



Unison™  
Digital  
ITE Guide



# Table of Contents

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Your Unison™ Digital Hearing Instruments.....	1
Practical Solutions to Everyday Problems .....	2
Getting the Most Out of Your Unison™ Hearing Instruments .....	3
Using the Unison™ Digital ITE Guide.....	4
Turning Your Unison™ Hearing Instruments On and Off .	5
Inserting and Removing ITE and CIC Hearing Instruments .....	6
Feedback-Free Listening .....	7
Operating Instructions ITE and CIC.....	8
Replacing the Battery.....	12
Caring for your Unison™ Hearing Instruments .....	14
Cleaning Your Unison™ Hearing Instruments .....	15
Warnings .....	16
Troubleshooting Guide.....	18
Warning to Hearing Instrument Dispensers .....	20



# **Your Unison™ Digital Hearing Instruments**

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Hearing Healthcare Professional: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Model: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Replacement Batteries:  Size 10  Size 312  Size 13

Warranty: \_\_\_\_\_

Use Program 1 for: \_\_\_\_\_

Use Program 2 for: \_\_\_\_\_

Use Program 3 for: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

## **Practical Solutions to Everyday Problems**

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Congratulations on choosing Unison™ ITE (In-the-Ear) digital hearing instruments. For 40 years, Unitron Hearing has been committed to making life better for people with hearing loss. This means a commitment to developing high-quality hearing solutions that incorporate special features to solve the everyday problems and concerns you have with hearing loss and hearing devices.

The best choice of hearing instrument is different for everyone: it comes down to your individual hearing loss, lifestyle, preferences and budget. The Unison series meets your unique needs with three high-quality digital hearing instrument models. Your hearing healthcare professional helped you choose the right Unison model and style for your needs.

## **Getting the Most Out of Your Unison™ Hearing Instruments**

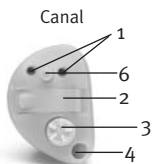
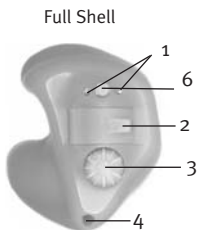
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Adjusting to your new hearing instruments will take some time. In the beginning it is important that you do not use the hearing devices for longer than is comfortable. Depending on your previous experience with hearing instruments, a few hours a day may be enough and then you can increase wearing time gradually. Once you have become accustomed to your hearing devices, you should wear them all day everyday since frequent use will help you adapt to your hearing devices and enjoy their full benefits. The quicker you get used to the everyday sounds around you, the less you will notice that you are wearing hearing instruments.

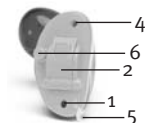
# Using the Unison™ Digital ITE Guide

Refer to the table of contents for a complete listing of the topics covered in this guide.

Use the diagram below to identify some of the components on your hearing devices. Because each device is custom-designed and molded to fit an individual ear, the physical appearance and exact positioning on your hearing devices may vary slightly from those shown.



Completely-in-the-canal (CIC)



## Legend

- 1 Microphone
- 2 Battery Door
- 3 On/Off Manual Volume Control
- 4 Vent
- 5 Removal Handle
- 6 Program Button



## Turning Your Unison™ Hearing Instruments On and Off

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Your Unison hearing devices may have a volume control that also serves as an on/off switch. To turn your hearing devices on, rotate the volume control towards



your nose. *Note: If the start up mute is activated, your hearing devices will not turn on until the program button is pushed.*

To turn your hearing devices off, rotate the volume control away from your nose.

For hearing devices without a volume control, close the battery door to turn your hearing devices on. Open the battery door or remove the battery to turn your hearing devices off.

# Inserting and Removing ITE and CIC Hearing Instruments

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ITE and CIC hearing instruments are color-coded red for the right ear and blue for the left ear. The color is indicated either on the shell or on a label on the hearing device.

## **To insert ITEs and CICs:**

1. Hold the hearing device between your thumb and index finger with the battery door away from your ear.
2. If your hearing device is a CIC, insert by holding the hearing device with the removal handle at the bottom.
3. Gently insert the canal portion of the hearing device into your ear using your index finger to push back and tuck the hearing device completely into place.

## **To remove ITEs and CICs:**

1. If your hearing device is a CIC, gently pull on the removal handle. To remove ITE hearing instruments, grasp the device with your thumb and index finger.
2. Move your jaw up and down or apply pressure to the back of your ear to help loosen the device.

*Note: Never use the volume control or the battery door to remove your hearing devices.*

## **Feedback-Free Listening**

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Your Unison hearing instruments may have an optional start up mute that can be activated by your hearing healthcare professional. If the start up mute is activated, your hearing instruments will not turn on until the program button is pushed, even if the battery door is in the ON position. The hearing instruments return to the start up mute position each time you turn your hearing instruments on. This allows you to insert your hearing instruments without experiencing whistling.

If you wear hearing instruments now, you may have experienced whistling from your hearing instruments when you talk, chew, use the telephone or hug someone. Unison's feedback technology dramatically reduces this uncomfortable whistling before you or anyone else can perceive it.

# Operating Instructions ITE and CIC

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## Changing Programs on Your Unison™ Hearing Instruments



Your Unison hearing devices may have up to three programs. Each program has been individually tailored by your hearing healthcare professional to meet your particular listening needs.

Unison has a push-button for switching between programs. Each time you push the program button, you will move to a new program. For Unison Essential, each time you push the program button, you will move from program 1 to the telecoil program. For Unison 3 and 6, each time you push the program button you will move among up to three programs. Your hearing devices beep to indicate which program you are in (i.e. one beep for program 1, two beeps for program 2, etc.) If you prefer, your hearing healthcare professional can adjust the pitch and loudness of the program beep or turn it off entirely.

## Adjusting the Volume

The volume on your hearing devices may adjust automatically in response to the loud or quiet sounds around you. If you have a manual volume control, you can further adjust the volume on your hearing devices. Rotate the volume control towards your nose to increase the volume or away from your nose to decrease the volume. Note that your volume control may be

disabled by your hearing healthcare professional and, therefore, could be inactive.

## **Setting Your Ideal Volume**

Unison hearing instruments equipped with manual volume control have an ideal volume indicator. A single beep indicates when the volume control has reached its ideal level for your particular hearing loss, as pre-set by your hearing healthcare professional.

## **Listening in Quiet and Noisy Environments**

Your Unison hearing devices may have a dual directional microphone system which focuses on sounds in front of you (i.e., speech) while reducing sounds from the sides or behind you (i.e., noise). Your directional system is activated by the push of the program button. Your hearing healthcare professional will explain which program(s) contain the directional microphones.

## **Using Unison™ with Telecoil for the Telephone**

Unison comes equipped with an optional telecoil that can help you listen on the telephone. The telecoil program is selected with the program button. When using the telecoil, center the telephone receiver on the hearing device and move the receiver along the hearing device to locate the clearest, strongest signal. You may have to increase the volume of your hearing device slightly. To return to normal listening, push the program button. Your hearing device will beep to indicate which program you are in.

## **Using Unison™ with Easy t-coil for the Telephone**

Unison can also come equipped with an optional Easy t-coil (automatic telephone coil) that can help you listen on the telephone. The Easy t-coil automatically switches your hearing instrument into a telephone listening mode with hearing instrument compatible phones. If your phone is hearing instrument compatible, it will have a magnetic coil and the Easy t-coil will activate automatically when the telephone is held to the ear. Once the telephone is removed from the ear, the hearing instrument will switch back to the normal listening mode. Since the location and strength of the magnetic coil varies among phone manufacturers, it may be necessary to move the telephone receiver slightly to find the best reception. If the hearing instrument does not switch to telecoil automatically when the telephone receiver is placed in proximity, the magnet for Easy t-coil hearing instruments should be attached to the telephone receiver. The magnet is designed to strengthen the magnetic coil in hearing instrument compatible telephones.

### **To affix the Easy t-coil magnet:**

1. Clean the telephone receiver.
2. Hold the magnet near the “listening end” of your telephone receiver and release it (figure 1). The magnet will flip to the appropriate side and seek the optimal position on the telephone receiver.

3. Place the double-sided tape in this optimal position on the telephone receiver (figure 2) and attach the magnet to the tape (figure 3).

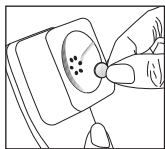


Figure 1

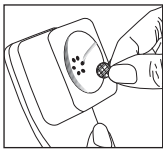


Figure 2

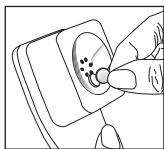


Figure 3

## Warnings

- Be sure the magnet is securely affixed to the telephone.
- Keep loose magnets out of reach of children and pets.
- If the magnet falls into your ear, contact your hearing healthcare professional.
- If the magnet is swallowed, contact your physician immediately.
- The magnet may affect some medical devices or electronic systems. Always keep the magnet (or the telephone equipped with the magnet) at least 30 cm (12”) away from pacemakers, credit cards, floppy disks or other magnetically sensitive devices.
- Too high distortion during dialing or phoning may mean that the phone handset is stressed by the magnet. To avoid any damage, please move the magnet to another place on the telephone receiver.

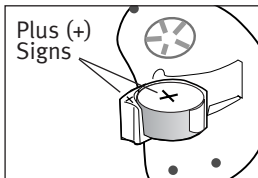
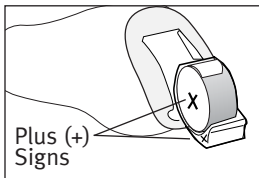
## Replacing the Battery

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1. Gently swing out the battery door with your fingernail.
2. Grasp the battery with your thumb and index finger and remove.
3. Insert the new battery into the battery door with the plus (+) sign on the battery facing the same way as the plus (+) sign on the edge of the battery door. This will ensure that the battery door closes properly.

*Note: If the battery is inserted incorrectly, the door will not close.*

4. Close the battery door.





## **Low Battery Warning**

When you hear one long beep, your hearing instruments are warning you that their batteries are low. You will hear the warning approximately every 30 minutes until you change the batteries or the batteries die. After the first warning, you may experience some reduction in sound quality. This is normal and can be remedied by inserting fresh batteries in the hearing devices. If you prefer, your hearing healthcare professional can change the pitch and loudness of the low battery beep or turn it off entirely.

## **Caring for Batteries**

- Always discard batteries carefully.
- To prolong battery life, remember to turn your hearing instruments off when not in use.
- Remove the batteries and keep the battery door open while hearing instruments are not in use. This will allow internal moisture to evaporate.

## **Warnings**

- Never leave hearing instruments or batteries where small children and pets can reach them.
- Never put hearing instruments or batteries in your mouth. If a hearing instrument or battery is swallowed, call a physician immediately.

## Caring for your Unison™ Hearing Instruments

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- Always remove your hearing devices when using hair care products. The hearing devices can become clogged and cease to function properly.
- Protect your hearing devices from excessive heat (hair dryer, vehicle glove box or dashboard) and moisture (bath or shower). Do not immerse the hearing devices in water.
- If your hearing devices do become wet, do not attempt to dry them in an oven or microwave. Do not adjust any controls. Open the battery doors immediately and allow your hearing devices to dry naturally for 24 hours.
- Regular use of a dehumidifier, such as a Dri-Aid kit, can help prevent corrosion and prolong the life of your hearing devices. See your hearing healthcare professional for more information.
- Do not drop your hearing devices or knock them against hard surfaces.

## **Cleaning Your Unison™ Hearing Instruments**

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Ear wax is natural and common. Ensuring your hearing instruments are free of ear wax is an important step in your daily cleaning and maintenance routine.

- Using the brush that was provided with your hearing instruments, clean ear wax from your hearing instruments everyday.
- Never use alcohol to clean your hearing devices.
- Do not use sharp tools to dislodge ear wax. Sticking household items into your hearing devices can seriously damage them.
- Talk to your hearing healthcare professional about regular appointments to have the wax removed from your hearing devices.

## Warnings

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- Hearing instruments should only be used as directed by your physician or hearing healthcare professional.
- Hearing instruments will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
- Do not use your hearing instruments in explosion hazard areas.
- Allergic reactions to hearing devices are unlikely. However, if you experience itching, redness, soreness, inflammation or a burning sensation in or around your ears, inform your hearing healthcare professional and contact your physician.
- In the unlikely case that any parts remain in the ear canal after the removal of the hearing instrument, contact a physician immediately.
- Remove your hearing devices for CT and MRI scans or for other electromagnetic procedures.
- Special care should be exercised in wearing hearing devices when maximum sound pressure levels exceed 132 decibels. There may be a risk of impairing your remaining hearing. Speak with your hearing healthcare professional to ensure the maximum output of your hearing devices is suitable for your particular hearing loss.

## **Precautions**

- The use of hearing instruments is only part of hearing rehabilitation; auditory training and lip reading instruction may be required as well.
- In most cases, infrequent use of hearing instruments does not provide full benefit. Once you have become accustomed to your hearing instruments, wear your hearing instruments everyday all day.
- Your hearing devices use the most modern components to provide the best possible sound quality in every listening situation. However, communication devices such as digital cell phones can create interference (a buzzing sound) in hearing devices. If you experience interference from a cell phone being used close by, you can minimize this interference in a number of ways. Switch your hearing devices to another program, turn your head in a different direction or locate the cell phone and move away from it.

## **Labeling**

For most ITE hearing instruments, the year of manufacture is located above the serial number. The first two digits indicate the year of manufacture.

# Troubleshooting Guide

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SYMPTOM	CAUSE	POSSIBLE REMEDY
No sound	<ul style="list-style-type: none"><li>• Not turned on</li><li>• Low/dead battery</li><li>• Poor battery contact</li><li>• Battery upside down</li><li>• Hearing instruments blocked with ear wax</li></ul>	<ul style="list-style-type: none"><li>• Turn on</li><li>• Replace battery</li><li>• Consult your hearing healthcare professional</li><li>• Insert battery plus (+) side up</li><li>• Refer to the section “Cleaning Your Unison Hearing Instruments”. Consult your hearing healthcare professional.</li></ul>
Not loud enough	<ul style="list-style-type: none"><li>• Low volume</li><li>• Low battery</li><li>• Hearing instruments not inserted properly</li><li>• Change in hearing</li><li>• Hearing instruments blocked with ear wax</li></ul>	<ul style="list-style-type: none"><li>• Turn up volume; see hearing healthcare professional for models without a manual volume control or if problem persists.</li><li>• Replace battery</li><li>• Reinsert carefully</li><li>• Consult your hearing healthcare professional</li><li>• Refer to the section “Cleaning Your Unison Hearing Instruments”. Consult your hearing healthcare professional.</li></ul>
Intermittent	<ul style="list-style-type: none"><li>• Low battery</li><li>• Dirty battery contact</li></ul>	<ul style="list-style-type: none"><li>• Replace battery</li><li>• Consult your hearing healthcare professional</li></ul>
One long beep	<ul style="list-style-type: none"><li>• Low battery</li></ul>	<ul style="list-style-type: none"><li>• Replace battery</li></ul>

<b>SYMPTOM</b>	<b>CAUSE</b>	<b>POSSIBLE REMEDY</b>
Whistling	<ul style="list-style-type: none"> <li>• Hearing instruments not inserted properly</li> <li>• Volume too loud</li> <li>• Hand/clothing near ear</li> <li>• Poorly fitting hearing instruments</li> </ul>	<ul style="list-style-type: none"> <li>• Remove and reinsert</li> <li>• Turn volume down</li> <li>• Remove hand/clothing from ear</li> <li>• Consult your hearing healthcare professional</li> </ul>
Not clear, distorted	<ul style="list-style-type: none"> <li>• Poorly fitting hearing instruments</li> <li>• Hearing instruments blocked with ear wax</li> <li>• Change in hearing</li> <li>• Low battery</li> </ul>	<ul style="list-style-type: none"> <li>• Consult your hearing healthcare professional</li> <li>• Refer to the section “Cleaning Your Unison Hearing Instruments”. Consult your hearing healthcare professional.</li> <li>• Consult your hearing healthcare professional</li> <li>• Replace battery</li> </ul>
"Motorboating" sound	<ul style="list-style-type: none"> <li>• Low battery</li> <li>• Dirty battery contact</li> </ul>	<ul style="list-style-type: none"> <li>• Replace battery</li> <li>• Consult your hearing healthcare professional</li> </ul>
Weak on the Telephone	<ul style="list-style-type: none"> <li>• Volume control set too low</li> <li>• Telephone not positioned properly</li> </ul>	<ul style="list-style-type: none"> <li>• Turn up volume</li> <li>• Move telephone around ear for clearer signal. For models with Easy t-coil, refer to section “Using Unison with Easy t-coil for the Telephone”.</li> </ul>

For any problems not listed in the guide, contact your hearing healthcare professional. If you do not have a hearing healthcare professional, please contact the nearest office listed on the back page of this booklet.

## Warning to Hearing Instrument Dispensers

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A hearing device dispenser should advise a prospective hearing device user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing device if the hearing device 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 device whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing device user. [This provision is required only for those hearing devices with a maximum sound pressure capability greater than 132 decibels (dB).]



## **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 otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing device 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 device. The physician will refer you to an audiologist or a hearing device dispenser, as appropriate, for a hearing device evaluation. The audiologist or hearing device dispenser will conduct a hearing device evaluation to assess your ability to hear with and without a hearing device. The hearing device 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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