

Carat primax

User Guide



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Welcome

Thank you for choosing our hearing instruments to accompany you through everyday life. Like anything new, it may take you a little time to become familiar with them.

This guide, along with support from your Hearing Care Professional, will help you understand the advantages and greater quality of life your hearing instruments offer.

To receive the most benefit from your hearing instruments, it is recommended that you wear them every day, all day. This will help you get adjusted to them.



CAUTION

It is important to read this user guide and the safety manual thoroughly and completely. Follow the safety information to avoid damage or injury.

Your hearing instruments



This user guide describes optional features that your hearing instruments may or may not have. Ask your Hearing Care Professional to indicate the features that are valid for your hearing instruments.

Instrument type

Your hearing instruments are a RIC (Receiver-in-Canal) model. The receiver is placed within the ear canal and connected to the instrument via a receiver cable. The instruments are not intended for children under the age of 3 years or persons with a developmental age of under 3 years.

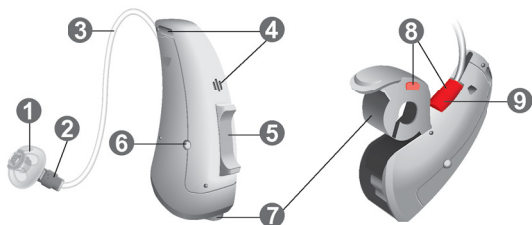
Getting to know your hearing instruments

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 about a remote control option.

Components and names



-
- | | |
|------------------------------|---|
| ① Ear piece | ⑥ Charging contact |
| ② Receiver | ⑦ Battery compartment
(on/off switch) |
| ③ Receiver cable | ⑧ Side indicator
(red = right ear,
blue = left ear) |
| ④ Microphone openings | ⑨ Receiver connection |
| ⑤ Rocker switch
(control) | |
-

You can use the following standard ear pieces:

Standard ear pieces	Size
A small, white, cylindrical ear piece with a flared base.	Click Sleeve (vented or closed)
A small, white, dome-shaped ear piece with a central opening.	Click Dome™ single (open or closed)
A small, white, dome-shaped ear piece with a semi-circular opening.	Click Dome semi-open
A small, white, dome-shaped ear piece with two circular openings.	Click Dome double

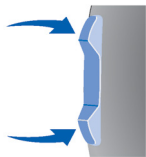
You can easily exchange the standard ear pieces.
Read more in section "Maintenance and care".

Custom-made ear pieces

A custom-made, white, shell-shaped ear piece with a small tube extending from the side.	Custom shell
A custom-made, white, shell-shaped ear piece with a red circular button on the side.	Click Mold™

Controls

With the rocker switch you can, for example, adjust the volume or switch hearing programs. Your Hearing Care Professional has programmed your desired functions to the rocker switch.



You can also use a remote control.

Rocker switch function	L	R
Press briefly:		
Program up/down	☐	☐
Volume up/down	☐	☐
Tinnitus therapy signal level up/down	☐	☐
Sound balance	☐	☐
Focus selection (spatial configurator)	☐	☐
Press long:		
Standby/turn on	☐	☐
Program up/down	☐	☐
Press very long:		
Standby/turn on	☐	☐

L = Left, R = Right

Settings

Hearing programs

1

2

3

4

5

6

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".

- ☐ **AutoPhone™** automatically switches to the telephone program when the telephone receiver approaches the ear.

Read more in section "On the phone".

- ☐ **TwinPhone** transmits the telephone call into both ears when the telephone receiver is held to either ear.

Read more in section "On the phone".

- The **tinnitus therapy feature** generates a sound to distract you from your tinnitus.
- To recharge batteries in hearing instruments with **charging contacts**, simply place the instruments in the charger. After charging, the charger dehumidifies the hearing instruments.
- The **e2e wireless** functionality enables simultaneous control of both hearing instruments.
Read more in section "Wireless functionality".

Batteries

When the battery is low the sound becomes weaker or you will hear an alert signal. The battery type will determine how long you have to replace or recharge the battery.

Battery size and handling tips

Ask your Hearing Care Professional for recommended batteries.

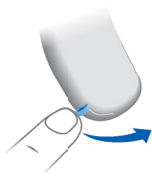
Battery size:	13
---------------	----

- Always use the correct battery size for your hearing instruments.
- Remove the batteries if you intend not to use the hearing instruments for several days.
- Always carry spare batteries.
- Remove empty batteries immediately and follow your local recycling rules for battery disposal.

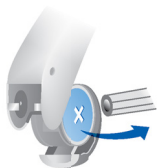
Replacing batteries

Removing the battery:

- Open the battery compartment.



- Use the magnet stick to pull out the battery. The magnet stick is available as an accessory.



Inserting the battery:

- If the battery has a protective film, remove it only when you are ready to use the 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.

Recharging rechargeable batteries

Charge rechargeable batteries before first use.

- To charge the batteries, follow the instructions in the charger's user guide.

After many recharging cycles, the battery lifetime may reduce. In this case, replace the rechargeable battery with a new one. To do so, follow the instructions for replacing batteries.

Daily use

Turning on and off

You have the following 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 to the first catch.

Via rocker switch:

- ▶ Turning on or off: Press and hold the rocker switch for several seconds. Refer to section "Controls" for the settings of the rocker switch.
After turning on, the **previously** used volume and hearing program remain set.

Via remote control:

- ▶ Follow the instructions in the remote control's user guide.
After turning on, the **previously** used volume and hearing program remain set.

When wearing the hearing instruments, an alert tone can indicate when an instrument is being turned on or off.

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 into your ears without experiencing unpleasant feedback whistling.

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

Inserting and removing the hearing instruments

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

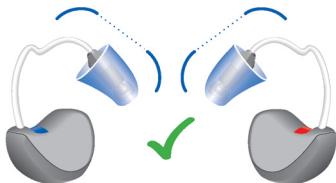
- red marker = right ear
- blue marker = left ear



Inserting a hearing instrument:

- For Click Sleeves, take care that the bend of the Click Sleeve is in line with the bend of the receiver cable.

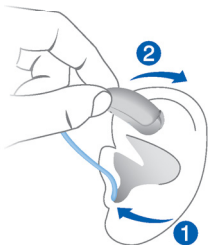
Correct:



False:



- ▶ Hold the receiver cable at the bend closer to the ear piece.
- ▶ Carefully push the ear piece in the ear canal ①.
- ▶ 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 ②.



CAUTION

Risk of injury!

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



- It may be helpful to 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.

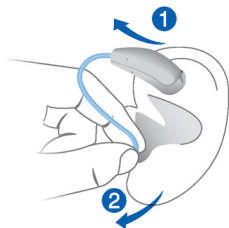
The optional retention strand helps to securely retain the ear piece in your ear. To position the retention strand:

- Bend the retention strand and position it carefully into the bottom of the bowl of your ear (refer to the picture).



Removing a hearing instrument:

- ▶ Lift the hearing instrument and slide it over the top of your ear **1**.
 - ▶ If your hearing instrument is equipped with a custom shell or a Click Mold, remove it by pulling the small removal cord toward the back of your head.
 - ▶ For all other ear pieces: Grip the receiver in the ear canal with two fingers and pull it carefully out **2**.
- Do not pull the receiver cable.



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 rocker switch briefly or use a remote control.

Refer to section "Controls" for the setting of the rocker switch.

An optional signal tone can indicate the volume change. Once the maximum or minimum volume has been reached, you may hear an optional signal tone.

Changing the hearing program

Depending on the listening situation, your hearing instruments automatically adjust their sound.

Your hearing instruments may also have several hearing programs which allow you to change the sound, if needed. An optional signal tone can indicate the program change.

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

Refer to section "Controls" for the setting of the rocker switch. Refer to section "Settings" for a list of your hearing programs.



If the AutoPhone or the TwinPhone function is activated, the hearing program switches automatically to a telephone program when the telephone receiver is close to the ear.
Read more in section "On the phone".

Further adjustments (optional)

The controls of your hearing instruments can also be used to change, for example, the sound balance or the tinnitus therapy signal level. Sound balance allows you to adjust the bass and treble to your preferences.

Refer to section "Controls" for the setting of your controls.

Special listening situations

Setting the focus (optional)

If you want to focus more directly on your conversation partner in front of you, or if you want to listen to the broader environment – the spatial configurator gives you control over your listening preference.

You can select different levels – from "focus to frontal position" (left picture) to "middle position" (center picture) to "hear all around" (right picture).



Prerequisites:

- You need to wear two hearing instruments.
- On one of your hearing instruments the rocker switch needs to be set for the spatial configurator by your Hearing Care Professional.

Refer to section "Controls" for the setting of the rocker switch.

With a suitable smartphone app you have even more control options.

Setting the focus manually:

- ▶ If you have several hearing programs, change to hearing program 1.
- ▶ Press the rocker switch that is set for this function.
The mid level is active by default.
- ▶ Press the upper rocker switch to focus more to the front, or the lower rocker switch to listen to the broader environment.

Exiting spatial configurator mode:

- ▶ Toggle to the minimum or maximum level.
An optional signal tone can indicate the minimum and maximum level.
- ▶ Toggle one step further.
The same signal tone as for changing the hearing program is played, indicating that you have exited the spatial configurator mode.

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 or use the automatic program switch.

If a telephone program or the automatic program switch are configured for your hearing instruments, it is listed in section "Settings".

Automatic program switch (AutoPhone or TwinPhone)

Your hearing instrument can **automatically** select the telephone program when you bring the telephone handset close to the hearing instrument. TwinPhone even transmits the call into both ears. When you are finished speaking on the phone, move the handset away from the hearing instrument and microphone mode will re-engage.

If you want to use this function, ask your Hearing Care Professional to do the following:

- Activate the AutoPhone or the TwinPhone function.
- Check the telephone receiver's magnetic field.

For the automatic program switch, your hearing instrument detects the telephone receiver's magnetic field. Not all telephones produce a magnetic field strong enough to activate this function. In this case, you can use the AutoPhone magnet, which is available as an accessory, and attach it to the telephone receiver.

See the AutoPhone magnet user guide for instructions on how to position the magnet.



NOTICE

Use the approved AutoPhone magnet only. Ask your Hearing Care Professional for this accessory.

Audio induction loops

Some telephones and 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.



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.

If a telecoil program is configured for your hearing instruments, it 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).

Maintenance and care

To prevent damage it is important that you take care of your hearing instruments and follow a few basic rules, which will soon become a part of your daily routine.

Hearing instruments

Drying and storage

- ▶ Dry your hearing instruments overnight.
- ▶ Ask your Hearing Care Professional for recommended drying products.
- ▶ For longer periods of non-use, store your hearing instruments with open battery compartment and batteries removed in a drying system to avoid the adverse effects of moisture.

Cleaning

Your hearing instruments have a protective coating. However, if not cleaned regularly you may damage the hearing instruments or cause personal injury.

- ▶ Clean your hearing instruments daily with a soft, dry tissue.
- ▶ Never use running water or immerse the devices in water.
- ▶ Never apply pressure while cleaning.
- ▶ Ask your Hearing Care Professional for recommended cleaning products, special care sets, or more information on how to keep your hearing instruments in good condition.



Ear pieces

Cleaning

Cerumen (ear wax) may accumulate on the ear pieces. This may affect sound quality. Clean the ear pieces daily.

For all types of ear pieces:

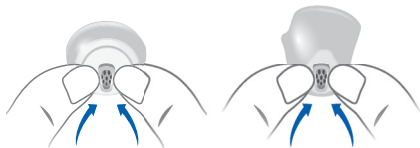
- Clean the ear piece right after removal with a soft and dry tissue.

This prevents that cerumen becomes dry and hard.



For Click Domes or Click Sleeves:

- Squeeze the tip of the ear piece.

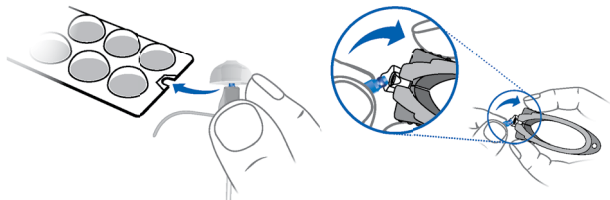


Exchanging

Exchange standard ear pieces approximately every three months. Replace them sooner if you notice cracks or other changes. The procedure for exchanging standard ear pieces depends on the type of ear piece. In section "Components and names", your Hearing Care Professional has marked your type of ear piece.

Exchanging Click Domes

- To remove the old Click Dome, use the removal tool or follow the instructions on the packaging of the Click Domes. Be careful not to pull the receiver cable.



The removal tool is available as an accessory.

- Take particular care that the new Click Dome clicks noticeable in place.
- Check the firm fit of the new Click Dome.



Exchanging Click Sleeves

- ▶ Turn the Click Sleeve inside out.
- ▶ Grasp the Click Sleeve and the receiver (not the receiver cable) with your fingers and pull the Click Sleeve off.
- ▶ Take particular care that the new Click Sleeve clicks noticeably in place.



Professional maintenance

Your Hearing Care Professional can perform a thorough professional cleaning and maintenance.

Custom-made ear pieces and wax filters should be exchanged as needed by your Hearing Care Professional.

Ask your Hearing Care Professional for your individual recommendation of maintenance intervals and for support.

Further information

Safety information

For more safety information, refer to the safety manual supplied with the device.

Wireless functionality

Your hearing instruments are equipped with wireless functionality. This provides synchronization between your two hearing instruments:

- If you change the program or volume on one instrument, the other one is automatically changed, too.
- Both hearing instruments automatically adapt to the listening situation simultaneously.

Wireless functionality enables the use of a remote control.

Accessories

The type of available accessories depends on the instrument type. Examples are: a remote control, an audio streaming device, or a smartphone app for remote control.

Some hearing instrument types support CROS and BiCROS solutions for people with single-sided deafness.

Consult your Hearing Care Professional for further information.

Symbols used in this document



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.

Troubleshooting

Problem and possible solutions

Sound is weak.

- Increase the volume.
 - Replace or recharge the empty battery (depending on the battery type).
 - Clean or exchange 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 or recharge the empty battery (depending on the battery type).
 - Clean or exchange the ear piece.
-

Problem and possible solutions

Hearing instrument emits signal tones.

- Replace or recharge the empty battery (depending on the battery type).
-

Hearing instrument does not work.

- Turn the hearing instrument on.
 - Gently close the battery compartment completely.
 - Replace or recharge the empty battery (depending on the battery type).
 - 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.

Country-specific information

Service and warranty

Serial numbers	Instrument	Receiver unit
----------------	------------	---------------

Left:		
-------	--	--

Right:		
--------	--	--

Service dates

1:	4:
----	----

2:	5:
----	----

3:	6:
----	----

Warranty

Date of purchase:

Warranty period in months:

Your Hearing Care Professional



Legal Manufacturer

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