

SONIC | Velocity™



User Guide

VELOCITY™ CUSTOM MODELS

www.sonici.com

 **SONIC**
innovations

Owner Information

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

Table of Contents

Owner Information	2
Hearing Expectations	2
Your Hearing Aid	4
The CIC Hearing Aid	5
The MC Hearing Aid	6
The ITC Hearing Aid.....	7
The HS Hearing Aid	8
The ITE Hearing Aid.....	9
Turning Your Hearing Aid On and Off.....	10
Putting On And Taking Off Your Hearing Aid	11
The Volume Control.....	12
Removing Feedback/Squeal	13
SmartTones™	13
Using The Program Button	14
Changing The Battery.....	15
Using the Telephone.....	18
Warranty	19
Repair.....	19
Maintenance and Care	20
Cleaning the Vent	22
Troubleshooting.....	24
Warning to Hearing Aid Users	26
Get the Most from your Hearing Aid	27

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.

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.

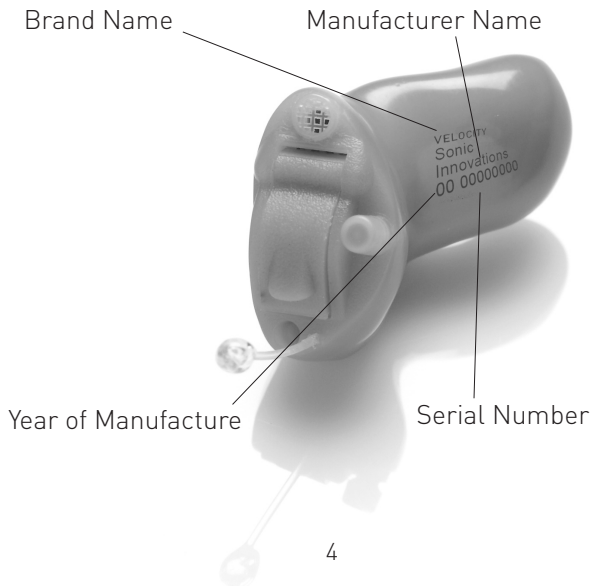
The use of a hearing aid is only a part of total hearing rehabilitation, and may need to be supplemented by auditory training and instruction in lip reading.

Your Hearing Aid

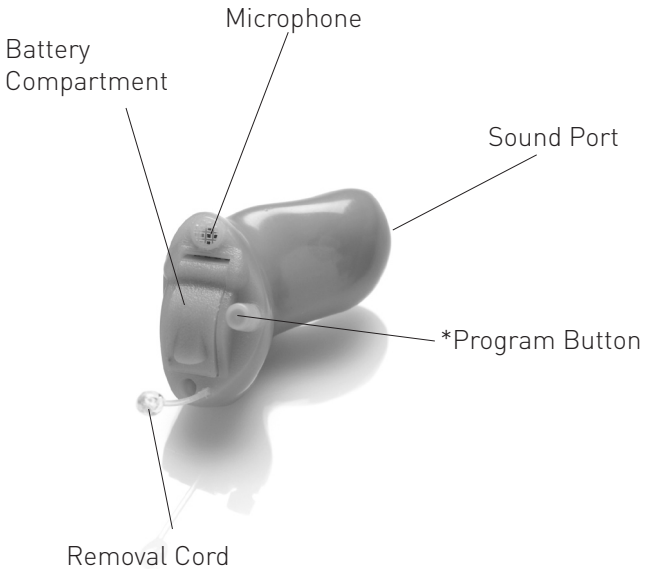
Thank you for purchasing a Sonic Innovations hearing aid. Sonic Innovations incorporates an advanced digital processor for more lifelike sound. With your hearing aid, you'll be able to enjoy more natural everyday sound quality.

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.

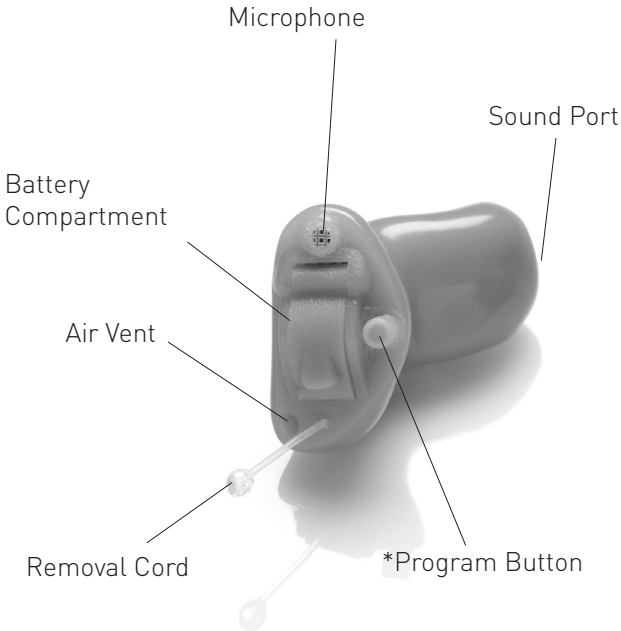


The CIC Hearing Aid



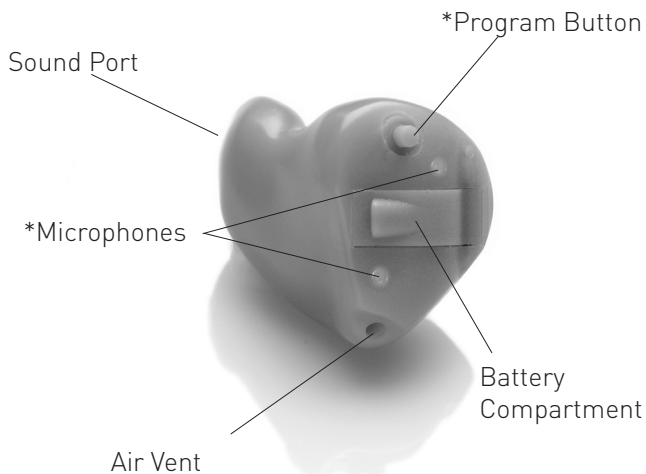
*The model shown includes a program button. Your hearing healthcare provider will determine whether it is necessary to include this option on your hearing aid.

The MC Hearing Aid



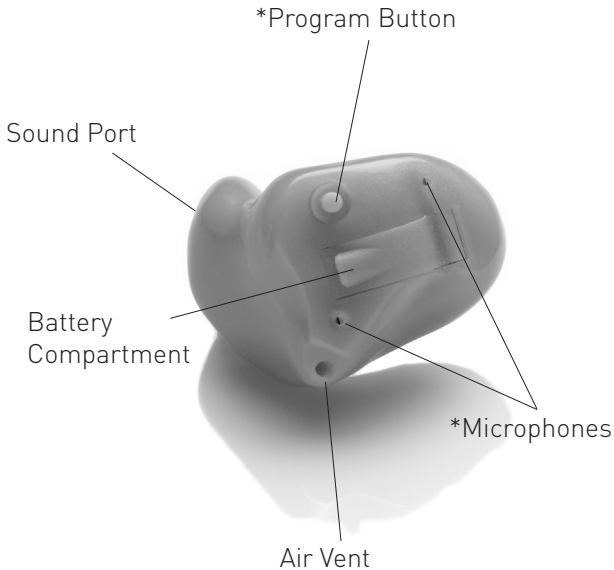
*The model shown includes a program button. Your hearing healthcare provider will determine whether it is necessary to include this option on your hearing aid.

The ITC Hearing Aid



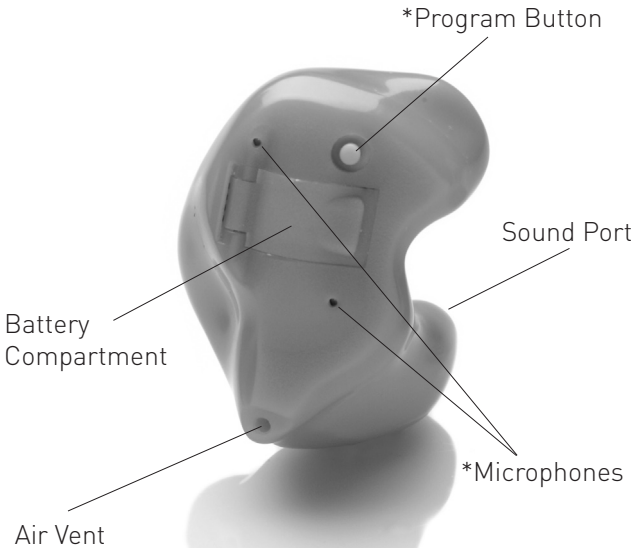
*The model shown includes a program button and two microphones. Your hearing healthcare provider will determine whether it is necessary to include any or all of these options on your hearing aid.

The HS Hearing Aid



*The model shown includes a program button and two microphones. Your hearing healthcare provider will determine whether it is necessary to include any or all of these options on your hearing aid.

The ITE Hearing Aid



*The model shown includes a program button and two microphones. Your hearing healthcare provider will determine whether it is necessary to include any or all of these options on your hearing aid.

Turning Your Hearing Aid On and Off

Your hearing aid may have one of several options to turn it on and off. If your hearing aid has a volume control, slowly rotate the volume control forward to turn it on. It will click as the hearing aid turns on. To turn it off, rotate the volume control back until it clicks off.

If your hearing aid does not have a volume control, partially open the battery door to turn off the aid. Close the battery door to turn the aid back on.

Your hearing aid may be programmed to alert you with SmartTones™ that it is 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 And Taking Off Your Hearing Aid

Putting On Your Hearing Aid

Hold the hearing aid with your thumb and forefinger. With gentle pressure on the faceplate, guide the instrument into your ear. You may need to gently push the faceplate with your finger for the aid to get a secure fit.

Taking Off Your Hearing Aid

Grasp the aid or removal cord with your thumb and forefinger. Gently pull the aid out of your ear canal.



The Volume Control

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. This control allows you to turn the volume up or down when needed. Rotate the volume control forward to turn up the volume. To lower the volume, slowly rotate the volume control wheel backward. 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 forward, talk to your hearing healthcare provider. They may need to make changes to your fitting program.

Removing Feedback/Squeal

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.

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.

Using The Program Button

Your hearing aid may have 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...

Note

Your hearing healthcare provider may not activate all programs.

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.

Changing The Battery

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.

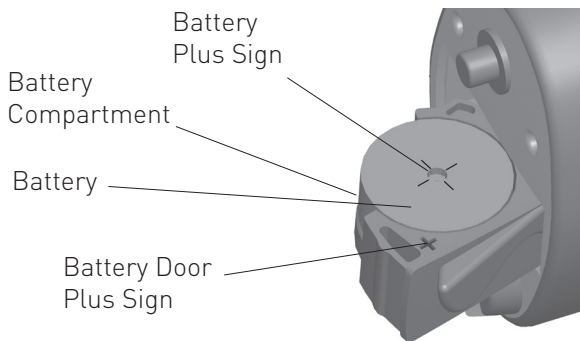
Remove the colored tab on the zinc air battery before inserting it into the hearing aid. Insert the battery so the "+" sign matches the "+" sign imprinted on the battery door (see picture on page 16). Close the battery compartment and cup your hand around the hearing aid. A whistling or squealing sound indicates the battery is working.

Battery Type

A zinc air battery is recommended. Depending on your specific hearing aid, either a size #10, #312, or #13 battery is required. Your hearing healthcare provider has listed the correct size on the first page of this guide.

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.



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 or 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 their mouth.

Change Batteries Regularly

Below is a table designed to help you determine when you should change the batteries. 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*
CIC	#10	74 - 103 hours
MC	#10	68 - 99 hours
ITC	#10	61 - 82 hours
	#312	114 - 147 hours
HS	#312	111 - 139 hours
ITE	#312	111 - 143 hours
	#13	209 - 253 hours
ITE-P	#312	109 - 144 hours
	#13	205 - 253 hours

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

Using the Telephone

If your hearing aid has a telecoil option it 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.

For devices 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 shown.



Warranty

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

Refer to the 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

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.

Wax Guards

Hearing aids feature wax guards to protect the hearing aid from earwax. Wax guards can either be replaced by you or by your hearing healthcare provider. Ask your hearing healthcare provider which wax guard your hearing aid uses. Your hearing healthcare provider will also instruct you on the proper cleaning of the system.

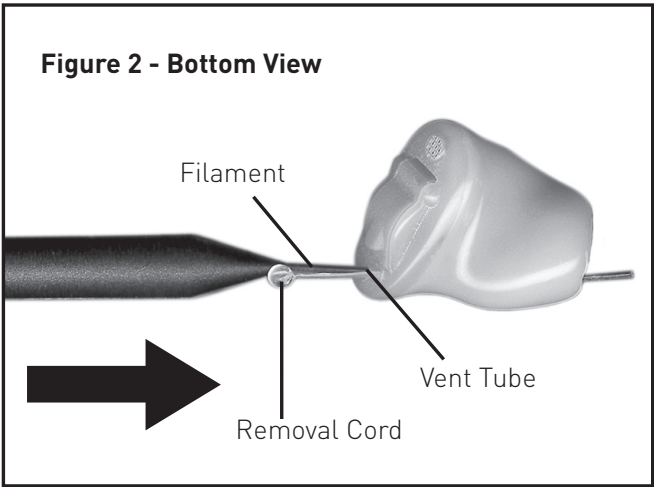
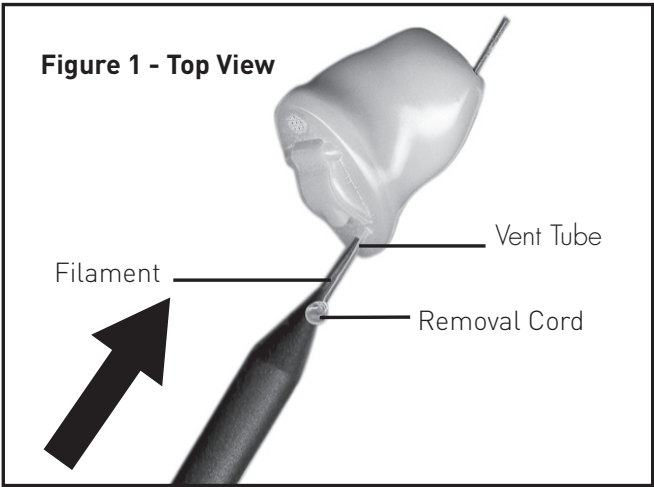
Cleaning the Vent

The vent cleaning tool is designed to remove cerumen (earwax) from the vent in your hearing aid. We recommend that you clean your hearing aid in the morning. This allows cerumen to dry overnight and to be more easily removed from the aid.

1. Hold the aid in your hand with the end containing the battery door facing you.
2. Insert the thin plastic filament on the cleaning tool into the vent tube. (see figure 1)
3. Push the thin filament all the way through the vent tube to the opening on the other end.
4. Wipe off any cerumen that has accumulated on the tool with a tissue before pulling the filament out of the vent tube.

Important

Do not insert the cleaning tool into any other opening on the hearing aid. This will damage the microphone and/or receiver in the hearing aid and void all warranties.



Troubleshooting

Problem	Solution
No Sound	
Battery may be low or dead	Replace battery
Hearing aid may not be on	Turn on the hearing aid
Sound port may be blocked	Clear sound port or contact hearing healthcare provider
Volume may be turned down	Move Volume Control wheel forward
Start up delay is on	Wait a few seconds for device to turn on
Not Loud Enough	
Battery may be low or dead	Replace battery
Sound port may be blocked	Clear the sound port or contact hearing healthcare provider
Hearing aid may be loose	Remove and reinsert your aid
You may have excessive ear wax	Contact hearing healthcare provider
Volume may be turned down	Move Volume Control wheel forward
Whistling, Feedback	
You may have excessive ear wax	Contact hearing healthcare provider
Hearing aid may be loose	Remove and reinsert your aid
Hearing aid may not be sized properly	Contact hearing healthcare provider
Vent plug may be removed	Contact hearing healthcare provider

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

Problem	Solution
Sound is Distorted, Not Clear	
Battery may be low or dead	Replace battery
There may be poor battery contact	Contact hearing healthcare provider
Hearing aid may need reprogramming	Contact hearing healthcare provider
Intermittent Sound	
Battery may be low or dead	Replace battery
Sound port may be blocked	Clear sound port or contact hearing healthcare provider
There may be poor battery contact	Contact hearing healthcare provider
Too Much Bass	
Vent may be plugged or blocked	Clean vent or contact hearing healthcare provider
Hearing aid may need reprogramming	Contact hearing healthcare provider
Static Noise	
Battery may be low or dead	Replace battery
There may be poor battery contact	Contact hearing healthcare provider
You may be close to electromagnetic fields (such as digital or cellular telephones)	Move away from the field

Warning to Hearing Aid Users

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

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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