Achieve Success with Hearing Aids
Achieve success with hearing aids

• Congratulations on taking the first steps towards improving your hearing and health!

• Hearing aids can help tremendously, but require some practice

• Our goals:

  1) Program hearing aids to your hearing needs
  2) Provide robust support for you to be successful with hearing aids
People who treat their hearing loss reported improvements in relationships, well-being, and safety.

Early treatment may reduce the impact of hearing loss on quality of life and may lead to better outcomes with hearing aids.

Source: NCOA
How hearing aids help

• Hearing aids add volume to the sounds most important for understanding speech, according to your individual hearing loss.

• They automatically vary the amount of amplification, allowing you to hear soft sounds while keeping loud noises at a comfortable level.
Why it is that you can hear speech but that you cannot necessarily understand speech?

In conversations, the important **high-pitched consonant sounds** are softer compared to the less important low-pitched vowel sounds.

The high-pitched sounds carry the meaning of words, helping us understand speech.

As a result, conversation may sound loud enough but not clear enough.

### Hearing aids help speech understanding by making soft high-pitched sounds louder.

<table>
<thead>
<tr>
<th>Low-pitched</th>
<th>High-pitched</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vowels: i, o, u</td>
<td>Consonants: f, s, th</td>
</tr>
<tr>
<td>Carry the meaning of words, helping us understand speech</td>
<td></td>
</tr>
<tr>
<td>Louder</td>
<td>Softer; harder to hear</td>
</tr>
</tbody>
</table>
How hearing aids help

- **Directional Processing:** Enhances the sounds in front of you more than the sounds behind you.

- **Noise Reduction:** Reduces the background noise that may interfere with the ability to understand speech, such as car or fan noise.
Hearing aids will work better when you...

- Directly face the sounds you are trying to hear and move closer.
- Reduce background noise.
  - Mute the TV while trying to talk.
  - Go to a restaurant when it is less busy.
  - Select a corner table and take the seat facing the corner.
- Ask others to speak a little slower and to get your attention before speaking.
  - Don’t speak from the next room.
If you are new to hearing aids…

- Your voice may initially sound **boomy**
  - Sound energy normally radiates out of your ear canals.
  - However, if your ears are plugged even slightly, some of the sound stays in the ear canal.
  - Most people do not notice it after a month.
- Sounds may initially sound **tinny** or **sharp**
  - Most people lose their ability to hear high-pitched sounds.
  - Hearing aids restore high-pitched sounds, so that speech can be better understood.
  - Thus, you may notice some sharpness to the sound.
  - Most people do not notice it after a month.
Proper insertion is key to getting enough loudness and avoiding whistling

hi BTE and BTE mini with ear tube & tip:

• Place your hearing aid securely behind your ear.

• While holding the hearing aid in place, pull back your ear.

• Use your fingernail to push the ear tube into the ear canal.

• Please push the ear tip as deep as possible without touching your eardrum. The ear tube should be flush against your skin.

Watch device video on hiHealthinnovations.com
Proper insertion is key to getting enough loudness and avoiding whistling

hi ITC:

• 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.
• Curl the retention ring along the body of your ear.
• If the retention ring is not snug, call 855-523-9355, press 2, to get a larger ring.

Watch device video on hiHealthinnovations.com
Custom-programs that are tailored to you

• Your hearing aids come with 3 custom programs.
• Given that these hearing aids automatically adjust to different environments, once you determine your preferred program, you can leave it in that setting.
• When you change the program, these hearing aids will beep:
  • Program 1 = 1 beep = softer than program 2, use if experience whistling in program 2
  • Program 2 = 2 beeps = prescription setting
  • Program 3 = 3 beeps = telephone / telecoil setting

If you received your hearing aid from a hi HealthInnovations hearing professional, your program settings may be different.
How to change programs

**hi BTE devices:** Press and hold the rocker switch for 2 seconds.

- Press the **top** of the rocker switch to go **up** in program.
- Press the **bottom** of the rocker switch to go **down** in program.

**hi BTE mini:** Press and hold the push button for 2 seconds.

- After program 3, it will go to program 1.

**hi ITC:** Hold your hand flat against your ear and tap twice.

- After program 3, it will go to program 1.

Watch device video on [hiHealthinnovations.com](http://hiHealthinnovations.com)
How to change volume

5 volume steps for the hi BTE hearing aids and hi BTE mini hi BTE devices: Press and release the rocker switch.

• Press and release the top of the rocker switch to go up in volume.
• Press and release the bottom of the rocker switch to go down in volume.
• Hear one beep when you reach the maximum or minimum volume setting.

![Volume levels diagram]

1 Minimum volume = beep
2
3
4
5 Maximum volume = beep
How to change volume

**hi BTE mini**: Press and release the push button.

- Hear one beep when you reach the **maximum** setting.
- After volume 5, it will go to volume 1.
Regardless how much you paid for hearing aids, they are sensitive to wax and moisture

**Wax** – even a little bit can cause “whistling”:

- See your doctor regularly to have wax removed, or ask if you can use an over-the-counter kit

**hi BTE and hi BTE mini: regularly clean ear tube & tip**

- Thread the cleaning wire through the ear tube, starting at the “hearing aid end,” until it comes out at the “ear tip end.”
- Pull the cleaning wire all the way through.
- Clean the ear tip with a dry cloth.

Watch device video on [hiHealthinnovations.com](http://hiHealthinnovations.com)
hi ITC: regularly change the wax guard

Do not clean the wax guard and avoid puncturing it. It has a delicate mesh that prevents wax from entering into the device.

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

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

Watch device video on hiHealthinnovations.com
Hearing aids need to stay DRY

• Open battery door overnight to let moisture evaporate
• When replacing your battery, wipe the battery door dry
• Use a hearing aid dryer
• Do not leave your hearing aids in the bathroom while showering
• Make sure hair and hands are dry when putting hearing aids on
• Avoid wearing the hearing aids when perspiring
Battery tips

• These batteries are activated by the oxygen in the air.
  • Don’t remove the plastic tab on the battery until you are ready to use it.
  • Make sure that the battery door is dry and there is no residue on the battery itself.
  • Let the battery sit exposed to the air for 1 minute before closing the battery door.
  • Battery needs to be replaced when you hear a warning of 3 double beeps every 8 minutes.
  • Depending on the device and usage, batteries last ~1 week.
If your hearing aid is *whistling*…

- Whistling is normal when the hearing aid is in your hand and if something is close to your ear.

- If whistling occurs in other situations:

  1. Remove wax: clean the ear tube & tip or change the wax guard
  2. Proper insertion of hearing aid / ear tip
  3. Change to program 1 and turn down volume

If the above doesn’t stop the whistling, call 855-523-9355, press 2.

HealthInnovations™
Reminders

• New users will need time to adjust to their hearing aids. It takes time to retrain your brain and become accustomed to sounds that you may not have heard in awhile.

• HLAA is a great support organization with local chapters: (301) 657-2248 or hearingloss.org

• Amplified phones and other Assistive Listening Devices such as TV transmitters are available from other retailers.
• Attend a live seminar hosted by our audiologists, Monday-Thursday at 6pm CT and Friday at 10 am CT. Call 888-844-7278, when prompted, enter the special access code 9428061#

• Call 855-523-9355 to speak to our product support specialists

• User guides and videos at hihealthinnovations.com
To order custom-programmed hearing aids

Step 1: Submit your hearing test results taken with the past year via:
Fax: 877-955-4336, or Mail: 3022 Momentum Place, Chicago, IL 60689

• If you haven’t had a hearing test:
  • Ask your doctor for a hearing test, or
  • Call your health plan to locate an ENT doctor or audiologist, or
  • We can locate other hearing test providers. Go to hihealthinnovations.com/page/hearingtest or call 855-523-9355

Step 2: Order from recommended hearing aids

• A week after submitting your results, call 855-523-9355 to find out the type of hearing aids that our professionals have recommended for you.

• Every hearing test result and hearing aid order is reviewed by a licensed hearing professional to ensure suitability.