

PRODUCT GUIDE



Behind-the-Ear (BTE) 13 With Earmold

Your new hearing aids offer Starkey's most advanced technology with supreme sound quality and features. They are customizable to fit your unique hearing needs, helping you to stay connected to the people and things you love most.

Hearing Aid Parts

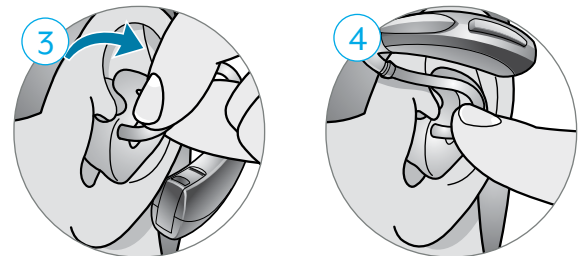
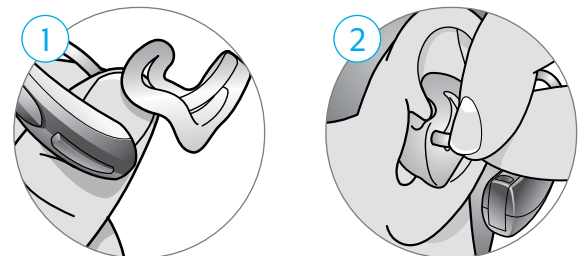
1. Hearing Aid
2. Earhook
3. Tubing
4. Microphone
5. Rocker Switch User Control
6. Earmold
7. Battery Compartment (On/Off Control)



Insertion and Removal

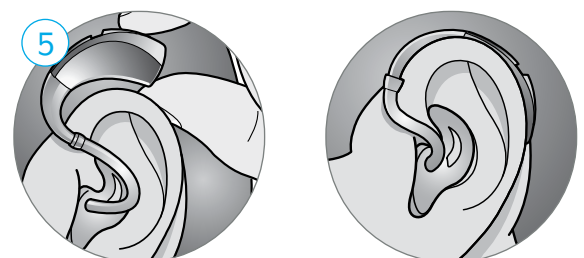
To insert the hearing aid:

1. Grasp the tubing at the point where it enters the earmold with your thumb and forefinger.
2. Tilt your hand slightly forward and gently insert the tip of the earmold into your ear canal.
3. Rotate the earmold slightly backward into position.
4. Softly press the earmold into place with your fingertip.
5. Carefully place the BTE behind your ear wrapping the earhook over the top of your ear.



To remove the hearing aid:

1. Pull the hearing aid forward to remove it from behind your ear.
2. Grasp the tubing at the point where it enters the earmold with your thumb and forefinger and gently pull the earmold out of your ear canal.
3. Lightly pulling down on the earlobe may help loosen the custom earmold as it is removed.



[How-to Video](#)

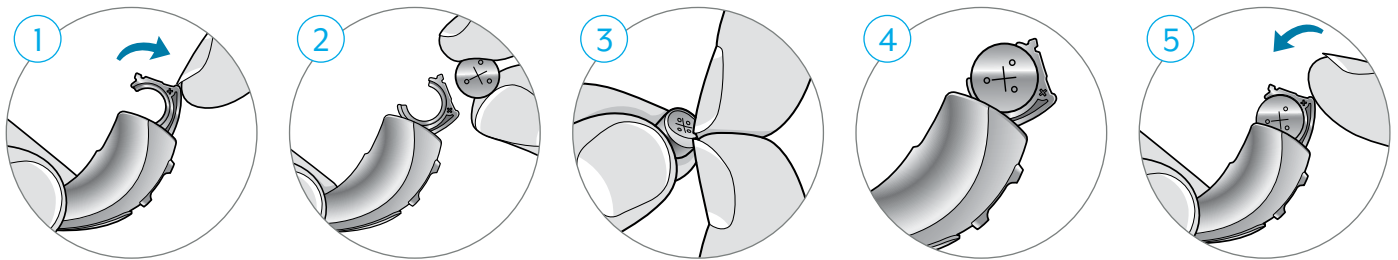
Batteries

Your hearing aid uses a battery as its power source. To insert or replace the battery:

1. Use the finger pick to gently open the battery door.
2. Remove the old battery.
3. Remove the colored tab from the new battery.
For best results, wait 3-5 minutes after removing the tab before inserting the battery.
4. Insert into the battery door, "+" side up.
5. Close the battery door.

Battery Indicator

You will hear an indicator through your hearing aid when battery voltage is low and the battery needs replacing.



How-to Video

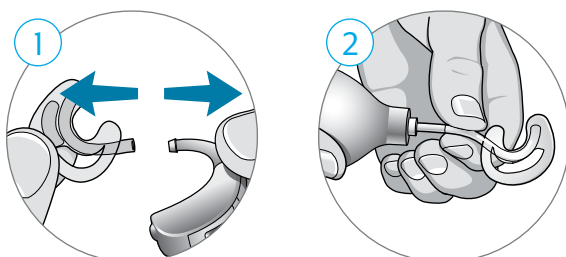
Hearing Aid Care

Cleaning Your Hearing Aids

- Use the cleaning brush or soft cloth to clean debris from around the user control, microphone, battery compartment, tubing and earmold.
- Never use water, solvents, cleaning fluids or oil to clean your hearing aid.

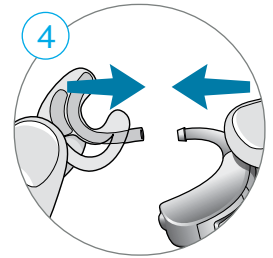
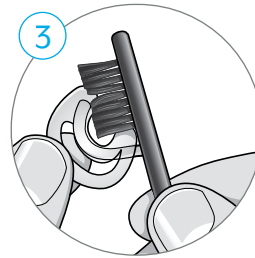
Cleaning the Tubing and Earmold

1. Separate the earmold from the hearing aid by gently pulling the tubing away from the earhook.
2. Connect an earmold air blower to the tubing and gently squeeze the bulb to push air through the tubing. Any moisture or debris should come out the end of the earmold.



Cleaning the Tubing and Earmold *(Continued)*

3. Use a soft, damp cloth or a cleaning brush to clean debris from the earmold.
4. Ensure the earmold is dry, then slide the earmold tubing onto the earhook.



[How-to Video](#)



For more help, visit [Starkey.com/Support](https://www.starkey.com/support)