GB



# beat Behind-the-Ear Hearing System (BTE)

Instructions for Use



## Your Hearing Systems

Hearing healthcare professional:		
Telephone:		
Model:		
Serial number:		
Replacement batteries: Size 13 Size 675		
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

## $\bigoplus$

□ 675

#### On/Off





Lever

Volume control; up=louder, down=softer



#### **Push Button**

Switching programs
Volume control; right aid=louder, left aid=softer

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## Your Hearing Systems at a Glance

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







## Putting Your Hearing Systems on Your Ears

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

#### BTEs with Earmolds

- Hold the earmold between your thumb and index finger. The opening should be pointing in towards your ear canal with the BTE resting upwards over the top of your ear.
- 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. Pulling down and back on your earlobe may help you insert the earmold into your ear canal more easily.
- 3. Place the hearing system over the top of your ear.





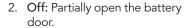


## Turning Your Hearing Systems on and off

Your hearing systems have a three-position battery

door that acts as an on/off switch and that allows access to the battery compartment.

- On: Close the battery door fully.
- Note: It may take 5 seconds before the hearing system turns on. Your hearing healthcare provider can additionally increase the start up delay if required.



- Open: Fully open the battery door to access and change the battery.
- Note: When turning your hearing system on and off while it is on the ear, grasp the top and bottom of the device with your index finger and thumb. Use your thumb 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 system battery is low. After the low battery warning, you may experience some reduction in sound quality. This is normal and can be remedied by inserting fresh batteries into the hearing systems.

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

Your hearing systems 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.



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 system will not turn on.

4. Close the battery door.



## Replacing the Battery in Hearing Systems with a Tamper-Resistant Battery Door

Your hearing instrument may have a tamper-resistant battery compartment

- Unlock the tamper-resistant battery compartment by pulling the white lever with your fingernail and lift the lever up to release the battery. Remove the battery.
- 2. 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 edge of the battery door. Lower the lever onto the battery and push it is until it is locked and securely holds the battery tight.
- 3. 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 systems off when not in use.

Remove the batteries and keep the battery door open while hearing systems are not in use. This will allow internal moisture to evaporate.

## Tips for Wearing Hearing Systems 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.
- 2. Read aloud to yourself and learn to correct the volume of your own voice when you are wearing the hearing systems.
- 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 systems and can fully enjoy the benefits.

- 5. Wear your hearing systems for as many hours a day as you can, and for a little longer each day.
- 6. 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 devices better for you.
- Involve your family and friends in this familiarization period. For example, ask someone to set the television to a comfortable volume.
- 8. When you are beginning to get used to wearing the hearing systems, 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 systems part of your everyday life and be patient with yourself until you have retrained yourself to interpret the sounds correctly.

## Operating Instructions

Your BTE hearing systems come with two controls that allow you to further adjust your hearing systems – a lever and a push button.

#### Lever



The lever on your hearing systems can be set up as either a volume control or a SurroundOptimizer.

#### Volume Control

If the lever has been configured as a volume control, you can adjust the volume of your hearing systems. Press up to increase; press down to decrease. As you change the volume level, your hearing systems will beep.

Volume setting	Веер	S
Recommended volume level	1	1 beep
Turning volume up	1	short beep
Turning volume down	1	short beep
Maximum volume level	11	2 beeps
Minimum volume level	11	2 beeps

## Tamper-Resistant Cover





Some hearing systems are fitted with tamper-resistant covers instead of levers to prevent someone from accidentally adjusting the hearing systems. 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 systems are equipped with a push button which can be set for switching between programs, to adjust your volume or adjust the SurroundOptimizer.

#### **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 system program.

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

Program 1 (e.g. Auto Program)	\$	1 beep
Program 2 (e.g. speech in noise)	11	2 beeps
Program 3 (e.g. PhoneConnect)	111	3 beeps

Program 4 (e.g. music)	1111 4 beeps
PhoneConnect (see pg 15)	short melody
Auto-DAI (see pg 22)	short melody
Wireless synchronization (if enabled, see pg 14)	Opposite ear beeps the same as side being adjusted

#### Volume Control

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

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

Volume setting	Веер	Beeps	
Recommended volume level	1	1 beep	
Turning volume up	1	short beep	
Turning volume down	1	short beep	
Maximum volume level	11	2 beeps	
Minimum volume level	11	2 beeps	

### Wireless Synchronization (BiLink)

If wireless synchronization is enabled, then changing the volume or program setting on one hearing system, will automatically make the change to both hearing systems at the same time. Wireless synchronization works for both the push button and the lever.

For example, if your push button is configured as a program control and wireless synchronization is enabled, when you push the button on your right hearing system, the program will change in both hearing systems.

#### Remote Control

Your hearing systems may also come with an optional remote control which allows you to switch between different listening programs, and change your volume or SurroundOptimizer 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 systems. Remember 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 systems. Your hearing systems may have an automatic telephone program (PhoneConnect feature), which automatically switches to a dedicated telephone program when a telephone receiver is brought close to one of your hearing systems. You will hear a short melody to indicate you are in the telephone (PhoneConnect) program.

When the receiver is moved away from the hearing system it will automatically return to the previous listening program. If wireless synchronization is enabled on your hearing systems for the automatic telephone program, both hearing systems are synchronized and the listening program for the opposite ear will also change when the automatic telephone program is activated.

If the hearing system does not switch to the telephone program automatically when the telephone receiver is placed in proximity, the magnet for PhoneConnect hearing systems should be attached to the telephone receiver. The magnet is designed to strengthen the magnetic field at the ear piece of hearing system compatible telephones.

## To Affix the Optional Magnet:

- 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.
- 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 systems, or through your

optional remote control.

If your hearing systems are configured to work with

the wireless uDirect2 neck worn accessory, you might







benefit from a Bluetooth® hands free option. Refer to the uDirect 2 user guide for more information.

® Bluetooth is a registered trademark of Bluetooth SIG Inc.

## Caring for Your Hearing Systems

Open the battery door when not in use.

Always remove your hearing systems when using hair care products. The hearing systems can become clogged and cease to function properly.

Do not wear your hearing systems in the bath or shower or immerse them in water.

If your hearing systems 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 systems to dry naturally for 24 hours.

Protect your hearing systems 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 systems.

Do not drop your hearing systems or knock them against hard surfaces.

## Cleaning Your Hearing Systems

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

Never use alcohol to clean your hearing systems, earmolds or domes.

Do not use sharp tools to dislodge ear wax. Sticking household items into your hearing systems or earmolds can seriously damage them.

#### **Earmolds**

Always ensure earmolds are clean and free of earwax.

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:

- Disconnect the plastic tube from the hook of the hearing systems.
- Wash only the earmolds in warm water with a mild soap.
- 3. Rinse them with cool water and dry overnight.
- 4. Make sure the earmold tubes are dry before reconnecting them to each hook on your hearing systems. Use of a hearing system blower can assist with removing moisture/debris from tube. See your hearing healthcare professional for more information.

## Signature Features of Your Hearing Systems

## Wireless Synchronization (BiLink)

With wireless synchronization, your hearing systems wirelessly communicate with each other. As you make a program on one hearing system, the other hearing system automatically changes as well.

#### **BiPhone**

Some hearing system models provide a Binaural Phone feature that enables you to hold a landline or mobile phone to one ear and hear the sound clearly in both ears. No accessories are required.

#### uDirect 2 and uTV 3

The uDirect 2 and uTV3 are optional accessories for some BTE hearing systems.

 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.  uTV3 is used with the uDirect 2 to transmit sound from your TV directly to your hearing systems. The uTV3 can also transmit sound from stereo systems, computers and other audio sources.

For more information on using the uDirect 2 or uTV3, please see the user guide for that accessory. For information on how to get a uDirect 2 or uTV3 accessory, please contact your hearing healthcare professional.

## **Assistive Listening Devices**

## Listening in Public Places

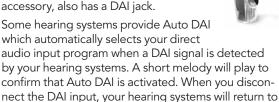
Telecoils pick up electromagnetic energy and convert it into sound. Your hearing system's telecoil option can help you listen in public places equipped with telecoil compatible assistive listening devices such as a loop system. When you see this symbol, it means that there is loop system installed; this

loop system is compatible with your hearing system. Please contact your hearing healthcare professional for more information on loop systems.

## Connecting to External Audio Sources

Your hearing systems 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.

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

## No sound

Cause	Possible remedy
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/power slim tubes blocked with ear wax	Clean earmolds. See "Cleaning your hearing systems". Consult your hearing healthcare professional
Plugged microphone shield	Consult your hearing healthcare professional

## Not loud enough

Cause	Possible remedy
Low volume	Turn up volume; see hearing healthcare profes- sional for models without a manual volume control or if problem persists
Low battery	Replace battery
Earmolds not inserted properly	See "Putting your hearing systems on your ears". Reinsert carefully
Change in hearing	Consult your hearing healthcare professional
Earmolds blocked with ear wax	Clean earmolds. See "Cleaning your hearing systems". Consult your hearing healthcare profes- sional
Plugged microphone shield	Consult your hearing healthcare professional

## Intermittend

Low battery	Replace battery
Dirty battery contact	Consult your hearing healthcare professional

## Two long beeps

Cause	Possible remedy
Low battery	Replace battery

## Whistling

Earmolds not inserted properly	See "Putting your hearing systems on your ears". Reinsert carefully
Hand/clothing near ear	Move hand/clothing away from your ear
Poorly fitting earmolds	Consult your hearing healthcare professional

## Not clear, distorted

Poorly fitting earmolds	Consult your hearing healthcare professional
Earmolds blocked with ear wax	Clean earmolds. See "Cleaning your hearing systems". Consult your hearing healthcare profes- sional
Low battery	Replace battery
Plugged microphone shield	Consult your hearing healthcare professional

## Earmolds falling out of ear

Cause	Possible remedy
Poorly fitting earmolds	Consult your hearing healthcare professional
Earmolds not inserted properly	See "Putting your hearing systems on your ears". Reinsert carefully

## Weak on the telephone

Telephone not positioned properly	Move telephone receiver around ear for clearer signal. See "Using the telephone"
Hearing system requires adjustment	Consult your hearing healthcare professional

For any problems not listed in the guide, contact your hearing healthcare professional.

## Warnings



Hearing systems should only be used as directed by your physician or hearing healthcare professional.



Hearing systems will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.



Do not use your hearing systems in explosion hazard areas.



Allergic reactions to hearing systems 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 system, contact a physician immediately.



Remove your hearing systems for CT and MRI scans or for other electromagnetic procedures.



Special care should be exercised in wearing hearing systems 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 systems 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 systems or batteries where small children and pets can reach them.



Never put hearing systems or batteries in your mouth. If a hearing system or battery is swallowed, call a physician immediately.

#### **Precautions**



The use of hearing systems is only part of hearing rehabilitation; auditory training and lip reading instruction may be required as well.



In most cases, infrequent use of hearing systems does not provide full benefit. Once you have become accustomed to your hearing systems, wear your hearing systems everyday all day.



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

#### Labeling

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

## Warning to Hearing System Dispensers (to Comply with the U.S. Food and Drug Administration (FDA) Regulations)

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

## Important notice for prospective hearing system 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 system.

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 system 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 system. The physician will refer you to an audiologist or a hearing system dispenser, as appropriate, for a hearing system evaluation. The audiologist or hearing system dispenser will conduct a hearing system evaluation to assess your ability to hear with and without a hearing system. The hearing system evaluation will enable the audiologist or dispenser to select and fit a hearing system 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 system dispensers now offer programs that permit you to wear a hearing system for a period of time for a nominal fee after which you may decide if you want to purchase the hearing system. Federal law restricts the sale of hearing systems 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 system users have reported a buzzing sound in their hearing systems when they are using cell phones. According to the ANSI C63.19 standard, the compatibility of a particular hearing system and cell phone can be predicted by adding the rating for the hearing system immunity to the rating for the cell phone emissions. The sum of the hearing system rating (e.g. M2/T2 = 2) and the telephone rating (e.g. M3/T3 = 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 system is at least M2/T2. Your hearing healthcare professional can provide the actual rating for this hearing system.

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

## Information and Explanation of Symbols



The CE symbol is a confirmation by Hansaton that this Hansaton 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.



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 system 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:  $-20^{\circ}$  to  $+60^{\circ}$  Celsius ( $-4^{\circ}$  to  $+140^{\circ}$  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.

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## Compliance Information

### **Declaration of Conformity**

Hereby Hansaton declares that this Hansaton 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 system described in this user guide is certified under:

Standard hearing system

USA FCC ID: VMY-UWBTE2 Canada IC: 2756A-UWBTE2

#### 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
- 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 Hansaton 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 systems		
This will help your hearing healthcare professional to address your needs.		

Additional Notes	
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