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This booklet must be accompanied by supplement  
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SONIC | groove.



# Groove™ microCIC

## USER GUIDE

SONIC®  
innovations



## Owner Information

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### Hearing Aid Serial Number(s):

Left \_\_\_\_\_ Right \_\_\_\_\_

### Hearing Aid Model(s):

Left \_\_\_\_\_ Right \_\_\_\_\_

### Battery Size(s):

Left \_\_\_\_\_ Right \_\_\_\_\_

## SmartTones™

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### Start Up Delay:

A slow sequence of double beeps.

### Power On:

A fast sequence of beeps rising in pitch

### Low Battery:

A slow, double beep from a high to low pitch.

### Dying Battery:

A fast sequence of beeps descending in pitch.

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## **Congratulations On Your Purchase!**

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**With a little practice, you will soon be on your way to better hearing.**

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

Please read the entire contents of this booklet before using your hearing aids. It contains instructions and important information about the use and handling of your hearing aids and batteries. With proper use and care, your hearing aid will improve your connection with the world around you.

## Hearing Expectations

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### Set Appropriate Expectations

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

### Hearing Aids Can:

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

### Hearing Aids Cannot:

- » Give you normal hearing.

### Hearing Aids May Not:

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

## Be Patient

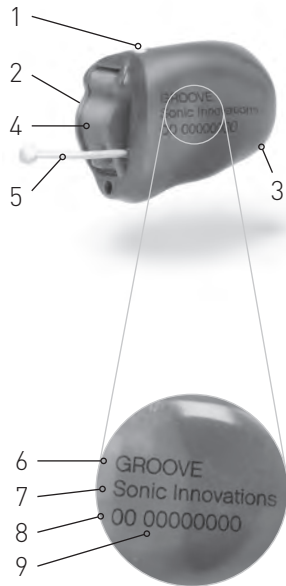
Unlike eyeglasses, which correct your vision as soon as you first put them on, hearing aids need some time for proper adjustment. It may take several weeks or months to completely adjust to your hearing aids, so try to be patient. During the first week or so, try different listening situations, such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

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

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

## Your Groove Hearing Aid

- 1 Orientation Indicator
- 2 Microphone
- 3 Sound Port
- 4 Battery Compartment
- 5 Removal Cord
- 6 Brand Name
- 7 Manufacturer Name
- 8 Year of Manufacture
- 9 Serial Number



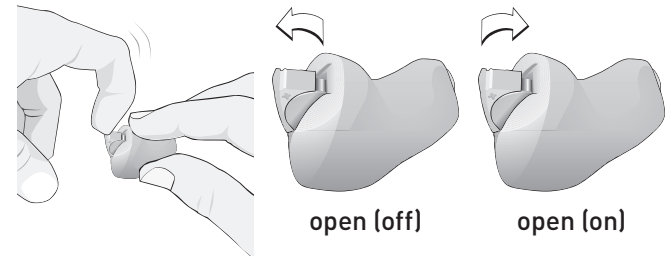
## Turning Your Hearing Aid On and Off

### To turn your hearing aid ON

Push the battery door closed until it snaps. Your hearing aid will make one long beep as it starts up.

### To turn your hearing aid OFF

Place your fingernail underneath the front edge of the battery door and lift to open.



**NOTE** >> Never force the battery door open or closed.

## Putting On Your Hearing Aid

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It takes patience and practice to insert your hearing aids correctly. If you have difficulty, please consult your hearing care provider.

- » Hold your hearing aid between your thumb and index finger with the white dot facing the ceiling.
- » Insert your right hearing aid with your right hand and your left hearing aid with your left hand.
- » Place the canal part of your hearing aid into your ear canal.
- » Gently pull your ear lobe down with the other hand while pushing the hearing aid in until it feels secure.



## Taking Off Your Hearing Aid

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- » Grasp the aid or removal cord with your thumb and forefinger. Gently pull the aid out of your ear canal.

**IMPORTANT** » *Do not try to remove your hearing aid by pulling on the battery door. This may cause damage. Contact your hearing care provider if you are having problems removing your hearing aid.*

## Changing the Volume

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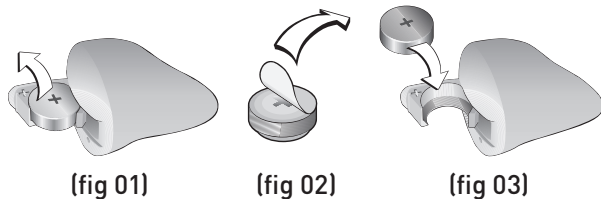
Your hearing aids are programmed to be at a comfortable volume level for your hearing loss. They are designed to automatically adjust to changes in the sound environment.

## Changing the Battery

When the battery is low, your hearing aid will beep at regular intervals. You should be prepared to replace the battery. The time until the hearing aids stop working depends on the battery type and manufacturer. Mercury-free batteries generally cause earlier warning beeps.

Your hearing aid uses a size 10A zinc air battery. With typical use, your hearing aid battery should function for 74 - 103 hours.

- » Gently open the battery door fully.
- » Remove the used battery. (fig 01)
- » Remove the sticker from the new battery. (fig 02)
- » Place the battery into the door with the flat, smooth side facing up (+ sign) as shown in the drawing. (fig 03)
- » Close the battery door securely.



## Important battery information

- » Battery life will vary with conditions of use (batteries will run down faster in noisy environments).
- » Always keep spare batteries on hand.
- » A used battery should be replaced immediately.
- » If you are not going to use your hearing aids for a few days, remove the batteries.
- » Any moisture found on a battery should be wiped off immediately with a soft cloth.
- » Always remove zinc-air batteries before drying your hearing aid with a drying kit. Drying out zinc-air batteries shortens their lifetime.
- » Used batteries should be returned to your battery supplier or hearing care provider for safe disposal.
- » Never dispose of batteries by burning them. They may explode and cause injury.
- » Never dispose of batteries with household waste. They cause environmental pollution.
- » Batteries can be harmful if swallowed. Keep batteries out of the reach of pets and small children. In case of ingestion, contact your physician or call the **National Button Battery Ingestion Hotline collect at 202-625-3333.**

## Caring for Your Hearing Aids

Healthy ears produce a waxy substance that can clog your hearing aids. Please follow these cleaning instructions to prevent wax build-up and ensure optimal performance.

### Every night

- » Check your hearing aids for ear wax and wipe them clean with a cloth or tissue.
- » If necessary, use the cleaning tool to remove wax from the canal and vent openings on your hearing aid.
- » Open the battery door fully to allow air to circulate.
- » A dry storage kit is recommended to remove any moisture that may have accumulated in the hearing aid.

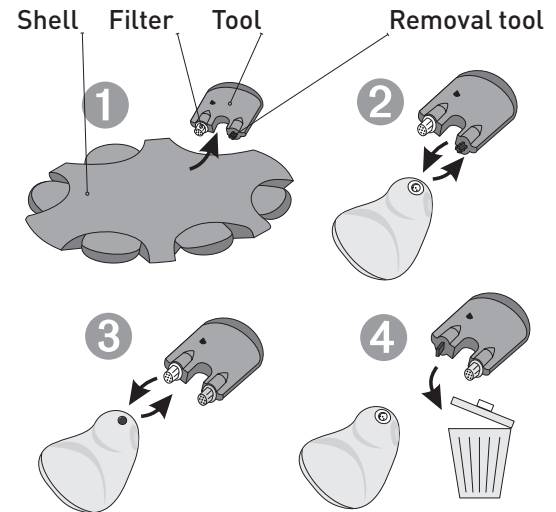
## Cleaning the Sound Outlet

The sound outlet is an integral part of your hearing aid and should be kept clean and free from ear wax at all times. Your hearing aids are built with a wax protection system. Please follow the instructions for your specific type of wax protection. If you have questions, please ask your hearing care provider.

**NOTE** » *If you cannot clean the hearing aids completely, it is best to contact your hearing care provider.*

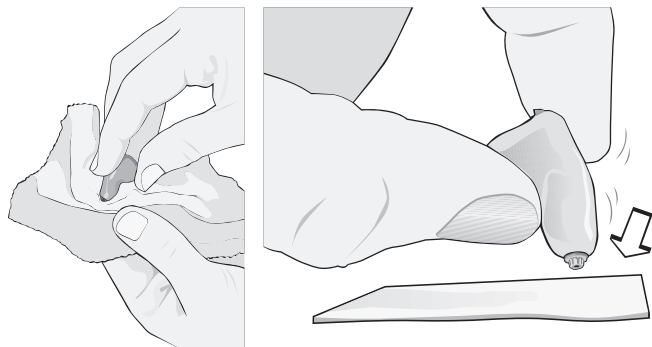
## NoWax system

- » Always inspect your NoWax filter before using the hearing aid to ensure that it has not become detached from your hearing aid.
- » Change the filter if you can see that it is clogged or if the hearing aid does not sound normal.
- » Remove the tool from the shell and push the removal part into the old wax filter to remove it from the sound outlet.
- » Push the new filter into the sound outlet.
- » Discard the used tool.



### WaxBuster system

- » Wipe the hearing aid with a dry soft cloth. Carefully wipe away traces of wax on the WaxBuster.
- » Place the tip on a dry soft cloth over a smooth surface. Gently press the WaxBuster and drag the hearing aid across the cloth.
- » Clean your hearing aids with the small brush or the soft cloth provided.
- » Do not insert tools into the sound outlet. This could damage the receiver.



### Avoid heat, humidity and chemicals

- » Do not expose your hearing aids to extreme heat by leaving them in the car, near a radiator, etc.
- » Avoid exposing your hearing aids to moisture (e.g. steam baths, showers, heavy rain, etc.)
- » Never attempt to dry your hearing aids with a hair dryer, microwave oven, etc.
- » Remove your hearing aids before applying aftershave, hairspray, oils, perfume, mosquito repellent, lotions, etc. Allow the product to dry before wearing your hearing aids.
- » Protect your hearing aids by keeping them in the case when you are not wearing them.

### Environmental Protection

Your hearing aids contain electronic components subject to the Directive 2002/96/EC on waste electrical and electronic equipment.

Help to protect the environment by not disposing of your hearing aids or batteries with your unsorted household waste. Please recycle your hearing aids and batteries according to your local regulations or return them to your hearing care provider for disposal.



## Product Approval, Markings and Compliance

All Sonic Innovations Groove<sup>®</sup> hearing aids comply with international standards concerning electromagnetic compatibility. Due to the limited size available on the hearing aids all relevant approval markings are found in this document.

### Electromagnetic interference

Your hearing aid has been thoroughly tested for electromagnetic interference. However, some products may emit electromagnetic energy causing unforeseen interference with hearing aids. Examples include induction cooking appliances, shop alarm systems, mobile phones, fax machines, personal computers, X-rays, CT scans, etc.

Even though your hearing aids are designed to comply with the most stringent international standards of electromagnetic compatibility, they may emit electromagnetic energy that can cause interference with other devices.


## Cell Phone and Hearing Aid Compatibility

Some hearing aid users have reported a buzzing sound in their devices when they are using cell phones, indicating that the cell phone and hearing aid may not be compatible.

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 (ANSI C63.19-2006 American National Standard Methods of Measurement of Compatibility between Wireless Communication Devices and Hearing Aids).

For example, the sum of a hearing aid with a rating of M2 and a telephone with a rating of M3 would result in a combined rating of 5. According to the standard, 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 your Groove<sup>®</sup> hearing aid is M4. The equipment performance measurements, categories and system classifications are based upon the best information available but Sonic Innovations cannot guarantee that all users will be satisfied.

**NOTE**  *The performance of individual hearing aids may vary with individual cell phones. 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.”*

## Warranty and Repairs

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Your hearing aids have a limited warranty, covering defects in materials and workmanship. This warranty covers the hearing aids themselves, but not accessories such as batteries, tubing, earmolds, etc.

This warranty is void if a defect is the result of misuse or mistreatment. The warranty is also void if the hearing aids have been repaired by nonauthorized service personnel.

Please review the warranty with your hearing care provider and make sure that your warranty card is completed correctly.

**NOTE** » *Your hearing care provider may charge a service fee for processing warranty repairs.*

## General Warnings and Safety Guidelines

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Hearing aids and batteries can be dangerous if swallowed or improperly used. Such actions can result in severe injury, permanent hearing loss or even fatality.

Familiarize yourself completely with the following general warnings before using your hearing aids.

- » Hearing aids should be used only as directed and adjusted by your trained hearing care provider. Misuse or improper adjustments can result in sudden and permanent hearing loss.
- » Hearing aids will not restore normal hearing or prevent hearing loss resulting from organic conditions.
- » Never allow others to wear your hearing aids. They are adjusted for your hearing requirements and may permanently damage another person's hearing.
- » A slap to your ear while wearing your hearing aid could be harmful. Avoid wearing your hearing aid while playing contact sports (e.g. rugby, football etc.).
- » Be aware that use of a hearing aid may cause excess ear wax to build up in the ear canal which may require removal by a trained medical professional.

- » In rare cases, a hearing aid may cause a discharge from the ear or allergic reaction. See a physician immediately if these conditions occur.
- » A hearing aid is a custom-made product. If you experience discomfort or irritation of your ear, please see your hearing care provider immediately for modification of the device.
- » Hearing aids, their parts and batteries should be kept out of reach of infants, children and anyone who might swallow these items or otherwise cause themselves injury.
- » Discard batteries and keep them out of sight of infants, small children, persons of mental incapacity or pets.
- » Clean your hearing aids and their parts on a regular basis as recommended. Micro-organisms from unclean devices may cause skin irritations.
- » Be careful with leaking battery liquid, as it is a hazardous substance.

- » Never try to recharge non-rechargeable batteries.
- » Never change the battery or adjust the controls of the hearing aid in front of infants, small children and persons of mental incapacity.
- » Never put your hearing aid or batteries in your mouth as they could easily be swallowed.
- » Keep batteries away from medications. Batteries are easily mistaken for pills.
- » In case a battery or hearing aid is swallowed, see a doctor immediately.
- » Be aware of the possibility that your hearing aids may stop functioning without notice. Keep this in mind while you circulate in traffic or otherwise depend on warning sounds.
- » Traffic or other warning sounds may also be reduced in level by a directional microphone when these sounds are coming from behind you.
- » Never insert cleaning tools into the sound outlet or microphone inlet. This could damage the hearing aids.

## Common Problems and Solutions

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<b>Problem</b>	<b>Possible cause</b>
No Sound	Battery may be low or dead
	Hearing aid may not be on
	Sound port may be blocked
	Start up delay is on
Not Loud Enough	Battery may be low or dead
	Sound port may be blocked
	Hearing aid may be loose
	You may have excessive ear wax
Whistling, Feedback	You may have excessive ear wax
	Hearing aid may be loose
	Hearing aid may not be sized properly
Sound is Distorted, Not Clear	Battery may be low or dead
	There may be poor battery contact
	Hearing aid may need reprogramming

<b>Solution</b>
Replace battery
Turn on the hearing aid
Clear sound port or contact hearing healthcare provider
Wait a few seconds for device to turn on
Replace battery
Clear the sound port or contact hearing healthcare provider
Remove and reinsert your aid
Contact hearing healthcare provider
Contact hearing healthcare provider
Remove and reinsert your aid
Contact hearing healthcare provider
Replace battery
Contact hearing healthcare provider
Contact hearing healthcare provider

<b>Problem</b>	<b>Possible cause</b>
Intermittent Sound	Battery may be low or dead
	Sound port may be blocked
	There may be poor battery contact
Too Much Bass	Vent may be plugged or blocked
	Hearing aid may need reprogramming
Static Noise	Battery may be low or dead
	There may be poor battery contact
	You may be close to electromagnetic fields (such as digital or cellular telephones)

<b>Solution</b>
Replace battery
Clear sound port or contact hearing healthcare provider
Contact hearing healthcare provider
Clean vent or contact hearing healthcare provider
Contact hearing healthcare provider
Replace battery
Contact hearing healthcare provider
Move away from the field

**Notes**

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**Notes**

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## Service

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If none of the actions listed in the previous pages solve the problem, contact your hearing care provider. Do not attempt to repair your hearing aids yourself.

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Place stamp with dispenser name and address here:



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