User guide

Digital In-the-Ear hearing instrument

CIC
MC
ITC
ITE
Mic in Concha
Invisible in Canal

Beltone

Beltone

FCC ID: X26PH13, Type Designation: PH13, FCC ID: X26PH312, Type Designation: PH312, FCC ID: X26BO312, Type Designation: BO312, FCC ID: X26BO13, Type Designation: BO13

Please see page 4 for a listing of models referring to the above types.

This device operates in the frequency range of 2.4 GHz - 2.48 GHz. This device includes an RF transmitter that operates in the range of 2.4 GHz - 2.48 GHz.
Nominal RF output power transmitted is 0 dBm.

Statement:
This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from the one in which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications can void the user´s authority to operate the equipment

The products are in compliance with the following regulatory requirements:

- In EU: the device conforms to the Essential Requirements according to Annex I of Council Directive 93/42/EEC for medical devices (MDD).
- Hereby, Beltone A/S declares that the radio equipment types PH312, PH13, BO321 and BO13 are in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: www.beltone-hearing.com/en/declarations
- In US: FCC CFR 47 Part 15, subpart C, section 15.249
- Other identified applicable international regulatory requirements in countries outside EU and US. Please refer to local country requirements for these areas.

Custom wireless Mic in Concha hearing instrument models with size 312 batteries (type BO312) and size 13 batteries (type BO13) are available in each of the following variants:
TRU1735MW, TRU1735MPW, TRU1735MUW, TRU935MW, TRU935MPW, TRU935MUW, TRU635MW, TRU635MPW, TRU635MUW, PSE1735-MUW, PSE1735-MPW, PSE1735-MW, PSE935-MUW, PSE935-MPW, PSE935-MW, PSE635-MUW, PSE635-MPW, PSE635-MW

Custom wireless ITC and ITE hearing instrument models with size 312 batteries (type PH312) are available in the following variants:
TRU1735W, TRU935W, TRU635W, TRU1735PW, TRU935PW, TRU635PW, TRU1735DW, TRU935DW, TRU635DW, TRU1735DPW, TRU935DPW, TRU635DPW, PSE1735-DPW, PSE1735-DW, PSE1735-PW, PSE1735-W, PSE935-DPW, PSE935-DW, PSE935-PW, PSE935-W, TRU1745W, TRU945W, TRU645W, TRU1745PW, TRU945PW, TRU645PW, TRU1745DW, TRU945DW, TRU645DW, TRU1745DPW, TRU945D-PW, TRU645DPW, PSE1745-DPW, PSE1745-DW, PSE1745-PW, PSE1745-W, PSE945-DPW, PSE945-DW PSE945-PW, PSE945-W, PSE645-DPW, PSE645-DW, PSE645-PW, PSE645-W

Custom wireless ITE hearing instrument models with size 13 batteries (type PH13) are available in the following variants:
TRU1745W, TRU945W, TRU645W, TRU1745PW, TRU945PW, TRU645PW, TRU1745DW, TRU945DW. TRU645DW, TRU1745DPW, TRU945DPW, TRU645DPW, PSE1745-DPW, PSE1745-DW, PSE1745-PW, PSE1745-W, PSE945-DPW, PSE945-DW, PSE945-PW, PSE945-W, PSE645-DPW, PSE645-DW, PSE645-PW, PSE645-W

Intended use

Generic air-conduction hearing instruments are wearable sound-amplifying devices intended to compensate for impaired hearing. The fundamental operating principle of hearing instruments is to receive, amplify, and transfer sound to the eardrum of a hearing impaired person.

A new Beltone hearing instrument

Congratulations on your choice of a Beltone hearing instrument!

This is an important step towards clearer hearing and better understanding.

We have used all our experience with hearing instruments to help you communicate, lead an enjoyable social life and listen to the world around you.

Your hearing aid is a custom made device with electronics from Beltone. Your hearing care practitioner has tuned it to your individual needs. With a little devotion and patience you will become familiar with it.

This booklet is a short guide to assist you in getting acquainted with your hearing instrument. Read it carefully and use it as a guideline.

We wish you happiness and pleasant listening with your new instrument.

Beltone

This booklet & your instrument

In this booklet you will find instructions for inserting and operating your new hearing instrument. You will find explanations for using your instrument and for daily handling. We will also give a few practical steps towards better hearing.

Contents

Warning to hearing care professional ⚠

A hearing care professional should advise a prospective user to consult promptly with a licensed physician (preferably an ear specialist) before setting the instrument if the hearing care professional determines through inquiry, actual observation, or review of any other available information concerning the prospective user that the prospective user has any of the following conditions:

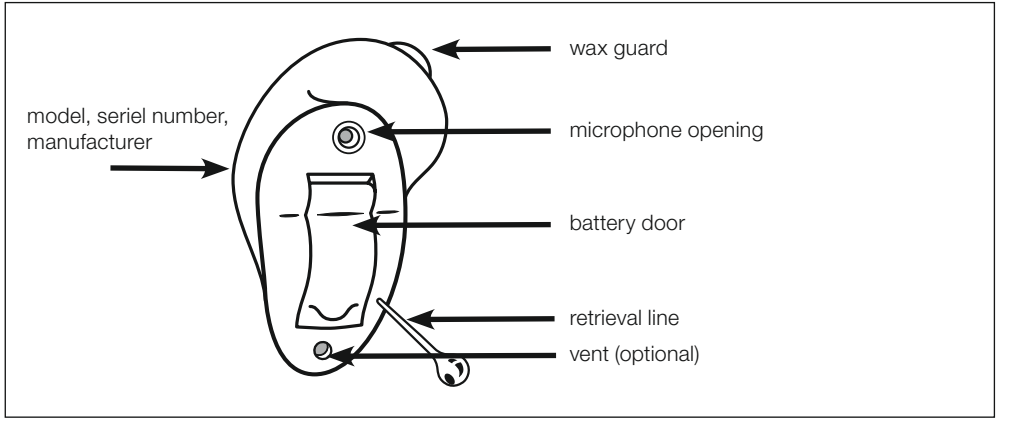
(i) visible congenital or traumatic deformity of the ear;
(ii) history of active drainage from the ear within the previous 90 days;
(iii) history of sudden or rapidly progressive hearing loss within the previous 90 days;
(iv) acute or chronic dizziness;
(v) unilateral hearing loss of sudden or recent onset within the previous 90 days;
(vi) audiometric air-bone gap equal to or greater than 15dB at 500 Hz (hertz), 1000 Hz, and 2000 Hz;
(vii) visible evidence of significant cerumen accumulation or a foreign body in the ear canal;
(viii) pain or discomfort in the ear.

Important notice to prospective users

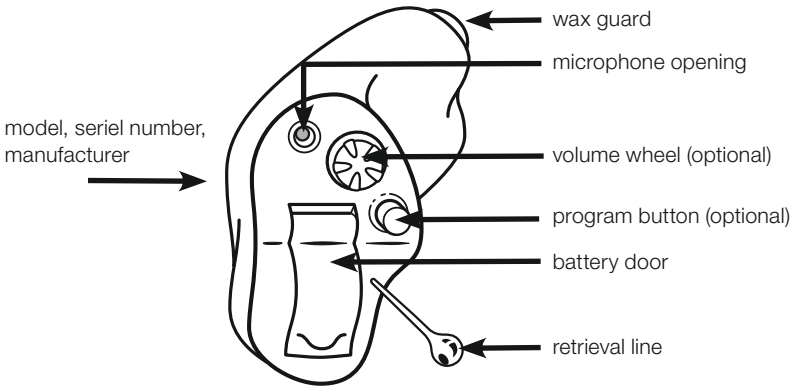
Good health practice requires that a person with a hearing loss has a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before using a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists, or otorhinolaryngologists. The purpose of a medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing instrument is used.

Your Hearing Instrument

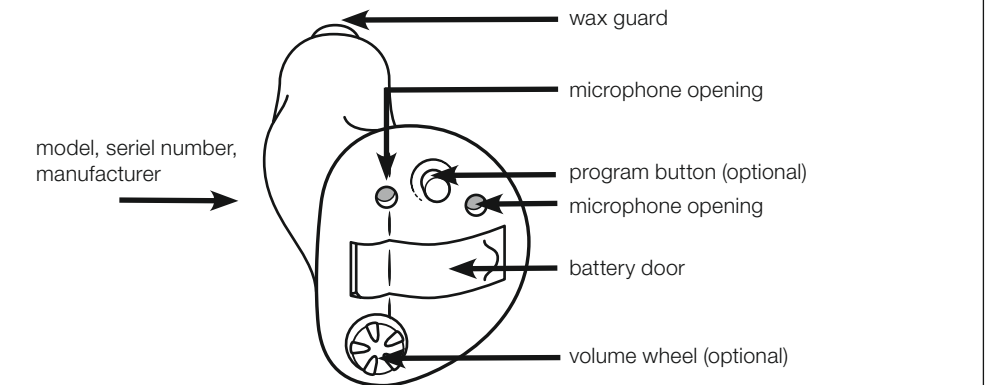
(Please see page 48 for your selected model)



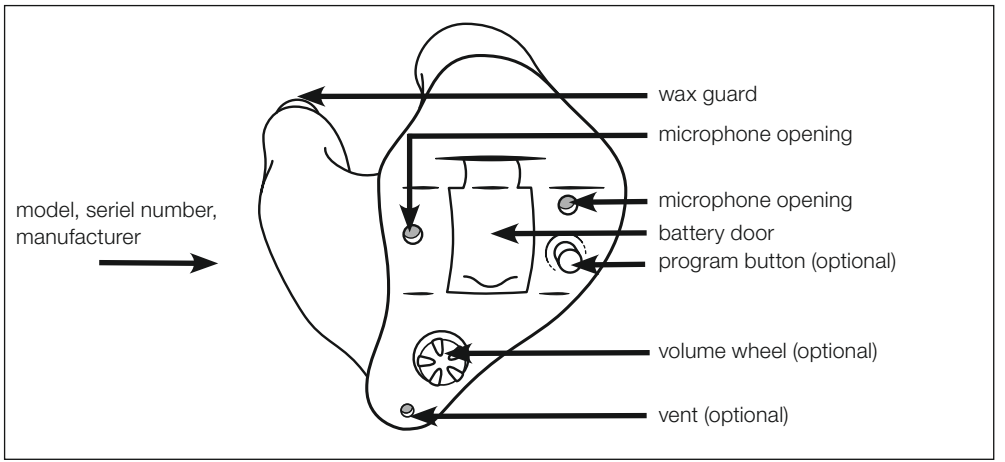
15/15P (CIC/IIC) Hearing Instrument



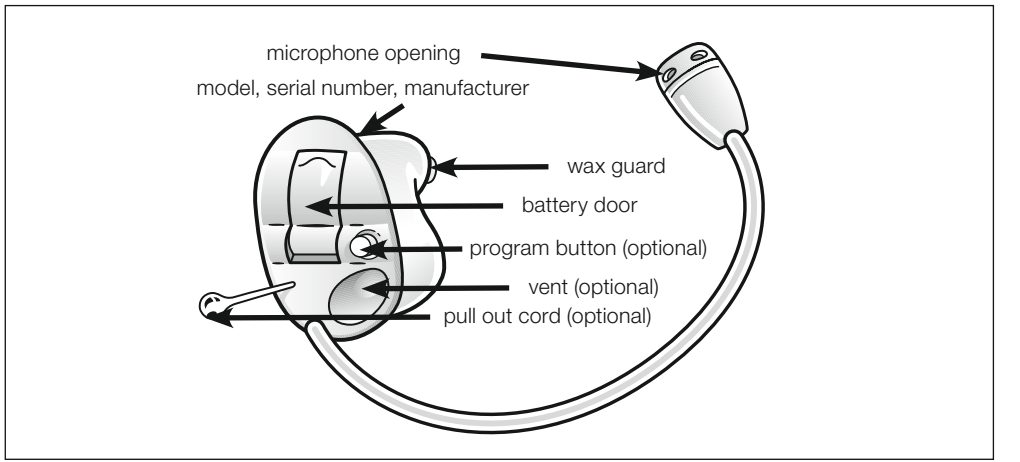
25/25P (MC) Hearing Instrument



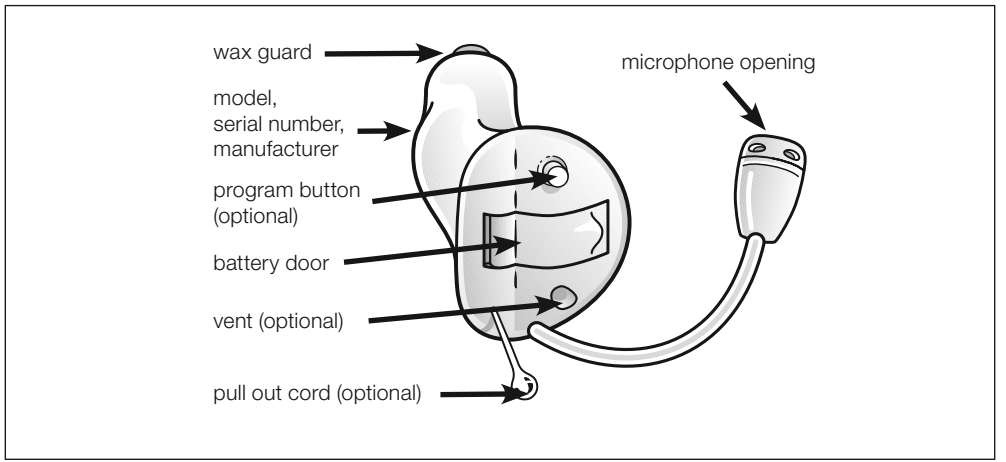
35/35P/35D/35DP (ITC) Hearing Instrument



45/45P/45D/45DP (ITE) Hearing Instrument

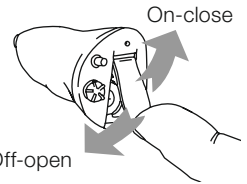


15M/15MP (CIC-M) Hearing Instrument



35M/35MP/35MU (ITC-M) Hearing Instruments

Switching on and off



Your hearing instrument is switched off by opening the battery door.

Switch your instrument on by closing the battery door.

Your instrument may have a program button to switch programs. However, if you close the battery door your instrument will always start in program number 1. Read more on this subject on page 21.

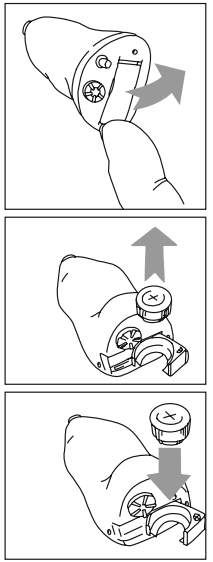
At night, leave the battery door open. It increases battery life and allows moisture in your instrument to evaporate and increases the instrument's life span.

Delayed Activation

Your hearing care professional may have activated the Delayed Activation function in your hearing instrument. The Delayed Activation function delays the turn-on time by 10 seconds after closing the battery door. This is indicated by beeps in the receiver at one second intervals when the battery door is closed, meaning that 10 beeps will be heard before the hearing instrument is activated. If you wish, this function can be deactivated by your hearing care professional.

Changing batteries

(Please ask your hearing care professional what battery size is used for your hearing instrument)



Low battery indication

Your hearing care professional can set your hearing instrument to give an acoustical indication when the battery is reaching its end of life. The hearing instrument will reduce amplification and emit a melody if battery power gets too low. This signal will recur every five minutes until the hearing instrument automatically switches off. It is recommended that you keep spare batteries on hand.

Replacing the battery

Open the battery door by placing your fingernail or a pencil under the edge of the battery door and gently push it backwards. When opened, remove the dead battery. The end of the cleaning brush is magnetic. It allows for easy battery removal/ insertion.

Always use new Zinc-Air batteries that have a minimum remaining shelf-life of 1 year.

Remove the protective seal from the fresh battery and insert it in the battery door, with the plus side facing up. You will recognize the plus side of the battery because marked with a +. Check whether the + symbols on the battery and on the battery door are on the same side.

Always insert a battery in the opened door, never directly into the instrument.
Close the battery door. This should go smoothly, so never force it as this could damage your instrument.

Whenever the hearing instruments are not in use, remember to turn them off to avoid unnecessary battery consumption

Low battery indicator (when paired with Direct Line accessories)

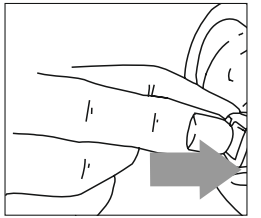
Active usage of Beltone Direct Line accessories (for example: Remote Control, TV Link, Personal Audio Link and Phone Link) requires more battery power from the hearing instrument than when these are working on their own. When the battery in the hearing instrument has depleted to a level at which use of the Beltone TV Link and Phone Link cannot be supported, the hearing instrument will play two sets of descending tones. At some point the battery level will not support the Remote Control either and you will once again hear the descending tones. The hearing instrument will continue to work as usual. Once a new battery is inserted, full operation of the accessories will resume. Remove the protective seal from the fresh battery and insert it in the battery door. Check that the + symbols on the battery and on the battery door are on the same side.

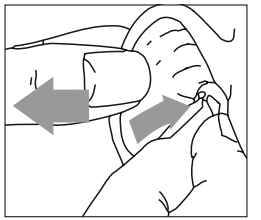
Battery warning information ⚠

Batteries contain dangerous substances and should be disposed of carefully in the interest of your safety and for the environment.

- Do not place batteries in your mouth. Consult a physician immediately if a battery has been swallowed, as it can be harmful to your health.
- Remove the batteries to prevent leakage when the hearing instruments are not in use for an extended period of time.
- Do not attempt to dispose of batteries by burning them.
- DO NOT attempt to recharge batteries (Zinc Air) which are not specifically designated rechargeable as they may leak or explode.
- Used batteries are harmful to the environment. Please dispose of them according to local regulations or return them to your hearing care practitioner.
- Keep batteries away from pets, children and individuals who are mentally challenged.

Inserting and removing your custom instrument





Inserting the instrument

- The insertion process varies with the shape of your ear canal. A fairly straight ear canal allows for easy insertion. However, some ear canals have sharper curves and may require more care.
- Take the hearing instrument between thumb and index finger and position its ‘point’ in your ear canal. If available the colour dot must point upwards on CIC instruments and on MC instruments. For the IIC, a white dot will be on the top side of the shell to show the orientation for insertion.
- Now slide the instrument all the way into your ear canal with a gentle, twisting motion. Insertion can be easier if you gently pull your ear backward with your other hand.
- Move the instrument up and down with your index finger and press gently to ensure it is positioned correctly. Opening and closing your mouth can aid insertion. You will feel when the instrument is inserted correctly.

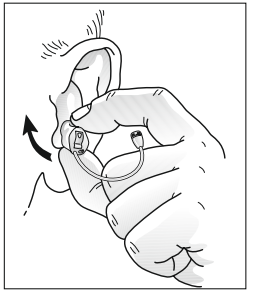
Removing your instrument

- Using your thumb and index finger gently pull the hearing instrument (not the battery door) from your ear. CIC instruments and MC instruments often have a thin plastic pullout cord. Use this. Never pull the battery door.
- Removal may be easier if you open and close your mouth while simultaneously pulling your ear backward with your other hand.

Take some time at home to practice inserting and removing your instrument. It may be helpful to position your elbows on a table and use a mirror.

Inserting and removing your custom instrument (Mic in Concha devices)

Inserting the instrument



- The insertion process varies with the shape of your ear canal. A fairly straight ear canal allows easy insertion. However, some ear canals have sharper curves and may require more care.
- Take the hearing instrument between thumb and index finger and position its 'point' in your ear canal. If available the colour dot must point upwards.
- Now slide the instrument all the way into your ear canal with a gentle, twisting motion. Insertion can be easier if you gently pull your ear backward with your other hand.

- Move the instrument up and down with your index finger and press gently to ensure it is positioned correctly. Opening and closing your mouth can aid insertion. You will feel when the instrument is inserted correctly.
- After the hearing instrument has been properly seated in the ear canal, locate the microphone and tubing.
- Gently push the microphone into the creased area of the ear that is located above the ear canal entrance.
- After the microphone is in place, push the tubing into place.

It is important that the microphone tube fits correctly in your ear. If the microphone tube irritates your ear, please contact your hearing care professional.

Recognising left and right instrument

Your hearing instrument is custom-made to fit your ear. Therefore, right and left instruments differ in shape.

Your hearing instrument is marked with either a left or right indication:

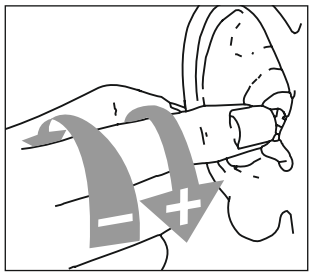
- A left instrument has a blue wax guard, blue shell, or a blue dot;
- A right instrument has a red wax guard, red shell, or a red dot.

This is easy to remember: **R**ed = **R**ight.

The colour dot must point upwards on your instruments.

Do not swap your hearing instruments. Please pay attention to this during cleaning, storing, and inserting.

Setting the volume - optional



Your instrument has a fully automatic volume control. Therefore, it should not be necessary to control the amplification (volume) manually.

However, on some types of devices the volume control provides you with the ability to adjust the amplification to your liking. This volume control is not available on CIC or IIC instruments.

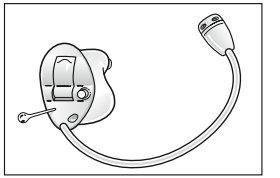
Use your index finger to turn the volume wheel. Turn the wheel forwards to increase and turn it backward to decrease the volume.

During the fitting of the hearing instrument, your hearing care practitioner will have chosen an optimal volume setting for you. When switching the instrument on, the volume will have that same setting.

- To prevent unintended usage by pediatric or physically or mentally challenged users, the volume control must, if enabled, be configured to only provide a decrease of the sound generator output level.
- If you prefer not to use the volume toggle your hearing care practitioner can switch the volume control off.

Program button - optional

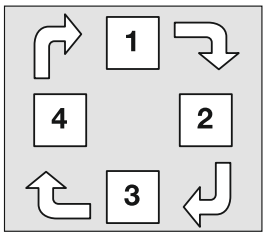
If you have a hearing aid with a program button this will allow you to use up to four different listening programs, each of them suitable for certain situations.



After pressing the program button, the instrument will switch programs. If it was in program 1 it will switch to program 2, if it was in program 2 it will switch to program 3, etc.

If programs 2, 3 or 4 are not activated, nothing will happen.

Your instrument will give an audible signal after pressing the program button.



A little later, the instrument will give:

- one single beep if set in program 1
- two beeps if set in program 2
- three beeps if set in program 3
- four beeps if set in program 4

When you close the battery door and switch the instrument on it will start in program 1, confirmed by one single beep.
Press the program button if you want to move to a different listening program.

Let your hearing care practitioner fill out the following table:

Program number	Type of program	Intended for
1		
2		
3		
4		

Note: Not all devices have 4 programs so ask your hearing care professional if your device is equipped for multiple programs

Dual microphone system - optional

ITC and ITE models can optionally have a directional microphone function, recognisable by a 2nd microphone opening. If you want to listen to a person in a noisy environment, the microphone in these hearing instruments can help you to concentrate on the speech. If the microphone is in the directional mode the background noise will be suppressed. In this mode the sounds in front of you will be enhanced, so you can better hear the speech of the person you look at. Your hearing care practitioner can program the microphone in the required modes.

Depending on your hearing instrument and the setting chosen by you and your hearing care practioner switching to and from directional mode can be done automatically.

T-Program

Your hearing instrument may have an optional built-in function, in many cases, enabling an improved use of the telephone and better hearing in churches or halls where an induction loop system is installed. In order to activate this function, the telecoil program has to be selected (often available in program 2). In this program, you will hear no sounds from the microphone, therefore most environmental sounds will be lost. If you wish, your hearing care practitioner can change the setting in such a way that you hear the microphone and the telecoil simultaneously.

Note: For True wireless custom models with telecoil, when the telecoil program is selected the wireless system will be disabled. This means it will not be possible to use any wireless accessories such as the remote control or the Phone Link until the telecoil program is exited.

Hearing through an induction loop

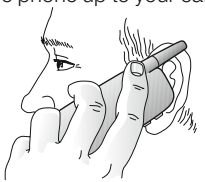
More and more public places, churches, theatres and cinemas, have induction loops systems. In these particular rooms, they transmit the sound of the presenter or show. At home, radio or television can be connected to an induction loop system. Sound quality through an induction loop is often better because noises from the environment are not transmitted.

- Switch your instrument to the telecoil program.
- Choose a good spot. Reception is not clear in all locations; it depends on the position of the induction loop. Watch for signs or try a different seat yourself.
- If needed, adjust the volume up or down.
- After the service or show, switch your instrument back to the microphone program. You will now hear through the microphone again.

- If the sound of your hearing instrument in the telecoil program is very soft all the time, ask your hearing care practitioner to make an adjustment.
- Your hearing care practitioner will gladly provide you with advice regarding an induction loop system at home. Please ask for it.

Using the telephone

Your hearing instrument allows you to use the telephone as you ordinarily do. Hold the phone up to your ear as you normally would.



If you should experience any problems when using the phone, try one of the following solutions:

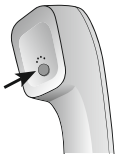
- Switch your instrument to the telecoil program, by pushing the Program button.
- Hold your telephone handset over your ear as you normally would, but without pressing against the hearing instrument.
- Listen to the dialing tone and move the handset a little to find the position that gives the best reception.
- The best position to hold a telephone may be determined by the shape of telephone you are using.
- If needed, turn the volume up or down.
- After completing the phone call, switch your instrument back to the microphone program.

If the phone has a poor telecoil signal, use the microphone program. Do not hold the handset too tightly against your ear since this might cause 'whistling.'

Your hearing care professional can design a telephone program that you can switch to when using the phone. This program is designed to ease listening on a phone. If you have a hearing instrument with a program button, you can switch to this program manually. Your hearing care professional can also enable the Auto-Phone function to switch to the telephone program automatically.

Auto-Phone - optional

The Auto-Phone function, allows your hearing instrument to automatically switch to your telephone program when a telephone receiver is raised to the ear. When the telephone receiver is removed from the ear, the hearing instrument automatically returns to the previous listening program.



Placement of Auto-Phone magnets

Place Auto Phone magnet on your telephone receiver to allow operation of the Auto Phone function. In order to place AutoPhone magnet properly:

1. Clean the telephone receiver thoroughly.
2. Hold the telephone vertically, in a position similar to when making a telephone call.
3. Place the magnets just below the telephone receiver. Make sure not to cover the microphone openings. If necessary, move the magnet to another position to improve ease of use and comfort while speaking.
4. If you are not satisfied with the strength of Auto Phone, you can reposition the Auto Phone magnet or add additional Auto Phone magnets.

Only use recommended cleaning agent to clean the telephone prior to placing the magnet on the phone in order to obtain best possible adherence.

Auto-Phone precautions

Keep magnets out of reach of pets, children and mentally challenged persons. If a magnet is swallowed, please seek advice from a medical practitioner.

The magnet may affect some medical devices or electronic systems. The manufacturer of any magnetically sensitive devices (e.g. pacemakers) should advise you regarding appropriate safety precautions when using your hearing instrument and magnet in close proximity to the medical device or electronic system in question.

If the manufacturer cannot issue a statement, we recommend keeping the magnet or a telephone equipped with the magnet 30 cm (12”) away from magnetically sensitive devices (e.g. pacemakers).

High distortion during dialing or phoning may mean that the magnet is not in the optimal position relative to the telephone receiver. To avoid the issue, please move the magnet to another place on the telephone receiver.

Only use magnets supplied by Beltone.

Auto-Phone usage

Telephones can be used in a normal manner. A short melody will indicate that the Auto-Phone feature has automatically switched to the program designed specifically for listening on the phone. Initially, you may need to move the telephone receiver slightly to find the best position for reliable Auto-Phone activation and good hearing on the telephone. If the switching mechanism is not reliable or consistent, additional magnets can be placed on the telephone.

Listen to radio or TV

When listening to the TV or the radio, start out by listening to news commentators since they usually speak clearly, then try other programmes. If you find it difficult to listen to TV or radio, your hearing care professional will be able to give you advice on available accessories to enhance your listening capabilities for TV and radio.

Using Beltone hearing instruments with smart phone apps

Intended use of smart phone apps:

Beltone smart phone apps are intended to be used with Beltone wireless hearing aids. Beltone smart phone apps send and receive signals from the Beltone wireless hearing aids via smart phones for which the apps have been developed.

Use with smart phone apps:

- Notifications of app updates should not be disabled, and it is recommended that the user installs all updates to ensure that the app will function correctly and will be kept up to date.
- The app must only be used with Beltone devices for which it is intended, and Beltone take no responsibility if the app is used with other devices.

Cellular phones

Your hearing instrument is designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However, not all cell phones are hearing instrument compatible. The varying degree of disturbance can be due to the nature of your particular cellular phone or of your wireless telephony service provider. If you find it difficult to obtain a good result while using your cellular phone, your hearing care professional will be able to give you advice on available accessories to enhance listening capabilities.

Flight Mode ⚠

When boarding a flight or entering an area where RF transmitters are prohibited, wireless functionality must be deactivated as it is not allowed to radiate radio signals during flights or in otherwise restricted areas.

For Beltone True wireless hearing instruments follow the following steps to enter and leave flight mode:

For Beltone True Hearing Instruments with a Program Button

It is possible to disable wireless operation by opening and closing the battery compartment of the hearing instrument while at the same time pressing the program button.

When disabled manually, wireless operation may be re-enabled by opening and closing the battery compartment normally (i.e. without pressing the program button). 10 seconds after this operation is completed, wireless operation will begin again.

For Beltone True Hearing Instruments without a Program Button

It is possible to disable wireless operation by performing the following sequence of operations.

1. Close the battery door (Hearing Instrument is turned on)
2. Open the battery door within 10 seconds of doing operation #1 (Hearing Instrument is turned off)

3. Close the battery door (Hearing Instrument is turned on 2nd time)
4. Open the battery door within 10 seconds after doing operation #3 (Hearing Instrument is turned off 2nd time)
5. Close the battery door (Hearing Instrument is turned on 3rd time)

When disabled manually, it is possible to re-enable wireless operation by repeating the above 5 steps. 10 seconds after this operation is completed, wireless operation will begin again.

For all other wireless hearing instruments follow the following steps to enter and leave flight mode:

It is possible to disable wireless operation by performing the following sequence of operations. Note that this operation is the same for both hearing instruments with and without a program button.

1. Close the battery door (Hearing Instrument is turned on)
2. Open the battery door within 10 seconds of doing operation #1 (Hearing Instrument is turned off)
3. Close the battery door (Hearing Instrument is turned on 2nd time)
4. Open the battery door within 10 seconds after doing operation #3 (Hearing Instrument is turned off 2nd time)
5. Close the battery door (Hearing Instrument is turned on 3rd time)

When disabled manually, it is possible to re-enable wireless operation by opening and closing the battery door. 10 seconds after this operation is completed, wireless operation will begin again.

Care and maintenance

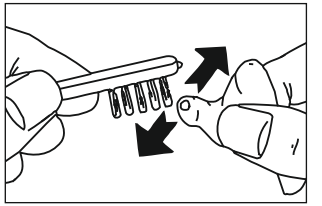
Please follow the following instructions to prolong the durability of your hearing instruments:

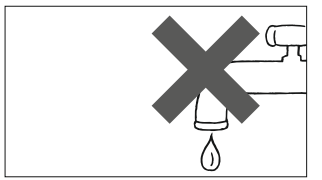
1. Keep your hearing instrument clean and dry. Wipe the case with a soft cloth or tissue after use to remove grease or moisture. Do not use water or solvents, as these can damage the hearing instrument(s).
2. Never immerse hearing instruments in water or other liquids, as liquids may cause permanent damage to the hearing instruments.
3. Avoid rough handling of hearing instruments or dropping them on hard surfaces or floors.
4. Do not leave hearing instruments in or near direct heat or sunlight, such as in a hot, parked car, as excessive heat can cause damage or deform the casing.
5. Do not wear your instrument while showering, swimming, in heavy rain or in a moist atmosphere such as a steam bath or sauna.
6. If your instrument does get wet, or if it has been exposed to high humidity or perspiration, it should be left to dry out overnight with the battery out and the battery compartment open. It is also a good idea to put the instrument and battery in a sealed container together with a drying agent (desiccator) overnight. Do not use the instrument until it is completely dry. Consult your hearing care professional as to which drying agent to use.
7. Remove your hearing instrument when applying such things as cosmetics, perfume, aftershave, hair spray, and suntan lotion. These might get into the instrument and cause damage.

Your hearing instrument is protected by a layer of protective, hydrophobic nanocoat material.

Daily Cleaning

- Clean your instrument with a soft, dry cloth and the small brush. Do this above a soft surface or table to avoid damage if the instrument falls.
- Do not use water or fluids.

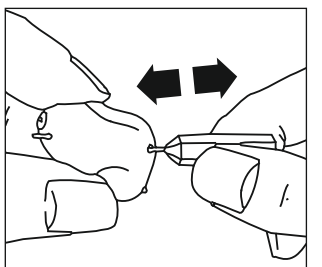




Cleaning the vent

Your hearing instrument may have a vent, a small canal through the entire instrument. If so, clean it regularly.

- Insert the vent-cleaning tool – plastic line with handle – into the vent. Push the cleaning line completely through the vent.
- Wipe off any collected earwax.
- Pull the line out and wipe off again.
- Repeat this until all the earwax has been removed.



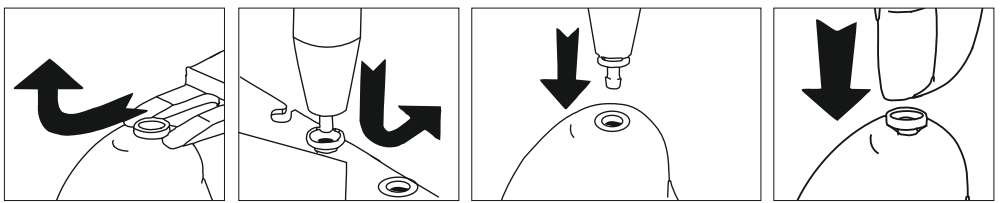
Cleaning the microphone tip and tubing

Your instrument will not work properly if the microphone opening is dirty. The microphone tip and tubing can be cleaned by gently wiping them with a soft dry cloth. This will help to ensure that the ports stay open and allow sound to get into the microphone.

Note that the tube may wear out or become discolored over time with usage of the hearing instrument. If needed, ask your hearing care practitioner to have the tubing replaced.

Wax guard

Your hearing instrument is usually equipped with a wax guard. The wax guards are available in a set, containing red guards, blue guards, and a dedicated tool for changing them. Use red wax guards for right instruments and blue guards for left instruments. For IIC instruments, a white wax guard is used for both left and right instruments.



- To remove the wax guard from your hearing instrument, slide the forked side of the tool under the wax guard and pull it upwards.
- Pick up a new wax guard from the front side of the card by using the other 'nub' end of the tool. The large red and blue arrows on the card indicate the front side. Slide the wax guard to the side, through the card.
- Insert the wax guard into the sound outlet of the hearing instrument.
- As some custom devices may be built with different wax protection systems, please consult your hearing care professional for the correct usage and maintenance of your wax guard system.

Storing your instrument

When you are not using your instrument, keep or transport it in the box supplied. Leave the battery door open. Keep your instrument in a dry place, not in a bathroom or other humid place. Alternatively, you could store the instrument in a desiccator from your hearing care practitioner.

Beltone Hearing Intruments – with Tinnitus Breaker Pro

Your Beltone hearing instrument models also include a Tinnitus Sound Generator function, a tool for generating sounds to be used in tinnitus management programs to relieve suffering from tinnitus. The Tinnitus Sound Generator can generate sounds adjusted to the specific therapeutic needs and your personal preference as determined by your doctor, audiologist, or hearing care professional. Depending on the selected hearing instrument program and the environment you are in, you will sometimes hear the therapeutic sound resembling a continuous or fluctuating whistling.

Important Notice to Prospective Users

Good health practice requires that a person with a hearing loss and/or a tinnitus condition have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before using a hearing instrument and/or a sound generator, such as the ReSound Live™ TS. The purpose of a medical evaluation is to ensure that all medically treatable conditions that may affect hearing and/or tinnitus are identified and treated before the hearing instrument and/or sound generator is used.

The sound generator instrument is a tool to generate sounds to be used with appropriate counselling and/or in a tinnitus management programme to relieve patients suffering from tinnitus.

Prescription Use for Sound Generator Users

Please use the device as prescribed by your doctor, audiologist, or hearing care professional. Should you develop any side effects from using the instrument, such as dizziness, nausea, headaches, perceived decrease in auditory function or increase in tinnitus perception, you should discontinue use of the device and seek medical evaluation.

The target population is primarily the adult population over 18 years of age. This product may also be used with children 5 years of age or older. However, children and physically or mentally challenged users will require training by a doctor, audiologist, hearing care professional or the guardian for the insertion and removal of the device.

CAUTION – Tinnitus Sound Generator ⚠

The maximum output of the Tinnitus Sound Generator feature falls into the range that can cause hearing loss according to OSHA regulations.

General warnings/precautions - Tinnitus Breaker ⚠

- Hearing instruments and sound generators can be dangerous if improperly used.
- Sound generators should be used only as advised by your doctor, audiologist, or hearing care professional.
- Sound generators are not toys and should be kept out of reach of anyone (especially children and pets) who might cause themselves injury.
- The user should not use the sound generator for more than eight (8) hours a day when this is set below 90dB SPL. Above that level, the device should not be used for more than two hours per day. In no case should the sound generator be worn at uncomfortable levels. Children and physically or mentally challenged users will require guardian supervision while wearing the device.

General Precautions ⚠

- Do not leave your instrument in the sun, near an open fire or in a hot, parked car.
- Do not wear your instrument while showering, swimming, in heavy rain or in a moist atmosphere such as a steam bath of sauna
- Should your instrument become moist, put it in a dessicator. Your hearing care professional will be happy to counsel you on this.
- Remove your instrument when applying cosmetics, e.g perfume, aftershave, hairspray, suntan lotion.
- Wearing an instrument might cause an increased production of earwax. In rare cases, the anti-allergenic materials may cause skin irritation. If so, or if in doubt, consult your physician or ENT.

- For use of wireless functionality, only use Beltone Direct Line accessories. For further guidance, please refer to the relevant Beltone Direct user guide.
- Only connect Beltone hearing instruments to Beltone accessories intended and qualified to be used with Beltone hearing instruments.
- When wireless function is activated, the device uses low-powered, digitally coded transmissions in order to communicate with other wireless devices. Although unlikely, nearby electronic devices may be affected. In that case, move the hearing instrument away from the affected electronic device.
- When using wireless functionality and the devices are affected by electromagnetic interference, move away from the source interference.
- This device operates in the frequency range of 2.4 GHz – 2.48 GHz. (35DW and 45DW models)
- This device uses an RF transmitter that operates in the range of 2.4 GHz – 2.48 GHz. (35DW and 45DW models only)

General warnings ⚠

Hearing instruments can be dangerous if improperly used.

- Consult a hearing care professional if you discover a foreign object in your ear canal, if you experience skin irritation, or if excessive ear wax accumulates with the use of the hearing instrument.
- Different types of radiation, (e.g. from X-ray, MRI, NMR, CT scans), may damage the instrument. Therefore, do not wear the instrument during these or other corresponding scanning procedures. Other types of radiation (burglary alarms, room surveillance systems, radio equipment, mobile telephones, etc) will not damage the instrument. They could, however, momentarily affect the sound quality or create strange sounds from the instruments.

- Do not wear hearing instruments in mines, oil fields, or other explosive areas unless those areas are certified for hearing instrument use.
- Do not allow others to use your hearing instruments. This may cause damage to the hearing instruments or to the hearing of the other individual.
- Instrument usage by children or mentally challenged persons should be supervised at all times to ensure their safety.
- The hearing instrument contains small parts that could be swallowed by children. Please be mindful not to leave children unsupervised with this hearing instrument.
- Hearing instruments should be used only as prescribed by your hearing care professional. Incorrect use may result in sudden and permanent hearing loss.
- If the device is broken, DO NOT USE IT.
- Be careful when boarding flights, to remember to deactivate the wireless functionality. Turn off your wireless functionality by using the flight mode in areas where radio frequency emission is prohibited.
- Use only original Beltone consumables e.g. wax guards.
- Only connect Beltone hearing instruments to Beltone accessories intended and qualified to be used with Beltone hearing instruments.
- Never attempt to modify the shape of the hearing instrument, ear-moulds, or tubing yourself.
- External devices connected to the electrical input must be safe according to the requirements of IEC 60601-1-1, IEC 60065, or IEC 60950-1, as appropriate.

Eight steps towards better hearing

You need to get used to your new hearing instrument. Sounds seem new and different. That is because you grew accustomed to your diminished hearing. Therefore, familiar sounds seem strange or unnatural at first. Every first-time user of a hearing instrument responds differently to this. Some can wear the new instrument a whole day right from the start, while others find it hard to get used to.

After a while, you will notice you appreciate hearing with a hearing instrument and that you will find it quite normal. Below, eight steps are described that will guide you through the initial period. If you are not satisfied or keep experiencing problems, please consult your hearing care practitioner.

1. Get used to familiar sounds at home

Try to get used to the new sounds from a familiar environment. Listen to the different (background) sounds and try to recognise them. When you are tired from listening, remove your instrument and pause for a while. Talk or read aloud for a while. In that way you will familiarise yourself with the sound of your own voice. Gradually, you will learn to use the instrument for longer and become more comfortable with it.

2. Listen outside; quiet & traffic

Go outside to a quiet place, e.g., the park or woods. Listen to the environmental sounds. Do you recognise them?

Please be careful with sounds from heavy traffic at this stage of getting used to your instrument. Sometimes it sounds very loud. Try not to get frightened.

3. Have a conversation with a single person

Use your instrument in conversation with one person, a family member or a friend. Move to a quiet spot. Explain that you are now wearing a hearing instrument. Ask the other person to talk normally. Look at your conversation partner. If your instrument is tuned to your requirements you will be able to communicate better than before.

4. Listen to radio or television

Listen to the radio or television. Start with the news, then turn to another program. Ask a ‘normal hearing’ person to set the volume of your radio or television to a comfortable level. If necessary, adjust the volume on your hearing instrument.

If you cannot understand the radio or television, ask your hearing care practitioner to adjust your hearing instrument.

5. Get used to conversations in a group

Following conversations in a group is often difficult because of the background noise. Listen to the different voices. Try to recognise them by timbre or rhythm and link each voice to a person. Focus your attention on the person you want to understand. Practice this regularly. If you did not understand something that was said, please ask for it to be repeated.

Ensure that you can see the face of your conversation partner(s) clearly and that there is sufficient light. This will help you to lip-read. Avoid ‘looking into the light." Position yourself with your back towards the window, so that you can see the other person(s) better. Ask others to talk slowly and clearly. Talking louder does not help.

6. Visit public buildings

Visit public buildings. Try to sit near the speaker; try to be seated in the front rows in a show. Avoid a seat behind a pillar or in an alcove, you will be in a ‘sound shadow.’

In a restaurant, sit with your back towards the wall. This avoids disturbing noises coming from behind you.

7. Use your telephone

Often, you can hear the telephone clearly with your hearing instrument in a microphone program. Hold the telephone handset 1-inch (2-3cm) from your ear and tilt the receiver outwards a little.

Your hearing instrument meets strict international regulations. Therefore, it should be possible to use a GSM telephone in most cases. However, in some circumstances, disturbance might be audible through your hearing instrument.

8. Use your instrument all day

Using your hearing instrument and practising with it is the best way to learn to hear again. Even if you can hear without an instrument in some cases, try to wear your instrument all day. In that way, you will benefit the most.
Of course, a hearing instrument cannot restore natural hearing, but it will help you make the most of your hearing as it is today.
Go beyond these eight steps and discover the world of sound around you. Do the things you enjoy and listen to the sounds from your environment.

Temperature test, transport and storage information

Beltone Hearing Instruments are subjected to various tests in temperature and damp heating cycling between -25C (-13F) and +70C (+158F) according to internal and industry standards.

During transport or storage, the temperature should not exceed the limit values of -20C (-4F) to +60C (+140F) and relative humidity of 90% RH, non-condensing (for limited time). The air pressure between 500 and 1100 hPa is appropriate.

Warning to hearing care practitioners ⚠

Special care should be exercised in selecting and fitting a hearing instrument(s) whose maximum sound pressure level exceeds 132dB SPL with an IEC 60711: 1981 occluded ear simulator, because there may be a risk of impairing the remaining hearing of the hearing instrument user.

Technical specifications

Audio signal technology
Digital

Available sounds – Tinnitus Breaker Pro sound generator
White noise signal which can be shaped with the following configurations:
- High-pass filter: 500Hz
- High-pass filter: 750Hz
- High-pass filter: 1000Hz
- High-pass filter: 1500Hz
- High-pass filter: 2000Hz
- Low-pass filter: 2000Hz
- Low-pass filter: 3000Hz
- Low-pass filter: 4000Hz
- Low-pass filter: 5000Hz
- Low-pass filter: 6000Hz

The white noise signal can be modulated in amplitude with an attenuation depth of up to 14dB.

Hearing instrument maximum output and Tinnitus Breaker sound generator maximum overall output (IEC 118-0 OES)

model	Hearing Instrument max output (IEC 118-0 OES)	Tinnitus Breaker Pro sound generator max overall output (IEC 118-0 OES)
TRU15/TRU25	121 dB SPL	90 dB SPL
PSE15/PSE25	121 dB SPL	90 dB SPL
PSE15/PSE25/MIV15	125 dB SPL	90 dB SPL
PSE15-P/PSE25-P	127 dB SPL	90 dB SPL
TRU35/TRU35W/TRU35D/TRU35DW	122 dB SPL	90 dB SPL
PSE35/PSE35-W/PSE35-D/PSE35-DW	123 dB SPL	90 dB SPL
TRU35P/TRU35PW/TRU35DP/TRU35DPW	127 dB SPL	90 dB SPL
PSE35-P/PSE35-PW/PSE35-DP/PSE35-DPW	128 dB SPL	90 dB SPL
TRU45/TRU45W/TRU45D/TRU45DW	126 dB SPL	90 dB SPL
PSE45/PSE45-W/PSE45-D/PSE45-DW	128 dB SPL	90 dB SPL
TRU45P/TRU45PW/TRU45DP/TRU45DPW	136 dB SPL	90 dB SPL
PSE45-P/PSE45-PW/PSE45-DP/PSE45-DPW	138 dB SPL	90 dB SPL
TRU15M	121 dB SPL	90 dB SPL
PSE15-M	122 dB SPL	90 dB SPL
TRU15MP	126 dB SPL	90 dB SPL
PSE15-MP	127 dB SPL	90 dB SPL
TRU35M/TRU35MW	121 dB SPL	90 dB SPL
PSE35-M/PSE35-MW	122 dB SPL	90 dB SPL
TRU35MP/TRU35MPW	126 dB SPL	90 dB SPL
PSE35-MP/PSE35-MPW	127 dB SPL	90 dB SPL
TRU35MU/TRU35MUW	135 dB SPL	90 dB SPL
PSE35-MU/PSE35-MUW	138 dB SPL	90 dB SPL

TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	POSSIBLE REMEDY
Feedback, 'whistling'	Is your instrument inserted correctly?	Put it in again
	Is the volume very loud?	Reduce it
	Are you holding your hand or an object (e.g. a hat) too close to an instrument?	Move your hand away or create some more space between the instrument and the object
	Is you ear full of wax?	Visit your physician
No sound	Is the instrument switched on?	Switch it on
	Is there a battery in the instrument?	Insert a battery
	Is the battery still good?	Replace it with a new one
	Is your ear full of wax?	Visit your physician
Sound is distorted, spluttering or weak	Is the battery dead?	Replace it with a new one
	Is the battery dirty?	Clean it or use a new one
	Did your instrument get moist?	Use a dissecator
Battery drains very quickly	Did you leave your hearing instrument switched on at night?	Always switch off the instrument at night
	Is the battery old?	Check the date on the battery packaging

Your selected model

Hearing instrument type designations for models included in this user guide are included in the following chart. Your hearing care professional place a check mark in the below table to identify the model you have and fill out the tables on the following pages.

- ☐ TRU1715M
- ☐ TRU1715MP
- ☐ TRU1735M
- ☐ TRU1735MP
- ☐ TRU1735MU
- ☐ TRU1735MW
- ☐ TRU1735MPW
- ☐ TRU1735MUW
- ☐ TRU915M
- ☐ TRU915MP
- ☐ TRU935M
- ☐ TRU935MP
- ☐ TRU935MU
- ☐ TRU935MW
- ☐ TRU935MPW
- ☐ TRU935MUW
- ☐ TRU615M
- ☐ TRU615MP
- ☐ TRU635M
- ☐ TRU635MP
- ☐ TRU635MU
- ☐ TRU635MW
- ☐ TRU635MPW
- ☐ TRU635MUW
- ☐ TRU1715
- ☐ TRU915
- ☐ TRU615
- ☐ TRU315
- ☐ TRU1715P
- ☐ TRU915P
- ☐ TRU615P
- ☐ TRU315P
- ☐ TRU1725
- ☐ TRU925
- ☐ TRU625
- ☐ TRU325
- ☐ TRU1725P
- ☐ TRU925P
- ☐ TRU625P
- ☐ TRU325P
- ☐ TRU1735
- ☐ TRU935
- ☐ TRU635
- ☐ TRU335
- ☐ TRU1735P
- ☐ TRU935P
- ☐ TRU635P
- ☐ TRU335P
- ☐ TRU1735D
- ☐ TRU935D
- ☐ TRU635D
- ☐ TRU335D
- ☐ TRU1735DP
- ☐ TRU935DP
- ☐ TRU635DP
- ☐ TRU335DP
- ☐ TRU1735W
- ☐ TRU935W
- ☐ TRU635W
- ☐ TRU1735PW
- ☐ TRU935PW
- ☐ TRU635PW
- ☐ TRU1735DW
- ☐ TRU935DW
- ☐ TRU635DW
- ☐ TRU1735DPW
- ☐ TRU935DPW
- ☐ TRU635DPW
- ☐ TRU1745
- ☐ TRU945
- ☐ TRU645
- ☐ TRU345
- ☐ TRU1745P
- ☐ TRU945P
- ☐ TRU645P
- ☐ TRU345P
- ☐ TRU1745D
- ☐ TRU945D
- ☐ TRU645D
- ☐ TRU345D
- ☐ TRU1745DP
- ☐ TRU945DP
- ☐ TRU645DP
- ☐ TRU345DP
- ☐ TRU1745W
- ☐ TRU945W
- ☐ TRU645W
- ☐ TRU1745PW
- ☐ TRU945PW
- ☐ TRU645PW

- ☐ TRU1745DW
- ☐ TRU945DW
- ☐ TRU645DW
- ☐ TRU1745DPW
- ☐ TRU945DPW
- ☐ TRU645DPW
- ☐ PSE1735-MUW
- ☐ PSE1735-MPW
- ☐ PSE1735-MW
- ☐ PSE1735-MU
- ☐ PSE1735-MP
- ☐ PSE1735-M
- ☐ PSE1715-MP
- ☐ PSE1715-M
- ☐ PSE1745-DPW
- ☐ PSE1745-DW
- ☐ PSE1745-DP
- ☐ PSE1745-D
- ☐ PSE1745-PW
- ☐ PSE1745-W
- ☐ PSE1745-P
- ☐ PSE1745
- ☐ PSE1735-DPW
- ☐ PSE1735-DW
- ☐ PSE1735-DP
- ☐ PSE1735-D
- ☐ PSE1735-PW
- ☐ PSE1735-W
- ☐ PSE1735-P
- ☐ PSE1735
- ☐ PSE1725-P
- ☐ PSE1725
- ☐ PSE1715-P
- ☐ PSE1715
- ☐ MIV1715
- ☐ PSE935-MUW
- ☐ PSE935-MPW
- ☐ PSE935-MW
- ☐ PSE935-MU
- ☐ PSE935-MP
- ☐ PSE935-M
- ☐ PSE915-MP
- ☐ PSE915-M
- ☐ PSE945-DPW
- ☐ PSE945-DW
- ☐ PSE945-DP
- ☐ PSE945-D
- ☐ PSE945-PW
- ☐ PSE945-W
- ☐ PSE945-P
- ☐ PSE945
- ☐ PSE935-DPW
- ☐ PSE935-DW
- ☐ PSE935-DP
- ☐ PSE935-D
- ☐ PSE935-PW
- ☐ PSE935-W
- ☐ PSE935-P
- ☐ PSE935
- ☐ PSE925-P
- ☐ PSE925
- ☐ PSE915-P
- ☐ PSE915
- ☐ MIV915
- ☐ PSE635-MUW
- ☐ PSE635-MPW
- ☐ PSE635-MW
- ☐ PSE635-MU
- ☐ PSE635-MP
- ☐ PSE635-M
- ☐ PSE615-MP
- ☐ PSE615-M
- ☐ PSE645-DPW
- ☐ PSE645-DW
- ☐ PSE645-DP
- ☐ PSE645-D
- ☐ PSE645-PW
- ☐ PSE645-W
- ☐ PSE645-P
- ☐ PSE645
- ☐ PSE635-DPW
- ☐ PSE635-DW
- ☐ PSE635-DP
- ☐ PSE635-D
- ☐ PSE635-PW
- ☐ PSE635-W
- ☐ PSE635-P
- ☐ PSE635
- ☐ PSE625-P
- ☐ PSE625
- ☐ PSE615-P
- ☐ PSE615

Left serial number:	
Right serial number:	
Instrument version:	☐ Completely In the Canal (CIC) ☐ In The Canal (ITC) ☐ In The Ear (ITE) ☐ Microphone in Concha (MIC) ☐ Invisible in Canal (IIC)
Battery size:	☐ 13 orange ☐ 312 brown ☐ 10A yellow

SPECIFIC FEATURES SUPPORTED BY YOUR HEARING SYSTEM:

Delayed on-activation 15	☐	AutoPhone 27	☐
Volume control 22	☐	Tinnitus Breaker Pro 35	☐
Program button. 23	☐	Telecoil/Tele-loop system 25	☐
Wireless 17, 25, 30	☐	Power device-exceeds 132 dB SPL	☐

Ask your hearing care professional to mark the options supported by your hearing system.

International warranty, service and repairs

Any digital hearing instrument from Beltone has an international warranty in the event of defects in workmanship or material, as described in applicable warranty documentation. In its service policy, Beltone pledges to secure functionality at least equivalent to the original hearing instrument.

Warranty and Repairs

Beltone provides a warranty on hearing instruments in the event of defects in workmanship or materials, as described in applicable warranty documentation. In its service policy, Beltone pledges to secure functionality at least equivalent to the original hearing instrument. As a signatory to the United Nations Global Compact initiative, Beltone is committed to doing this in line with environment-friendly best practices. Hearing instruments therefore, at Beltone's discretion, may be replaced by new products or products manufactured from new or serviceable used parts, or repaired using new or refurbished replacement parts. The warranty period of hearing instruments is designated on your warranty card, which is provided by your hearing care professional.

For hearing instruments that require service, please contact your hearing care professional for assistance. Beltone hearing instruments that malfunction must be repaired by a Beltone
qualified technician. Do not attempt to open the case of hearing instruments, as this will invalidate the warranty.

The warranty period of hearing instruments is designated on your warranty card, which is provided by your hearing care professional.

Be aware of information marked with the warning symbol

WARNING points out a situation that could lead to serious injuries,
CAUTION indicates a situation that could lead to minor and moderate injuries.

Equipment includes RF transmitter.

Product is a Type B applied part.

Advice and tips on how to handle your hearing instrument better.

Please ask your local hearing care professional concerning disposal of your hearing instrument

CE 0297

Faceplate/Electronics by: Beltone A/S
Any issues relating to the EU Medical Device Directive 93/42/EEC or EU Radio Equipment Directive 2014/53/EU should be directed to Beltone A/S

Manufacturer according to EU Medical Device Directive 93/42/EEC:

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Beltone

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