



XTM S A4

User Guide

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Welcome

Thank you for choosing our hearing instruments to accompany you through everyday life. Like anything new, it may take you a little time to become familiar with them.

This guide, along with support from your Hearing Care Professional, will help you understand the advantages and greater quality of life your hearing instruments offer.

To receive the most benefit from your hearing instruments, it is recommended that you wear them every day, all day. This will help you get adjusted to them.



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.

Your hearing instruments

Instrument type

Your hearing instruments are BTE (Behind-The-Ear) models. A tube delivers the sound from the hearing instrument into the ear. The instruments are not intended for children under the age of 3 years or persons with a developmental age of under 3 years.

Your hearing instruments have pre-configured sound profiles. Your Hearing Care Professional has set the appropriate sound profile for you.

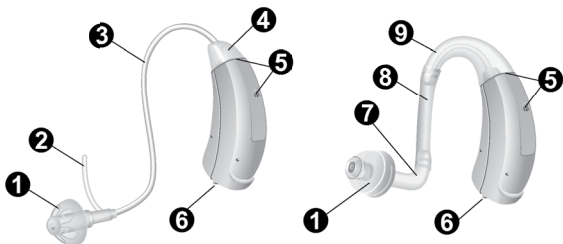
Getting to know your hearing instruments

Your hearing instruments have no controls.



You can also ask your Hearing Care Professional whether a smartphone app to control your instruments is available.

Components and names



-
- | | |
|---|---|
| 1 Ear piece | 6 Battery compartment
(on/off switch) |
| 2 Retention strand
(optional) | 7 Adapter for ear piece |
| 3 Tube (ThinTube) | 8 Tube for earhook |
| 4 Adapter for ThinTube | 9 Earhook |
| 5 Microphone openings | |
-

Ear pieces and tubes

Ear pieces

Size

Standard ear pieces



Open Tip open or closed



Open Tip semi-open



Open Tip double



for use with an earhook

Custom-made ear pieces

Examples:



Tubes

Length

Standard tube (ThinTube)

Tube for earhook

You can easily exchange the standard ear pieces and clean the standard tube. Read more in section "Maintenance and care".

Batteries

When the battery is low the sound becomes weaker or you will hear an alert signal. The battery type will determine how long you have to replace the battery.

Battery size and handling tips

Ask your Hearing Care Professional for recommended batteries.

Battery size:	312
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- Always use the correct battery size for your hearing instruments.
- Remove the batteries if you intend not to use the hearing instruments for several days.
- Always carry spare batteries.
- Remove empty batteries immediately and follow your local recycling rules for battery disposal.

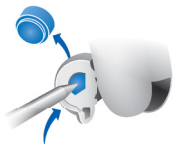
Replacing batteries

Removing the battery:

- > Open the battery compartment.



- > Push the battery out (refer to the picture).



Inserting the battery:

- > If the battery has a protective film, remove it only when you are ready to use the battery.



- > Insert the battery with the "+" symbol facing up (refer to the picture).



- > 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.

Daily use

Turning on and off

Via battery compartment:

- > Turning off: Open the battery compartment fully.



- > Turning on: Close the battery compartment.

The hearing instruments turn on after a delay of several seconds. During this time you can insert the hearing instruments into your ears without experiencing unpleasant feedback whistling.

Inserting and removing the hearing instruments

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



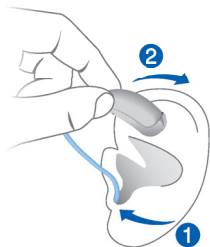
- red marker = right ear
- blue marker = left ear

Inserting a hearing instrument:

- > Hold the tube close to the ear piece.
- > Carefully push the ear piece into 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.

- > Lift the hearing instrument and slide it over the top of your ear **2**.



CAUTION

Risk of injury!

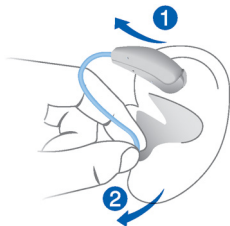
- > Insert the ear piece carefully and not too deeply into the ear.



- It may be helpful to insert the **right** hearing instrument with the **right** hand and the **left** hearing instrument 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.

Removing a hearing instrument:

- > Lift the hearing instrument and slide it over the top of your ear ①.
- > Hold the tube close to the ear piece and pull the ear piece out carefully ②.



CAUTION

Risk of injury!

- > In very rare cases the ear piece could remain in your ear when removing the hearing instrument. If this happens, have the ear piece removed by a medical professional.

Clean and dry your hearing instruments after usage.
Read more in section "Maintenance and care".

Adjusting the volume

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

- > If you prefer manual volume adjustment, use a smartphone app.

An optional signal can indicate the volume change.



If you turn off the hearing instruments immediately after changing the volume, the volume change may not be saved. Wait 5 seconds before turning the hearing instruments off.

Maintenance and care

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

Hearing instruments

Drying and storage

- > Dry your hearing instruments overnight.
- > For longer periods of non-use, store your hearing instruments in a dry environment with an open battery compartment and the batteries removed.
- > Ask your Hearing Care Professional for more information.

Cleaning

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

- > Clean your hearing instruments daily with a soft, dry tissue.
- > Never use running water or immerse the devices in water.
- > Never apply pressure while cleaning.
- > Ask your Hearing Care Professional for recommended cleaning products, special care sets, or more information on how to keep your hearing instruments in good condition.



Ear pieces and tubes

Cerumen (ear wax) may accumulate on the ear pieces. This may affect sound quality.

- For hearing instruments with a standard tube (ThinTube):

Clean the ear pieces daily, clean the tubes as required.

Exchange the ear pieces and tubes approximately every three to six months, or sooner if you notice cracks or other changes.

- For hearing instruments with an earhook and standard ear piece:

Clean the ear pieces daily.

Exchange the ear pieces approximately every three to six months, or sooner if you notice cracks or other changes.

Ask your Hearing Care Professional to clean or exchange the tubes as needed.

- For hearing instruments with an earhook and custom-made ear piece:

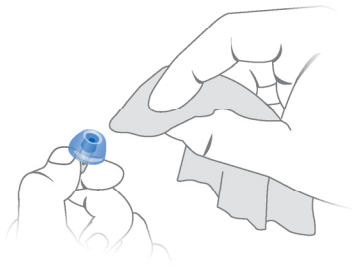
Clean the ear pieces daily.

Ask your Hearing Care Professional to clean the tubes or to exchange the ear pieces and tubes as needed.

Cleaning ear pieces

- > Clean the ear piece upon removal with a soft and dry tissue.

This prevents cerumen becoming dry and hardening.



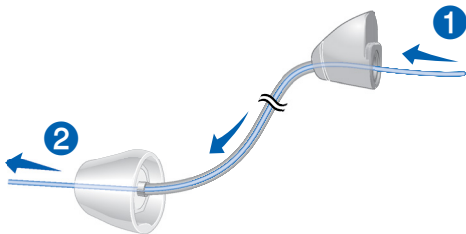
- > Never use running water or immerse the ear piece in water.

Cleaning standard tubes

Never use running water or immerse the tube in water.

You can clean standard tubes (ThinTube) using a special cleaning wire. Ask your Hearing Care Professional for suitable cleaning wires.

- > Remove tube and adapter by unscrewing the adapter from the hearing instrument.
- > Carefully insert the cleaning wire into the adapter ①.
- > Push the cleaning wire all the way through the tube ②.

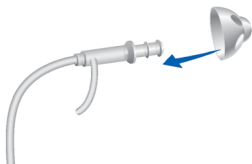


- > Wipe away any cerumen or debris that is dislodged.
- > Completely remove the cleaning wire.
- > Re-attach tube and adapter to the hearing instrument.

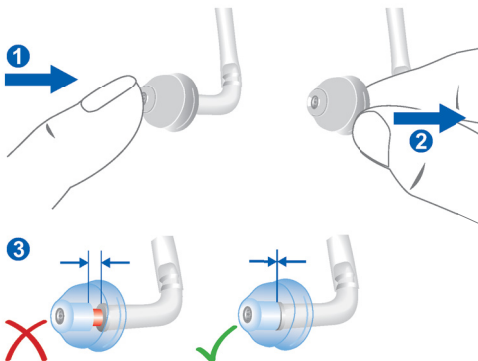
Exchanging standard ear pieces

- > Pull off the used ear piece and plug on the new ear piece.

with standard tube

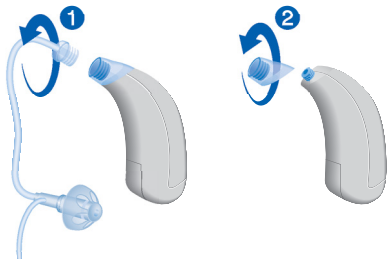


with earhook



Exchanging standard tubes and adapters

- > Unscrew the used tube from the adapter ①.
- > If necessary, unscrew the used adapter ②.



- > Screw on the new adapter and tube.

Professional maintenance

Your Hearing Care Professional can perform a thorough professional cleaning and maintenance.

Custom-made ear pieces and wax filters should be exchanged as needed by your Hearing Care Professional.

Ask your Hearing Care Professional for your individual recommendation of maintenance intervals and for support.

Further information

Signal tones

Situation	Tone
Volume up	
Volume down	
Startup melody	
Battery low	

Safety information

For more safety information, refer to the safety manual supplied with the device.

For Hearing Care Professionals

These hearing instruments are fitted with a smartphone app.

- > Read the safety information and the instructions for fitting that are provided in the app.

Note the following:



CAUTION

Risk of impairing the residual hearing of the client!

- > In order to achieve correct fitting results, clients must be able to answer questions concerning their hearing correctly. Therefore, the described fitting procedure shall only be used for persons who are mentally capable to answer questions concerning their hearing correctly.

Symbols used in this document



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.

Troubleshooting

Problems and possible solutions

Sound is weak.

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

Hearing instrument emits whistling sounds.

- Reinsert the ear piece until it fits securely.
 - Check whether tube, adapter and ear piece are connected correctly.
 - Decrease the volume.
 - Clean or exchange the ear piece.
-

Sound is distorted.

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

Problems and possible solutions

Hearing instrument emits signal tones.

- Replace the empty battery.
-

Hearing instrument does not work.

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

Consult your Hearing Care Professional if you encounter further problems.

Country-specific information

Service and warranty

Serial numbers

Left:

Right:

Service dates

1: 4:

2: 5:

3: 6:

Warranty

Date of purchase:

Warranty period in months:

Your Hearing Care Professional

 **Legal Manufacturer**

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