



## OPERATIONS MANUAL



CIC



ITC



ITE

 Custom Instruments

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Your completely-in-the-canal (CIC), in-the-canal (ITC), or in-the-ear (ITE) hearing instruments have been custom-made with electronic circuitry and controls to match your particular hearing requirements.

**CIC**  
**pages 2 - 11**



**ITC**  
**pages 12 - 24**



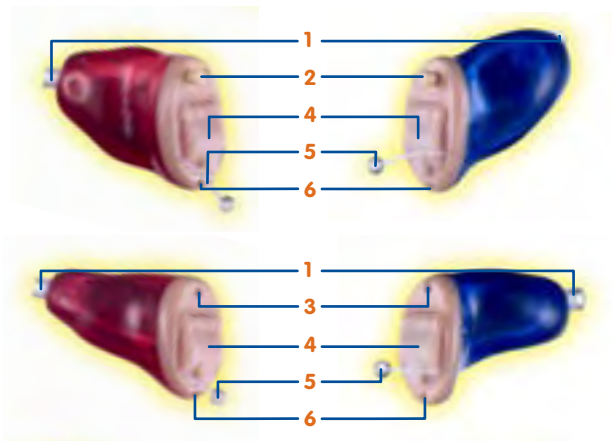
**ITE**  
**pages 25 - 37**



Your instruments may also be programmed to provide additional flexibility and control. These parameters have been set by your Hearing Professional and/or the manufacturer and are not adjustable by the wearer.

This manual contains instructions for the three instrument styles shown here. Basic operating instructions are provided on the pages shown. To help you remember, mark the box next to your instrument style.

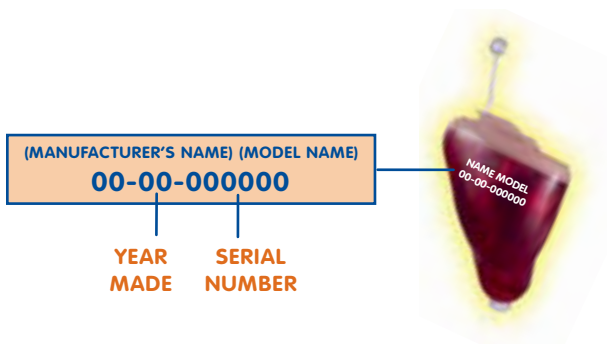
## your CIC hearing instruments



- 1 = RECEIVER OPENING**
- 2 = MULTIMEMORY BUTTON (OPTIONAL)**
- 3 = MICROPHONE SOUND INLET**
- 4 = BATTERY COMPARTMENT**
- 5 = REMOVAL HANDLE**
- 6 = VENT (OPTIONAL)**

Your custom CICs may contain a different combination of features and controls, depending on the specific model selected for you.

Each instrument can be identified by its serial number, located on the outside shell.



Left- and right-ear CICs are identified by their shell color or a color marking.



## CIC batteries



It is very important to use the correct size and type cell for your instrument. CICs use a size 10A cell. Battery sizes can be identified by color code on the packaging. Size 10A

battery packages have a yellow mark.

Because of their size, it's a good idea to change and replace batteries at a table or desk to reduce the risk of dropping the instrument or battery.

To insert or replace the battery, open the compartment by placing your fingernail under the edge of the swing-out door and gently pulling outward.



**DO NOT OPEN THE BATTERY DOOR TOO FAR OR DAMAGE IS LIKELY TO OCCUR.**

On some instruments, an indicator tone will sound when the battery's voltage is low. It is suggested that you replace the battery when you hear the tone.

Existing batteries are removed by pushing the cell out the top of the fully opened door. **DO NOT** pull it out the side of the door.



Place the new battery in the compartment with the plus (+) sign facing up.

Close the battery compartment by swinging the door until it snaps shut. **NEVER FORCE**

**THE DOOR SHUT.** This could result in serious damage. If the door will not close securely, check that the battery is placed properly in the compartment.

## CIC insertion and removal



Before placing your instruments into your ears, make certain the batteries are inserted properly and the battery doors are closed securely.



**NEVER use the battery compartment door to insert or remove the instrument! Damage may occur, as the door is not designed to withstand the pressure.**

To insert the CIC, hold it with the insertion/removal line between your thumb and forefinger, and with the microphone opening at the top of the instrument.



**CIC INSERTION STEP 1**

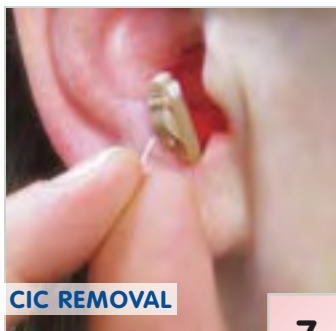
## CIC insertion and removal

Simply guide the instrument down into your ear canal until you feel resistance. Let go of the insertion/removal line.



Push the instrument in until it is resting comfortably inside your canal. To ease insertion, you may wish to pull down on your ear lobe with your other hand as you push.

To remove your CIC, slowly and gently pull the insertion/removal line outward.



## CIC on, off and volume control

Your CIC is “on” any time a functioning battery is properly placed in the compartment and the battery door is closed.



To turn the instrument “off,” simply open the battery compartment door so the battery is no longer in contact with the internal components. This is recommended to preserve battery life any time your instrument is not in use.



Your CIC has been set to a specific volume level by your Hearing Professional. There is no volume control on the instrument. If you experience performance that is consistently too loud or too

soft, contact your Hearing Professional for advice and adjustment.

## CIC multimemory settings

CICs with a multimemory button let you select one of three settings for different listening situations.



When turned on, your instrument is most likely programmed for normal listening environments. The additional settings are accessed by pressing the button once to select memory two and twice to access memory three.

Pressing the button three times (or once from memory three) returns you to the first setting. Opening and closing the battery compartment will also reset to memory one.

Your Hearing Professional can provide additional information regarding use of the multimemory feature.

## using the telephone



If wearing one instrument, you may find your unamplified ear adequate for phone conversations. If you are wearing two instruments or prefer listening with your amplified ear, your instrument

may work best by holding the phone against your ear as you normally would.

Some models work best by holding the phone close to, but not fully covering, your ear.

If you encounter feedback, tilt the phone receiver at an angle until the whistling stops. Experiment to find the best position.

Your Hearing Professional can provide additional instructions and techniques for your specific instruments.

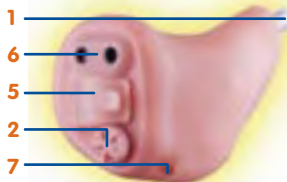
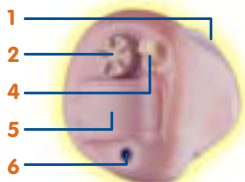
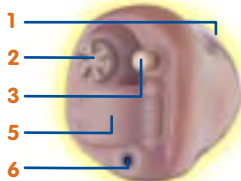
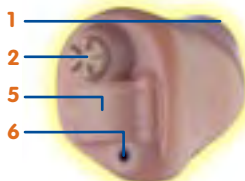


When the instrument is turned “on,” or when you use the telephone, you may hear a whistling noise known as feedback.

Feedback is caused by amplified sounds escaping from the ear and reflecting off your hand into the instrument’s microphone. It is more likely to occur during insertion, removal, and volume adjustment. It should cease when you move your hand.

If feedback persists after the instrument has been inserted correctly and the volume is set to a comfortable level, contact your Hearing Professional.

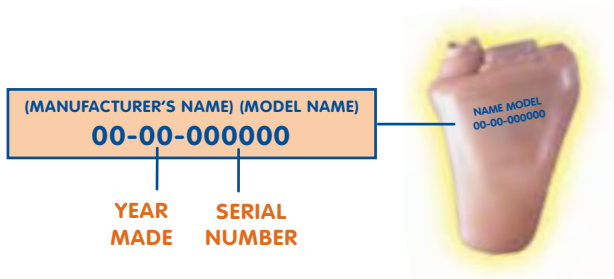
## your ITC hearing instruments



- 1 = RECEIVER OPENING**
- 2 = VOLUME CONTROL (OPTIONAL)**
- 3 = MULTIMEMORY BUTTON (OPTIONAL)**
- 4 = TELEPHONE COIL SWITCH (OPTIONAL)**
- 5 = BATTERY COMPARTMENT**
- 6 = MICROPHONE SOUND INLET(S)**
- 7 = VENT (OPTIONAL)**

Your custom ITCs may contain a different combination of features and controls, depending on the specific model selected for you.

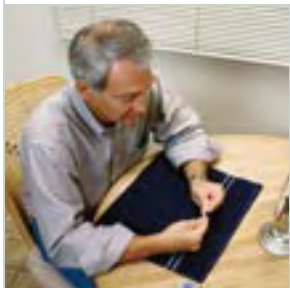
Each instrument can be identified by its serial number, located on the outside shell.



A red or blue bar or red/blue model and serial number type indicates right or left ear.

**RED** IS FOR **RIGHT** EAR, **BLUE** IS FOR **LEFT** EAR

## ITC batteries



It is very important to use the correct size and type cell for your instrument. ITCs use a size 312 cell. Battery sizes can be identified by the color code on the packaging. Size 312

battery packages have a brown mark.

Because of their size, it's a good idea to change and replace batteries at a table or desk to reduce the risk of dropping the instrument or battery.

To insert or replace the battery, open the compartment by placing your fingernail under the edge of the swing-out door and gently pulling outward.

**ITC**



**DO NOT OPEN THE BATTERY DOOR TOO FAR OR DAMAGE IS LIKELY TO OCCUR.**

On some instruments, an indicator tone will sound when the battery's voltage is low. It is suggested that you replace the battery when you hear the tone.

Existing batteries are removed by pushing the cell out the top of the fully opened door. **DO NOT** pull it out the side of the door.



Place the new battery in the compartment with the plus (+) sign facing up.

Close the battery compartment by swinging the door until it snaps shut. **NEVER FORCE**

**THE DOOR SHUT.** This could result in serious damage. If the door will not close securely, check that the battery is placed properly in the compartment.



## ITC insertion and removal



Before placing your instruments into your ears, make certain the battery is inserted properly and the battery door is closed securely.



**NEVER use the battery compartment door to insert or remove the instrument! Damage may occur, as the door is not designed to withstand the pressure.**

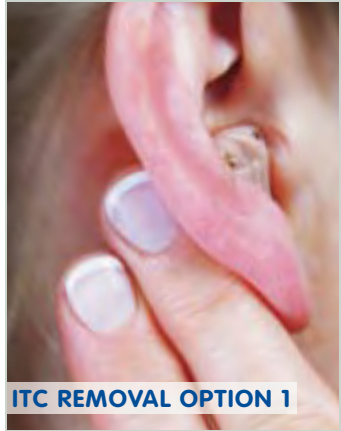
To insert the ITC, hold the instrument between your thumb and fore-finger with the volume control toward the top of your ear. The battery compartment should be facing away from your ear canal. Then gently insert the instrument into your ear canal.



**ITC INSERTION**

## ITC insertion and removal

There are two methods of removing the ITC from your ear. One way is by using your finger to gently massage the area behind your ear lobe. The soft pressure should work the instrument out of your ear.



**ITC REMOVAL OPTION 1**

The other method is to reach into the ear with the thumb and fore-finger, and gently pull the instrument out.



**ITC REMOVAL OPTION 2**

## ITC on, off and volume control



The volume control of your ITC enables you to turn the instrument "on" and "off," as well as adjust the amount of amplification

provided by the instrument.

Your instruments are ready for use when a functioning battery is properly placed in the compartment and the battery door is closed.



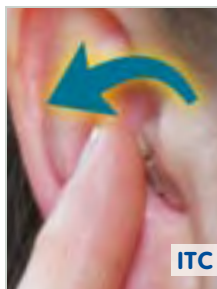
## ITC on, off and volume control

To turn the instrument “on,” use your fingertip to rotate the volume control forward, toward your face. You should feel it “click” on if the instrument was correctly turned off. To make sounds louder, continue to rotate the control forward, toward your face.



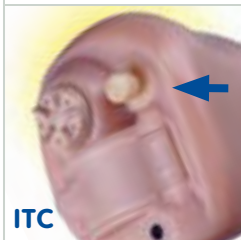
**ON / LOUDER**

To make sounds softer, use your fingertip to rotate the control toward the back of your head. To turn the instrument “off,” rotate the control further backwards, until you feel it “click” and the control no longer turns.



**SOFTER / OFF**

## ITC multimemory settings



ITCs with a multimemory button let you select one of three settings for different listening situations.

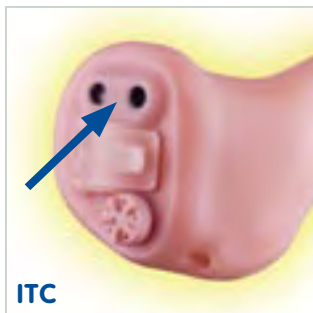
When turned on, your instrument is most likely programmed for normal listening environments. The additional settings are accessed by pressing the button once to select memory two and twice to access memory three.

Pressing the button three times (or once from memory three) returns you to the first setting. Opening and closing the battery compartment will also reset to memory one.

Your Hearing Professional can provide additional information regarding use of the multimemory feature.

## directional microphones

Your hearing instruments may have directional microphones to help improve understanding in noisy situations like restaurants, large crowd events, parties and other environments where high levels of distracting noise surround you.



When the directional mics are automatically activated, or activated by pushing the button,



sounds that occur directly in front of you will become more audible, while sounds coming from other directions will be reduced.

When your instruments are in the directional mode, it is especially important that you directly face those you are listening to, and keep them in your direct line of sight.

## using the telephone



If wearing one instrument, you may find your unamplified ear adequate for phone conversations. If you are wearing two instruments or prefer listening with your amplified ear, your instrument may work best by holding the phone

against your ear as you normally would.

Some models work best by holding the phone close to, but not fully covering, your ear. If you encounter feedback, tilt the phone receiver at an angle until the whistling stops. Experiment to find the best position.



Effective telephone use with hearing instruments varies with the amplifier in your instrument. Those with either an automatic or manually switched telecoil enable you to comfortably use the telephone without removing your instrument. The induction coil amplifies the naturally emitted signal from the phone receiver.



Instruments with the automatic telecoil will automatically activate when a properly equipped phone receiver is placed near the ear. Manually switched telecoils are activated by moving the switch to the "on" position.

Your Hearing Professional can provide additional instructions and techniques for your specific instruments.

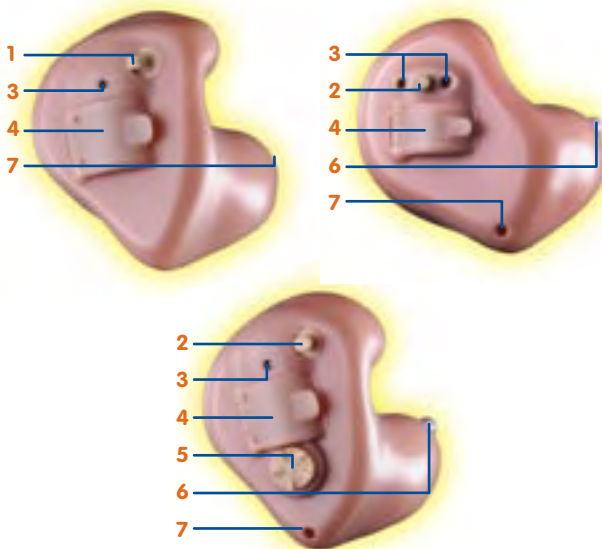


As you adjust the volume when the instrument is turned on, or when you use the telephone, you may hear a whistling noise known as feedback.

Feedback is caused by amplified sounds escaping from the ear and reflecting off your hand into the instrument's microphone. It is more likely to occur during insertion, removal, and volume adjustment. It should cease when you move your hand.

If feedback persists after the instrument has been inserted correctly and the volume is set to a comfortable level, contact your Hearing Professional.

## your ITE hearing instruments

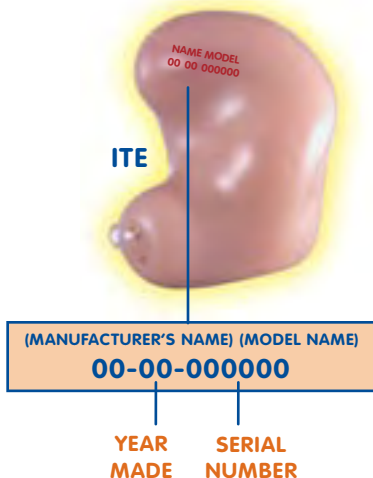


- 1 = TELEPHONE COIL SWITCH (OPTIONAL)**
- 2 = MULTIMEMORY BUTTON (OPTIONAL)**
- 3 = MICROPHONE SOUND INLET(S)**
- 4 = BATTERY COMPARTMENT**
- 5 = VOLUME CONTROL (OPTIONAL)**
- 6 = RECEIVER OPENING**
- 7 = VENT (OPTIONAL)**

Your custom ITEs may contain a different combination of features and controls, depending on the specific model selected for you.

## ITE identification

Each instrument can be identified by its serial number, located on the outside shell.



A red or blue bar or red/blue model and serial number type indicates right or left ear.

**RED** IS FOR **RIGHT** EAR, **BLUE** IS FOR **LEFT** EAR

It is very important to use the correct size and type cell for your instrument. ITEs use a size 13 cell. Battery sizes can be identified by the color code on the packaging. Size 13 battery packages have an orange mark.



Because of their size, it's a good idea to change and replace batteries at a table or desk to reduce the risk of dropping the instrument or battery.



To insert or replace the battery, open the compartment by placing your fingernail under the edge of the swing-out door and gently pulling outward.



**DO NOT OPEN THE BATTERY DOOR  
TOO FAR OR DAMAGE IS LIKELY  
TO OCCUR.**

## ITE batteries

On some instruments, an indicator tone will sound when the battery's voltage is low. It is suggested that you replace the battery when you hear the tone.

Existing batteries are removed by pushing the cell out the top of the fully opened door. **DO NOT** pull it out the side of the door.



Place the new battery in the compartment with the plus (+) sign facing up.



Close the battery compartment by swinging the door until it snaps shut. **NEVER FORCE**

**THE DOOR SHUT.** This could result in serious damage. If the door will not close securely, check that the battery is placed properly in the compartment.

## ITE insertion and removal

Before placing your instruments into your ears, make certain the batteries are inserted properly and the battery doors are closed securely.



**NEVER use the battery compartment door to insert or remove the instrument! Damage may occur, as the door is not designed to withstand the pressure.**



**ITE INSERTION STEP 1**

To insert, hold the instrument between your thumb and fore-finger with the volume control toward the bottom of your ear. The battery compartment should be facing away from your ear canal. Then gently

insert the instrument into your ear canal.

## ITE insertion and removal



Gently rotate the instrument until it is comfortably set inside the bowl of your ear. Pull your earlobe down slightly and press on the instrument to ensure it is firmly in place.

To remove your ITE, grasp the instrument with your thumb and forefinger, and gently rotate it as you pull outward.



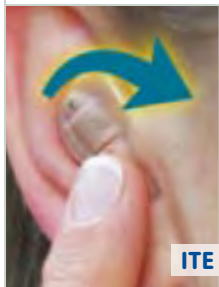
The volume control of your ITE enables you to turn the instrument "on" and "off," as well as adjust the amount of amplification provided by the instrument.



Your instruments are ready for use when a functioning battery is properly placed in the compartment and the battery door is closed.



## ITE on, off and volume control



**ON / LOUDER**

To turn the instrument "on," use your fingertip to rotate the volume control forward, toward your face. You should feel it "click" on if the instrument was correctly turned off. To make sounds louder, continue to rotate the control forward, toward your face.



**SOFTER / OFF**

To make sounds softer, use your fingertip to rotate the control toward the back of your head. To turn the instrument "off," rotate the control further backwards, until you feel it "click" and the control no longer turns.

ITEs with a multimemory button let you select one of three settings for different listening situations.



When turned on, your instrument is most likely programmed for normal listening environments. The additional settings are accessed by pressing the button once to select memory two, and twice to access memory three.

Pressing the button three times (or once from memory three) returns you to the first setting. Opening and closing the battery compartment will also reset to memory one.

Your Hearing Professional can provide additional information regarding use of the multimemory feature.

## directional microphones



**ITE**

Your hearing instruments may have directional microphones to help improve understanding in noisy situations like restaurants, large crowd events, parties and

other environments where high levels of distracting noise surround you.

When the directional mics are automatically activated, or activated by pushing the button, sounds that occur directly in front of you will become more audible, while sounds coming from other directions will be reduced.



When your instruments are in the directional mode, it is especially important that you directly face those you are listening to, and keep them in your direct line of sight.

If wearing one instrument, you may find your unamplified ear adequate for telephone conversations. If you are wearing two instruments or prefer listening with your amplified ear, your instrument may work best by holding the phone against your ear as you normally would.



Some models work best by holding the phone close to, but not fully covering, your ear. If you encounter feedback, tilt the receiver at an angle until the whistling stops. Experiment to find the best position.

## using the telephone

Effective telephone use with hearing instruments varies with the amplifier in your instrument. Those with either an automatic or manually switched telecoil enable you to



**ITE**

comfortably use the telephone without removing your instrument. The induction coil amplifies the naturally emitted signal from the phone receiver.

Instruments with the automatic telecoil will automatically activate when a properly equipped phone receiver is placed near the ear. Manually switched telecoils are activated by moving the switch to the “on” position.

Your Hearing Professional can provide additional instructions and techniques for your specific instruments.



As you adjust the volume when the instrument is turned on, or when you use the telephone, you may hear a whistling noise known as feedback.

Feedback is caused by amplified sounds escaping from the ear and reflecting off your hand into the instrument's microphone. It is more likely to occur during insertion, removal, and volume adjustment. It should cease when you move your hand.

If feedback persists after the instrument has been inserted correctly and the volume is set to a comfortable level, contact your Hearing Professional.

## battery warning

Because batteries can vary in size and performance, your Hearing Professional is your best source for lifespan estimates and verification that you are using the proper size and type.



# WARNING

**HEARING INSTRUMENT BATTERIES ARE  
DANGEROUS IF SWALLOWED**



Upon removal from your hearing instrument, dispose of spent battery cells immediately in the proper waste or recycling receptacle.

To help prevent the accidental ingestion of batteries, keep them out of the reach of children.

Always check your medication before ingesting – batteries have been mistaken for pills.

Never put batteries in your mouth for any reason, as they can easily be unintentionally swallowed.

Many of life's important activities involve learning. Although not always easy, learning combines desire, practice and a belief that if you keep trying, success and enjoyment will eventually occur.



This is true of your hearing. When you were young, you learned how to listen. Your brain learned to focus on specific sounds and concentrate on voices, even in the midst of many other noises. As your hearing gradually diminished, so did that ability to select sounds.



Now with the help of your hearing instruments, you're about to relearn the selective hearing process. Just as the battery is your hearing instrument's power source, a positive attitude is your brain's "power source" for learning.



Hopefully, your hearing instruments will be extremely effective – so much so that you will become dependent upon them. However, hearing aids will not restore normal hearing and will not prevent or improve a

hearing impairment due to organic conditions. So don't judge their effectiveness too soon.

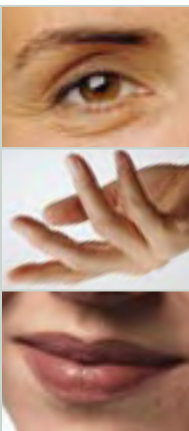
Likewise, others' experiences with hearing instruments – good or bad – have no bearing on your success and should not affect your attitude.

Also, don't assume that you will hear and understand all speech with your hearing instruments. It will take time and patience as you learn to adapt to this new way of hearing. In most cases, inconsistent use of hearing instruments does not permit you to attain full benefit from them.

Hearing is only one part of how we exchange thoughts, ideas, and feelings. Effective communication combines listening, understanding, attention, concentration, interest and visual (nonverbal) cues.



You may have relied on these ever-present cues as your hearing loss gradually impaired your understanding of speech. Now, they are equally important as you learn to hear with hearing instruments. Reading the lips, facial expressions and gestures of others can enhance the learning process and supplement what amplification alone may miss.



If necessary, your Hearing Professional may provide additional auditory training and lip-reading assistance.



Your instruments and their controls are smaller than most other regularly handled items. It is expected that

changing batteries, inserting, removing and adjusting your instruments are new experiences that will take some practice to perform correctly.

Minor irritation and inflammation may occur as your ear becomes accustomed to having an object in it. This is normally caused by pressure from the earmold on a particularly sensitive area, and may easily be corrected through trimming and polishing by your Hearing Professional.

If an actual allergic reaction occurs, alternative earmold materials are available. Severe reactions, discharge from the ear, excessive wax, or other unusual conditions warrant immediate consultation with a physician.

From the moment you get them, it may be tempting to wear and use your hearing instruments constantly. However, this can lead to discomfort, fatigue and disappointment – all factors that can prevent successful learning.



The level and complexity of sound environments “out in the real world” make it a less than ideal place to hear in, even if you had



normal hearing. It is best to begin your instrument usage gradually, until it is fully integrated into your daily life. The amount of patience and practice – combined with a positive attitude – will most likely determine the degree of success.

## start in quiet, familiar places



At first, use your instruments only in familiar, quiet surroundings, where you can identify and locate simple background sounds – running water, doors closing, birds singing – that you may not have heard for awhile.

Other sounds, like your own voice, will sound different. In the same quiet environment, practice listening to and conversing with someone who is facing you, has a familiar voice and understands your needs.

Don't be alarmed if you can't immediately understand everything. A low, comfortable volume level is preferable as you adapt to the new sound quality, even if you occasionally miss soft sounds or parts of conversation.



As you wear your instruments in a wider variety of sound environments, practice selecting specific sounds and voices and focus your attention on them. Enhance your understanding by following nonverbal expressions and gestures.



As you venture into familiar public places such as church and meetings, sit reasonably close and within easy visual distance of those speaking.



Because every area has its own sound characteristics, you may need to try different locations for the best results.



## hearing the television and radio

The use of music, sound effects and its overall pace can make TV viewing with hearing instruments take a little longer to get used to. Depending on the fidelity and sophistication of your TV's sound system, sit eight to ten feet in front of the screen with the TV volume set to a normal, comfortable level for others.



Adjusting to the radio will depend on the environment in which you're listening, and whether it is an AM or FM station. It will likely be more

difficult to fully understand an AM station while riding in an automobile than an FM station playing on a larger sound system in your home.





In a few weeks, you will probably be able to use your instruments all day without fatigue or tension. Hopefully, you'll be like many who find themselves "forgetting" that they are even wearing a hearing instrument.

Even so, be careful not to over-practice. If you find yourself becoming tired, nervous, or irritated, don't hesitate to rest for awhile by turning your instruments off and/or removing them.

## how family and friends can help



Many people initially treat hearing problems as an individual matter, something that can be dealt with by themselves. But because communication involves more than just one person, so too does the impact of your impairment.

Constant requests to repeat, louder TV volume levels, and shifts in behavior are elements of hearing loss that those around you must live with and accommodate.

The continuing understanding and support of family and friends are crucial as you pursue improved hearing and communication. Perhaps they have already demonstrated their willingness by encouraging you to seek help.

While you are adjusting to the acoustic part of amplification, family and friends can help you with the many psychological and emotional needs that accompany the transition.

There is a tendency for those around you to speak loudly— especially if it is how they previously communicated with you. With your hearing instruments on, a loud voice can actually make understanding more difficult, if not more irritating.



Now that your hearing instruments provide amplification, others should speak clearly at a normal level, without rushing or slurring their words. Be sure they have your full attention before they begin speaking. It's often preferable to rephrase rather than repeat the



same words over and over, as you may find it easier to understand different words.

## minimize distractions

Many people unconsciously create distractions as they speak. Talking with their mouths full, hands covering mouths, as well as unexpected, sudden



head and body movement all make it harder to understand. Make certain you can see their faces, expressions and gestures clearly as they speak to you.

Background sounds can be distracting as well. As you are learning to select and sort specific sounds, it is wise not to attempt conversations



while watching the TV, for example.



There are times when hearing may be even more difficult. When you are tired or aren't feeling well, it's likely that you won't hear or understand as well, either. This is when

the patience and understanding of others are especially appreciated.

Everyone adjusts to hearing instruments and develops listening skills at their own pace. The common sense and attitudes of your family and friends are as important as the instruments themselves. Their encouragement and support gives

you a significant advantage as you become reacquainted with the world of sounds.



## let others know what you need



Remember that most people don't know you, and cannot "see" your hearing problem. There are ways of non-verbally encouraging others to face you when speaking and talking more slowly. Most won't mind helping you, but you have to let them know what you need. The way you ask – verbally or non-verbally – determines how they respond.

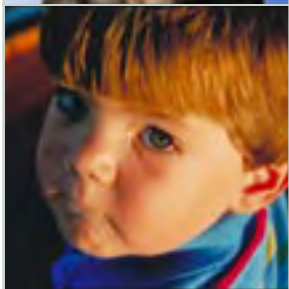
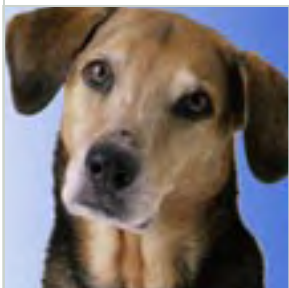


Your hearing instruments represent the ultimate in miniaturized sophistication – especially when you consider the environment they must function in. Heat, moisture, and foreign substances can accumulate and degrade performance, or interrupt operation entirely.



Proper preventive care and maintenance will go a long way toward ensuring trouble-free performance of what is a significant hearing investment. This includes daily cleaning on your part, as well as regular comprehensive examinations by your Hearing Professional.

## putting it in the right place



When not wearing your hearing instrument, turn it off and open the battery compartment door to prevent excessive reduction of battery life. An instrument left “on” can produce feedback that might attract curious pets – possibly resulting in hearing instruments chewed beyond repair.

For similar reasons, it is best to store your instruments where you can easily find them, but safely out of reach of pets and children. They are not nearly durable enough to survive being used as a toy or snack.

If your instruments will not be used for an extended period of time, remove the batteries completely, place the instruments in the pouch and store in a cool, dry place away from direct sunlight or heat.



A brush may be provided to help you keep your instrument clean. Use it daily to remove earwax or other particles that may have accumulated around the canal, volume control, and battery compartment. A careful brushing accompanied by gentle wiping with a soft cloth will keep your instrument(s) clean. Never use solvents, cleaning fluids or oil to clean your instrument.

It is a good idea to perform all cleaning and battery changes above a soft cloth or towel on a desk or table. This will keep the instrument from potentially damaging falls to hard surfaces if you drop it.

## avoiding moisture



Your instruments may be so comfortable that you forget you have them on. So develop the mental habit of checking your ears before going swimming, taking a shower, or applying hair spray. Do the same with pockets of clothing before they are washed.

Should it get wet, do not attempt to dry your instrument in an oven, microwave, or with a hair dryer – the heat will

most certainly damage it. Instead, dispose of the battery and set the instrument on a towel in a safe place, leaving the battery compartment door open to promote air drying.



If, for any reason, an instrument fails, do not attempt to fix it yourself. This will likely violate any applicable warranties or insurance, and you could easily cause extensive damage.



Should your instruments fail or perform unsatisfactorily, first check the guide on the next page for possible solutions. If problems persist, your Hearing Professional is the person to contact for assistance. Even if you are away from home, most professionals are willing to help. They are able to solve many common problems right in the office or clinic. If you are uncertain who provides service in your area, write to the address shown on page 61.

## troubleshooting guide

**Symptom:** Dead

**Cause:** Depleted battery

**Solution:** Replace battery

**Symptom:** Dead

**Cause:** Blocked receiver opening

**Solution:** Clear blockage

**Symptom:** Dead

**Cause:** Defective instrument

**Solution:** See your Professional

**Symptom:** Not loud enough

**Cause:** Low battery

**Solution:** Replace battery

**Symptom:** Not loud enough

**Cause:** Blocked receiver opening

**Solution:** Remove blockage and clean

**Symptom:** Not loud enough

**Cause:** When was hearing last checked?

**Solution:** See your Professional

**Symptom:** Inconsistent performance

**Cause:** Low battery

**Solution:** Replace battery

**Symptom:** Unclear, distorted performance

**Cause:** Low battery

**Solution:** Replace battery

**Symptom:** Unclear, distorted performance

**Cause:** Defective instrument

**Solution:** See your Professional

Be assured that, together with your Hearing Professional, we are prepared to do all we can to help achieve the highest possible levels of hearing satisfaction.



Even if it's when you visit for batteries, be sure to have regular, periodic examinations of both your hearing instruments and your ears. Both are subject to constantly changing factors that can significantly impact our efforts to provide better hearing.

You may have friends and relatives who also experience hearing difficulty. Encourage them to have their hearing tested by the Hearing Professional listed on your warranty card.

No one should neglect their hearing, especially as more people may benefit from today's new hearing technology.

## FDA information

The following additional information is provided in compliance with U.S. Food and Drug Administration (FDA) regulations:

**WARNING TO HEARING AID DISPENSERS.** A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- i. Visible congenital or traumatic deformity of the ear.
- ii. History of active drainage from the ear within the previous 90 days.
- iii. History of sudden or rapidly progressive hearing loss within the previous 90 days.
- iv. Acute or chronic dizziness.
- v. Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- vi. Audiometric air-bone gap equal to or greater than 15 decibels at 500 Hertz (Hz), 1,000 Hz and 2,000 Hz.
- vii. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- viii. Pain or discomfort in the ear.

Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user.

**IMPORTANT NOTICE FOR PROSPECTIVE HEARING AID USERS.** Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists, or otorhinolaryngologists. The purpose of the medical evaluation is to assure

that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

**CHILDREN WITH HEARING LOSS.** In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

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