hi ITC™
(In-The-Canal)

User Guide

A video version of this user guide is on
www.hiHealthInnovations.com
Thank you

Thank you for choosing hi HealthInnovations personal hearing devices.

We care deeply about our customers. If you have questions that are not addressed by this guide or the resources on our website at www.hihealthinnovations.com, please call us at 1-855-523-9355.

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Getting the most from your new hearing devices

Hearing is a vital part of how you connect with the world, from laughing at a punch line to sharing a secret with a loved one. Hearing is also vital to your overall health. Untreated hearing loss can contribute to depression, anxiety and dementia. **Congratulations on taking control of your hearing health!**

While no hearing device can restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions, these tips will help you obtain the most benefits from your devices:

- If you are new to hearing devices, it may take a few weeks before you are completely comfortable with your devices and can fully enjoy the benefits. Be patient as you adjust to hearing sounds that you may not have heard in a long time. Start by only wearing your devices an hour a day and gradually extend the period of time. Given that in most cases infrequent use of devices does not provide full benefits, your ultimate goal is to wear the devices all day, every day
- You may find that a quiet environment is more comfortable in the beginning of the adjustment period. Gradually introduce new listening environments, and increase the space between you and who you are speaking with

- In noisy environments, you may find it easier to understand speech by facing the speaker. The use of hearing devices is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lip reading
- Your own voice may initially sound loud. This is very common, and most people get used to it over time
- If you are new to hearing devices, you may hear background noise (e.g., hum of a fan) that you may not have heard in a long time. Most people are able to tune out background noise in a short period of time

It is not necessary to remove your hearing devices at security checkpoints (e.g., airports). Please remove your hearing devices for CT and MRI scans or for other electromagnetic procedures.

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Your hi ITC at a glance

1. **Microphone** – sound enters your device via the microphone.

2. **Speaker and wax guard filter** – the speaker delivers amplified sound to you. The wax guard filter protects device from ear wax damage. Wax guard filter needs to be changed monthly.

   **Left/Right** – blue wax guard filter is for the left ear. Red wax guard filter is for the right ear.

3. **Battery door / on and off** – close the door to turn on your device. Open the door to turn off the device.

   **Left/Right** – upon opening the battery door, a blue “+” sign indicates the device is for the left ear, and a red “+” sign indicates the right ear.

4. **Serial number** – each device has a unique serial number.

5. **Retention ring** – curls along the body of your ear and holds the device in place.
Turning devices on and off

Your hearing device has a two-position battery door that acts as an on/off switch and allows access to the battery.

1. **ON**: Simply close the battery door.

2. **OFF**: When you’re not wearing your devices, keep the battery door open to extend battery life. Fully opening the battery door also allows internal moisture to evaporate, which keeps device electronics working well.

Wearing your devices

Hold your hi ITC by the bottom of the retention ring. Place the device in the ear canal with the speaker pointed toward the eardrum. The retention ring will prevent the device from being inserted too deeply into the canal.

Curl the retention ring along the body of your ear.

Allergic reactions to hearing devices are unlikely. However, if you experience skin irritation, redness, or soreness in or around your ears, please contact your physician.
Wax guard

Given that earwax is natural and common, replace the wax guard on your devices every month. This is easy to do with the wax guard dispenser and changing tool you received with your devices.

Gently screw in the thread end of the changing tool into the old wax guard and pull out the old wax guard.

To dispose the wax guard, push the changing tool with the old wax guard into the middle of the dispenser, and slip off the wax guard by sliding the tool to the side.

Use the other end of the changing tool to pull out a new wax guard from the dispenser and insert it into your hi ITC.
Battery

Your hi ITC uses a size 10 battery. The battery life is about 70 hours, or one week. Please insert a battery upon receipt of the device.

Low battery indicator

A warning of three double beeps every eight minutes indicates that the battery needs to be replaced. If you do not change your battery, you will hear another warning of six double beeps, at which time your device will automatically turn off.

Inserting/replacing the battery

1. Gently pull open the battery door with your fingernail and remove the used battery.

2. Using the plastic tab of a fresh battery, place the battery into the battery compartment. While holding the battery in place, peel off the plastic tab.

3. To fully activate the battery, wait for a minute before gently closing the battery door. If the door does not close easily, check to see if the battery was inserted properly.

Battery warning information

Dispose of used batteries in an environmentally friendly way. Do not place batteries in your mouth. If swallowed, contact your physician immediately or call the National Battery Hotline at 1-202-625-3333.
Changing program settings

Program control

Your hi ITC has three listening programs, which have been tailored to your hearing needs. **Spend time using each of the programs to determine which one you like best. Use that program the majority of the time.**

To change the listening program, cup your hand over your ear and release, which creates airflow. **Do this two times to change the listening program.** You don’t need to touch the device. The device will beep to let you know which program has been selected.

<table>
<thead>
<tr>
<th>Program 1</th>
<th>♬</th>
<th>1 beep</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program 2</td>
<td>♬♩</td>
<td>2 beeps</td>
</tr>
<tr>
<td>Program 3</td>
<td>♬♩♩</td>
<td>3 beeps</td>
</tr>
</tbody>
</table>

Each time the battery is taken out and then put back in, the device defaults back to program 1.

Using with telephones and cellular phones

Telephones

Hold the phone handset as you normally would. Move the handset up slightly to find the position that sounds best to you. If you encounter whistling (feedback), tilt the phone handset at an angle until the whistling stops.

Cellular phones

Your hi ITC is designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However, not all cell phones are device compatible. Please check with your cellular phone carrier.
Caring for your hearing devices

Do your best to keep your hi ITC clean and dry at all times.

• Clean your device with a dry cloth. Do not rinse or submerge devices in water

• Do not use water, alcohol or other liquid agents to clean the device as they may damage it. If the device becomes wet, do not attempt to dry it in an oven or microwave. Open the battery door, remove the battery and let the device dry naturally for 24 hours

• When you’re not wearing your hi ITC, open the battery door to allow any moisture to evaporate. Store your device in a safe, dry place, away from direct sunlight and avoid extreme temperatures

• Remove your hearing devices before using hair spray, spray perfume or shaving lotions, as these items can clog or damage your hearing devices

Do not drop your hearing devices or knock them against hard surfaces.

<table>
<thead>
<tr>
<th>Troubleshooting</th>
<th>Possible remedy</th>
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</thead>
<tbody>
<tr>
<td><strong>1. No sound or not loud enough</strong></td>
<td></td>
</tr>
<tr>
<td>Not turned on</td>
<td>Turn on by closing the battery door</td>
</tr>
<tr>
<td>Low/dead battery</td>
<td>Replace battery</td>
</tr>
<tr>
<td>Ear wax</td>
<td>Replace wax guard</td>
</tr>
<tr>
<td>Programming adjustment</td>
<td>Contact Customer Service</td>
</tr>
<tr>
<td><strong>2. Three double beeps</strong></td>
<td></td>
</tr>
<tr>
<td>Low battery</td>
<td>Replace battery</td>
</tr>
<tr>
<td><strong>3. Whistling or feedback</strong></td>
<td></td>
</tr>
<tr>
<td>Device not inserted properly</td>
<td>Remove and reinsert</td>
</tr>
<tr>
<td>Hair or clothing near ear</td>
<td>Remove hair or clothing near ear</td>
</tr>
<tr>
<td><strong>4. Poor fit</strong></td>
<td></td>
</tr>
<tr>
<td>Device falling out of your ears</td>
<td>Contact Customer Service</td>
</tr>
</tbody>
</table>
Technical specifications

Technical data elements

- Average saturation output 105 dB SPL
- Average full-on gain 110 dB SPL
- Peak gain 40 dB
- Reference test gain 31 dB
- Frequency range 200–6500 Hz
- Total harmonic distortion <2%
- Equivalent input noise <30 dB SPL
- Battery current drain 0.80 mA
- Induction coil sensitivity N/A
- Attack 6 mS and release 60 mS
Warranty, return and service

Warranty

Each device comes with a one-year manufacturer’s warranty from the date of shipment to you. If at our examination it is determined that the unit failed to work due to parts, materials or workmanship, the device will be repaired or replaced for free. This warranty does not cover malfunctions due to unusual wear and tear, unauthorized alteration or mistreatment of the device, such as physical shock, damage from moisture or sweat, excessive wax build-up, or tampering with the instrument, all of which void the warranty. This warranty does not cover batteries, ear tubes & tips, and accessories. hi HealthInnovations is the only authorized service center for your warranty service. Please contact Customer Service at 1-855-523-9355 to obtain a return authorization code and a shipping label.

45-day return

Each device offers a 45-day return privilege from the date of receipt. To cancel your purchase and receive a full refund, you must give or mail written notice of cancellation to us. Please see the enclosed Bill of Sale for complete details about the refund policy, visit www.hiHealthInnovations.com or contact Customer Service at 1-855-523-9355.

Service

Our mailing address is P.O. Box 356, Minneapolis, MN 55440. Please do not mail to this address without contacting Customer Service at 1-855-523-9355.

FDA statements

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.

Important notice for prospective aid users

Good health practice requires that a person with 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 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 a 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.

Children with hearing loss

In addition to seeing a physician for a medical evaluation, a child with 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 hearing loss.
For quality batteries, wax guards and other accessories, please visit www.hiHealthInnovations.com or call 1-855-523-9355, TTY 711, 8 a.m. – 8 p.m. CT, Monday – Friday.