

# Phonak Virto V

(V90/V70/V50/V30)

User Guide



**PHONAK**  
life is on

This user guide is valid for:

<b>Wireless models</b>	<b>CE mark applied</b>
Phonak Virto V90-10 0	2015
Phonak Virto V90-10	2015
Phonak Virto V90-312	2015
Phonak Virto V90-13	2015
Phonak Virto V70-10 0	2015
Phonak Virto V70-10	2015
Phonak Virto V70-312	2015
Phonak Virto V70-13	2015
Phonak Virto V50-10 0	2015
Phonak Virto V50-10	2015
Phonak Virto V50-312	2015
Phonak Virto V50-13	2015
Phonak Virto V30-10 0	2015
Phonak Virto V30-10	2015
Phonak Virto V30-312	2015
Phonak Virto V30-13	2015



<b>Non wireless models</b>	<b>CE mark applied</b>
Phonak Virto V90-nano	2015
Phonak Virto V90-10 NW 0	2015
Phonak Virto V70-nano	2015
Phonak Virto V70-10 NW 0	2015
Phonak Virto V50-nano	2015
Phonak Virto V50-10 NW 0	2015
Phonak Virto V30-10 NW 0	2015



---

# 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.

<b>Model</b>	<b>Battery type</b>
<input type="checkbox"/> Phonak Virto V-nano	10
<input type="checkbox"/> Phonak Virto V-10 NW 0	10
<input type="checkbox"/> Phonak Virto V-10 0	10
<input type="checkbox"/> Phonak Virto V-10	10
<input type="checkbox"/> Phonak Virto V-312	312
<input type="checkbox"/> Phonak Virto V-13	13

Your hearing care professional:

┌

└

┌

└

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)

**Download the Phonak Support App**

To have an individual and interactive user guide always with you, download the Phonak Support App on your mobile device. For more information please visit: [www.phonak.com/supportapp](http://www.phonak.com/supportapp)



---

# Contents

## **Your hearing aid**

- 1. Quick guide 8
- 2. Parts of the hearing aid 10

## **Using the hearing aid**

- 3. Left & right hearing aid markings 12
- 4. On/Off 13
- 5. Batteries 14
- 6. Putting on the hearing aid 16
- 7. Removing the hearing aid 17
- 8. Push button 19
- 9. Volume control 20
- 10. Adjusting Virto V-nano with Phonak MiniControl 21

## **Further Information**

- 11. Care and maintenance 23
- 12. Wireless accessories 26
- 13. Service and warranty 29
- 14. Compliance information 31
- 15. Information and description of symbols 35
- 16. Troubleshooting 38
- 17. Important safety information 40

---

# 1. Quick guide

## Left & right hearing aid markings



Left

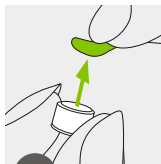


Right

Blue marking for **left** hearing aid.

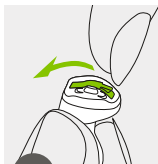
Red marking for **right** hearing aid.

## Changing batteries



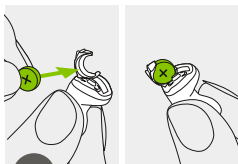
1

Remove the sticker from the new battery.



2

Open the battery door.

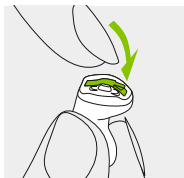


3

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



## On/Off

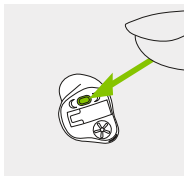


On



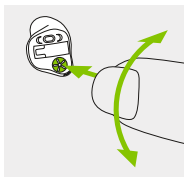
Off

## Push button



Models with this option only:  
The push button on your hearing aid can have various functions.

## Volume control



Models with this option only:  
To increase the volume, turn the volume control forwards. To decrease the volume, turn the volume control backwards.

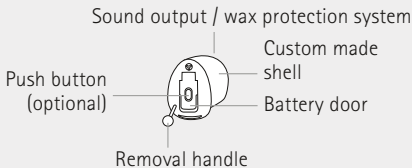
---

## 2. Parts of the hearing aid

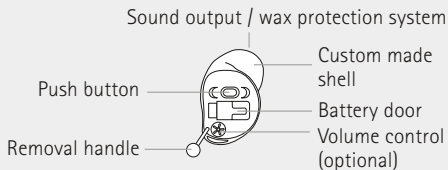
The pictures below show the models described in this user guide. You can identify your personal model by:

- Checking "Your hearing aid details" on page 5.
- Or comparing your hearing aid with the following shown models. Pay attention to the shape of the hearing aid and if a volume control is present.

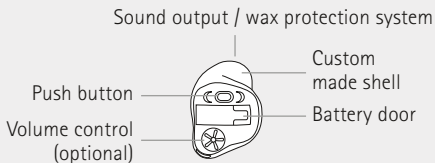
### Virto V-nano, V-10 O and V-10 NW O



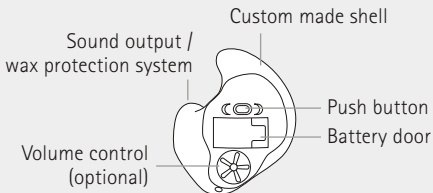
## Virto V-10



## Virto V-312



## Virto V-13

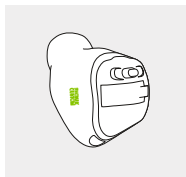


---

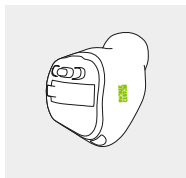
### 3. Left & right hearing aid markings

There is a red or blue marking to tell you if it is a left or a right hearing aid. The color mark is located on the shell (text printed in red or blue), or shell is colored red or blue.

Blue marking for **left hearing aid**.



Red marking for **right hearing aid**.



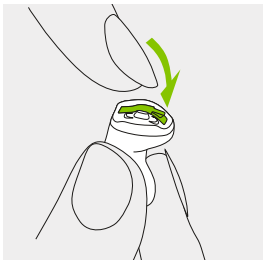
---

## 4. On/Off

The battery door is also the on/off switch.

1

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



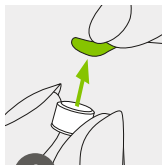
2

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



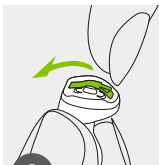
**i** When you switch on the hearing aid you may hear a start-up melody.

## 5. Batteries



1

Remove the sticker from the new battery.



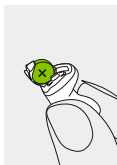
2

Open the battery door.




3

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



- i** If it is difficult to close the battery door: Check that the battery is inserted correctly and the "+" symbol is facing upwards. 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 zinc-air batteries. Identify the correct battery size (10, 312 or 13) by:

- Checking "Your hearing aid details" on page 5.
- Checking the marking on the inner side of the battery door.
- Checking the following table.

Model	Zinc air battery size	Color marking on package	IEC code	ANSI code
Phonak Virto				
V-nano	10	yellow	PR70	7005ZD
V-10 NW O	10	yellow	PR70	7005ZD
V-10 O, V-10	10	yellow	PR70	7005ZD
V-312	312	brown	PR41	7002ZD
V-13	13	orange	PR48	7000ZD

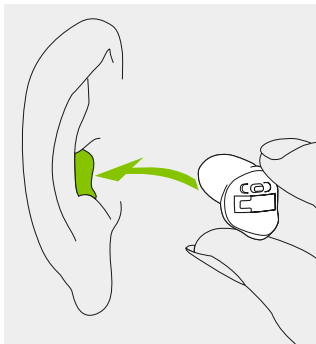
**i** Please ensure you use the correct type of battery in your hearing aids (zinc-air). Please also read chapter 17.2 for further information on product safety.

---

## 6. Putting on the hearing aid (all models)

1

Take your hearing aid up to your ear and place the ear canal part into your ear canal.





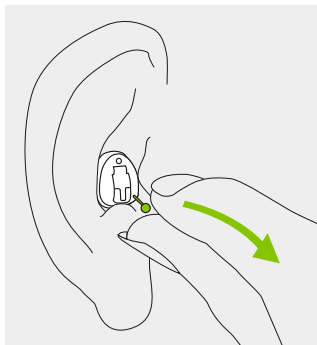
---

## 7. Removing the hearing aid

### 7.1 Removing the hearing aid with a removal handle

1

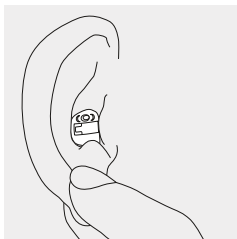
Hold the removal handle and carefully pull the hearing aid up and out of the ear.



## 7.2 Removing the hearing aid without a removal handle

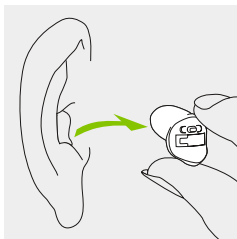
1

Put your thumb behind your ear lobe and gently press your ear upward to push the hearing aid out of the canal. In order to help it along, make chewing movements with your jaw.



2

Grasp the protruding hearing aid and remove it.

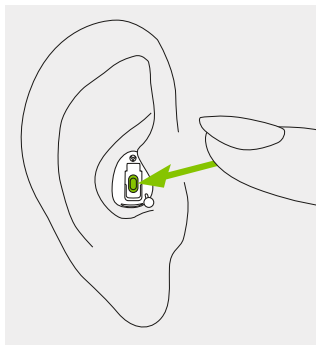
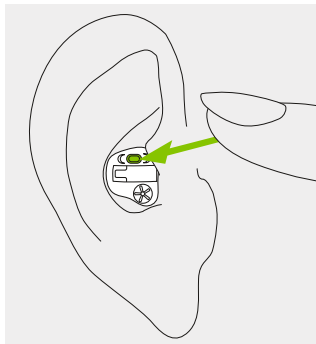


---

## 8. Push button

### **Models with this option only:**

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.

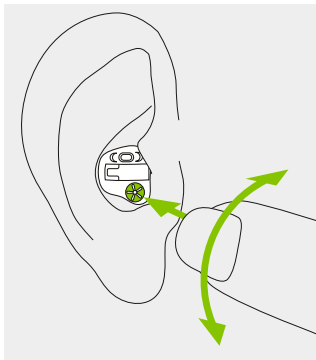


---

## 9. Volume control

### **Models with this option only:**

To increase the volume, turn the volume control forwards. To decrease the volume, turn the volume control backwards. The volume control can be disabled by the hearing care professional.



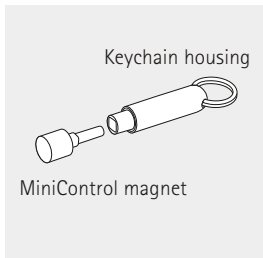
---

## 10. Adjusting Virto V-nano with Phonak MiniControl

The MiniControl contains a magnet that functions like a remote control to change the settings of your Virto V-nano.

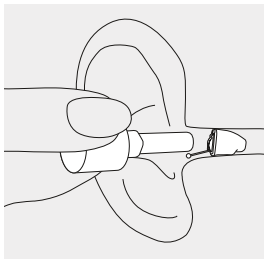
Your nano in combination with MiniControl can have various functions or can remain inactive. This depends on your individual settings, which are indicated in your individual "Hearing aid instructions". Please ask your hearing care professional for this print out.

To use the MiniControl, unscrew the magnet from the keychain housing and hold it inside the ear canal without touching the hearing aid.



While the hearing aid is on, hold the magnet inside the ear canal without touching the hearing aid.

Promptly remove the magnet as soon as your nano is in the desired program or the volume is ideal for you.



⚠ If you use a medical device like a pacemaker or ICD device (implantable cardioverter defibrillator), please read the specific user guide to clarify possible impact of magnetic fields to your medical device.

⚠ Do not place the MiniControl (neither open nor closed) in your breast pocket. Keep a distance of at least 15 cm (6 inches) between the MiniControl and any medical device.

---

## 11. 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. For further information regarding product safety, see chapter 17.2.

### **General information**

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

## **Daily**

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

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

## **Weekly**

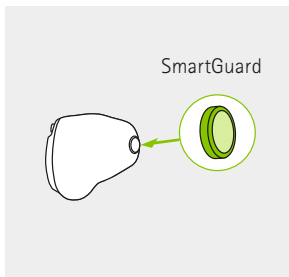
For more in depth maintenance instructions or for more than basic cleaning, please see your hearing care professional.



## Wax protection

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

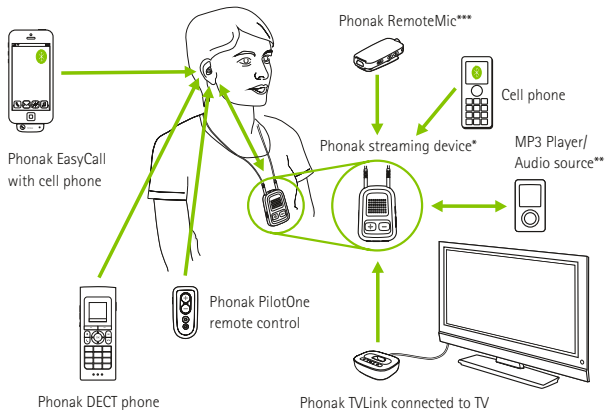
Cerustop wax guards are also commonly used as an alternative protection system. Please ask your hearing care professional for detailed information on the use of the wax protection system on your hearing aid.



## 12. Wireless accessories

### 12.1 Connecting to audio sources and remote control

A range of Phonak accessories are available for you to use with your wireless hearing aid.



\* The Phonak ComPilot with neckloop or ComPilot Air with clip to attach to clothing. They also have basic remote control functionalities. For advanced control they can be used with the Phonak RemoteControl App.

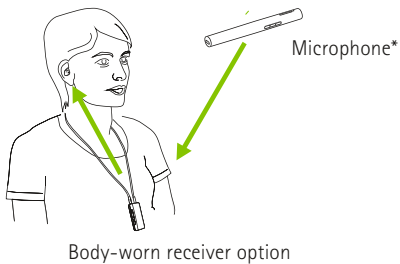
\*\* Audio sources (e.g. MP3 Player, computer, laptop, tablet) can be connected to the streaming device via Bluetooth or audio cable.

\*\*\* Clipped onto the speaker's clothing for better understanding over distance.

## 12.2 Communication in noise and over distance

The Roger portfolio provides an outstanding microphone performance to help you better understand in noise and over distance. With Roger you can benefit from:

- understanding every word in a noisy situation e.g. restaurants, public areas and over distance
- discreet design
- speech transmission directly to your hearing aids with attached receiver or via your body-worn receiver



**Note:** Only available for Virto V models with telecoil

\* Some Roger microphones also support input from audio sources via Bluetooth® or cable. Bluetooth® is a registered trademark owned by the Bluetooth SIG, Inc.

---

## 13. 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**

Phonak offers a one year limited international warranty, valid starting from the date of purchase. This limited warranty covers manufacturing and material defects in the hearing aid itself, but not accessories such as batteries, tubes, earmolds and 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):

---

Serial number  
(right side):

---

Date of purchase:

---

## 14. Compliance information

### Europe:

---

#### Declaration of Conformity

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

---

Supplier Code Number	 N15398
----------------------	--

### New Zealand:

---

Supplier Code Number	Z1285
----------------------	-------

The wireless models listed on page 2 are certified under:

**Phonak Virto V-10 O, models M / P / SP**

---

USA	<b>FCC ID:</b> KWC-ITEV100
Canada	<b>IC:</b> 2262A-ITEV100

**Phonak Virto V-10, models M / P / SP**

---

USA	<b>FCC ID:</b> KWC-ITEV10
Canada	<b>IC:</b> 2262A-ITEV10

**Phonak Virto V-13 & V-312, models M / P / SP / UP**

---

USA	<b>FCC ID:</b> KWC-ITEV13
Canada	<b>IC:</b> 2262A-ITEV13



**Notice 1:**

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

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

**Notice 2:**

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

**Notice 3:**

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful

interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

---

## 15. Information and description of symbols

---



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



This symbol indicates that the products described in these user instructions adhere to the requirements for an 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.

---



EMC and Radio communications compliance label Australia.



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



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



Important information for handling and product safety.

---

**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.

---



Temperature during transportation and storage:  $-20^{\circ}$  to  $+60^{\circ}$  Celsius ( $-4^{\circ}$  to  $+140^{\circ}$  Fahrenheit).

---



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

Humidity during storage: 0% to 70%, if not in use. See instruction in chapter 17.2 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.

---

---

## 16. Troubleshooting

### Problem

---

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

---

Flat battery

---

Blocked speaker

---

Battery not inserted correctly

---

Hearing aid switched off

---

Hearing aid not inserted correctly

---

Earwax in ear canal

---

Volume too loud

---

Low battery

---

Blocked speaker

---

Volume too low

---

Physical hearing condition  
has changed

---

Indication for low battery

---

Moisture on battery or  
hearing aid

**i** If the problem persists, contact your hearing care professional for assistance

## **What to do**

---

Change battery (chapter 1 + 5)

---

Clean speaker opening

---

Insert battery correctly (chapter 1 + 5)

---

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

---

Decrease volume (chapter 8 + 9)

---

Change battery (chapter 1 + 5)

---

Clean speaker opening

---

Turn volume up if volume control available (chapter 8 + 9)

---

Contact you hearing care professional

---

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

---

Wipe battery and hearing aid with dry cloth

---

---





## 17. 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.





## 17.1 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 Phonak 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 reach of children and mentally challenged people or 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.

 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 reach of children and mentally challenged people or pets. If swallowed, consult a physician or hospital immediately.

 External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards. Only use accessories approved by Phonak AG, to avoid any electrical 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.

## 17.2 Information on product safety

- ① Never immerse your hearing aid in water! Protect it from excessive moisture. Always remove your hearing aid before showering, bathing, or swimming, as the hearing aid contains sensitive electronic parts.
- 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 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.

- ① Do not drop your hearing aid! Dropping onto a hard surface can damage your hearing aid.
- ① Always use new batteries for your hearing aid. 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.
- ① 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.
- ① 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.





**Manufacturer:**

Phonak AG

Laubisrütistrasse 28

CH-8712 Stäfa

Switzerland

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

Your hearing care professional:

