

Exact User Guide



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Welcome

Congratulations on the purchase of your new hearing instruments. This guide will help you understand the advantages and greater quality of life your hearing instruments offer. Hearing instruments will enable you to hear sounds that you may not have heard in years. Practice and a positive attitude are important in learning to use hearing instruments. Some people adjust quickly to wearing hearing instruments in their ears and hearing new sounds; other people may need more time. To receive the most benefit from your hearing instruments, it is recommended that you wear them every day, all day. Please read this manual carefully in order to wholly benefit from the use of your hearing instruments. With proper care, maintenance, and usage, your hearing instruments will aid you in better communication for many years.

www.ExactHearingCare.com

Changes or modifications can void the user's authority to operate the equipment.



CAUTION

It is important to read this user guide and the safety manual thoroughly and completely. Follow the safety information to avoid damage or injury.y.

Your hearing instruments

Instrument type

Your hearing instruments are BTE (Behind-The-Ear) models. A tube delivers the sound from the hearing instrument into the ear. The instruments are not intended for children under the age of 3 years or persons with a developmental age of under 3 years.

******This user guide describes optional features that your hearing instruments may or may not have.

Getting to know your hearing instruments

It is recommended to familiarize yourself with your new hearing instruments. With the instruments in your hand try using the controls and note their location on the instrument. This will make it easier for you to feel and press the controls while wearing the hearing instruments.

i If you have problems pressing the controls of your hearing instruments while wearing them, with a dedicated smartphone app you have even more control options. See page 29 or exacthearingcare.com for information on the touchControl app.

You can use standard or custom-made ear pieces together with a thin tube or an earhook and tube.

You can easily exchange the standard ear pieces and clean the thin tube. Read more about this in section "Maintenance and care".

Standard ear pieces

Size



Open or closed dome



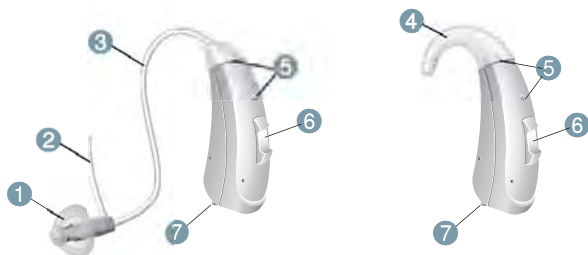
Semi-open dome



Double Dome

Components and names

Your hearing instruments are either attached to an earhook and a custom-made ear piece or to a standard tube (ThinTube) and a standard ear piece (Dome).



-
- | | |
|--------------------------|-----------------------|
| 1 Ear piece (LifeTip) | 5 Microphone openings |
| 2 Concha lock (optional) | 6 Rocker switch |
| 3 Tube (LifeTube) | 7 Battery compartment |
| 4 Earhook | |
-

Batteries

When the battery is low the sound becomes weaker or you will hear an alert signal. The battery will last between seven and eleven days depending on use.

Battery size and handling tips

Battery size: 13 (Orange Tab)

- Always use the correct battery size for your hearing instruments.
- Remove the batteries if you intend not to use the hearing instruments for several days.
- Always carry spare batteries.
- Remove empty batteries immediately and follow your local recycling rules for battery disposal.
- Keep out of reach of children and pets.
- National Button Battery Ingestion Hotline:
202-625-3333

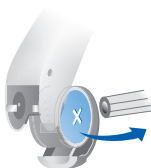
Low Battery Indicator

When the battery is low the sound will become weaker or you will hear a double beep every few minutes until the battery dies.

Replacing batteries

Removing the battery:

- ▶ Open the battery compartment completely using your fingernail/tip.
- ▶ Use your finger or a magnet stick to pull out the battery.
- ▶ Dispose of used batteries immediately in the proper waste or recycling container.



Inserting the battery:

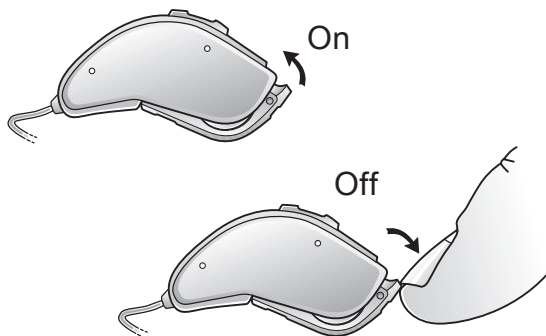
- ▶ If the battery has a protective film, remove it only when you are ready to use the battery.
- ▶ Wait 2 minutes before inserting the new battery into the hearing device to allow activation of the battery.
- ▶ Insert the battery with the "+" symbol facing up (refer to the picture).
- ▶ Carefully close the battery compartment. If you feel resistance, the battery is not inserted correctly.
- ▶ Do not attempt to close the battery compartment by force. It can be damaged.



Daily use

Turning on and off

- ▶ Turning on: Close the battery compartment.
The **default** volume and hearing program are set.
- ▶ Turning off: Open the battery compartment to the first catch. This will turn the device off while preventing the battery from falling out.



Inserting and removing the hearing instruments

Colored markers on the battery doors indicate for which ear the hearing instruments are configured:

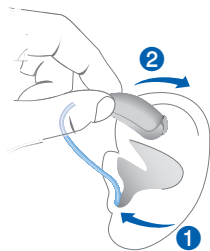
- red marker = right ear
- blue marker = left ear

If you are using thin tubes you will see a small number near the sound bore. A **Red** number indicates the right aid. A **Blue** number indicates the left aid.



Inserting a hearing instrument

- ▶ Hold the tube close to the dome/ear piece.
- ▶ Carefully push the ear piece into the ear canal **1**.
- ▶ Twist it slightly until it sits well and so that the vertical portion of the tube lies flush with the side of your head.
- ▶ Open and close your mouth to avoid accumulation of air in the ear canal.
- ▶ Lift the hearing instrument and **2** slide it over the top of your ear.



CAUTION

Risk of injury!

- ▶ Insert the ear piece carefully and not too deeply into the ear.

i

- It may be helpful to insert the **right** hearing instrument with the **right** hand and the **left** hearing instrument with the **left** hand.
- If you have problems inserting the ear piece, use the other hand to gently pull your earlobe downwards. This opens the ear canal and eases insertion of the ear piece.

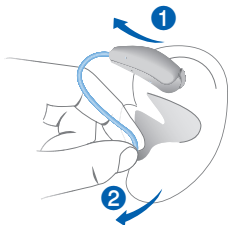
The optional retention tail helps to securely retain the ear piece in your ear. To position the retention tail:

- ▶ Bend the retention tail and position it carefully into the bottom of the bowl of your ear (refer to the picture).



By experimenting an easier method may be discovered. With proper insertion hearing instruments should fit snugly but comfortably. If hearing instruments cause irritation of the ears try a different dome or slim tube.

Removing a hearing instrument



- ▶ Lift the hearing instrument and slide it over the top of your ear ①.
- ▶ Hold the tube close to the ear piece and pull the ear piece out carefully ②.
- ▶ Pulling lightly down on the earlobe may help loosen the earmold as it is removed.



CAUTION

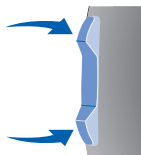
Risk of injury!

- In very rare cases the ear piece could remain in your ear when removing the hearing instrument. If this happens, have the ear piece removed by a medical professional.

Clean and dry your hearing instruments after usage.
Read more in section "Maintenance and care".

Controls

With the rocker switch you can, for example, adjust the volume or switch hearing programs on each device separately.



Rocker switch function

	L	R
Press briefly		
Volume up/down	○	○
Press for about 3 seconds:		
Program up/down	○	○

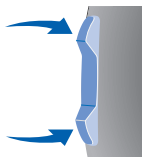
L = Left, R = Right

Adjusting the volume

Your hearing instruments automatically adjust the volume to the listening situation.

- ▶ If you prefer manual volume adjustment, press the rocker switch.
- ▶ Briefly press the **TOP** portion of the rocker switch to turn the volume **UP**.
- ▶ Briefly press the **BOTTOM** portion of the rocker switch to turn the volume **DOWN**.
- ▶ You will hear a single tone each time you adjust the volume.
- ▶ The volume must be adjusted on each device separately.
- ▶ To return to the start-up volume press the volume button until you hear three descending tones, or turn the hearing aid off and back on again.
- ▶ Refer to section "Controls" for the setting of the rocker switch.

You will hear a signal tone to indicate the volume change. Once the maximum or minimum volume has been reached, you will hear a triple tone.



Changing the hearing program

Depending on the listening situation, your hearing instruments automatically adjust their sound.

Your hearing instruments may also have several hearing programs which allow you to change the sound, if needed. An optional signal tone can indicate the program change.

- ▶ To change the hearing program, press the top portion of the rocker switch for 3 seconds to advance to the next program.
- ▶ Press the bottom portion of the rocker switch for 3 seconds to return to the previous program.
Refer to section "Controls" for the setting of the rocker switch. Refer to section "Hearing programs" for a list of your hearing programs.

The default volume is applied

Hearing programs	Indicator Signal
1	1 Beep
2	2 Beeps
3	3 Beeps
4	4 Beeps

Hearing Programs

You may find that you have different listening needs in different environments. The following is a list of your programs and when and how to use them.

Universal

This program is meant to be used in all situations. The hearing instruments analyze the environment and adapt the features and amplification automatically.

Noisy Environments

As the name implies, use this program when you are listening in noise. It works best if you position yourself with the noise behind you.

Music

This program is optimized for music enjoyment.

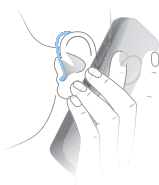
Telephone

When speaking on the phone, use this program.

Special listening situations

On the phone

When you are on the phone, if you are unable to hear clearly holding the phone in the normal way, you may need to hold the telephone receiver slightly above your ear by the hearing aid microphones. The hearing instrument and telephone receiver have to be aligned. Turn the receiver slightly so that the ear is not completely covered. This will reduce the likelihood that the hearing aids will whistle.



Telephone program

- Switch to the telephone program whenever you are on the phone.

Maintenance and care

To prevent damage it is important that you take care of your hearing instruments and follow a few basic rules, which will soon become a part of your daily routine.

Hearing instruments

Drying and storage

- ▶ Dry your hearing instruments overnight.
- ▶ For longer periods of non-use, store your hearing instruments in a dry environment with an open battery compartment and the batteries removed.

Maintenance

- ▶ Clean your hearing instruments daily with a soft, dry tissue.
- ▶ Never use running water or immerse the devices in water or other liquids, as liquids may cause permanent damage to the instrument.
- ▶ Avoid rough handling of hearing instruments or dropping them on hard surfaces or floors.
- ▶ Never apply pressure while cleaning.
- ▶ Do not leave hearing instruments in or near direct heat or sunlight, such as in a hot, parked car, as excessive heat can cause damage or deform the casing.



Maintenance

- ▶ Do not wear your instrument while showering, swimming, in heavy rain or in a moist atmosphere such as a steam bath or a sauna.
- ▶ Remove your hearing instrument when applying such things as cosmetics, perfume, aftershave, hair spray and lotion. These might get into and damage the instrument.
- ▶ Never use cleaning agents such as household detergents, soap, etc. for cleaning your hearing device.

Cleaning

Your hearing instruments have a protective coating. However, if not cleaned regularly you may damage the hearing instruments or cause personal injury.

Ear pieces, earhooks and tubes

Cerumen (ear wax) may accumulate on the ear pieces. This may affect sound quality.

- For hearing instruments with a Thin Tube:
Clean the ear pieces daily, clean the tubes as required.
Exchange the ear pieces and tubes approximately every three to six months, or sooner if you notice cracks, discoloration or other changes.
- For hearing instruments with an earhook:
Clean the ear pieces daily.
Exchange the earhooks and tubing if you notice cracks, discoloration or other changes.

Cleaning ear pieces

- ▶ Clean the ear piece upon removal with a soft and dry lint-free cloth. This prevents cerumen becoming dry and hardening.
- ▶ Never use running water or immerse the ear piece in water.

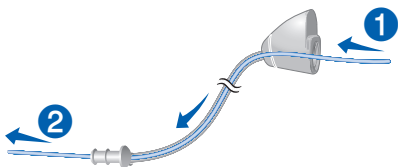


Cleaning Thin Tubes

Never use running water or immerse the tube in water.

You can clean ThinTubes using a special cleaning wire.

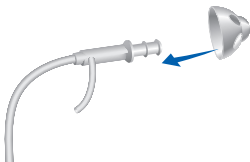
- ▶ Remove tube and adapter by unscrewing the adapter from the hearing instrument.
- ▶ Remove the dome tip.
- ▶ Carefully insert the cleaning wire into the adapter ①.
- ▶ Push the cleaning wire all the way through the tube ②.



- ▶ Wipe away any cerumen or debris that is dislodged.
- ▶ Completely remove the cleaning wire.
- ▶ Re-attach the dome tip.
- ▶ Re-attach tube and adapter to the hearing instrument.

Exchanging Domes

- ▶ Pull off the used ear piece and plug on the new ear piece.
- ▶ Make sure that the new dome is properly and securely mounted.



Selecting proper dome size:

- ▶ Make sure the dome has a snug fit that is secure and comfortable.
- ▶ If the dome is too small, select a larger sized ear tip.
- ▶ If the ear tip is too big, select a smaller sized ear tip.
- ▶ If the hearing aid whistles when in your ear, try a more closed dome.
- ▶ If you feel like your head is "in a barrel" try a more open dome.

Standard ear pieces



Open or closed dome



Semi-open dome



Double Dome

Exchanging Thin Tubes

- ▶ Unscrew the used tube.
- ▶ Screw on the new tube.



Selecting the proper Thin Tube size:

- ▶ Make sure the tube has a snug fit that is secure and comfortable.
- ▶ If the tube pinches your ear or makes your ear sore, it is too small, select a longer length tube.
- ▶ If the tube is "floppy" on your ear, it is too big, select a smaller length tube.
- ▶ There is a small number located on the thin tube near to where the dome connects.
- ▶ **Red** numbers indicate Right side.
- ▶ **Blue** numbers indicate Left side.
- ▶ Lower numbers indicate a smaller size.
- ▶ Higher numbers indicate a larger size.



Further Information

Hearing instrument expectations

A hearing instrument will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Consistent use of the hearing instrument is recommended. In most cases, infrequent use does not permit you to attain full benefit from it.

The use of a hearing instrument is only part of hearing rehabilitation and may need to be supplemented by auditory training and instructions in lip-reading.

During the first 30 days you will hear many new sounds, and you might not be able to recognize all sounds at first. However, over time with consistent use of the hearing devices, your brain will get used to these new sounds. Noisy environments, like restaurants, may seem overwhelmingly loud. Remember: hearing devices are meant to amplify sounds, thus restaurants may seem overly loud at first. If you find that you cannot stand the way hearing devices sound in noisy environments, start by solely wearing them in quiet environments for the first few days. Add in noisy situations after a few days pass.

Tips for Better Communication

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Please review the following simple communication tips:

For You

- Move closer and look at the speaker
- Sit face-to-face in a quiet room
- Try different locations to find the best place to listen
- Minimize distractions
- Background noises may be frustrating at first;
 - remember, you have not heard them for a while
- Let others know what you need; keep in mind that
 - people cannot "see" your hearing loss
- Develop realistic expectations of what your hearing
 - instruments can and cannot do
- Better hearing with hearing devices is a learned skill
 - combining desire, practice and patience

Tips for Better Communication

For Your Family and Friends

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

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

Troubleshooting

Problem and possible solutions

Sound is weak.

- Increase the volume.
 - Replace the empty battery.
 - Clean or exchange the tube and the ear piece.
 - Re-insert the ear piece until it fits securely.
-

Hearing instrument emits whistling sounds.

- Reinsert the ear piece until it fits securely.
 - Decrease the volume.
 - Clean or exchange the ear piece.
 - Have wax removed from ear.
-

Sound is distorted.

- Decrease the volume.
 - Replace the empty battery.
 - Clean or exchange the tube and the ear piece.
-

Hearing instrument emits signal tones.

- Replace the empty battery.
-

Inconsistent hearing instrument performance.

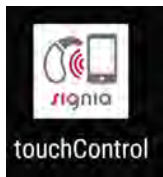
- Replace low battery.
 - Clean or exchange the tube and the ear piece
-

Hearing instrument does not work.

- Turn the hearing instrument on.
 - Gently close battery compartment completely.
 - Replace the empty battery.
 - Make sure the battery is inserted correctly.
 - Power-on delay is active. Wait several seconds and check again.
-

touchControl Smartphone App

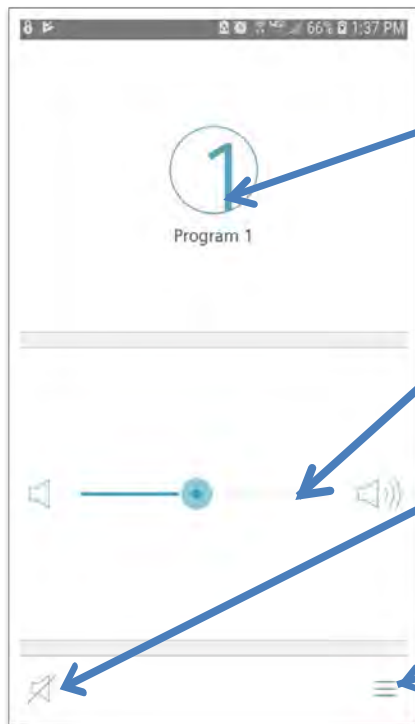
The touchControl TM App provides you with a convenient way to control your hearing aids. The app is available for Apple ® and Android TM mobile devices. It can be downloaded free of charge from the Apple App or Google Play TM stores.



touchControl App icon

The app uses very high pitched sounds that you cannot hear to control your hearing aids. The app may ask you to turn the volume of the phone up or down to better communicate with your hearing aids.

touchControl Home Screen



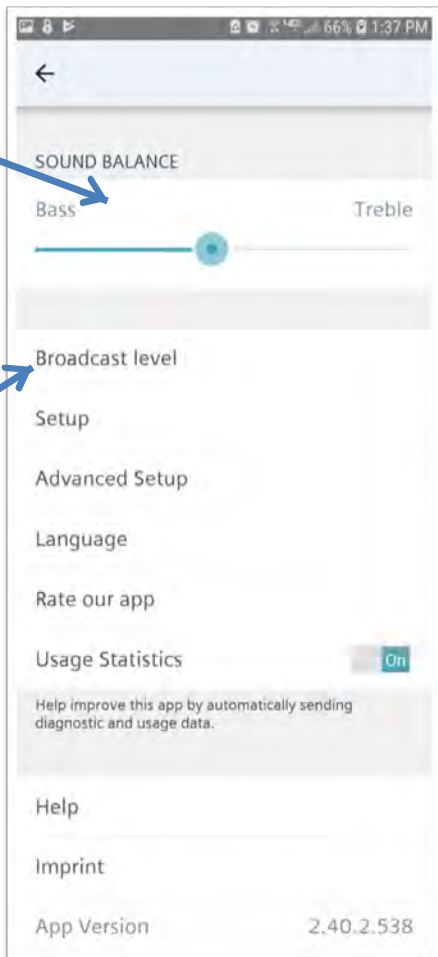
Change the program by tapping on the top portion of the screen

Adjust the volume using the slider

Mute and unmute your hearing aids

More settings

This feature is not active in the study hearing aids.



Broadcast Level controls the strength of the ultrahigh pitched control signal from the app to the hearing aids. Adjust the broadcast level if the hearing aids are not as responsive as they should be or if the control signal is too loud.

Exact Hearing Care

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Nashville, TN 37232-8242

For more information on your hearing aids visit:

www.ExactHearingCare.com