

SONIC | Velocity™



# User Guide

VELOCITY™ BTE

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 **SONIC**  
innovations

## Owner Information

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### Hearing Aid Serial Number(s):

Left: \_\_\_\_\_ Right \_\_\_\_\_

### Hearing Aid Model(s):

Left: \_\_\_\_\_ Right \_\_\_\_\_

### Battery Size(s):

Left: \_\_\_\_\_ Right \_\_\_\_\_

Memory Number

Listening Situation

1	
2	
3	
4	

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## **Hearing Expectations**

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### **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.

## **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. 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.

## **Your Hearing Aid**

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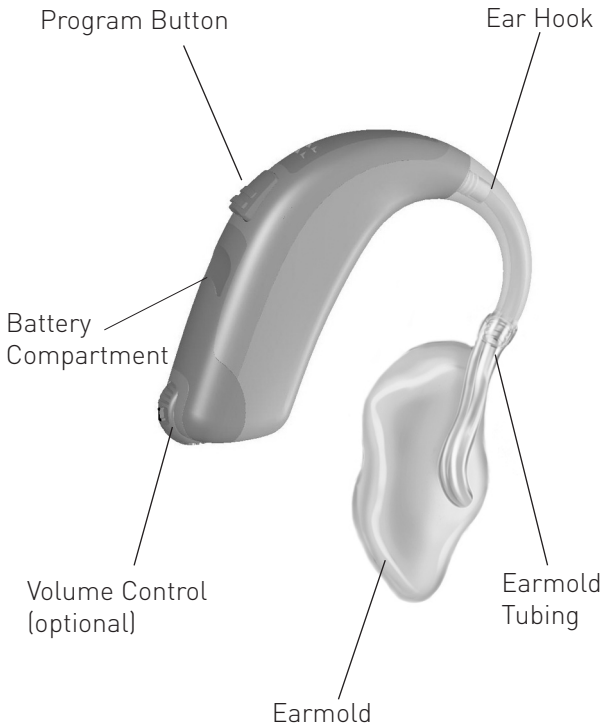
Thank you for purchasing a Sonic Innovations hearing aid. Sonic Innovations incorporates an advanced digital processor for more lifelike sound. With your hearing aid, you'll be able to enjoy more natural everyday sound quality.

Your hearing aid has been programmed to fit your hearing and communication needs. If you feel your program needs to change, your hearing healthcare provider can make changes to improve the sound.

Please review this instruction 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.

## Your BTE Hearing Aid

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Label

<b>Sonic Innovations</b>
Year of Manufacture
Serial Number
Brand Name
Configuration:
M = Microphone
T = Telephone
D = Directional



BLUE tile indicates a LEFT hearing aid. RED tile indicates a RIGHT hearing aid.

## **Turning Your Hearing Aid On and Off**

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If your hearing aid has a volume control, slowly rotate it upward to turn it on. You will feel a click as the hearing aid turns on. Continue to rotate the wheel up until the volume is at a comfortable level. To turn off your hearing aid, rotate the volume control wheel down until it clicks off.

If your hearing aid does not have a volume control, open the battery door slightly to turn it off. Fully close the door to turn the device back on.

Your hearing aid may be programmed to alert you with SmartTones™ when it turns on or off. Your hearing healthcare provider will tell you if this feature is enabled. Your hearing aid may also have a "power on" delay. This allows you to insert the aid before it is fully active.

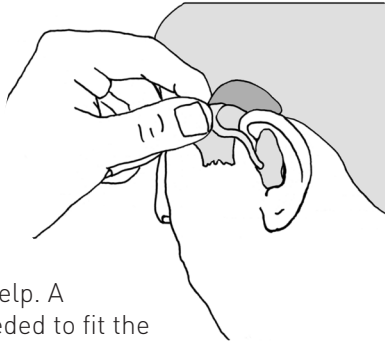
## Putting On Your BTE

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Start with the BTE hearing aid and earmold for your left ear. If you have a volume control, rotate the volume control wheel down until it clicks off.

Connect the earmold to the hearing aid by pushing the hearing aid's ear hook into the tube on the earmold.

Once the two are connected, hold the earmold with your thumb and first finger. Gently guide it into your ear canal.



Gently pulling down on your ear lobe with your other hand may help. A slight twist may be needed to fit the earmold in your ear.

When the earmold is in your ear, place the hearing aid behind the top part of your ear. Do the same thing with the right hearing aid and earmold.

Turn your hearing aid on.

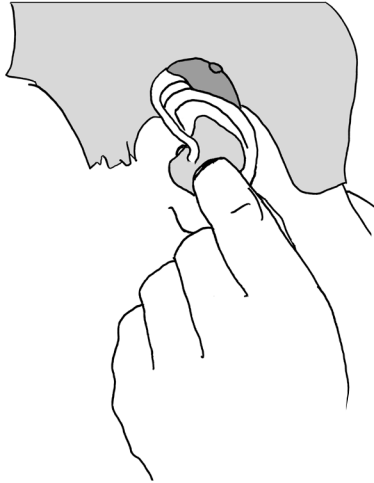
## Removing Your BTE

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To take your hearing aid off, hold the earmold with your thumb and first finger. Gently pull it out of your ear canal.

A slight twist may be needed to remove it. Do not pull on the tube, as it may come out of the earmold.

Once the earmold is out of your ear, remove the hearing aid from behind your ear.



### Reminder

Even though they look the same, hearing aids are programmed to fit a specific ear (right or left). Make sure the correct hearing aid is used with the correct earmold. Refer to the right/left color indicator on page 8.

## Removing Feedback/Squeal

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Your hearing aid may have the ability to address feedback (whistle/squeal).

To remove feedback:

1. Make sure you are in a quiet environment.
2. Press and hold the program button on your hearing aid for four seconds until you hear tones.  
**Note:** If you do not hear the tones, this feature is not enabled for your hearing aid.
3. Remove your finger from the program button and from the vicinity of the hearing aid. You will hear several bursts of noise.

After your hearing aid is trained it will return to your first listening program.

## Using the Volume Control

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Your hearing aid is designed to adjust to the sound level of the environment around you. You should only need to make small volume changes to get natural and comfortable sound.

In order to make these small changes, your hearing aid may have a volume control that allows you to turn up or turn down the volume when needed. Rotate the volume control wheel up to turn up the volume as needed. If you need to lower the volume, slowly turn the volume control wheel down. Your hearing aid may play a series of SmartTones™ to let you know when you have reached your best listening setting for volume.

### **Important**

If the volume of your hearing aid is too loud or soft when the volume control is all the way up, talk to your hearing healthcare provider . They may need to make changes to your fitting program.

## Using the Program Button

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Your hearing aid has a program button. This button gives you the ability to choose different listening programs. When you turn the hearing aid off and then on, it automatically returns to program 1.

Each time you press the button, you move to the next program. The sequence is 1, 2, 3, 4, 1, 2 ...

Your hearing aid may use SmartTones™ to help you identify which program you are using. When you select program 1 you will hear one beep, program 2 will emit two beeps, and so on.

Program	SmartTone™
1	1 Beep
2	2 Beeps
3	3 Beeps
4	4 Beeps

Your hearing aid may also have Voice Alerts to help you identify which program you are using. When you push the program button, the name of the program you are switching to will be announced.

### Note

Your hearing healthcare provider may not activate all programs.

## **Changing The Battery**

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The life of your hearing aid battery will vary depending on your hearing program, the listening situation, and the length of daily use. A tone sequence or Voice Alert will tell you when the battery in your hearing aid is low. When you hear the warning, change the battery in your hearing aid. If the battery gets so low that it cannot supply enough power to your hearing aid, a SmartTone™ power off sequence will play and the aid will shut off. Place a new battery in the aid to turn it back on. If your hearing aid is not in use, open the battery door to slow the battery use.

Always remove the battery if your aid is not in use for long periods.

### **Battery Type**

Rechargeable batteries are not recommended.

A zinc-air battery is recommended. Your hearing aid uses a #13 battery.

### **Note**

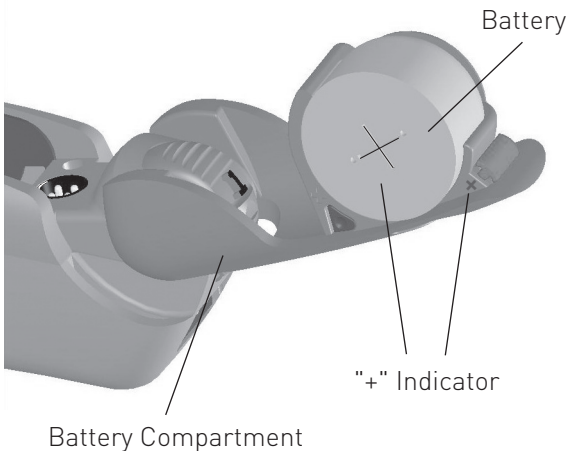
Batteries are small and can be harmful if swallowed. Keep batteries out of the reach of pets and small children. In case of ingestion, contact your physician.

**Install a new battery**

1. Remove the colored tab from the zinc-air battery before putting it in the hearing aid.
2. Insert the battery so the "+" sign on the battery matches the "+" sign on the battery door.
3. Close the battery door.

If you have a volume control, turn the wheel upward to turn the hearing aid on.

Cup your hand around the hearing aid. A whistling or squealing sound means the battery is working.



## Change Batteries Regularly

Below is a table designed to help you determine when you should change the batteries. The exact battery life you experience may vary.

If your hearing aid is not in use, open the battery compartment door to turn the aid off. This will prevent battery drain. Also, your hearing aid may be programmed with SmartTones™ or Voice Alerts to tell you when to change the battery.

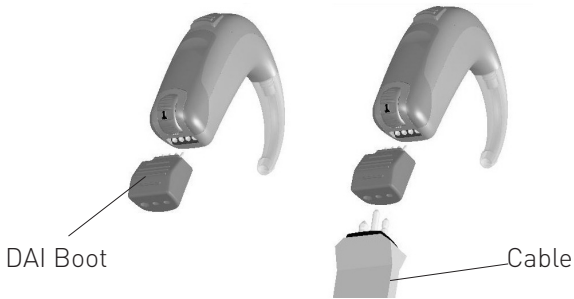
Hearing Aid Model	Battery Type	Change Battery Every*
BTE	#13	201 - 244 hours

\*Approximate number of hours assuming a directional product. Omni-only products may provide additional wear hours.

## Direct Audio Input

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Using the Direct Audio Input (DAI) with assistive listening devices may improve the understanding of speech in one-on-one conversations. It may also reduce stress in noisy environments. Attach the DAI boot to your BTE. Insert the Euro plug of the assistive listening device cable into the DAI boot. Talk to your hearing healthcare provider for details on assistive listening devices.



### Note

When the DAI is connected to AC-powered equipment, this equipment must comply with IEC-60601 or equivalent safety standards.

### **Direct Audio Input Programs**

Your hearing healthcare provider may have programmed your hearing aid with special listening programs designed to work when the DAI boot is attached. You access these programs with your program button just as you would any other listening program. Refer to the chart on the inside cover of this User Guide to determine the programs that use the DAI feature.

Your hearing healthcare provider may have configured your hearing aid to automatically switch to your first DAI program when the DAI boot is attached. If you attach the DAI boot and the hearing aid does not automatically switch, use the program button to navigate to your DAI program.

## Using the Telephone

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Your hearing aid has a telecoil option that has the ability to pick up only the sounds coming from a hearing aid-compatible telephone.

Your hearing healthcare provider can program your hearing aid to take advantage of this option. Refer to the chart on the inside cover of this User Guide to determine the program that uses the telecoil feature. When you have moved to the telecoil/telephone program, place the telephone handset lightly against your ear. Adjust the handset slightly up and/or back to find the position that gives the best sound.

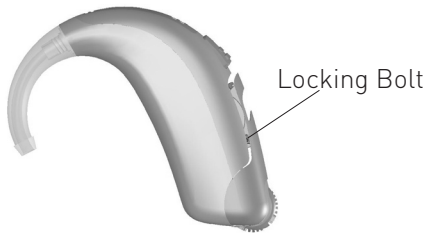


Your hearing aid may have an Auto Telephone feature, which automatically switches to the Telephone program when a phone is placed next to your hearing aid. If the Auto Telephone feature does not automatically engage, the magnetic field in your phone may not be strong enough. A small magnet was included with your hearing aid. Place the magnet on your phone, as shown in the included instructions, to improve the Auto Telephone switching.

If your hearing aid has been configured without a telecoil option, select the program that is best for you when using the telephone. Then position the phone lightly against your ear as described above.

## Safety Lock

As an added safety feature, your battery door has been designed with a locking bolt to deter children from accessing the battery. To lock the door, place your BTE on a flat surface with the ear hook facing left. Partially open the battery door (see below). Firmly press the locking bolt down with a thin, hard device such as a pair of tweezers. This will prevent the battery door from completely opening and exposing the battery. To unlock, simply flip the hearing aid over with the ear hook facing right. Press down on the bolt moving it back to the open position.



## 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.

## **Warranty**

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Sonic Innovations will repair any defective hearing aid part within the period covered by your warranty. Ask your hearing healthcare provider for details. Labor and parts are covered by this limited warranty. If your hearing aid malfunctions, contact your hearing healthcare provider.

Accessory items, such as batteries, are not covered under the warranty. Loss and 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 provider may charge a service fee for processing warranty repairs.

## **Repair**

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Refer to the inside back cover of this booklet for the nearest repair facility or, if you have any questions regarding repairs, contact your hearing healthcare provider.

## Maintenance and Care

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Your hearing aid needs to be cleaned daily. You can wipe the outside surface with a soft cloth or tissue. Always store your hearing aid inside its case when not in use.

### Important Care Tips

- Keep the hearing aid in a safe place, out of the reach of pets and small children.
- Remove the battery when storing the hearing aid for long periods.
- When changing the battery, work over a table or countertop to keep the aid and battery from dropping.
- Use a soft brush to clean difficult-to-reach areas.
- Do not drop the hearing aid.
- Do not expose to moisture or submerge in water.
- Avoid harsh temperatures, including excessive heat.
- Avoid wearing your hearing aid while applying hair spray.
- Consult your physician if excessive earwax, skin irritation, or a foreign object prevents you from wearing your hearing aid.

## Troubleshooting

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

Problem	Solution
<b>No Sound</b>	
Volume may be turned down	Move Volume Control wheel up
Battery vent may be clogged with debris	Ask your hearing healthcare provider 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
<b>Not Loud Enough</b>	
Earmold not inserted properly	Re-insert earmold
Battery may be low or dead	Replace the battery
Sound tube or earmold is blocked	Clear the sound tube or earmold
Program settings not optimum	Consult your hearing healthcare provider
Your hearing has changed	Consult your hearing healthcare provider
You may have excessive ear wax	Consult your hearing healthcare provider
Volume may be turned down	Move Volume Control wheel up
<b>Program Button Doesn't Work</b>	
Battery may be low or dead	Replace the battery

Problem	Solution
<b>Whistling or Feedback</b>	
Earmold tube is loose	Remove and replace earmold
You may have excessive ear wax	Consult your hearing healthcare provider
Program settings not optimum	Consult your hearing healthcare provider
<b>Sound is Distorted or Not Clear</b>	
Battery may be low or dead	Replace the battery
Earmold not inserted properly	Re-insert earmold
Program settings not optimum	Consult your hearing healthcare provider
<b>Battery Door Won't Close</b>	
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

## **Warning to Hearing Aid Users**

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Consult your physician if excessive earwax, skin irritation, or a foreign object prevents you from wearing your hearing aid.

Always remove the aid while 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.

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.

## **Get the Most from your Hearing Aid**

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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.

Your hearing healthcare provider can also assist you in other hearing improvement techniques. The use of a hearing aid is only part of hearing rehabilitation. Your hearing aid may need to be supplemented by auditory training and instruction in speech reading. No hearing aid completely restores normal hearing.









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