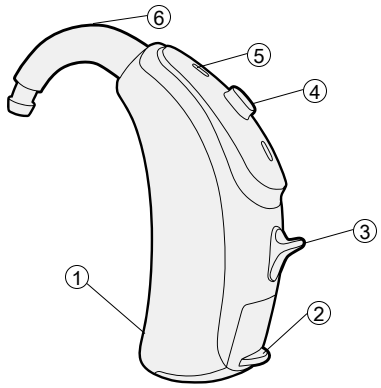
Hearing aid instructions

Hearing aid description



① Right or left indicator (right=red, left=blue)
② Battery compartment with on/off switch (battery size 13*)
③ Volume control
④ Program button (not active)
⑤ Microphone input with wind and weather protector
⑥ Hook/sound output

* Two long beeps indicate that the battery must be changed soon.

Using the hearing aid

② Switching the hearing aid on

Switch the hearing aid on by closing the battery compartment.

② Switching the hearing aid off

Switch the hearing aid off by opening the battery compartment. Use the nail grip to slightly open the battery compartment until it snaps into the Off position.

③ Volume control

△ Increase
▽ Decrease

Two descending beeps indicate that you have reached the maximum/minimum volume. Two beeps of the same tone indicate that you have reached the midpoint volume again.

Due to QuickSync, adjusting one hearing aid applies the changes to both.

Program description

Toggle sequence

A Automatic (startup program)
Melody
Automatic program
This is the program that automatically adapts to changing environments to provide optimum clarity and comfort in different listening situations.

Hearing programs
A Automatic (startup program) *Melody*

SoundRecover information

What is SoundRecover?

It is common for people with hearing loss to have less hearing in the high pitches (i.e. the high frequencies). These high pitched sounds carry important information essential for understanding speech. Often it is challenging to make these sounds loud enough, even with modern hearing aid technology. The goal of SoundRecover is to help bring the high pitched sounds into the usable hearing range.

How SoundRecover works

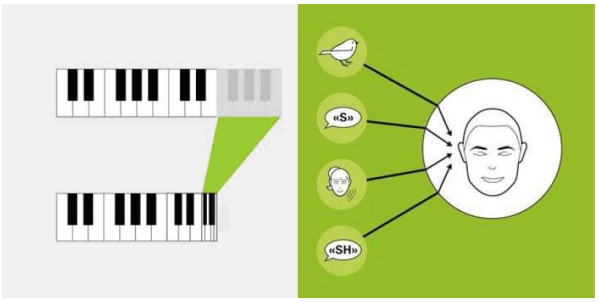
When listening through hearing aids with SoundRecover applied you may experience the following:

- Hearing certain sounds and speech may be improved (most noticeable for high-pitched talkers such as women and children, softly spoken people, or sounds such as the letters "s" or "f")
- Speech production may change thanks to the fact that more speech sounds are audible
- Hearing for certain environmental sounds may be improved (e.g. bird songs, microwave beeps, doorbells)
- Increased detection, distinction and recognition of sound may be possible

To help explain SoundRecover, we will use an illustration of the piano

During a hearing test, your hearing care professional tests the softest sounds you can hear, starting at a low pitch (e.g. 250 Hz bass sound) and ending at a high pitch (e.g. 8000 Hz treble sound). You can relate these pitches to a piano keyboard. In addition, high pitched sounds are quieter than low pitched sounds. An audiogram will tell you which pitches you are unable to hear.

SoundRecover takes the softer, high pitched sounds that you are unable to hear, and compresses them into a lower pitched region, where you can hear better (see illustration). SoundRecover improves audibility of high frequency sounds while maintaining sound quality and comfort.



Listening to a hearing aid with SoundRecover

You will notice during listening checks that hearing aids with SoundRecover may sound different compared to conventional hearing aids (e.g. voices may sound lower in pitch). This is a normal result of the special SoundRecover processing and is nothing to worry about.

Do further adjustments ever need to be made to the hearing aid(s)?

As with all hearing aids, adjustments may occasionally be needed. If you notice the following, fine tuning changes to the SoundRecover by your hearing care professional may be needed:

- Certain speech sounds cannot be distinguished from one another (e.g. "sh" and "s" when produced by others may have a "lisping" quality)
- Compared to previous amplification, sound quality has decreased for certain speech, music or other sounds
- Certain speech or environmental sounds are bothersome or unnatural sounding

It is normal to need a period of adjustment to get used to the new processing scheme. SoundRecover can provide access to important speech and environmental sounds otherwise unavailable. This will be a new experience for you!

Communication tips

Communicating with hearing loss

One of the most important factors for effective communication is you! Every single day there are conversations to enjoy. There are many things you can do to improve your communication skills. You may want to start writing a diary and jot down your own feelings and questions you may have. Ask your Hearing Care Professional for a Diary of Observations.

Communication tips

Hearing aids are programmed especially for the individual person's hearing loss and are designed to help speech and environmental sounds to be heard better. However, even with hearing aids in place, sometimes some additional cues are needed to help understand better in difficult listening environments (busy shop, restaurant etc.). Here are some tips to help communicate better.

Tips for the hearing aid wearer

- Be open with people about your hearing loss.
- Ask people to speak clearly and naturally. Shouting can cause distortion of lip patterns.
- Ask people to get your attention before they speak to you.
- If you don't understand the first time, try to keep calm and don't panic. Ask the speaker to repeat, speak more slowly or to say it in a different way.
- If your hearing is not the same in both ears, try turning your better ear to the speaker.
- If you don't already lip read, consider joining a course to learn.
- You may need to concentrate harder when listening, so you may feel more tired at the end of the day. In more difficult listening situations wireless communication solutions like the RemoteMic or a Roger system can be very useful.
- Don't be too hard on yourself. Nobody hears correctly all of the time.
- Try to keep background noise to a minimum - turn off e.g. TV or radio when you want to communicate.

Tips for the communication partner

- Position yourself so that the listener can see your face and lips - visual cues are vital for understanding with hearing aids.
- Reduce the distance between you and the listener, especially in background noise.
- Attract the listener's attention by calling their name, making sure they see you or tapping them lightly on the shoulder.
- Speak clearly and naturally. It is not necessary to shout - this will cause sound distortion and discomfort to the wearer. Maintain a normal tone of voice, speak clearly and more slowly.
- Take the surroundings into account. Don't try to converse from one room to another or in rooms with distracting noises, e.g. washing machine, vacuum cleaner, loud music, etc. - this is likely to lead to mutual frustration.
- Understand that using hearing aids can be tiring. When talking with a new hearing aid user be aware of signs of fatigue. Don't force or prolong conversations if the listener is tired.
- Be patient. Respect the pace of recovery and encourage the person with hearing loss when progress is made. Be a good listener and help the person to achieve the goal of participating in life again through better hearing.

Further information

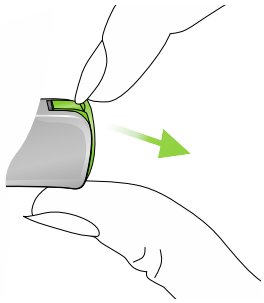
For more detailed information, please visit: www.phonak.com

Or contact your hearing care professional.

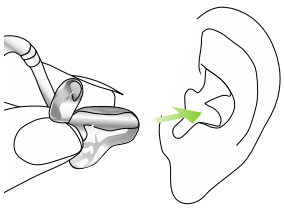
Putting on hearing aids

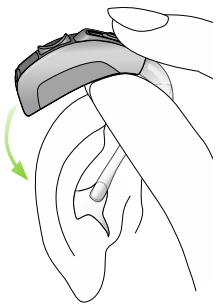
Putting on your hearing aids

1. Switch the hearing aid off by opening the battery compartment.

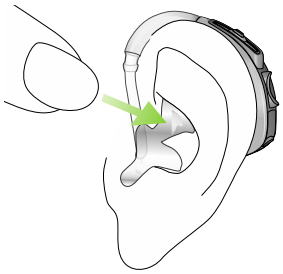


2. Take the earmold between your thumb and forefinger. Take the earmold up to your ear. Place the ear canal part of the earmold into your ear canal. Next place the hearing aid behind the ear.





3. Then insert the upper part of the earmold into the upper part of the bowl of the ear. If you have problems inserting the hearing aid, use your other hand to gently pull the earlobe downwards. This opens the ear canal a little more and you can rotate the earmold until it fits correctly.



4. Check the fit by running your finger over the bowl of the ear. You know it fits correctly if you feel the contour of the bowl of the ear and not the hearing aid. In the beginning, please use a mirror to check.

5. Switch the hearing aid on!

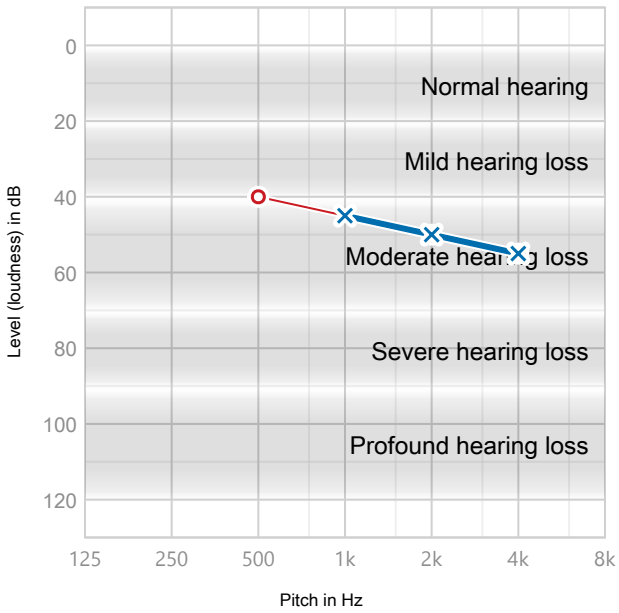
Identifying left and right hearing aids

It is important to use the correct hearing aid for each ear. Your hearing care professional can mark the hearing aid for you. The color code on the housing will identify left and right hearing aids (red=right, blue=left). A different sticker can also be added to each hearing aid to help you tell left from right.

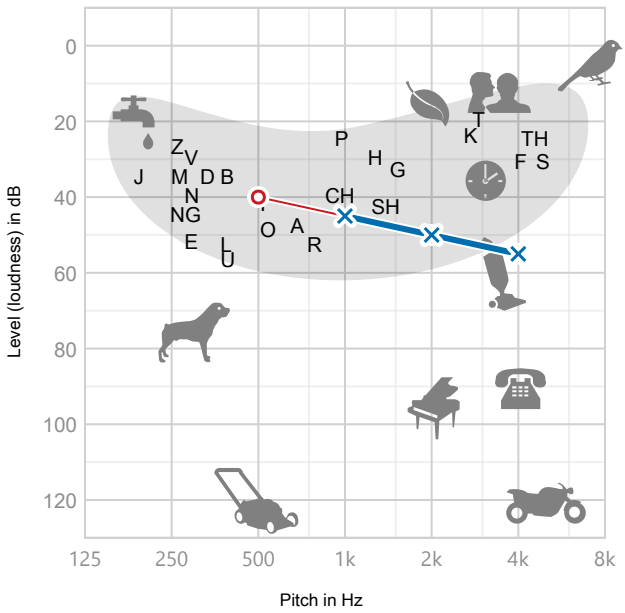
Understanding hearing loss

Understanding your hearing loss

The level of hearing loss can be seen on this chart (audiogram). During a hearing test, the hearing care professional tests the softest sounds which the client can hear, from a low pitch (e.g. 250 Hz bass sound) to a high pitch (e.g. 8000 Hz treble sound). The circles-/crosses-symbols indicate the softest sounds that the client can hear in the right (circles) and left (crosses) ear respectively.



Here is a chart to help you to get a general view of where specific speech and environmental sounds lie. From top to bottom, you can see that sounds are getting louder, and from left to right, the frequency of each sound is getting higher in pitch.



Hearing impairment

When managing hearing loss, there are probably many questions. Fortunately, this is an age where technology and support offer many excellent options.

The degrees of hearing loss are classified as mild, moderate, severe and profound. A relationship exists between the decibel hearing loss and the degree of functional difficulty. The table below offers a guide to the different degrees of hearing loss, the decibel level and an example to demonstrate the loudness of these levels. Each level brings different challenges and the need for different treatment and technology options.

Understanding hearing loss

Degrees of hearing loss

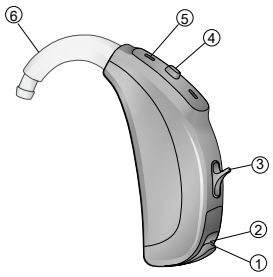
Degree of hearing loss	Decibel level (HL)	Loudness example	Possible challenges and needs
Normal hearing	Up to 20 dB	Rustling leaves, clock ticking	Very few hearing related problems.
Minimal/mild hearing loss	20 - 40dB	Quiet / whispered speech, clicking fingers	May have difficulty hearing quiet voices. Depending on where you fall in this range, you may benefit from amplification.
Moderate	40 - 60 dB	Quiet / normal conversational speech	Should understand conversational speech when facing the speaker and up close. Will need to use hearing aids.
Moderately severe hearing loss	60 - 75 dB	Normal/loud speech, doorbell	Conversation must be loud. With correctly programmed hearing aids, will hear normal conversational voice.
Severe hearing loss	75 - 95 dB	Telephone ringing, thunder, baby crying	May hear loud voices up close. Will need to use hearing aids in order to hear conversational speech.
Profound hearing loss	95 dB or more	Truck, chainsaw	Will need to wear appropriate amplification technology (e.g. hearing aids, cochlear implant) in order to hear conversational speech.

Choosing the most suitable technology

Today, there is virtually no hearing loss which cannot benefit from the use of appropriate technology. Once a hearing loss is diagnosed, hearing aids are usually tried first. The choice you make about which type of hearing aids will depend on a number of factors: the level of your hearing, your needs and the needs of your family all play a role. Remember that you do not have to make these choices on your own.
Hearing aids have progressed a great deal in recent years and offer a whole range of technologies designed to meet each person's specific hearing needs from in-the-ear/in-the-canal (ITE/ITC) models to high power behind-the-ear (BTE) models.

Behind-the-ear hearing aid

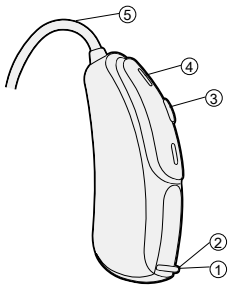
BTE models are available for all degrees of hearing loss and can be worn comfortably behind the ear.



① Right or left indicator (right=red, left=blue), placed in the battery compartment
② Battery compartment with on/off switch
③ Volume control
④ Program button
⑤ Microphone input with wind and weather protector
⑥ Hook/sound output

RIC

These models are smaller than standard BTE models and are also worn comfortably behind the ear. They are available for mild to severe hearing loss.

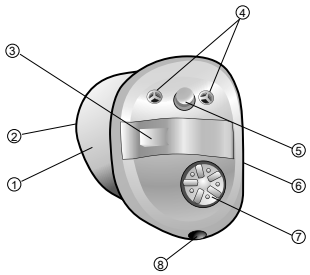


① Right or left indicator (right=red, left=blue), placed in the battery compartment
② Battery compartment with on/off switch
③ Volume control and program button
④ Microphone input with wind and weather protector
⑤ Hook/sound output

Understanding hearing loss

In-the-Canal/In-the-Ear hearing aid

These models are custom made to fit the shape of your ear canal for maximum benefit and the best possible comfort. They are available for mild to moderate hearing losses.



① Custom made shell
② Receiver (sound outlet) and wax protection system
③ Battery compartment with on/off switch
④ Protected microphone inlets
⑤ Program button
⑥ Right or left indicator (right=red, left=blue)
⑦ Volume control
⑧ Vent

Wireless solutions

Hearing aids, even when properly adjusted for personal needs, cannot always guarantee good hearing in all listening situations. Noise or room acoustics may severely affect hearing. Often in noisy environments, several people can be speaking at the same time. With a hearing loss, it can be impossible to filter out the background noise. Distance and reverberation can also dramatically reduce speech understanding.
Wireless solutions such as the RemoteMic or a Roger system, can be useful in overcoming such problems. These solutions are designed specifically to pick up speech signals directly at the source and transmit them clearly and without distortion, directly to the ear. These solutions create a basis for optimum speech intelligibility independent of the acoustic surroundings. Remote microphone is helpful in quiet and a Roger system is helpful in quiet and noisy environments and also over distance.

Cochlear implants

A cochlear implant is an implantable device, which bypasses the damaged parts of the inner ear. It is suitable for people who are diagnosed with severe-profound hearing loss in both ears who receive little or no benefit with hearing aids. Cochlear implants can also be used together with Roger systems.

Care and maintenance

Earpiece checks

Do the earpieces have any cracks or tears that could lead to feedback?

Yes > A torn earpiece could cause feedback and will need replacing. A hearing care professional can replace any damaged tubing easily.

No

Is ear wax clogging any opening in the earpiece?

Yes > Wax could block sounds. Simply wipe the earpiece with a damp cloth. Use a cleaning tool or /brush to remove any wax. Be sure not to get the hearing aids wet.

No

Is moisture clogging the earpiece tubing?

Yes > Moisture could block sound passing through the tubing. Detach the earpiece from the hearing aid and use an earpiece blower or slim tube cleaning tool to remove moisture from the tubing. If the earpiece has a vent, blow the air through that opening too.

No

Do the earpieces have a loose fit?

Yes > Check regularly as earpieces may become loose over time and cause feedback. If using an earpiece with tubing, check with the hearing care professional to see if new earpieces are needed. If using a slim tube with non-custom domes, the hearing care professional can get you replacements. A water soluble lubricant (such as Oto-Ease) may help reduce feedback in the meantime.

No

Congratulations-you have completed your earpiece check. Next check the hearing aid.

Hearing aid checks

Do all the hearing aid controls appear to be intact and clean?

No > Simply wipe with a damp cloth or brush to remove wax or dirt.

Yes

Is the battery inserted properly in the hearing aid?

No > For the hearing aid to function properly the battery must be inserted with the '+' sign (flat side of the battery) in line with the '+' marked on the battery cover.

Yes

Are the batteries working?

No > Use a battery tester to check the battery status and replace if necessary.

Yes

Perform a listening check.

Care and maintenance

Daily listening checks

With the earpiece connected to the hearing aid, use a listening tube to listen to your voice when you speak into the microphone. Does your voice sound clear and undistorted?

No > If anything sounds unusual, contact your hearing care professional for further advice. Please be aware that some hearing aid features may make your voice sound different but this is normal.

Yes

If the hearing aid has more than one program or a Roger system is used, listen to these separately. Does your voice sound clear and undistorted?

No > If anything sounds unusual, contact your hearing care professional for further advice. Please be aware that some hearing aid features may make your voice sound different but this is normal.

Yes

If the hearing aid has an active volume control, move it up and down while speaking to check that it is working. Do you notice any crackling or loudness abnormalities?

No > Congratulations-you have completed your daily listening check! Now relax and enjoy communicating!

Yes

If there is no change in the volume when you move the volume control, your hearing care professional may have deactivated it to avoid accidental adjustments. If your hearing aid sounds soft, check the earpiece and tubing. If the hearing aid sounds different, please contact your hearing care professional for further advice.