aid behind your ear (*Fig. 5d*). Then insert the upper part of the earmold into the upper part of the bowl of your ear (*Fig. 5e*).



*Fig. 5c*



*Fig. 5d*



*Fig. 5e*

---

#### 4. Using the hearing aid

If you have problems inserting the hearing aid, use your other hand to gently pull your earlobe downwards. This opens the ear canal a little more and you can rotate the earmold until it fits correctly.

Check the fit by running your finger over the bowl of the ear. You know it fits correctly if, when doing so, you feel the contour of the bowl of the ear and not the hearing aid (*Fig. 5f*). In the beginning, please use a mirror to check.



*Fig. 5f*

You have now successfully inserted the right hearing aid. Now insert your left hearing aid in the same way (marked in blue, see step 5.1).

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### Step 5.3 Inserting an UltraPower or SuperPower model with Power SlimTube with classic earmold

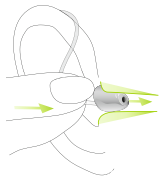
Follow the instructions in Step 5.2, as this procedure is identical.

### Step 5.4 Inserting a RIC model with a cShell

With your right hand, place the right hearing aid (red mark on the hearing aid, see step 5.1) behind your right ear (*Fig. 5g*). Place the hearing tube between your thumb and forefinger. Insert the cShell deep enough into the ear canal so that the hearing tube lies flat on your ear (*Fig. 5h*).



*Fig. 5g*



*Fig. 5h*

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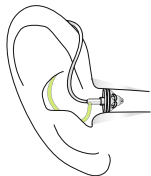
#### 4. Using the hearing aid

If you have problems inserting the hearing aid, use your other hand to gently pull your earlobe downwards. This opens the ear canal a little more and you can rotate the dome until it fits correctly.

You have now successfully inserted the right hearing aid. Now insert your left hearing aid in the same way (marked in blue, see step 5.1).

#### Step 5.5 Inserting a RIC model with a dome

Follow the instructions in Step 5.4, as this procedure is identical. If your hearing aid has a retention cord, then press it into the bowl of the ear in order to retain the dome in the ear canal (*Fig. 5i*).



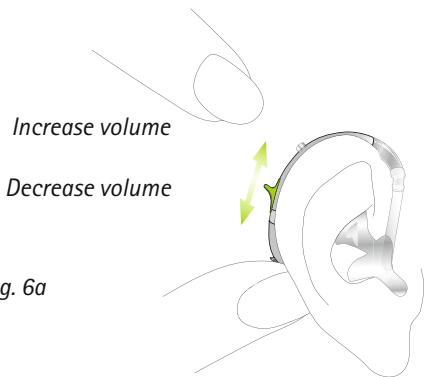
*Fig. 5i*

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## Step 6. Adjusting the volume control behind the ear

### Step 6.1 Adjusting the volume control behind the ear with an UltraPower or SuperPower model

To increase the volume press the volume control upwards. To decrease it, press the volume control downwards using your forefinger. Use your thumb to lightly support the hearing aid (*Fig. 6a*).



*Fig. 6a*

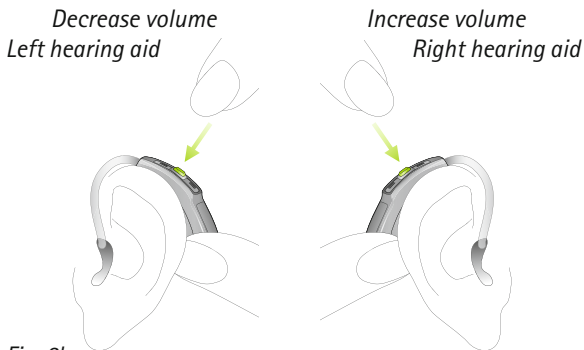
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#### 4. Using the hearing aid

##### Step 6.2 Adjusting the volume control behind the ear with a RIC model

Your hearing care professional can configure your hearing aid push button as either a volume control or a program selector (not for Q30 models).

To increase the volume, press the button on your right hearing aid. To decrease the volume, press the button on your left hearing aid. Use your thumb to lightly support the hearing aid (*Fig. 6b*).

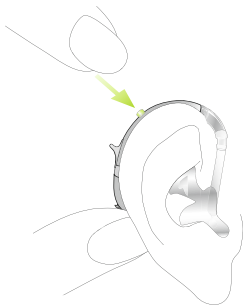


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## Step 7. Selecting the hearing program behind the ear

### Step 7.1 Selecting the hearing program behind the ear with an UltraPower or SuperPower model

In order to select or change a hearing program, press the program button displayed (*Fig. 7a*).



*Fig. 7a*

If you press it again, you change to the next program. A signal indicates the change.

A signal tone can only be heard if you have turned on the hearing aid and you are wearing it correctly behind the ear.

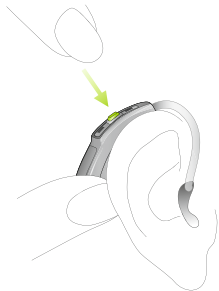
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#### 4. Using the hearing aid

##### Step 7.2 Selecting the hearing program behind the ear with a RIC model

Your hearing care professional can configure your hearing aid (push) button as either a volume control or a program selector (not for Q30 models).

In order to select or change a hearing program, press the push button displayed (*Fig. 7b*).



*Fig. 7b*

If you press it again, you change to the next program.  
A signal indicates the change.

A signal tone can only be easily heard if you have turned on the hearing aid and you are wearing it correctly behind the ear.

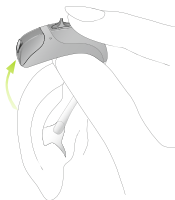


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## Step 8. Removing the hearing aid

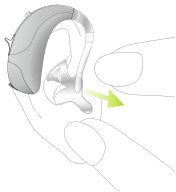
### Step 8.1 Removing an UltraPower or SuperPower model with classic earmold

Take the hearing aid behind your ear (do not touch the tube!) and lift it above the upper part of your ear and then gently let go (*Fig. 8a*).



*Fig. 8a*

Use your thumb and forefinger to grasp the earmold in your ear (not the tube!) and gently remove it from your ear (*Fig. 8b*).



*Fig. 8b*

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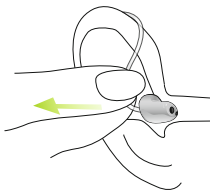
#### 4. Using the hearing aid

##### Step 8.2 Removing an UltraPower or SuperPower model with Power SlimTube with classic earmold

Follow the instructions in Step 8.1, as this procedure is identical.

##### Step 8.3 Removing a RIC model with a cShell

Grasp the hearing aid by the hearing tube and carefully remove it from your ear (*Fig. 8c*).



*Fig. 8c*

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## Step 8.4 Removing a RIC model with dome

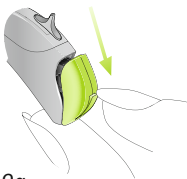
Follow the instructions in Step 8.3, as this procedure is identical.

**⚠** In very rare cases, the dome can remain in your ear canal when removing the hearing tube from the ear. In the unlikely case that the dome does get stuck in your ear canal, it is strongly recommended to see a physician for safe removal.

## Step 9. Turning off the hearing aid

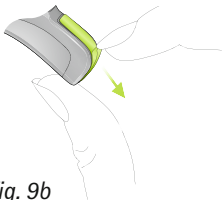
You can turn off your hearing aid by opening the battery compartment (*Fig. 9a/9b*).

### UP and SP model



*Fig. 9a*

### RIC model



*Fig. 9b*

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## 4. Using the hearing aid

### Step 10. Changing the battery

Your hearing aid will indicate with a double beep, that the battery soon needs to be changed. You typically have up to 30 minutes to change the battery, however this can differ and might be considerably shorter. We recommend that you always keep a spare battery on hand.

- ① To estimate the average battery life, we recommend you track the time frame from when you start using your hearing aid to when you hear the end of life battery tones.

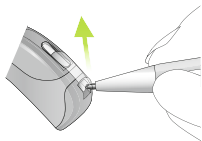
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## Step 11. Changing the battery in hearing aids with a secured battery compartment

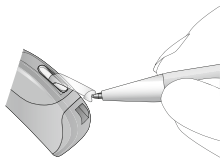
The **UltraPower** and **SuperPower** hearing aid models can be fitted with a secured battery compartment if needed for safety reasons.

Open the battery compartment by inserting a pen tip into the notch shown (*Fig. 11a*). Push the latch upwards (*Fig. 11b*). The battery compartment can now be opened.

ⓘ Do not lift the latch above 90°.



*Fig. 11a*

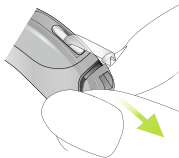


*Fig. 11b*

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#### 4. Using the hearing aid

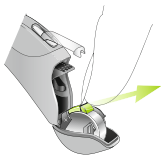
Use your thumb and forefinger and pull the battery compartment to open it up (*Fig. 11c*).



*Fig. 11c*

---

Pull the white tab with your fingernail (*Fig. 11d*) and push it in an upward direction (*Fig. 11e*). The battery can only be inserted when the tab is in upwards position (*Fig. 11e*).



*Fig. 11d*



*Fig. 11e*

The old battery can now be replaced by a new one (*Fig. 11f*).



*Fig. 11f*

---

#### 4. Using the hearing aid

Push the white tab down over the battery (*Fig. 11g*) so that it lies tight over the battery. Lock the battery by pushing the white tab towards the hearing aid with your finger (*Fig. 11h*). Before you close the battery compartment, check that the white tab is locked in position and the battery is secured.



*Fig. 11g*



*Fig. 11h*

Switch on the hearing aid by closing the battery compartment (*Fig. 11i*).

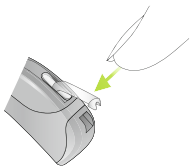


*Fig. 11i*

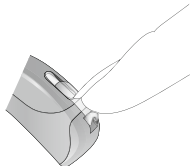


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Secure the battery compartment by pushing the latch over the battery compartment (*Fig. 11j*) until it snaps into place (*Fig. 11k*). Check that the battery compartment is now secured.



*Fig. 11j*



*Fig. 11k*

## Step 12. Using a design-integrated Roger receiver

With the design-integrated receiver attached, the hearing aid offers all functionalities and usability as without the receiver.

---

#### 4. Using the hearing aid

- ① Your hearing care professional has already prepared your hearing aid for use with the design-integrated receiver. The design-integrated receiver can not be removed. Please ask you hearing care professional for further information.

Phonak Naída Q and Naída Link with the design-integrated receiver are WaterResistant. For more information on the water resistant properties of the Naída Q and Naída Link housing, please see chapter 6.

- ① For Phonak Naída Q and Naída Link UP models: When switching the HI on, make sure the battery door is properly closed as shown in Fig. 12. You should hear two clicks.

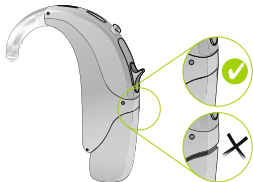


Fig. 12

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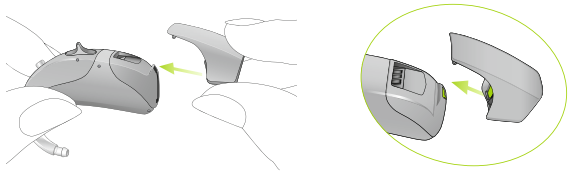
### Step 13. Attaching the audio shoe to the hearing aid

Your hearing care professional has already prepared your hearing aid for use with a universal receiver.

- ① Your Phonak Naída Q and Naída Link is now no longer water resistant.

Figures 13a – 15b show the UltraPower and SuperPower model, follow these instructions for the RIC model, as this procedure is identical.

To attach the audio shoe, hold the hearing aid between the thumb and forefinger of one hand and the audio shoe in the other hand. Push the audio shoe towards the bottom of the hearing aid. Match the grooves of the hearing aid with those of the audio shoe (*Fig. 13a*).

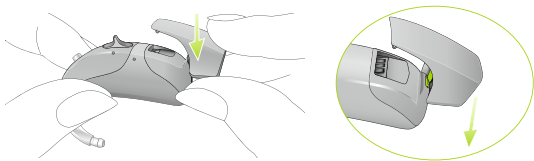


*Fig. 13a*

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#### 4. Using the hearing aid

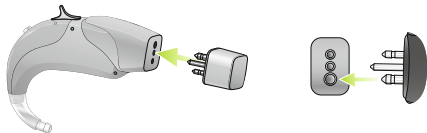
Push the audio shoe down until it snaps into place (*Fig. 13b*). The audio shoe is now properly attached to the hearing aid. A universal receiver can now be attached.



*Fig. 13b*

#### **Step 14.** Attaching the universal receiver to the audio shoe

Connect the universal receiver to the audio shoe by pushing the three pins of the universal receiver into the three sockets of the audio shoe. The universal receiver is correctly connected to the audio shoe once it is clicked in place (*Fig. 14c*). Please refer to the specific receiver user instruction.

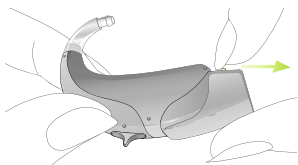


*Fig. 14c*

- 
- ① To hear immediately the Roger microphone signal when required, Phonak recommends to leave the universal receiver attached when not in use.

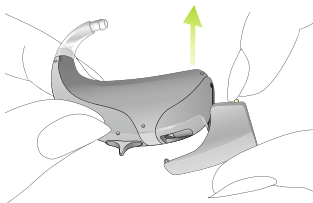
**Step 15.** Remove the audio shoe from the hearing aid

To remove the audio shoe, take the hearing aid between your thumb and forefinger. Pull the locking system on the audio shoe back (*Fig. 15a*).



*Fig. 15a*

At the same time pull the hearing aid upwards with the other hand (*Fig. 15b*). The audio shoe is now removed from the hearing aid.



*Fig. 15b*

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## 5. Join our hearing loss community!

On HearingLikeMe.com you will find:

- **Living with Hearing Loss**

A set of interesting articles on how to live with hearing loss.

- **Forums**

A place to meet and engage with a growing number of people who face the same challenges.

- **Blog**

A blog to keep up to date with the latest news on anything hearing.

***Hearing*LikeMe**  
.com

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## 6. Care and maintenance

Diligent and routine care of your hearing aid contributes to outstanding performance and a long service life.

Please use the following specifications as a guideline:

### General information

Before using hair spray or applying cosmetics, you should remove your hearing aid from your ear, because these products may damage it.

When you are not using your hearing aid, leave the battery compartment open so that any moisture can evaporate. Make sure that you always completely dry your hearing aid after use. Store the hearing aid in a safe, dry and clean place.

Your hearing aids are resistant to water, sweat and dust under the following conditions:

- The battery door is fully closed. Ensure that no foreign object such as hair is caught in the battery door when it is closed.

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## 6. Care and maintenance

- After exposure to water, sweat or dust, the hearing aid is cleaned and dried.
  - The hearing aid is used and maintained as described in this user guide.
- 
- ① Hearing aids with the design-integrated Roger/FM receiver or secured battery compartment are also water resistant.
  - ① Naída Q and Naída Link hearing aids modified with a battery compartment allowing use of an audio shoe and universal receiver, are no longer WaterResistant.
  - ① Use of your hearing aid around water can restrict air flow to the batteries causing it to stop working. Should your hearing aid stop working after coming into contact with water, refer to the troubleshooting steps in chapter 7.
  - ① Never immerse your hearing aid in water or other liquids.



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## Daily

Inspect the earmold (dome or cShell) and tube for earwax and moisture deposits. Clean the surfaces with a lint-free cloth. Never use cleaning agents such as household detergents, soap, etc. for cleaning your hearing aid. It is not recommended to rinse these parts with water, risk for lodging in the tube. If you need to clean your hearing aid intensively, ask your hearing care professional for advice and information on filters or drying capsules.

## Weekly

Clean the earmold (dome or cShell) with a soft, damp cloth or with a special cleaning cloth for hearing aids. For more in depth maintenance instructions or for more than basic cleaning, please see your hearing care professional.

## Monthly

Inspect your hearing tube for color changes, hardening, or cracks. In the case of such changes, the hearing tube has to be replaced. Please see your hearing care professional.

---

## 7. Troubleshooting

### **Hearing aids sound softer than usual/no sound**

First check whether you can adjust and make the sound louder with the volume control. Then check the hearing tube and earmold for earwax residue and clean if necessary. Check whether the battery is correctly inserted and properly fitted, adjust the fit if necessary. If there is no improvement, change the battery. If the problem persists, contact your hearing care professional.

### **Hearing aid stops working after contact with water**

Dry the hearing aid with a soft cloth or tissue. Open the battery compartment, allow the hearing aid to dry and replace the battery. Should any water be present in the hearing tube, remove it from the hearing aid, tap it gently to disperse the water and re-attach it to the hearing aid. If the problem persists, contact your hearing care professional.

### **Battery discharges too quickly**

Insert a new battery and make note of exactly how long it lasts. Contact your hearing care professional with this information, they will be able to help and advise you.

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### **Crackling or buzzing noises**

Check the hearing tube and earmold for earwax residue. Check the hearing tube for damage (color changes, hardening, or cracks) and contact your hearing care professional if necessary for replacement.

### **Whistling**

Check whether the earmold is correctly and firmly fitted. If this is the case, but the problem persists, please consult with your hearing care professional.

### **Pain or inflammation in your ear**

Remove the hearing aid and consult with your hearing care professional. If the problem is serious, please contact your physician.

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## 8. Conversation in noise or over distance

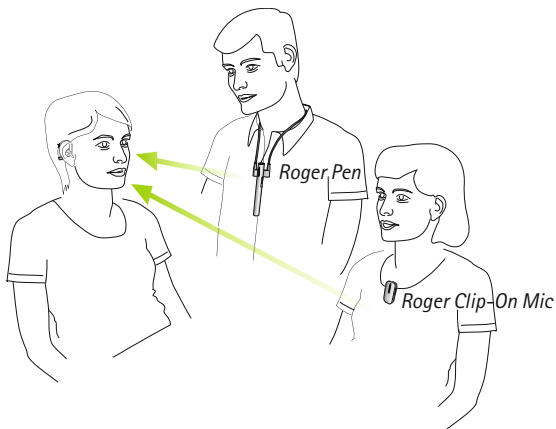
When you are surrounded by noise, or trying to listen over distance, following a conversation with one or more people can be difficult – even with a Phonak Naída Q or Naída Link hearing aid. In these challenging listening situations, Roger wireless microphone technology can help.

### 8.1 Communication in noise and over distance with Roger

Roger is the new technology that bridges the understanding gap, in noise and over distance, by wirelessly transmitting the speaker's voice directly to your hearing aids.

The Roger portfolio includes a wireless microphone such as Roger Pen or Roger Clip-On Mic. A Roger microphone is simply placed on a table, held in the hand or passed to whoever is speaking. It can also be connected to audio sources or, if offered by the Roger microphone, to cell phones via Bluetooth®.

Bluetooth® is a registered trademark owned by the Bluetooth SIG, Inc.



### Examples where to benefit from Roger microphones

- Family gatherings
- One-to-one conversations
- Restaurants and bars
- Meetings or lectures
- TV, PC, MP3, etc.
- Cell phone calls

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## 8. Conversation in noise or over distance

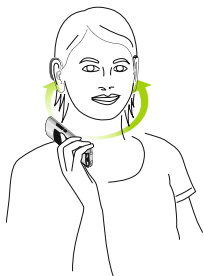
A small receiver attached to your Naída Q or Naída Link is required to bring the Roger microphones signal into your hearing aids. Please ask your hearing care professional for further information on receiver options.

For more info on conversation in noise or over distance please visit: [www.phonak.com/boost](http://www.phonak.com/boost) or ask your hearing care professional.

### 8.2 Making phone calls with Phonak DECT CP1

The Phonak DECT CP1 can be used as any other cordless phone. But the integrated wireless Phonak transmission technology makes phoning while wearing Phonak hearing aids much easier.

The phone signal is sent wirelessly to both hearing aids in digital quality.



If you approach the handset towards your head, the hearing aids will automatically switch to the phone program.

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## 8.3 Connecting to audio sources and remote control

Connecting to an audio source such as an MP3 player, television or cell phone is possible using a wireless audio streaming accessory.

Remote control of your hearing aids is also possible wirelessly.

Product offering

- Phonak ComPilot (Wireless audio streaming and remote control in one)
- Phonak PilotOne (Small remote control)

For more info on Phonak wireless accessories go to [www.phonak.com/boost](http://www.phonak.com/boost) or ask your hearing care professional.

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## 9. Service and warranty

### **Local warranty**

Please ask the hearing care professional, where you purchased your hearing aid, about the terms of the local warranty.

### **International warranty**

Phonak offers a one year limited international warranty, valid starting from the date of purchase. This limited warranty covers manufacturing and material defects in the hearing aid itself, but not accessories such as batteries, tubes, earmolds, external receivers. The warranty only comes into force if a proof of purchase is shown.

The international warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods.



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## Warranty limitation

This warranty does not cover damage from improper handling or care, exposure to chemicals or undue stress. Damage caused by third parties or non-authorized service centers renders the warranty null and void. This warranty does not include any services performed by a hearing care professional in their office.

Serial number (left side):

\_\_\_\_\_

Serial number (right side):

\_\_\_\_\_

Date of purchase:

\_\_\_\_\_

Authorized hearing care  
professional  
(stamp/signature):

\_\_\_\_\_

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## 10. Compliance information

### Europe:

#### Declaration of Conformity

Hereby Phonak AG declares that this Phonak product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC. The full text of the Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on [www.phonak.com](http://www.phonak.com) (Phonak worldwide locations).

### Australia/New Zealand:



**R-NZ**

Indicates a device's compliance with applicable Radio Spectrum Management's (RSM) and Australian Communications and Media Authority (ACMA) regulatory arrangements for the legal sale in New Zealand and Australia.

The compliance label R-NZ is for radio products supplied in the New Zealand market under conformity level A1.

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The wireless models listed in chapter 1 are certified under:

**UP and SP models (Q90/Q70/Q50/Q30 and Link UP)**

USA                   FCC ID: KWC-WHSBTE1U

Canada                IC: 2262A-WHSBTE1U

**RIC models (Q90/Q70/Q50/Q30 and Link RIC)**

USA                   FCC ID: KWC-WHSSAN1

Canada                IC: 2262A-WHSSAN1

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## 10. Compliance information

### **Notice 1:**

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. 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.

### **Notice 2:**

Changes or modifications made to this device not expressly approved by Phonak may void the FCC authorization to operate this device.

### **Notice 3:**

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can radiate radio frequency energy and, if not installed and used in

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accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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## 11. Information and description of symbols



The CE symbol, Phonak AG confirms that this Phonak product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the R&TTE Directive 1999/5/EC on radio and telecommunications equipment. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.



This symbol indicates that the products described in these user instructions adhere to the requirements for an applied part of Type B of EN 60601-1. The surface of the hearing aid is specified as an applied part of Type B.



Indicates the medical device manufacturer, as defined in EU Directive 93/42/EEC.

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This symbol indicates that it is important for the user to read and take into account the relevant information in these user guides.

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This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.

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Important information for handling and product safety.

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## Operating conditions

The product is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides. The hearing aids are classified IP67 (depth of 1 meter for 30 minutes) and designed to be used in all daily life situations. Therefore you do not have to worry about getting the hearing aids exposed to

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## 11. Information and description of symbols

a rain shower or sweat. However, the hearing aid is not intended to be used in water activities that includes chlorinated water, soap, salt water or other liquids with a chemical content.



During transportation keep dry.



Indicates the manufacturer's serial number so that a specific medical device can be identified.



Indicates the manufacturer's catalogue number so that the medical device can be identified.



Temperature:  $-20^{\circ}$  to  $+60^{\circ}$  Celsius  
( $-4^{\circ}$  to  $+140^{\circ}$  Fahrenheit)

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Humidity transportation: Up to 90% (non condensing)

Humidity storage: 0% to 70%, if not in use. See instruction in chapter 2.2 regarding drying the hearing aid after use.

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Atmospheric pressure: 200 hPa to 1500 hPa

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The symbol with the crossed-out garbage bin is to make you aware that this hearing aid may not be thrown away as normal household waste. Please dispose of old or unused hearing aids, at waste disposal sites intended for electronic waste, or give your hearing aid to your hearing care professional for disposal. Proper disposal protects the environment and health.

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# Notes

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**Manufacturer:**

Phonak AG

Laubisrütistrasse 28

CH-8712 Stäfa

Switzerland

[www.phonak.com](http://www.phonak.com)

