

AudioSync™  
Hearing Technologies >>>>>

via™



RECEIVER-IN-CANAL  
OPERATIONS MANUAL

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Congratulations!

Your new Via hearing system uses advanced digital features to provide improved sound quality, speech understanding and listening comfort.

Please read this manual carefully to take full advantage of all features on your new hearing system. If you have any questions, please contact your hearing care professional.

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# Identification

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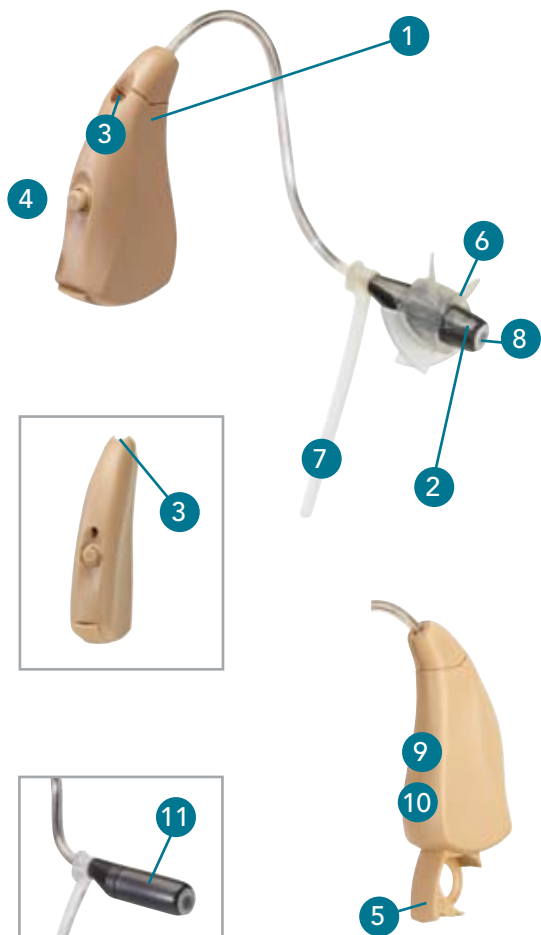
## Features, Controls and Identification

Your hearing system may include:

1. Hearing Instrument
2. Receiver
3. Microphones
4. Multimemory Button
5. Battery Compartment (on/off control)
6. Propeller
7. Retention Lock
8. Wax Guard

Your hearing system can be identified by:

9. Location of serial number
10. Location of manufacturer's name/model name
11. Location of left/right side indicator



# Preparation

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## Batteries

Your hearing system uses a size 10 or 312 battery as its power source. This battery size can be identified by the yellow (10) or brown (312) color code on the packaging.

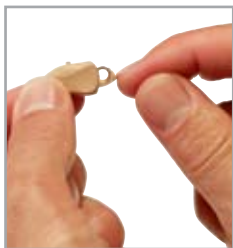


### To insert or replace the battery:

1. Use the nail grip on the battery door.
2. Open the battery door gently and remove the old battery.
3. Remove the tab from the new battery.
4. Line up the battery's plus "+" sign (flat side of the battery) with the "+" on the battery door.
5. Close the battery door.

## Preparation

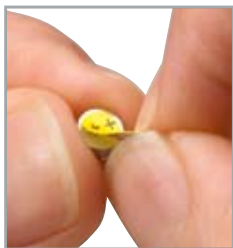
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1



2



3



4



5

## Preparation

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### Battery Indicator Tones

An indicator will sound when the battery's voltage is low. You have approximately 20 minutes\* to replace the battery. A different tone lasting two seconds will sound just before the battery stops working.

*\* Actual time between low battery indicator and shut down will vary depending on environmental noise levels and brand of battery used.*

### Helpful Hints





- NEVER FORCE THE DOOR SHUT; this could result in serious damage; if the door will not close securely, check that the battery is inserted correctly
- Do not open the battery door too far or damage is likely to occur
- Because of their size, it's a good idea to change and replace batteries above a table or desk to reduce the risk of dropping the instrument or battery
- Dispose of used batteries immediately in the proper waste or recycling container
- Because batteries can vary in size and performance, your hearing care professional is your best source for lifespan estimates and verification that you are using the proper size and type

## Preparation

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### Warnings

Batteries are dangerous if swallowed. To help prevent the accidental ingestion of batteries:

-  Keep out of reach of children and pets
-  Check your medications before taking them – batteries have been mistaken for pills
-  Never put batteries in your mouth, as they can easily be swallowed
-  National Button Battery Ingestion Hotline:  
202-625-3333

## Insertion and Removal

### To insert the receiver:

1. Hold the tubing at the bend in front of the receiver with your thumb and forefinger.  
Gently insert the receiver into your ear canal.
2. Carefully place the hearing instrument behind your ear wrapping it over the top of your ear.
3. Place the lock inside the bowl of your ear.

### To remove the hearing system:

1. Remove the lock from the bowl of your ear.
2. Remove the hearing instrument from behind your ear.
3. Grasp the receiver with your thumb and forefinger. Gently pull out of your ear canal.

Do not pull with the hearing system case as this may damage the connection.

## Preparation

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1



2



3



4

### Helpful Hints

- Minor irritation and inflammation may occur as your ear becomes accustomed to having an object in it; if so, please contact your hearing care professional.
- If an actual allergic reaction occurs, contact your hearing care professional.
- Severe swelling, discharge from the ear, excessive wax, or other unusual conditions warrant immediate consultation with a physician.

# Operation

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## On, Off and Volume Levels

### To turn ON:

Insert a battery and completely close the battery door.

### To turn OFF:

Open the battery door until the battery is no longer touching the battery contacts.

Some hearing systems have been programmed with a power-on delay, allowing additional time to place the hearing system in your ear before it starts working. Your hearing care professional will check the box below if your hearing system has this feature activated.

My hearing instrument has power-on delay:

Yes

No

Your hearing system has been set to a specific volume level by your hearing care professional. If sounds are generally too loud or too soft, please contact your hearing care professional for advice and adjustment.

## Multimemory Settings

Your hearing care professional can set up to four hearing programs for you. These additional programs are accessed by pressing the Multimemory button inward.



When you press the Multimemory button, you may hear an indicator or a tone series indicating the device has changed to the next program. Your hearing system has been setup with the following environments.

Program	Tone	Environment
1	1 Tone	Normal
2	2 Tones	
3	3 Tones	
4	4 Tones	

# Operation

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## Directional Settings

- My hearing system uses omnidirectional microphones. Please skip to Telephone Use section on page 16.
  
- My hearing system uses directional microphones. Please read the information below.

Your hearing system has directional microphones to help improve speech understanding in noisy situations.

Your hearing care professional will circle the programmed directional setting for each memory.

Program	Directional Setting		
1	Automatic	Manual	Off
2	Automatic	Manual	Off
3	Automatic	Manual	Off
4	Automatic	Manual	Off

When the directional microphones are activated automatically (automatic), the hearing instrument will continually monitor the environment and gradually adjust to the appropriate mode to optimize speech intelligibility.

When the directional microphones are activated by pushing the Multimemory button (manual), the hearing instrument optimizes speech when you select the directional memory.

Ask your hearing care professional about your particular directional settings.

# Operation

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## Telephone Use

Your hearing system allows you to comfortably use the telephone without removing your hearing system.

Some hearing aid users have reported a buzzing sound in their hearing aids when they are using cell phones, indicating that the cell phone and hearing aid may not be compatible. According to the ANSI C63.19 standard (ANSI C63.19-2006 American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and Hearing Aids), the compatibility of a particular hearing aid and cell phone can be predicted by adding the rating for the hearing aid immunity to the rating for the cell phone emissions. For example, the sum of a hearing aid rating of 2 (M2/T2) and a telephone rating of 3 (M3/T3) would result in a combined rating of 5. Any combined rating that equals at least 5 would provide "normal use"; a combined rating of 6 or greater would indicate "excellent performance."

The immunity of this hearing aid is at least M2/T2. The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied.

**NOTE:** The performance of individual hearing aids may vary with individual cell phones. Therefore, please try this hearing aid with your cell phone or, if you are purchasing a new phone, be sure to try it with your hearing aid prior to purchase. For additional guidance, please ask your cell phone provider for the booklet entitled "Hearing Aid Compatibility with Digital Wireless Cell Phones."

# Operation

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## Summary of Settings

	Environment	Directional Setting
Program 1	Normal	<input type="checkbox"/> Off <input type="checkbox"/> Automatic <input type="checkbox"/> Manual
Program 2		<input type="checkbox"/> Off <input type="checkbox"/> Automatic <input type="checkbox"/> Manual
Program 3		<input type="checkbox"/> Off <input type="checkbox"/> Automatic <input type="checkbox"/> Manual
Program 4		<input type="checkbox"/> Off <input type="checkbox"/> Automatic <input type="checkbox"/> Manual
Low Battery	—	—
Battery End of Life	—	—
Standby	—	—
Push and Hold	—	—

Indicator On

Indicator Type

Yes

No

1 Tone

Yes

No

2 Tones

Tone Series

Yes

No

3 Tones

Tone Series

Yes

No

4 Tones

Tone Series

Yes

No

Tone Series

Yes

No

Sustained Tone

Yes

No

Tone Series

Yes

No

Tone Series

# Hearing System Care

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## Instrument Care

Do your best to keep your hearing instrument clean at all times. Heat, moisture and foreign substances can result in poor performance.

- Clean daily over a soft cloth to prevent damage from a fall to a hard surface
- Use a cleaning brush or soft cloth to clean debris from around the switches, microphone and battery compartment. Inspect the receiver, propeller and Wax Guard regularly; if the Wax Guard is missing, contact your hearing care professional immediately to schedule an appointment for otoscopy.
- Never use water, solvents, cleaning fluids or oil to clean your instrument

Your hearing care professional can provide further information on additional maintenance procedures for your hearing system if needed.

### Helpful Hints

- When not wearing your hearing system, open the battery door to allow any moisture to evaporate
- When not in use, remove the batteries completely; place your hearing system in the storage container and store:
  - In a dry, safe place
  - Away from direct sunlight or heat to avoid extreme temperatures
  - Where you can easily find them
  - Safely out of reach of pets and children
- Do not take apart your hearing instruments or insert the cleaning tools inside them

## Hearing System Care

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### Service and Repair

If, for any reason, your hearing system does not operate properly, do NOT attempt to fix it yourself. Not only are you likely to violate any applicable warranties or insurance, you could easily cause further damage.

Should your hearing system fail or perform poorly, check the guide on the next page for possible solutions. If problems continue, contact your hearing care professional for advice and assistance. He or she is able to solve many common problems right in his or her office or clinic.

## Troubleshooting Guide

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
Not Loud Enough	Low battery	Replace battery
	Earwax buildup	Clean or replace Wax Guard as needed
	Improper insertion	Check that receiver is properly placed in the ear canal
	Hearing change	Contact your hearing care professional
Inconsistent Performance	Low battery	Replace battery
	Earwax buildup	Clean or replace Wax Guard as needed
Unclear, Distorted Performance	Low battery	Replace battery
	Earwax buildup	Clean or replace Wax Guard as needed
	Defective hearing instrument	Contact your hearing care professional
Dead	Low battery	Replace battery
	Earwax buildup	Clean or replace Wax Guard as needed

## Tips for Better Communication

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Your hearing care professional will recommend an appropriate schedule to help you adapt to your new hearing system. It will take practice, time and patience for your brain to adapt to the new sounds that your hearing system provides. Hearing is only part of how we share thoughts, ideas and feelings. Reading lips, facial expressions and gestures can help the learning process and add to what amplification alone may miss.

Please review the following simple communication tips:

### For You

- Move closer to and look at the speaker
- Sit face-to-face in a quiet room
- Try different locations to find the best place to listen
- Minimize distractions
- Background noises may be frustrating at first; remember, you have not heard them for a while

## Tips for Better Communication

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- Let others know what you need; keep in mind that people cannot “see” your hearing loss
- Develop realistic expectations of what your hearing instruments can and cannot do
- Better hearing with hearing instruments is a learned skill combining desire, practice and patience

### For Your Family and Friends

Your family and friends are also affected by your hearing loss. Request that they:

- Get your full attention before beginning to speak
- Look at you or sit face-to-face in a quiet room
- Speak clearly and at a normal rate and level; shouting can actually make understanding more difficult
- Rephrase rather than repeat the same words; different words may be easier to understand
- Minimize distractions while speaking





# FDA Information

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## Required Information

The following additional information is provided in compliance with U.S. Food and Drug Administration (FDA) regulations:

**WARNING TO HEARING AID DISPENSERS.** A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser 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 15 decibels at 500 Hertz (Hz), 1,000 Hz and 2,000 Hz.
- vii. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- viii. Pain or discomfort in the ear.

**RF IMMUNITY LEVEL.** These hearing instruments have a cell phone immunity rating of M4. For your cell phone to be compatible with these hearing instruments, the cell phone needs an immunity rating of M1 or higher. Please consult your cell phone specifications for your cell phone immunity rating.

### **IMPORTANT NOTICE FOR PROSPECTIVE HEARING AID USERS.**

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

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. In most cases infrequent use of a hearing aid does not permit a user to attain full benefit from it.

**CHILDREN WITH HEARING LOSS.** In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

AudioSync Hearing Technologies

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AudioSyncHearing.com

Your Via hearing system uses the power of Exeleron Technology which provides vast improvements in feedback cancellation, noise management, environmental detection, sound quality and directional hearing.

**AudioSync**<sup>™</sup>  
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