

Eleva™

User Guide



0459

PHONAK

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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 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 hearing system with earmold

- ① Microphone inputs with Wind and Weather Protector
- ② Program switch (TacTronic)
- ③ Volume control
- ④ Battery compartment with ON/OFF switch
- ⑤ Hook/sound output
- ⑥ Individual earmold

Eleva hearing system with Fit'nGo slim tube

- ① – ④ see page 6
- ⑤ Slim tube (sound output)
- ⑥ Dome
- ⑦ Retention



Eleva hearing system with Fit'nGo standard tube

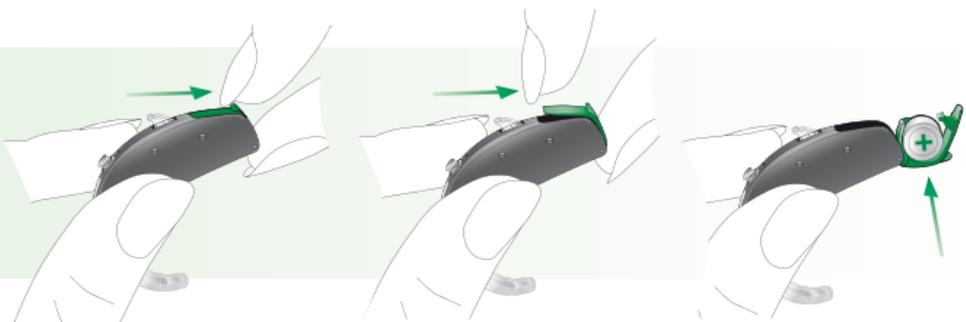
- ① – ⑤ see page 6
- ⑥ Fit'nGo standard tube
- ⑦ Fit'nGo wax protector
- ⑧ Retention



Short introduction

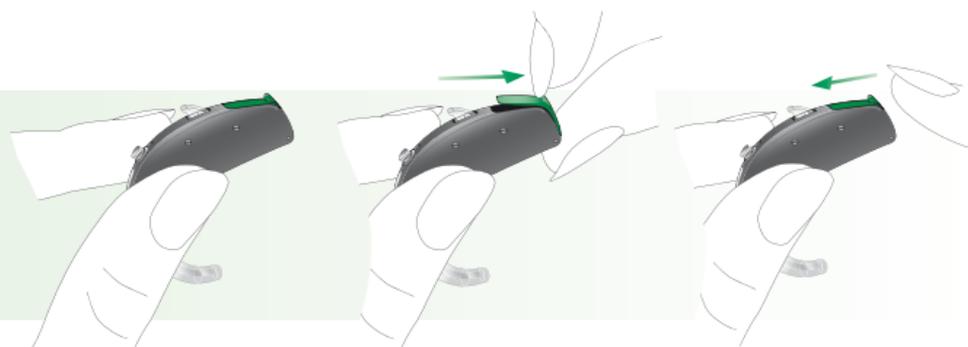
Inserting the battery

Details see page 10



Switching ON/OFF

Details see page 24



ON

OFF

ON

Controlling the volume

Details see page 26

Volume up



Volume down



Selecting a hearing program

Details see page 28

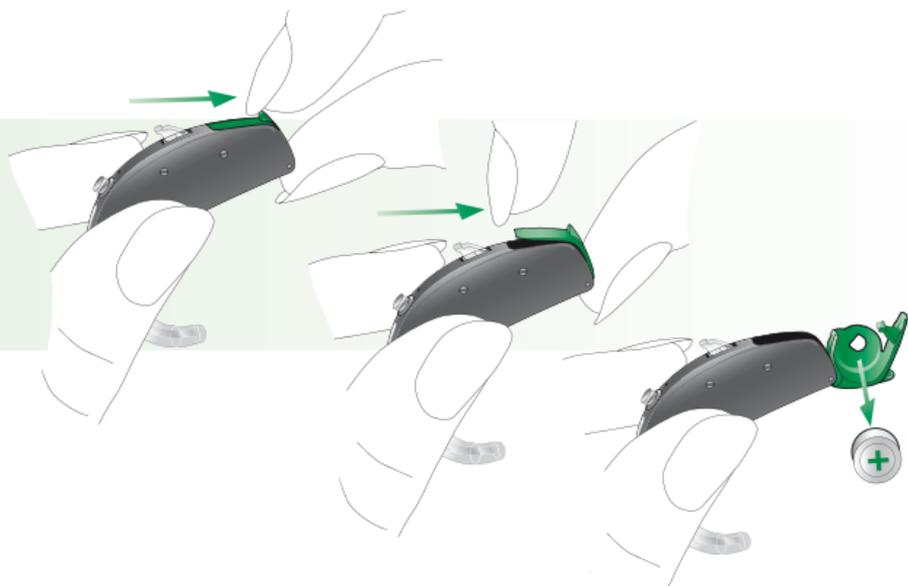


Preparation

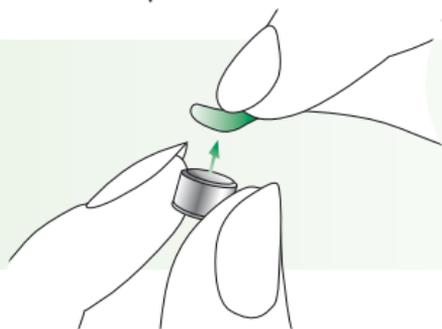
Replacing the battery

Use battery size 13 for all Eleva behind-the-ear instruments (BTE).

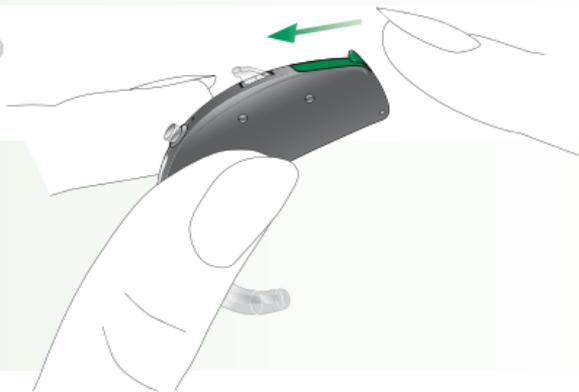
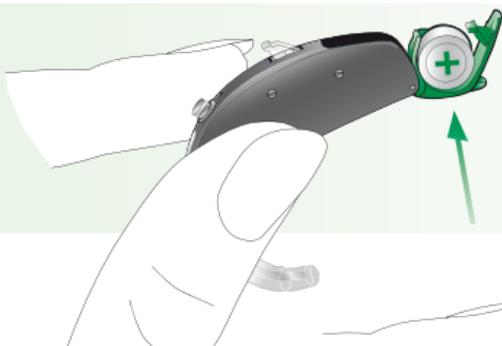
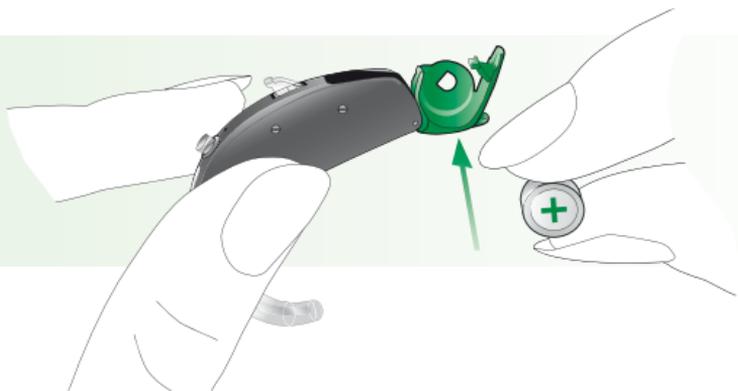
Using the nail grip, open the battery compartment completely and remove the old battery.



Remove the protective foil from the new battery.



Insert the new battery with the "+" sign (flat side of the battery) in line with the "+" marked on the battery cover and close it.



Replacing the battery

-  Handle the battery cover with care and do not use excessive force.
-  If there is any resistance when shutting the cover, ensure that the battery is inserted correctly. The cover may not close properly if the battery is upside down, and the instrument will not work.
-  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.

Tamper proof battery compartment

To protect children from the dangers of playing with batteries, a special locking system may be mounted on the instruments. This locking system can also be used for identifying left and right instruments (see page 15).

To lock the battery compartment after it is closed: Use a Phonak screwdriver and turn the screw to its middle position (slot vertical).



To unlock the battery cover: Turn the screw until it stops.

Preparation

Please make sure that the screw is not in the locked position when you close the battery compartment.

Locked



Unlocked



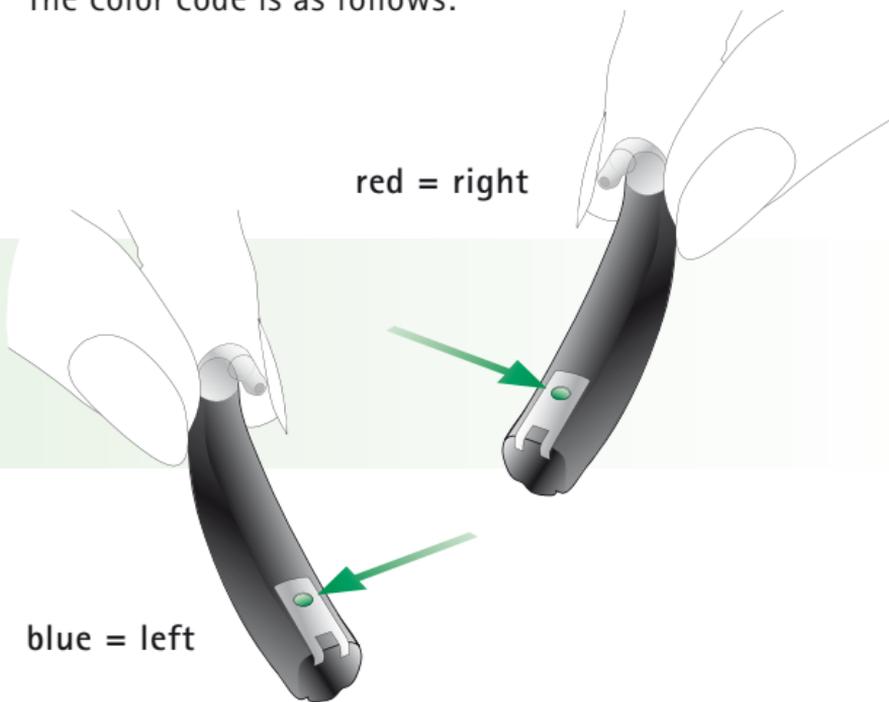
The ON/OFF switch is not available when the battery compartment is locked. To switch the hearing system OFF, it is necessary to unlock the tamper proof battery compartment.

Identifying left and right hearing systems

It is important to use the correct hearing system for each ear.

Your hearing care professional can mark the hearing systems for you. The color code on the housing will identify left and right hearing systems.

The color code is as follows:



Preparation

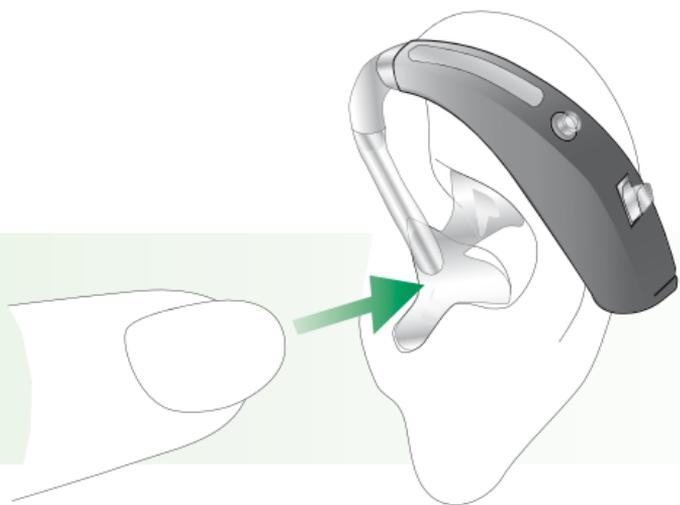
Inserting Elera hearing system with earmold into your ear



Using the hand on the same side you wear your hearing system; grasp the earmold between the thumb and index finger.



Raise your hand to your ear making sure the canal portion of the earmold faces your ear. Tilt your hand slightly forward.



Place the canal portion of the earmold inside your ear canal. If it is difficult to get it into place, stretch your ear by pulling it gently backwards and upwards, with your other hand. When the canal portion is in place, twist the earmold backwards so that it fits into the concha and the helix portion is under the fold.

Preparation



Now position the hearing system behind the ear.
Be careful not to twist the tubing.



Check the placement of the earmold by tracing the contour of the ear with your finger.

To remove your hearing system, grasp the earmold, not the tubing, and pull it out of your ear gently but firmly.

Preparation

Inserting Eleva hearing system with Fit'nGo slim tube or Fit'nGo standard tube into your ear

Place the hearing instrument over the top of your ear ①.

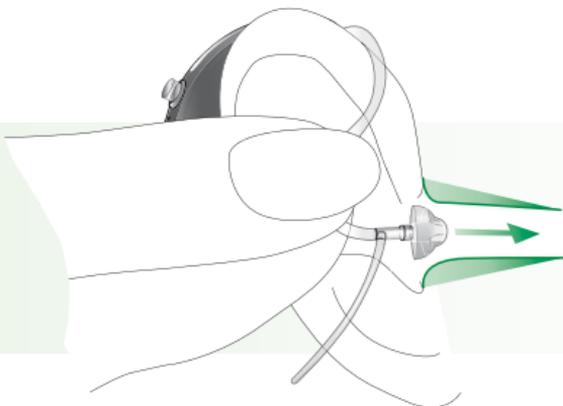
①



Hold the slim/Fit'nGo tube where it attaches to the dome or Fit'nGo wax protector ② and gently push the dome into your ear canal.

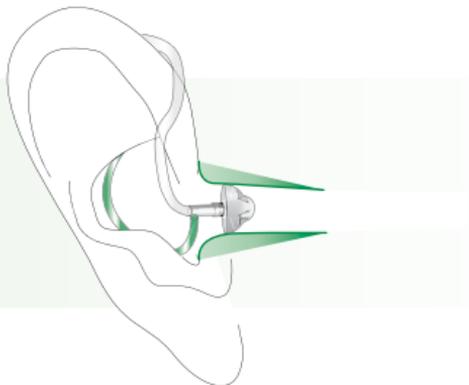
The dome or Fit'nGo wax protector should be placed far enough into the ear so that the slim/Fit'nGo tube lies flush with your head ②.

②



Place the retention tail of the slim/Fit'nGo tube into the bowl of your concha ③.

③



Closed domes

The closed dome has a different design than the open dome, refer to picture. The closed dome consists of two fins overlapping each other. Before inserting the closed dome into the ear canal it is important to check the position of these fins. The bigger fin must be positioned over the smaller fin, see picture ④. If the position is incorrect ⑤, you can easily adjust it with one finger, just bend smoothly the bigger fin forwards and then back again so that it is overlapping the smaller one, see picture ⑥. Make also sure that the slit of the closed dome is in a horizontal position on the tube unit, as shown in picture ④. Your closed dome and external receiver unit is ready to be inserted into the ear, refer to page 20.

Correct position

④



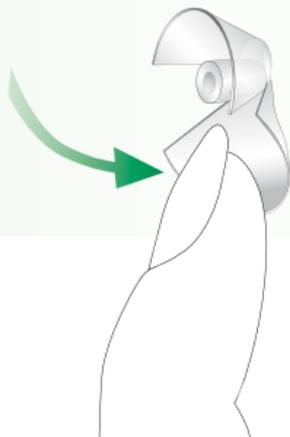
Wrong position

⑤



Moving the fins

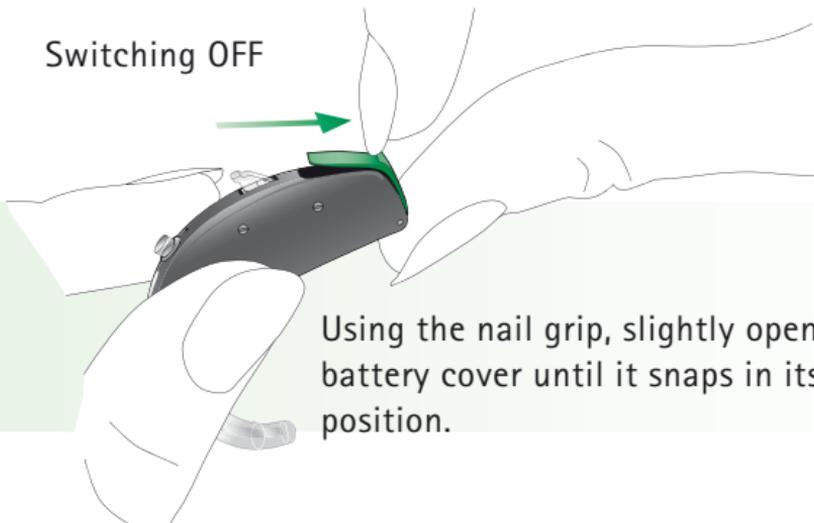
⑥



Operation

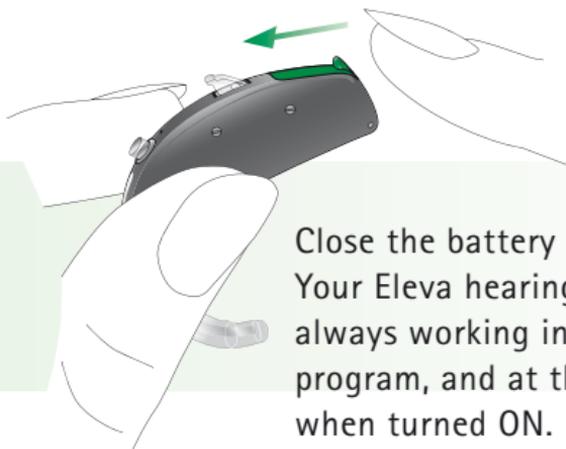
Switching ON/OFF

Switching OFF



Using the nail grip, slightly open the battery cover until it snaps in its OFF position.

Switching ON



Close the battery compartment. Your Eleva hearing systems are always working in the initial hearing program, and at the preset volume when turned ON.

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 while placing it on your ear. The activation is confirmed by an acoustic signal.

Operation

Controlling the volume

The volume of your Eleva hearing system can be adjusted above or below the preset volume.

Volume up



Volume down



Note

- One beep confirms a volume change and a lower pitch beep indicates the preset volume. A double beep indicates that you have reached the limit of your volume control range.
- If not required your hearing care professional can remove the volume control switch.
- Phonak's remote controls (see page 33) can also control the volume of all Eleva BTE's.



Selecting a hearing program

Automatic program selection

The program selection in Eleva is fully automatic. Eleva is able to recognize different hearing environments and to automatically select the most appropriate hearing program.

Additional program selection

Upon request, your hearing care professional can program for you additional individual hearing programs dedicated to specific hearing situation or FM (wireless communication) use. Additional programs are available via **remote control** (see product range page 33ff.) and/or with the **program switch**.

Important

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



Program switch (TacTronic)

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

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

Telecoil (optional)

your hearing care professional may have activated a Telecoil (T-coil) in your Eleva hearing systems. The programs with T-coil are used to listen to telephones that are compatible with hearing system or via inductive loop systems (present in some school settings, theaters, churches etc.).

Operation

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.

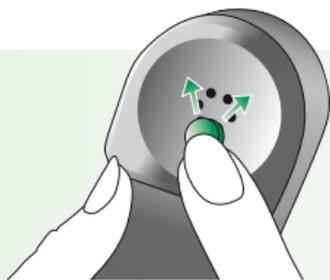
Some telephones produce a magnetic field strong enough to activate your EasyPhone function. Most types of telephones require an additional magnet fixed on the receiver to activate this function.

Fixing the EasyPhone magnet



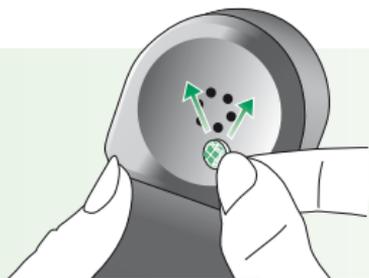
Clean the telephone handset thoroughly.

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.



If you hold the telephone receiver in your **right hand** when making telephone calls, position the magnet in the upper **right half** of the receiver.

If you hold the telephone receiver in your **left hand** when making telephone calls, position the magnet in the upper **left half** of the receiver.



Use the double-sided adhesive tape to stick the magnet to the location described above. Do not cover the sound openings of your 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 a reliable 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
- FM mode selection

If you wear two hearing systems, 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 most 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.



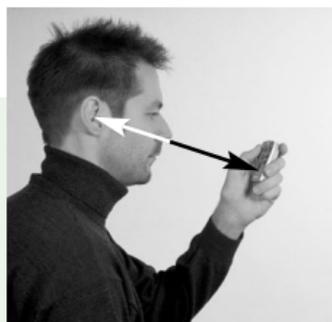
SoundPilot2: direct access to all functions of your Elera hearing system.



KeyPilot2: small, easy, convenient (no access to FM programs).



For best results with your KeyPilot or WatchPilot remote control, refer to photo.



Operation

SmartLink SX (see page 43) is a complete communication system combining a hearing device remote control, FM communication and Bluetooth communication.

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.

FM communication with Eleva (optional)

Your Eleva hearing system is equipped with a Direct Audio Input (DAI). It allows you to fully benefit from the high-end FM communication systems from Phonak.

FM systems greatly improve communication when noise, distance or reverberation is a problem. A wireless FM communication system consists of a transmitter (e.g. SmartLink) and a receiver. The transmitter is placed near the sound source or is directly connected to your TV, radio or telephone, or linked via Bluetooth to your mobile telephone. It transmits the signal via radio to your MicroLink receivers attached to the Eleva instruments.

Your multi-frequency MicroLink ML9S or MLxS, fixed onto your Eleva hearing system, is the world's smallest FM receiver. It is automatically activated by the TacTronic switch or a remote control.

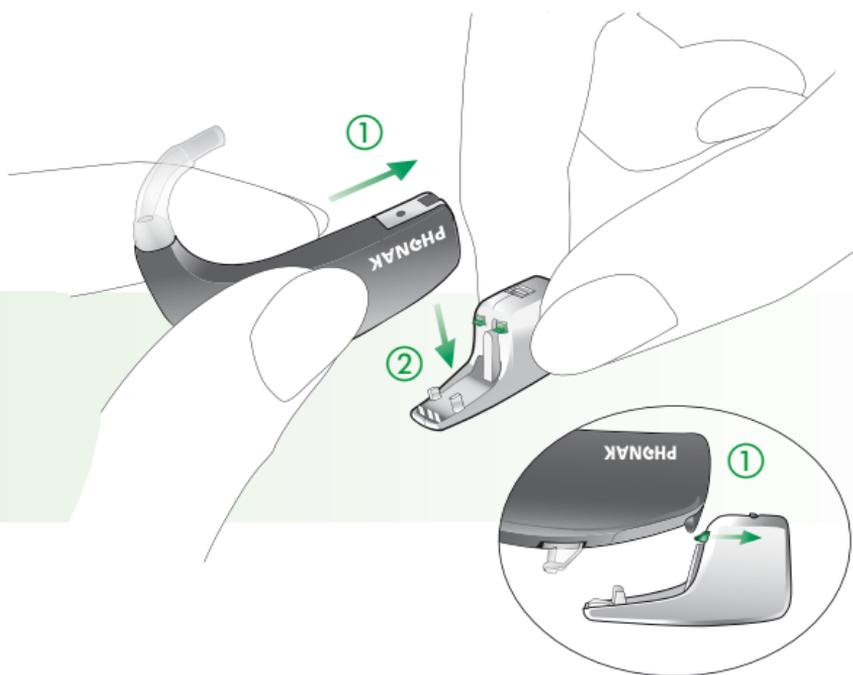
For more information about the use of your FM system, please refer to the appropriate FM transmitter user guide.

FM communication with Eleva (optional)

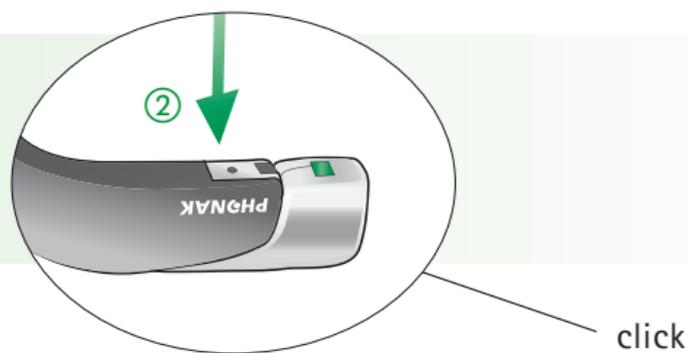
Attaching and removing MicroLink FM receiver ML9S and Audio shoe AS9

your hearing care professional has already prepared your Eleva hearing system for use with an FM receiver.

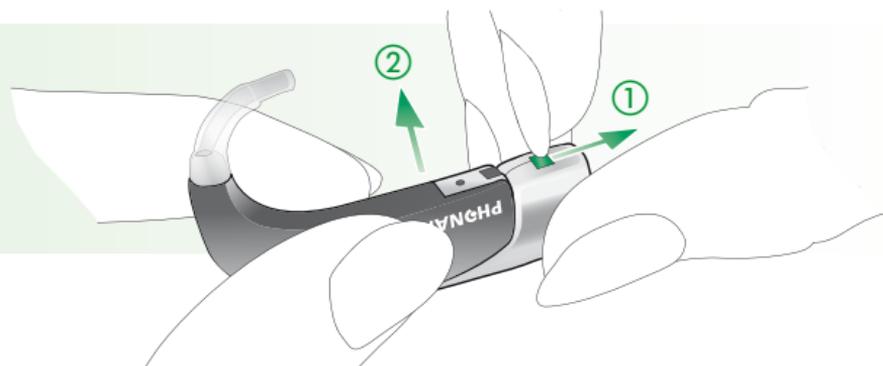
To attach the MicroLink receiver ML9S or the Audio shoe AS9, firmly hold it in your hand and push the small black locking systems together with the bottom of the hearing system ①.



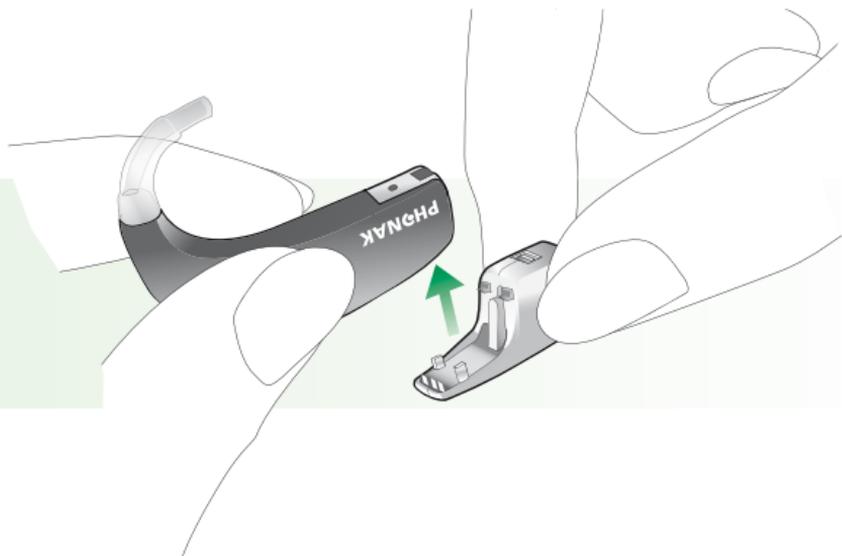
Then, push the hearing system down until it snaps in ②.



To remove the MicroLink ML9S or Audio shoe, place the hearing system on a firm surface, hold the MicroLink/ Audio shoe firmly and slide the locking system. Pull the hearing system upwards with the other hand.



FM communication with Eleva (optional)



When not in use, the MicroLink receivers automatically switch to a low power stand-by mode.

Note

With the audio shoe, a universal MicroLink MLxS or another audio signal source can be connected to your Eleva hearing system.

Manual selection of an FM program

- Remote control (SmartLink SX, WatchPilot2 or SoundPilot2): use the FM keys of your remote control to select "FM+M" (FM and Eleva's microphone both active) and "FM" (only FM signal). The selection is confirmed by an acoustic signal.
- Program switch (if activated by your hearing care professional): toggle until you reach the desired FM program, identified by the appropriate acoustic signal.

FM communication with Eleva (optional)

Multi-frequency FM products

Phonak recommends the following FM systems with your Eleva hearing system.

FM Receivers

MicroLink ML9S: Perfectly integrated in the Eleva design.



Universal MicroLink: MicroMLxS together with the Audio shoe interface AS9-MLxS.



If you use a MicroMLxS or MLx FM receiver set the MicroMLxS switch to the position "●"



FM Transmitters

SmartLink SX: A complete communication system combining:

- a hearing system remote control
- advanced FM features
- a Bluetooth link for cell phone use



Campus SX: Especially developed for schools and universities.



Maintenance

Wind and Weather Protector

Important: The Wind and Weather Protector is an exclusive Phonak system designed to protect the Elera high-tech microphones from dust and humidity – as a result they last much longer, reducing the service costs of your hearing systems. The life span of the Wind and Weather Protector should be up to several months, depending on the environment (wet, dusty, perspiration etc.). The Wind and Weather Protector should not be cleaned but replaced regularly. Your hearing systems should never be used without the Wind and Weather Protector.



The following care and maintenance tips will help extend the life span and ensure the efficiency of your protector:

-  Never wipe or clean the Wind and Weather Protector – it may lose its special acoustic and protection properties.
-  The Wind and Weather Protector of the left and right hearing systems are identical. Always replace both protectors together.
-  Hair spray, make-up etc. may damage the Wind and Weather Protector. Remove your hearing system before applying cosmetics.
-  Avoid touching the Wind and Weather Protector when you place an instrument on your ear or press the program switch.

Important: Consult your hearing care professional about changing the Wind and Weather Protector if you experience any of the following:

- The hearing system sounds quieter than usual
- There is a reduction in sound quality
- Understanding in noise becomes more difficult
- It becomes more difficult to determine the direction of sounds.

After some experience, you will get to know when the Wind and Weather Protector needs to be replaced. It is advisable to have it replaced before the hearing system performance is affected.

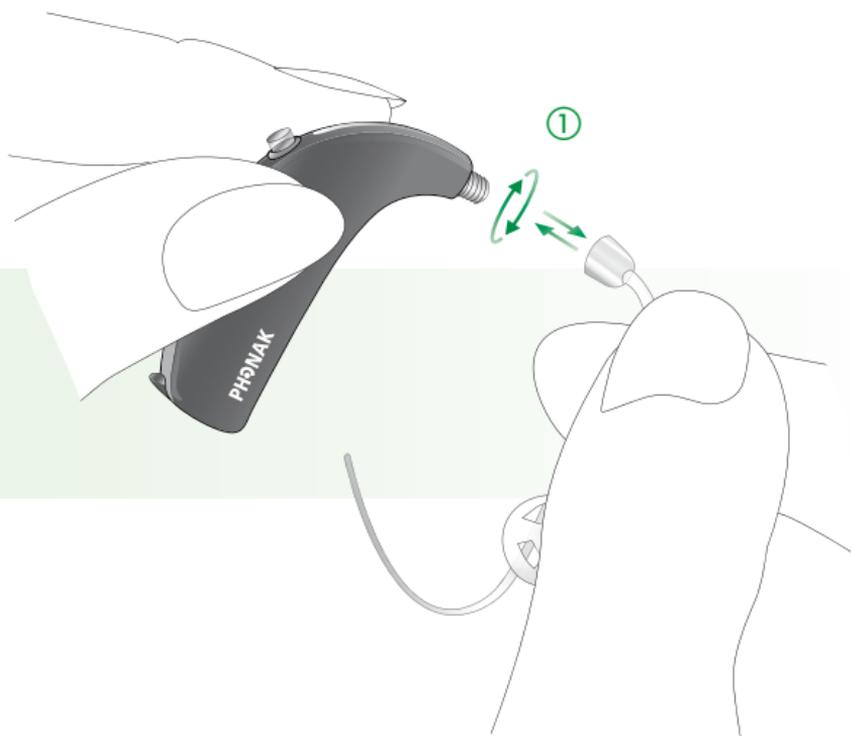
Open fitting: Fit'nGo slim tube

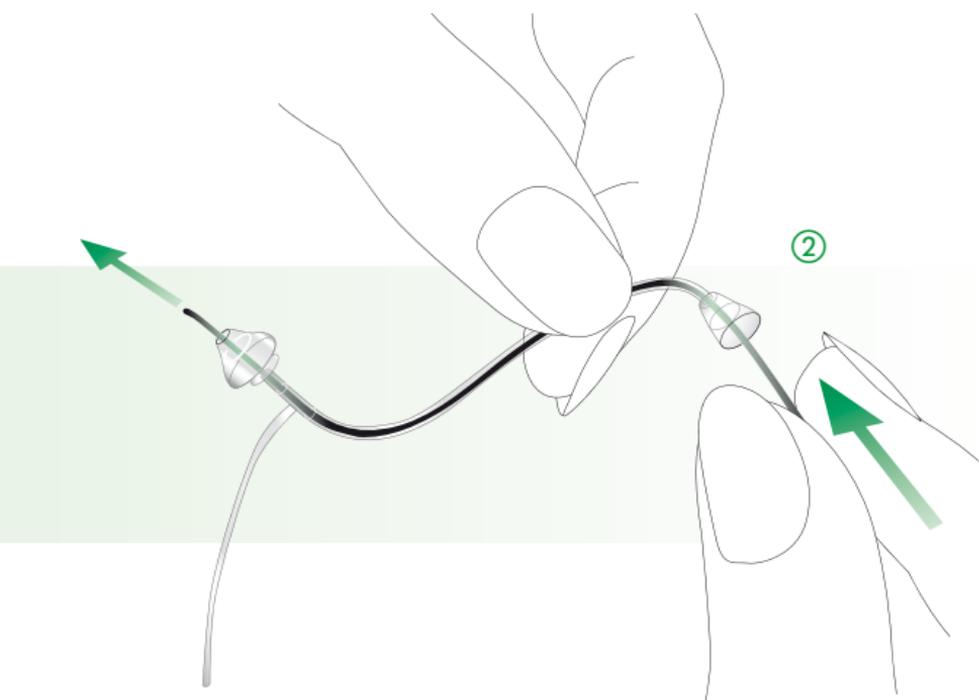
The following care and maintenance instructions will help extend the life span and ensure the quality and comfort of your hearing instrument fit with slim tube.

The slim tube feeds the amplified sound from the hearing instrument into the ear. It is important that the slim tube and the dome fit correctly into your ear. If the slim tube or the dome irritates your ear in any way and prevents you from wearing your hearing instrument, please contact your hearing care professional. You should never attempt to modify the shape of the slim tube yourself. The slim tube and the dome should be cleaned regularly.

Maintenance

Remove the slim tube from the hearing instrument before cleaning by unscrewing and taking it off ①. Use a damp cloth to clean the slim tube and dome on the outside and use the black cleaning rod to "push" any debris out of the sound tube.





Insert the cleaning rod where the slim tube attaches to the hearing instrument and push all the way through the slim tube and out through the dome ②. It is not recommended to submerge or rinse the slim tube and the dome with water, as there is a risk that a water drop may become lodged in the slim tube. If this should occur, it will prevent sound from coming through the slim tube, and may be harmful to the hearing instrument's electronics.

Maintenance

The slim tube and dome should be changed every third month or sooner if the slim tube becomes stiff or brittle. Only your hearing care professional should change the dome. This is to prevent the dome from detaching from the slim tube during insertion in the ear, which might result in injury.

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.

Maintenance

- 5) Daily cleaning and the use of a drying system is highly recommended. C&C Line 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

-  In very rare cases, the dome can remain in the ear canal when removing the external receiver unit from the ear. In the unlikely case that any parts remain in the ear canal, it is strongly recommended to see a medical specialist for safe removal.
-  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 medical 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 with adaptive digital AudioZoom 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:

Serial number
FM receiver – right:

Serial number
FM receiver – 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	LEts Lapperre B.H.A.C. NV, 1702 Groot-Bijgaarden Phonak Belgium NV, 1700 Dilbeek
Brazil	CAS Produtos Médicos, São Paulo – SP 04363-100
Canada	Phonak Canada Limited, Mississauga Ontario L5W 0B3
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
India	India Phonak India Pvt. Ltd., 100 034 New Delhi
Italy	Phonak Italia S.r.l., 20159 Milano
Japan	Phonak Japan Co., Ltd., Tokyo 101-0044
Jordan	Phonak Middle East, 11181 Amman
Mexico	Phonak Mexicana, S.A. de C.V. 03920, México, D.F.MEXICO
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
Portugal	Phonak Ibérica S.A., 03008 Alicante, Spain
Russian Federation	Phonak CIS Ltd., Moscow, 115114

Spain	Phonak Ibérica S.A., 03008 Alicante
Sweden	Phonak AB, 117 43 Stockholm
Switzerland	Phonak AG, Phonak Schweiz, 8712 Stäfa
Turkey	Phonak Turkey A.S., 34357 Istanbul
United Kingdom	Phonak UK Limited Warrington, Cheshire WA1 1PP
USA	Phonak LLC, Warrenville, IL 60555-3927

**Independent
general distributors:**

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

 The CE symbol is confirmation by Phonak AG that Eleva products and accessories meet the requirements of directive 93/42/EEC on medical devices.

 This symbol indicates that Eleva products comply with requirements for a BF type applied part according to EN 60601-1.

 This symbol indicates that it is important that the user refers to associated warnings given in this user guide.

Safety notice

External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards. Only use accessories approved by Phonak AG.

Operating conditions

The hearing system has been designed for trouble-free operation under all ordinary climatic conditions.

Transportation and storage conditions

Temperature should not exceed limits of $-20^{\circ}/60^{\circ}$ Celsius at a relative air humidity of 65% for extended periods during transportation and storage. Air pressure between 500 and 1100 hPa is not detrimental to the instrument.



Your hearing care professional:

www.phonak.com