

Precise 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 waking hours. 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.PreciseHearingCare.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.

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. The wireless functionality enables advanced audiological features and synchronization between your two hearing instruments

Your hearing instruments feature Bluetooth® low energy* technology allowing for easy data exchange with your smartphone, and for seamless audio streaming with your iPhone**.

* The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc., and any use of such marks by the legal manufacturer of this product is under licenses. Other trademarks and trade names are those of their respective owners.

** iPhone is a trademark of Apple Inc., registered in the U.S. and other countries

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.



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 30 or the instructional videos on [precisehearingcare.com](https://www.precisehearingcare.com) for information on the myControl app.

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

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

Standard ear pieces

Size



Open or closed dome



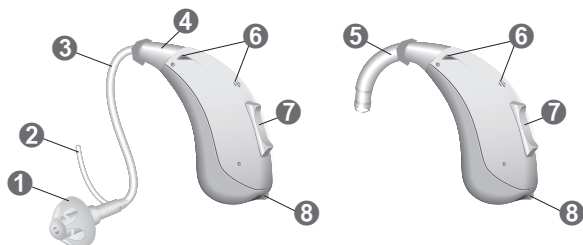
Semi-open dome



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 (Dome)

2 Retention tail
(optional)

3 Slim Tube

4 Adapter for ThinTube

5 Earhook

6 Microphone openings

7 Rocker switch (control)

8 Battery compartment
(on/off switch)

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

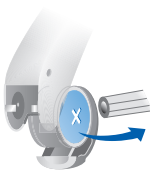
Low Battery Indicator

When the battery is low the sound will become weaker or you will hear descending tones every 3 minutes until the battery dies. The interval between low battery alerts may be customized using the myControl smartphone app.

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:

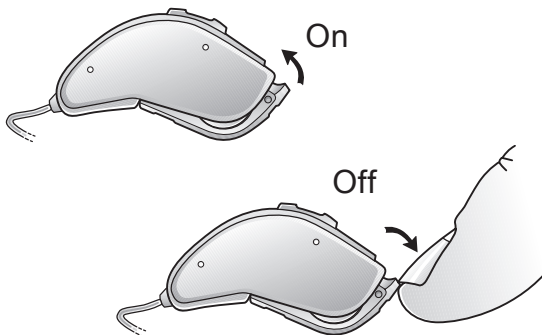
- ▶ If the battery has a protective film, remove it only when you are ready to use the battery.
- ▶ Wait 2 minutes before inserting the new battery into the hearing device to allow activation of the battery.
- ▶ Insert the battery with the "+" symbol facing up (refer to the picture).
- ▶ Carefully close 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

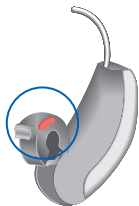
Colored markers on the battery doors indicate for which ear the hearing instruments are configured:

- 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

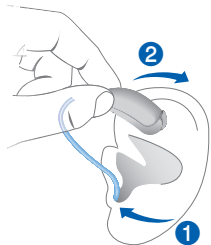
Red number indicates the right aid. A

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 slide it over the top of your ear.



2



CAUTION

Risk of injury!

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

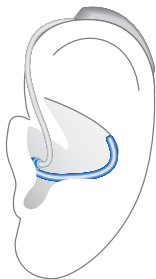
i

- 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.

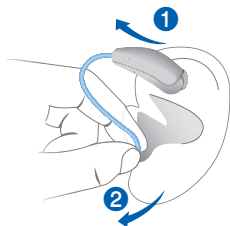
The optional retention tail helps to securely retain the ear piece in your ear. To position the retention tail:

- ▶ 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

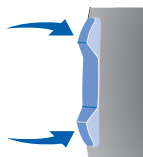
Risk of injury!

- 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.



Rocker switch function

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

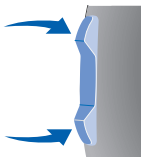
L = Left, R = Right

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**.
- ▶ The volume must be adjusted on each device separately.
- ▶ To return to the start-up volume press the volume button until you hear a single 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 click to indicate the volume change. Once the maximum, middle or minimum volume has been reached, you will hear a single signal 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 how the instruments sound, if needed. A signal tone will indicate the program change.

- ▶ To change the hearing program, press the top portion of the rocker switch and hold for 3 seconds to advance to the next program.
- ▶ Press the bottom portion of the rocker switch and hold for 3 seconds to return to the previous program.
- ▶ The default volume is applied.
- ▶ Changing the program on one hearing aid automatically changes the program on the other side.

| Hearing programs | Indicator Signal |
|------------------|------------------|
| 1 | 1 tone |
| 2 | 2 tones |
| 3 | 3 tones |
| 4 | 4 tones |
| 5 | |
| 6 | |

Hearing Program Descriptions

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.

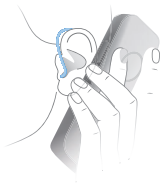
Telephone

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.

Audio streaming with iPhone

Your hearing instruments are **Made for iPhone** hearing instruments. This means you can get phone calls and listen to music from your iPhone directly into your hearing instruments.

For more information about compatible iOS devices, pairing, audio streaming and other useful functions, see page 30 or the instructional videos on precisehearingcare.com.

Airplane mode

In areas where the use of Bluetooth technology is not allowed (e.g. on some airplanes), you can activate the airplane mode. This turns Bluetooth in your hearing instruments off temporarily. The hearing instruments still work without Bluetooth, however, direct audio streaming will not be possible and other functions will not be available.

- ▶ To activate or deactivate the airplane mode, use the smartphone app.
- ▶ An alert tone indicates when airplane mode is activated or deactivated.

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

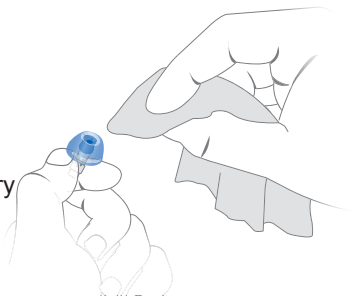
Ear pieces, earhooks and tubes

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.

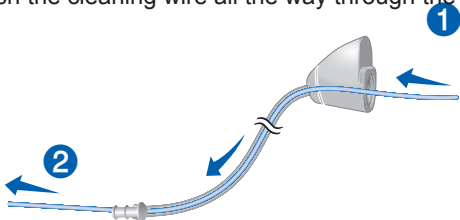


Cleaning Thin Tubes

Never use running water or immerse the tube in water.

You can clean ThinTubes using a special cleaning wire.

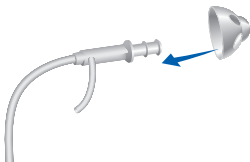
- ▶ Remove tube and adapter by unscrewing the adapter from the hearing instrument.
- ▶ Pay special attention not to crimp the tubing. This will affect sound transmission to your ear.
- ▶ Remove the dome tip.
- ▶ Carefully insert the cleaning wire into the adapter end of the slim tube **1**.
- ▶ Push 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, paying special attention not to crimp the tubing.

Exchanging Domes

- ▶ Pull off the used ear piece and plug on the new ear piece.
- ▶ Make sure that the new domes 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 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



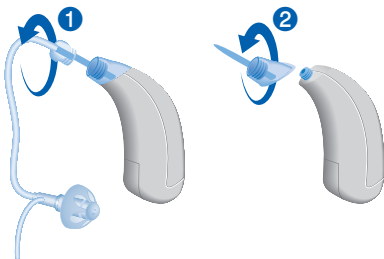
Semi-open dome



Double dome

Exchanging Thin Tubes and adapters

- ▶ Unscrew the used tube from the adapter **1**.
- ▶ If necessary, unscrew the used adapter **2**.



- ▶ Screw on the new adapter and 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 larger sized tube.
- ▶ If the tube is "floppy" on your ear, it is too big, select a smaller sized 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 of hearing aids does not permit you to attain full benefit from them.

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 (continued)

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.
-

myControl Smartphone App

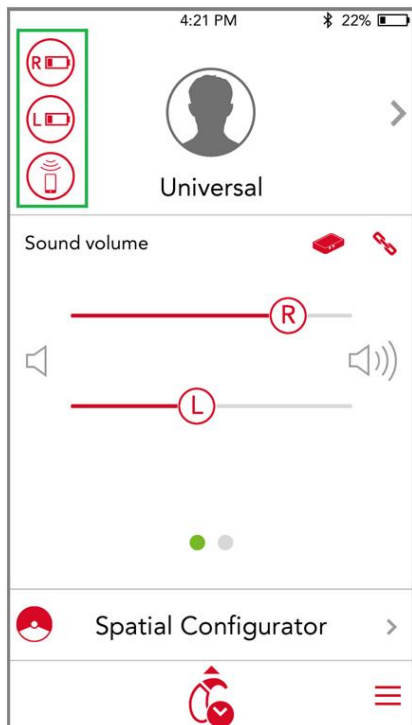
The myControl™ App provides you a convenient way to control your hearing aids. The app is available for Apple® (iOS 9.3 and onwards) and Android™ (version 6.0 and onwards) mobile devices. It can be downloaded free of charge from the Apple App or Google Play™ stores.



myControl App icon

Remote Control

The start page of the myControl app allows you to change volume, programs and adjust the the microphone sensitivity direction (Spatial Configurator).



Program Change

The hearing aid programs are shown at the top portion of the app. Tap on the top portion of the app to change programs.

Volume Control

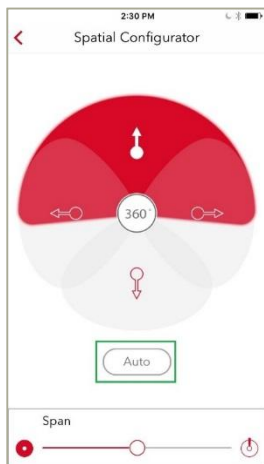
Use the sliders in the middle of the screen to adjust the hearing aid volume

Spatial Configurator

In the default hearing aid setting, Spatial Configurator is disabled and the hearing aids automatically steer themselves. When activated, Spatial Configurator lets you adjust the focus area that you want to listen to.

On the Spatial Configurator page, simply tap the direction of interest, with the top quadrant of the “circle” being in front of you. When the desired focus area is towards the front, you can further adjust the width, or span, of the focus beam via the slider along the bottom of the screen.

To manually return to the automatic mode, tap the Auto button. Otherwise, this setting will be retained until you deactivate it, the program is changed or the hearing aid is restarted.



Spatial Configurator page


Streaming

The hearing aids allow direct streaming from a paired iOS mobile device, whether it be a phone call or anything else. The streamed signal is sent to the hearing aids without delays or noticeable interruptions. Because you do not need to switch programs, a seamless experience is ensured.

"Fitness Tracker" for Hearing & Communication

Another major function of the myControl app is to document your acoustic environment and communication activity.

Sound Exposure

The Sound Exposure page can be accessed by tapping on the  icon on the bottom of the start page. This page displays the sound level around you throughout the day, usage time, and projections regarding the probable speech understanding difficulty for different listening situations. This can help you obtain a better understanding of your acoustic world and why some days are more tiring than others.

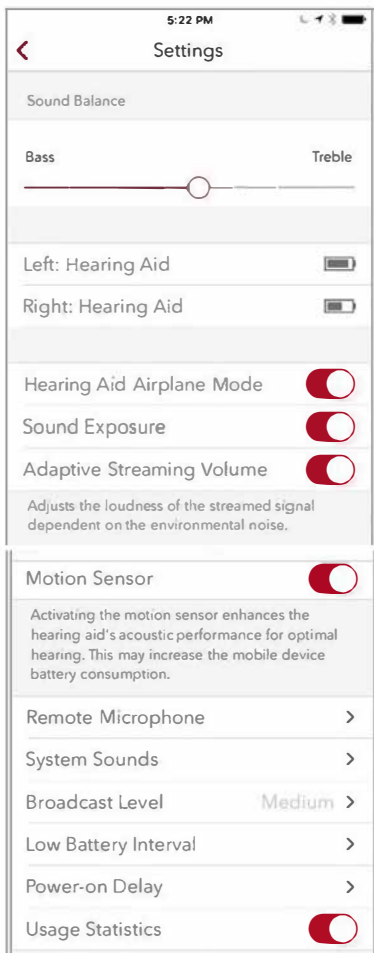
Voice Activity

The Voice Activity tracking visualizes how you have been participating in conversation. One of the primary goals of amplification is to encourage conversation and social engagement. This feature tracks your speech and documents how much you are engaging socially.

Settings

Further controls and settings can be adjusted under the *Settings* page of the app.

- Sound Balance* allows you to make simple tonal adjustments. Use the slider to adjust treble vs. bass emphasis of the sound.
- Separate Battery Status* for each hearing aid
- Hearing Aid Airplane Mode* allows you to switch off Bluetooth transmission during air travel
- Motion Sensor De/Activation* When enabled, motion sensor information from the iPhone is incorporated into the automatic steering of the hearing aids. As a result the microphone sensitivity can be tuned to create a better listening experience throughout the day.
- Remote Microphone* allows you to turn the iOS mobile device into a remote microphone. You can place it towards your conversation partner and their voice is then streamed directly into your hearing aids. You may find this feature useful in more challenging listening situations such as conference meetings or noisy restaurants.
- System Sounds* allows the set-up of alert tones such as program change and low battery.



Precise Hearing Care

Iowa City:

Laboratory Phone: (319) 335-9758 Laboratory

email: uiowa-hal@uiowa.edu

Address: 250 Hawkins Dr.

Iowa City, IA 52242

Nashville:

Laboratory Phone: (615) 936-5087

Laboratory email: dmharl.hearing@gmail.com

Address: 1215 21st Ave South

Nashville, TN 37232-8242

**For more information on your hearing aids
visit: www.PreciseHearingCare.com**