

SONIC | Velocity™



User Guide

VELOCITY™ miniBTE

www.sonici.com

 **SONIC**
innovations

Owner Information

Hearing Aid Serial Number(s):

Left: _____ Right _____

Hearing Aid Model(s):

Left: _____ Right _____

Battery Size(s):

Left: _____ Right _____

Memory Number

Listening Situation

1	
2	
3	
4	

Table of Contents

Owner Information	2
Hearing Expectations	4
Your Hearing Aid	6
Your miniBTE Hearing Aid - Ear Hook.....	7
Your miniBTE Hearing Aid - Sound Tube.....	8
Turning Your Hearing Aid On and Off.....	10
Putting On Your miniBTE - Ear Hook.....	11
Removing Your miniBTE - Ear Hook.....	12
Putting On Your miniBTE - Sound Tube	13
Removing Your miniBTE - Sound Tube.....	14
The Ear Hook or Sound Tube	15
The Sound Dome	16
Removing Feedback/Squeal	17
SmartTones™	17
Volume Control.....	18
Using The Program Button	19
Changing The Battery.....	20
Direct Audio Input	23
Safety Lock	25
Using the Telephone.....	26
Warranty	27
Repair.....	27
Maintenance and Care	28
Troubleshooting.....	29
Warning to Hearing Aid Users	31
Get the Most from your Hearing Aid.....	32

Hearing Expectations

Set Appropriate Expectations

It is important that you have the right expectations regarding your hearing aids. Hearing aids will give you better hearing, but they are not a cure for hearing loss. People whose expectations are too high ("I thought they would make my hearing normal") are likely to be disappointed and may give up.

Hearing Aids Can:

- Help you hear and understand better in most situations.
- Allow you to participate more in group situations and meetings.

Hearing Aids Cannot:

- Give you normal hearing.

Hearing Aids May Not:

- Let you hear very soft sounds.
- Block ALL background noises—especially in noisy groups. Even people without hearing loss may have difficulty hearing in the presence of background noise.

Be Patient

Unlike eyeglasses, which correct your vision as soon as you first put them on, hearing aids need some time for proper adjustment. It may take several weeks or months to completely adjust to your hearing aids, so try to be patient. During the first week or so, try different listening situations, such as one-on-one conversations with family and friends and conversations with two or three people at home or in quiet settings. Also, try having conversations in noisier places like parties, restaurants, meetings, and outdoors. Do not forget that some situations are simply too noisy in general—even for people without hearing loss. So, do not get discouraged.

Consistent use of your hearing aid is strongly recommended. In most cases, infrequent use does not allow you to obtain the full benefit from your aid.

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

Your Hearing Aid

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

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

Please review this instruction guide carefully. It contains information on the use and care of your hearing aid. With proper use and care, your hearing aid will improve your connection with the world around you.

Your miniBTE Hearing Aid - Ear Hook

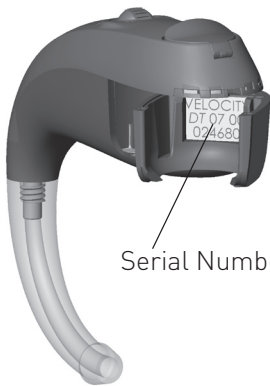


Your miniBTE Hearing Aid - Sound Tube



Right/Left Indicator

Blue = Left
Red = Right



Turning Your Hearing Aid On and Off

Before turning your hearing aid off, wipe away any moisture with a soft cloth. To turn your hearing aid off, open the battery door slightly. 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.

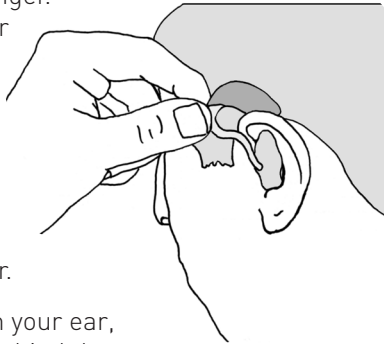


Putting On Your miniBTE - Ear Hook

Start with the miniBTE hearing aid and earmold for your left ear. Connect the earmold to the hearing aid by pushing the hearing aid's ear hook into the tube on the earmold.

Once the two are connected, hold the earmold with your thumb and first finger. Gently guide it into your ear canal.

Gently pulling down on your ear lobe with your other hand may help. A slight twist may be needed to fit the earmold in your ear.



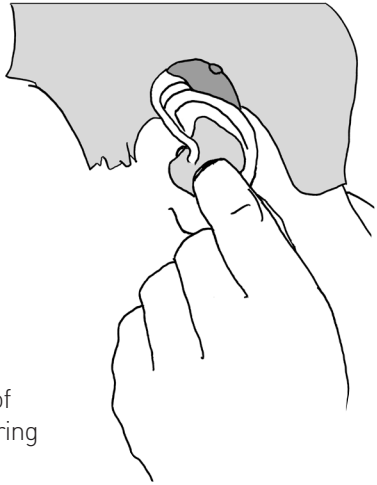
When the earmold is in your ear, place the hearing aid behind the top part of your ear. Do the same thing with the right hearing aid and earmold.

Removing Your miniBTE - Ear Hook

To take your hearing aid off, hold the earmold with your thumb and first finger. Gently pull it out of your ear canal.

A slight twist may be needed to remove it. Do not pull on the tube, as it may come out of the earmold.

Once the earmold is out of your ear, remove the hearing aid from behind your ear.

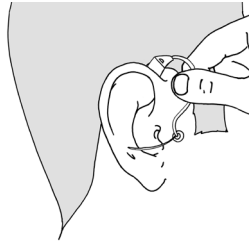


Reminder

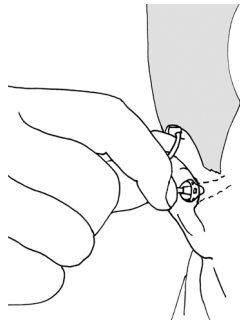
Even though they look the same, hearing aids are programmed to fit a specific ear (right or left). Make sure the correct hearing aid is used with the correct earmold. Refer to the right/left color indicator on page 7.

Putting On Your miniBTE - Sound Tube

Place your hearing aid over the top of your ear.



Grasp the sound tube where it bends and push the dome into your ear canal. The dome should be placed far enough into the ear that the sound tube lies flush with your head. When the dome is placed appropriately, you will not be able to see the sound tube sticking out when you look directly into a mirror.



Use your finger to position the retention lock comfortably in the bowl of your ear.



Removing Your miniBTE - Sound Tube

To remove your hearing aid, hold the sound tube and gently pull the dome out of your ear canal. Lift the hearing aid case from behind your ear. Open the battery compartment to turn off the device.

Important

Should the dome become separated from the sound tube and remain lodged in your ear canal after removal of the hearing aid, DO NOT attempt to remove the dome yourself. Seek immediate care from your hearing healthcare provider or physician.

The Ear Hook or Sound Tube

The ear hook, sound tube, and dome should be cleaned regularly:

1. Remove the ear hook or sound tube from the hearing aid by unscrewing it.
2. Use a damp cloth to clean the outside of the ear hook or sound tube and dome.
3. Use the black cleaning rod to push any debris out of the ear hook or sound tube.
4. Clean the end of the cleaning rod before withdrawing it from the tube.
5. To attach the ear hook or sound tube screw it back onto the hearing aid.
Note: Be careful not to over-rotate the ear hook or sound tube.



You should never attempt to modify the shape of the sound tube yourself.

Never submerge or rinse the ear hook, sound tube, or dome in water. Water may become lodged in the ear hook or sound tube. If this should occur, it will prevent sound from coming through the ear hook or sound tube, and may be harmful to the electronics of the hearing aid.

The sound tube conducts the amplified sound from the hearing aid to your ear. It is important that the sound tube and the dome fit correctly into your ear. If the sound tube or the dome irritates your ear in any way and prevents you from wearing your hearing aid, please contact your hearing healthcare provider.

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

The Sound Dome

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

Removing Feedback/Squeal

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

To remove feedback:

1. Make sure you are in a quiet environment.
2. Press and hold the program button on your hearing aid for four seconds until you hear tones.
Note: If you do not hear the tones, this feature is not enabled for your hearing aid.
3. Remove your finger from the program button and from the vicinity of the hearing aid. You will hear several bursts of noise.

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

SmartTones™

Event	Tone Description
Start Up Delay	A slow sequence of double beeps.
Power On	A fast sequence of beeps rising in pitch.
Program Change	A sequence of beeps rising in pitch. Number of beeps matches listening program position.
Low Battery	A slow, double beep from a high to low pitch.
Dying Battery	A fast sequence of beeps descending in pitch.

Volume Control

Your hearing aid is designed to adjust to the sound level of the environment around you. You should only need to make small volume changes to get natural and comfortable sound.

In order to make these small changes, your hearing aid has a volume control that allows you to turn up or turn down the volume when needed. Rotate the volume control wheel up to turn up the volume as needed. If you need to lower the volume, slowly turn the volume control wheel down. Your hearing aid may play a series of SmartTones™ to let you know when you have reached your best listening setting for volume.

Important

If the volume of your hearing aid is too loud or soft, talk to your hearing healthcare provider. They may need to make changes to your fitting 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.

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 #13 battery.

Change Batteries Regularly

Below is a table designed to help you determine when you should change the batteries. The exact battery life you experience may vary.

Hearing Aid Model	Battery Type	Change Battery Every*
miniBTE	#13	201-251 hours

*Approximate number of hours.

Remove the Old Battery:

1. Open the battery compartment by pushing either side of the compartment with your fingernail.



2. Rotate the compartment until the opening in the battery retaining ring points directly away from the body of the hearing aid.

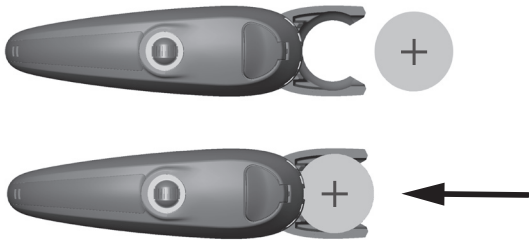
3. Remove the battery by lifting the exposed edge of the battery out of the retaining ring.



The battery may spring out of the retaining ring. Be careful not to lose it.

Insert A New Battery:

1. Grasp the hearing aid with thumb and forefinger on either side of the open battery compartment to keep the compartment from moving.
2. Insert a new battery by pushing it securely into the opening of the retaining ring.



3. Once the battery snaps firmly in the retaining ring, rotate the retaining ring back into the battery compartment.



4. Cup your hand around the hearing aid. A whistling or squealing sound means the battery is working.

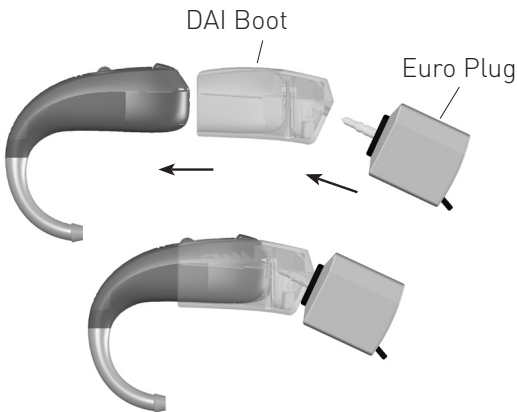
Direct Audio Input

Using the Direct Audio Input (DAI) with assistive listening devices may improve the understanding of speech in one-on-one conversations. It may also reduce stress in noisy environments.

Attaching the DAI Boot

Slip the DAI boot over your miniBTE, as shown. When it is fully seated you will feel it click into place.

Insert the Euro plug of the assistive listening device cable into the DAI boot.



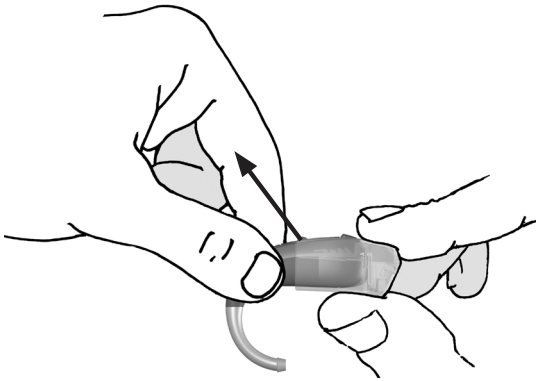
Note

When the DAI is connected to AC-powered equipment, this equipment must comply with IEC-60601 or equivalent safety standards.

Removing the DAI Boot

Pull the cable out of the DAI boot.

Grasp the DAI boot as shown. Pull the aid up and out of the boot with your other hand.



Direct Audio Input Programs

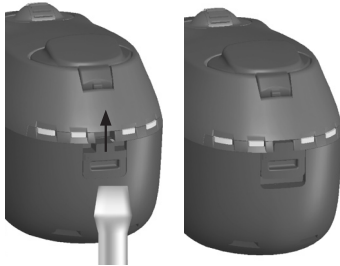
Your hearing health care provider may have programmed your hearing aid with special listening programs designed to work when the DAI boot is attached. You access these programs with your program button just as you would any other listening programs. Refer to the chart on the inside cover of this User Guide to determine the programs that use the DAI feature.

Your hearing healthcare provider may have configured your hearing aid to automatically switch to your first DAI program when the DAI boot is attached. If you attach the DAI boot and the hearing aid does not automatically switch, use the program button to navigate to your DAI program.

Safety Lock

As an added safety feature, your battery door has been designed with a locking bolt to deter children from accessing the battery.

With the battery door fully closed, use a small screwdriver or similar tool to slide the lock up into the slot. This will prevent the battery door from opening until you slide it back down again.



Using the Telephone

Your miniBTE has a telecoil option that has the ability to pick up only the sounds coming from a hearing aid-compatible telephone. Your hearing healthcare provider can program your hearing aid to take advantage of this option. Refer to the chart on the inside cover of this User Guide to determine the program that uses the telecoil feature. When



you have moved to the telecoil/telephone program, place the telephone handset lightly against your ear. Adjust the handset slightly up and/or back to find the position that gives the best sound.

Your hearing aid may have an Auto Telephone feature, which automatically switches to the Telephone program when a phone is placed next to your hearing aid. If the Auto Telephone feature does not automatically engage, the magnetic field in your phone may not be strong enough. A small magnet was included with your hearing aid. Place the magnet on your phone, as shown in the instructions included with the magnet, to improve the Auto Telephone switching.

If your hearing aid has been configured without a telecoil option, select the program that is best for you when using the telephone. Then position the phone lightly against your ear as described above.

Warranty

Sonic Innovations will repair any defective hearing aid part within the period covered by your warranty. Ask your hearing healthcare provider for details. Labor and parts are covered by this limited warranty. If your hearing aid malfunctions, contact your hearing healthcare provider.

Accessory items, such as batteries, are not covered under the warranty. Loss and damage due to misuse, abuse, accidents, tampering, or negligence are not covered under the warranty. If your hearing aid malfunctions, it must be serviced by an authorized Sonic Innovations service representative or your warranty may be voided.

Note

Your hearing healthcare provider may charge a service fee for processing warranty repairs.

Repair

Refer to the back cover of this booklet for the nearest repair facility or, if you have any questions regarding repairs, contact your hearing healthcare provider.

Maintenance and Care

Your hearing aid needs to be cleaned daily. You can wipe the outside surface with a soft cloth or tissue. Always store your hearing aid inside its case when not in use.

Important Care Tips

- Keep the hearing aid in a safe place, out of the reach of pets and small children.
- Remove the battery when storing the hearing aid for long periods.
- When changing the battery, work over a table or countertop to keep the aid and battery from dropping.
- Use a soft brush to clean difficult-to-reach areas.
- Do not drop the hearing aid.
- Do not expose to moisture or submerge in water.
- Avoid harsh temperatures, including excessive heat.
- Avoid wearing your hearing aid while applying hair spray.
- Consult your physician if excessive earwax, skin irritation, or a foreign object prevents you from wearing your hearing aid.

Troubleshooting

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

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

Problem	Solution
Sound is Distorted, Not Clear	
Battery may be low or dead	Replace battery
There may be poor battery contact	Contact hearing healthcare provider
Program settings not optimum	Contact hearing healthcare provider
Intermittent Sound	
Battery may be low or dead	Replace battery
Sound port may be blocked	Clear sound channel or contact hearing healthcare provider
There may be poor battery contact	Contact hearing healthcare provider
Too Much Bass	
Vent may be plugged or blocked	Clean vent or contact hearing healthcare provider
Hearing aid may need reprogramming	Contact hearing healthcare provider
Static Noise	
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	Contact 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)

EC|REP

Sonic Innovations GmbH
9. Stock
Mexikoring 33
22297 Hamburg Germany
+49 (40) 61 1075

Austria:

+43 34 52 848 21
Sailergasse 14
Leibnitz
8430
Austria

Switzerland:

415646466666
Neuengasse 21
CH-3011 Bern
Switzerland

Australia:

1800 807 022
3 Unley Rd
Parkside
South Australia
5063

Canada:

800-667-7664
920 Industriel Blvd
Terrebonne
Quebec
J6Y 1X1
Canada



www.sonici.com

© 2008 Sonic Innovations, Inc. All rights reserved.

This booklet must be accompanied by supplement
4001341 in the U.S.A.

4001340.B



CE 0543