

# Phonak Ambra

## In-the-Ear hearing aids

User Guide



PHONAK

life is on

---

# Contents

1. Welcome	5	Step 8. Removing the hearing aid	23
2. Important safety information: Please read before operating your hearing aid for the first time	6	Step 9. Turning off the hearing aid	25
Hazard warnings	6	Step 10. Changing the battery	25
Information on product safety	8		
3. Hearing aid description	10	5. Care and maintenance	26
4. Step-by-step instructions for using the hearing aid	13	6. Troubleshooting	29
Step 1. Getting to know your hearing aid	13	7. Wireless Accessories and FM systems	31
Step 2. Battery preparation	16	8. Service and warranty	33
Step 3. Inserting the battery	16	9. Compliance information	34
Step 4. Turning on the hearing aid	17	10. Information and explanation of symbols	37
Step 5. Inserting the hearing aid	18	11. Important information: Cell phones	40
Step 6. Adjusting the volume control in the ear	20	12. For the US market only, complies with the FDA regulations	42
Step 7. Selecting the hearing program in the ear	22		

---

## 1. Welcome

Your new hearing aid is a premium Swiss quality product. It was developed by Phonak, one of the world's leading companies in hearing technology. Your hearing aid offers the most modern digital hearing technology currently available on the market.

Please read these user instructions thoroughly in order to benefit from all the possibilities your new hearing aid has to offer. With proper use and care, you will be able to enjoy your hearing aid for many years to come.

If you have any questions, please consult your hearing care professional.

**Phonak – life is on**

[www.phonak-us.com](http://www.phonak-us.com)



---

## 2. Important safety information

Please read the information on the following pages before using your hearing aid.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Infrequent use of a hearing aid does not permit a user to attain full benefit from it. The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading.

### 2.1 Hazard warnings

- ⚠ Use only hearing aids that have been specially programmed for you by your hearing care professional. Other hearing aids may be ineffective and may, in certain cases, damage your hearing.
- ⚠ Changes or modifications to the hearing aid that were not explicitly approved by Phonak are not permitted. Such changes may damage your ear or the hearing aid.

- ⚠ Hearing aid batteries are toxic if they are swallowed! Keep out of reach of children and pets. If batteries are swallowed, consult your medical physician immediately!
- ⚠ If you feel pain in or behind your ear, if it is inflamed, if skin irritation or accelerated accumulations of ear wax occur, please check with your hearing care professional or physician.
- ⚠ Hearing programs in the directional microphone mode reduce background noises. Please be aware that warning signals or noises coming from behind, e.g. cars, are partially or entirely suppressed.
- ⚠ The hearing aid contains small parts which can be swallowed by children.
- ⚠ External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards. Only use accessories approved by Phonak AG.

---

## 2. Important safety information

### 2.2 Information on product safety

- ① Never immerse your hearing aid in water! Protect it from excessive moisture. Always remove your hearing aid before showering, bathing, or swimming.
- ① Protect your hearing aid from the heat (never leave it near a window or in the car). Never use a microwave or other heating devices to dry your hearing aid. Ask your hearing care professional about suitable drying methods.
- ① When you are not using your hearing aid, leave the battery compartment open so that any moisture can evaporate. Make sure that you always completely dry your hearing aid after use. Store the hearing aid in a safe, dry and clean place.
- ① Do not drop your hearing aid! Dropping onto a hard surface can damage your hearing aid.

- ① Always use new batteries for your hearing aid. You can return used batteries to your hearing care professional.
- ① Remove the battery if you are not using your hearing aid for a long period of time.
- ① X-ray radiation (e. g. CT scans, MRI scans) may adversely affect the correct functioning of your hearing aids. We recommend that you remove them before undergoing X-ray procedures and keep them outside the room.
- ① Do not use your hearing aid in areas where electronic equipment is prohibited.

### 3. Hearing aid description

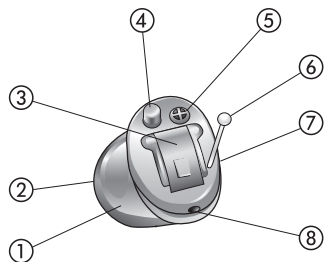
The following user instructions describe four hearing aid models: nano and CIC/MC (Completely in the Canal/Mini Canal) that sit deep in the ear canal, ITC/HS (In the Canal/Half Shell) models that are situated in the ear Canal or in the bowl of the ear, and FS (Full Shell) models that are situated only in the bowl of the ear.

On the following pages use the labeled drawings to identify the hearing aid that you use.

Please note: specific functions described on the following pages may not be included in your model because some features are optional or model specific.

Your hearing care professional will tell you what size battery you need for your hearing aid.

#### Phonak nano and CIC/MC models



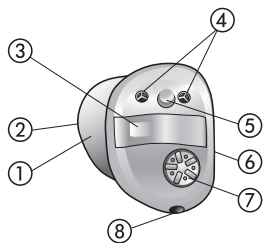
- ① Custom made shell
- ② Receiver (sound outlet) and wax protection system
- ③ Battery compartment with ON/OFF switch
- ④ Program button (optional)\*
- ⑤ Protected microphone inlet
- ⑥ Removal handle (nano / CIC/MC)
- ⑦ Right or left indicator (right=red, left=blue)
- ⑧ Vent

\*A volume control is also optional; it is not shown here.

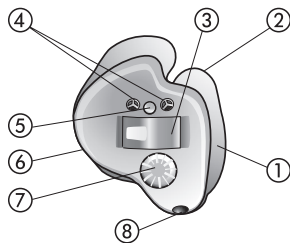
\*Program button and volume / control are not available on Phonak nano.

### 3. Hearing aid description

#### ITC/HS-model



#### FS-model



- ① Custom made shell
- ② Receiver (sound outlet) and wax protection system
- ③ Battery compartment with ON/OFF switch
- ④ Protected microphone inlets  
(number of inlets is optional)
- ⑤ Program button (optional)
- ⑥ Right or left indicator (right=red, left=blue)
- ⑦ Volume control (optional)
- ⑧ Vent

### 4. Step-by-step instructions for using the hearing aid

The following chapter provides step-by-step instructions on how to use your hearing aid. Please follow these steps carefully. In the drawings, the parts that are particularly important for each step are shown in green.

#### Step 1. Getting to know your hearing aid

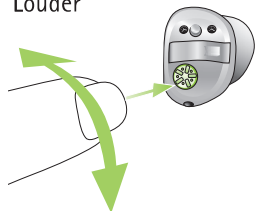
Take the hearing aid in your hand and try out the hearing aid controls, if so equipped. This will make it easier for you to feel for and operate the controls later on when wearing the hearing aid.

#### 4. Using the hearing aid

Turn the volume control to change the volume (Fig 1a).

Left ear

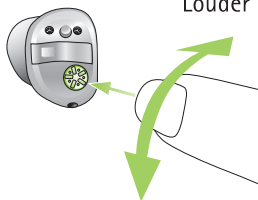
Louder



Softer

Right ear

Louder



Softer

Fig. 1a

The direction you have to turn the volume control when wearing the hearing aid in the ear is shown in step 6 in this section.

Your hearing care professional can configure your hearing aid button as either a volume control or a program selector.

In order to change a hearing program, press the button displayed (Fig. 1b).

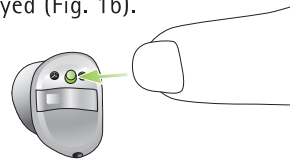


Fig. 1b

To increase the volume, press the button on your right hearing aid. To decrease the volume, press the button on your left hearing aid\* (Fig. 1c).

Decrease volume



Left hearing aid

Increase volume



Right hearing aid

Fig. 1c

\*Only available for a pair of wireless products



#### 4. Using the hearing aid

##### Step 2. Battery preparation

Remove the protective foil from the new battery (Fig. 2). Wait for two minutes before inserting to activate the battery.

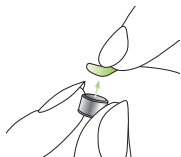


Fig. 2

##### Step 3. Inserting the battery

Take the hearing aid in your hand (Fig. 3a) and open the battery door. Insert the battery so that you see the + symbol on the battery (Fig. 3b).

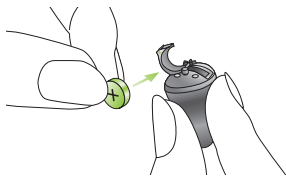


Fig. 3a



Fig. 3b

##### Step 4. Turning on the hearing aid

Switch on the hearing aid by closing the battery compartment (Fig. 4).



Fig. 4

- ① Open and close the battery compartment gently and carefully.
- ① If you feel resistance when closing the battery compartment, check to make sure the battery is correctly inserted and in the correct direction. If the battery is inserted the wrong way, the hearing aid will not work and the battery compartment can be damaged.

The hearing aid is now switched on. It can take up to 15 seconds before it starts. (When you wear the hearing aid, you will hear an acoustic signal).

---

#### 4. Using the hearing aid

##### Step 5. Inserting the hearing aid

This step shows you how to correctly insert the hearing aid aid.

- ① Each hearing aid is individually programmed for your right or left ear. For the first step identify right and left so you will be able to insert your hearing aid in the correct ear.

##### Step 5.1 Identifying the hearing aids for the right and left ear

The color mark is located on the shell (the text is printed in red or blue, or the shell is colored red or blue):

right = red  
left = blue



Fig. 5a

---

##### Step 5.2 Inserting the hearing aid (all models)

With your right hand, take your hearing aid for the right ear (marked in red, see step 5.1) between your thumb and forefinger (Fig. 5b). For nano or CIC models the removal handle should be toward the bottom of your ear.

Insert the tip of the hearing aid into the ear canal (see the part circled in green in Fig. 5b). Carefully pull on your earlobe and push the hearing aid into the correct position. Ensure that it is positioned securely. In the beginning, please use a mirror to check.

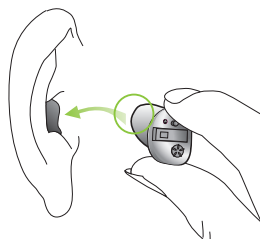


Fig. 5b

#### 4. Using the hearing aid

You have now successfully inserted the right hearing aid. Now insert your left hearing aid in the same way (marked in blue, see step 5.1)

##### Step 6. Adjusting the volume control in the ear

To increase the volume (possible only on models with an optional volume control), turn the volume control forward. To decrease it, turn the volume control backward using your forefinger (Fig. 6a).

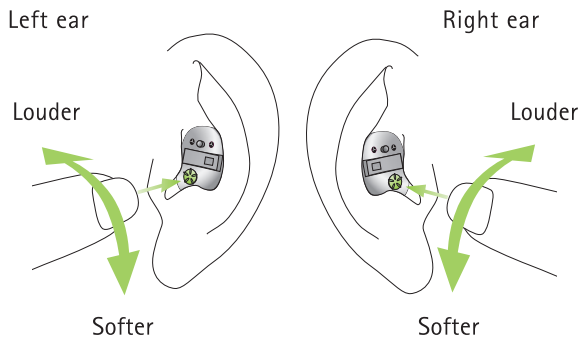


Fig. 6a

Your hearing care professional can configure your hearing aid button as either a volume control or a program selector.

To increase the volume, press the button on your right hearing aid. To decrease the volume, press the button on your left hearing aid\* (Fig 6b).

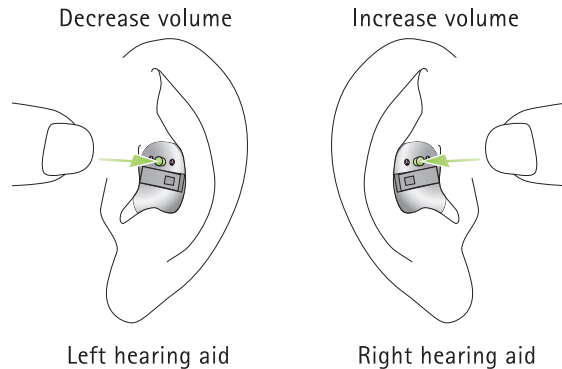


Fig. 6b

\* Only available for a pair of wireless products

---

#### 4. Using the hearing aid

##### Step 7. Selecting the hearing program in the ear

To change a hearing program (possible only in models with an optional program button), press the program button shown (Fig. 7).

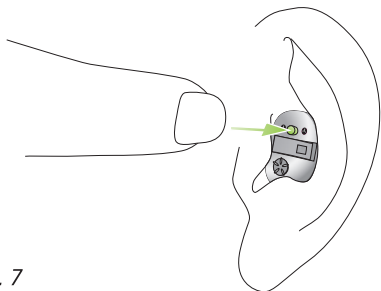


Fig. 7

If you press it again, you change to the next program. A signal indicates the change. A signal tone can only be easily heard if you have turned on the hearing aid and you are wearing it correctly in the ear.

---

##### Step 8. Removing the hearing aid

The following steps describe how to easily remove the hearing aid either with or without the removal handle.

##### Step 8.1 Removing the hearing aid with a removal handle

Hold the removal handle between the thumb and index finger, and carefully pull the hearing aid up and out of the ear (Fig. 8a).

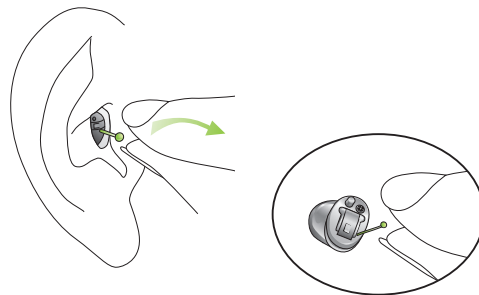
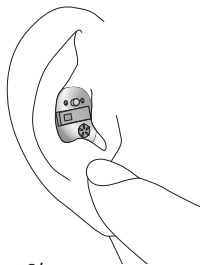


Fig. 8a

#### 4. Using the hearing aid

##### Step 8.2 Removing the hearing aid without a removal handle



Put your thumb behind your lobe (directly behind the hard cartilage, Fig. 8b) and gently press your ear upward to push the hearing aid out of the canal. In order to help it along, make chewing movements with your jaw.

Fig. 8b

Grasp the protruding hearing aid and remove it (Fig. 8c).

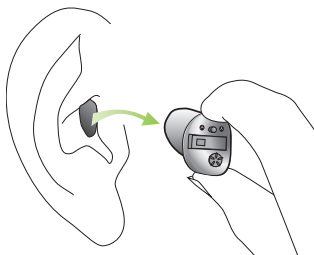


Fig. 8c

##### Step 9. Turning off the hearing aid

You can turn off your hearing aid by opening the battery compartment (Fig. 9).



Fig. 9

##### Step 10. Changing the battery

Before the battery is completely empty, your hearing aid will indicate to you that the battery soon needs to be changed with an acoustic signal. Once this happens, you have about 30 minutes (in some cases longer) to change the battery. The battery warning signal is repeated every half hour. We recommend that you always keep a spare battery on hand.

---

## 5. Care and maintenance

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

Please use the following specifications as a guideline:

### **General information**

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

---

### **Daily**

Daily cleaning and the use of a drying system is highly recommended. "C&C line" from Phonak is a complete set of cleaning products. Your hearing care professional will be glad to advise you. Never use household cleaning products (washing powder, soap, etc.) to clean your hearing aids.

If your hearing aid is performing weakly or fails to operate, clean or replace the wax guard system. If your hearing aid fails to operate after you have correctly cleaned or replaced your wax protection system and inserted new batteries, contact your hearing care professional for advice.

### **Weekly**

For more in depth maintenance instructions or for more than basic cleaning, please see your hearing care professional.

---

## 5. Care and maintenance

### SmartGuard (optional)

SmartGuard (Fig. 10) is a unique wax protection system developed by Phonak. The unique membrane design completely protects your hearing aid from wax and moisture.

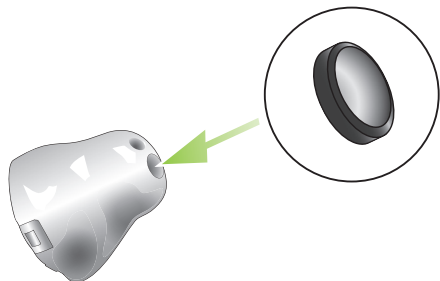


Fig. 10

Cerustop wax guards are also commonly used as an alternative protection system. Your hearing care professional will provide you with detailed information on the use of the wax protection system on your hearing aid.

Please ask your hearing care professional for further information.

---

## 6. Troubleshooting

### Hearing aids sound softer than usual / no sound

Clean the wax protection system or replace it. Check whether the battery is correctly inserted and properly fitted, adjust the fit if necessary. If there is no improvement, change the battery. If the problem persists, contact your hearing care professional.

### Battery discharges too quickly

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

### Crackling or buzzing noises

Check for residue due to ear wax. Then try a new battery. If the problem persists, contact your hearing care professional.

---

## 6. Troubleshooting

### **Whistling**

Check whether the hearing aid is correctly and firmly fitted. If this is the case, but the problem persists, please consult with your hearing care professional.

### **Pain or inflammation in your ear**

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

---

## 7. Wireless Accessories and FM systems

### **7.1 Wireless accessories\***

Phonak has developed a broad range of wireless accessories that allow you to best use and discreetly control your hearing aid. These include, for example, remote controls, wireless connection modules to the TV and computer, and much more. Programs and accessories that can help you make phone calls simply and more comfortably are also included in this product range.

### **7.2 FM Systems\***

FM Systems are wireless communication systems consisting of a radio transmitter and a radio receiver. The transmitter is placed close to the sound source (e.g. TV/Radio/Lectern). The sound is transmitted clearly and directly to the hearing aid in the form of radio signals – without disruptive background noises or echoes.

Phonak is a leader in FM communication. In order to take advantage of the benefits of these high-tech radio systems, consult with your hearing care professional.



---

## 7. Wireless Accessories and FM systems

If you already have an FM system and need additional information on using this system, please consult the relevant user instructions on the FM transmitter or the FM receiver.

For more information, please visit [www.phonak-us.com](http://www.phonak-us.com), or ask your hearing care professional.

\*Possible only for models with this option integrated, check with your hearing professional.

---

## 8. Service and warranty

### 8.1 Local warranty

Please ask the hearing care professional, where you purchased your hearing aid, about the terms of the local warranty.

### 8.2 International warranty

Phonak offers a one year limited international warranty, valid starting from the date of purchase. This limited warranty covers manufacturing and material defects in the hearing aid itself, but not accessories such as batteries, tubes, earmolds, external receivers. The warranty is valid only if proof of purchase is shown.

### 8.3 Warranty limitation

This warranty does not cover damage from improper handling or care, exposure to chemicals or undue stress. Damage caused by third parties or non-authorized service centers renders the warranty null and void. This warranty does not cover any services performed by a hearing care professional in his/her office.

Serial number (left side): \_\_\_\_\_ Authorized hearing care professional

Serial number (right side): \_\_\_\_\_ (stamp/signature):

Date of purchase: \_\_\_\_\_

---

## 9. Compliance information

### Declaration of Conformity

Hereby Phonak AG declares that this Phonak product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC. The full text of the Declaration of Conformity can be obtained from the manufacturer.

### Important information: Hearing aid usage with cell phones

Some hearing aid users have reported a buzzing sound in their hearing aids when they are using cell phones. Please note that the performance of individual hearing aids may vary with individual cell phones. Therefore, please try the hearing aid with your cell phone or, if you are purchasing a new phone, be sure to try it with your hearing aid prior to purchase. For additional guidance, please ask your hearing healthcare professional for the booklet entitled "Hearing Aid Compatibility with Digital Wireless Cell Phones."

According to the ANSI 63.19 (American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and Hearing Instruments) standard, the compatibility of a particular hearing aid and cell phone can be predicted by adding the rating for the hearing aid immunity to the rating for the cell phone emissions. The sum of the hearing aid rating (e.g. M2/T2=2) and the telephone rating (e.g. M3/T3=3) is 5, and any combination that equals 5 will provide "normal use"; a sum of 6 or greater would indicate "excellent performance." The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied. The immunity of this hearing aid is at least M2/T2.

---

These wireless custom ITE hearing aid models are certified under:

USA	FCC ID: KWC-WHSITE1
Canada	IC: 2262A-WHSITE1

### Notice 1:

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

- 1) this device may not cause harmful interference, and
- 2) this device must accept any interference received, including interference that may cause undesired operation.

### Notice 2:

Changes or modifications made to this device not expressly approved by Phonak may void the FCC authorization to operate this device.

---

## 9. Compliance information

### Notice 3:

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

---

## 10. Information and description of symbols



With the CE symbol, Phonak AG confirms that this Phonak product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the R&TTE Directive 1999/5/EC on radio and telecommunications equipment. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.



This symbol indicates that the products described in these user instructions adhere to the requirements for an application part of Type BF of EN 60601-1. The surface of the hearing aid is specified as an applied part of Type BF.

---

## 10. Information and description of symbols



EMC and Radio communications compliance label Australia.

---



This symbol indicates that it is important for the user to read and take into account the relevant information in these user guides.

---



This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.

---

**Operating conditions**

Important information for handling and product safety.

---



The product is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.

---

**Transport and storage conditions**

During transport or storage, the temperature should not exceed the limit values of  $-20^{\circ}/60^{\circ}$  Celsius and relative humidity of 65% for a long period of time. The air pressure – range between 500 and 1100 hPa is appropriate.

---



The symbol with the crossed-out garbage bin is to make you aware that this hearing aid may not be thrown away as normal household waste. Please dispose of old or unused hearing aid, at waste disposal sites intended for electronic waste, or give your hearing aid to your hearing care professional for disposal. Proper disposal protects the environment and health.

---

## 11. Important information: Cell phones

Some hearing aid users have reported a buzzing sound in their hearing aids when they are using cell phones. According to the ANSI 63.19 (American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and Hearing Instruments) standard, the compatibility of a particular hearing aid and cell phone can be predicted by adding the rating for the hearing aid immunity to the rating for the cell phone emissions. The sum of the hearing aid rating (e.g. M2/T2=2) and the telephone rating (e.g. M3/T3=3) is 5, and any combination that equals 5 will provide "normal use"; a sum of 6 or greater would indicate "excellent performance". The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied. The immunity of this hearing aid is at least M2/T2.

**Note:** the performance of individual hearing aids may vary with individual cell phones. Therefore, please try the hearing aid with your cell phone or, if you are purchasing a new phone, be sure to try it with your

---

hearing aid prior to purchase. For additional guidance, please ask your hearing care professional for the booklet entitled "hearing aid compatibility with digital wireless cell phones".

---

## 12. For the US market only, complies with the FDA regulations

### Warning to Hearing Aid Dispensers

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- (i) Visible congenital or traumatic deformity of the ear.
- (ii) History of active drainage from the ear within the previous 90 days.
- (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days.
- (iv) Acute or chronic dizziness.
- (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- (vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.

- (vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- (viii) Pain or discomfort in the ear. Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user. (This provision is required only for those hearing aids with a maximum sound pressure capability greater than 132 decibels (dB).)

### Important Notice for Prospective Hearing Aid Users

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable

---

For US market only

conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

---

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

### Children with Hearing Loss

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.





**Manufacturer:**  
Phonak US  
4520 Weaver Parkway  
Warrenville, IL 60555

[www.phonak-us.com](http://www.phonak-us.com)



0459



029-1007-03/V3.00/2011-10/A+W/FO Printed in USA  
© Phonak AG All rights reserved