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Teneo S/S+, M/M+ & HP/HP+ Instructions and guidance

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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

1 Getting to know your hearing aids

It is recommended to familiarise yourself with your new hearing aids.

With the aids in your hand try using the controls and note their location on the aid. This will make it easier for you to feel and press the controls while wearing the hearing aids.

CAUTION
Read this user guide thoroughly and completely and follow the safety guide supplied with the device(s) to avoid damage or injury.

i If you have problems pressing the controls of your hearing aids while wearing them, you can ask your NHS Provider about a remote control option.

To benefit most from your hearing aid, wear it daily and all day long. Especially after long periods of living with hearing loss, a dedicated hearing training is recommended - ask your NHS Provider.

2 Your Teneo™ hearing aid

Components and names

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

Teneo

HP
HP+

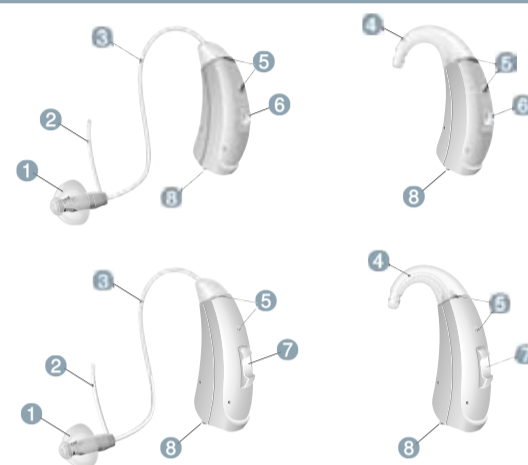
Battery size **13**



Teneo

S
S+

Battery size **312**



Teneo

M
M+

Battery size **13**



3 Batteries

Changing the batteries

- 1 Open the battery compartment
- 2 Remove coloured sticker from new battery, place battery in drawer with + symbol on battery + side up.
- 3 Close battery door
▶ 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.

You should only remove the protective sticker if you actually use the battery.

Low Battery indicator

i ▶ Always use the right size batteries

Your hearing aid may be programmed to inform you when the battery should be replaced for best system performance. You may hear an intermittent series of beeps and/or experience low amplification power or volume.

Change the battery when either of these occur.

Remove empty batteries immediately and dispose of according to local regulations

i Remember to have your replacement batteries with you at all times.
For certain hearing aid types, a special battery compartment is available that cannot be opened unintentionally. Ask your NHS Provider for the tamperproof battery compartment.

4 Daily use

4a Turning on and off - You have several options to turn your hearing aids 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 push button or rocker switch:

- ▶ Turning on or off: Press the push button.
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.
- i** When wearing the hearing aids, an optional signal can indicate when an aid is turned on or off.
- Remove the batteries if the hearing aids are not used for several days.

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

The "power-on delay" can be activated by your NHS Provider.

4b Changing the hearing program

Hearing programs change the characteristics of the sound coming through the hearing aid. 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 briefly 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.

i Your NHS Provider can configure your hearing aids so that they switch automatically to the audio shoe program if the audio shoe has been attached. Read more in section "Audio input".

4c On the phone

When you are on the phone, hold the telephone receiver slightly above your ear. The hearing aid 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 NHS Provider 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 aid is listed in section "Settings".

4d Inserting and removing

Inserting

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

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



To insert the hearing aid:

- ▶ Hold the tube at the bend that is 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.

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.

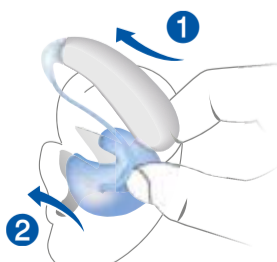


Removing

- ▶ Lift the hearing aid and slide it over the top of your ear 1.
- ▶ Hold the tube and pull the ear piece carefully out 2.

Clean and dry your hearing aids after usage.

Read more in section "Maintenance and care".



i Insert the **right** hearing aid with the **right** hand and the **left** hearing aid 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.

CAUTION
Risk of injury!
▶ Insert the ear piece carefully and not too deeply into the ear.

CAUTION
Risk of injury!
▶ In very rare cases the ear piece could remain in your ear when removing the hearing aid. If this happens, have the ear piece removed by a medical professional.

4e 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 aid 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 aid for 3 seconds.

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

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

4f Adjusting the volume

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

- ▶ If you prefer manual volume adjustment, press the rocker switch briefly or use a remote control or smartphone app.

Refer to section "Controls" for your personal settings.

An optional signal can indicate the volume change.

4g Further adjustments (optional)

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

Refer to section "Controls" for your personal settings.

4h Using two hearing aids

You can control each hearing aid separately. You can control both hearing aids simultaneously. Your NHS Provider has to activate the "e2e wireless" function if available, enabling both hearing aids to exchange information or you may be able to then use either a remote control or the user controls on either of your aids for the desired function e.g. volume change.

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

5 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 aids can directly receive the desired signal – without distracting noise in the environment.

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



Ask your NHS Provider 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 aid is listed in section "Controls - Settings".

Telecoil program and remote control

- NOTICE** For aids 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).

6 Audio input (FM system)

With an audio input you can connect your hearing aid 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 aid.

This can be useful for adults in difficult listening situations and for children in classrooms.

Most FM systems allow for coupling with audio devices like a MP3 player.

Your NHS Provider can configure your hearing aids so that they switch automatically to the audio shoe program if the audio shoe has been attached.

- i** If you want to use an audio shoe, a special battery compartment is required. Battery compartment with an audio input is available for Teneo M/M+ & HP/HP+.
 - ▶ Ask your NHS Provider to exchange the battery compartment.

WARNING Risk of electric shock!

- ▶ Connect audio input only to a device conforming to EN 60065, for audio, video and other electronic devices.

To prevent very rare cases of electric shock:

- ▶ Use the audio input only with battery operated devices or FM systems.

- NOTICE** Use an approved audio shoe only. Ask your NHS Provider 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 NHS Provider to attach or remove the audio shoe.

7 Maintenance and care

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

Cleaning

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

NOTICE

- ▶ Do not put the hearing aids in water. Do not put LifeTubes or LifeTips in water.



- ▶ Clean your hearing aids with a soft, dry tissue. Never apply pressure while cleaning.
- ▶ If your hearing aids are equipped with LifeTubes.

Refer to section "Cleaning the LifeTubes" for details.

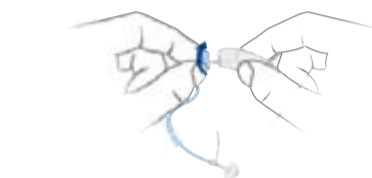
- ▶ Ask your NHS Provider for recommended cleaning products, special care sets and further information on how to keep your hearing aids in good condition.

- ▶ For a more thorough professional cleaning, take your aids to your NHS Provider.

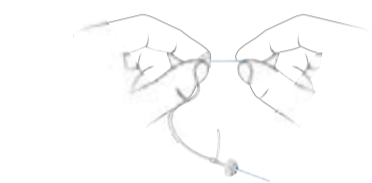
Cleaning the LifeTubes

If your hearing aids are equipped with LifeTubes, you can remove cerumen from the tubes using a special cleaning wire. This should be done on a regular basis. Ask your NHS Provider for more information and 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 aid.

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 aid.

Storage

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

Drying

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

Exchanging ear pieces and tubes

- ▶ Ask your NHS Provider to exchange the LifeTube approximately every 3 to 6 months or sooner if you notice cracks or other changes.
- ▶ Ask your NHS Provider to exchange LifeTips every 1 to 2 months or as needed.
- ▶ For exchanging LifeTips, please consult your NHS Provider.
- ▶ For aids with earhook please clean regularly. Ask your NHS Provider for more information.

8 Optional accessories

Only for Teneo + models

Teneo + aids are easyTek and easyPocket compatible.

easyTek

Your Teneo + hearing aid can be used with the easyTek™ wireless enhancement system. easyTek provides a wireless connection from your Teneo + hearing aids to your television, mobile phone, MP3 player and stereo.

easyTek is also an easy-to-use remote control for your Teneo + hearing aids for convenient and discreet program and volume adjustment.

easyPocket

The easyPocket™ remote control is available as an optional accessory allowing for convenient and discreet hearing aid adjustment.

It is extremely ergonomic, has an easy-to-read display and a modern, stylish look.

touchControl App™ & easyTek App™

The touchControl App™ & easyTek App™ are available to download from the Apple App store or Google Play store for discreet and simple hearing aid adjustments.

Search for 'Siemens touchControl' or 'Siemens easyTek' and download for free.



Please note: easyTek App requires easyTek.

NOTICE

easyTek and easyPocket are additional products to your hearing aid which may be available to purchase. If you think it would assist you in your day-to-day life talk to your NHS Provider about how you can obtain an easyTek or easyPocket.

Further information is available on our website www.bestsound-technology.co.uk or email info-hearingaids.uk@sivantos.com



9 Controls

With the controls you can, for example, adjust the volume or switch hearing programs. Your hearing aids either have a push button and a rocker switch or a push button only. The NHS Provider has assigned your desired functions to the controls.

- i** Ask your NHS Provider to mark your controls and their functions on the following pages.

Control	Left	Right
Push button	<input type="checkbox"/>	<input type="checkbox"/>
Rocker switch	<input type="checkbox"/>	<input type="checkbox"/>

- i** You can also use a remote control.

Push button

Function	Left		Right	
Program change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volume up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volume down	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standby/turn on		<input type="checkbox"/>		<input type="checkbox"/>
Sound mixer (audio input)	<input type="checkbox"/>		<input type="checkbox"/>	

press briefly, press 2 seconds

Rocker switch

Function	Left		Right	
Program up/down	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volume up/down	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tinnitus noiser level up/down	<input type="checkbox"/>		<input type="checkbox"/>	
Sound balance	<input type="checkbox"/>		<input type="checkbox"/>	
Standby/turn on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sound mixer (audio input)	<input type="checkbox"/>		<input type="checkbox"/>	

press briefly, press 2 seconds, press 5 seconds

Push button and rocker switch

Function	Left	Right
Lock / Unlock the controls	<input type="checkbox"/>	<input type="checkbox"/>

Read more in section "Locking the controls".

Features

- Power-on delay** enables whistle-free insertion of hearing aids. Read more in section "Turning on and off".
- e2e wireless** enables simultaneous control of both hearing aids. Read more in section "Using two hearing aids".
- A **telecoil** is built into the aid, so it can connect with audio induction loops. Read more in section "Audio induction loops". Teneo S/S+ does not include a telecoil option.

Accessories

- Remote control

Battery size and ear pieces

Please see "Components" and "names" section for your battery size information.

Exchangeable ear pieces (only with LifeTubes)	Size
<input type="checkbox"/> LifeTip open or closed	
<input type="checkbox"/> LifeTip double	
<input type="checkbox"/> LifeTip semi-open	

NOTICE

- ▶ To avoid environmental pollution, do not throw batteries into household waste.
- ▶ Recycle or dispose of batteries according to national regulations or return them to your NHS Provider.
- ▶ Recycle hearing aids, accessories and packaging according to national regulations.

Troubleshooting

In case of aid failure

- ▶ Is the aid switched on?
- ▶ Is the battery inserted correctly?
- ▶ Is the battery run down?
- ▶ Is the battery compartment closed?
- ▶ Is the sound opening in the ear mould clogged with wax?

Troubleshooting

Sound is weak

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

Hearing aid 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 aid emits signal tones.

- ▶ Replace the empty battery.

Hearing aid does not work

- ▶ Turn the hearing aid on.
- ▶ Gently close the battery door.
- ▶ Replace the empty battery.
- ▶ Make sure the battery is inserted correctly.
- ▶ Power-on delay is active. Wait several seconds and check again.