

Eleva™

User Guide



PHONAK
hearing systems

CE
0459

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Welcome

Your new Eleva hearing system uses the very latest advances in digital hearing technology. Eleva offers you automatic functions, providing the highest sound quality and hearing comfort in most of your hearing situations. High-tech has turned highly sophisticated hearing systems into convenient devices that are easy to use.

Please read this manual carefully to benefit from all the features of your new Eleva hearing system. Ask your hearing care professional if you have any questions.

Eleva is a quality product developed by the Swiss company Phonak, a world leader in hearing technology, innovation and reliability. With proper care and usage, your Eleva hearing system will support your hearing and understanding for many years.

If you want additional information about Eleva, please visit the Phonak website at www.phonak.com

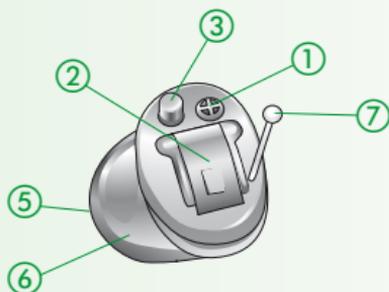
Phonak – Your partner for good hearing!

Description

Eleva 11 CIC/MC

Eleva 11 CIC/MC RC

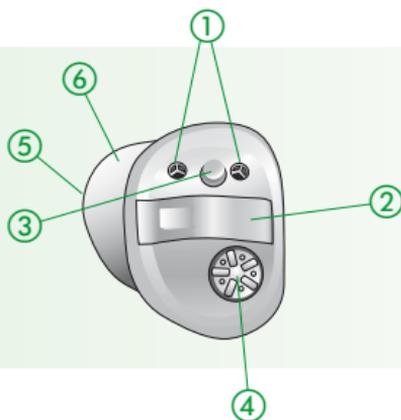
Standard battery size 10



Eleva 22 ITC/HS

Eleva 22 ITC/HS dAZ

Standard battery size 312

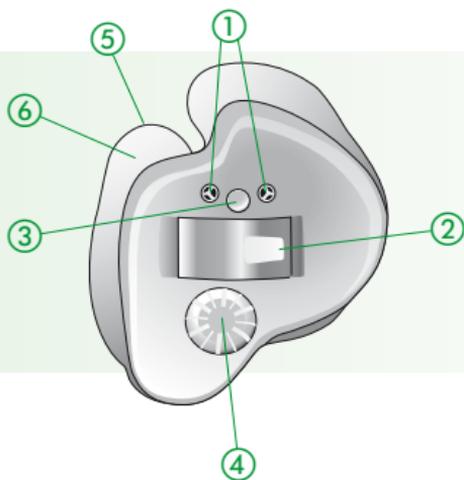


Eleva 33 FS

Eleva 33 FS dAZ

Eleva 33 FS P

Standard battery size 13

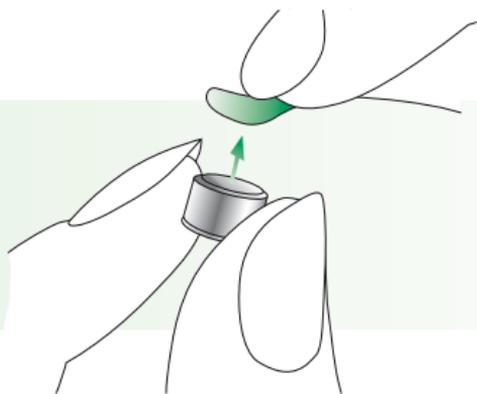


- ① Protected Microphone Input (2 on models with adaptive digital AudioZoom (dAZ) technology)
- ② Battery compartment with ON/OFF
- ③ Program switch (optional)
- ④ Volume control (optional)
- ⑤ Receiver (Sound outlet)
- ⑥ Custom made shell
- ⑦ Removal handle (Eleva 11 only)

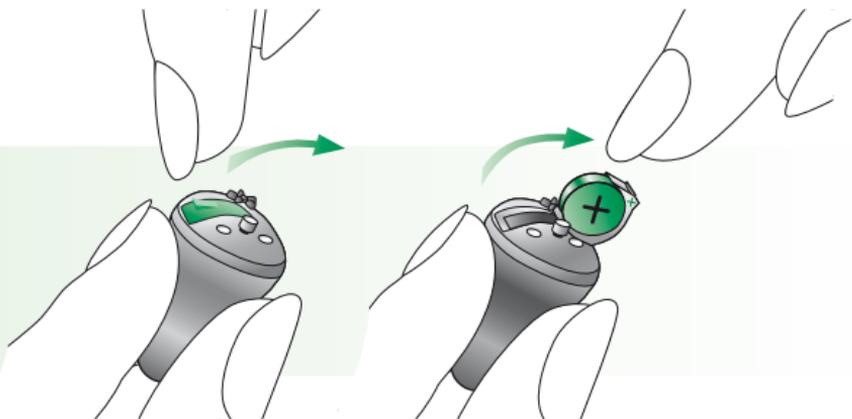
Preparation

Replacing the battery

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



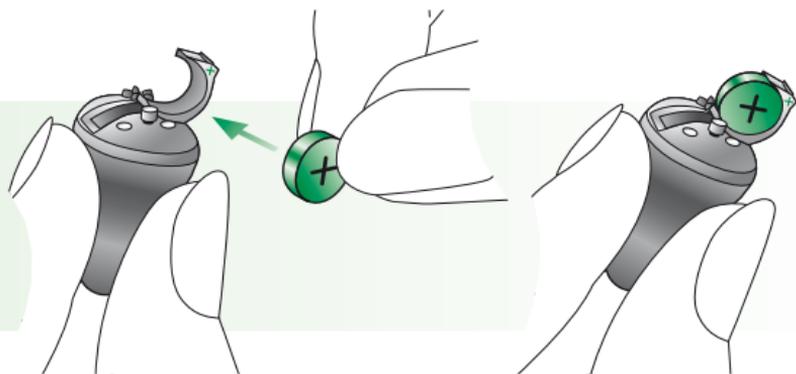
- 2) Hold the hearing system with the battery compartment upwards and open the battery cover.



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:

An acoustic signal gives you an early warning that the battery is approaching exhaustion. You have usually at least 30 minutes to replace the battery. With very high quality batteries, this reserve may be higher and the hearing system will repeat the low battery warning approximately every 30 minutes.

Preparation

Inserting Eleva in your ear

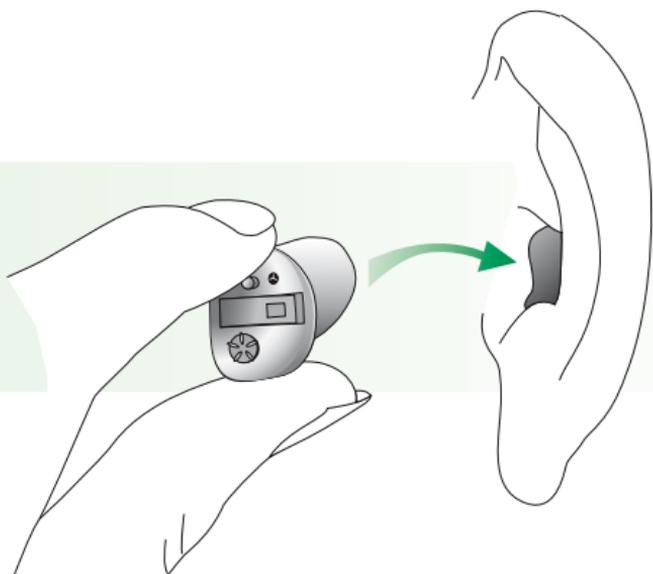
If possible, select the mute mode (see page 18) before insertion to avoid whistling.

Alternatively, your hearing care professional may have activated a delayed activation timer. This function delays the activation of the hearing system (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 system

Red = right hearing system



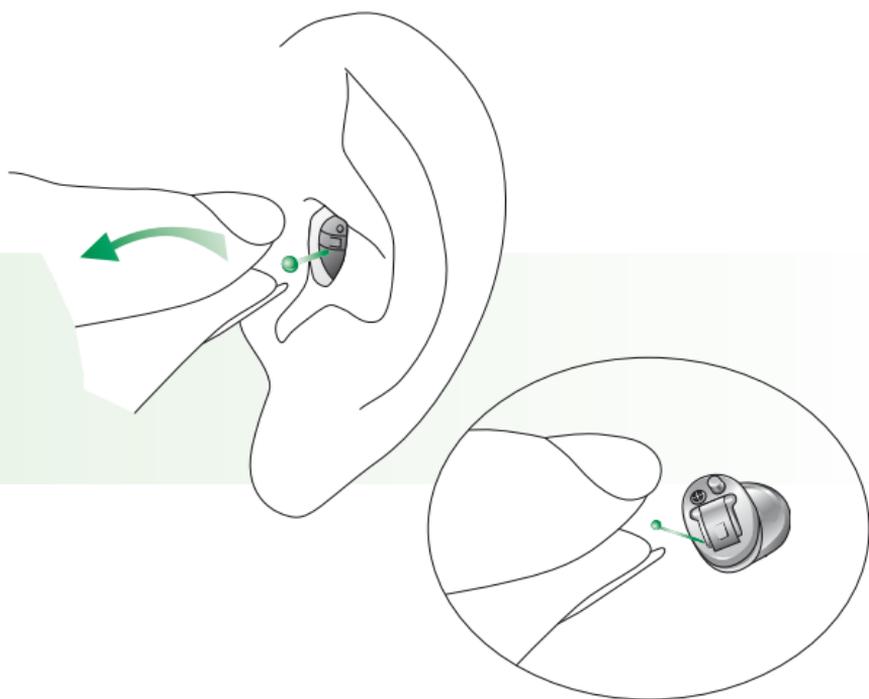
Grasp the hearing system between the thumb and index finger, using the hand on the same side you wear your hearing system. Insert it canal end first into the ear canal. Tug gently on your ear lobe and push the hearing system into the correct position.

Preparation

Removing Eleva from your ear

If possible, select the mute mode (see page 18) before removing your Eleva to avoid whistling.

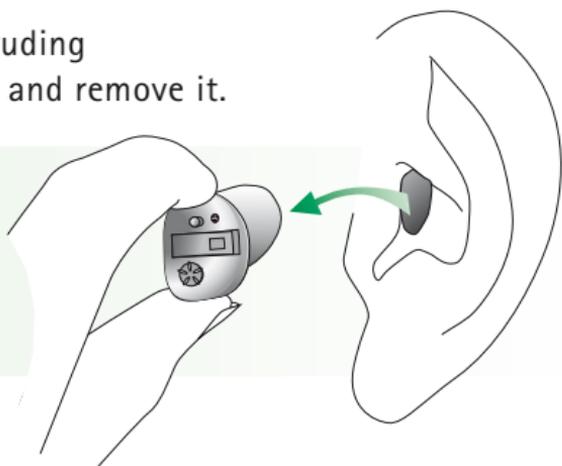
- Eleva with removal handle
Grasp the handle between your thumb and index finger and pull the hearing system upwards out of your ear.





- **Eleva 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.

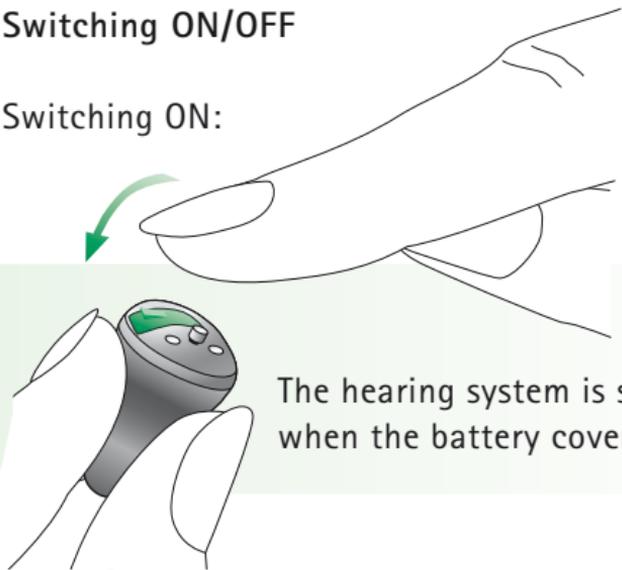
Grasp the protruding hearing system and remove it.



Operation

Switching ON/OFF

Switching ON:



The hearing system is switched ON when the battery cover is closed.

Switching OFF:



To switch the hearing system OFF, open the battery cover.

When switched ON, your Eleva hearing system is automatically set at the preset gain and in your default hearing program.

Your hearing care professional may have delayed the activation of your Eleva 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:

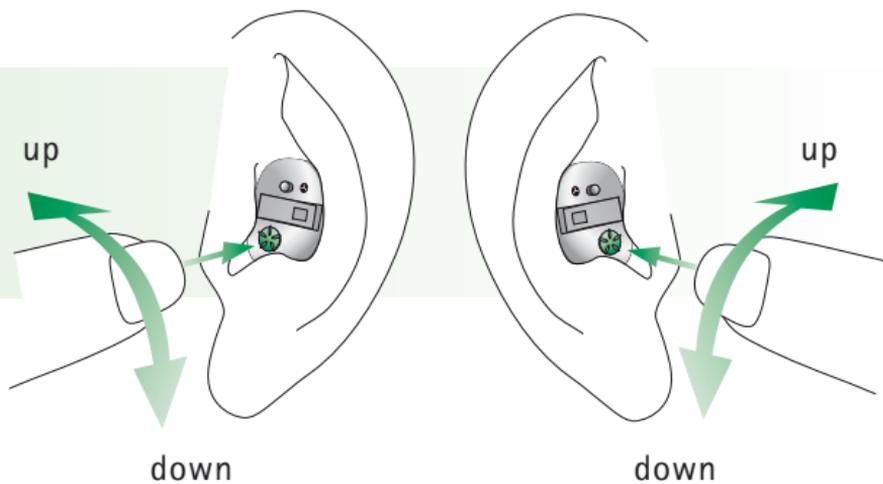
The mute mode may be used as manual or remote controlled ON/OFF function, allowing you to switch your hearing system OFF for a short period of time (i.e. while inserting or removing the instrument, short breaks etc.). Please be aware that the mute mode still consumes some energy from the battery.

Operation

Controlling the volume (optional)

left

right



Preset volume: Automatically set when hearing system is switched ON.

Increase volume:

Turn the volume control forwards.

Reduce volume:

Turn the volume control backwards.

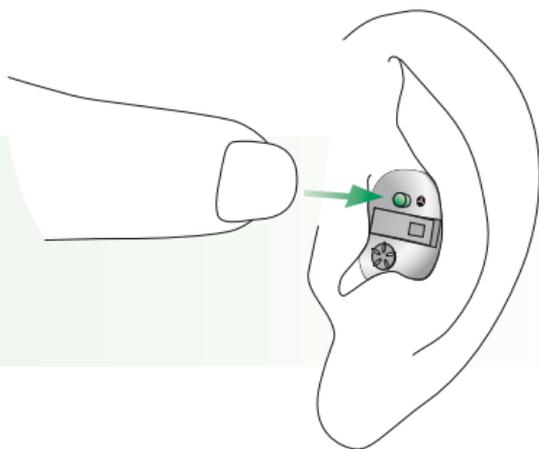
Notes:

- A single beep indicates the default volume setting. A double beep indicates that you have reached the limit of your volume control range.
- Phonak's remote controls (see page 23) can also control the volume of all Eleva instruments that are remote-controllable, including the models without manual volume control.

Selecting a hearing program

Automatic program selection

The program selection in Eleva is fully automatic (mode A). This advanced hearing system is able to recognize different hearing environments and to automatically select the most appropriate hearing program.



Program switch (optional):

The program switch allows toggling between the "Automatic Mode" and the "Mute Mode".

A short melody confirms the selection of the "Automatic Mode".

Enhanced program selection:

Upon request, your hearing care professional can program for you additional individual hearing programs dedicated to specific situations. Additional programs are available via remote control (see page 23) and/or with the optional program switch.

Important:

Ask your hearing care professional to print out the complete description of your individual hearing programs and information on how to access them with your remote control and/or your program switch.

Telecoil (T-coil) (optional)

Your hearing care professional may have activated a T-coil in your Elewa 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.).

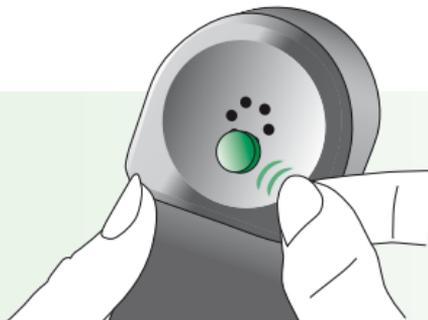
EasyPhone (optional)

The EasyPhone function enables your Eleva 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.

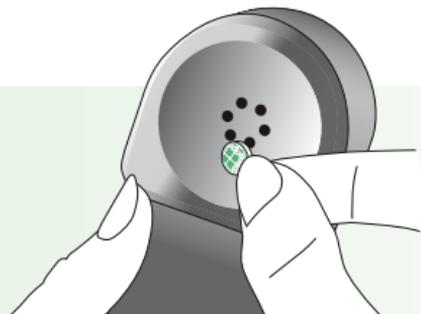
Some telephones produce a magnetic field strong enough to activate your EasyPhone function. Other types of telephones require an additional magnet fixed on the receiver to activate this function.

Fixing the EasyPhone magnet

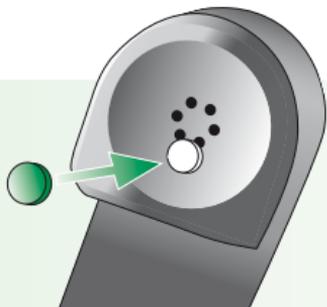
Clean the telephone handset thoroughly.



Hold the telephone handset nearly vertically, similarly 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 (see pictures). 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

Use the telephone in a normal manner. An acoustic signal indicates the activation of the EasyPhone program. At the beginning, you may need to move the handset slightly to find the optimum position for 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 handset is stressed by the magnet. To avoid any damage, please move the magnet to another place on the telephone receiver.

Remote controls (optional)

Remote controls from Phonak allow a discrete and convenient control of all the functions of your Eleva hearing system:

- Volume up and down
- Program selection
- Automatic mode selection

If you wear two hearing system, the remote control will simultaneously control both hearing systems. This ensures that their volume remains binaurally balanced.

Phonak offers a complete range of remote controls. Ask your hearing care professional to demonstrate them to you and choose the model convenient for your lifestyle and your taste.

Operation

WatchPilot2: exclusive and modern, available for women and men, with sporty rubber band or elegant metal band.



SoundPilot2: the most user-friendly access to all functions of your Elewa hearing systems.



KeyPilot2: small, easy, convenient.



For detailed information on the use of your remote control, please refer to its user guide. Your hearing care professional can also print an individual description of your hearing programs for you.

- ⚠ Do not use your remote control in locations where it is forbidden to use electronic devices, for instance on airplanes.**

Maintenance

Important points

- 1) Always use new batteries as replacements. You can return empty batteries to your hearing care professional.
- 2) When your hearing system is not in use, leave the battery compartment open to allow any moisture to evaporate.
- 3) If you will not be using your hearing systems for any length of time, store them in their protective case. Remove the batteries and leave the battery compartments open. Make sure your hearing systems are completely dry before closing the case.
- 4) Protect your hearing systems from excessive moisture and heat. Always remove your hearing systems before showering, bathing or swimming. Do not leave hearing systems near windows or in a car. Avoid strong jolts and vibration.
- 5) Daily cleaning and the use of a drying system is highly recommended. CleanLine from Phonak is a complete set of cleansing products. Your hearing care professional will be glad to advise you. Never use household cleaning products (washing powder, soap, etc.) to clean your hearing systems.

- 6) Hair spray, face creams and make-up can damage hearing systems. Remove the hearing systems before applying cosmetics.
- 7) If you experience any soreness or inflammation in or behind your ear, contact your hearing care professional.
- 8) If your hearing system fails to operate after you have correctly inserted new batteries, contact your hearing care professional for advice. For coding reasons, please remember to bring your remote control, if you use one, together with your hearing system(s) for service enquiries.



The symbol with the crossed out disposal bin indicates that this hearing instrument shall not be treated as household waste. Please hand over your old or unused hearing instrument to the applicable collection point for the recycling of electrical and electronic equipment or bring your old hearing instrument to your hearing care professional for appropriate disposal. By ensuring this product is disposed of correctly, you will help prevent potential negative effects on the environment and human health.

Warning

-  **Hearing instrument batteries are toxic when swallowed!** Keep them out of reach of children and pets. If batteries are swallowed, please seek the advice of a medial practitioner!
-  **Use only hearing instruments that have been specially programmed for you by a hearing care professional.** Other instruments may be ineffective and may, in certain cases, even damage your hearing.
-  **X-ray radiation (e.g. CT scans, MRI scans) may adversely affect the correct functioning of your instruments.** We recommend that you remove them before undergoing X-ray procedures and keep them outside the room.
-  **Hearing instruments in with adaptive digital AudioZoom (dAZ) mainly reduce background sounds.** Warning signals coming from behind and vehicles horns approaching from behind are partially or completely suppressed.

Service and Warranty

Phonak offers you a comprehensive global warranty which becomes effective on the date of purchase. Please ask your hearing care professional about the details and duration. This warranty covers any repairs due to defects in material and/or workmanship. The warranty does not cover damage from improper handling or care, exposure to chemicals, immersion in water or undue stress.

Damage caused by third parties or non-authorized service centers renders the Phonak warranty null and void. This warranty does not include any services performed by a hearing care professional in their office. This warranty applies to the Phonak listed below:

Serial number
instrument – right:

Serial number
instrument – left:

Date of purchase:

Phonak distributors worldwide

Group companies:	(detailed information on www.phonak.com)
Australia	Phonak Australasia Pty. Ltd. Baulkham Hills N. S. W. 2153
Austria	Hansaton Akustische Geräte GmbH 5020 Salzburg
Belgium	Lapperre N.V., 1702 Groot-Bijgaarden
Brazil	CAS Produtos Médicos, São Paulo – SP 04363-100
Canada	Phonak Canada Limited Mississauga, Ontario L5S 1V9
China	Phonak (Shanghai) Co. Ltd., Shanghai City 200233
Denmark	Phonak Danmark A/S, Nitivej 10 2000 Frederiksberg
France	Phonak France SA, 69500 Bron
Germany	Phonak GmbH, 70736 Fellbach-Oeffingen EC Representative
Italy	Phonak Italia S.r.l., 20159 Milano
Japan	Phonak Japan Co., Ltd., Tokyo 101-0044
Jordan	Phonak Middle East, 11181 Amman
Netherlands	Phonak B.V., 3439 ME Nieuwegein
New Zealand	Phonak New Zealand Ltd., Takapuna Auckland 9
Norway	Phonak AS, 0105 Oslo
Poland	Phonak Polska Sp. z o.o., 00-567 Warszawa
Spain	Phonak Ibérica S.A., 03008 Alicante
Sweden	Phonak AB, 117 43 Stockholm
Switzerland	Phonak AG, Phonak Schweiz, 8712 Stäfa
United Kingdom	Phonak UK Limited Warrington, Cheshire WA1 1PP
USA	Phonak LLC, Warrenville, IL 60555-3927

**Independent
general agents:**

A complete list of Phonak distributors is available at Phonak's Internet site: www.phonak.com. Please visit us or ask your hearing care professional for information.

Manufacturer:

Phonak AG, Laubisrütistrasse 28
CH-8712 Stäfa, Switzerland



CE

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Your hearing care professional:

www.phonak.com