

# Phonak Vitus+

RIC

User Guide



A Sonova brand

**PHONAK**  
life is on

This user guide is valid for:

**Wireless model**

Phonak Vitus+ RIC-312T

**CE mark applied**

2018



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## Your hearing aid details

**i** If no box is checked and you do not know the model of your hearing aid, please ask your hearing care professional.

### Model

Vitus+ RIC-312T

### Battery size

312

### Earpiece

Dome

SlimTip

cShell

Your hearing care professional:

┌

└

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└

Your hearing aids have been developed by Phonak – the world leader in hearing solutions based in Zurich, Switzerland.

These premium products are the result of decades of research and expertise and are designed to keep you connected to the beauty of sound! We thank you for making such a great choice and wish you many years of listening pleasure.

Please read the user guide carefully to make sure that you understand and get the best out of your hearing aids. For more information about features and benefits, simply contact your hearing care professional.

Phonak - life is on  
[www.phonak.com](http://www.phonak.com)

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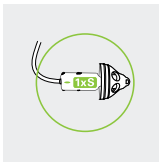
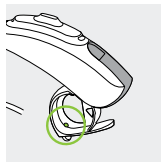
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# 1. Quick guide

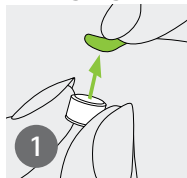
## Left & right hearing aid markings



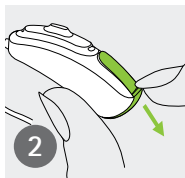
Blue marking for **left** hearing aid.

Red marking for **right** hearing aid.

## Changing batteries



Remove the sticker from the new battery and wait two minutes.

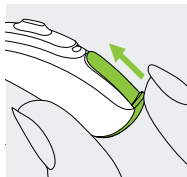


Open the battery door.

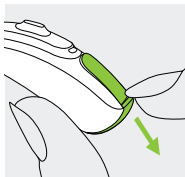


Place battery in the battery door with the "+" symbol facing upwards.

## On/Off

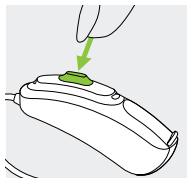


On



Off

## Push button



The push button on your hearing aid can either be volume or program change depending on the hearing aid programming.

The function for your hearing aid is indicated in your individual instructions.

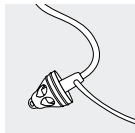
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## 2. Parts of the hearing aid

The pictures below show the models described in this user guide. You can identify your personal model by:

- Checking “Your hearing aid details” on page 3.
- Or comparing your hearing aid with the following shown models. Pay attention to the shape of the hearing aid.

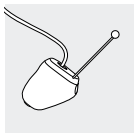
### Possible earpieces



Dome



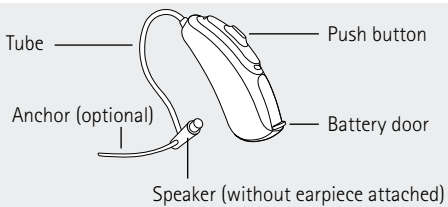
SlimTip



cShell



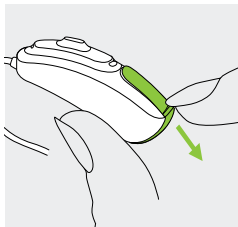
## Vitus+ RIC-312T



### 3. Left & right hearing aid markings

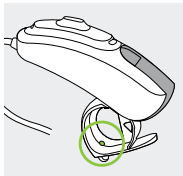
1

Open the battery door. To do this, pull down on the ridge at the bottom of the hearing aid.



2

There is a red or blue marking inside the battery door and on the speaker. This will tell you if it is a left or a right hearing aid.



Blue marking for **left** hearing aid.

Red marking for **right** hearing aid.

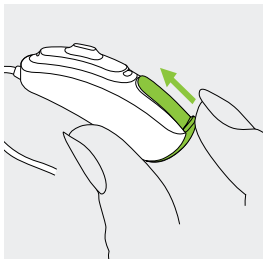
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## 4. On/Off

The battery door is also the on/off switch.

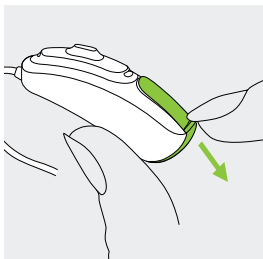
1

Closed battery door =  
hearing aid is **on**



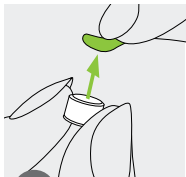
2

Open battery door =  
hearing aid is **off**



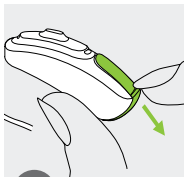
**i** When you switch on the hearing aid you may hear a start-up melody.

## 5. Batteries



1

Remove the sticker from the new battery and wait two minutes.



2

Open the battery door.



3

Place battery in the battery door with the "+" symbol facing upwards.

- ⓘ If it is difficult to close the battery door: Check that the battery is inserted correctly and the "+" symbol is facing the "+" label inside the battery compartment. If the battery is not inserted correctly, the hearing aid will not work and the battery door can be damaged.



Low power: You will hear two beeps when the battery is low. You will have approximately 30 minutes to change the battery (this can vary, depending on the hearing aid settings and battery). We recommend that you always have a new battery on hand.

## Replacement battery

This hearing aid requires a size 312 zinc-air battery.

Model	Zinc-air battery size	Color marking on package	IEC code	ANSI code
Phonak Vitus+ RIC-312T	312	brown	PR41	7002ZD

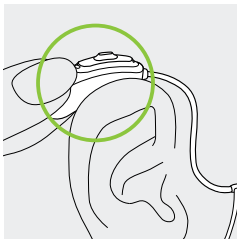
**i** Please ensure you use the correct type of battery in your hearing aids (zinc-air). Please also read chapter 15.2 for further information on product safety.

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## 6. Putting on the hearing aid

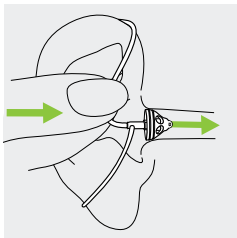
1

Place the hearing aid behind your ear.



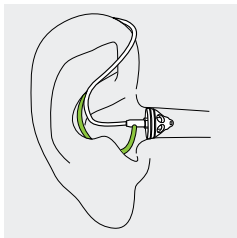
2

Insert the earpiece into your ear canal.



3

If there is an anchor attached to the earpiece, tuck it into the bowl of your ear to secure your hearing aid.

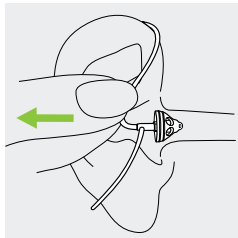


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## 7. Removing the hearing aid

1

Pull on the bend of the tube and remove the hearing aid from behind the ear.

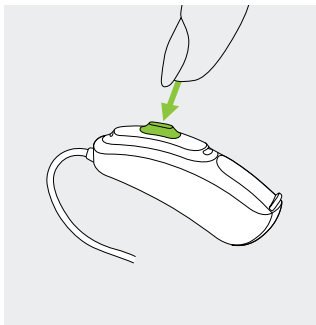


**⚠** In very rare cases, your earpiece can remain in your ear canal when removing the hearing aid from the ear. In the unlikely case that the earpiece does get stuck in your ear canal, it is strongly recommended to see a medical specialist for safe removal.

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## 8. Push button

The push button on your hearing aid can have various functions or is not active. This depends on the programming of the hearing aid, which is indicated in your individual "Hearing aid instructions". Please ask your hearing care professional for this printout.





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## 9. 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. Further information regarding product safety, see chapter 15.2.

### **General information**

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

When you are not using your hearing aid, leave the battery door 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.

Your hearing aids are resistant to water, sweat and dust under the following conditions:

- The battery door is fully closed. Ensure that no foreign object such as hair is caught in the battery door when it is closed.
- After exposure to water, sweat or dust, the hearing aid is cleaned and dried.
- The hearing aid is used and maintained as described in this user guide.

① Hearing aids with the design-integrated Roger receiver are also water resistant.

① Hearing aids with an audio shoe and Roger X are not water resistant.

① Use of your hearing aid around water can restrict air flow to the batteries causing it to stop working. Should your hearing aid stop working after coming into contact with water, refer to the troubleshooting steps in chapter 14.

## **Daily**

Inspect the earpiece for earwax and moisture deposits. Clean the surfaces with a lint-free cloth or use the small brush provided in the hearing aid hard case. Never use cleaning agents such as household detergents, soap, etc. for cleaning your hearing aid. It is not recommended to rinse with water. If you need to clean your hearing aid intensively, ask your hearing care professional for advice and information on filters or drying capsules.

## **Weekly**

Clean the earpiece with a soft, damp cloth or with a special cleaning cloth for hearing aids. For more in depth maintenance instructions or for more than basic cleaning, please see your hearing care professional.

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## 10. Exchanging the earwax protection

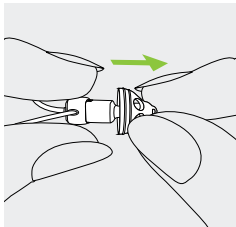
Your hearing aid is equipped with an earwax protection to protect the speaker from earwax damage.

Please check the earwax protector regularly and exchange it if it looks dirty or if the hearing aid volume or sound quality is reduced. The earwax protection should be replaced every four to eight weeks.

### 10.1 Removing the earpiece from the speaker

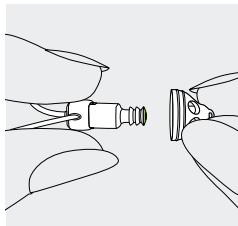
1

Remove the earpiece from the speaker by holding the speaker in one hand and the earpiece in the other.



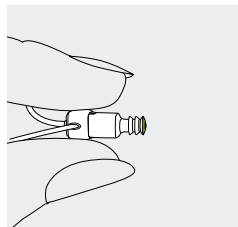
2

Gently pull on the earpiece to remove.



3

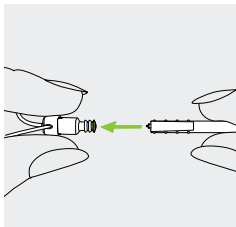
Clean the speaker with a lint-free cloth.



## 10.2 Exchanging the earwax protection

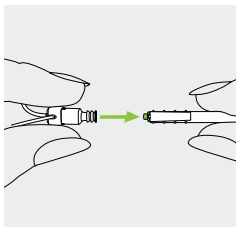
1

Insert the removal side of the exchange tool into the used earwax protector. The shaft of the holder should touch the rim of the earwax protector.



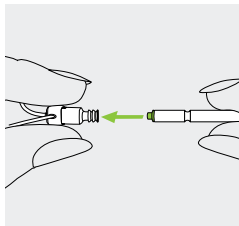
2

Carefully pull and remove the earwax protector straight out of the speaker. Please do not twist the earwax protector when removing.



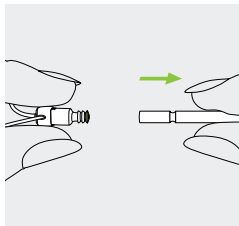
3

To insert the new earwax protector, gently push the insertion side of the exchange tool straight into the hole of the speaker until the outer ring is perfectly aligned.



4

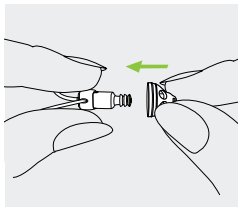
Pull the tool straight out. The new earwax protector will remain in place. Now attach your earpiece to the speaker.



### 10.3 Attaching the earpiece to the speaker

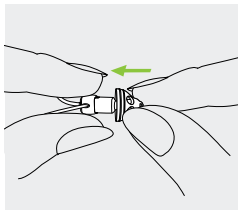
1

Hold the speaker in one hand and the earpiece in the other.



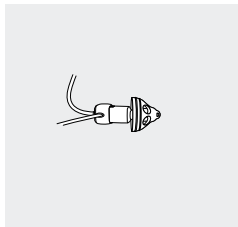
2

Slide the earpiece over the speaker sound outlet.



3

The speaker and the earpiece should fit perfectly together.







---

## 11. Service and warranty

### **Local warranty**

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

### **International warranty**

Sonova AG 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 only comes into force if a proof of purchase is shown.

The international warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods.

## 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 include any services performed by a hearing care professional in their office.

Serial number  
(left side):

Authorized hearing care  
professional (stamp/signature):

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Serial number  
(right side):

---

Date of purchase:

---

## 12. Compliance information

### Europe:

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#### Declaration of Conformity

Hereby Sonova AG declares that this product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio Equipment Directive 2014/53/EU. The full text of the EU Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on [www.phonak.com](http://www.phonak.com) (Phonak worldwide locations).

### Australia/New Zealand:



**R-NZ**

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Indicates a device's compliance with applicable Radio Spectrum Management's (RSM) and Australian Communications and Media Authority (ACMA) regulatory arrangements for the legal sale in New Zealand and Australia.

The compliance label R-NZ is for radio products supplied in the New Zealand market under conformity level A1.

## Radio information of your wireless hearing aid

Antenna type	Integrated ferrite coil antenna (inductive)
Operation frequency	10.6 MHz
Occupied bandwidth (99% BW)	approx. 500 kHz
Modulation	DQPSK
Channel	Single channel radio
Operating range	18 cm (7")
Use case	Streaming of audio or command signal to receiving hearing aid on the other ear
Magnetic field strength @ 10 m	-25 dB $\mu$ A/m

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## 13. Information and description of symbols

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With the CE symbol, Sonova AG confirms that this product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio Equipment Directive 2014/53/EU. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.

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

---



Indicates the medical device manufacturer, as defined in EU Directive 93/42/EEC.

---



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.

---



Important information for handling and product safety.

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During transportation keep dry.

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**Operating conditions**

The product is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides. The hearing aids are classified IP68 (depth of 1 meter for 60 minutes) and designed to be used in all daily life situations. Therefore you do not have to worry about getting the hearing aids exposed to a rain shower or sweat. However, the hearing aid is not intended to be used in water activities that includes chlorinated water, soap, salt water or other liquids with a chemical content.

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**SN**

Indicates the manufacturer's serial number so that a specific medical device can be identified.

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**REF**

Indicates the manufacturer's catalogue number so that the medical device can be identified.

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Temperature during transportation and storage:  
-20° to +60° Celsius (-4° to +140° Fahrenheit).



Humidity during transportation: Up to 90% (non condensing).

Humidity during storage: 0% to 70%, if not in use.  
See instruction in chapter 15.2 regarding drying the hearing aid after use.



Atmospheric pressure: 200 hPa to 1500 hPa



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 aids, 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.

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## 14. Troubleshooting

### Problem

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Hearing aid not functioning

---

Hearing aid whistles

---

Hearing aid not loud enough  
or distorted

---

Hearing aid plays two beeps

---

Hearing aid switches on & off  
(intermittent)

---

### Causes

---

Dead battery

---

Blocked speaker/earpiece

---

Battery not inserted correctly

---

Hearing aid switched off

---

Hearing aid not inserted correctly

---

Earwax in ear canal

---

Volume too loud

---

Low battery

---

Speaker/earpiece blocked

---

Volume too low

---

Hearing has changed

---

Indication for low battery

---

Moisture on battery or  
hearing aid

---

① If the problem persists, contact your hearing care professional for assistance.

## **What to do**

---

Change battery (chapter 1 + 5)

---

Clean speaker opening/earpiece

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Insert battery correctly (chapter 1 + 5)

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Switch hearing aid on by completely closing the battery door  
(chapter 4)

---

Insert hearing aid correctly (chapter 6)

---

Contact your ENT/GP or hearing care professional

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Decrease volume if volume control available

---

Change battery (chapter 1 + 5)

---

Clean speaker opening/earpiece

---

Turn volume up if volume control available

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Contact you hearing care professional

---

Change battery within the next 30 minutes (chapter 1 + 5)

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Wipe battery and hearing aid with dry cloth

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



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## 15. 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.

## 15.1 Hazard warnings


-  The intended use of hearing aids is to amplify and transmit sound to the ears and hereby compensate for impaired hearing. The hearing aids (specially programmed for each hearing loss) must only be used by the intended person. They should not be used by any other person as they could damage hearing.
-  Changes or modifications to the hearing aid that were not explicitly approved by Sonova AG are not permitted. Such changes may damage your ear or the hearing aid.
-  Do not use the hearing aids in explosive areas (mines or industrial areas with danger of explosions, oxygen rich environments or areas where flammable anesthetics are handled).
-  Hearing aid batteries are toxic if they are swallowed! Keep out of the reach of children, individuals with cognitive impairment, and pets. If batteries are swallowed, consult your physician immediately!


 If you feel pain in or behind your ear, if it is inflamed or if skin irritation and accelerated accumulations of earwax occur, please check with your hearing care professional or physician.


 In very rare cases, the dome can remain in your ear canal when removing the hearing tube from the ear. In the unlikely case that the dome does get stuck in your ear canal, it is strongly recommended to see a physician for safe removal.

 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.

 This hearing aid is not for children below 36 months. It contains small parts that can cause choking, if swallowed by children. Keep out of the reach of children, individuals with cognitive impairment, and pets. If swallowed, consult a physician or hospital immediately.

 Do not make a wire connection from your hearing aid to any external audio sources like radio etc. That could cause injuries on your body (electric shock).

 The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.):

- Keep the wireless hearing aid at least 15 cm (6 inches) away from the active implant. If you experience any interference, do not use the wireless hearing aids and contact the manufacturer of the active implant. Please, note that interference can also be caused by power lines, electrostatic discharge, airport metal detectors etc.
- Keep magnets (i.e. battery handling tool, EasyPhone magnet, etc.) at least 15 cm (6 inches) away from the active implant.

 Hearing aids should not be fitted with domes / wax protection systems when used by clients with perforated eardrums, inflamed ear canals or otherwise exposed middle ear cavities. In these cases, we recommend the use of a custom earpiece. In the unlikely case that any part of this product should remain in the ear canal, it is strongly recommended to see a medical specialist for safe removal.

## 15.2 Information on product safety

- ① Phonak hearing aids are water resistant and not waterproof. They are designed to withstand normal activities and occasional accidental exposure to extreme conditions. Never immerse your hearing aid in water! Phonak hearing aids are not specifically designed for extended periods of water submersion on a continual basis, that is worn in activities such as swimming or bathing. Always remove your hearing aid before these activities, as the hearing aid contains sensitive electronic parts.
- ① Never wash the microphone inputs. Doing so could cause it to lose its special acoustic features.
- ① Protect your hearing aid from heat (never leave 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 The dome should be changed every three months or when it becomes stiff or brittle. This is to prevent the dome from detaching from the



tube spout during insertion into or removal from the ear.

**i** When you are not using your hearing aid, leave the battery door 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.

**i** Do not drop your hearing aid! Dropping onto a hard surface can damage your hearing aid.

**i** Always use new batteries for your hearing aid. In case a battery is leaking, replace it immediately with

a new one to avoid any skin irritation. You can return used batteries to your hearing care professional.

**i** The batteries used in these hearing aids should not exceed 1.5 Volts. Please do not use silver-zinc or Li-ion (lithium-ion) rechargeable batteries as these may cause severe damage to your hearing aids. The table in chapter 5 explains exactly which type of battery your particular hearing aids require.

**i** Remove the battery if you are not using your hearing aid for a long period of time.

① Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your hearing aids. Remove and keep them outside the examination room/area before undergoing:

- Medical or dental examination with X-ray (also CT scan).
- Medical examinations with MRI/NMRI scans, generating magnetic fields. Hearing aids don't need to be removed when passing security gates (airports etc.). If X-ray is used at all, it will be in very low doses, and will not affect the hearing aids.

① Do not use your hearing aid in areas where electronic equipment is prohibited.



Your hearing care professional:



**Manufacturer:**

Sonova AG

Laubisrütistrasse 28

CH-8712 Stäfa

Switzerland

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



7 613275 738412

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HEAR THE WORLD



0459