



# ITC

OPERATIONS MANUAL

In-The-Canal



Destiny™

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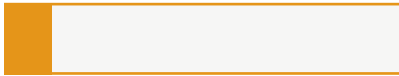
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## Congratulations!

You've just taken the first step on your journey toward better hearing. Use this manual as a guide to the use and care of your new hearing instruments. If you have questions, your hearing professional is trained and willing to help.



Your new hearing instruments are customized to your hearing loss and lifestyle. Your hearing professional can make changes to the instruments to match your needs. He or she will make note of these changes in boxes like the one shown below.



## ABOUT YOUR HEARING INSTRUMENTS

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You have Mini-Canal or In-The-Canal (ITC) hearing instruments. Your hearing instruments were made for you, to treat your hearing loss. Your hearing professional will check which features your hearing instruments have.

Your hearing instrument features include:

- Multimemory settings
- Automatic telephone response
- Automatic telecoil
- Telecoil
- Directional microphones

Your hearing instruments may contain a different combination of features and controls, depending on the specific options selected for you.

1 = MICROPHONE  
SOUND INLET(S)

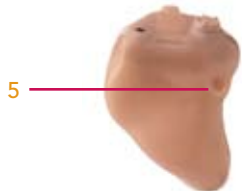
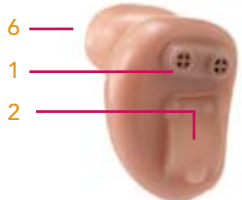
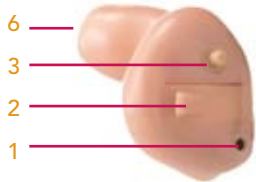
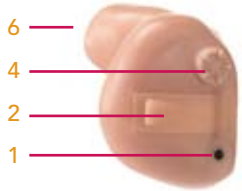
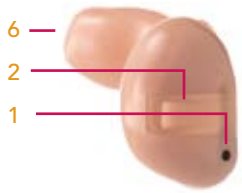
2 = BATTERY  
COMPARTMENT

3 = MULTIMEMORY  
BUTTON (OPTIONAL)

4 = VOLUME CONTROL  
(OPTIONAL)

5 = VENT (OPTIONAL)

6 = RECEIVER OPENING



## IDENTIFICATION

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Each instrument can be identified by its serial number, located on the outside shell.

### Serial Number and Identification

Your hearing instruments are identified by the color marking of the serial number on the shell of the instrument. **RED** is for **RIGHT**, while **BLUE** is for **LEFT**.



## Battery Size

Battery sizes can be identified by a color code on the packaging. Instruments like yours commonly use either a size 10A battery (yellow marking on the package), or size 312 battery (brown marking on the package).

It is very important to use the correct size and type battery for your hearing instrument.

- Your hearing instruments use a size \_\_\_\_\_ battery.
- Your batteries have a \_\_\_\_\_ mark on the package.

Because of their size, it's a good idea to change and replace batteries at a table or desk to reduce the risk of dropping the instrument or battery.



## BATTERIES

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To insert or replace the battery, open the compartment by placing your fingernail under the edge of the swing-out door and gently pulling outward. Do not open the battery door too far or damage is likely to occur.



### Changing Batteries

Remove the old battery by pushing it out the top of the fully opened door.

**DO NOT** pull it out the 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 easily, check that the battery is placed properly in the compartment and is not upside down.



### Low Battery Indicator

Your hearing professional will check the box below if the low battery indicator for your instruments is turned on.

- The low battery indicator is turned on.

When the low battery indicator is turned on, your hearing instruments will beep four times going from a high-to-low pitch when the battery's voltage is low. Replace the battery when you hear these tones.

## BATTERIES

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When the battery is too weak to power the hearing instrument, you will hear a tone for two seconds and the instrument will shut down. Replace the battery when this happens.

### Battery Caution

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 size and type.



## WARNING:

**HEARING INSTRUMENT BATTERIES ARE  
DANGEROUS IF SWALLOWED.**

**National Button Battery  
Ingestion Hotline (202) 625-3333**

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

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.



Dispose of used batteries immediately, using the proper waste or recycling receptacle.

## INSERTION AND REMOVAL

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Before placing your instruments into your ears, make certain the batteries are inserted properly and the battery doors are closed securely.

**NEVER** use the battery compartment door to insert or remove the instrument! Damage may occur, as the door is not designed to withstand the pressure.

To insert your instrument, hold it between your thumb and forefinger with the volume control toward the top of your ear. The battery compartment should be facing away from your ear canal.



**Note:** If your hearing instrument has directional microphones, you will insert the instrument with the volume control toward the bottom of your ear.



Gently push the instrument in until it is resting comfortably inside your canal.



There are two methods of removing the hearing instrument from your ear. One way is by using your finger to gently massage the area behind your earlobe. The soft pressure should work the instrument out of your ear.



The other method is to reach into the ear with the thumb and forefinger, and gently pull the instrument out.



## ON, OFF AND VOLUME CONTROL

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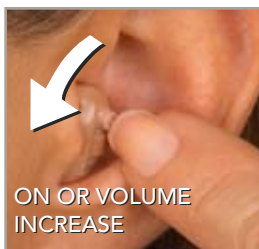
The volume control of your hearing instrument enables you to turn the instrument “on” and “off,” as well as adjust the amount of amplification provided by the instrument.

Your instruments are ready for use when a functioning battery is properly placed in the compartment and the battery door is closed.



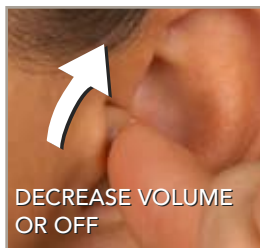
To turn the instrument “on,” use your fingertip to rotate the volume control forward, toward your face.

You should feel it “click” on if the instrument was correctly turned off. To make sounds louder, continue to rotate the control forward, toward your face. Your hearing instruments may be programmed to “beep” when you reach the correct setting.



To make sounds softer, use your fingertip to rotate the control toward the back of your head.

To turn the instrument “off,” rotate the control further backwards, until you feel it “click” and the control no longer turns.



Some hearing instruments are programmed to have a power on delay. Your hearing professional will check the box below if your hearing instruments have this feature.

- Your hearing instruments have a power on delay.

The power on delay means that your instruments will take several seconds to power up once they have been turned on. This feature allows you to get the hearing instruments in your ear before they start to amplify sound.

### Multimemory Settings

Your hearing professional will place a check in the box below if your hearing instruments have a multimemory push button.

- Your hearing instruments have a multimemory push button.

While your hearing instruments make many adjustments automatically, the multimemory push button lets you select a different memory setting for your current listening environment; for example, when you are using the telephone or sitting in a noisy restaurant.

When first turned on, your instruments are most likely programmed for normal listening environments. Additional settings are accessed by pressing the button on the hearing instrument.





When changing the settings, there may be an audible beep or indicator to let you know where the memory is located. For example, the hearing instrument will beep twice for memory 2. Your hearing professional will work with you to set the memories to your preference. With your hearing professional, use the table below to write in the memory settings for your instruments.

MEMORY NO.	ENVIRONMENT/ LISTENING SITUATION	BEEP/ INDICATOR
1		
2		
3		
4		

### Special Instructions:

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## USING THE TELEPHONE

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Your hearing instruments are equipped with tools to help you effectively communicate on the telephone. Your hearing professional will check the box/boxes that represent the telephone settings in your instruments.

Your hearing instruments have the following telephone setting(s):

- Automatic telephone response
- Automatic telecoil
- Telecoil. The telecoil is located in memory position \_\_\_\_\_.
- A beep or indicator tone is enabled on your instruments to signal you when the device switches to the telephone setting

### Automatic Telephone Response and Automatic Telecoil

These options activate the telephone response automatically when used with a hearing aid compatible telephone. To use, place the telephone receiver on your ear as you normally would and the hearing instrument will select the telephone setting. It might be necessary to move the telephone receiver slightly to find the best reception. Once the telephone is removed from the ear, the hearing instrument will switch back to the normal listening mode.

**Note:** If you have a hearing aid compatible phone, but your Automatic Telephone Response or Automatic Telecoil does not switch to the telephone setting automatically, your hearing professional can provide you with a small magnet to place on your telephone receiver. This magnet will help activate your automatic telephone option.

### Telecoil and Manual Switching

Hearing instruments with a manual telecoil allow you to switch the devices to telephone mode when needed.



Manually switched telecoils are activated by choosing the telecoil setting using the multimemory button.

### General Telephone Use

Some hearing instruments work best by holding the phone close to, but not fully covering your ear. In some instances, if you encounter whistling (feedback), tilt the receiver at an angle until the whistling stops. Your hearing professional can give instructions and techniques for your specific needs.



Special Instructions:

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## DIRECTIONAL MICROPHONES

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If you have directional microphones, your hearing professional will place a check in the appropriate box below:

- Your directional microphones are activated automatically.
- Your directional microphones are activated by pushing the multimemory push button. The memory position is \_\_\_\_\_.

Your hearing instruments are equipped with directional microphones to help improve understanding in noisy situations like restaurants, parties, and other crowded environments.



When the directional microphones are automatically activated, or activated by pushing the multimemory push button,



sounds that are in front of you will become more audible, while sounds from the sides and behind you will be reduced.

When your instruments are in the directional mode, it is especially important that you face people you are listening to and keep them in your direct line of sight.



**Special Instructions:**

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## FEEDBACK

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Feedback is caused by amplified sounds escaping from the ear canal that make their way back to the instrument's microphone. Your new instruments use the most advanced digital technology available with a unique feedback suppression program. If feedback occurs after the instrument has been inserted correctly and the volume set to a comfortable level, contact your hearing professional.



Your hearing instruments represent the ultimate in miniature technology, especially when you consider the environment in which they function. Heat, moisture and foreign substances can result in degraded performance.

Proper care and maintenance go a long way toward ensuring trouble-free performance. Do your best to keep the hearing instruments clean at all times. Handling the hearing instruments with clean hands is a good starting point. In addition:

### Clean the Hearing Instruments Daily

- It is a good idea to perform all cleaning and battery changes above a soft cloth on a desk or table; this will keep the instrument from a damaging fall to a hard surface if dropped



## HANDLING AND CARE

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- Use the cleaning brush/waxloop and/or a soft, dry cloth to remove earwax or other particles that may accumulate around the canal, volume control, and battery compartment; never use water, solvents, cleaning fluids or oil to clean your instruments
- Be careful not to insert the cleaning tools into the inside of the hearing aid and never take your hearing instruments apart
- If your hearing aid has a waxguard, consult the instructions that come with it and talk to your hearing professional
- Do not wear your hearing instruments while using hair spray, spray paint, or any other sticky sprays that can clog the microphone



### Store Your Hearing Instruments in a Dry, Safe Place Away from Direct Sunlight or Heat to Avoid Extreme Temperatures

- When not wearing your hearing instruments, turn them off and open the battery compartment door
- Store your instruments where you can easily find them, but safely out of reach of pets and children; hearing instruments can attract curious pets resulting in possible damage or being chewed beyond repair



### Keep Your Hearing Instruments Away from Moisture

- Your instruments may be so comfortable that you forget you are wearing them; develop the habit of checking your ears before going swimming or taking a shower; do the same with clothing pockets before they are washed



- Should your hearing instruments get wet, 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 overnight
- Never try to dry out hearing instruments by putting them in a microwave or oven, or by using a blow dryer



### When to Call Your Hearing Professional

- Severe reactions, discharge from the ear, excessive wax, or other unusual conditions warrant immediate medical attention
- Pain or soreness in or around the ear is normally caused by pressure from the earmold on a particularly sensitive area, and may easily be corrected through trimming and polishing by your hearing professional
- If for any reason an instrument fails, do not attempt to fix it yourself; this will likely violate any applicable warranties. Should your instruments fail or perform unsatisfactorily, first check the troubleshooting guide on page 28; if problems persist, contact your hearing professional

## TROUBLESHOOTING GUIDE

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SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
Not Working	Low battery	Replace battery
	Blocked receiver opening	Clean the devices (see page 23)
Not Loud Enough	Blocked receiver opening	Clean the devices (see page 23)
	When was your hearing last checked?	Contact your hearing professional
Intermittent	Moisture	Follow instructions on page 26
	Defective device	Contact your hearing professional
Automatic Telephone Response Not Switching	Telephone does not have a strong enough signal to activate the switching	See your hearing professional for magnet

### Helpful Reminders for You

How quickly you adjust to your hearing instruments depends on how often you wear them. However, don't assume that you will hear and understand all speech with your hearing instruments. When you first start, you will notice an increase in the noise levels around you. This noise has probably always been there, but with your hearing loss, you might not have noticed this background noise. Remember that it may take awhile to get used to hearing sounds louder than before. As with anything new, it will take time and patience as you adapt to this new way of hearing.

Hearing is only part of how we exchange thoughts, ideas and feelings. Reading lips, facial expressions and gestures can enhance the learning process and supplement what amplification alone may miss. It is important to keep in mind that the best way to communicate is by:

## COMMUNICATION STRATEGIES

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- Looking at the person who is speaking and sitting face-to-face in a quiet room
- Minimizing distractions; for example, doing dishes at the sink and trying to have a conversation is difficult even for those with normal hearing
- Moving closer to the speaker and within sight





- Trying different locations in a room that has poor acoustics
- Letting others know what you need; remember that most people don't know you and cannot "see" your hearing problem
- Remembering you might have a memory setting for a specific situation



### Helpful Reminders for Your Friends and Family

Many people initially treat hearing problems as an individual matter, something that can be dealt with by themselves. Remember that communication involves more than just one person. The continued understanding and support of family and friends are crucial as you pursue improved hearing. Your friends and family can help by:

- Being sure they have your full attention before beginning to speak
- Looking at you or sitting face-to-face in a quiet room
- Speaking clearly and at a normal rate; shouting or talking directly into the ear can actually make understanding more difficult



- Rephrasing rather than repeating the same words over, as you may find it easier to understand different words
- Minimizing distractions by not speaking with a full mouth, covering their mouth, or with distractions such as a television or radio



## NOTES

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## FDA INFORMATION

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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.

**RF IMMUNITY RATING.** These hearing aids have a cell phone immunity rating of M2/T2. For your cell phone to be compatible with these hearing instruments, the cell phone needs an immunity rating of M3/T3 or higher. Please consult your cell phone specifications for your cell phone immunity rating.

**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.

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