

SoundRecover & Dynamic FM

Troubleshooting Guide

Pediatric 0–5 years



Life is on

We are sensitive to the needs of everyone who depends on our knowledge, ideas and care. And by creatively challenging the limits of technology, we develop innovations that help people hear, understand and experience more of life's rich soundscapes.

**Interact freely. Communicate with confidence.
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General care and maintenance of your Phonak hearing aid and FM system

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

Please use the following suggestions as a guide:

General information

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

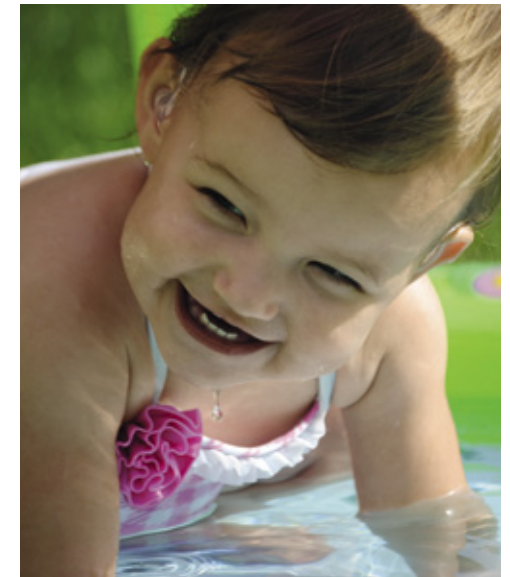
The full range of Nios S and Naída S hearing instruments are WaterResistant!

Nios S and Naída S hearing aids are resistant to water (including temporary immersion), sweat and dust under the following conditions:

- The battery door is fully closed. Ensure that no foreign objects, such as hair, are caught in the battery door when it is closed.
- After exposure to water, sweat or dust, the hearing aid is rinsed in fresh water and dried.
- The hearing aid is used and maintained as describe in the respective user guide.

When Naída S and Nios S hearing aid models are attached to a design-integrated FM receiver the complete system is WaterResistant. Please note, when these hearing aids are modified with a battery compartment allowing use of an audio shoe and universal FM receiver, they are no longer WaterResistant.

- Always remove your child's hearing aid before diving, snorkeling, waterskiing or other activities where it could be immersed for an extended period of time or subject to excessive force.



Morning checks – inspiro



1. Hold the inspiro close to the child, at a distance of approximately 20 cm/8 inches from the receivers. Ensure that no other receivers are within synchronisation range.
2. Press the Monitor softkey at the top Menu level.
3. The result of the Monitoring process will be displayed on the inspiro's LCD display.
4. An audible beep will be heard in the hearing aid(s) if everything is OK.

Monitoring tests the following:

- Audio shoe connectivity
- Hearing aid battery level(s)
- The FM hearing aid programme is selected
- The FM channel is set correctly

Note: Such checks are only possible with inspiro and Dynamic FM receivers. The receiver must be attached to the hearing aid and be powered On.

Troubleshooting hearing aids

Hearing aids sound softer than usual/no sound

First, check whether you can make the sound louder using the volume control. Then check the tube and earmold for earwax residue and clean if necessary. Check that the battery is correctly inserted and properly fitted, and adjust the fit if necessary.

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 a replacement is necessary.

Whistling

If there is no improvement, change the battery. If the problem persists, contact your hearing care professional.

Check that the earmold is correctly and firmly fitted. If this is the case but the problem persists, contact your hearing care professional.

Hearing aid stops working after contact with water

Rinse the hearing aid in fresh water and dry it with a soft cloth or tissue. Open the battery compartment, allow the hearing aid to dry, then 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.

Pain or inflammation in the ear

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

Battery dies too quickly

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

Troubleshooting – inspiro

The inspiro transmitter will perform a self diagnostic check on start-up and will alert you if there are problems. Hence there will be a short delay on start-up. It also automatically monitors the FM transmission signal every 15 minutes. This information can be recorded for your own reference via FM Successware. inspiro will constantly monitor itself for major problems and will alert you with a buzz if:

- The battery is low
- The microphone has been muted for more than 15 minutes

Reboot

Just like computers and mobile phones, inspiro includes a reboot function. This is activated as follows:

1. Switch on inspiro (see below)
2. Press its four keys simultaneously (see below) until inspiro boots up



Troubleshooting – other transmitters

Dynamic SmartLink+, ZoomLink+, EasyLink+ and Classic SmartLink, ZoomLink and EasyLink

- Ensure that the transmitter is switched On and its battery charged (this is indicated by the charging symbol displaying at least one full bar).
 - Check that the correct charger is being used. All chargers are labelled and the transmitter cannot be over-charged.
 - These transmitters will fully charge in 2 hours.
 - If interference occurs, ensure that the antenna is attached (in the case of SmartLink+), or try another frequency.
- Ensure that receiver and transmitter are on the same frequency. If not, press 'F' on the SmartLink+ or turn EasyLink+ and ZoomLink+ Off and then On again.
 - Ensure that the hearing aid(s) and receiver(s) are set up for FM.
 - For mobile phone use please ensure your phone features Bluetooth functionality prior to purchase. For activation please consult the SmartLink+ User Guide at www.phonak.com (see Usage & Support/Support/FM Downloads).



ZoomLink+

Frequently Asked Questions

Receiver FAQ

Q. I can not hear the FM signal. What should I do?

A. Try one of the following:

- Make sure your FM receivers are turned On. (When using a MyLink or MyLink+ receiver, make sure its battery is charged).
- Check the program of your hearing aid. Switch your hearing aid to the FM program. (When using the MyLink or MyLink+ receiver, your hearing aid must be switched to T-mode).
- Synchronize the receiver to the same channel as your transmitter by placing your transmitter within 50cm (20 inches) of the receiver and switching the transmitter Off and On again, or press 'Sync' on the inspiro.

Other suggestions:

- Insert a new battery into the hearing system
- Clean the contact of the receiver
- Check that you are using the correct audio shoe/patch cable
- Check the mechanical interface: make sure the audio shoe/receiver/patch cable is attached correctly to the hearing system

Q. Do I need to turn my receiver Off when I am not using FM?

A. No. The receiver should automatically turn Off within 40 seconds if a FM signal is not detected. It will constantly monitor for a signal, and it will instantly start up again on the last-used frequency if a FM signal is detected.

Q. Does the hearing aid have to be switched On to change frequencies on the Phonak design-integrated or universal MLxi receiver?

A. Yes. The Phonak receiver takes power directly from the hearing aid so it must be turned On.

Q. How does the battery voltage of the hearing aid affect the gain of the Phonak design-integrated or universal MLxi receiver?

A. It will have a direct effect; if the battery power is low, the gain of the receiver will drop. It is a good idea to ensure that the battery is changed on a regular basis. The battery life will depend upon the hearing aid and its usage.

Q. How many channels can my Phonak receiver have?

A. Contact your local Phonak office to confirm what frequencies are allowed. Typically your system will come programmed with all available frequencies registered for use in your region. When the hearing aid, with FM receiver attached, is switched Off and On again, these devices will revert to the default or



last-used frequency (dependent on set-up by your hearing care professional). The changing of frequencies is only necessary if your child is experiencing interference on the current channel.

Q. Can a Phonak receiver be used with other manufacturers' transmitters?

A. Yes theoretically it can, as long as the transmitter is operating on the default frequency of the Phonak receiver. However, it is important to note that you may not receive the same level of performance as you would when using a Phonak transmitter, and you will not be able to change channels. Neither will you enjoy Dynamic functionality when using any other manufacturer's system.

Note: Optimum performance is only achieved when using Phonak FM transmitters together with Phonak FM receivers.

Transmitter FAQ

Q. How long should I charge my transmitter for?

A. You cannot overcharge any of our transmitters, as they will switch Off when fully charged (see your User Guide for the exact details). We recommend that when you are not using your transmitter to leave it charging.

Q. How far can I go away from the child when using the transmitter?

A. Inside a building the distance is approx. 15 meters/50 feet. Outside, the distance is approx. 40–50 meters/130–170 feet.
High-powered electronic equipment, large electronic installations and metallic structures may impair and significantly reduce a transmitter's operating range.

Q. How can I increase my transmitter's FM range if the operating range is less than specified above?

A. SmartLink+ has an internal antenna which transmits its FM signal around 3 meters. If you want a greater transmission range, you should attach the external cord. To ensure the maximum possible transmission range of 'Link' transmitters (SmartLink, ZoomLink etc.), ensure that the external cord is not tangled. With inspiro, ensure that its microphone is fully unwound.

Q. What can I do if I experience static noise within my transmitter's transmission range?

A. Some radio antenna or other electronic equipment can interfere with the FM transmission. Please try another FM channel.

Q. How do I use my transmitter's audio input?

A. When the audio cable (supplied with your FM transmitter) is attached to a multimedia device, the transmitter automatically detects the presence of an external audio signal and switches to the external audio input mode (indicated the letter 'A' on the transmitter's display). If the transmitter does not recognize the external audio immediately, try turning up the audio device's output volume a little. With the inspiro transmitter, there is a special audio input setting for certain audio devices, such as the iPod nano. To access this, go into "Menu" and to "Audio device" sub-menu. Select "Set microphone Mute" if you want to mute the iLapel or EasyBoom microphone when an audio input signal is detected.

Q. Are Phonak FM systems compatible with cochlear implants?

A. Yes. All Phonak products are certified for use with all existing implants.

Useful links



Learn more about SoundRecover at
http://www.phonak.com/com/b2c/en/products/hearing_instruments/features.html



Learn more about Dynamic FM at
<http://www.phonak.com/com/b2c/en/products/fm.html>



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