

SONIC | Velocity



# User Guide

VELOCITY™ OPEN 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

## Table of Contents

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Owner Information .....	2
Hearing Expectations .....	4
Your Hearing Aid .....	6
Your Open BTE Hearing Aid .....	7
Turning Your Hearing Aid On and Off .....	9
Start Up Delay .....	10
Putting on Your Open BTE Hearing Aid .....	11
Removing Your Open BTE Hearing Aid .....	12
Using the Program Button .....	13
Changing The Battery .....	14
Telephone Use .....	16
SmartTones™ .....	16
Removing Feedback/Squeal .....	17
The Sound Tube .....	18
The Sound Dome .....	19
Warranty .....	20
Repair .....	20
Maintenance and Care .....	21
Troubleshooting .....	22
Warning to Hearing Aid Users .....	24
Get the Most from your Hearing Aid .....	25

## **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.

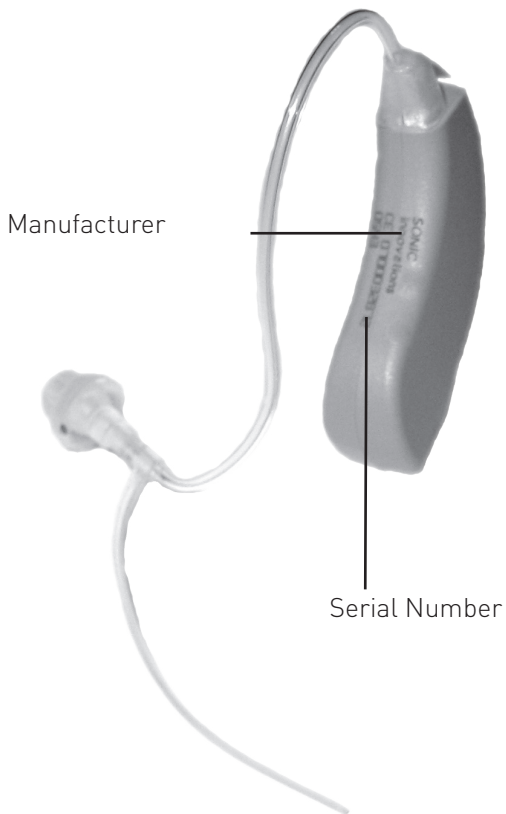
Your hearing aid has been programmed to fit your hearing and communication needs. If you feel your program needs to change, your hearing healthcare provider can make changes to improve the sound.

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 Open BTE Hearing Aid

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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.



On

Turn your hearing aid off by opening the battery compartment until the battery no longer touches the contacts. In that position, the power is off.



Off

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

## **Start Up Delay**

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

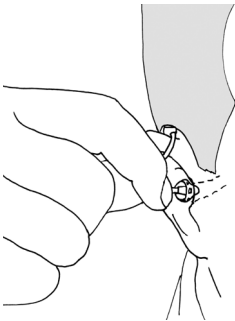
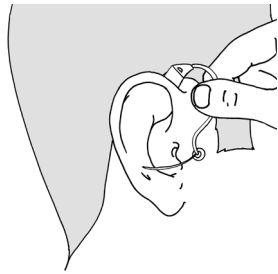
This feature can be activated by your hearing healthcare provider and set to meet your individual time requirements for putting on the hearing aid.

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.

## Putting on Your Open BTE Hearing Aid

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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 Open BTE Hearing Aid**

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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 provider or physician.

## Using the Program Button

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Your hearing aid has a program button that allows you to choose different listening programs. When you first turn on your hearing aid (by closing the battery compartment), your hearing aid will be in listening program 1.

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

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.

### Note

Your hearing care provider may not activate all listening 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 SmartTone™ tone sequence 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

Stainless steel zinc-air batteries are recommended. Your hearing aid uses a #13 battery.

### 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.

<b>Hearing Aid Model</b>	<b>Battery Type</b>	<b>Change Battery Every*</b>
Open BTE	#13	240-280 hours

\*Approximate number of hours.

**Remove the old battery:**

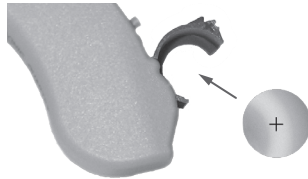


1. Open the battery compartment by pushing up on the battery door catch.

2. 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 facing left.



2. Close the battery door.



## Telephone Use

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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 provider.

## SmartTones™

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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.

## 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.

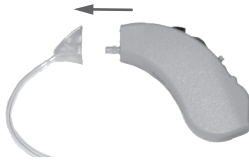
After your hearing aid is trained you will hear the power up tones play. Your hearing aid will return to your first listening program.

## The Sound Tube

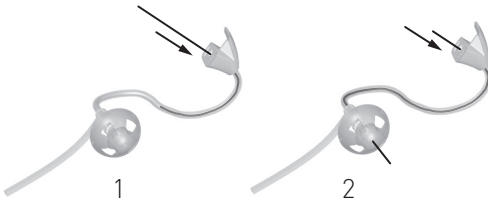
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The sound tube and the dome should be cleaned regularly:

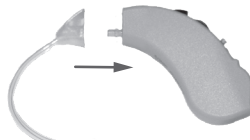
1. Remove the sound tube from the hearing aid by pulling it off. (Use your thumbnail if you have difficulty.)



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. Clean the end of the cleaning rod before withdrawing it from the tube.



4. To attach the sound tube snap it straight onto the hearing aid.
5. You should never attempt to modify the shape of the sound tube yourself.



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 provider.

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

## **The Sound Dome**

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We recommend that your hearing healthcare provider change the domes for you. If your hearing healthcare provider 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. Failure to change the domes in accordance with these instructions could result in personal injury.

## **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 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

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

Problem	Solution
<b>No Sound</b>	
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>	
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 provider
Your hearing has changed	Consult your hearing healthcare provider
<b>Program Button Doesn't Work</b>	
Battery may be low or dead	Replace the battery
<b>Whistling or Feedback</b>	
Sound tube is loose	Remove and replace sound tube
Dome not inserted properly	Re-insert dome
Program settings not optimum	Consult your hearing healthcare provider

Problem	Solution
<b>Sound is Distorted or Not Clear</b>	
Battery may be low or dead	Replace the battery
Dome not inserted properly	Re-insert dome
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
<b>Battery Stuck in Aid</b>	
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

## **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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