

Contrast S+ / HP+

Instructions and guidance



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Explanation of symbols

	Points out a situation that could lead to serious, moderate, or minor injuries
	Indicates possible property damage
	Advice and tips on how to handle your device better

1 Getting to know your hearing aids

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

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

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

To benefit most from your hearing aid, wear it daily and all day long. Especially after long periods of living with hearing loss, a dedicated hearing training is recommended - ask your NHS Provider.

2 Your Contrast™+ hearing aid

Components and names

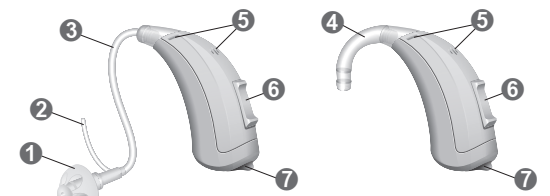
- 1 Ear piece (LifeTip)
- 2 Concha lock (option)
- 3 Tube (ThinTube)
- 4 Earhook
- 5 Microphone openings
- 6 Rocker switch (control)
- 7 Battery compartment (on/off switch)

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

This user guide describes different hearing aid types. Use the following pictures to identify the type of hearing aid that you use.

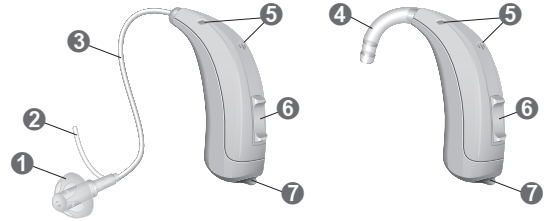
Contrast S+

Battery size 13



Contrast HP+

Battery size 13



3 Batteries

Changing the batteries

- 1 Open the battery compartment
- 2 If the battery has a protective film, remove it only when you are ready to use the battery. Insert battery in drawer with + symbol facing up (refer to picture).
- 3 Close battery door
 - ▶ Carefully close the battery compartment. If you feel resistance, the battery is not inserted correctly.
 - Do not attempt to close the battery compartment by force. It can be damaged.

Low Battery indicator

i Always use the correct size batteries for your hearing aids.

Your hearing aid may be programmed to inform you when the battery should be replaced for best system performance. You may hear an intermittent series of beeps and/or experience low amplification power or volume.

Change the battery when either of these occur.

Remove empty batteries immediately and dispose of according to local regulations

i Always carry spare batteries.
Remove the batteries if you intend not to use the hearing aids for several days.

4 Daily use

4a Turning on and off - You have the following options to turn your hearing aids on or off.

Via battery compartment:

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

Via rocker switch:

- ▶ Turning on or off: Press and hold the rocker switch for several seconds.
- Refer to section "Controls" for your rocker switch settings.
- After turning on, the previously used volume and hearing program are set.

Via remote control:

- ▶ Follow the instructions in the remote control's user guide. After turning on, the previously used volume and hearing program are set.
- i** When wearing the hearing aids, an optional signal can indicate when an aid is turned on or off.

When the **power-on delay** is activated, the hearing aids turn on after a delay of several seconds. During this time you can insert the hearing aids without experiencing unpleasant whistling. The "power-on delay" can be activated by your NHS Provider.

4b Changing the hearing program

Depending on the listening situation, your hearing aids automatically adjust their sound. Your hearing aids may also have several programs which allow you to change the sound, if needed. An optional signal can indicate the change of the hearing program.

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

Refer to section "Controls" and to section "Settings" for your personal settings and for a list of your hearing programs.

i Your NHS Provider can configure your hearing aids so that they switch automatically to the audio shoe program if the audio shoe has been attached. Read more in section "Audio input".

4c On the phone

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



Telephone program

You may prefer a certain volume when using the phone. Ask your NHS Provider to configure a telephone program. Switch to the telephone program whenever you are on the phone. Whether a telephone program is configured for your hearing aid is listed in section "Settings".

4d Inserting and removing

Inserting

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

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



To insert the hearing aid:

- ▶ Hold the tube at the bend that is closer to the ear piece.
- ▶ Carefully push the ear piece in the ear canal 1.
- ▶ Twist it slightly until it sits well.
- ▶ Open and close your mouth to avoid accumulation of air in the ear canal.

The optional concha lock helps to securely retain the ear piece in your ear. To position the concha lock:

- ▶ Bend the concha lock and position it carefully into the bowl of your ear.

Refer to the picture.



4e Adjusting the volume

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

- ▶ If you prefer manual volume adjustment, press the rocker switch briefly or use a remote control or smartphone app.

Refer to section "Controls" for your personal settings.

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

4f Further adjustments (optional)

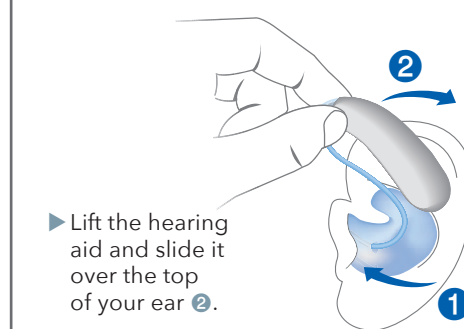
The controls of your hearing aids can also be used to change, for example, the tinnitus noiser level.

Refer to section "Controls" for your personal settings.

4g Using two hearing aids

Your hearing aids are equipped with wireless functionality. This provides synchronization between your two hearing aids meaning you can control both your hearing aids simultaneously. It is then possible to use either a remote

control or the user controls on either of your aids for the desired function e.g. volume change. The control elements of both aids can even be set differently - thus offering you the degree of control you really need.

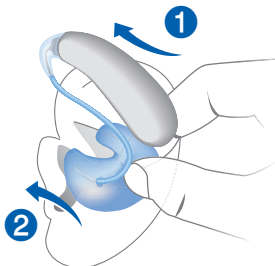


- ▶ Lift the hearing aid and slide it over the top of your ear 2.

Removing

- ▶ Lift the hearing aid and slide it over the top of your ear 1.
- ▶ Hold the tube close to the ear piece and pull the ear piece carefully out 2.
- Clean and dry your hearing aids after usage.

Read more in section "Maintenance and care".



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

CAUTION
Risk of injury!
▶ Insert the ear piece carefully and not too deeply into the ear.

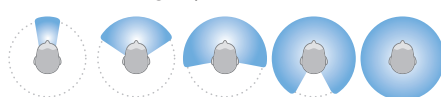
CAUTION
Risk of injury!
▶ In very rare cases the ear piece could remain in your ear when removing the hearing aid. If this happens, have the ear piece removed by a medical professional.

5 Special listening situations

Setting the focus (optional)

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

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



Prerequisites

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

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

With a suitable smartphone app you have even more control options

Setting the focus manually

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

Exiting spatial configurator mode

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

6 Audio induction loops & Audio input (FM system)

Some telephones as well as public places like theatres offer the audio signal (music and speech) via an audio induction loop.

With this system, your hearing aids can directly receive the desired signal - without distracting noise in the environment.

Ask your NHS Provider to configure a telecoil program.

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

Whether the telecoil program is configured for your hearing aid is listed in section "Controls - Settings".

Telecoil program and remote control

NOTICE

For aids with wireless connectivity:

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

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

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



With an audio input you can connect your hearing aid to an FM system. An FM system consists of a transmitter and a receiver.

An FM system gathers speech at the voice source (via a separate microphone) and transmits the sound directly to the hearing aid.

This can be useful for adults in difficult listening situations and for children in classrooms.

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

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

i If you want to use an audio shoe, a special battery compartment is required. Battery compartment with an audio input is available for Contrast S+ & HP+.

- ▶ Ask your NHS Provider to exchange the battery compartment.
- ▶ As an alternative, you may use an audio streaming device (accessory) with a plug for FM receivers.

WARNING
Risk of electric shock!

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

To prevent very rare cases of electric shock:

- ▶ Use the audio input only with battery operated devices or FM systems.

Ask your NHS Provider to configure your hearing aids, for example:

- ▶ Adjust the mix of audio input signal with surrounding sounds.
- ▶ Configure the controls so that you can select between audio input signal only, surrounding sound only, or a mix of both signals.

Attaching and removing the audio shoe

The audio shoe is integrated into a battery compartment. To attach or remove the audio shoe, the battery compartment has to be exchanged. A special tool is required.

- ▶ Ask your NHS Provider to attach or remove the audio shoe.

7 Maintenance and care

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

Cleaning

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

NOTICE

- ▶ Do not put the hearing aids in water.
- ▶ Never use running water or immerse the devices in water.



- ▶ Clean your hearing aids daily with a soft, dry tissue. Never apply pressure while cleaning.
- ▶ If your hearing aids are equipped with ThinTubes.

Refer to section "Cleaning the ThinTubes" for details.

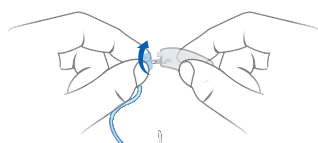
- ▶ Ask your NHS Provider for recommended cleaning products, special care sets and further information on how to keep your hearing aids in good condition.

- ▶ For a more thorough professional cleaning, take your aids to your NHS Provider.

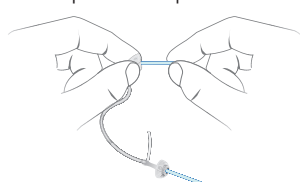
Cleaning the ThinTubes

If your hearing aids are equipped with ThinTubes, you can remove cerumen from the tubes using a special cleaning wire. This should be done on a regular basis. Ask your NHS Provider for more information and for suitable cleaning wires.

- ▶ Screw off the tube.



- ▶ Carefully insert the cleaning wire into the tube. Start from the side opposite to the ear piece adapter.



- ▶ Push the cleaning wire all the way through the tube.
- ▶ Wipe away any cerumen or debris that is dislodged from the tube.
- ▶ Completely remove the cleaning wire from the tube.
- ▶ Screw the tube onto the hearing aid.

CAUTION
Risk of damage to ear canal and ear drum.

- ▶ Always remove the Cleaning Wire from the tube before reattaching it to your hearing aid.

Storage

- ▶ During longer periods of non-use, store your hearing aids with open battery compartment (and batteries removed) in a drying system in order to prevent the penetration of moisture.

Drying

- ▶ Dry your hearing aids overnight.
- ▶ Ask your NHS Provider for recommended drying products.

Exchanging ear pieces and tubes

- ▶ Ask your NHS Provider to exchange the ThinTube approximately every 3 to 6 months or sooner if you notice cracks or other changes.
- ▶ Ask your NHS Provider to exchange LifeTips every 1 to 2 months or as needed.
- ▶ For exchanging LifeTips, please consult your NHS Provider.
- ▶ For aids with a ThinTube please clean the ear pieces daily, clean the tubes as required.
- ▶ For aids with an earhook please clean the ear pieces daily. Ask your NHS Provider for more information.

8 Optional accessories

Contrast aids are easyTek, miniPocket and easyPocket compatible.

easyTek

Your Contrast hearing aid can be used with the easyTek™ wireless enhancement system. easyTek provides a wireless connection from your Contrast hearing aids to your television, mobile phone, MP3 player and stereo.

easyTek is also an easy-to-use remote control for your Contrast hearing aids for convenient and discreet program and volume adjustment.

easyPocket

The easyPocket™ remote control is available as an optional accessory allowing for convenient and discreet hearing aid adjustment.

It is extremely ergonomic, has an easy-to-read display and a modern, stylish look.

miniPocket

Reliable and easy to use, the miniPocket™ is small enough to carry on a key ring yet powerful enough to control all essential features.



touchControl App™ & easyTek App™

The touchControl App™ & easyTek App™ are available to download from the Apple App store or Google Play store for discreet and simple hearing aid adjustments.

Search for 'Signia touchControl' or 'Signia easyTek' and download for free.



Please note: easyTek App requires easyTek.

NOTICE

easyTek, miniPocket and easyPocket are additional products to your hearing aid which may be available to purchase. If you think it would assist you in your day-to-day life talk to your NHS Provider about how you can obtain an easyTek, miniPocket or easyPocket.

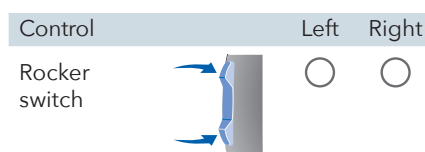
To find out more about easyTek and for useful handling videos please go to signia-hearing.co.uk. For how to purchase an easyTek or other accessories, please ask your NHS Provider or visit connevans.co.uk to buy online.

Some hearing aid types support CROS and BiCROS solutions for people with single sided deafness. Please ask your NHS Provider for further information.

9 Controls

With the rocker switch you can, for example, adjust the volume or switch hearing programs. The NHS Provider has programmed your desired functions to the rocker switch.

i Ask your NHS Provider to mark your controls and their functions on the following pages.



i You can also use a remote control or a smartphone app to control your hearing aids.

Features

Power-on delay enables whistle-free insertion of hearing aids.
Read more in section "Turning on & off."

e2e wireless enables simultaneous control of both hearing aids.
Read more in section "Using two hearing aids."

A **telecoil** is built into the aid, so it can connect with audio induction loops.
Read more in section "Audio induction loops."

The **tinnitus therapy feature** generates a sound to distract you from your tinnitus.

Rocker switch function

	Left	Right
Press briefly:		
Program up/down	<input type="radio"/>	<input type="radio"/>
Volume up/down	<input type="radio"/>	<input type="radio"/>
Tinnitus therapy signal level up/down	<input type="radio"/>	<input type="radio"/>
Sound balance	<input type="radio"/>	<input type="radio"/>
Focus selection (spatial configurator)	<input type="radio"/>	<input type="radio"/>
Press long:		
Standby/turn on	<input type="radio"/>	<input type="radio"/>
Program up/down	<input type="radio"/>	<input type="radio"/>
Press very long:		
Standby/turn on	<input type="radio"/>	<input type="radio"/>

Settings

Hearing programs
1
2
3
4
5
6

Read more in section "Changing the hearing program".

Accessories

- Remote control

Battery size and ear pieces

Please see "Components" and "names" section for your battery size information.

Exchangeable ear pieces (only with ThinTubes)	Size
<input type="radio"/> LifeTip open or closed	
<input type="radio"/> LifeTip double	
<input type="radio"/> LifeTip semi-open	
<input type="radio"/> ThinTube	

NOTICE

- ▶ To avoid environmental pollution, do not throw batteries into household waste.
- ▶ Recycle or dispose of batteries according to national regulations or return them to your NHS Provider.
- ▶ Recycle hearing aids, accessories and packaging according to national regulations.

Troubleshooting

In case of aid failure

- ▶ Is the aid switched on?
- ▶ Is the battery inserted correctly?
- ▶ Is the battery run down?
- ▶ Is the battery compartment closed?
- ▶ Is the sound opening in the ear mould clogged with wax?

Troubleshooting

Sound is weak

- ▶ Increase the volume.
- ▶ Replace the empty battery.
- ▶ Clean or exchange the tube and the ear piece.

Hearing aid emits whistling sounds

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

Sound is distorted

- ▶ Decrease the volume.
- ▶ Replace the empty battery.
- ▶ Clean or exchange the tube and the ear piece.

Hearing aid emits signal tones.

- ▶ Replace the empty battery.

Hearing aid does not work

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