

**NU**EAR™



**mini**scopic™

**IIC (Invisible-In-The-Canal)**

OPERATIONS MANUAL

**IMAGINE**™ | **VS**

THINK™ TECHNOLOGY

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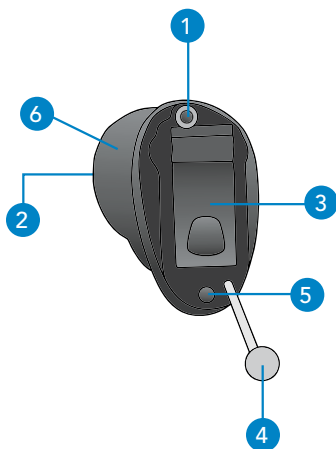
### Features, Controls and Identification

Your hearing system controls include:

1. Microphone opening
2. Sound outlet (receiver)
3. Battery compartment (on/off control)
4. Removal handle
5. Vent (optional)

Your hearing system can be identified by the white R for the right ear and L for the left ear and the serial number:

6. Location of serial number



## Preparation

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### Batteries




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

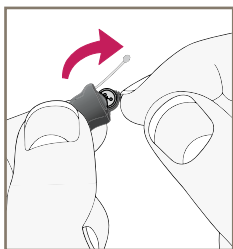
To insert or replace the battery:

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 "+" sign (flat side of the battery) with the "+" on the battery door.
5. Close the battery door.

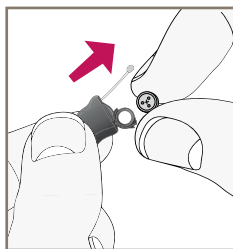
### Warnings

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

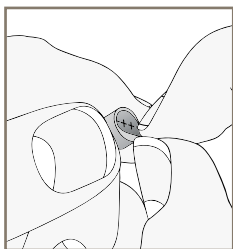
-  Keep out of reach of children and pets
-  Check your medications before taking them – batteries have been mistaken for pills
-  Never put batteries in your mouth, as they can easily be swallowed
-  **National Button Battery Ingestion Hotline:  
202-625-3333**



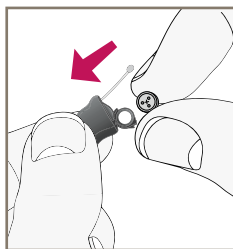
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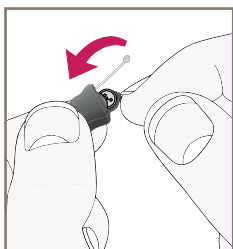
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## Preparation

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### Battery Indicator Tones

An indicator will sound when the battery voltage is low. You have approximately 5 minutes\* to replace the battery. An indicator 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.*

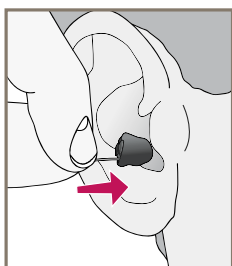
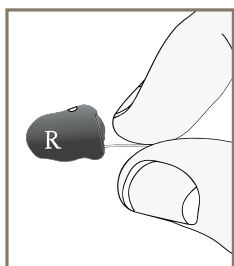
### Helpful Hints

- NEVER FORCE THE BATTERY 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.

### Insertion and Removal

It is very important that you work closely with your hearing professional to develop an insertion technique that is specific for the shape and contours of your ear. Improper insertion will result in unsatisfactory performance and comfort.

To insert the hearing instrument:

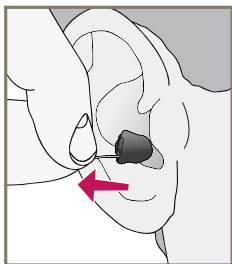
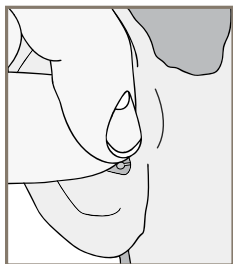


- 1) Determine Left or Right by locating the side marker on the hearing instrument.
- 2) Hold the instrument in the same side hand with the dot marker on top.
- 3) Lift the device to the ear and place at the opening of the ear canal.
- 4) Push the device into place in the ear, using the end of the removal cord as indication that the device is inserted all the way.

## Preparation

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To remove the hearing instrument:



Grasp the removal handle found at the bottom of the ear canal and gently remove the hearing instrument from the ear.



## Preparation

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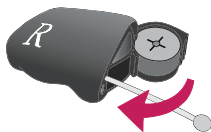
### Helpful Hints

- It is not unusual for the hearing aid to feel quite foreign in the ear canal initially, but very natural over time as your ear adapts. It may be necessary to adopt a wearing schedule that gradually increases the time that you wear your hearing aids. Work with your hearing professional to develop a wearing schedule appropriate for your needs.
- 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, alternative materials are available; contact your hearing care professional.
- Severe swelling, discharge from the ear, excessive wax, or other unusual conditions warrant immediate consultation with a physician.
- If desired, apply a small amount of Oto-Ease to the outside of the hearing instrument being careful to not get any in the receiver/sound opening.
- It may be helpful to lift the external ear with your opposite hand to straighten the ear canal during insertion. You will know the hearing instrument is in position when it sits firmly and comfortably in the ear.
- Verify proper insertion visually with a stationary hand mirror reflecting the opening of the ear canal, and finally adjust the position of the removal strand as directed by your hearing professional.

### On & Off

#### 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 instruments are programmed to have a Power-On delay. Your hearing professional will place a check in the box below if your hearing instruments have this feature.

My hearing instrument has a Power-On delay.

The Power-On delay means that your instruments will take several seconds to power up once they have been turned on. This feature allows you to get the hearing instruments in your ear before they start to amplify sound. You may hear a tone series indicating that your device is fully powered on.

# Operation

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## Volume Control

- My hearing instrument uses T<sup>2</sup> for volume control.  
See page 12.

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

- My hearing instrument has Multimemory.  
Please read the section below.
- My hearing instrument does not have Multimemory.  
See page 12.

Program	Tone	Speech	Environment
1	1 Tone	"One"	Normal
2	2 Tones	"Two"	
3	3 Tones	"Three"	
4	4 Tones	"Four"	

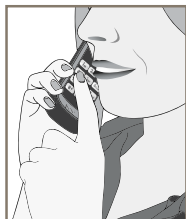
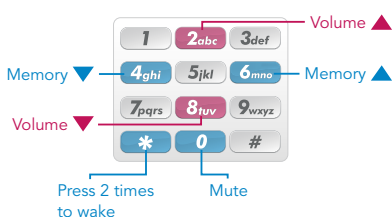
## T<sup>2</sup> (touch-tone) Function

- My hearing instrument has T<sup>2</sup> capability.  
Please read the section below.
- My hearing instrument does not have T<sup>2</sup> capability. See page 14.

You may use a cell phone, cordless telephone, or corded telephone to adjust your hearing system. The telephone MUST “beep” when the keys are pressed for this function to work. If your telephone does not “beep” when the keys are pressed, consult your telephone operator’s manual or contact your telephone service provider.

- Hold the phone approximately 3 inches from the ear
- Press \*\* to “wake” T<sup>2</sup> (a tone series indicates that it is ready for a command)
- Press the telephone key that corresponds to the desired function
- T<sup>2</sup> will “sleep” after 20 seconds

Use the following keypad buttons to remotely adjust your hearing aid settings.



## Troubleshooting Guide

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
Hearing system not responding to telephone command	Telephone keys not emitting beep tones	Consult telephone operator's manual to enable beep tones
	T <sup>2</sup> not unlocked prior to command	Press ** and listen for unique T <sup>2</sup> indicator
	Telephone too far from hearing system	Bring telephone closer to hearing system microphone
	Incorrect key command	Press ** to wake then press 2 or 8 to increase or decrease volume or 4 or 6 to change programs if device has multiple programs
Hearing system responded but won't respond to later command	T <sup>2</sup> automatically "sleeps" 20 seconds after last command	Press ** to wake then press key that corresponds to desired action

# Operation

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## Telephone Use

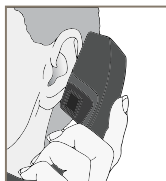
Your hearing instruments are equipped with tools to help you effectively communicate on the telephone. Your hearing professional will check the box/boxes that represent the telephone settings in your instruments.

My hearing instruments have the following telephone setting(s):

- A beep or indicator tone is enabled on my instruments to signal when the device switches to the telephone setting.

### General Telephone Use

Some hearing instruments work best by holding the phone close to, but not fully covering your ear. In some instances, if you encounter whistling (feedback), tilt the receiver at an angle until the whistling stops. Your hearing professional can provide instructions and techniques for your specific needs.



**DISCLAIMER** – 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.”

# Operation

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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."



### Reminder

Some hearing systems have been programmed with a Reminder indicating that it is time to schedule an appointment. Your hearing care professional will check the box below if this feature is activated.

My Reminder feature is activated.

My Reminder indicator is a:

Speech Indicator (“Make Appointment”)

Tone Indicator

The Reminder will occur automatically. When you hear the Reminder indicator, please contact your hearing care professional.

# Operation

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## Summary of Settings

	Environment	Indicator Tone On	Indicator Tone Type
Program 1	Normal	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Speech <input type="checkbox"/> 1 Tone
Program 2		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Speech <input type="checkbox"/> 2 Tones <input type="checkbox"/> Tone Series
Program 3		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Speech <input type="checkbox"/> 3 Tones <input type="checkbox"/> Tone Series
Program 4		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Speech <input type="checkbox"/> 4 Tones <input type="checkbox"/> Tone Series
Low Battery	—	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Speech <input type="checkbox"/> Tone Series
Power On	—		Tone Series
Standby	—	<input type="checkbox"/> Yes <input type="checkbox"/> No	Tone Series
Push and Hold	—	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Speech <input type="checkbox"/> Tone Series
Self Check	—	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Speech <input type="checkbox"/> Tone Series
Reminder	—	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Speech <input type="checkbox"/> Tone Series

### Instrument Care

Because of the variability of individual ear canal physiology, maintenance needs vary. Work with your hearing professional to develop a maintenance routine best for you.

General maintenance guidelines:

- a. Inspect your hearing aid with good light and a magnifying glass if necessary, and become familiar with the look of a properly maintained hearing aid.
- b. Wiping the exterior of the hearing aid off with a soft cloth or tissue in the morning before wearing is typically the best routine.
- c. Inspect the microphone and receiver ports every morning and brush away any wax or debris.
- d. Depending on the conditions of your ear, a desiccating kit or appliance may be necessary to ensure reliable performance. Please check with your hearing professional.

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

## Hearing System Care

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### Helpful Hints

- When not wearing your hearing instruments, 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

## 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 below for possible solutions. If problems continue, contact your hearing care professional for advice and assistance.

## Troubleshooting Guide

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
Not Loud Enough	Low battery	Replace battery
	Wax or debris in the microphone or receiver	Clean both microphone and receiver with brush
	Hearing change	Contact your hearing care professional
Inconsistent Performance	Low battery	Replace battery
Unclear, Distorted Performance	Low battery	Replace battery
	Defective hearing instrument	Contact your hearing care professional
Dead	Low battery	Replace battery
	Wax or debris in the microphone or receiver	Clean both microphone and receiver with brush.

## 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

## Required Information

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

**WARNING TO HEARING INSTRUMENT DISPENSERS.** A hearing instrument dispenser should advise a prospective hearing instrument user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing instrument if the hearing instrument 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.

Special care should be exercised in selecting and fitting a hearing instrument whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing instrument user.

**IMPORTANT NOTICE FOR PROSPECTIVE HEARING INSTRUMENT 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 instrument. 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 instrument 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 instrument. The physician will refer you to an audiologist or hearing instrument dispenser, as appropriate, for a hearing instrument evaluation.

The audiologist or hearing instrument dispenser will conduct a hearing instrument evaluation to assess your ability to hear with and without a hearing instrument. The hearing instrument evaluation will enable the audiologist or dispenser to select and fit a hearing instrument 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 instrument dispensers now offer programs that permit you to wear a hearing instrument for a period of time for a nominal fee after which you may decide if you want to purchase the hearing instrument.

Federal law restricts the sale of hearing instruments 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. Use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lip reading. 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.

# LIMITED WARRANTY

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## **LIMITED WARRANTY:**

This Limited Warranty provided by NuEar, a division of Starkey Laboratories, Inc. ("NuEar"), to you, the original purchaser of a NuEar hearing instrument, covers your new hearing instrument when sold by a hearing professional authorized by NuEar. The duration of this Limited Warranty begins when you first take delivery of your hearing instrument from an authorized hearing professional and ends twenty-four (24) months later ("warranty period").

## **LIMITATION ON DURATION OF IMPLIED WARRANTIES:**

IMPLIED WARRANTIES, IF ANY, ARISING BY WAY OF STATE LAW, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY AND/OR ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. There is no warranty of any nature made by NuEar beyond this Limited Warranty. No person has authority to enlarge, amend, or modify this Limited Warranty. NuEar is not responsible for any undertaking, representation, or warranty (written, express, or implied) made by any hearing professional or other person beyond those expressly set forth in this Limited Warranty.

Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

## **WHAT THIS LIMITED WARRANTY COVERS:**

This Limited Warranty covers only a "defect" in the workmanship performed and/or materials used to manufacture your hearing instrument. "Defect" means the failure of the workmanship performed and/or materials used to conform the hearing instrument to NuEar's design and manufacturing specifications and tolerances.

Your hearing professional may have issued a warranty or service plan that goes beyond the provisions of this Limited Warranty. Please contact him or her for further information.

NuEar will either replace the hearing instrument or repair any covered defect in your hearing instrument, provided that you deliver your hearing instrument to one of NuEar's authorized hearing professionals and notify the hearing professional of the defect during the warranty period and within thirty (30) days of discovering the defect. There will be no cost to you for NuEar's repair or replacement of the instrument itself, but the hearing professional may charge a fee for services he or she provides. Performance of warranty repairs on your hearing instrument shall not extend the duration of the warranty period. Any repairs performed on your hearing instrument after the warranty period has expired shall be considered "good will" repairs, which shall not alter the terms of this Limited Warranty.

## **HOW TO OBTAIN WARRANTY SERVICE:**

Deliver your hearing instrument (at your expense) to the NuEar authorized hearing professional from whom you purchased it. If that professional is unavailable, visit [www.NuEar.com](http://www.NuEar.com) or call the toll-free telephone number on the back of the Operations Manual to locate another authorized NuEar hearing professional.

# LIMITED WARRANTY

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## **WHAT THIS LIMITED WARRANTY DOES NOT COVER:**

Batteries, earmolds, accessories, or damage to your hearing instrument caused by misuse or neglect, accident, unauthorized alteration, or failure to provide reasonable and necessary maintenance and cleaning.

## **DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL DAMAGES:**

THE PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM NUEAR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM ANY DEFECT IN THE HEARING INSTRUMENT, INCLUDING BY WAY OF EXAMPLE ONLY, EXPENSES TO DELIVER THE HEARING INSTRUMENT TO AN AUTHORIZED HEARING PROFESSIONAL, HOTEL ROOMS, OR LOST WAGES. THIS EXCLUSION AND DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL BE DEEMED INDEPENDENT OF, AND SHALL SURVIVE, ANY FAILURE OF THE ESSENTIAL PURPOSE OF ANY REMEDY OF THIS LIMITED WARRANTY.

Some States do not allow the exclusion or limitation of consequential or incidental damages, so the above exclusions may not apply to you.

## **YOUR LEGAL REMEDIES:**

THIS LIMITED WARRANTY DOES NOT "EXTEND TO FUTURE PERFORMANCE." ANY ACTION TO ENFORCE THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTIES MAY AND SHALL NOT BE COMMENCED MORE THAN 90 DAYS AFTER THE EXPIRATION OF THE WARRANTY PERIOD. THE PERFORMANCE OF REPAIRS SHALL NOT SUSPEND THIS LIMITATIONS PERIOD FROM EXPIRING. UNDER NO CIRCUMSTANCES SHALL NuEar BE OBLIGATED TO REFUND ALL OR ANY PART OF THE PURCHASE PRICE OF THE HEARING INSTRUMENT. Some States do not allow the reduction in the limitation period, so the above reduction in the limitation period may not apply to you.

This warranty gives you specific legal rights. You may also have other rights which vary from State to State.

This warranty is valid only in the United States.

## **NuEar**

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# NUEAR™

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