

# Phonak Virto™ B-Titanium

(B90/B70)

## User Guide



A Sonova brand

**PHONAK**  
life is on

This user guide is valid for:

**Non wireless models**

Phonak Virto B90-Titanium

Phonak Virto B70-Titanium

**CE mark applied**

2016

2016



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# Your hearing aid details

**Model**

Phonak Virto B-Titanium

**Battery size**

10

Your hearing care professional:



Your hearing aids have been developed by Phonak – the world leader in hearing solutions based in Zurich, Switzerland.

These premium products are the result of decades of research and expertise and are designed to keep you connected to the beauty of sound! We thank you for making such a great choice and wish you many years of listening pleasure.

Please read the user guide carefully to make sure that you understand and get the best out of your hearing aids. For more information about features and benefits, simply contact your hearing care professional.

Phonak – life is on  
[www.phonak-us.com](http://www.phonak-us.com)

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# 1. Quick guide

## Left & right hearing aid markings



Left

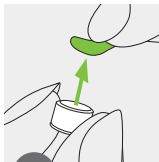


Right

Blue marking for **left** hearing aid.

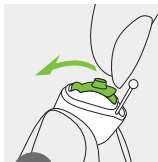
Red marking for **right** hearing aid.

## Changing batteries



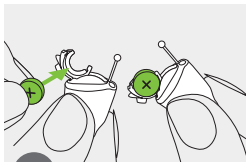
1

Remove the sticker from the new battery and wait two minutes.



2

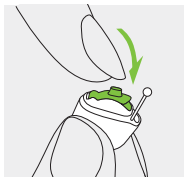
Open the battery door.



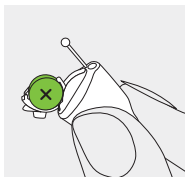
3

Place battery in the battery door with the "+" symbol facing upwards.

## On/Off

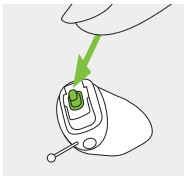


On



Off

## Push button



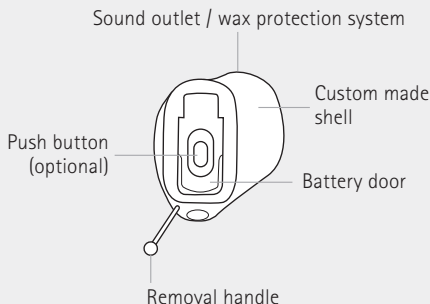
Models with this option only:  
The push button on your hearing aid  
can have various functions.

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## 2. Parts of the hearing aid

The picture below shows the model described in this user guide.

### Virto B-Titanium





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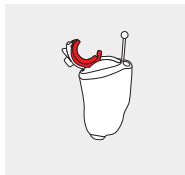
### 3. Left & right hearing aid markings

There is a red or blue inlay in the battery door to tell you if it is a left or a right hearing aid.

Blue marking for **left** hearing aid.



Red marking for **right** hearing aid.

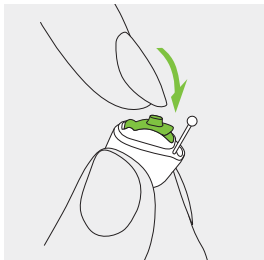


## 4. On/Off

The battery door is also the on/off switch.

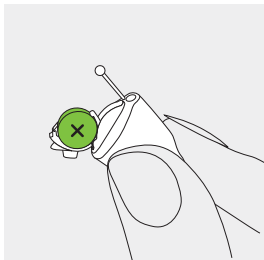
1

Closed battery door =  
hearing aid is **on**



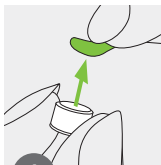
2

Opened battery door =  
hearing aid is **off**



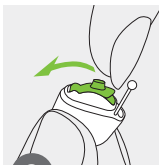
❗ When you switch on the hearing aid you may hear a start-up melody.

## 5. Battery



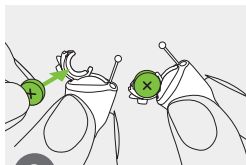
1

Remove the sticker from the new battery and wait two minutes.



2

Open the battery door.



3

Place battery in the battery door with the "+" symbol facing upwards.

- ❗ If it is difficult to close the battery door: Check that the battery is inserted correctly and the "+" symbol is facing upwards. If the battery is not inserted correctly, the hearing aid will not work and the battery door can be damaged.



**Low power:** You will hear two beeps when the battery is low. You will have approximately 30 minutes to change the battery (this can vary, depending on the hearing aid settings and battery). We recommend that you always have a new battery on hand.

## Replacement battery

This hearing aid requires zinc-air batteries. Identify the correct battery size (10) by:

- Checking "Your hearing aid details" on page 5.
- Checking the marking on the inner side of the battery door.
- Checking the following table.

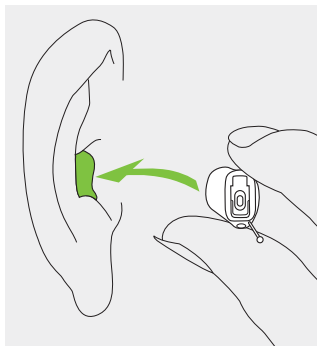
Model	Zinc air battery size	Color marking on package	IEC code	ANSI code
Phonak Virto				
B-Titanium	10	yellow	PR70	7005ZD

❶ Please ensure you use the correct type of battery in your hearing aids (zinc-air). Please also read chapter 15.2 for further information on product safety.

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## 6. Putting on the hearing aid

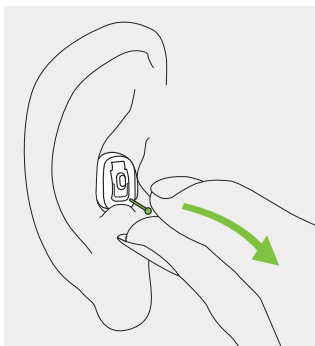
Take your hearing aid up to your ear and place the ear canal part into your ear canal.



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## 7. Removing the hearing aid

Hold the removal handle and carefully pull the hearing aid up and out of the ear.

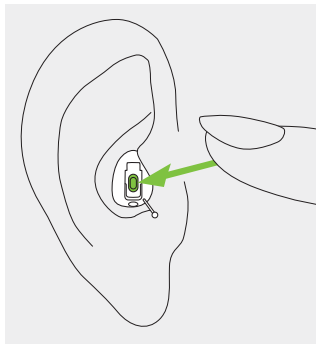


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## 8. Push button

### **Models with this option only:**

The push button on your hearing aid can have various functions or is not active. This depends on the programming of the hearing aid, which is indicated in your individual "Hearing aid instructions". Please ask your hearing care professional for this printout.



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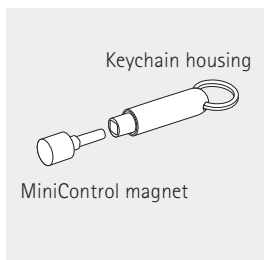
## 9. Adjusting the hearing aid with Phonak MiniControl

**Note:** models with this option only.

The MiniControl contains a magnet that functions like a remote control to change the settings of your hearing aid.

Your hearing aid in combination with MiniControl can have various functions or can remain inactive. This depends on your individual settings, which are indicated in your individual "Hearing aid instructions". Please ask your hearing care professional for this print out.

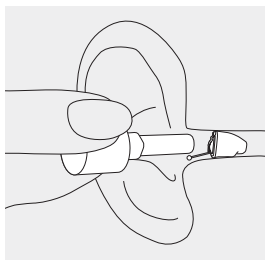
To use the MiniControl, unscrew the magnet from the keychain housing and hold it inside the ear canal without touching the hearing aid.





While the hearing aid is on, hold the magnet inside the ear canal without touching the hearing aid.

Promptly remove the magnet as soon as your hearing aid is in the desired program or the volume is ideal for you.



- ⚠ If you use a medical device like a pacemaker or ICD device (implantable cardioverter defibrillator), please read the specific user guide to clarify possible impact of magnetic fields to your medical device.
- ⚠ Do not place the MiniControl (neither open nor closed) in your breast pocket. Keep a distance of at least 15 cm (6 inches) between the MiniControl and any medical device.

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## 10. 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. For further information regarding product safety, see chapter 15.2.

### **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.

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## 11. 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**

Sonova AG 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 and 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.

Serial number  
(left side):

Authorized hearing care  
professional (stamp/signature):

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Serial number  
(right side):

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Date of purchase:

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## 12. Compliance information

### Europe:

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#### **Declaration of Conformity**

Hereby Sonova AG declares that this 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](http://www.phonak.com) (Phonak worldwide locations).

### Australia/New Zealand:

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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.

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## 13. Information and description of symbols

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With the CE symbol, Sonova AG confirms that this 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 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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During transportation keep dry.

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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 IP68 (depth of 1 meter for 60 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 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.

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**SN**

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

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**REF**

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

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Temperature during transportation and storage:  $-20^{\circ}$  to  $+60^{\circ}$  Celsius ( $-4^{\circ}$  to  $+140^{\circ}$  Fahrenheit).

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Humidity during transportation: Up to 90% (non condensing).

Humidity during storage: 0% to 70%, if not in use. See instruction in chapter 15.2 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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## 14. Troubleshooting

### Problem

Hearing aid not functioning

Hearing aid whistles

Hearing aid not loud enough  
or distorted

Hearing aid plays two beeps

Hearing aid switches on & off  
(intermittent)

### Causes

Dead battery

Blocked sound outlet

Battery not inserted correctly

Hearing aid switched off

Hearing aid not inserted correctly

Earwax in ear canal

Volume too loud

Low battery

Blocked sound outlet

Volume too low

Physical hearing condition  
has changed

Indication for low battery

Moisture on battery or  
hearing aid

**i** If the problem persists, contact your hearing care professional for assistance

## **What to do**

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Change battery (chapter 1 + 5)

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Clean sound outlet

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Insert battery correctly (chapter 1 + 5)

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Switch hearing aid on by completely closing the battery door (chapter 4)

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Insert hearing aid correctly (chapter 6)

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Contact your ENT/GP or hearing care professional

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Decrease volume if volume control available (chapter 8)

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Change battery (chapter 1 + 5)

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Clean sound outlet

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Turn volume up if volume control available (chapter 8)

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Contact your hearing care professional

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Change battery within the next 30 minutes (chapter 1 + 5)

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Wipe battery and hearing aid with dry cloth

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## 15. 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.


## 15.1 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 Sonova AG are not permitted. Such changes may damage your ear or the hearing aid.
-  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!

 If you feel pain in or behind your ear, if it is inflamed or if skin irritation and accelerated accumulations of earwax occur, please check with your hearing care professional or physician.

 This hearing aid is not for children below 36 months. It 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.):

- Keep magnets (i.e. battery handling tool, EasyPhone magnet, etc.) at least 15 cm (6 inches) away from the active implant.
- Please, note that interference can also be caused by power lines, electrostatic discharge, airport metal detectors etc.





Avoid strong physical impacts to the ear when wearing in-the-ear hearing aids. The stability of in-the-ear shells is designed for normal use. A strong physical impact to the ear (e.g. during sports) may cause the in-the-ear shell to break. This may lead to perforation of the ear canal or ear drum.

## 15.2 Information on product safety

- ① Never immerse your hearing aid in water! Protect it from excessive moisture. Always remove your hearing aid before showering, bathing, or swimming, as the hearing aid contains sensitive electronic parts.
- ① Protect your hearing aid from heat (never leave near a window or in the car). Never use a microwave or other heating devices to dry your hearing aid. Ask your hearing care professional about suitable drying methods.
- ① When you are not using your hearing aid, leave the battery door 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 Li-ion (lithium-ion) rechargeable batteries as these may cause severe damage to your hearing aids. The table in chapter 5 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 fields.
- Hearing 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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## 16. Important information: Cell phones

Some hearing aid users have reported a buzzing sound in their hearing aids when they are using cell phones. According to the ANSI 63.19 (American National Standard Methods of Measurement of Compatibility between Wireless Communications Devices and Hearing Instruments) standard, the compatibility of a particular hearing aid and cell phone can be predicted by adding the rating for the hearing aid immunity to the rating for the cell phone emissions. The sum of the hearing aid rating (e.g. M2/T2=2) and the telephone rating (e.g. M3/T3=3) is 5, and any combination that equals 5 will provide "normal use"; a sum of 6 or greater would indicate "excellent performance". The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied. The immunity of this hearing aid is at least M2/T2.

Note: the performance of individual hearing aids may vary with individual cell phones. Therefore, please try the hearing aid with your cell phone or, if you are purchasing a new phone, be sure to try it with your hearing aid prior to purchase. For additional guidance, please ask your hearing care professional for the booklet entitled "hearing aid compatibility with digital wireless cell phones".

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## 17. For the US market only, complies with the FDA regulations

### Warning to Hearing Aid Dispensers

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- (i) Visible congenital or traumatic deformity of the ear.
- (ii) History of active drainage from the ear within the previous 90 days.
- (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days.
- (iv) Acute or chronic dizziness.
- (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days.

- (i) Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.
- (ii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- (iii) Pain or discomfort in the ear. Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user. (This provision is required only for those hearing aids with a maximum sound pressure capability greater than 132 decibels (dB).)

#### Important Notice for Prospective Hearing Aid Users

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid.

Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of medical evaluation



is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

## **Children with Hearing Loss**

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

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## 18. Important notice for Prospective Noise Generator users

The Tinnitus Balance noise generator is a broadband sound Generator which may have been enabled in your hearing aid. It provides a means of sound enrichment that can be used as part of a personalized tinnitus management program to provide temporary relief from tinnitus. It should always be used as prescribed by your audiologist. The underlying principle of sound enrichment is to provide supplementary noise stimulation which can help defocus your attention from your tinnitus and avoid negative reactions. Sound enrichment, coupled with instructional counseling, is an established approach to managing tinnitus.

Good health practice requires that a person reporting tinnitus have a medical evaluation by a licensed ear physician before using a sound generator. The purpose of such an evaluation is to ensure medically treatable conditions that may be causing tinnitus are identified and treated prior to using a sound generator.

Should you develop any side effects whilst using the noise generator such as headaches, nausea, dizziness or heart palpitations or experience a decrease in auditory function, you should discontinue use and seek a medical evaluation.

According to OSHA (Occupational Safety & Health Administration, U.S. Department of Labor) regulations, the volume of the noise generator can be set to a level which could lead to permanent hearing damage when used for a prolonged period of time. Should the noise generator be set to such a level in your hearing aid, your audiologist will advise you of the maximum amount of time per day you should use the noise generator. The noise generator should never be used at uncomfortable levels.

For more information visit [www.phonak-us.com](http://www.phonak-us.com)



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Your hearing care professional:



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HEAR THE WORLD

