Starkey®

Power Plus

OPERATIONS MANUAL

Behind-The-Ear

Destiny™

Congratulations!

Your new Destiny hearing system uses advanced digital features to provide improved sound quality, speech understanding and listening comfort.

Starkey Laboratories, Inc., a global hearing instrument manufacturer, is a worldwide provider of comprehensive digital hearing solutions. Founded in 1967, Starkey operates facilities in more than 25 countries and is a recognized world leader in the design and development of innovative hearing solutions. Starkey focuses on connecting people with people. This philosophy is at the center of everything we do. Our ultimate goal is to provide you the best listening experience possible.

Please read this manual carefully to take full advantage of all features on your new hearing system. If you have any questions, please contact your hearing care professional.

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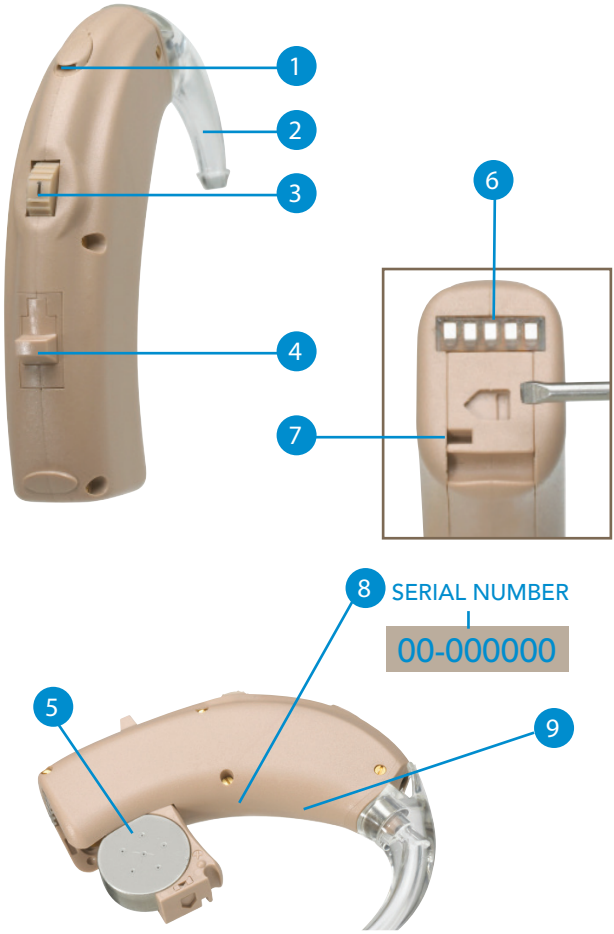
Features, Controls and Identification

Your hearing system controls include:

1. Directional microphone
2. Earhook
3. Volume and on-off control
4. Multimemory button
5. Battery compartment
6. Direct audio input contact
7. Optional side indicator (Red is for right ear. Blue is for left ear.)

Your hearing system can be identified by:

8. Location of serial number
9. Location of manufacturer's name and model name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SERIAL NUMBER
00-000000
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Batteries

Your hearing system uses a size 675 battery as its power source. This battery size can be identified by the blue color code on the packaging.

To insert or replace the battery:

1. Use the nail grip on the battery door.
2. Open the battery door gently.
3. Remove the old battery.
4. Remove the tab from the new battery.
5. Line up the battery's "+" sign (flat side of the battery) with the "+" on the battery door.
6. Close the battery door.

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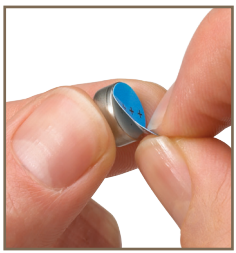

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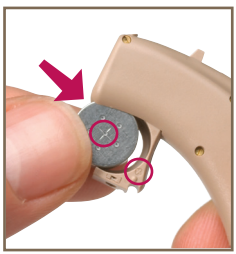

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Battery Indicator Tones

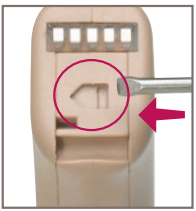
A tone will sound when the battery's voltage is low. You have approximately 20 minutes* to replace the battery. A different tone lasting two seconds will sound just before the battery stops working.

** Actual time between low battery indicator and shut down will vary depending on environmental noise levels and brand of battery used.*

Tamper Resistant Battery Compartment

To lock the battery door:

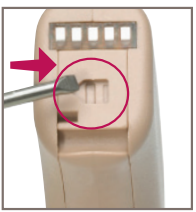
Use an appropriate tool to slide the recessed switch to the left until it "clicks" and the colored mark is visible.



To unlock the battery door:

Slide the recessed switch to the right until it "clicks" and the colored mark disappears.

Locking the door is not necessary for operation.



Helpful Hints

- NEVER FORCE THE DOOR SHUT; this could result in serious damage; if the door will not close securely, check that the battery is inserted correctly
- Do not open the battery door too far or damage is likely to occur
- Because of their size, it's a good idea to change and replace batteries above a table or desk to reduce the risk of dropping the instrument or battery
- Dispose of used batteries immediately in the proper waste or recycling container
- Because batteries can vary in size and performance, your hearing care professional is your best source for lifespan estimates and verification that you are using the proper size and type

⚠ Warnings

Batteries are dangerous if swallowed. To help prevent the accidental ingestion of batteries:

- ⚠ Keep out of reach of children and pets
- ⚠ Check your medications before taking them – batteries have been mistaken for pills
- ⚠ Never put batteries in your mouth, as they can easily be swallowed
- ⚠ National Button Battery Ingestion Hotline: 202-625-3333

Insertion and Removal

To insert the custom earmold and hearing instrument:

1. Hold the custom earmold with your thumb and forefinger on the outer side near the tubing.
2. Tilt your hand slightly forward and gently insert the canal tip of the custom earmold into your ear canal.
3. Rotate the custom earmold backwards.
4. Softly press the custom earmold into place with your fingertip.
5. Carefully place the BTE behind your ear wrapping the earhook over the top of your ear.

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To remove the hearing instrument and custom earmold:

Take the instrument from behind your ear and gently pull the custom earmold outward. Pulling lightly down on the ear lobe may help loosen the custom earmold as it is removed.

Helpful Hints

- Minor irritation and inflammation may occur as your ear becomes accustomed to having an object in it; if so, please contact your hearing care professional
- If an actual allergic reaction occurs, alternative earmold materials are available; contact your hearing care professional
- Severe swelling, discharge from the ear, excessive wax, or other unusual conditions warrant immediate consultation with a physician

On, Off and Volume Levels

To turn ON or make sounds LOUDER:

1. Rotate the volume control slowly upwards to the desired volume level or until you hear a tone.

To turn make sounds SOFTER or turn OFF:

2. Rotate the volume control downward to the desired volume level or until you feel a "click."

Each time you reach your preset volume level, you will hear a tone.

3. A non-removable protective cover may be placed over your volume control to prevent accidental adjustments. Your hearing care professional can provide further instruction regarding adjusting the volume with the cover in place.

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Multimemory Settings

Your hearing care professional can set up to four hearing programs for you. These additional programs are accessed by pressing the Multimemory button inward.

When you press the Multimemory button, you may hear a tone or a tone series indicating the device has changed to the next program. Your hearing instrument has been set up with the following environments.

Program	Tone	Environment
1	1 Tone	Normal
2	2 Tones	
3	3 Tones	
4	4 Tones	

Directional Microphones

Your hearing system has directional microphones to help improve speech understanding in noisy situations.

Your hearing system has been set up with the following directional settings:

Program	Directional Setting		
1	Automatic	Manual	Off
2	Automatic	Manual	Off
3	Automatic	Manual	Off
4	Automatic	Manual	Off

When the directional microphones are activated automatically (automatic), the hearing instrument will continually monitor the environment and gradually adjust to the appropriate mode to optimize speech intelligibility.

When the directional microphones are activated

by pushing the Multimemory button (manual), the hearing instrument optimizes speech when you select the directional memory.

Telephone Use

Your hearing system has a telephone feature that enables you to comfortably use the telephone without removing your hearing instrument or custom earmold.

My telephone feature is:

☐ Automatic Telephone Response (ATR)

☐ Automatic Telecoil (Autocoil)

☐ Manual Telecoil (Program #_____)

☐ Push and Hold Function

ATR or Autocoil:

Place the telephone handset in a normal position and then shift slightly back. When correctly

positioned, you will hear a tone series indicating the automatic activation of the telephone program. When finished, the hearing system will automatically return to the previous setting.

Manual Telecoil:

To use the telephone, push the Multimemory button to access the program containing the Manual Telecoil environment. You will hear a tone series indicating that you are in the telephone program. Place the telephone handset over your ear and slowly move it back to find the best position for listening. When finished, press the Multimemory button as neded to return to the previous setting.

Push and Hold Function:

Push and hold the Multimemory button for 2 - 3 seconds; you will hear a tone series indicating that you are in the telephone program. Place the telephone handset over your ear and slowly move it back to find the best position for listening. When finished, press the Multimemory button once to return to the previous setting.

Direct Audio Input

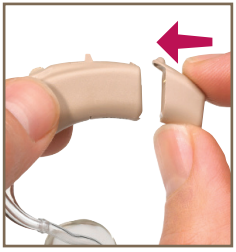
Your hearing system is compatible with Direct Audio Input (DAI). This allows you to connect your instrument to another electronic sound source, wireless FM system or audio and video equipment.

To use the DAI:

1. Slide the DAI module onto the battery door until it "clicks" into place.
2. Ensure the gain control is pointing to the thickest part of the shading.
3. Connect the desired electronic sound source to the DAI module.

To remove the DAI module, disconnect the electronic sound source and hold both the BTE and DAI between your fingers. Gently snap the two apart.

When the DAI module is attached, the hearing instrument's telephone feature is active and accessed as described on page 18.



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Summary of Settings

	Environment	Directional Setting
Program 1	Normal	☐ Off ☐ Automatic ☐ Manual
Program 2	Normal	☐ Off ☐ Automatic ☐ Manual
Program 3	Normal	☐ Off ☐ Automatic ☐ Manual
Program 4	—	☐ Off ☐ Automatic ☐ Manual
Low Battery	—	—
Battery End of Life	—	—
Standby (hold >3 sec.)	—	—
Push and Hold (hold 2 - 3 sec.)	—	—

Indicator Tone On	Indicator Tone Type
☐ Yes ☐ No	☐ 1 Tone
☐ Yes ☐ No	☐ 2 Tones ☐ Tone Series
☐ Yes ☐ No	☐ 3 Tones ☐ Tone Series
☐ Yes ☐ No	☐ 4 Tones ☐ Tone Series
☐ Yes ☐ No	☐ Tone Series
☐ Yes ☐ No	☐ Sustained Tone
☐ Yes ☐ No	☐ Tone Series
☐ Yes ☐ No	☐ 4 Tones ☐ Tone Series

Instrument Care

Do your best to keep your hearing instrument clean at all times. Heat, moisture and foreign substances can result in poor performance.

- Clean daily over a soft cloth to prevent damage from a fall to a hard surface
- Use a cleaning brush or soft cloth to clean debris from around the switches, microphone and battery compartment
- Never use water, solvents, cleaning fluids or oil to clean your instrument

Earmold Care

1. Separate the custom earmold and tubing from the hearing instrument by gently pulling the tubing away from the instrument.
   - Use a soft, damp cloth or a cleaning brush to clean debris from the custom earmold
   - Wash the custom earmold with warm, soapy water

2. Slide the custom earmold tubing onto the BTE earhook when completely dry.

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Your hearing care professional can provide further information on additional maintenance procedures for your hearing system if needed.

Helpful Hints

- Make sure the custom earmold and tubing are completely dry before reconnecting to your hearing instrument earhook
- When not wearing your hearing system, open the battery door to allow any moisture to evaporate

- When not in use, remove the batteries completely; place your hearing system in the storage container and store:
  - In a dry, safe place
  - Away from direct sunlight or heat to avoid extreme temperatures
  - Where you can easily find them
  - Safely out of reach of pets and children
- Do not take apart your hearing instruments or insert the cleaning tools inside them

Service and Repair

If, for any reason, your hearing system does not operate properly, do NOT attempt to fix it yourself. Not only are you likely to violate any applicable warranties or insurance, you could easily cause further damage.

Should your hearing system fail or perform poorly, check the guide on the next page for possible solutions. If problems continue, contact your hearing care professional for advice and assistance. They are able to solve many common problems right in their office or clinic.

Troubleshooting Guide

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
Not Loud Enough	Low battery	Replace battery
	Blocked earmold	Clean both microphone and receiver with brush
	Hearing change	Contact your hearing care professional
Inconsistent Performance	Blocked earmold	Remove blockage and clean
Unclear, Distorted Performance	Low battery	Replace battery
	Blocked earmold	Clean both microphone and receiver with brush
	Hearing change	Contact your hearing care professional

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
Dead	Low battery	Replace battery
	Blocked	Remove blockage and clean
	Crimped tubing	Contact your hearing care professional

Your hearing care professional will recommend an appropriate schedule to help you adapt to your new hearing system. It will take practice, time and patience for your brain to adapt to the new sounds that your hearing system provides. Hearing is only part of how we share thoughts, ideas and feelings. Reading lips, facial expressions and gestures can help the learning process and add to what amplification alone may miss.

Please review the following simple communication tips:

For You

- Move closer to and look at the speaker
- Sit face-to-face in a quiet room
- Try different locations to find the best place to listen
- Minimize distractions
- Background noises may be frustrating at first; remember, you have not heard them for a while

- Let others know what you need; keep in mind that people cannot "see" your hearing loss
- Develop realistic expectations of what your hearing instruments can and cannot do
- Better hearing with hearing instruments is a learned skill combining desire, practice and patience

For Your Family and Friends

Your family and friends are also affected by your hearing loss. Request that they:

- Get your full attention before beginning to speak
- Look at you or sit face-to-face in a quiet room
- Speak clearly and at a normal rate and level; shouting can actually make understanding more difficult
- Rephrase rather than repeat the same words; different words may be easier to understand
- Minimize distractions while speaking

Required Information

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

WARNING TO HEARING INSTRUMENT DISPENSERS. A hearing instrument dispenser should advise a prospective hearing instrument user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing instrument if the hearing instrument 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 instrument whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing instrument user.

RF IMMUNITY LEVEL. These hearing instruments have a cell phone immunity rating of M2/T2. For your cell phone to be compatible with these hearing instruments, the cell phone needs an immunity rating of M3/T3 or higher. Please consult your cell phone specifications for your cell phone immunity rating.

IMPORTANT NOTICE FOR PROSPECTIVE HEARING INSTRUMENT 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 instrument. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists, or otorhynolaryngologists. 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 instrument 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 instrument. The physician will refer you to an audiologist or hearing instrument dispenser, as appropriate, for a hearing instrument evaluation.

The audiologist or hearing instrument dispenser will conduct a hearing instrument evaluation to assess your ability to hear with and without a hearing instrument. The hearing instrument evaluation will enable the audiologist or dispenser to select and fit a hearing instrument 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 instrument dispensers now offer programs that permit you to wear a hearing instrument for a period of time for a nominal fee after which you may decide if you want to purchase the hearing instrument.

Federal law restricts the sale of hearing instruments 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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Your Destiny hearing system uses the power of nFusion Technology which provides vast improvement in feedback cancellation, noise management, environmental detection, sound quality and directional hearing.

"If someone makes a decision to get a hearing aid, we don't want to delay another day, because we know we have a chance to change their lives. You don't wait to change someone's life."

— Jerry Ruzicka, President
Starkey Laboratories, Inc.

Starkey

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