

Una™

User Guide



PHONAK
hearing systems

CE
0459

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Welcome

Your new Una hearing system uses the very latest advances in digital hearing technology. Una provides the highest sound quality and hearing comfort in many of 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 Una hearing system. Ask your hearing care professional if you have any questions.

Una 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 Una hearing system will support your hearing and understanding for many years.

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

Phonak – Your partner for good hearing!

Description



Una 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

Una hearing system with Fit'nGo slim tube

- ① - ④ see left diagram
- ⑤ Slim tube (sound output)
- ⑥ Dome
- ⑦ Retention



Una hearing system with Fit'nGo standard tube

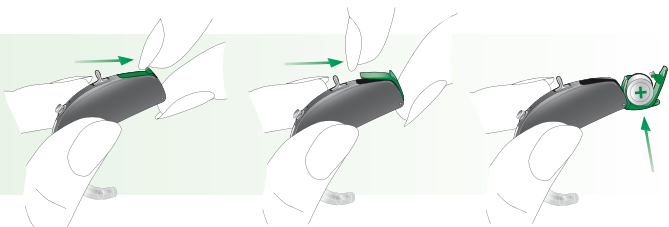
- ① - ⑤ see left diagram
- ⑥ Fit'nGo standard tube
- ⑦ Fit'nGo wax protector
- ⑧ Retention



Short introduction

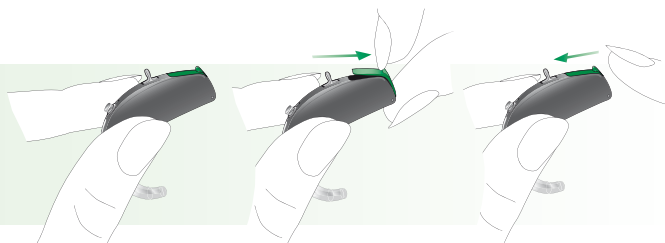
Inserting the battery

More details see page 10



Switching ON/OFF

More details see page 24



ON

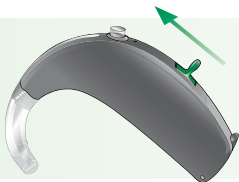
OFF

ON

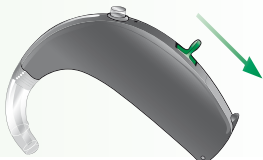
Controlling the volume

More details see page 26

Volume up



Volume down



Selecting a hearing program

More details see page 28

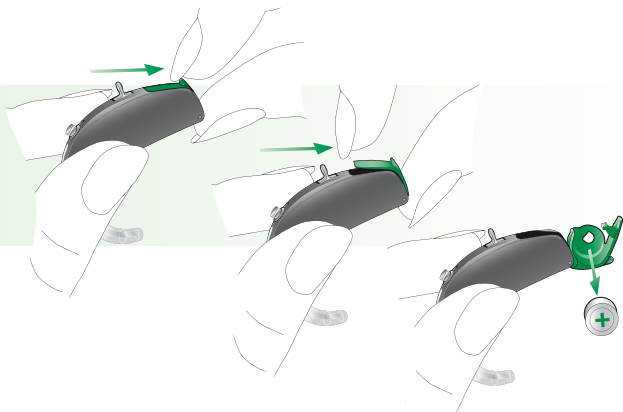


Preparation

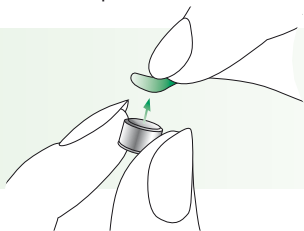
Replacing the battery

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

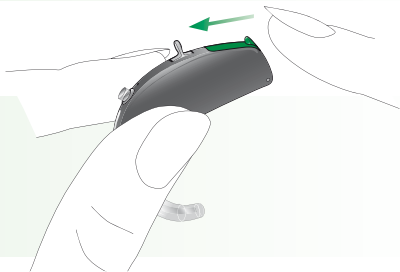
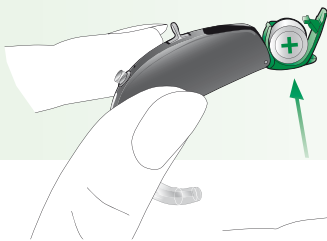
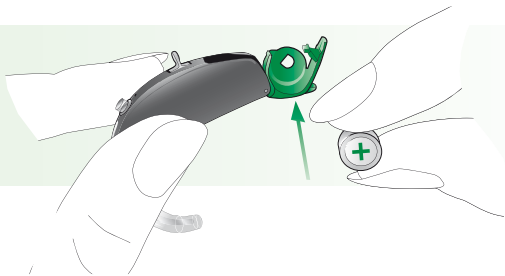
Using the nail grip, open the battery compartment completely and remove the old battery.



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 usually have 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



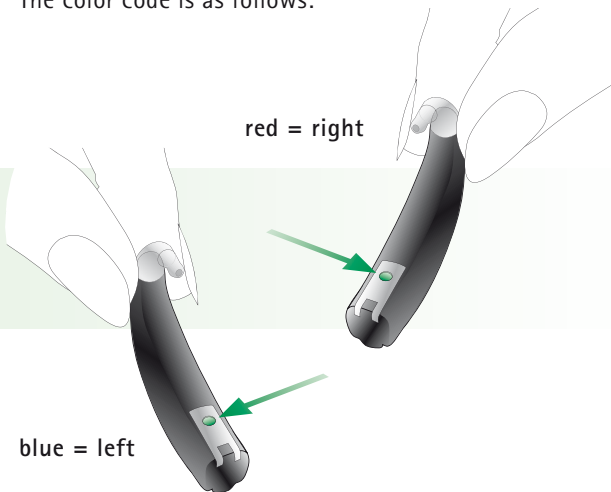
-  The ON/OFF switch is not available when the battery compartment is locked. To switch the hearing system OFF, it is necessary to unlock the tamper proof battery compartment.

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:

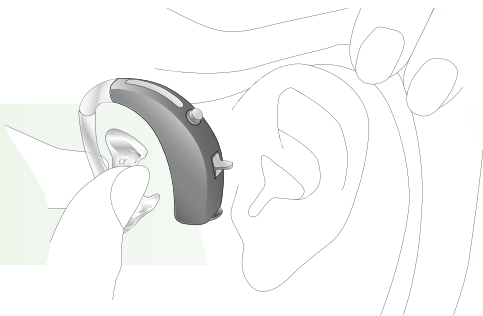


Preparation

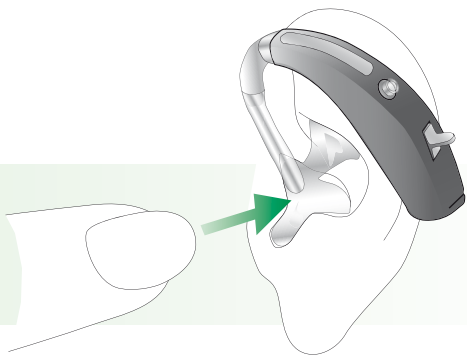
Inserting Una hearing system with earmold into your ear



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 Una 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.

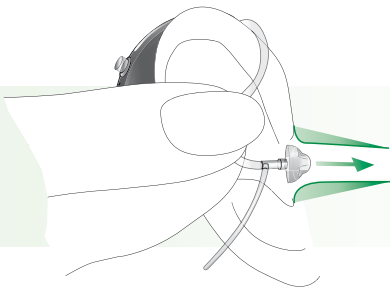
①



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.

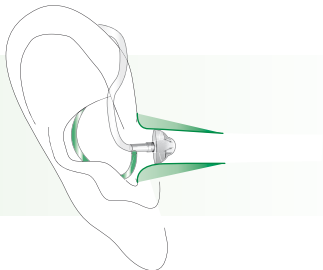
The dome or Fit'nGo wax protector should be placed far enough into the ear so that the slim/Fit'nGo tube lies flush with your head ②.

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 is ready to be inserted into the ear, refer to page 20.

Correct position

④



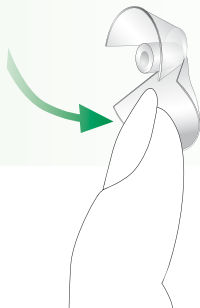
Wrong position

⑤



Moving the fins

⑥



Operation

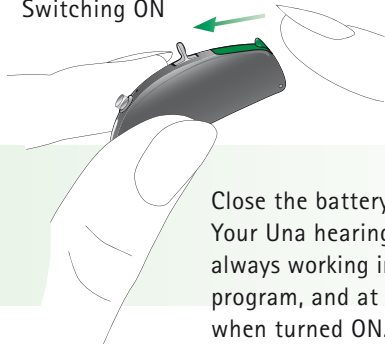
Switching ON/OFF

Switching OFF



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

Switching ON



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

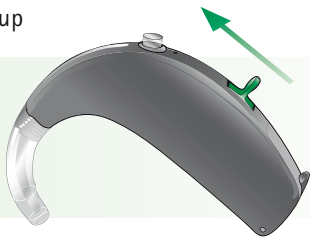
Your hearing care professional may have delayed the activation of your Una hearing system after switching ON (9 or 15 seconds), in order to avoid any disturbance when placing it on your ear. The activation is confirmed by an acoustic signal.

Operation

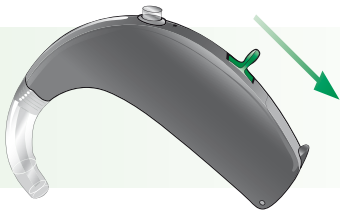
Controlling the volume

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

Volume up



Volume down



Note

- A beep confirms each action on the volume control. 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.



Operation

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.

Important

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



Program switch (TacTronic)

The program switch allows manual toggling between the different hearing programs your hearing care professional may have activated in your Una hearing system.

Telecoil (optional)

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

FM communication with Una (optional)

Your Una hearing system is equipped with 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. EasyLink) 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 Una instruments.

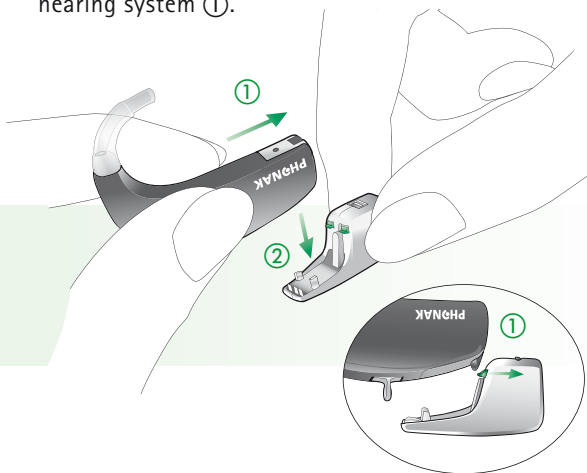
Your multi-frequency MicroLink ML9S or MicroMLxS, fixed onto your Una hearing system, is the world's smallest high-end FM receiver.

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

Attaching and removing MicroLink FM receiver ML9S and Audio shoe AS9

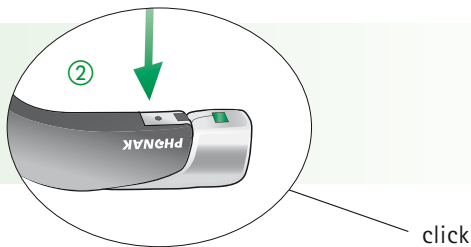
Your hearing care professional has already prepared your Una hearing system for use with an FM receiver.

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.

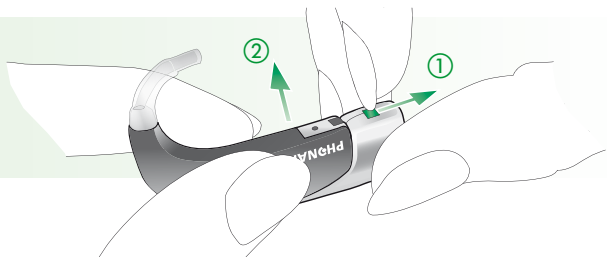


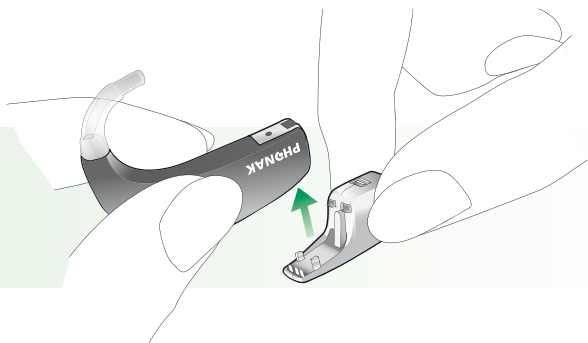
FM communication with Una (optional)

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.





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

Note

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

Manual selection of an FM program

Use the program switch to select the desired FM program, identified by the appropriate acoustic signal.

FM communication with Una (optional)

Multi-frequency FM products


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

FM Receivers

MicroLink ML9S: Perfectly integrated in the Una 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 Transmitter



e.g. EasyLink: transmitter with a built in microphone and an easy one-button user interface.

- Improved speech understanding in noise
- Compatible with all Phonak FM receivers

FM communication with Una (optional)



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 Una's 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.



Maintenance

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 protective 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:

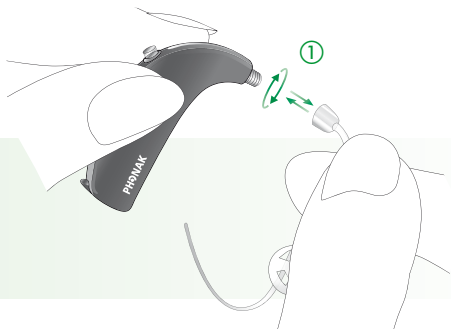
- The hearing system sounds quieter than usual.
- There is a reduction in sound quality.
- Understanding in noise becomes more difficult.
- It becomes more difficult to determine the direction of sounds.

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.

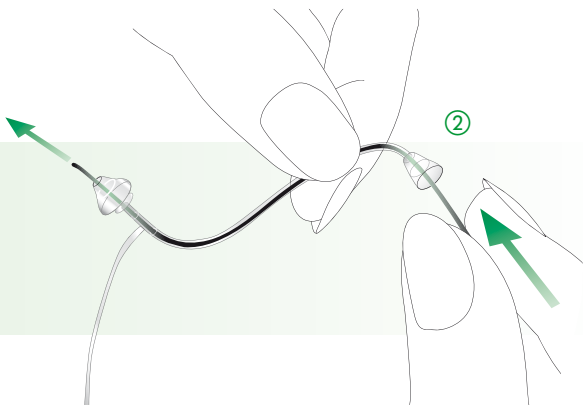
Open fitting: Fit'nGo slim tube

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 must be cleaned regularly.



Remove the slim tube from the hearing instrument before cleaning by unscrewing and taking it off ①. After cleaning it is important to remove the cleaning tool. 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. ②



Maintenance

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.

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.
- 5) Daily cleaning and the use of a drying system is highly recommended. We recommend CleanLine from Phonak to care for your Una hearing systems. Your hearing care professional will gladly advise you. Never use household cleaning products (washing powder, soap, etc.) to clean your hearing systems.





Maintenance

- 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.



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 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 in AudioZoom (AZ) reduce mainly 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 products 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	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, Nitvej 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 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 Una products and accessories meet the requirements of directive 93/42/EEC on medical devices.



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

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