



XTM XP/P A4, STF XP/P T3, STF P T1

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

Instrument type

Your hearing instruments are BTE (Behind-The-Ear) models. A tube delivers the sound from the hearing instrument into the ear. The instruments are not intended for children under the age of 3 years or persons with a developmental age of under 3 years.

Your hearing instruments have pre-configured sound profiles. Your Hearing Care Professional has set the appropriate sound profile for you.

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.

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.

XTM P A4, STF P T3



XTM XP A4, STF XP T3



1 Ear piece

2 Adapter for ear piece

3 Tube for earhook

4 Earhook

5 Microphone openings

6 Second microphone
(XTM P A4 only)

7 Rocker switch (control)

8 Battery compartment
(on/off switch)

STF P T1



-
- | | |
|--------------------------------|---|
| 1 Ear piece | 5 Microphone openings |
| 2 Adapter for ear piece | 6 Rocker switch (control) |
| 3 Tube for earhook | 7 Battery compartment
(on/off switch) |
| 4 Earhook | |
-

Ear pieces

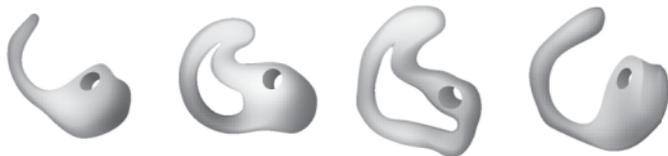
Standard ear pieces

Size



Custom-made ear pieces

Examples:



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

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 the battery.

Battery size and handling tips

Ask your Hearing Care Professional for recommended batteries.

Battery size: 13 675

- 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.



- > Push the battery out (refer to the picture).



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.

Daily use

Turning on and off

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

Via battery compartment:

- > Turning off: Open the battery compartment fully.



- > Turning on: Close the battery compartment.

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.

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

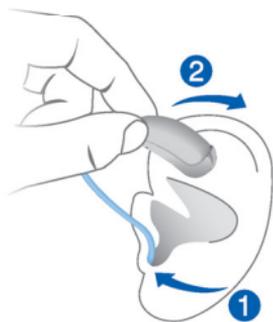


Inserting a hearing instrument:

- > Hold the tube close to the ear piece.
- > Carefully push the ear piece into 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!

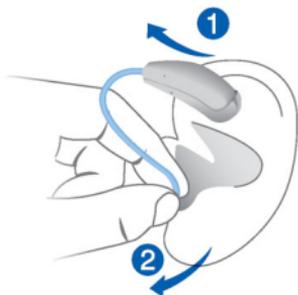
- > Insert the ear piece carefully and not too deeply into the ear.



- 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.

Removing a hearing instrument:

- > Lift the hearing instrument and slide it over the top of your ear ①.
- > Hold the tube close to the ear piece and pull the ear piece out carefully ②.



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.

A signal tone indicates the volume change. Once the maximum or minimum volume level has been reached, you will hear a different signal tone. Depending on the hearing instrument type, you will also hear a signal tone for the default volume level.

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 and tubes

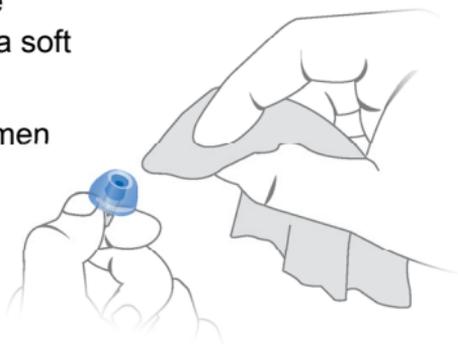
Cerumen (ear wax) may accumulate on the ear pieces. This may affect sound quality. Clean the ear pieces daily.

- For hearing instruments with a standard ear piece:
Exchange the ear pieces approximately every three to six months, or sooner if you notice cracks or other changes.
Ask your Hearing Care Professional to clean the tubes or to exchange tubes as needed.
- For hearing instruments with custom-made ear pieces:
Ask your Hearing Care Professional to clean the tubes or to exchange the ear pieces and tubes as needed.

Cleaning ear pieces

- > Clean the ear piece upon removal with a soft and dry tissue.

This prevents cerumen becoming dry and hardening.

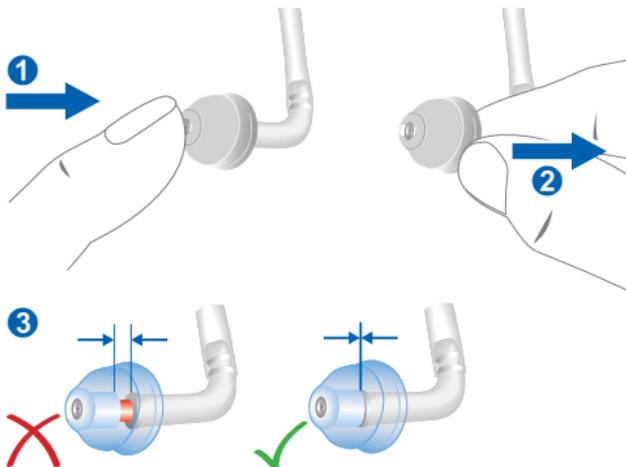


- > Never use running water or immerse the ear piece in water.

Exchanging standard ear pieces

- > Pull off the used ear piece and plug on the new ear piece.

XTM P A4, XTM XP A4, STF P T3, STF XP T3:



STF P T1:



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

Signal tones

Situation	Tone
Volume up	
Volume down	
Maximum volume reached	
Minimum volume reached	
Default volume level (not for XTM XP A4, XTM P A4)	
Startup melody (not for STF P T1)	
Battery low	

Safety information

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

For Hearing Care Professionals

Before fitting STF T1 or STF T3 hearing instruments:

- > Read the safety information and the instructions for fitting that are provided in a separate fitting guide.

XTM A4 hearing instruments are fitted with a smartphone app.

- > Read the safety information and the instructions for fitting that are provided in the app.

For all hearing instrument types, note the following:



CAUTION

Risk of impairing the residual hearing of the client!

- > In order to achieve correct fitting results, clients must be able to answer questions concerning their hearing correctly. Therefore, the described fitting procedure shall only be used for persons who are mentally capable to answer questions concerning their hearing correctly.



NOTICE

- > If the client is unsatisfied after trying several sound profiles then the hearing instrument type may not be suitable. Please try a different hearing instrument type.



CAUTION

Risk of injury!

- > Make sure your client always wears the tube with an ear piece.
- > Make sure that the ear piece is completely attached.

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

Problems and possible solutions

Sound is weak.

- Increase the volume.
 - Replace the empty battery.
 - Clean or exchange the ear piece.
-

Problems and possible solutions

Hearing instrument emits whistling sounds.

- Reinsert the ear piece until it fits securely.
 - Check whether tube, adapter and ear piece are connected correctly.
 - Decrease the volume.
 - Clean or exchange the ear piece.
-

Sound is distorted.

- Decrease the volume.
 - Replace the empty battery.
 - Clean or exchange 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.

Country-specific information



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