DaVinci PsP

PsP

PsP Open

PsP Open EF

OPERATIONS MANUAL

13 BEHIND-THE-EAR

table of contents

Your 13 Behind-The-Ear (BTE) instrument may be connected by the ear-hook to the customized earmold that fits comfortably in your ear. This mold was crafted directly from the impression taken by your Hearing Professional.


BTE WITH EARMOLD


BTE WITH EARBUD

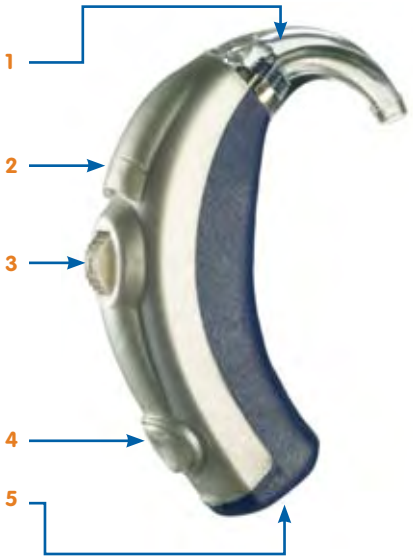
Alternatively, your BTE may be configured for an open fitting, using a soft earbud or custom-made shell.

Your BTE can be programmed to match your particular hearing requirements. These parameters have been set by your Hearing Professional or the manufacturer and are not adjustable by the wearer.

identification

Your BTE has two controls that operate the instrument. It is important that you are familiar with the control locations and functions on your instrument.

1 = EARHOOK
2 = DIRECTIONAL MICROPHONE SOUND INLET
3 = VOLUME CONTROL
4 = MULTIMEMORY BUTTON
5 = BATTERY COMPARTMENT AND ON-OFF CONTROL



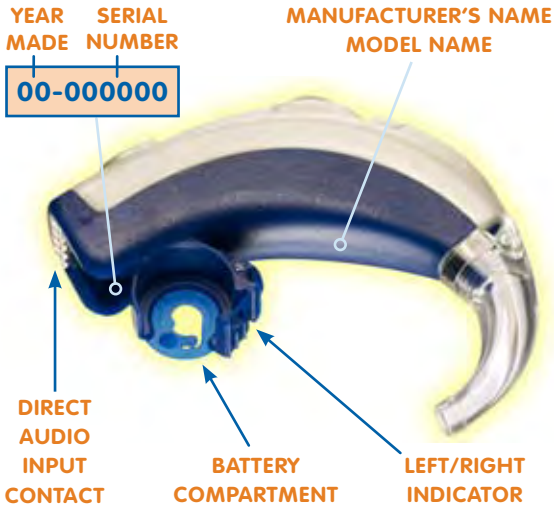
Your BTE may be configured for an Open fitting. This method of fitting uses one of two different ear configurations, a soft earbud or an exact fit custom shell.

BTE OPEN FITTING WITH EARBUD

BTE OPEN FITTING WITH EXACT FIT CUSTOM SHELL

identification

Each instrument can be identified by its serial number, located on the inside of the battery compartment.



RED IS FOR
RIGHT EAR

BLUE IS FOR
LEFT EAR

Your BTE uses a size 13 battery as its power source. This battery size can be identified by the orange color code on the packaging. Be sure to use the correct size and type cell for your instrument. Because of their size, it's a good idea to change and replace batteries above a table or desk to reduce the risk of dropping the instrument or battery.

To insert or replace the battery, open the battery compartment by placing your fingernail under the edge of the swing-out door and gently pulling away from the instrument.

DO NOT OPEN THE BATTERY DOOR TOO FAR, OR DAMAGE IS LIKELY TO OCCUR.

batteries

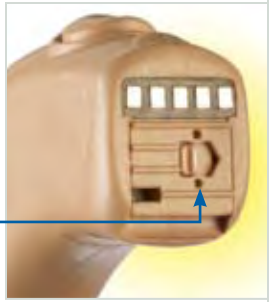
On some instruments, an indicator tone will sound when the battery's voltage is low. You replace the battery when you hear the tone.

Remove the existing battery by pushing it out the fully open side of the door.

Place the new battery in the compartment with the plus (+) sign facing up.

Close the battery compartment by swinging the door until it snaps shut. **NEVER FORCE THE DOOR SHUT**. This could result in serious damage. If the door will not close securely, check that the battery is placed properly in the compartment.

Your BTE has a tamper-resistant, locking battery compartment. The lock switch is located on the bottom of the battery door.



To lock the door, use an appropriate tool to slide the recessed switch to the left until it "clicks" and the colored mark is visible. Locking the door is **not** necessary for operation.

Because batteries can vary in size and performance, your Hearing Professional is your best source for lifespan estimates and verification that you are using the proper battery size and type.

WARNING

HEARING INSTRUMENT BATTERIES ARE DANGEROUS IF SWALLOWED

Upon removal from your hearing instrument, dispose of spent battery cells immediately in the proper waste or recycling receptacle.

To help prevent the accidental ingestion of batteries, keep them out of the reach of children.

Always check your medication before ingesting – batteries have been mistaken for pills.

Never put batteries in your mouth for any reason, as they can easily be unintentionally swallowed.

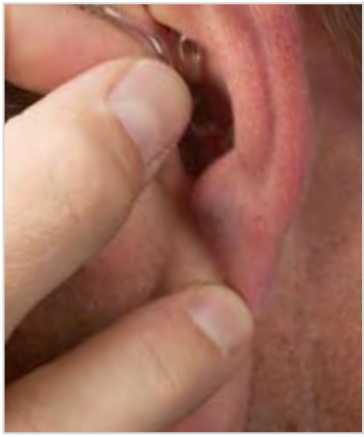
Before placing the BTE with an earmold into your ear, be sure the battery is inserted and the battery door is closed securely.

To insert the earmold, hold it with your thumb and forefinger on the outer side near the tubing. Gently insert the canal tip into your ear canal. Then gently press the earmold into place with your finger.

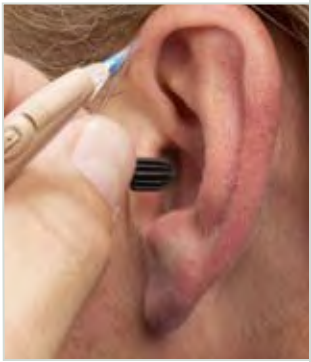
earmold insertion and removal

Carefully place the instrument behind your ear with the earhook wrapped over the top of your ear. Rotate the volume control to the proper level.

To remove, take the instrument from behind your ear and gently pull the earmold outward. Pulling down on the ear lobe may help loosen the earmold as it is removed.



To insert the Open earbud or custom shell, be sure the battery is inserted and the battery door is closed securely.



Hold the thicker tubing outside of the earbud or custom shell, where the retention lock meets the tubing. Gently insert the tip into your canal.

Carefully place the instrument behind your ear with the earhook wrapped over the top of your ear.

open insertion and removal

With your fingertips, move the flexible retention lock into place by first curling and lifting the lock tip into the bowl of your ear.

Use your fingertip to push the lock into a secure position in the bowl of your ear. Rotate the volume control to the proper level.

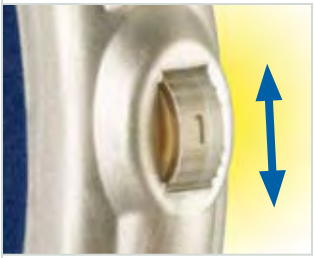
To remove the earbud or custom shell, perform the open insertion steps in reverse order. Be sure you are holding the thicker tubing where it connects to the retention lock as you gently pull the earmold outward.

Your BTE is "on" any time a functioning battery is properly placed in the compartment and the battery door is closed.

To turn the instrument "off," partially open the battery compartment door until you feel it "click." In this position, the battery is not in contact with the inside of the compartment. If you open the door further, be careful that the battery does not accidentially fall out.

To preserve battery life, it is recommended that you turn your instrument "off" any time it is not in use.

volume levels



The volume control enables you to adjust the amount of amplification provided by the instrument. You may wish to change levels as you encounter different listening situations.

To change the sound level, use your fingertip to rotate the vertical volume control. The numbers on the control provide an orientation for the proper volume setting. When the control is set at "4," the volume is at the maximum level.

To make sounds louder, rotate the control upward. To make sounds softer, rotate the control downward.

A non-removable protective cover may be placed over the volume control to prevent inadvertent adjustment. Your Hearing Professional can provide further instruction regarding volume adjustment with the cover.

Your BTE contains a multimemory control that lets you select among three settings for different listening situations. When turned on, your instrument is most likely programmed for normal listening environments. The additional settings are accessed by pressing the control once to select memory two and twice to access memory three. Pressing the control three times (or once from memory three) returns you to the first setting.

Your Hearing Professional can provide additional information regarding the use of the multimemory feature.

directional microphones

Your hearing instruments have directional microphones to help improve understanding in noisy situations like restaurants, large crowd events, parties and other environments where high levels of distracting noise is all around you.

When the directional mics are activated, sounds that occur directly in front of you will be emphasized, while sounds coming from other directions will be reduced.

It is especially important that you face those you are listening to and keep them in your direct line of sight.

BTEs with a telecoil feature enable you to comfortably use the telephone without removing your instrument. The induction coil amplifies the signal emitted naturally from the telephone receiver.

The telecoil is manually activated by pushing the control to access the memory containing the telecoil function.

Place the handset over your ear and slowly move it upward, nearer to the instrument until the best signal is received. Some practice and experimentation may be necessary to find the best position.

using the telephone

Your Hearing Professional can provide you with additional information regarding devices and techniques for connecting with a variety of cordless and mobile telephones.

Your BTE can connect directly to Bluetooth® compatible mobile phones and devices through the ELI™ Bluetooth module. Connected to your instrument through the direct audio input (DAI) boot, (see page 19) ELI provides hands-free communication with Bluetooth devices up to 30 feet away. Its single button lets you answer and disconnect calls without touching your mobile phone.

Ask your Hearing Professional about ELI and other telephone solutions.

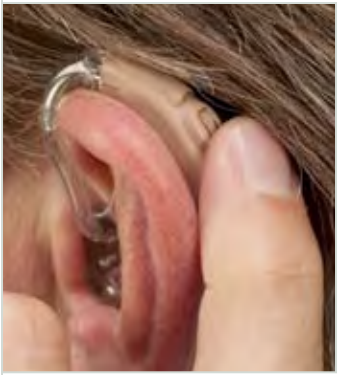
Your BTE is compatible with Direct Audio Input (DAI). This allows you to connect your instrument to another electronic sound source, such as a wireless FM system or audio and video equipment.

To use DAI, slide the DAI module onto the bottom of the BTE, until it "clicks" into place. The DAI's gain control should be turned fully counterclockwise.

When the DAI module is attached, the instrument's telephone coil memory is available via the multi-memory control.

To remove the module, hold the BTE and DAI module and gently snap the two apart.

feedback



Occasionally, you may hear a whistling noise known as feedback.

Feedback is caused by amplified sounds escaping from the ear, then reflecting off your hand into the instrument's microphone. It is more likely to occur during insertion, removal, when adjusting the volume control or when using the telephone. It should cease when you move your hand.

Your BTE has sophisticated circuitry to minimize feedback, but if feedback persists after the instrument has been inserted correctly and the volume is set to a comfortable level, contact your Hearing Professional.

Many of life's important activities involve learning. Although not always easy, learning combines desire, practice and a belief that if you keep trying, success and enjoyment will eventually occur.

This is true of your hearing. When you were young, you learned how to listen. Your brain learned to focus on specific sounds and concentrate on voices, even in the midst of many other noises. As your hearing gradually diminished, so did that ability to select sounds.

Now, with the help of your hearing instruments, you're about to relearn the selective hearing process. Just as the battery is your hearing instrument's power source, a positive attitude is your brain's "power source" for learning.

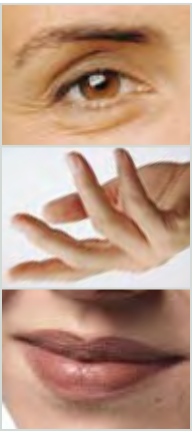
realistic expectations

Hopefully, your hearing instruments will be extremely effective – so much so that you will become dependent upon them. However, hearing aids will not restore normal hearing and will not prevent or improve a hearing impairment due to organic conditions. So don't judge their effectiveness too soon.

Likewise, others' experiences with hearing instruments – good or bad – have no bearing on your success and should not affect your attitude.

Also, don't assume that you will hear and understand all speech with your hearing instruments. It will take time and patience as you learn to adapt to this new way of hearing. In most cases, inconsistent use of hearing instruments does not permit you to attain full benefit from them.

Hearing is only one part of how we exchange thoughts, ideas and feelings. Effective communication combines listening, understanding, attention, concentration, interest and visual (nonverbal) cues.



You may have relied on these ever-present cues as your hearing loss gradually impaired your understanding of speech. Now, they are equally important as you learn to hear with hearing instruments. Reading the lips, facial expressions and gestures of others can enhance the learning process and supplement what amplification alone may miss.

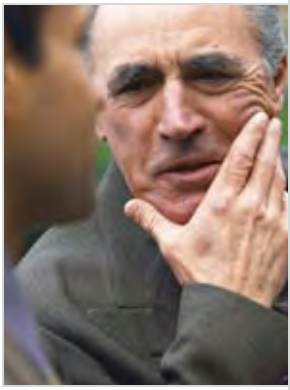
If necessary, your Hearing Professional may provide additional auditory training and lip-reading assistance.

handling and wearing

Your instruments and their controls are smaller than most other regularly handled items. It is expected that changing batteries, inserting, removing and adjusting your instruments are new experiences that will take some practice to perform correctly.

Minor irritation and inflammation may occur as your ear becomes accustomed to having an object in it. This is normally caused by pressure from the earmold on a particularly sensitive area, and may easily be corrected by your Hearing Professional through trimming and polishing.

If an actual allergic reaction occurs, alternative earmold materials are available. Severe reactions, discharge from the ear, excessive wax, or other unusual conditions warrant immediate consultation with a physician.



From the moment you get them, it may be tempting to wear and use your hearing instruments constantly. However, this can lead to discomfort, fatigue and disappointment – all factors that can prevent successful learning.

The level and complexity of sound environments "out in the real world" make it a less than ideal place to hear in, even if you have normal hearing. It is best to begin your instrument usage gradually, until it is fully integrated into your daily life. The amount of patience and practice – combined with a positive attitude – will most likely determine the degree of success.

start in quiet, familiar places

At first, use your instruments only in familiar, quiet surroundings, where you can identify and locate simple background sounds – running water, doors closing, birds singing – that you may not have heard for awhile.

Other sounds, like your own voice, will sound different. In the same quiet environment, practice listening to and conversing with someone who is facing you, has a familiar voice and understands your needs.

Don't be alarmed if you can't immediately understand everything. A low, comfortable volume level is preferable as you adapt to the new sound quality, even if you occasionally miss soft sounds or parts of conversation.

As you wear your instruments in a wider variety of sound environments, practice selecting specific sounds and voices and focus your attention on them. Enhance your understanding by following nonverbal expressions and gestures.

As you venture into familiar public places such as places of worship and meetings, sit reasonably close and within easy visual distance of those speaking.

Because every area has its own sound characteristics, you may need to try different locations for the best results.

hearing the television and radio

The use of music, sound effects and its overall pace can make TV viewing with hearing instruments take a little longer to get used to. Depending on the fidelity and sophistication of your TV's sound system, sit eight to ten feet in front of the screen with the TV volume set to a normal, comfortable level for others.

Adjusting to the radio will depend on the environment in which you're listening, and whether it is an AM or FM station. It will likely be more difficult to fully understand an AM station while riding in an automobile than an FM station playing on a larger sound system in your home.

In a few weeks, you will probably be able to use your instruments all day without fatigue or tension. Hopefully, you'll be like many who find themselves "forgetting" that they are even wearing a hearing instrument.

Even so, be careful not to over-practice. If you find yourself becoming tired, nervous, or irritated, don't hesitate to rest for awhile by turning your instruments off and/or removing them.

how family and friends can help

Many people initially treat hearing problems as an individual matter, something that can be dealt with by themselves. But because communication involves more than just one person, so too does the impact of your impairment.

Constant requests to repeat, louder TV volume levels, and shifts in behavior are elements of hearing loss that those around you must live with and accommodate.

The continuing understanding and support of family and friends are crucial as you pursue improved hearing and communication. Perhaps they have already demonstrated their willingness by encouraging you to seek help.

While you are adjusting to the acoustic part of amplification, family and friends can help you with the many psychological and emotional needs that accompany the transition.

There is a tendency for those around you to speak loudly – especially if it is how they previously communicated with you. With your hearing instrument(s) on, a loud voice can actually make understanding more difficult, if not more irritating.

Now that the hearing instruments provide the amplification, others should speak clearly and at a normal level, without rushing or slurring their words. Be sure they have your full attention before they begin speaking. It's often preferable to rephrase rather than repeat the same words over and over, as it may be easier to understand different words.

minimize distractions

Many people unconsciously create distractions as they speak. Talking with their mouths full, hands covering mouths, as well as unexpected, sudden head and body movement all make it harder to understand. Make certain you can see their faces, expressions and gestures clearly as they speak to you.

Background sounds can also be distracting. As you are learning to select and sort specific sounds, it is wise not to attempt conversations while watching the TV, for example.

There are times when hearing may be even more difficult. When you are tired or aren't feeling well, it's likely that you won't hear or understand as well, either. This is when the patience and understanding of others are especially appreciated.

Everyone adjusts to hearing instruments and develops listening skills at their own pace. The common sense and attitudes of your family and friends are as important as the instruments themselves. Their encouragement and support gives you a significant advantage as you become reac quainted with the world of sounds.

let others know what you need

Remember that most people don't know you, and cannot "see" your hearing problem. There are ways of nonverbally encouraging others to face you when speaking and to talk more slowly.

Most won't mind helping you, but you have to let them know what you need. The way you ask – verbally or non-verbally – determines how they respond.

Your hearing instruments represent the ultimate in miniaturized sophistication – especially when you consider the environment they must function in. Heat, moisture, and foreign substances can accumulate and degrade performance or interrupt operation entirely.

Proper preventive care and maintenance will go a long way toward ensuring trouble-free performance of what is a significant hearing investment. This includes daily cleaning on your part, as well as regular comprehensive examinations by your Hearing Professional.

putting it in the right place

When not wearing your hearing instrument, open the battery compartment door to prevent excessive reduction of battery life. An instrument left "on" can produce feedback that might attract curious pets – possibly resulting in hearing instruments chewed beyond repair.

For similar reasons, it is best to store your instrument where you can easily find them, but safely out of the reach of pets and children. It is not nearly durable enough to survive being used as a toy or a snack.

If your instrument will not be used for an extended period of time, remove the battery completely, place the instrument in the pouch and store in a cool, dry place away from direct sunlight or heat.

Your instruments may be so comfortable that you forget you have them on. So develop the mental habit of checking your ears before going swimming, taking a shower, or applying hair spray. Do the same with pockets of clothing before they are washed.

Should it get wet, do not attempt to dry your instrument in an oven, microwave or with a hair dryer – the heat will most certainly damage it. Instead, dispose of the battery and set the instrument on a towel in a safe place, leaving the battery compartment door open to promote air drying.

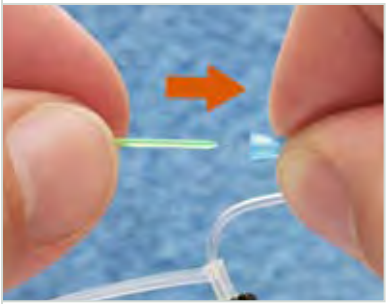
earmold cleaning and care

Your earmold should be cleaned on a regular basis using a soft, damp cloth. Periodically, you may wash it in warm soapy water. Be certain that the instrument is detached and far away from any moisture before cleaning. A brush may be provided to remove earwax or other particles that may have accumulated around switches and the battery compartment of your instrument. Never use solvents, cleaning fluids or oil to clean your instrument or earmold.

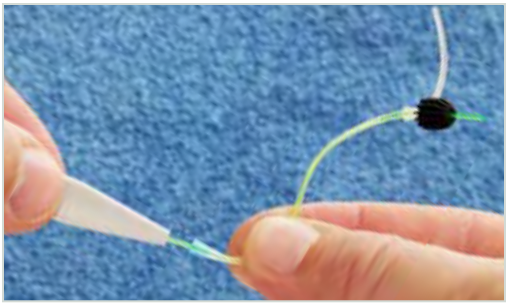
It is a good idea to perform all cleaning and battery changes at a desk or table, above a soft cloth or towel. This will keep the instrument from potentially damaging falls to hard surfaces if you drop it.

To perform a more extensive cleaning of the open earbud or custom shell, first remove the tubing from the BTE instrument by using your fingernail to pull the colored nose cone AWAY from the instrument. DO NOT PULL ON THE TUBING.

Holding the tubing by the thicker area where the retention lock joins the tubing, gently pull the earbud or custom shell off the tube.



A wax reamer may be provided to remove wax and debris from inside the tubing. To use the reamer, disconnect the tubing from the instrument as shown on page 39. Insert the line end into the nose cone.



Push the line through the entire tubing length. Once debris has been forced out, slowly pull the reamer line out of the tubing.

Replace the earbuds and tubing every 6 – 8 weeks or as advised by your hearing health provider. Your hearing health provider can also provide further information on proper maintenance procedures.

If, for any reason, an instrument fails, do not attempt to fix it yourself. Not only does it likely violate any applicable warranties or insurance, you could easily cause extensive damage.

Should your instrument fail or perform unsatisfactorily, first check the guide on the next page for possible solutions. If problems persist, your Hearing Professional is the person to contact for assistance. Even if you are away from home, most professionals are willing to help. They are able to solve many common problems right in the office. If you are uncertain who provides service in your area, write to the address shown on page 45.

troubleshooting guide

Symptom: Dead
Cause: Depleted battery
Solution: Replace battery

Symptom: Dead
Cause: Blocked earmold
Solution: Clear tube blockage

Symptom: Dead
Cause: Defective instrument
Solution: See your Professional

Symptom: Not loud enough
Cause: Low battery
Solution: Replace battery

Symptom: Not loud enough
Cause: Blocked earmold
Solution: Remove blockage and clean

Symptom: Not loud enough
Cause: When was hearing last checked?
Solution: See your Professional

Symptom: Inconsistent performance
Cause: Low battery
Solution: Replace battery

Symptom: Unclear, distorted performance
Cause: Low battery
Solution: Replace battery

Symptom: Unclear, distorted performance
Cause: Defective instrument
Solution: See your Professional

Be assured that, together with your Hearing Professional, we are prepared to do all that we can to help achieve the highest possible level of hearing satisfaction.

Even when you visit for batteries, be sure to have regular, periodic examinations of both your hearing instruments and your ears. Both are subject to constantly changing factors that can significantly impact our efforts to provide better hearing.

You may have friends and relatives who also experience hearing difficulty. Encourage them to have their hearing tested by the Hearing Professional listed on your warranty card.

No one should neglect their hearing, especially as more people may benefit from today's new hearing technology.

FDA information

The following additional information is provided in compliance with U.S. Food and Drug Administration (FDA) regulations:

WARNING TO HEARING AID DISPENSERS. A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

i. Visible congenital or traumatic deformity of the ear.

ii. History of active drainage from the ear within the previous 90 days.

iii. History of sudden or rapidly progressive hearing loss within the previous 90 days.

iv. Acute or chronic dizziness.

v. Unilateral hearing loss of sudden or recent onset within the previous 90 days.

vi. Audiometric air-bone gap equal to or greater than 15 decibels at 500 Hertz (Hz), 1,000 Hz and 2,000 Hz.

vii. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.

viii. Pain or discomfort in the ear.

Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user.

IMPORTANT NOTICE FOR PROSPECTIVE HEARING AID USERS. Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists, or otorhinolaryngologists. The purpose of the medical evaluation is to assure

that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

CHILDREN WITH HEARING LOSS. In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

P.O. Box 9457, Minneapolis, MN 55440

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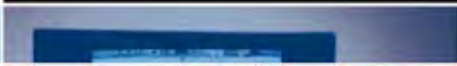

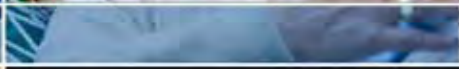

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