SIEMENS

Orion S, Orion M, Orion P, Sirion S, Sirion M, Sirion P

User Guide

www.bestsound-technology.com

BestSound™ Technology

Life sounds brilliant.

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Welcome

You have chosen one of our hearing instruments, a reliable partner to accompany you through everday life. Like everything new, it will take you a little while to become familiar with it.

This document, along with support from your Hearing Care Professional, will help you. You will quickly come to appreciate the advantages and greater quality of life your hearing instrument offers.

CAUTION

Read this user guide thoroughly and completely and follow the safety information in this document to avoid damage or injury.

To benefit most from your hearing instrument, wear it daily and all day long. Especially after longer periods of living with hearing loss, a dedicated hearing training is recommended - with a Hearing Care Professional or at home.

Your hearing instruments

Getting to know your hearing instruments

It is recommended to familiarize yourself with your new hearing instruments. With the instruments in your hand try using the controls and note their location on the instrument. This will make it easier for you to feel and press the controls while wearing the hearing instruments.

If you have problems pressing the controls of your hearing instruments while wearing them, you can ask your Hearing Care Professional whether a remote control option is available.

Components and names

This user guide describes several types of hearing instruments. Use the following pictures to identify the type of hearing instrument that you use.

Your hearing instruments are either equipped with a LifeTube or with an earhook.

Orion S, Sirion S

1. Ear piece (LifeTip)
2. Concha lock (optional)
3. Tube (LifeTube)
4. Earhook
5. Microphone openings
6. Push button
7. Battery compartment

Orion M, Sirion M

1. Ear piece (LifeTip)
2. Concha lock (optional)
3. Tube (LifeTube)
4. Earhook
5. Microphone openings
6. Rocker switch
7. Battery compartment

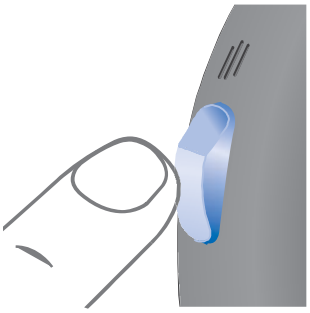
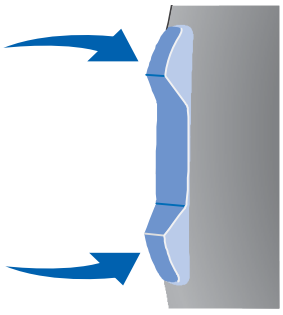
Orion P, Sirion P

1 Ear piece (LifeTip)	5 Microphone openings
2 Concha lock (optional)	6 Push button
3 Tube (LifeTube)	7 Rocker switch
4 Earhook	8 Battery compartment

Controls

With the controls you can, for example, adjust the volume or switch hearing programs. Your hearing instruments have a push button or a rocker switch or both.

Ask your Hearing Care Professional to mark your controls and their functions on the following pages.

Control		Left	Right
Push button		☐	☐
Rocker switch		☐	☐

You can also ask your Hearing Care Professional whether a remote control option is available.

Push button

Function	Left		Right	
	☞	☞2	☞	☞2
Program change	☐		☐	
Volume up	☐		☐	
Volume down	☐		☐	
Standby/turn on		☐		☐
☞ press briefly, ☞2 press 2 seconds				

Rocker switch

Function	Left			Right		
	☞	☞2	☞5	☞	☞2	☞5
Program up/down	☐	☐		☐	☐	
Volume up/down	☐			☐		
Tinnitus noiser level up/down	☐			☐		
Sound balance	☐			☐		
Standby/turn on		☐	☐		☐	☐
☞ press briefly, ☞2 press 2 seconds, ☞5 press 5 seconds						

Push button and rocker switch

Function	Left	Right
Lock / Unlock the controls	☐	☐
Read more in section "Locking the controls".		

Settings

Depending on your type of hearing instrument, not all described functions are available.

Ask your Hearing Care Professional to mark your individual settings on the following pages.

Hearing programs
1
2
3
4
Read more in section "Changing the hearing program".

Features
☐ **Power-on delay** enables whistle-free insertion of hearing instruments. Read more in section "Turning on and off".
☐ **e2e wireless** enables simultaneous control of both hearing instruments. Read more in section "Using two hearing instruments".
☐ A **telecoil** is built into the instrument, so it can connect with audio induction loops. Read more in section "Audio induction loops".

Accessories	
☐	Remote control

Battery size and ear pieces

Batteries	
☐	Non-rechargeable (size 13)
☐	Non-rechargeable (size 312)

Exchangeable ear pieces (only with LifeTubes)		Size
☐	LifeTip open or closed	
☐	LifeTip double	
☐	LifeTip semi-open	

Service information

Serial numbers
Left:
Right:

Service dates
1:
2:
3:
4:
5:
6:

Your Hearing Care Professional

Date of purchase:

Batteries

When the battery is low the sound becomes weaker or you will hear an alert signal. It depends on the battery type how long you have until you have to replace the battery.

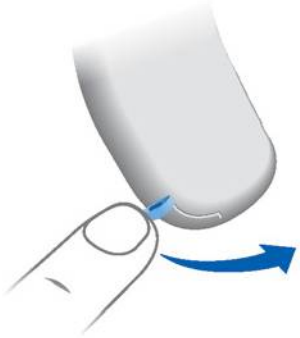
Replacing non-rechargeable batteries

Remove empty batteries immediately and dispose of according to local regulations.

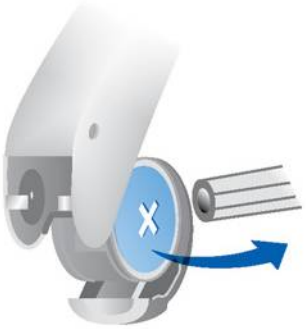
Remember to have your replacement batteries with you at all times.

Removing:

- Open the battery compartment.



- Lightly tap the instrument or use the magnet stick to remove the battery. The magnet stick is available as an accessory.



Inserting:

- Remove the protective film from the new battery.

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

- Carefully close the battery compartment. If you feel resistance, the battery is not inserted correctly.

  Do not attempt to close the battery compartment by force. It can be damaged.

Daily use

Turning on and off

You have several options to turn your hearing instruments on or off.

Via battery compartment:

- Turning on: Close the battery compartment.

  The **default** volume and hearing program are set.

- Turning off: Open the battery compartment.

Via push button or rocker switch:

- Turning on or off: Press the push button or the rocker switch. Refer to section "Controls" for your personal settings.

  After turning on, the **previously** used volume and hearing program are set.

Via remote control:

- Follow the instructions in the remote control's user guide.

  After turning on, the **previously** used volume and hearing program are set.

- When wearing the hearing instruments, an optional signal can indicate when an instrument is turned on or off.
- Remove the batteries if the hearing instruments are not used for several days.

When the **power-on delay** is activated, the hearing instruments turn on after a delay of several seconds. During this time you can insert the hearing instruments without experiencing unpleasant whistling.

The "power-on delay" can be activated by your Hearing Care Professional.

Inserting

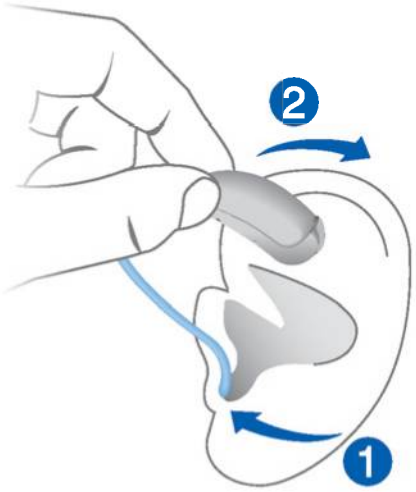
Your hearing instruments have been fine-tuned for your right and left ear. Colored markers indicate the side:

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

To insert the hearing instrument:

- ▶ Hold the tube at the bend that is closer to the ear piece.
- ▶ Carefully push the ear piece in the ear canal ❶.
- ▶ Twist it slightly until it sits well.

  Open and close your mouth to avoid accumulation of air in the ear canal.
- ▶ Lift the hearing instrument and slide it over the top of your ear ❷.



CAUTION

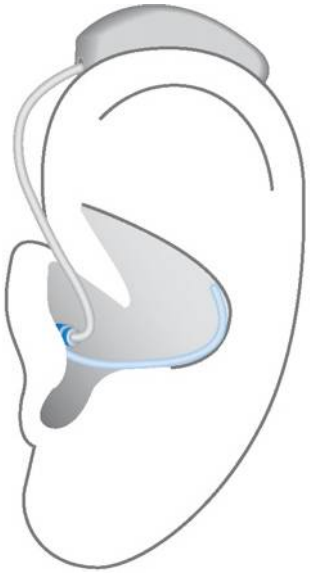
Risk of injury!

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

- Insert the **right** hearing instrument with the **right** hand and the **left** hearing instrument with the **left** hand.
- If you have problems inserting the ear piece, use the other hand to gently pull your earlobe downwards. This opens the ear canal and eases insertion of the ear piece.

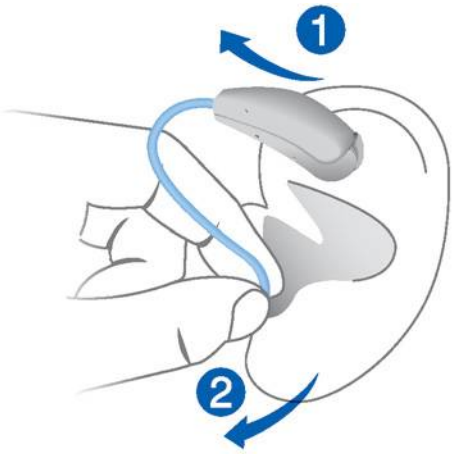
The optional concha lock helps to securely retain the ear piece in your ear. To position the concha lock:

▶ Bend the concha lock and position it carefully into the bowl of your ear (refer to the picture).



Removing

- Lift the hearing instrument and slide it over the top of your ear ❶.
- Hold the tube and pull the ear piece carefully out ❷.



CAUTION

Risk of injury!

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

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

Adjusting the volume

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

- If you prefer manual volume adjustment, press the push button or the rocker switch, or use a remote control.

  Refer to section "Controls" for your personal settings.

An optional signal can indicate the volume change.

Note that manual volume adjustment is not available for Sirion S instruments.

Changing the hearing program

Hearing programs change the characteristics of the sound coming through the hearing instrument. They help you to select the optimal setup for every listening situation. An optional signal can indicate the change of the hearing program.

- To change the hearing program, press the push button or the rocker switch, or use a remote control.

  Refer to section "Controls" and to section "Settings" for your personal settings and for a list of your hearing programs.

Further adjustments (optional)

The controls of your hearing instruments can also be used to change, for example, the tinnitus noiser level.

Refer to section "Controls" for your personal settings.

Locking the controls (optional)

To prevent any accidental operation you can lock the controls. When the controls are locked, both push button and rocker switch are disabled.

- To **lock** the controls, press the **top** of the rocker switch and hold it. Simultaneously press the push button on the same hearing instrument for 3 seconds.
- To **unlock** the controls, press the **bottom** of the rocker switch and hold it. Simultaneously press the push button on the same hearing instrument for 3 seconds.

Whether this function is configured for your hearing instruments is listed in section "Controls".

- If you are wearing two hearing instruments, you have to lock or unlock the controls on each hearing instrument separately.
- Locking or unlocking can optionally be indicated by an acoustic signal.
- When you turn your hearing instruments off and on again, the key lock remains in the previously selected state.

Using two hearing instruments (optional)

Very rarely does hearing loss occur in only one ear, therefore the use of two instruments ensures that you are improving your hearing in all situations allowing you to better participate in your daily life.

When controlling two instruments you have the following options to, for example, change the hearing program:

- You can control each hearing instrument separately.
- You can control both hearing instruments simultaneously.

  Your Hearing Care Professional has to activate the "e2e wireless" function, enabling both hearing instruments to exchange information. You can then use either a remote control or the user controls on either of your instruments for the desired function e.g. volume change.

The control elements of both instruments can even be set differently – thus offering you the degree of control you really need.

On the phone

When you are on the phone, hold the telephone receiver slightly above your ear. The hearing instrument and telephone receiver have to be aligned. Turn the receiver slightly so that the ear is not completely covered.

Telephone program

You may prefer a certain volume when using the phone. Ask your Hearing Care Professional to configure a telephone program.

- Switch to the telephone program whenever you are on the phone.

  Whether a telephone program is configured for your hearing instrument is listed in section "Settings".

Audio induction loops

Many telephones as well as public places like theatres offer the audio signal (music and speech) via an audio induction loop. With this system, your hearing instruments can directly receive the desired signal – without distracting noise in the environment.

You can usually recognize audio induction loop systems by certain signs.

Whether a telecoil is built into your hearing instrument is listed in section "Settings". If a telecoil is built in, you have the following options.

Ask your Hearing Care Professional to configure a telecoil program.

- Switch to the telecoil program whenever you are in a place with an audio induction loop.

  Whether the telecoil program is configured for your hearing instrument is listed in section "Settings".

Telecoil program and remote control

NOTICE

For instruments with wireless connectivity:

When the telecoil program is active, the remote control may cause a pulsing noise.

- Use the remote control with a distance greater than 10 cm (4 inches).

Audio input

With an audio shoe you can connect your hearing instrument to an FM system. An FM system gathers speech at the voice source (via a separate microphone) and transmits the sound directly to the hearing instrument. This can be useful for adults in difficult listening situations and for children in classrooms.

Nowadays, most FM systems allow for coupling with audio devices like a MP3 player.

Your Hearing Care Professional can configure your hearing instruments so that they switch automatically to the audio shoe program if the audio shoe has been attached.

Note that the audio shoe is only available for Orion M, Sirion M and Orion P, Sirion P hearing instruments.

WARNING

Risk of electric shock!

- Connect audio input only to a device conforming to IEC 60065, the IEC-Norm for audio, video and other electronic devices.

NOTICE

Use an approved audio shoe only. Ask your Hearing Care Professional for this accessory.

Attaching and removing the audio shoe

The audio shoe is integrated into a battery compartment. To attach or remove the audio shoe, the battery compartment has to be exchanged. A special tool is required.

- Ask your Hearing Care Professional to attach or remove the audio shoe.

Maintenance and care

The hearing instruments are so robust that they will function reliably for years. It is, however, important that you take care of your instruments and observe a few basic rules, which will soon become habit.

Cleaning

For hygiene reasons and to maintain functionality, clean your hearing instruments daily.

NOTICE

- Do not put the hearing instruments in water.

  Do not put LifeTubes or LifeTips in water.

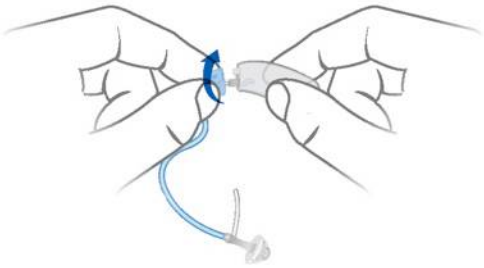
- Clean your hearing instruments with a soft, dry tissue.
- If your hearing instruments are equipped with LifeTubes, regularly clean the tubes with special cleaning wires.

  Refer to section "Cleaning the LifeTubes" for details.
- Ask your Hearing Care Professional for recommended cleaning products, special care sets and further information on how to keep your hearing instruments in good condition.
- For a more thorough professional cleaning, take your instruments to your Hearing Care Professional.

Cleaning the LifeTubes

If your hearing instruments are equipped with LifeTubes, you can remove cerumen from the tubes using a special cleaning wire. Ask your Hearing Care Professional for suitable cleaning wires.

- Screw off the tube.



- Carefully insert the cleaning wire into the tube. Start from the side opposite to the ear piece adapter.

- Push the cleaning wire all the way through the tube.
- Wipe away any cerumen or debris that is dislodged from the tube.
- Completely remove the cleaning wire from the tube.
- Screw the tube onto the hearing instrument.

CAUTION

Risk of damage to ear canal and ear drum.

- Always remove the Life Cleaning Wire from the LifeTube before reattaching it to your hearing instrument.

Drying

- Dry your hearing instruments overnight.
- Ask your Hearing Care Professional for recommended drying products.

Storage

- During longer periods of non-use, store your hearing instruments with open battery compartment (and batteries removed) in a drying system in order to prevent the penetration of moisture.

Exchanging ear pieces and tubes

For hearing instruments with a LifeTube:

- Ask your Hearing Care Professional to exchange the ear pieces and tubes approximately every 3 to 6 months or as needed.

Troubleshooting

Problem and possible solutions
Sound is weak.
■ Increase the volume. ■ Replace the empty battery. ■ Clean or exchange the tube and the ear piece.
Hearing instrument emits whistling sounds.
■ Reinsert the ear piece until it fits securely. ■ Decrease the volume. ■ Clean or exchange the ear piece.
Sound is distorted.
■ Decrease the volume. ■ Replace the empty battery. ■ Clean or exchange the tube and the ear piece.
Hearing instrument emits signal tones.
■ Replace the empty battery.
Hearing instrument does not work.
■ Turn the hearing instrument on. ■ Gently close battery compartment completely. ■ Replace the empty battery. ■ Make sure the battery is inserted correctly. ■ Power-on delay is active. Wait several seconds and check again.

Consult your Hearing Care Professional if you encounter further problems.

Important information

Intended use

Hearing instruments are intended to improve the hearing of hearing impaired persons. Diagnosis and prescription of a hearing instrument must be performed by hearing health specialists, e.g. acousticians, audiologists or ENT doctors.

Use the hearing instruments and accessories only as described in this user guide.

Explanation of symbols

	Points out a situation that could lead to serious, moderate, or minor injuries.
	Indicates possible property damage.
	Advice and tips on how to handle your device better.

Transport and storage conditions

During extended periods of transport and storage, please observe the following conditions:

	Storage	Transport
Temperature	10 to 40 °C	-20 to 60 °C
Relative humidity	10 to 80 %	5 to 90 %
Air pressure	700 to 1050 hPa	200 to 1200 hPa

For other parts, such as batteries, other conditions may apply.

Disposal information

Within the European Union, the marked equipment is covered by "Directive 2002/96/EC of the European Parliament and of the Council of 27 January 2003 on waste electrical and electronic equipment."

Amended by "Directive 2003/108/EC" (WEEE).

NOTICE

- Recycle hearing instruments, accessories and packaging according to national regulations.

NOTICE

- To avoid environmental pollution, do not throw batteries into household trash.
- Recycle or dispose of batteries according to national regulations or return them to your Hearing Care Professional.

Technical information

FCC ID: SGI-WL002BTE
IC: 267AB-WL002
Operating frequencies: F_c=3.28 MHz

N14203 (EMC and radio communications compliance label Australia)

This Class B digital apparatus complies with Canadian ICES-003.

Changes or modifications made to this equipment not expressly approved by Sivantos GmbH for compliance may void the FCC authorization to operate this equipment.

FCC compliance

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada.

Operation is subject to the following conditions:

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

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment 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 equipment 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 equipment and receiver.
- Connect the equipment to 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.

Conformance information

With the CE marking Sivantos confirms compliance with the European Directive 93/42/EEC concerning medical devices.

CE 0123

For the products with e2e wireless 2.0 Sivantos additionally confirms compliance with the European Directive 99/5/EC (R&TTE) concerning radio and telecommunications terminal equipment.

Important safety information

Personal safety

CAUTION

Risk of injury!

- Always wear the tube with an ear piece.
- Make sure that the ear piece is completely attached.

WARNING

Risk of affecting electronic equipment!

- In areas where the use of electronics or wireless devices are restricted, verify if your device has to be turned off.

WARNING

Risk of impairing the residual hearing of the user.

- Use only hearing instruments that have been fitted especially for your needs.

WARNING

Risk of injury!

- Do not use obviously damaged devices and return them to point of sale.

WARNING

Risk of explosion!

- Do not use your hearing instruments in explosive atmospheres (e. g. in mining areas).

WARNING

Choking hazard!

Your hearing instruments contain small parts which can be swallowed.

- Keep hearing instruments, batteries and accessories out of reach of children and mentally disabled persons.
- If parts have been swallowed consult a physician or hospital immediately.

We offer special hearing instruments for the fitting of infants and small children.

- Ask your Hearing Care Professional for further information.

Product safety

NOTICE

Leaking batteries damage the hearing instruments.

- Turn the hearing instruments off when not in use to preserve the battery.
- Remove batteries when the instruments are not in use for a prolonged period of time.

NOTICE

- Protect your hearing instruments from extreme heat. Do not expose them to direct sunlight.

NOTICE

- Do not dry your hearing instruments in the microwave oven.

NOTICE

Different types of strong radiation, e. g. during X-ray or MRI head examinations, may damage hearing instruments.

- Do not wear the hearing instruments during these or similar procedures.

  Weaker radiation, e. g. from radio equipment or airport security, does not damage the hearing instruments.

NOTICE

- Protect your hearing instruments from high humidity. Do not wear them in the shower or when you apply make-up, perfume, aftershave, hairspray or suntan lotion.

Only for two instruments or the use of a remote control:

In some countries restrictions for the usage of wireless equipment exist.

- Refer to local authorities for further information.

NOTICE

Your hearing instruments are designed to comply with international standards on electromagnetic compatibility but interference with nearby electronic devices could occur. In this case, move away from the source of interference.

Tinnitus noiser

Your hearing instrument may be equipped with a tinnitus noiser. The use of the tinnitus noiser should be only on the advice and in consultation with your Hearing Care Professional.

WARNING

Risk of further impairment to the user's hearing health.

There are some potential concerns associated with the use of any sound generating tinnitus therapy device. Discontinue use and seek medical evaluation if any of the following conditions occur:

- chronic skin irritation on, near, or around the site of device placement.
- unusual side effects (e.g. dizziness, nausea, headaches, heart palpitations).
- perceived decrease in auditory function (e.g. decreased loudness, speech not as clear).

WARNING

Risk of further impairment to the user's hearing health.

The volume of the tinnitus noiser can be set to a level which could lead to permanent hearing damage when used for a prolonged period of time.

- The tinnitus noiser should never be used at uncomfortable levels.

For Hearing Care Professionals:

The target population is primarily the adult population over 21 years of age. The patient may have some control of the level or volume of the signal and the patient should discuss this adjustment as well as his or her comfort level and sound of the signal with their Hearing Care Professional.

WARNING

Risk of further impairment to the user's hearing health.

The volume of the tinnitus noiser can be set to a level which could lead to permanent hearing damage when used for a prolonged period of time.

- Should the tinnitus noiser be set to such a level in the hearing instrument, advise the user of the maximum amount of time per day he or she should use the tinnitus noiser.

  For example, occupational safety guidelines restrict continuous noise exposure of 80 dBA SPL to 8 hours per day.

- The tinnitus noiser should never be used at uncomfortable levels.

WARNING

Risk of further impairment to the user's hearing health.

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

- Visible congenital or traumatic deformity of the ear.
- History of active drainage from the ear within the previous 90 days.
- History of sudden or rapidly progressive hearing loss within the previous 90 days.
- Acute or chronic dizziness.
- Unilateral hearing loss of sudden or recent onset within the previous 90 days.

Country-specific information

Manufactured by Sivantos GmbH
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Document No. A91SAT-02082-99T02-7600 EN
Order/Item No. 108 217 02 | Master Rev03, 08.2013 · MS
Printed in Germany | © Siemens AG, 08.2013

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