Elite behind-the-ear (BTE) hearing aid guide

Novașense
This user guide applies to the following models:
NovaSense Elite Pro P 13
NovaSense Elite Pro M 312
NovaSense Elite 80 P 13
NovaSense Elite 80 M 312
NovaSense Elite 70 P 13
NovaSense Elite 70 M 312
NovaSense Elite 60 P 13
NovaSense Elite 60 M 312
NovaSense Elite 50 P 13
NovaSense Elite 50 M 312

Your hearing aids

Hearing healthcare professional: ________________
____________________________________________
Telephone: __________________________________
Model:  _____________________________________
Serial number: _______________________________
Replacement batteries:  □ Size 13  □ Size 312
Warranty: ___________________________________
Program 1 is for:  _____________________________
Program 2 is for:  _____________________________
Program 3 is for:  _____________________________
Program 4 is for:  _____________________________
Date of purchase:____________________________
Quick reference

Low battery warning

2 beeps every 30 minutes

Battery size

On

Off

Changing batteries

□ Elite M 312
□ Elite P 13

Battery symbol

Plus (+) signs

Push button

□ switching programs
□ volume control

Rocker switch

□ volume control

Table of contents

Your hearing aids at a glance ........................................................... 2
Warnings ........................................................................................... 5
Putting your hearing aids on your ears .......................................... 10
Turning your hearing aids on and off ............................................ 12
Battery information ........................................................................ 13
Tinnitus masker .............................................................................. 16
Operating instructions ................................................................... 19
Using the telephone ....................................................................... 25
Protecting your hearing aids ......................................................... 28
Cleaning your hearing aids ............................................................. 29
Accessories ..................................................................................... 33
Assistive listening devices ............................................................. 34
Troubleshooting guide ................................................................... 36
Information and explanation of symbols ...................................... 41
Compliance information ................................................................. 43
Patient feedback ............................................................................. 45
Additional notes .............................................................................. 46
Your hearing aids at a glance

1. Earhook - your custom made earmold attaches to your hearing aids using the earhook
2. Microphone - sound enters your hearing aids through the microphones. Microphone shield - protects microphones from dirt & debris
3. Push button - switches between listening programs or changes the volume level, depending on your customized fitting
4. Rocker switch - controls the volume level
5. Battery door (on & off) - close the door to turn on your hearing aids, open the door all the way to turn off your hearing aid or to change the battery
6. Tubing - part of the earmold that attaches it to the earhook
7. Earmold - allows the sound to pass from the hearing aids to the ear and holds the hearing aids in place
8. Slim tube - sound travels down the slim tube to the ear canal
9. Dome - holds the slim tube in place in your ear canal
10. Retention piece - helps prevent the dome and slim tube from moving out of the ear canal

Elite M 312 BTE hearing aids
Elite P 13 BTE hearing aids

Warnings

⚠️ The intended use of hearing aids is to amplify and transmit sound to the ears and hereby compensate for impaired hearing. The hearing aids (specially programmed for each hearing loss) must only be used by the intended person. They should not be used by any other person as they could damage hearing.

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

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

⚠️ Do not use your hearing aids in explosion hazard areas.

⚠️ Allergic reactions to hearing aids are unlikely. However, if you experience itching, redness, soreness, inflammation or a burning sensation in or around your ears, inform your hearing healthcare professional and contact your physician.
⚠️ In the unlikely case that any parts remain in the ear canal after the removal of the hearing aid, contact a physician immediately.

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

⚠️ Special care should be exercised in wearing hearing aids when maximum sound pressure levels exceed 132 decibels. There may be a risk of impairing your remaining hearing. Speak with your hearing healthcare professional to ensure the maximum output of your hearing aids is suitable for your particular hearing loss.

**Magnet and battery warnings**

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

⚠️ 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 or other magnetically sensitive devices.

### Precautions

1️⃣ The use of hearing aids is only part of hearing rehabilitation; auditory training and lip reading instruction may be required as well.

1️⃣ In most cases, infrequent use of hearing aids does not provide full benefit. Once you have become accustomed to your hearing aids, wear your hearing aids everyday all day.

1️⃣ Your hearing aids use the most modern components to provide the best possible sound quality in every listening situation. However, communication devices such as digital cell phones can create interference (a buzzing sound) in hearing aids. If you experience interference from a cell phone being used close by, you can minimize this interference in a number of ways. Switch your hearing aids to another program, turn your head in a different direction or locate the cell phone and move away from it.

1️⃣ 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.

**Note to hearing healthcare professional**

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

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

**Cell phone compatibility rating**
Some hearing aid users have reported a buzzing sound in their hearing aids when they are using cell phones, indicating that the cell phone and hearing aid may not be compatible. According to the ANSI C63.19 standard (ANSI C63.19-2011 American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and Hearing Aids), the compatibility of a particular hearing aid and cell phone can be predicted by adding the rating for the hearing aid immunity to the rating for the cell phone emissions. For example, the sum of the hearing aid rating of 4 (M4) and a telephone rating of 3 (M3) would result in a combined rating of 7. Any combined rating that equals at least 5 would provide “normal use”; a combined rating of 6 or greater would indicate “excellent performance.”

The immunity of this hearing aid is at least M4/T4. The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied.

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

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

Hearing aids with earmolds
1. Hold the earmold between your thumb and index finger, with the opening facing toward your ear canal and the hearing aid resting above your ear.
2. Carefully insert the earmold in your ear. You may need to twist it slightly to the back. The earmold should fit into your ear snugly and comfortably. Gently pull down and back on your earlobe to help you insert the earmold into your ear canal more easily.
3. Place the hearing aid over the top of your ear.

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

The battery door acts as an on and off switch.

1. **On:** Close the battery door fully.
   
   ![Image of hearing aid with battery door closed]

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

2. **Off:** Open the battery door.
   
   ![Image of hearing aid with battery door open]

   Note: When turning your hearing aid 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

**Low battery warning**

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

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

![Image of hearing aid showing low battery warning]

Your hearing aids are designed to generate a low battery warning every 30 minutes until you change the batteries, but depending on the condition of the batteries, they may die before another low battery warning occurs. Therefore, it is recommended that the batteries are replaced as soon as possible once you hear the low battery warning.
Replacing the battery
1. Gently swing out the battery door with your fingernail.
2. Push the battery with your thumb and index finger towards the open side, and remove or pull the battery straight out, depending on your style of hearing aid.
3. Insert the new battery into the battery compartment with the plus (+) sign on the battery facing the same way as the battery symbol on the battery door. This will ensure that the battery door closes properly.

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

Caring for batteries
• Always discard batteries in a safe and environmentally friendly way.
• To prolong battery life, remember to turn your hearing aids off when not in use, especially when asleep.
• Remove the batteries and keep the battery door open while hearing aids are not being worn, especially when asleep. This will allow internal moisture to evaporate.

Note: There is a tamper-proof battery door option for these hearing aids. Please see your hearing healthcare professional for further information.
Tinnitus masker

Tinnitus masker uses broadband noise to provide temporary relief of tinnitus.

Tinnitus masker warnings

⚠️ The tinnitus masker is a broadband sound generator. It provides a means of sound enrichment therapy that can be used as part of a personalized tinnitus management program to provide temporary relief from tinnitus.

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

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

⚠️ Should you develop any side effects while using the tinnitus masker, such as headaches, nausea, dizziness or heart palpitations or experience a decrease in auditory function such as decreased loudness tolerance, worsening of tinnitus, or speech not as clear, you should discontinue use of the device and seek medical attention.

⚠️ The volume of the tinnitus masker can be set to a level which could lead to permanent hearing damage when used for a prolonged period of time. Should the tinnitus masker be set to such a level in your hearing aid, your hearing healthcare professional will advise you of the maximum amount of time per day you should use the tinnitus masker. The tinnitus masker should never be used at uncomfortable levels.
Important information

The tinnitus masker generates sounds that are used as part of your personalized temporary tinnitus management program to provide relief from tinnitus. It should always be used as prescribed by a hearing healthcare professional who is familiar with the diagnosis and treatment of tinnitus.

Good health practice requires that a person reporting tinnitus have a medical evaluation by a licensed ear physician before using a sound generator. The purpose of such an evaluation is to ensure that medically treatable conditions, which may be causing tinnitus, are identified and treated prior to using a sound generator.

The tinnitus masker is intended for adults 18 years of age or older who have both hearing loss and tinnitus.

Operating instructions

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

Rocker switch

The rocker switch on your hearing aids is a volume control.

Volume control

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

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

<table>
<thead>
<tr>
<th>Volume setting</th>
<th>Beeps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suggested volume level</td>
<td>🎵 1 beep</td>
</tr>
<tr>
<td>Turning volume up</td>
<td>🎵 short beep</td>
</tr>
<tr>
<td>Turning volume down</td>
<td>🎵 short beep</td>
</tr>
<tr>
<td>Maximum volume level</td>
<td>🎵🎵 2 beeps</td>
</tr>
<tr>
<td>Minimum volume level</td>
<td>🎵🎵 2 beeps</td>
</tr>
</tbody>
</table>
**Push button**

The push button on your hearing aids can be either a program control, a volume control or a combination of both.

- **Program control**

  If your push button is a program control, each time you push the button, you will move to a new hearing aid program.

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

<table>
<thead>
<tr>
<th>Program setting</th>
<th>Beeps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program 1 (e.g. automatic program)</td>
<td>🎵 1 beep</td>
</tr>
<tr>
<td>Program 2 (e.g. speech in noise)</td>
<td>🎵🎵 2 beeps</td>
</tr>
<tr>
<td>Program 3 (e.g. Auto phone/telephone)</td>
<td>🎵🎵🎵 3 beeps</td>
</tr>
<tr>
<td>Program 4 (e.g. music)</td>
<td>🎵🎵🎵🎵 4 beeps</td>
</tr>
<tr>
<td>Auto phone/telephone</td>
<td>🎵🎵 short melody</td>
</tr>
<tr>
<td>Wireless synchronization (if enabled)</td>
<td>Opposite ear beeps the same as side being adjusted</td>
</tr>
</tbody>
</table>

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

- **Volume control**

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

  - Push the button on your right hearing aid to increase the volume, and
  - Push the button on your left hearing aid to decrease the volume

  or:

  - Push the button to step through your volume levels

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

<table>
<thead>
<tr>
<th>Volume setting</th>
<th>Beeps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suggested volume level</td>
<td>🎵 1 beep</td>
</tr>
<tr>
<td>Turning volume up</td>
<td>🎵 short beep</td>
</tr>
<tr>
<td>Turning volume down</td>
<td>🎵 short beep</td>
</tr>
<tr>
<td>Maximum volume level</td>
<td>🎵🎵 2 beeps</td>
</tr>
<tr>
<td>Minimum volume level</td>
<td>🎵🎵 2 beeps</td>
</tr>
</tbody>
</table>
Program/volume control push button
If your hearing healthcare professional has configured one hearing aid to be a program control and the other hearing aid to be a volume control:
• Push the button on your right/left hearing aid to access your different programs, and
• Push the button on your right/left hearing aid to step through your volume levels

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

Rocker switch
• Push up on the rocker switch to increase the tinnitus masker, and
• Push down on the rocker switch to decrease the tinnitus masker

Push button (right/left)
• Push the button on your right hearing aid to increase the tinnitus masker, and
• Push the button on your left hearing aid to decrease the tinnitus masker

Push button (steps)
• Push the button to step through your tinnitus masker volume levels

As you change the level, your hearing aids will beep.
Wireless synchronization
If wireless synchronization is enabled, when you change the volume or program settings on one hearing aid, the other one changes as well. Wireless synchronization works for both the push button and the rocker switch.
For example, if your push button is configured as a program control and wireless synchronization is enabled, when you push the button on one hearing aid, the program will change on both hearing aids.

Using the telephone
- **Push button**
Your hearing healthcare professional may have set up a phone program on your hearing aids that you can access using the push button or optional remote control.

- **Auto phone**
Your hearing aids may also have a telephone feature, which automatically switches to a dedicated telephone program when a receiver is brought close to one of your hearing aids. You will hear a short melody when you switch to the Auto phone program. When the receiver is moved away from the hearing aid it will automatically return to the previous listening program.

If your hearing aid doesn’t automatically switch to the Auto phone program when a receiver is held to your ear, you may need to attach an Auto phone magnet to your telephone. The magnet is designed to strengthen the magnetic field at the earpiece of the telephone.
To attach the optional magnet:

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

Your hearing healthcare professional may also have set up a phone program that you can access through your optional remote control.

Binaural Phone

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

Binaural Phone is available in your hearing aids through:

- Push button
- Auto phone

If your hearing aids are configured to work with the wireless uDirect™ or uStream streamers, you might benefit from a Bluetooth® hands-free option. Refer to the uDirect or uStream user guide for more information.
Protecting your hearing aids

- Open the battery door when not in use.
- Always remove your hearing aids when using hair care products. The hearing aids can become clogged and cease to function properly.
- Do not wear your hearing aids in the bath or shower or immerse them in water.
- If your hearing aids do become wet, do not attempt to dry them in an oven or microwave. Do not adjust any controls. Open the battery doors immediately, and allow your hearing aids to dry naturally for 24 hours.
- Protect your hearing aids from excessive heat (hair dryer, vehicle glove box or dashboard).
- Ensure you do not twist or squeeze the wire when your hearing aids are placed in their case.
- Regular use of a dehumidifier, such as a Dri-Aid kit, can help prevent corrosion and prolong the life of your hearing aids.
- Do not drop your hearing aids or knock them against hard surfaces.

Cleaning your hearing aids

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

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

Cleaning your earmolds and earpieces

Clean the earmold and the outside of the earhook with a damp cloth at the end of each day. Avoid getting any water in and around the hearing aids.

- Do not use alcohol to clean your earmolds.
If the earmolds become plugged, clear the opening with a wax loop or pipe cleaner.
If your physician prescribes eardrops, clean any moisture that may get into the earmolds or tubing to prevent plugging.

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

**Cleaning your slim tubes and domes**
You should have the slim tubes and domes replaced by your hearing healthcare professional approximately every three to six months or when they become stiff, brittle, or discolored.
Clean the outside of the domes at the end of each day with a damp cloth. Avoid getting any water in and around the hearing aids.
You should also clean the slim tubes periodically, with the cleaning pin provided, when you begin to notice debris in and around the tubes.
1. Hold the slim tube in one hand and the hearing aid in the other hand.
2. Gently turn the hearing aid until it detaches from the slim tube.
3. Use a damp cloth to clean the outside of the slim tube and dome.
4. Remove the dome from the slim tube by pulling gently, before cleaning the slim tube.
5. Using the black cleaning pin provided in the
kit, gently insert the cleaning pin where the slim tube attaches to the hearing aid and push the pin all the way through the tube.

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

6. Once the slim tube has been cleaned, reattach it by gently turning the hearing aid onto the slim tube.

7. Reattach the dome to the slim tube by gently pushing it back onto the threading at the end of the tube. You will feel the dome click onto the ridges of the slim tube, and you won’t be able to push it any further.

**Accessories**

The uDirect, uStream, uMic™ uTV™ and a remote control are optional accessories that may be available for your hearing aids.

**uDirect 3, uStream and uTV 3**

uDirect and uStream are streamers that provide easy, hands-free access to Bluetooth enabled devices, such as mobile phones. They can provide remote control functions to adjust your hearing aids for increased listening comfort. uDirect also has a wired audio jack to plug in devices like MP3 players.

uTV is used with a streamer (uDirect or uStream) to send sound from your TV directly to your hearing aids. The uTV can also transmit sound from stereo systems, computers and other audio sources.

For more information on using the uDirect, uStream or uTV, please see the user guide for that accessory. For information on how to get a streamer or uTV accessory, please contact your hearing healthcare professional.
uMic
uMic is a personal wireless microphone system that lets you hear conversations better in noisy environments, through either uStream or uDirect.

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

Assistive listening devices

Listening in public places
Telecoils pick up electromagnetic energy and convert it into sound. Your hearing aid’s telecoil option can help you listen in public places equipped with telecoil compatible assistive listening devices such as a loop system. When you see this symbol, a loop system is present and it is compatible with your hearing aid. Please contact your hearing healthcare professional for more information on loop systems.

Connecting to external audio sources
Your hearing aids may have a 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, an optional wireless accessory, also has a DAI jack.
When your hearing aids detect a DAI signal, they switch to your Auto DAI program automatically. A short melody indicates that Auto DAI is active. When you disconnect the DAI, your hearing aids return to the previous program automatically.
Ask your hearing healthcare professional for information about the DAI system and a connector cord.
# Troubleshooting guide

<table>
<thead>
<tr>
<th>Cause</th>
<th>Possible remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>No sound</strong></td>
<td></td>
</tr>
<tr>
<td>Not turned on</td>
<td>Turn on</td>
</tr>
<tr>
<td>Low/dead battery</td>
<td>Replace battery</td>
</tr>
<tr>
<td>Poor battery contact</td>
<td>Consult your hearing healthcare professional</td>
</tr>
<tr>
<td>Battery upside down</td>
<td>Insert battery plus (+) side up</td>
</tr>
<tr>
<td>Custom shells/domes blocked with ear wax</td>
<td>Clean custom shells/ domes. See “Cleaning your hearing aids.” Consult your hearing healthcare professional</td>
</tr>
<tr>
<td>Plugged microphone shield</td>
<td>Consult your hearing healthcare professional</td>
</tr>
<tr>
<td><strong>Not loud enough</strong></td>
<td></td>
</tr>
<tr>
<td>Low volume</td>
<td>Turn up volume; see hearing healthcare professional for models without a manual volume control or if problem persists</td>
</tr>
<tr>
<td>Low battery</td>
<td>Replace battery</td>
</tr>
<tr>
<td>Custom shells/domes not inserted properly</td>
<td>See “Putting your hearing aids on your ears.” Remove and reinsert carefully</td>
</tr>
<tr>
<td>Change in hearing</td>
<td>Consult your hearing healthcare professional</td>
</tr>
<tr>
<td>Custom shells/domes blocked with ear wax</td>
<td>Clean custom shells/domes. See “Cleaning your hearing aids.” Consult your hearing healthcare professional</td>
</tr>
<tr>
<td>Plugged microphone shield</td>
<td>Consult your hearing healthcare professional</td>
</tr>
<tr>
<td>Cause</td>
<td>Possible remedy</td>
</tr>
<tr>
<td>------------------------</td>
<td>-----------------------------------------------------</td>
</tr>
<tr>
<td><strong>Intermittent</strong></td>
<td></td>
</tr>
<tr>
<td>Low battery</td>
<td>Replace battery</td>
</tr>
<tr>
<td>Dirty battery contact</td>
<td>Consult your hearing healthcare professional</td>
</tr>
<tr>
<td><strong>Two long beeps</strong></td>
<td></td>
</tr>
<tr>
<td>Low battery</td>
<td>Replace battery</td>
</tr>
<tr>
<td><strong>Whistling</strong></td>
<td></td>
</tr>
<tr>
<td>Custom shells/domes not inserted properly</td>
<td>See “Putting your hearing aids on your ears.” Remove and reinsert carefully</td>
</tr>
<tr>
<td>Hand/clothing near ear</td>
<td>Move hand/clothing away from ear</td>
</tr>
<tr>
<td>Poorly fitting custom shells/domes</td>
<td>Consult your hearing healthcare professional</td>
</tr>
<tr>
<td><strong>Not clear, distorted</strong></td>
<td></td>
</tr>
<tr>
<td>Poorly fitting custom shells/domes</td>
<td>Consult your hearing healthcare professional</td>
</tr>
<tr>
<td>Custom shells/ domes blocked with ear wax</td>
<td>Clean custom shells/domes. See “Cleaning your hearing aids.” Consult your hearing healthcare professional</td>
</tr>
<tr>
<td>Low battery</td>
<td>Replace battery</td>
</tr>
<tr>
<td>Plugged microphone shield</td>
<td>Consult your hearing healthcare professional</td>
</tr>
<tr>
<td><strong>Custom shells/domes falling out of ear</strong></td>
<td></td>
</tr>
<tr>
<td>Poorly fitting custom shells/domes</td>
<td>Consult your hearing healthcare professional</td>
</tr>
<tr>
<td>Custom shells/domes not inserted properly</td>
<td>See “Putting your hearing aids on your ears.” Remove and reinsert carefully</td>
</tr>
</tbody>
</table>
## Cause Possible remedy

### Weak on the telephone

<table>
<thead>
<tr>
<th>Cause</th>
<th>Possible remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone not positioned properly</td>
<td>Move telephone receiver around ear for clearer signal. See “Using the telephone”</td>
</tr>
<tr>
<td>Hearing aid requires adjustment</td>
<td>Consult your hearing healthcare professional</td>
</tr>
</tbody>
</table>

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

## Information and explanation of symbols

- With the CE symbol, Unitron confirms that this Unitron product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio Equipment Directive 2014/53/EU on radio and telecommunications transmitters.

  The numbers after the CE symbol correspond to the code of certified institutions that were consulted 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 effective use of the product.

- Australia and New Zealand EMC and Radiocommunications compliance label.

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

- Copyright symbol
This symbol shall be accompanied by the name and the address of the authorised representative in the European Community.

This symbol shall be accompanied by the name and the address of the manufacturer (who are placing this device on the market).

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.

Transport conditions:
Temperature: –20° to +60° Celsius (–4° to +140° Fahrenheit).
Humidity: Up to 90% (non condensing).

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.

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

Compliance information

Declaration of conformity
Hereby, Unitron Hearing declares that this product meets the requirements of the Medical Device Directive 93/42/EEC and complies with Radio Equipment Directive 2014/53/EU. The full text of the Declarations of Conformity can be obtained from the manufacturer.

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

USA - FCC ID: Elite P 13 VMY-UWNB3 Elite 13 VMY-UWNB3 Elite M 312 VMY-UWNB4

Notice 1
This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:
1) this device may not cause harmful interference, and
2) this device must accept any interference received, including interference that may cause undesirable operation.

Notice 2
Changes or modifications made to this device not expressly approved by Unitron may void the FCC authorization to operate this device.
Notice 3
This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the device into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

Australia: Supplier Code Number N15398
New Zealand: Supplier Code Number Z1285

Patient feedback
Record your specific needs or concerns and bring to your first office visit after getting your hearing aids. This will help your hearing healthcare professional to address your needs.

☐ __________________________________________________________

☐ __________________________________________________________

☐ __________________________________________________________

☐ __________________________________________________________

☐ __________________________________________________________

☐ __________________________________________________________
Additional notes
Distributor