

Quantum² HP behind-the-ear (BTE) hearing aid guide



unitron™ Hearing matters

Thank you

Thank you for choosing Unitron hearing aids.

At Unitron, we care deeply about people with hearing loss. We work closely with hearing healthcare professionals to make advanced, purpose-driven solutions available to everyone. Because hearing matters.

Your hearing aids

Hearing healthcare professional: _____

Telephone: _____

Model: _____

Serial number: _____

Replacement batteries: ☐ Size 13

Warranty: _____

Program 1 is for: _____

Program 2 is for: _____

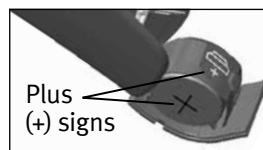
Program 3 is for: _____

Program 4 is for: _____

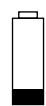
Date of purchase: _____

Quick reference

Changing batteries



Low battery warning



2 beeps every
30 minutes



□ 13

On/Off



Lever

- volume control; up=louder, down=softer
- SmartFocus™ 2 (comfort-clarity control); up=clarity, down=comfort



Push button

- switching programs
- volume control; right aid=louder, left aid=softer
- SmartFocus 2 (comfort-clarity control); right aid=clarity, left aid=comfort

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Your hearing aids at a glance

- 1 **Earhook** - your custom made earmold attaches to your hearing aids using the earhook
- 2 **Microphone** - sound enters your hearing aids through the microphones. **Microphone shield** - protects microphones from dirt & debris
- 3 **Push button** - switches between listening programs or changes the volume level or SmartFocus 2, depending on your customized fitting
- 4 **Lever** - controls either the volume or SmartFocus 2, depending on your customized fitting
- 5 **Battery door (on & off)** - close the door to turn on your hearing aids, partly open the door to turn off your hearing aids. Opening the door all the way gives you access to change the battery
- 6 **Tubing** - part of the earmold that attaches it to the earhook
- 7 **Earmold** - allows the sound to pass from the hearing aids to the ear and holds the hearing aids in place
- 8 **Slim tube** - sound travels down the slim tube to the ear canal

- 9 **Dome** - holds the slim tube in place in your ear canal
- 10 **Retention piece** - helps prevent the dome and slim tube from moving out of the ear canal



Warnings

- ⚠ Hearing aids should only be used as directed by your physician or hearing healthcare professional.
- ⚠ Hearing aids will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
- ⚠ Do not use your hearing aids in explosion hazard areas.
- ⚠ Allergic reactions to hearing aids 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 aid, contact a physician immediately.
- ⚠ Remove your hearing aids for CT and MRI scans or for other electromagnetic procedures.

- ⚠ Special care should be exercised in wearing hearing aids 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 aids is suitable for your particular hearing loss.

Magnet 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.

Battery warnings

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

Precautions

- ⚠ The use of hearing aids is only part of hearing rehabilitation; auditory training and lip reading instruction may be required as well.
- ⚠ In most cases, infrequent use of hearing aids does not provide full benefit. Once you have become accustomed to your hearing aids, wear your hearing aids everyday all day.

- ⚠ Your hearing aids 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 aids. 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 aids to another program, turn your head in a different direction or locate the cell phone and move away from it.

Note to hearing healthcare professional

- ⚠ Domes should never be fitted on patients with perforated eardrums, exposed middle ear cavities, or surgically altered ear canals. In the case of such a condition, we recommend to use a customized ear mold.

Labeling

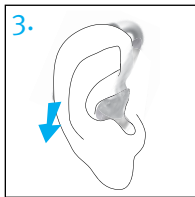
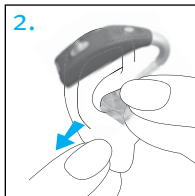
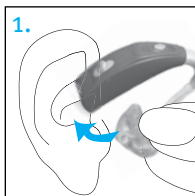
The serial number and year of manufacture are located inside the battery door.

Putting your hearing aids on your ears

Your hearing aids may be color-coded with a small dot on the battery door: red = right ear; blue = left ear.

Hearing aids with earmolds

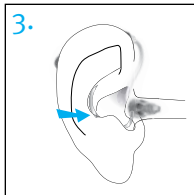
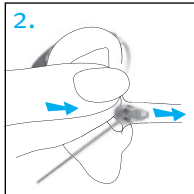
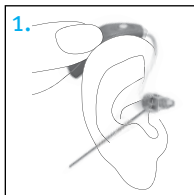
1. Hold the earmold between your thumb and index finger. The opening should be pointing in towards your ear canal with the hearing aid resting upwards above your ear.
2. Carefully insert the earmold in your ear. You may need to twist it slightly to the back. The earmold should fit into your ear snugly and comfortably. Gently pull down and back on your earlobe to help you insert the earmold into your ear canal more easily.



3. Place the hearing aid over the top of your ear.

Hearing aids with slim tubes


1. Place the hearing aid over the top of your ear. The slim tube should lie flush against your head and not stick out.
2. Hold the slim tube where it attaches to the dome and gently push the dome into your ear canal.
3. Place the retention piece in your ear so it rests at the bottom of the opening of your ear canal.



Turning your hearing aids on and off

Your hearing aids have a three-position battery door that acts as an on/off switch and that allows access to the battery compartment.

1. **On:** Close the battery door fully.


 **Note:** It may take 5 seconds before the hearing aid turns on. Your hearing healthcare provider can increase the start up delay if required.



2. **Off:** Partially open the battery door.



3. **Open:** Fully open the battery door to access and change the battery.

 **Note:** When turning your hearing aid on and off while it is on the ear, grasp the top and bottom of the hearing aid with your index finger and thumb. Use the index finger of your opposite hand to open and close the battery door.




Battery information

To replace the battery, fully open the battery door for access to the battery compartment.

Low battery warning


Two long beeps indicate the hearing aid battery is low. After the low battery warning, sounds may not be as clear. This is normal and can be fixed by changing the batteries in the hearing aids.

If you are not able to hear the low battery warning, your hearing healthcare professional can change its pitch or loudness. If you prefer, it can be turned off entirely.

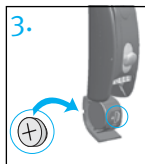
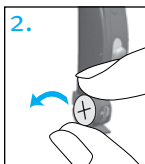
 Your hearing aids are designed to generate a low battery warning every 30 minutes until you change the batteries, but depending on the condition of the batteries, they may die before another low battery warning occurs. Therefore, it is recommended that the batteries are replaced as soon as possible once you hear the low battery warning.

Replacing the battery

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 compartment with the plus (+) sign on the battery facing the same way as the plus (+) sign on the side of the battery door. This will ensure that the battery door closes properly.

 **Note:** If the battery is inserted incorrectly, the hearing aid will not turn on.

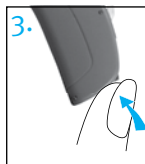
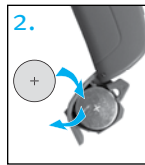
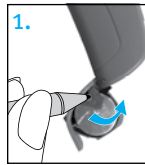
4. Close the battery door.



Replacing the battery in hearing aids with a tamper-resistant battery door

Some hearing aids have a tamper-resistant battery door for safety reasons. To replace the battery, open the battery compartment and push the locking piece back inside the hearing aid using the tip of a pen.

Remove the old battery. Insert a new one with the plus (+) sign on the battery facing the same way as the plus (+) sign on the side of the battery door. The new battery will be secured when you close the battery door.



Caring for batteries

Always discard batteries in a safe and environmentally friendly way.

To prolong battery life, remember to turn your hearing aids off when not in use, especially when asleep.

Remove the batteries and keep the battery door open while hearing aids are not being worn, especially when asleep. This will allow internal moisture to evaporate.

Tips for wearing hearing aids for the first time

- Start in a quiet room at home first to get used to the new sound quality. Sounds like the ticking of a clock, the humming of the computer, the beep of the microwave or the rustling of clothes or paper may seem loud to you at first, because you have not been hearing them properly for a long time.
- Read aloud to yourself and learn to adjust the volume of your own voice when you are wearing the hearing aids.
- Talk to different people and learn how to distinguish between different sound patterns again.
- It will take some time before you are completely used to your hearing aids and can fully enjoy the benefits.
- Wear your hearing aids for as many hours a day as you can, and for a little longer each day.

- Make notes at the back of this booklet, write down difficult situations and describe what any unpleasant noises were like. This information will help your hearing healthcare professional to fine-tune the hearing aids better for your needs.
- Involve your family and friends in this familiarization period. For example, ask someone to set the television to a comfortable volume.
- When you are beginning to get used to wearing the hearing aids, wear them in more difficult listening environments such as the office, at parties or in restaurants. This can be difficult even for people who can hear normally. Give yourself time to regain your ability to hear in these difficult situations.
- Make your hearing aids part of your everyday life and be patient with yourself while you are learning to hear sounds correctly.

Tinnitus masker

Unitron's tinnitus masker is a broadband sound generator available on the Unitron Era™ hearing aid platform. It provides a means of sound enrichment therapy that can be used as part of a personalized tinnitus management program to provide temporary relief from tinnitus.

The underlying principle of sound enrichment is to provide supplementary noise stimulation which can help defocus your attention from your tinnitus and avoid negative reactions. Sound enrichment, coupled with instructional counseling, is an established approach to managing tinnitus.

Tinnitus masker warnings

- ⚠ Air conduction hearing aids with Unitron's tinnitus masker are to be fitted by a hearing healthcare professional familiar with the diagnosis and management of tinnitus.

- ⚠ Should you develop any side effects while using Unitron's tinnitus masker, you should discontinue use of the device and seek a medical evaluation. Side effects include headaches, nausea, dizziness, heart palpitations or decrease in auditory function (such as decreased tolerance to loudness, speech not as clear or worsening of tinnitus).
- ⚠ The volume of Unitron's tinnitus masker can be set to a level which could lead to permanent hearing damage when used for a prolonged period of time. Should the tinnitus masker be set to such a level in your hearing aid, your hearing healthcare professional will advise you of the maximum amount of time per day you should use the tinnitus masker. The tinnitus masker should never be used at uncomfortable levels.

Important information

- 📖 Unitron's tinnitus masker generates sounds that are used as part of your personalized tinnitus management program to provide temporary relief from tinnitus. It should always be used as prescribed by a hearing healthcare professional who is familiar with the diagnosis and treatment of tinnitus.
- 📖 Good health practice requires that a person reporting tinnitus have a medical evaluation by a licensed ear physician before using a sound generator. The purpose of such an evaluation is to ensure that medically treatable conditions, which may be causing tinnitus, are identified and treated prior to using a sound generator.
- 📖 Unitron's tinnitus masker is intended for adults 18 years of age or older who have both hearing loss and tinnitus.

Operating instructions

Your hearing aids come with two controls that allow you to further adjust them – a lever and a push button.

Lever



The lever on your hearing aids can be set up as either a volume control or a SmartFocus 2 control.

□ Volume control

If the lever has been configured as a volume control:

- Press up to increase volume.
- Press down to decrease volume.

As you change the volume level, your hearing aids will beep.

Volume setting	Beeps
Suggested volume level	♪ 1 beep
Turning volume up	♪ short beep
Turning volume down	♪ short beep
Maximum volume level	♪♪ 2 beeps
Minimum volume level	♪♪ 2 beeps

□ SmartFocus 2 (comfort-clarity control)

If the lever has been configured as a SmartFocus 2 control:

- Press up to increase clarity of speech.
- Press down to decrease overall noise or improve listening comfort.

Each step will change the hearing aid performance. Sometimes multiple steps are required to achieve the desired listening results. After each press wait for about 4-5 seconds to allow the hearing aid to adjust to the new setting.

As you change the SmartFocus 2 level, your hearing aids will beep.

For more information or details, please see page 36.

SmartFocus 2 setting	Beeps
Ideal comfort and clarity level	♪ 1 beep
Increase sound clarity level	♪ short beep
Increase listening comfort	♪ short beep
Maximum sound clarity level	♪♪ 2 beeps
Maximum listening comfort level	♪♪ 2 beeps

Tamper-resistant cover



Some hearing aids are fitted with tamper-resistant covers instead of levers to prevent someone from accidentally adjusting the hearing aids. The cover can still be used to make adjustments but it requires using a fingernail or a small tool to push up or down.



Push button



Your hearing aids are equipped with a push button which can be set for switching between programs, to adjust your volume or adjust SmartFocus 2.

□ Program control

If the push button has been configured as a program control, each time you push the button, you will move to a new hearing aid program.

Your hearing aids beep to indicate which program you are in.

Program 1 (e.g. Automatic Program)	♪	1 beep
Program 2 (e.g. speech in noise)	♪♪	2 beeps
Program 3 (e.g. easy-t/telephone)	♪♪♪	3 beeps
Program 4 (e.g. music)	♪♪♪♪	4 beeps
Easy-t/telephone (see pg 28)	♪♪♪	short melody
Easy-DAI (see pg 39)	♪♪♪	short melody
DuoLink (if enabled) (see pg 26)	Opposite ear beeps the same as side being adjusted	

Please see the front of this booklet for a listing of your personalized programs.

□ Volume control

If your push button has been configured as a volume control:

- Push the button on your right hearing aid to increase the volume in both hearing aids.
- Push the button on your left hearing aid to decrease the volume in both hearing aids.

Volume setting	Beeps
Suggested volume level	 1 beep
Turning volume up	 short beep
Turning volume down	 short beep
Maximum volume level	 2 beeps
Minimum volume level	 2 beeps

□ SmartFocus 2 (comfort-clarity control)

If the push button has been configured as a SmartFocus 2 control:

- Push the button on your right hearing aid to increase clarity of speech.
- Push the button on your left hearing aid to decrease overall noise or improve listening comfort.

Each step will change the hearing aid performance. Sometimes multiple steps are required to achieve the desired listening results.

After each press wait for about 4-5 seconds to allow the hearing aid to adjust to the new setting.

As you change the SmartFocus 2 level, your hearing aids will beep.

For more information or details, please see page 36.

SmartFocus 2 setting	Beeps
Ideal comfort and clarity level	♪ 1 beep
Increase sound clarity level	♪ short beep
Increase listening comfort	♪ short beep
Maximum sound clarity level	♪♪ 2 beeps
Maximum listening comfort level	♪♪ 2 beeps

□ Tinnitus masker

If your hearing healthcare professional has configured both a tinnitus masker program and a volume control, you can adjust the tinnitus masker level while you are in the tinnitus masker program. To adjust the noise level:

- Press + to increase
- Press – to decrease

As you change the level, your hearing aids will beep.

For more information or details, please see page 17.

DuoLink

If DuoLink is enabled, then changing the volume, program or SmartFocus 2 setting on one hearing aid, will automatically make the change to both hearing aids at the same time. DuoLink works for both the push button and the lever.

For example, if your push button is configured as a program control and DuoLink is enabled, when you push the button on your right hearing aid, the program will change on both hearing aids.

Learning

Over time, the hearing aid will record your preferred settings and change the start up position on your volume or SmartFocus 2 within the range that the hearing healthcare professional has given you access to, if they have enabled this feature. For example, if the hearing healthcare professional has given your volume control 5 steps down and 5 steps up, and you use it always at 3 steps down, the hearing aid will learn this over time and place your start up position at 3 steps down.

The learning feature does not apply to tinnitus masker settings.

Remote control

Your hearing aids may also come with an optional remote control which allows you to switch between different listening programs, and change your volume or SmartFocus 2 settings.

Using the telephone

As telephones do not all work the same, you may experience different results from different phones. You can use many phones by simply holding the receiver to your ear, without the need to change to a dedicated telephone program on your hearing aid. You may need to move the handset slightly up or back to find the position that sounds best to you.

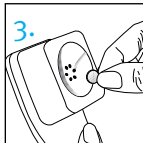
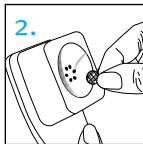
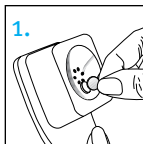
Depending on the phone type you use, your hearing healthcare professional might have selected a dedicated phone program on your hearing aids. Your hearing aids may have an automatic telephone program (easy-t feature), which automatically switches to a dedicated telephone program when a telephone receiver is brought close to one of your hearing aids. You will hear a short melody to indicate you are in the telephone (easy-t) program.


When the receiver is moved away from the hearing aid, it will automatically return to the previous listening program. If the hearing aid does not switch to the telephone program

automatically when the telephone receiver is held to the ear, the magnet for easy-t hearing aids should be attached to the telephone receiver. The magnet is designed to strengthen the magnetic field at the ear piece of hearing aid compatible telephones.

To affix the optional magnet:

1. Clean the telephone receiver. Hold the magnet near the “listening end” of your telephone receiver and release it. The magnet will flip to the appropriate side and seek the optimal position on the telephone receiver.
2. Place the double-sided tape in this optimal position on the telephone receiver.
3. Attach the magnet to the tape.



 Your hearing healthcare professional may also have set up a phone program that you can access through the push button on your hearing aids, or through your optional remote control.

If your hearing aids are configured to work with the wireless uDirect™ 2 neck worn accessory, you might benefit from a Bluetooth® hands free option. Refer to the uDirect 2 user guide for more information.

The Binaural Phone feature enables you to hold a phone to one ear and hear the sound clearly in both ears. No accessories are required.




© Bluetooth is a registered trademark of Bluetooth SIG Inc.

Protecting your hearing aids

- Open the battery door when not in use.
- Always remove your hearing aids when using hair care products. The hearing aids can become clogged and cease to function properly.
- Do not wear your hearing aids in the bath or shower or immerse them in water.
- If your hearing aids 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 aids to dry naturally for 24 hours.
- Protect your hearing aids from excessive heat (hair dryer, vehicle glove box or dashboard).
- Regular use of a dehumidifier, such as a Dri-Aid kit, can help prevent corrosion and prolong the life of your hearing aids.
- Do not drop your hearing aids or knock them against hard surfaces.

Cleaning your hearing aids

Use a soft cloth to clean your hearing aid at the end of each day, and place it in its case with the battery door open to allow moisture to evaporate.

-  Ear wax is natural and common. Ensuring your hearing aids are free of ear wax is an important step in your daily cleaning and maintenance routine.
-  Never use alcohol to clean your hearing aids, earmolds or domes.
-  Do not use sharp tools to dislodge ear wax. Sticking household items into your hearing aids or earmolds can seriously damage them.

Cleaning your earmolds

Clean the earmold and the outside of the earhook with a damp cloth at the end of each day.

-  Do not use alcohol to clean your earmolds.

If the earmolds become plugged, clear the opening with a wax loop or pipe cleaner.



If your physician prescribes eardrops, clean any moisture that may get into the earmolds or tubing to prevent plugging.

If the earmolds require further cleaning:

1. Disconnect the plastic tube from the hook of the hearing aid, by holding the hearing aid in one hand and gently pulling the tubing away from the earhook.
2. Wash only the earmolds and tubing in warm water with a mild soap.
3. Rinse them with cool water and dry overnight.
4. Make sure the earmold tubes are completely dry. Reconnect them to the earhook on your hearing aid by sliding the tubing back on to the earhook. Use of a hearing aid blower can assist with removing moisture/debris from the tube. See your hearing healthcare professional for more information.

Cleaning your slim tubes and domes

You should have the slim tubes and domes replaced by your hearing healthcare professional approximately every three to six months or when they become stiff, brittle, or discolored.

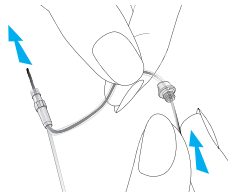



Clean the outside of the domes at the end of each day with a damp cloth.

You should also clean the slim tubes periodically, with the cleaning pin provided, when you begin to notice debris in and around the tubes.

1. Hold the slim tube in one hand and the hearing aid in the other hand.
2. Gently turn the hearing aid until it detaches from the slim tube.
3. Use a damp cloth to clean the outside of the slim tube and dome.
4. Remove the dome from the slim tube by pulling gently, before cleaning the slim tube.

5. Using the black cleaning pin provided in the kit, gently insert the cleaning pin where the slim tube attaches to the hearing aid and push the pin all the way through the tube.



 **Note:** The slim tubes and domes should never be rinsed or submerged in water as water drops may become lodged in the tube, block sound or damage the electrical components of the hearing aid.

6. Once the slim tube has been cleaned, reattach it by gently turning the hearing aid onto the slim tube.
7. Reattach the dome to the slim tube by gently pushing it back onto the threading at the end of the tube. You will feel the dome click onto the ridges of the slim tube, and you won't be able to push it any further.

Signature features of your hearing aids

SmartFocus 2 (comfort-clarity control)

Your hearing aids automatically adjust to focus on hearing speech more clearly or to provide comfort in noisy situations. Some hearing aid models have either a control and/or a remote to adjust SmartFocus 2 settings.

- Adjusting SmartFocus 2 up causes your hearing aids to focus more on speech clarity.
- Adjusting SmartFocus 2 down causes your hearing aids to soften background noise, providing more comfort.

Please talk with your hearing healthcare professional to find out which controls have been programmed for SmartFocus 2.

As you adjust SmartFocus 2, your hearing aids will gradually learn your preferred SmartFocus 2 settings.

Binaural Phone

The Binaural Phone feature enables you to hold a phone to one ear and hear the sound clearly in both ears. No accessories are required.

uDirect 2 and uTV 2

The uDirect 2 and uTV™ 2 are optional accessories for your hearing aids.

- uDirect 2 provides easy, hands-free access to Bluetooth enabled devices, such as mobile phones. It also has a wired audio jack to plug in devices like MP3 players, and can provide remote control functions to adjust your hearing aids for increased listening comfort.
- uTV 2 is used with the uDirect 2 to send sound from your TV directly to your hearing aids. The uTV 2 can also transmit sound from stereo systems, computers and other audio sources.

For more information on using the uDirect 2 or uTV 2, please see the user guide for that accessory. For information on how to get a uDirect 2 or uTV 2 accessory, please contact your hearing healthcare professional.

Assistive listening devices

Listening in public places

Telecoils pick up electromagnetic energy and convert it into sound. Your hearing aid's telecoil option can help you listen in public places equipped with telecoil compatible assistive listening devices such as a loop system.

When you see this symbol, it means that there is a loop system installed; this loop system is compatible with your hearing aid. Please contact your hearing healthcare professional for more information on loop systems.



Connecting to external audio sources

Your hearing aids may feature an optional direct audio input (DAI) to connect to other audio sources, such as a stereo or television, using an FM system or a cable. The uDirect 2, an optional wireless accessory, also has a DAI jack.



Easy-DAI automatically selects your direct audio input program when a DAI signal is detected by your hearing aids. A short melody will play to confirm that easy-DAI is activated. When you disconnect the DAI input, your hearing aids will return to the program you were in prior to switching.

Ask your hearing healthcare professional for information about the direct audio input system and a connector cord.

Troubleshooting guide

Cause	Possible remedy
No sound	
Not turned on	Turn on
Low/dead battery	Replace battery
Poor battery contact	Consult your hearing healthcare professional
Battery upside down	Insert battery plus (+) side up
Earmolds/slim tubes/domes blocked with ear wax	Clean earmolds/ domes. See “Cleaning your hearing aids.” Use cleaning pin to dislodge ear wax in slim tubes. Consult your hearing healthcare professional
Plugged microphone shield	Consult your hearing healthcare professional

Cause	Possible remedy
Not loud enough	
Low volume	Turn up volume; see hearing healthcare professional for models without a manual volume control or if problem persists
Low battery	Replace battery
Earmolds/slim tubes/domes not inserted properly	See “Putting your hearing aids on your ears.” Remove and reinsert carefully
Change in hearing	Consult your hearing healthcare professional
Earmolds/slim tubes/domes blocked with ear wax	Clean earmolds. See “Cleaning your hearing aids.” Use cleaning pin to dislodge ear wax in slim tubes. Consult your hearing healthcare professional
Plugged microphone shield	Consult your hearing healthcare professional

Cause	Possible remedy
Intermittent	
Low battery	Replace battery
Dirty battery contact	Consult your hearing healthcare professional
Two long beeps	
Low battery	Replace battery
Whistling	
Earmolds/slim tubes/domes not inserted properly	See “Putting your hearing aids on your ears.” Remove and reinsert carefully
Hand/clothing near ear	Move hand/clothing away from your ear
Poorly fitting earmolds/slim tubes/domes	Consult your hearing healthcare professional

Cause	Possible remedy
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Not clear, distorted

Poorly fitting earmolds/ slim tubes/domes	Consult your hearing healthcare professional
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Earmolds/slim tubes/ domes blocked with ear wax	Clean earmolds. See “Cleaning your hearing aids.” Use cleaning pin to dislodge ear wax in slim tubes. Consult your hearing healthcare professional
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Low battery	Replace battery
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Plugged microphone shield	Consult your hearing healthcare professional
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Earmolds/slim tubes/domes falling out of ear

Poorly fitting earmolds/ slim tubes/domes	Consult your hearing healthcare professional
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Earmolds/slim tubes/ domes not inserted properly	See “Putting your hearing aids on your ears.” Remove and reinsert carefully
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Cause	Possible remedy
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Weak on the telephone

Telephone not positioned properly	Move telephone receiver around ear for clearer signal. See “Using the telephone”
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Hearing aid requires adjustment	Consult your hearing healthcare professional
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For any problems not listed in the guide, contact your hearing healthcare professional.

Warning to hearing aid dispensers (to comply with the U.S. Food and Drug Administration (FDA) regulations)

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. [This provision is required only for those hearing aids with a maximum sound pressure capability greater than 132 decibels (dB).]

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 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 a 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 who is qualified by training and experience to assist in the evaluation and rehabilitation of a child with hearing loss is recommended.

Cell phone

Some hearing aid users have reported a buzzing sound in their hearing aids when they are using cell phones. According to the ANSI C63.19 standard, the compatibility of a particular hearing aid and cell phone can be predicted by adding the rating for the hearing aid immunity to the rating for the cell phone emissions. The sum of the hearing aid rating (e.g. $M_2/T_2 = 2$) and the telephone rating (e.g. $M_3/T_3 = 3$) is 5, and any combination that equals 5 will provide 'normal use'. A sum of 6 or greater indicates 'excellent performance'. The equipment performance, measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied.

The rating of this hearing aid is at least M_2/T_2 . Your hearing healthcare professional can provide the actual rating for this hearing aid.

 **Note:** The performance of the individual hearing aids may vary with individual cell phones. Therefore, please try the hearing aid with your cell phone or, if you are purchasing a new phone, please be sure to try it with your hearing aid prior to purchase. For additional guidance, please ask your hearing healthcare professional for the booklet entitled "Hearing aid compatibility with digital wireless cell phones."

Information and explanation of symbols



The CE symbol is a confirmation by Untron that this Untron product meets the requirements of the R&TTE Directive 1999/5/EC on Radio and Telecommunication Terminal Equipment. The numbers after the CE symbol are the numbers of the consulted certified bodies under the above mentioned directives.



This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.



This symbol indicates that it is important for the user to pay attention to the relevant warning notices in this user guide.



Important information for handling and product safety.



Australian EMC and Radiocommunications compliance label.



This symbol indicates that the products described in these user instructions adhere to the requirements for an application part of Type B of EN 60601-1. The surface of the hearing aid is specified as applicated part of Type B.

Operating conditions:

This device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.

0° to 55° Celsius and relative humidity of <95% (non condensing).

Transport and storage conditions:

Temperature: -20° to +60° Celsius (-4° to +140° Fahrenheit).


Humidity Transportation: Up to 90% (non condensing).

Humidity Storage: 0% to 70%, if not in use.

Atmospheric pressure: 200 hPa to 1500 hPa.



The symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste. Please dispose of old or unused devices, at waste disposal sites intended for electronic waste, or give your device to your hearing healthcare professional for disposal. Proper disposal protects the environment and health.

 **Bluetooth** The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Unitron is under license. Other trademarks and trade names are those of their respective owners.

Quantum² Quantum² is a trademark of Unitron.

Compliance information

Declaration of conformity

Hereby Unitron declares that this Unitron product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC. The full text of the Declaration of Conformity can be obtained from the manufacturer.

The hearing aid described in this user guide is certified under:

Standard hearing system

USA FCC ID: VMY-UWBTE1

Canada IC: 2756A-UWBTE1

Notice 1

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two 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.

Notice 2

Changes or modifications made to this device not expressly approved by Unitron may void the FCC authorization to operate this device.

Notice 3

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device 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 device 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 device 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

Patient feedback

Record your specific needs or concerns and bring to your first office visit after getting your hearing aids.

This will help your hearing healthcare professional to address your needs.

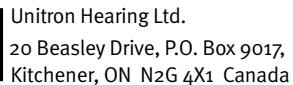
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Max-Eyth-Straße 20, 70736
Fellbach-Oeffingen, Germany

For a listing of Unitron group companies, please visit www.unitron.com





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