

Una™

User Guide



PHONAK
life is on

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This user guide is valid for:

Non wireless models

Una CIC/MC

Una ITC/HS

Una FS

Una FS P

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
CIC/MC	10 (yellow)	PR70	7005ZD
ITC/HS	312 (brown)	PR41	7002ZD
FS	13 (orange)	PR48	7000ZD
FS P	13 (orange)	PR48	7000ZD

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.

Phonak – life is on

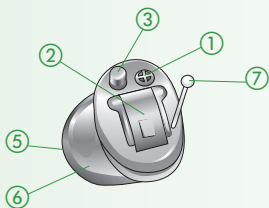
www.phonak.com



Description

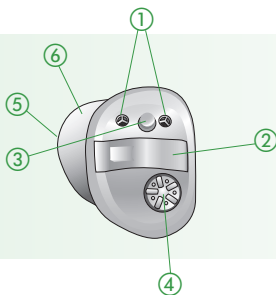
Una CIC/MC

Standard Battery size 10



Una ITC/HS

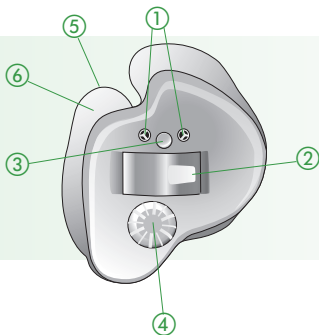
Standard Battery size 312



Una FS

Una FS Power

Standard Battery size 13

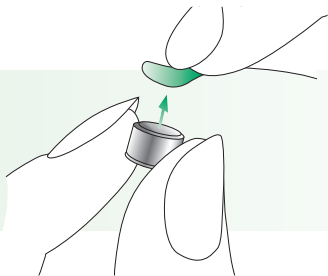


- ① Protected Microphone Input
(2 on models with AudioZoom technology)
- ② Battery compartment with ON/OFF
- ③ Program switch (optional)
- ④ Volume control (optional) with ON/OFF
- ⑤ Receiver (Sound outlet)
- ⑥ Custom made shell
- ⑦ Removal handle (Una CIC only)

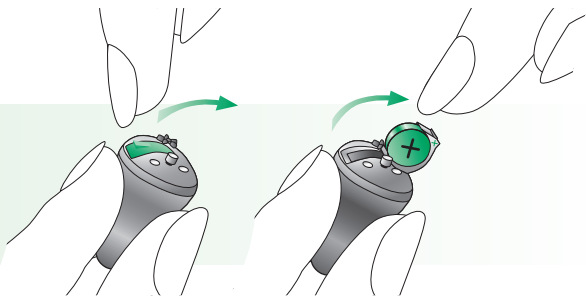
Preparation

Replacing the battery

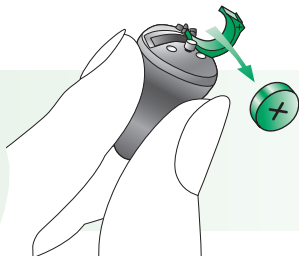
- 1) Remove the protective foil from the new battery.



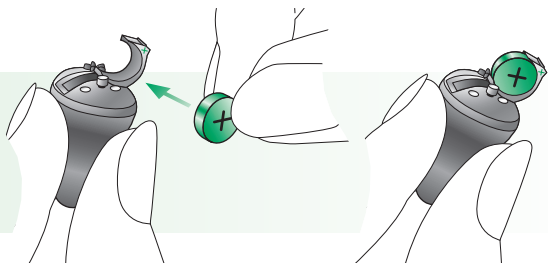
- 2) Hold the hearing system with the battery compartment upwards and open the battery cover.



3) Remove the old battery.

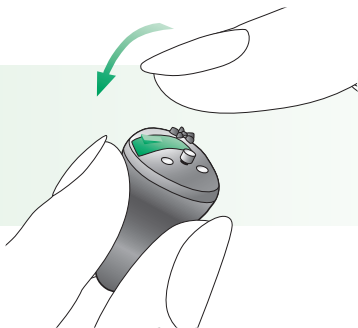


4) Insert the new battery. Please ensure that the "+" sign on the battery (flat side) is on the same side as the "+" sign on the battery cover.



Preparation

- 5) Gently shut the battery cover, until you feel it "click" into place.



Replacing the battery

- ⚠ Handle the battery cover gently and do not use excessive force.
- ⚠ Do not try to open the cover further than shown on the drawing.
- ⚠ If there is any resistance when closing the cover, ensure that the battery is correctly inserted. The cover will not close if the battery is inserted upside down.
- ⚠ When your hearing system is not in use, leave the battery compartments open to allow any moisture to evaporate.
- ⚠ We recommend to only use batteries which your hearing care professional approves and sells.

Low battery warning

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.

Preparation

Inserting Una into your ear

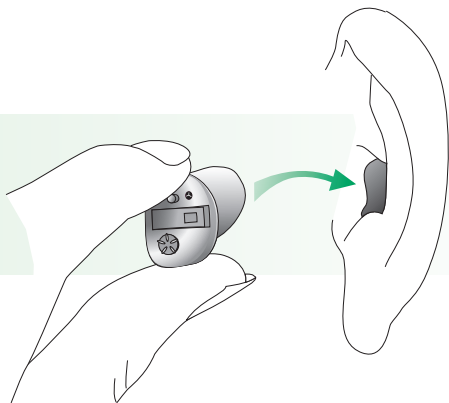
If possible, select the mute mode (see page 15) before insertion, to avoid whistling.

Alternatively, your hearing care professional may have activated a delayed start-up timer. This function delays the activation of the hearing system (for 9 or 15 seconds) after the battery door was closed.

Before insertion, please ensure that you are using the proper left and right hearing systems. Your hearing systems are identified as follows:

Blue = left hearing instrument

Red = right hearing instrument



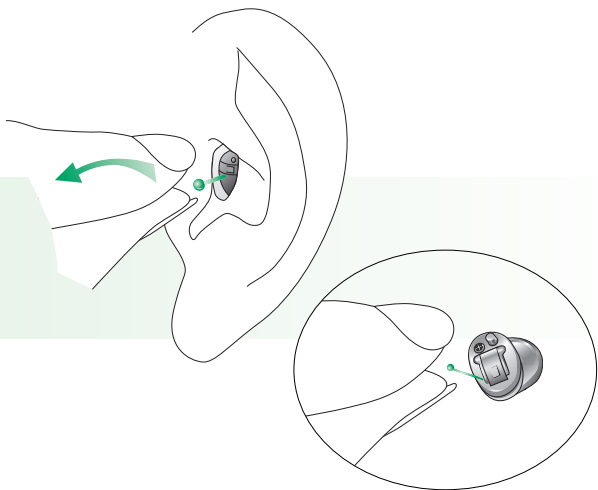
Grasp the hearing system between your thumb and index finger, using the hand on the same side you wear your hearing system. Insert it canal end first into the ear canal. Tug gently on your ear lobe and push the hearing system into the correct position.

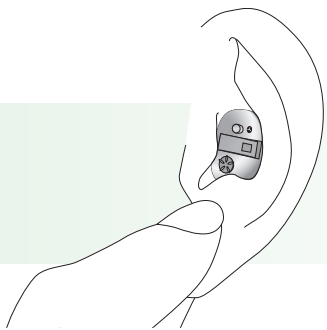
Preparation

Removing Una from your ear

If possible, select the mute mode (see page 15) before removing your Una to avoid whistling.

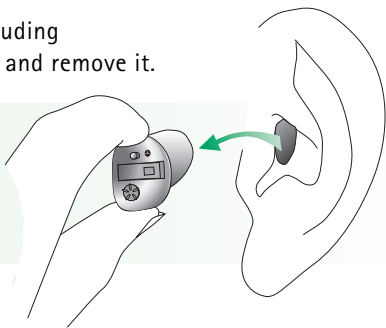
- Una with removal handle
Grasp the handle between your thumb and index finger and pull the hearing system upwards out of your ear.





- **Una without a removal handle**
Put your thumb behind your lobe, (just below the hard cartilage) and gently press your ear upward to push the hearing system out of the canal. In order to help it along, make chewing movements with your jaw.

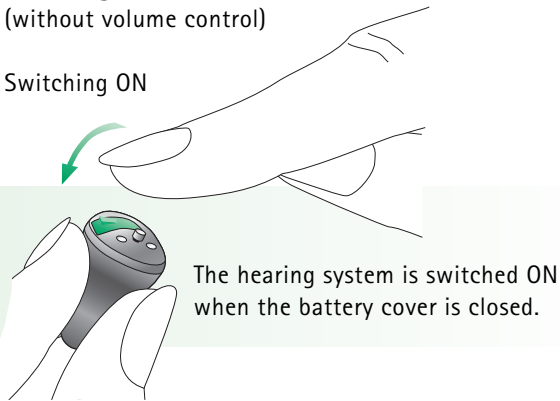
Grasp the protruding hearing system and remove it.



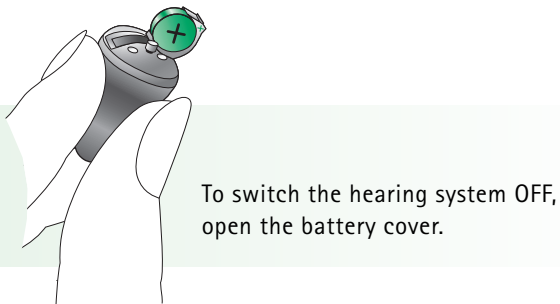
Operation

Switching ON/OFF
(without volume control)

Switching ON



Switching OFF



Note

Switching Una ON/OFF with volume control see page 16

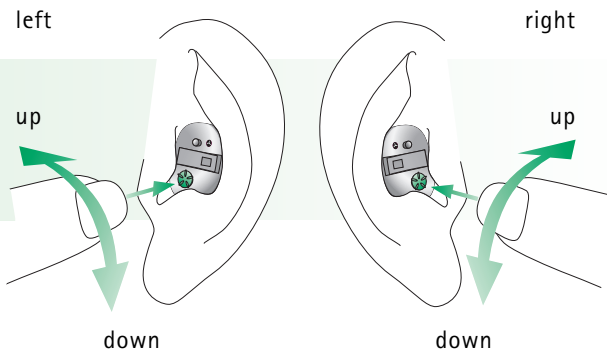
Your hearing care professional may have delayed the activation of your Una hearing system after switching ON (9 or 15 seconds), in order to avoid any disturbance when placing it in your ear. The activation is confirmed by an acoustic signal.

Note

The mute mode may be used as a temporary OFF function, allowing you to switch your hearing system OFF for a short period of time (i.e. while inserting or removing the instrument, short breaks etc.). Please be aware that the mute mode still consumes some energy from the battery.

Operation

Controlling the volume (optional) and switching ON/OFF (with volume control)



Increase volume

Turn the volume control forwards.

Reduce volume

Turn the volume control backwards.

Note

A single beep indicates the default volume setting.

Switching ON

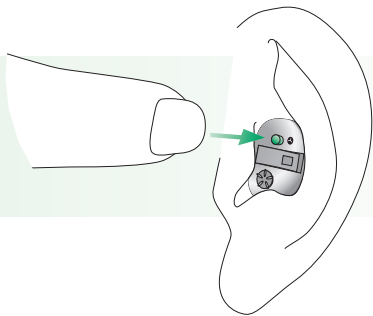
Turn the volume control forwards slightly for both left and right ears until a "click" is felt. Wait for about two seconds until the instrument powers-up, then set the volume as desired.

Switching OFF

Turn the volume control backwards until a "click" is felt.

Program switch (optional)

Pressing the program switch allows toggling between the programs.



Operation

Enhanced program selection

Upon request, your hearing care professional can program for you additional individual hearing programs dedicated to specific hearing situations.

Important

Ask your hearing care professional to print out the complete description of your individual hearing programs and how to access them with your program switch.

Telecoil (T-coil) (optional)

Your hearing care professional may have activated a T-coil in your Una hearing systems. The programs with T-coil are used with telephones that are compatible with hearing systems or with induction loop systems (present in some school settings, theaters, churches etc.).

EasyPhone^{plus} (optional)

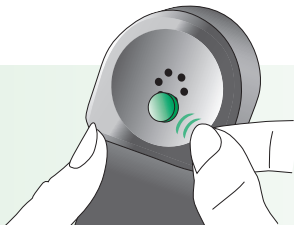
The EasyPhone^{plus} function enables your Una hearing system to automatically select your telephone program when the telephone handset is held close to your ear. An acoustic signal confirms the switching. It automatically returns to the previous hearing program when the telephone handset is removed from your ear.

Some telephones produce a magnetic field strong enough to activate your EasyPhone^{plus} function. Other types of telephones require an additional magnet fixed on the receiver to activate this function.

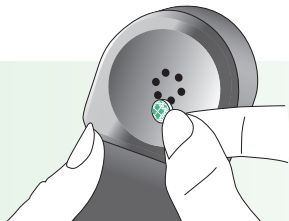
Operation

Fixing the EasyPhone^{plus} magnet

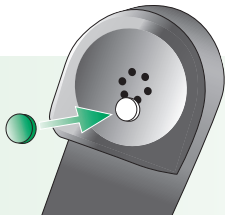
Clean the telephone handset thoroughly.



Hold the telephone handset nearly vertically, similar to making a telephone call. Hold the magnet near to the "listening end" of your telephone handset and release it. The magnet will automatically flip to the correct side at the right location.






Use the double sided adhesive tape to stick the magnet to the location described before. Do not cover the sound openings of your handset. Make sure the magnet is safely fixed to the "listening end" of the telephone handset.



Use of EasyPhone^{plus}

Use the telephone in a normal manner. At the beginning, you may need to move it slightly to find the optimum position for reliable switching and comfortable hearing.

If necessary, move the magnet to another position on the handset to increase your comfort of use.

-  **Keep magnets out of reach of children and pets. If a magnet is swallowed, please seek the advice of a medical practitioner.**
-  **The magnet used to strengthen the magnetic field of your phone may affect some medical devices or electronic systems.**
Always keep the magnet (or the telephone equipped with the magnet) at least 30 cm (12") away from pacemakers, credit cards, floppy disks or other magnetically sensitive devices.
-  **Too high distortion during dialing or phoning may mean that the phone receiver is stressed by the magnet. To avoid any damage, please move the magnet to another place on the telephone receiver.**

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.

Daily

Daily cleaning and the use of a drying system is highly recommended. "C&C line" from Phonak is a complete set of cleaning products. Your hearing care professional will be glad to advise you. Never use household cleaning products (washing powder, soap, etc.) to clean your hearing aids.

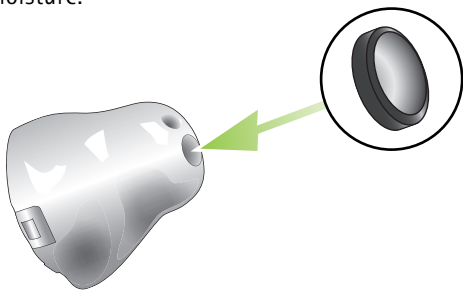
If your hearing aid is performing weakly or fails to operate, clean or replace the wax guard system. If your hearing aid fails to operate after you have correctly cleaned or replaced your wax protection system and inserted new batteries, contact your hearing care professional for advice.

Weekly

For more in depth maintenance instructions or for more than basic cleaning, please see your hearing care professional.

Wax protection

SmartGuard is a unique wax protection system developed by Phonak. The unique membrane design completely protects your hearing aid from wax and moisture.



Cerustop wax guards are also commonly used as an alternative protection system. Your hearing care professional will provide you with detailed information on the use of the wax protection system on your hearing aid. Please ask your hearing care professional for further information.

Troubleshooting

Hearing aids sound softer than usual / no sound

Clean the wax protection system or replace it. 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.

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.

Crackling or buzzing noises

Check for residue due to ear wax. Then try a new battery. If the problem persists, contact your hearing care professional.

Troubleshooting

Whistling

Check whether the hearing aid 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.

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.

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.

Service and warranty

Serial number – right:

Serial number – left:

Date of purchase:

Authorized hearing care
professional
(stamp/signature):

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. 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 (Phonak worldwide locations).

Australia:

Supplier Code Number



15398

New Zealand:

Supplier Code Number

Z1285

Information and description of symbols



With the CE symbol, Phonak AG confirms that this Phonak product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC. 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 BF of EN 60601-1. The surface of the hearing aid is specified as an applied part of Type BF.



EMC and Radio communications compliance label Australia.



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



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



Important information for handling and product safety.

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.

Information and description of symbols

Transport and storage conditions

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

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.

Atmospheric pressure: 200 hPa to
1500 hPa



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.

Manufacturer:

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Switzerland

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