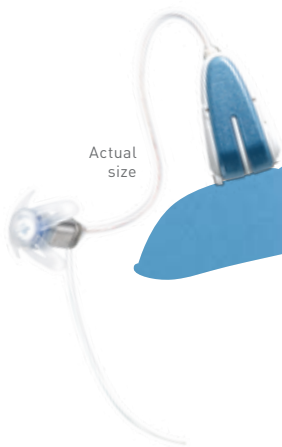


SONIC | Pearl



Pearl



User Guide

Owner Information

Hearing Aid Model: _____

Battery Size: 10A

Hearing Aid Serial Number:
(Located inside battery compartment)

Left: _____ Right: _____

Listening Program Number	Listening Environment
1	
2	
3	
4	

Table of Contents

Owner Information.....	ii
Hearing Expectations.....	2
Your Pearl Hearing Aid	4
Turning Your Pearl Hearing Aid On and Off.....	7
Putting Your Pearl Hearing Aid On Your Ear	8
Removing Your Pearl Hearing Aid	9
Telephone Use	9
The Sound Dome and Speaker Unit	10
Reducing Feedback/Squeal.....	11
Using The Program Button.....	12
SmartTones	13
Changing The Battery	13
Replacing the Wax Guards.....	15
Warranty.....	16
Repair.....	16
Maintenance and Care	17
Troubleshooting	19
Warning to Hearing Aid Users	21
Get the Most from your Hearing Aid.....	22

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.

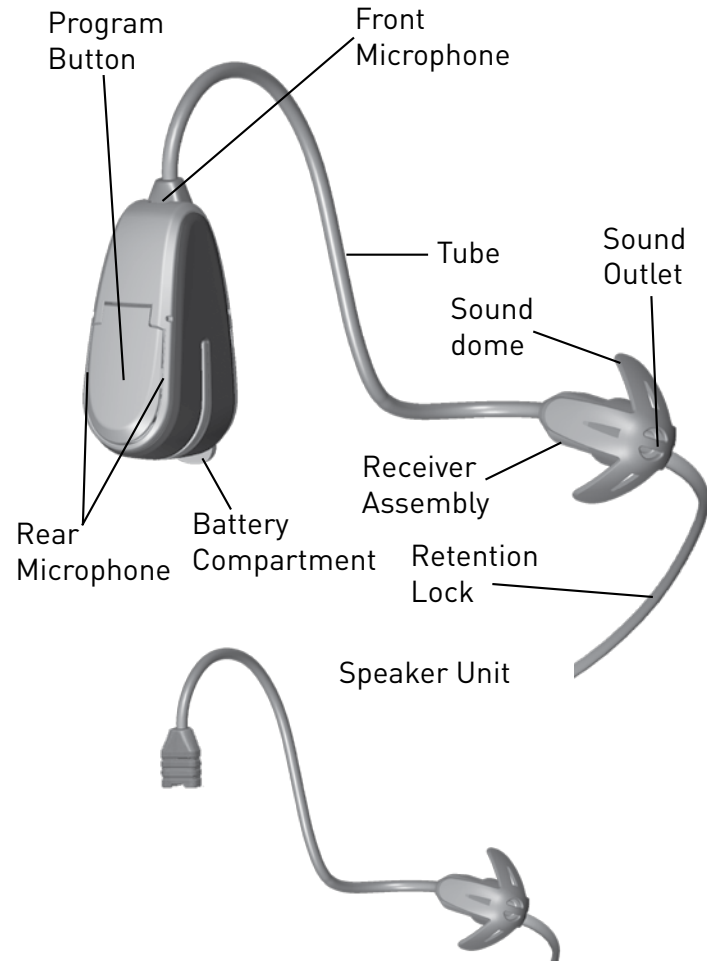
The use of a hearing aid is only a part of total hearing rehabilitation, and may need to be supplemented by auditory training and instruction in speech reading.

Your Pearl Hearing Aid

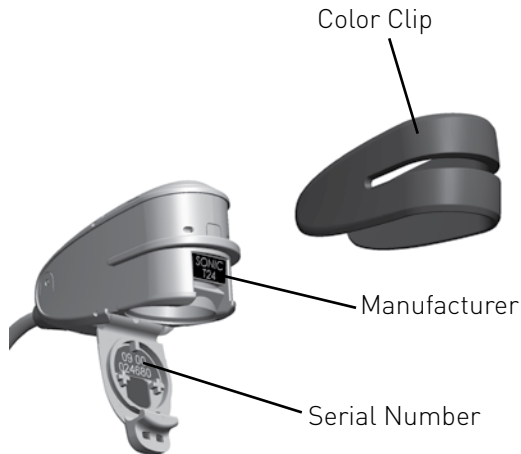
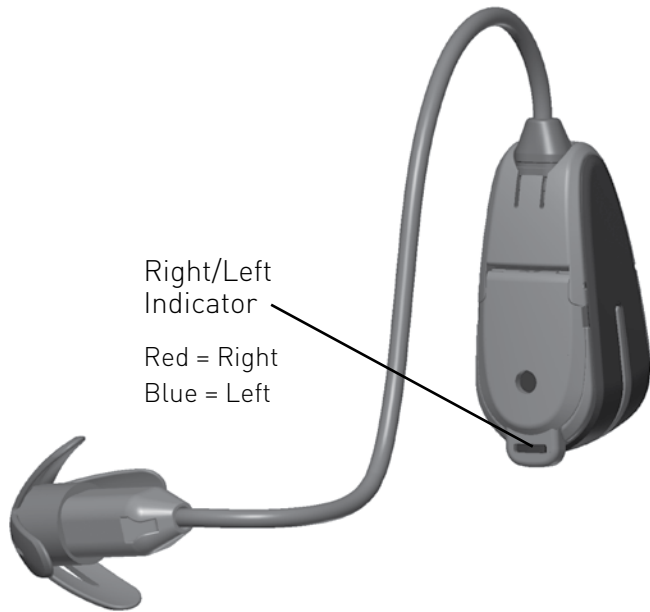
Thank you for purchasing a Sonic Innovations hearing aid. Sonic Innovations incorporates an advanced digital processor for more lifelike sound. With your hearing aid, you'll be able to enjoy more natural everyday sound quality.

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.



Note: Never attempt to re-form the speaker unit or insert anything into the speaker unit.



Turning Your Pearl Hearing Aid On and Off

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

To turn off your hearing aid, open the battery door slightly. You should feel a small click when the door is open far enough to turn the hearing aid off, as pictured below.

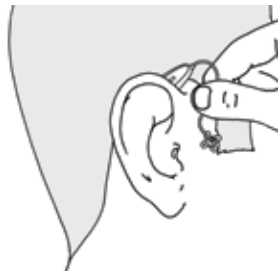
Fully close the door to turn the device back on.

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.

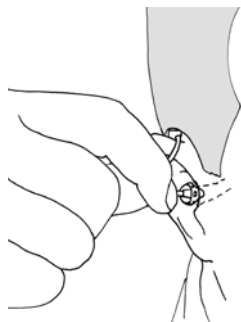
To prolong battery life, turn off your hearing aid when not in use.



Putting Your Pearl Hearing Aid On Your Ear



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



2. Grasp the speaker unit where it bends and push the sound dome into your ear canal. The sound dome should be placed far enough into the ear that the speaker unit lies flush with your head. When the sound dome is placed appropriately, you should not be able to see the speaker unit 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 Pearl Hearing Aid

To remove your hearing aid, hold the speaker unit and gently pull the sound 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 sound dome become separated from the speaker unit and remain lodged in your ear canal after removal of the hearing aid, **DO NOT** attempt to remove the sound dome yourself. Seek immediate care from your hearing healthcare provider 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 sound dome pressing in your ear canal, you may need a different size speaker unit. In this case contact your hearing healthcare professional.

The Sound Dome and Speaker Unit

Never expose the speaker unit or sound dome to water. It will damage the electronics of the hearing aid.

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

The sound dome should be changed if it becomes stiff or brittle.

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

Reducing Feedback/Squeal

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

To reduce 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 the Power Down 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. Remain quiet and stationary while the bursts play.

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

Using The Program Button

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...

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.



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.
Power Down	A fast sequence of beeps descending in pitch.
Dying Battery	

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.

Battery Type

Stainless steel zinc-air batteries are recommended. Your hearing aid uses a 10 A battery.

Change Batteries Regularly

Assuming you use your Pearl hearing aid approximately 12 hours a day, a single battery should last around 5 days. The exact battery life you experience may vary. When your battery needs to be changed you will hear the Low Battery SmartTone, a slow, double beep from a high to low pitch.

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.



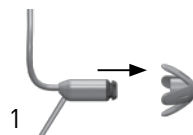
Insert a new battery:

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



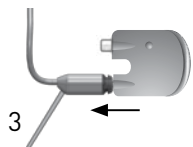
Replacing the Wax Guards

Your hearing aid uses the NoWax system to protect the hearing aid from earwax. Wax guards can either be replaced by you or by your hearing healthcare provider.



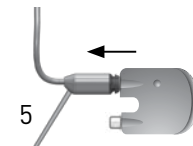
1

Remove the Dome.



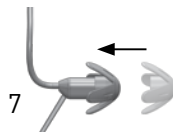
3

Insert the removal prong into the old wax guard.



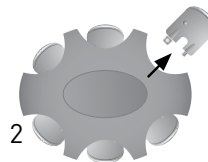
5

Insert the new wax guard.



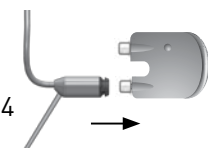
7

Replace the dome.



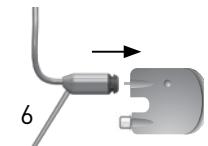
2

Extract a removal tool.



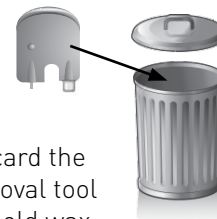
4

Extract the old wax guard.



6

Pull out the removal tool



Discard the removal tool and old wax guard.

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. Labor and parts are covered by this limited warranty. If your hearing aid malfunctions, contact your hearing care professional.

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 care 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
Call Toll Free: 888-678-HEAR (4327)

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 your hearing aid clean and dry. It is recommended that you use a hearing aid dehumidifier kit to store your aid overnight.
- Never attempt to re-form the speaker unit or insert anything into the speaker unit.
- 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.

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 speaker unit.

Troubleshooting

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

Problem	Solution
No Sound	
Speaker unit may not be fully attached to aid	Push the speaker unit more firmly onto the aid
Battery vent may be clogged with moisture	Wipe off moisture from battery door
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 dome is blocked with moisture or debris	Clear the sound dome with the cleaning brush
Not Loud Enough	
Sound dome not inserted properly	Re-insert sound dome
Battery may be low or dead	Replace the battery
Sound dome is blocked with debris	Clear the sound dome with the cleaning brush
Program settings not optimum	Consult your hearing healthcare provider
You may have excessive ear wax	Consult your hearing healthcare provider
Your hearing has changed	Consult your hearing healthcare provider
Program Button Doesn't Work	
Battery may be low or dead	Replace the battery

Note: Never attempt to re-form the speaker unit or insert anything into the speaker unit.

Problem	Solution
Whistling or Feedback (see Reducing Feedback/Squeal)	
Sound dome not inserted properly	Re-insert sound dome
You may have excessive ear wax	Consult your hearing healthcare provider
Program settings not optimum	Consult your hearing healthcare provider
Sound is Distorted or Not Clear	
Battery may be low or dead	Replace the battery
Sound dome not inserted properly	Re-insert sound dome
There may be poor battery contact	Consult your hearing healthcare provider
Program settings not optimum	Consult your hearing healthcare provider
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 and replace
Static Noise	
You may be close to electromagnetic fields (such as digital or cellular telephones)	Move away from the field
Battery may be low or dead	Replace battery
There may be poor battery contact	Consult your hearing healthcare provider

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.



Sonic Innovations, Inc.
2795 East Cottonwood Parkway, Suite 660
Salt Lake City, Utah 84121
United States of America
(888) 678-HEAR (4327)



Sonic Innovations GmbH
9. Stock
Mexikoring 33
22297 Hamburg Germany
Customer Service Germany +49 (40) 61 10 75
Customer Service International +49 (40) 63 91 91 29



www.sonici.com

© 2009 Sonic Innovations, Inc. All rights reserved.

Not for use in the USA.

PN: 4001462.A



CE 0543