

SONIC | ion™



ion™
User Guide

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OWNER INFORMATION

Hearing Aid Model: _____

Battery Size: 10A

Hearing Aid Serial Number:
(Located inside battery compartment)

Left: _____ Right: _____

Listening Program Number	Listening Situation
1	
2	
3	
4	

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Hearing Aid Benefits

Congratulations on your purchase of the extremely-comfortable, incredibly-discreet, and fully-featured ion™ open ear hearing aid from Sonic Innovations. ion™ incorporates our advanced digital processor for more lifelike sound. With ion™, you will be able to enjoy more natural sound quality in a wide variety of listening situations without the isolation commonly experienced with traditional hearing aids.

Your hearing aid has been programmed to fit your hearing and communication needs. If you require programming changes, your hearing healthcare professional can make adjustments to improve the sound.

Please review this user guide carefully. It contains information on the use and care of your hearing aid. With proper use and care, your hearing aid will improve your connection with the world around you.

Hearing Expectations

Set Appropriate Expectations

It is important that you have the right expectations regarding your hearing aids. Hearing aids will give you better hearing, but they are not a cure for hearing loss. People whose expectations are too high (“I thought they would make my hearing normal”) are likely to be disappointed and may give up.

Hearing Aids Can:

- Help you hear and understand better in most situations.
- Allow you to participate more in group situations and meetings.

Hearing Aids Cannot:

- Give you normal hearing.

Hearing Aids May Not:

- Let you hear very soft sounds.
- Block ALL background noises—especially in noisy groups. (Even people without hearing loss may have difficulty hearing in the presence of background noise.)

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Be Patient

Unlike eyeglasses, which correct your vision as soon as you first put them on, hearing aids need some time for proper adjustment. It may take several weeks or months to completely adjust to your hearing aids, so try to be patient. During the first week or so, try different listening situations, such as one-on-one conversations with family and friends and conversations with two or three people at home or in quiet settings. Also, try having conversations in noisier places like parties, restaurants, meetings, and outdoors. (But do not forget that some situations are simply too noisy in general—even for people without hearing loss. So, do not get discouraged.)

Consistent use of your hearing aid is strongly recommended. In most cases, infrequent use does not allow you to obtain the full benefit from your aid.

The use of a hearing aid is only a part of total hearing rehabilitation, and may need to be supplemented by auditory training and instruction in lip reading.

Warranty & Repair

Sonic Innovations will repair any defective hearing aid part within the period covered by your warranty. (Ask your hearing care provider for details.) Parts and labor are covered by this limited warranty. If your hearing aid malfunctions, contact your hearing healthcare professional.

Accessory items, such as batteries, tubes and domes are not covered under the warranty. Loss and/or damage due to misuse, abuse, accidents, tampering, or negligence are not covered under the warranty.

If your hearing aid malfunctions, it must be serviced by an authorized Sonic Innovations service representative or your warranty may be voided.

Note: Your hearing healthcare professional may charge a service fee for processing warranty repairs.

If you have any questions regarding repairs contact your hearing healthcare professional or Sonic Innovations Customer Care.

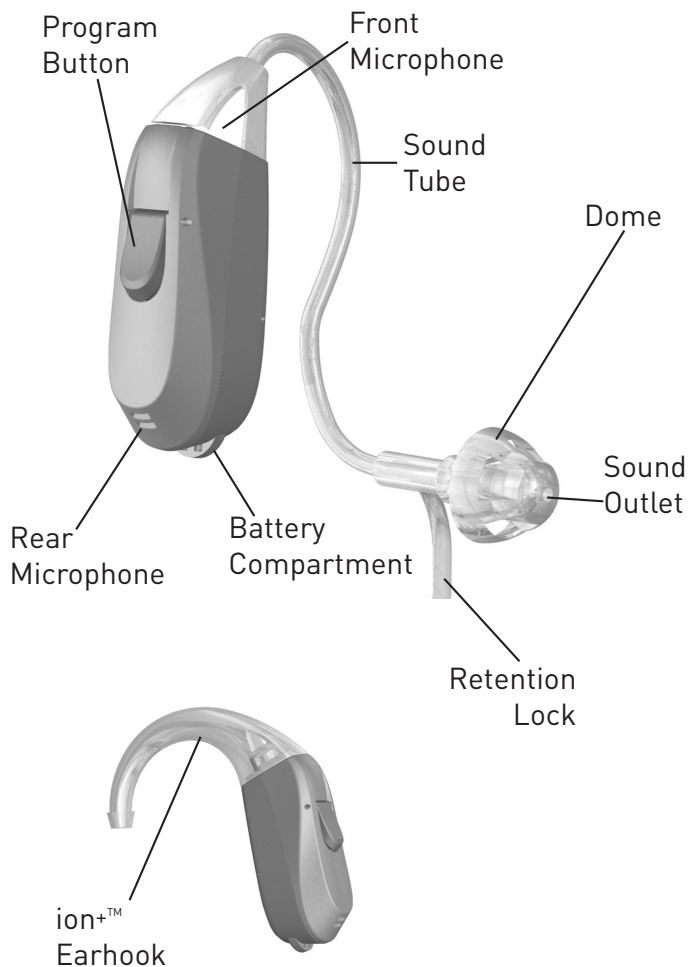
**Sonic innovations Customer Care
Eagandale Tech Center, Suite 100
1303 Corporate Center Drive
Eagan, MN 55121, USA**

Call Toll Free in USA: 1-888-678-HEAR (4327)

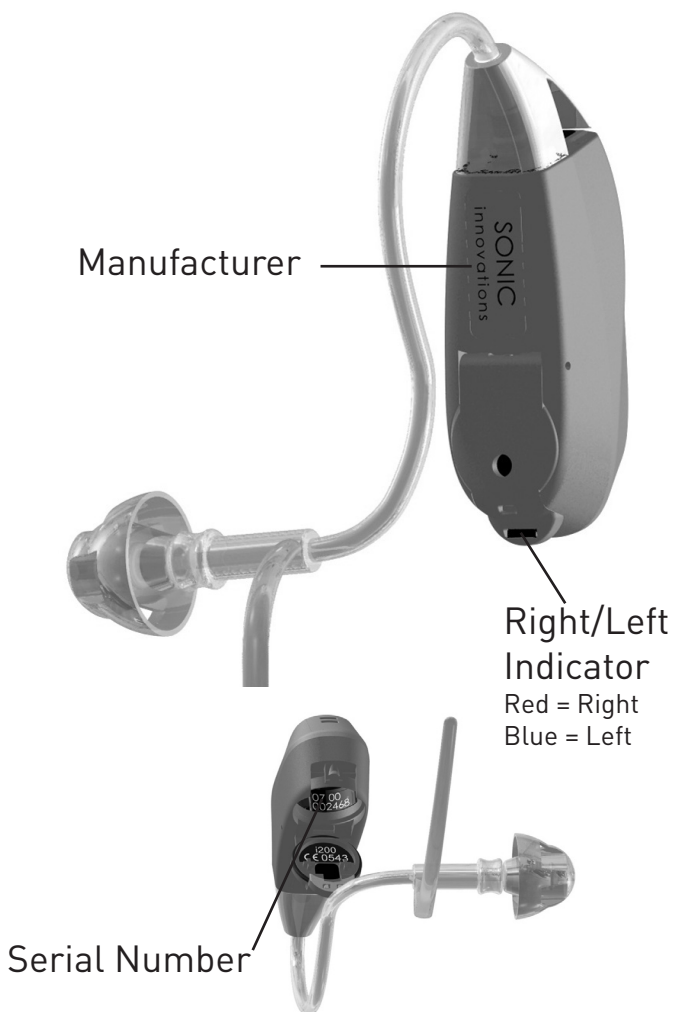
See back cover for phone number outside of USA.

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ion™ Hearing Aid



ion™ User Guide

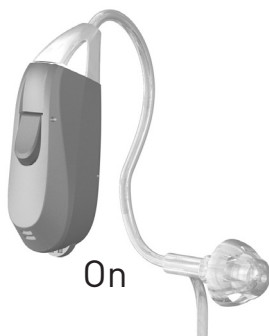


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Turning Your Hearing Aid On and Off

The On/Off switch for your hearing aid is integrated into the battery compartment door.

When the battery compartment is fully closed the hearing aid is turned on.



Before turning your hearing aid off, wipe away any moisture with a soft cloth.

To turn the hearing aid off, open the battery compartment halfway, until it clicks into the Off position.

To prolong battery life, turn your hearing aid off when not in use.

Start Up Delay

Your hearing aid may have a delayed start up feature, which allows you to insert your hearing aid without creating feedback or whistling.

This feature can be activated by your hearing healthcare professional and set to meet your individual time requirements for putting on the hearing aid.

When this feature is activated, closing the battery compartment turns the hearing aid on and begins the start up countdown. (You will hear a series of beeps while the countdown is in process.) Position the hearing aid in your ear. After several seconds, the hearing aid will turn on and you will hear the “power on” tones play, indicating the hearing aid is fully activated.

Changing Listening Programs

Your hearing aid comes equipped with a push button that allows you to choose from up to four listening programs. When you first turn on your hearing aid (by closing the battery compartment), your hearing aid will be in listening program 1.



Change listening programs by pressing the push button, located on the top of the hearing aid.

When changing to a new listening program, your hearing aid will play a number of beeps equal to the number of the program to which it is changing. For example, if you are in listening program 2 and you press the program button, you will hear 3 beeps indicating that you have changed to listening program 3.

With each press of the program button your hearing aid will cycle through up to four listening programs in order. For example: 1, 2, 3, 4, 1...

Note: Your Hearing Care Professional may not activate all listening programs.

SmartTones™

Event	Tone Description
Start Up Delay	A slow sequence of double beeps.
Power On	A fast sequence of beeps rising in pitch.
Program Change	A sequence of beeps rising in pitch. Number of beeps matches listening program position.
Low Battery	A slow, double beep from a high to low pitch.
Dying Battery	A fast sequence of beeps descending in pitch.

Changing The Battery

Average battery life is 7 days with normal use (12 hours per day). You may experience longer or shorter life depending on usage.

When the battery level is low, your hearing aid will stop amplifying sounds and play the low battery SmartTone. The SmartTone will continue for about one minute, and then the hearing aid will automatically switch off. It is recommended that you keep spare batteries available.

The ion™ hearing aid requires one stainless steel 10A zinc-air battery. Rechargeable batteries are not recommended.

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Remove the old battery:

1. Before turning your hearing aid off, wipe away any moisture with a soft cloth.
2. Open the battery compartment by pushing up on the battery door catch.



3. Turn the aid over and gently shake the battery out into your hand. Be careful not to lose the battery.

Insert a new battery:

1. Place a new battery into the battery compartment, plus side up.



2. Close the battery door.



Important Information About Your Battery



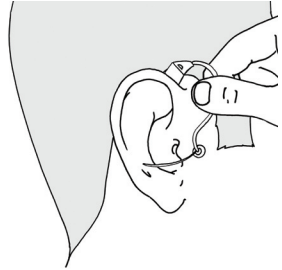
Keep batteries out of children's reach and discard used batteries carefully. Care must be taken so that your hearing aid and its accessory items are not accessible to children. Do not change batteries in front of children or let them see where you keep your supply.

Never put batteries in your mouth for any reason. Never let a child obtain a battery or place it in his or her mouth. Batteries are small and can be harmful if swallowed. Keep batteries out of the reach of pets and small children.

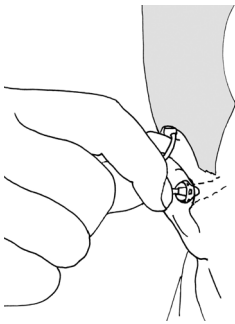
In case of ingestion, contact your physician. In the United States you may also call the National Button Battery Ingestion Hotline collect at:
(202) 625-3333.

Putting Your ion™ Hearing Aid On Your Ear

1. Place your hearing aid over the top of your ear.



2. Grasp the sound tube where it bends and push the dome into your ear canal. The dome should be placed far enough into the ear that the sound tube lies flush with your head. When the dome is placed appropriately, you will not be able to see the sound tube sticking out when you look directly into a mirror.



3. Use your finger to position the retention lock comfortably in the bowl of your ear.



Removing Your Hearing Aid

To remove your hearing aid, hold the sound tube and gently pull the dome out of your ear canal. Lift the hearing aid case from behind your ear. Open the battery compartment to turn off the device.

IMPORTANT: Should the dome become separated from the sound tube and remain lodged in your ear canal after removal of the hearing aid, **DO NOT** attempt to remove the dome yourself. Seek immediate care from your hearing healthcare professional or physician.

Telephone Use

Your hearing aid allows you to use the telephone as you normally would. Select the listening program on your hearing aid that is best for you when using the phone.

If you experience discomfort from the dome pressing in your ear canal, you may need a different size sound tube. In this case contact your hearing healthcare professional.

Correcting Feedback/Whistling

If the hearing aid whistles or squeals, the most likely reason is that the dome is not placed correctly in the ear canal. Other reasons can be buildup of earwax in the ear canal, or that the sound tube connection to the hearing aid has become loose, in which case the sound tube must be changed.

It is also possible that the program settings are not optimal. If you have ruled out other reasons for your hearing aid whistling or squealing, we recommend that you contact your hearing healthcare professional.

Your hearing aid may include a feature that will eliminate constant feedback. Should you experience excessive feedback or whistling, follow these steps to remove constant feedback.

1. Make sure you are in a quiet environment.
2. Press and hold the push button on your hearing aid for approximately four seconds until you hear the program change tones followed by the dying battery tones.

Note: If you do not hear the tones, this feature is not enabled in your hearing aid.

3. Remove your finger from the push button. You will hear several bursts of noise play. After that, you will hear the power on tones play. Your hearing aid will return to the first listening program.

Daily Maintenance & Storage

General:

- **Keep your hearing aid clean and dry.**
- Avoid exposing your hearing aid to moisture such as rain, or water from the shower.
- If your hearing aid is exposed to excessive moisture, leave the battery compartment open and empty overnight. This will allow it to dry out.
- Never use alcohol to clean your hearing aids, sound tubes, or domes.
- Gently wipe the case of your hearing aid with a soft cloth or tissue after use to remove body oil and moisture.
- Always remove your hearing aids when using haircare products. The hearing aid can become clogged and cease to function properly.
- A hard plastic case may be provided to carry and store your hearing aid when not in use.
- If your hearing aid will not be used for an extended period of time, remove the battery and place the hearing aid in the hard plastic case.

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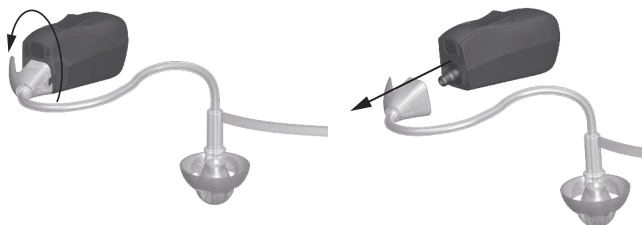
To avoid the need for repairs not covered under the warranty:

- Never immerse the hearing aid in water or other liquids as this may cause permanent damage to the circuitry.
- Protect your hearing aid from rough handling, and avoid dropping it on hard surfaces or floors.
- Do not leave the hearing aid in or near direct heat or sunlight as excessive heat can damage the hearing aid or deform the casing or sound tube.

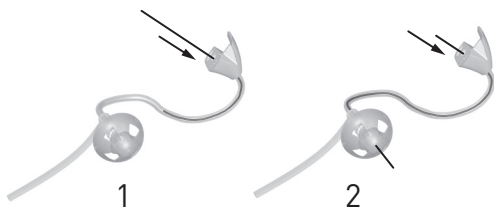
The Sound Tube:

The sound tube and the dome should be cleaned regularly:

1. Remove the sound tube from the hearing aid by turning and pulling it off. (Use your thumbnail if you have difficulty.)
2. Use a damp cloth to clean the outside of the sound tube and dome.

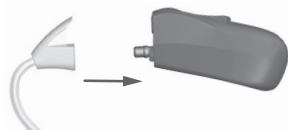


3. Use the black cleaning rod to push any debris out of the sound tube. The cleaning rod should be inserted where the sound tube attaches to the hearing aid casing and pushed all the way through the sound tube and out through the dome.



4. To attach the sound tube snap it straight onto the hearing aid.

You should never attempt to modify the shape of the sound tube yourself.



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It is not recommended that you submerge or rinse the sound tube or dome in water. Water may become lodged in the sound tube. If this should occur, it will prevent sound from coming through the sound tube, and may be harmful to the electronics of the hearing aid.

The sound tube conducts the amplified sound from the hearing aid to your ear. It is important that the sound tube and the dome fit correctly into your ear. If the sound tube or the dome irritates your ear in any way and prevents you from wearing your hearing aid, please contact your hearing healthcare professional.

The sound tube and dome should be changed every third month, or sooner if the sound tube becomes stiff or brittle.

The Sound Dome

We recommend that you have your hearing healthcare professional change the domes for you. If your hearing healthcare professional instructs you to change the domes yourself, make sure that they are securely fastened to the sound tube before you insert them in your ear. A failure to change the domes in accordance with these instructions could result in personal injury.

Warnings to Prospective Hearing Aid Users

If you find a foreign object in your ear canal, experience skin irritation, or experience excessive wax buildup with the use of your hearing aid, consult a physician.

Always remove the aid when undergoing any kind of electromagnetic treatment such as X-Rays, Magnetic Resonance Imaging (MRI), Computerized Axial Tomography (CAT), Electroencephalogram (EEG), Electrocardiogram (EKG), Short Wave Diathermy, or other electrical or magnetic treatment.

Other types of radiation (burglary alarms, room surveillance systems, radio equipment, mobile telephone, etc) will not damage the hearing aid. They could, however, momentarily affect the sound quality or create strange sounds in the hearing aids.

Do not wear the hearing aids in mines or other explosive areas, unless those areas are certified for hearing aid use.

Keep the hearing aids away from children under the age of 3 since they contain small parts which may present a choking hazard.

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Troubleshooting

If you are having trouble with your hearing aid, check this guide to quickly find a possible solution.

Problem	Solution
No Sound	
Battery vent may be clogged with moisture	Wipe off moisture from battery door
Battery vent may be clogged with debris	Ask your hearing healthcare professional to replace the vent membrane
Battery may be low or dead	Replace battery
Hearing aid may not be on	Turn on the hearing aid
Start up delay is on	Wait a few seconds for device to turn on
Sound tube or dome is blocked with moisture or debris	Use the vent cleaning tool to clear the sound tube or dome
Not Loud Enough	
Dome not inserted properly	Re-insert dome
Battery may be low or dead	Replace the battery
Sound tube or dome is blocked	Clear the sound tube or dome
Program settings not optimum	Consult your hearing healthcare professional
Your hearing has changed	Consult your hearing healthcare professional
Program Button Doesn't Work	
Battery may be low or dead	Replace the battery

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Problem	Solution
Whistling or Feedback	
Sound tube is loose	Remove and replace sound tube
Dome not inserted properly	Re-insert dome
Program settings not optimum	Consult your hearing healthcare professional
Sound is Distorted or Not Clear	
Battery may be low or dead	Replace the battery
Dome not inserted properly	Re-insert dome
Program settings not optimum	Consult your hearing healthcare professional
Battery Door Won't Close	
Battery not positioned correctly	Make sure the battery is properly positioned in the battery compartment. The "+" side must face the battery door.
Debris in the battery compartment	Remove the debris before inserting the battery
Battery Stuck in Aid	
Battery may be jammed	Use the magnet end of the cleaning brush to remove the battery
Battery may be rusted	Use the magnet end of the cleaning brush to remove the battery



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