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[www.siemens.com/hearing](http://www.siemens.com/hearing)

# Explorer 500 P

User Guide

**SIEMENS**



## Introduction

# 1

Dear customer,

Congratulations! You have selected the new Explorer hearing instruments from Siemens. These hearing instruments were individually designed for babies and children and fitted specially to meet your child's individual needs.

These instructions, together with the guidance from your Hearing Care Professional, will help you understand how the hearing instrument works.

If you have further questions, please contact your Hearing Care Professional.

# 2

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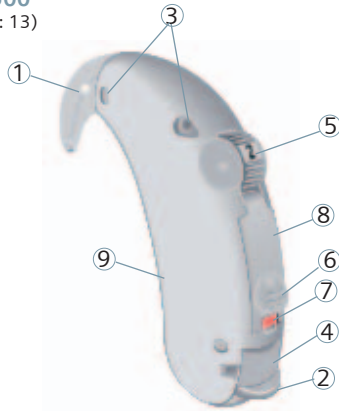
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# 3

## The Explorer 500 P hearing instruments

**Explorer 500**  
(battery type: 13)



### Features:




- ① Earhook
- ② Battery compartment
- ③ Microphone openings
- ④ Audio input
- ⑤ Volume control
- ⑥ Program button with ON/OFF function
- ⑦ optional LED
- ⑧ Cover for programming socket
- ⑨ Typeplates

Hearing instruments are intended to improve the hearing of hearing impaired persons. Diagnosis and prescription of a hearing instrument must be performed by hearing health specialists, e.g. ENT doctors, audiologists or acousticians.

Read and follow the instructions of this user guide to avoid injuries or damage to the hearing instrument.

#### Symbols:

Be aware of information marked with the warning symbol **WARNING**, **CAUTION** or **NOTICE**!

	WARNING points out a situation that could lead to serious injuries, CAUTION indicates a situation that could lead to minor and moderate injuries.
NOTICE	NOTICE indicates possible property damage.
	Advice and tips on how to handle your hearing instrument better.
	Instruction. Indicates that something has to be done.



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## Children with hearing instruments

### Why hearing is important

Children need all of their senses to discover and experience the world. Hearing is not only mandatory for a proper speech and language acquisition, but also has a major influence on a child's mental, social and emotional development.

### First hearing instruments

If your baby receives its first hearing instruments, they will be in the beginning considered as foreign objects. It is absolutely normal that the child will pull out the hearing instruments every once in a while, as it is curious and will possibly examine them very carefully.

Give your child some time to get used to the hearing instruments and to feel the benefit in wearing them. If it does not accept them, do not enforce wearing the hearing instruments but try to provide them consistently. Nevertheless, always keep in mind that if a child does not accept his or her hearing instruments over a longer period of time, this might also have other reasons. Contact your Hearing Care Professional to check the child's hearing as well as the hearing instrument fitting and performance.

**i** For further information on hearing, hearing loss and hearing instruments for children, please check out our Pediatric Website on <http://www.hearing-siemens.com>.

**NOTICE**

Hearing instruments are sensitive to extreme heat, high humidity, strong magnetic fields ( $>0.1\text{T}$ ), X-rays and mechanical stress.

- ▶ Do not expose the hearing instrument to extreme temperature or high humidity.
- ▶ Do not leave it in direct sunlight.
- ▶ Do not wear it in the shower or when you apply make-up, perfume, aftershave, hairspray or suntan lotion.
- ▶ Do not wear the hearing instrument when you are exposed to short-waves, a strong magnetic field, a high frequency field or X-rays.

**NOTICE**

- ▶ Turn the hearing instrument off when not in use to preserve the battery.
- ▶ Leaking batteries damage the instrument. Remove batteries when the instrument is not in use for a prolonged period of time.

 **WARNING**

Risk in explosive environments, e.g. mining areas!

- ▶ Don't use the hearing instruments (and remote control) in areas where there is a danger of explosions.

# 6

## General notes on safety

### WARNING

Choking hazard posed by small parts.

- ▶ Ensure appropriate supervision when your child is wearing the hearing instruments.
- ▶ Check the integrity of the hearing instruments regularly. Ensure that your child does not detach the hearing instrument from the earmold.
- ▶ Consult your Hearing Care Professional if the housing is deformed.
- ▶ Keep the battery compartment locked. Verify the proper function of the locking mechanism.
- ▶ Keep batteries and accessories out of children's reach.
- ▶ If swallowed consult a physician or a hospital immediately.

## Handling batteries

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- ▶ Use standard batteries in your hearing instruments.
- ▶ Always use size 13 batteries.



original size



- ▶ Remove the tab on the batteries only when you are ready to use them.

- ▶ The positive (+) side of the batteries is always the smooth side.
- ▶ Always keep spare batteries with you.
- ▶ Lock the battery compartment of the hearing instrument to avoid unintentional removal of the battery.



### WARNING

Choking hazard posed by small parts.

- ▶ Keep batteries and accessories out of children's reach.
- ▶ If swallowed consult a physician or a hospital immediately.
- ▶ Keep the battery compartment locked. Verify the proper function of the locking mechanism.

### Low battery indicator

Your Hearing Care Professional can program your hearing instrument to inform you when the battery is nearly empty. If you hear an intermittent series of beeps or experience low amplification power, replace the battery.

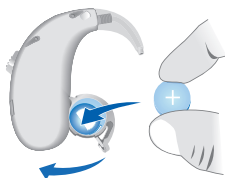
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## Handling batteries

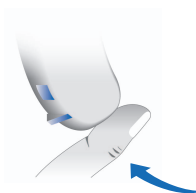


### Inserting the battery:

- ▶ Unlock the battery compartment.
- ▶ Open the battery compartment completely with your fingernail as shown in the illustration.



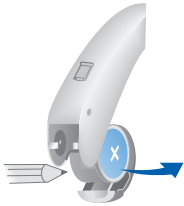
- ▶ Insert the proper size battery so that the "+" symbol on the battery aligns with the "+" marked on the battery compartment.



- ▶ Close the battery compartment by gently pressing the bottom of the door upward with your finger tip.
- ▶ Do not force the door shut. If it does not close easily, check to see if the battery was inserted properly.

When the battery door is completely closed, your hearing instrument is ready for use.

- ▶ Lock the battery compartment.



### Removing the battery

- ▶ Unlock the battery compartment.
- ▶ Completely open the battery compartment.
- ▶ Normally the battery drops out when the compartment is completely open. If the battery does not come out, lightly tap the instrument or push the battery out with a pencil as shown.

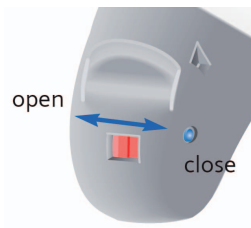
**i** ▶ Do not throw used batteries into household trash. Return them to your Hearing Care Professional for environmentally correct disposal.

# 7

## Handling batteries

### Locking the battery compartment

Your instruments are equipped with a battery compartment lock. This prevents the unintentional removal of the batteries from their compartment.



#### Lock

- ▶ Push the small slide to the right.  
The battery compartment is now locked.

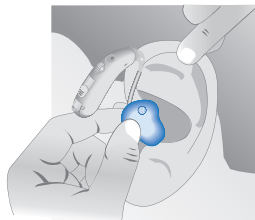
#### Unlock

- ▶ Push the small slide to the left.  
The battery compartment is now unlocked.
- ▶ Ask your Hearing Care Professional if you need assistance.

### Inserting

- i** ▶ Handle the hearing instrument by holding the earmold. Do not pull the tube.
- i** ▶ Do not use lubricant when you insert the earmold, because it may clog the sound outlet.

- ▶ Turn the hearing instrument off by opening the battery compartment to the first stop.
- ▶ Hold the earmold between thumb and index finger and insert it carefully into the ear canal.  
You may find it helpful to pull the ear slightly upward or to the back.
- ▶ Place the hearing instrument behind the ear.  
Ensure not to twist the tubing.
- ▶ Turn the hearing instruments on by completely closing the battery compartment.
- ▶ If you hear a feedback whistle after switch-on, check again if the earmold is inserted accurately.





# 8

## Inserting and removing your hearing instruments



### Removing

- ▶ Hold the earmold between your thumb and index finger and carefully pull it out. You may find it helpful to lightly push your ear from the back.

# 9

## Turning your hearing instrument on and off



### Using the battery compartment door

- ▶ Fully close the battery compartment to turn the hearing instrument ON.
- ▶ Press the battery compartment downward to the first stop to turn the hearing instrument OFF.

### Using the volume control

- ▶ Rotate the volume control to upwards to turn the hearing instrument ON.
- ▶ Rotate the volume control to "0" to turn the hearing instrument OFF.

### Using the push button

- ▶ Press the push button for about 3 seconds to turn the hearing instrument in stand-by.
- ▶ Press the push button or rotate the volume control to turn the hearing instrument back ON.

### Power-on delay

Your hearing instrument is equipped with a "power-on delay" feature which can be activated by your Hearing Care Professional. This allows you to turn the hearing instrument on with an automatic delay of 12 seconds, so that you may insert the hearing instrument into your ear without experiencing unpleasant feedback (whistling).

## Turning your hearing instrument on and off

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**i** You can also use the remote control to turn the hearing instruments on and off.

### Checking the hearing instrument's performance

The LED (optional) shows whether the hearing instruments work properly.

- The LED flashes continuously.  
The hearing instruments are switched on.
- The LED is off.  
The hearing instruments are switched off.



- i**
- ▶ To check if sufficient battery power is available use a battery tester or place the switched-on hearing instruments in your closed hand and listen if it responds with feedback whistling.
  - ▶ Check the instrument sound regularly with a stetho-clip, particularly if your child is not able to express verbally if something is wrong with the hearing instruments.

# 10

## Changing the hearing program

The hearing instruments offer up to 5 hearing programs for specific listening environments.

▶ Select a program using the program button.

Each time you press the program button, your hearing instrument switches to the next program, confirming each change with an acoustic signal.

### Example

Turn the hearing instrument on. It is automatically in program 1. You want to change to program 2.


▶ Press the program button once.

You hear the acoustic signal for program 2. You are now in program 2.

Your Hearing Care Professional can activate or deactivate the acoustic signals in your hearing instruments.

If you are wearing two hearing instruments, the hearing program will be changed on both instruments simultaneously if e2e wireless is activated.

Your Hearing Care Professional can write down the personal program configuration of your hearing instrument on page 34.

 You can also use the ePocket remote control to change the hearing program.

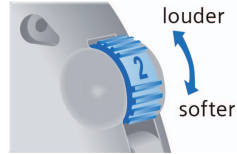
## Adjusting the volume

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The volume of your hearing instruments is controlled automatically and there is no need to manually adjust it.

Should you prefer manual volume control, your Hearing Care Professional can program the hearing instrument for manual adjustment.

- ▶ Rotate the volume control with your index finger to select the desired listening volume.




**i** You can also use a remote control to adjust volume settings.

# 12

## Using the audio input

Your hearing instrument is equipped with an audio input. Together with an audio shoe it enables the connection between the hearing instrument and e.g. an FM system, tape recorder, television or an infrared device. This way the sound is coming directly from the sound source. That can be useful for adults in difficult listening situations and for children in classrooms.

-  ▶ Use only the L5 audio shoe (labelled inside of the audio shoe). It is designed exclusively for the Explorer hearing instrument.

### **WARNING**

Risk of injuries caused by electric shock!

- ▶ Connect audio input only to device conform to IEC 65. (IEC-Norm for audio, video and other electronic devices.)

### Attaching the audio shoe

- ▶ Open the battery compartment ①.
- ▶ Open the audio shoe cover ②.

- ▶ Close the battery compartment.

- ▶ Align the contacts of the audio shoe with the contacts of the hearing instrument.
- ▶ Slide the audio shoe over the hearing instrument until it snaps into the end position.

Your Hearing Care Professional can program your hearing instruments to automatically switch to the corresponding audio shoe program when an audio signal is available.

- ▶ If this function is deactivated choose the program via push button or remote control.

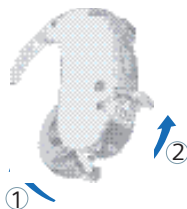
With the audio shoe attached the battery compartment switch is disabled.

- ▶ Switch the hearing instruments off via push button or volume control.

### Removing the audio shoe

- ▶ Slide the audio shoe in the opposite direction to that for attachment and take it off.

- ▶ Close the audio shoe cover.



# 13

## e2e wireless 2.0

Your hearing instruments are equipped with e2e (ear-to-ear) wireless 2.0 technology.

### Advantages of the wireless functionality:

- Automatically adjusts both hearing instruments simultaneously to different listening situations.
- Allows use of accessories, e.g. a remote control.
- Provides synchronization of the settings in the system. If you change the volume or program on one hearing instrument, the other hearing instrument is automatically adjusted.

Your Hearing Care Professional can activate or deactivate the wireless functionality of your hearing instruments.

- i** The performance of e2e wireless 2.0 may be affected by electromagnetic interference – e.g. from a computer monitor or halogen lamp system controlled by a switching power supply.
- ▶ Move away from the source of interference if you experience difficulty.





With the AutoPhone™ function, the hearing instruments will automatically switch to the telephone program when you hold a telephone handset near the hearing instruments (\*). They will return to the previously used hearing program after you have finished speaking and have moved the handset away from the hearing instrument.

You can also select the telephone program manually by using the program button.

The telephone program can be set to microphone mode or telecoil mode. Your Hearing Care Professional will program your hearing instrument to fit your individual requirements.

### (\* ) AutoPhone magnet accessory

Not all telephones produce a magnetic field strong enough to activate the AutoPhone function. In this case, use the AutoPhone magnet, enclosed in your hearing instrument package, and attach it to the telephone receiver to activate the AutoPhone function.

Consult your Hearing Care Professional to find out if this accessory is right for your hearing care needs.



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## Automatic telephone program

### NOTICE

Magnets can pose risks to electronics and magnetic storage mediums when placed in close proximity.

- ▶ Take care not to set magnets near computers, color monitors, television sets, floppy discs, video/audio tapes and other electronic equipment.

### CAUTION


Choking hazard posed by small parts.

- ▶ Keep magnets out of the reach of children. If swallowed consult a physician or a hospital.

### CAUTION

Magnets may interfere with the operation of life supporting systems (e.g. pacemakers, magnetic valves).

- ▶ Use a magnet only if not in doubt about the safe distance.
- ▶ The safe distance between pacemaker and magnet should be at least 10 cm (4 inches).

-  ▶ See the AutoPhone magnet user guide for instructions on how to position the magnet.
- ▶ Use only the magnet that is delivered with the hearing instrument.

Your hearing instruments are highly sensitive systems. Proper care and handling will ensure the best possible performance.

Clean instruments and earmolds regularly to prevent damage to the hearing instruments and to avoid health problems.

- ▶ Clean your hearing instruments with a soft, dry tissue, as necessary.
- ▶ Place your hearing instruments in a "dry aid kit" with a special moisture-attracting capsule overnight.
- ▶ Ask your Hearing Care Professional for special care sets and further information how to keep your hearing instruments in good condition.



### NOTICE

- ▶ Do not put the hearing instruments in water.

# 16

## Accessories

### Colors and stickers

To make the world of hearing even more colorful, Explorer 500 P is available in 16 different colors. Additionally, Siemens offers a special sticker booklet to personalize and decorate hearing instruments.

Together with our Pediatric Hearing Solutions, Siemens also offers a range of Accessories like the Use and Care Kit for hearing aids, which is available as a special version for Kids and for Teenagers.

Please contact your Hearing Care Professional for additional advice.

### Remote control

The wireless function of your hearing instruments allows you to use a remote control to change the program and volume of your hearing instruments.

For further information about the remote control, contact your Hearing Care Professional or refer to the remote control user guide.

**i** ▶ In the event your hearing instruments can be controlled by another person's remote control, return hearing instruments and remote control to your Hearing Care Professional.

# 16

## Accessories



### Tek wireless enhancement

Your hearing instruments together with the Tek Connect remote control will allow you to connect your hearing instruments to the growing world of technology. Via a special Bluetooth connection it is possible to receive audio signals from your mobile, your television or your mp3-player.

For detailed information and instructions refer to the Tek user guide or ask your Hearing Care Professional.

# 17

## Troubleshooting tips

Your hearing instruments are extremely reliable device. If a problem should occur, it can usually be corrected quickly. Use these troubleshooting tips to resolve simple issues.

Problem	Cause
Sound is weak	Weak or dead battery Earmold clogged Volume too low
Instrument emits whistling sound	Improper fit in ear Volume too high Clogged with wax or excessive wax in ears
Sound is distorted	Volume too high Weak battery
Instrument emits signal tones	Battery compartment not completely closed Weak battery
Instrument does not work	Instrument is not turned on Battery compartment not completely closed Dead battery Battery polarity reversed Power-on delay is active

Possible Solution	
	Insert new standard battery Clean earmold Increase volume (with remote control or volume control)
	Try reinserting the earmold until it fits securely Lower volume (with remote control or volume control) Clean earmold or contact your Hearing Care Professional
	Lower volume (with remote control or volume control) Replace battery
	Gently close battery compartment completely Replace battery
	Turn instrument on Gently close battery compartment completely Replace battery Make sure battery is inserted correctly Wait 12 seconds and check again

If you still encounter problems after trying these suggestions, consult your Hearing Care Professional.



Operating frequencies:  $F_c=3.28$  MHz

This Class B digital apparatus complies with Canadian ICES-003.

Changes or modifications not expressly approved by the party responsible for compliance could void the users authority to operate the equipment.

Siemens Explorer 500 P  
FCC ID: SGI-WL002BTE  
IC: 267AB-WL002

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada.

Operation is subject to the following 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.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment 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 equipment 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 equipment and receiver.
- Connect the equipment 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.

Within the European Union, the marked equipment is covered by "Directive 2002/96/EC of the European Parliament and of the Council of 27 January 2003 on waste electrical and electronic equipment".



Amended by "Directive 2003/108/EC" (WEEE).

**i** ▶ Recycle your hearing instruments and batteries according to national regulations.

For disposal within the EU please send devices to the following address:

<b>United Kingdom</b>	<b>Malta</b>	<b>Ireland</b>
Siemens	Charles de Giorgio LTD	Howth Junction
Hearing Instruments	39-40 South Street	Business Center
Newton Road	Valetta CMR 01	Kilbarrack
Crawley RH109TT	P.O. Box 374	5 Dublin

[www.hearing-siemens.com](http://www.hearing-siemens.com)

With the CE marking Siemens confirms compliance with the European Directive 93/42/EEC concerning medical devices.



# 20

## Your hearing instrument configuration

Hearing instrument		
LEFT		RIGHT
	Model	
	Serial number	
	Battery	
<input type="checkbox"/> yes <input type="checkbox"/> no	Power on delay	<input type="checkbox"/> yes <input type="checkbox"/> no
<input type="checkbox"/> yes <input type="checkbox"/> no	Volume control	<input type="checkbox"/> yes <input type="checkbox"/> no
<input type="checkbox"/> yes <input type="checkbox"/> no	Push button	<input type="checkbox"/> yes <input type="checkbox"/> no
Signal tones		
<input type="checkbox"/> on <input type="checkbox"/> off	Low battery warning	<input type="checkbox"/> on <input type="checkbox"/> off
<input type="checkbox"/> on <input type="checkbox"/> off	Volume control limit	<input type="checkbox"/> on <input type="checkbox"/> off
<input type="checkbox"/> on <input type="checkbox"/> off	Volume control change	<input type="checkbox"/> on <input type="checkbox"/> off
Hearing program	Description of the hearing program	
1		
2		
3		
4 / A		
ePocket		
Serial number		