hi BTE mini™
(Behind-The-Ear)

User Guide

Watch a short video on how to use and maintain the hi BTE mini at:
hiHealthInnovations.com
## Table of contents

- Getting the most from your new hearing aids ......................... 2–3
- hi BTE mini .................................................. 4
- Turning your hearing aids on and off ........................... 5
- Wearing your hearing aids ................................. 5–6
- Maintaining your hearing aids .............................. 7–9
- Battery .................................................. 10–12
- Changing program and volume settings ........ 12–14
- Using with telephones and cellular phones  ...... 15
- Caring for your hearing aids ............................. 16–17
- Troubleshooting ........................................ 18
- Technical specifications ................................. 19–20
- Warranty, return and service ............................ 21
- FDA statements ........................................ 22–23
Getting the most from your new hearing aids

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. Congratulations on taking control of your hearing health!

While no hearing aids 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 hearing aids:

• If you are new to hearing aids, it may take a few weeks before you are completely comfortable with them and can fully enjoy the benefits. Be patient as you adjust to hearing sounds that you may not have heard in a long time. Infrequent use of hearing aids does not provide full benefits, so your ultimate goal is to wear the hearing aids all day, every day.

• If you have worn hearing aids before, keep in mind that at first any new device might sound different than you are used to. Give yourself time to become accustomed to the characteristics and sound of your new hearing aids.

• Whenever possible, directly face the sounds you are trying to hear and move closer, especially in noisy environments. When speaking with someone, you can also use facial cues to help you understand. If you would like information on speech (lip)-reading or additional help, consider finding a support group. A good place to start is the Hearing Loss Association of America (HLAA) at hearingloss.org.

• Your own voice may initially sound loud, or as though you are talking “in a barrel.” This is very common, and most people get used to it over time.

• If you are new to hearing aids, 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 these noises as they continue to wear their hearing aids.

• When you are in a restaurant, avoid sitting in the middle of the room or near the kitchen. A booth to the side or in a corner will be more favorable.

• It is not necessary to remove your hearing aids at security checkpoints (e.g., airports). However, you should remove your hearing aids for CT and MRI scans or for other electromagnetic procedures.

• At hi HealthInnovations, we care deeply about our customers. If you have questions that are not addressed in this guide or the resources on our website at hiHealthInnovations.com, please call us toll free at 1-855-523-9355.
Your hearing aid has a battery door that acts as an on/off switch and allows access to the battery. When the door is closed, the hearing aid is on. When the door is open, the hearing aid is off.

1. **ON**: Simply close the battery door with a battery in it.

2. **OFF**: When you’re not wearing your hearing aids, keep the battery door open to extend battery life. You do not need to remove the battery. If you are not planning to wear your hearing aid in the next 12 hours, remove the battery to allow any moisture to evaporate.

**Wearing your hearing aids**

Place your hi BTE mini over the top of your ear until it rests securely behind your ear.
While holding the hearing aid in place, insert the ear tip into your ear canal, and curl/tuck the retention loop along the body of your ear. This retention loop will eventually tuck in easily, as body heat helps it conform to the shape of your ear.

The ear tip should be completely or almost completely in the ear canal. Use your fingernail to push the tube (rather than the ear tip) into the ear canal. This will help the ear tip to go deeper. Your goal is to go as deep as possible without touching your ear drum. Proper insertion of the ear tip is key to getting enough loudness and avoid whistling.

If you wear eyeglasses, put your glasses on first and then your hearing aid on.

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

Maintaining your hearing aids

Replacing ear tube & tip

Your ear tube & tip will come connected upon shipment. For optimal performance, replace ear tube & tip every three months.

Removing ear tube & tip from hearing aid: Grasp the “hearing aid end” of the ear tube; gently turn ~90 degrees and pull to remove the ear tube from the hearing aid.

Note: Do not bend the ear tube & tip back and forth to remove it.

Attaching ear tube & tip to hearing aid: Gently push the “hearing aid end” of the ear tube onto the hearing aid until it snaps into position.
Cleaning ear tubes & tips

Between replacements, you’ll need to clean the ear tube & tip with a cleaning wire, at least once a week.

Remove the ear tube & tip from the hearing aid.

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. Be sure to wipe off the wire before the next cleaning.

Clean the ear tip with a dry cloth.

Note: Ensure the wire goes through the ear tube in only one direction, from “hearing aid end” to “ear tip end.” Do not reverse the wire back through the ear tube.
Battery

The hi BTE mini uses a size 10 battery. The battery life varies, depending on the amount of hearing aid use, but is typically about 4 - 7 days. **Please insert a battery when you receive the hearing aid.**

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 hearing aid will automatically turn off.

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.

Inserting/replacing the battery

1. Grasp the sides of the hearing aid and gently pull open the battery door. **(Do not touch the push button when you open or close the door.)** Remove the battery.

2. Using the plastic tab of a fresh battery, place the battery into the battery door with the tab facing up. Hold the battery in place, and peel off the tab.
3. To fully activate the battery, wait for a minute, then gently close the battery door. If it doesn’t close easily, check to make sure the battery was inserted properly.

Note: When the battery is taken out and put back in, the hearing aid returns to the last program you were in.

Changing program and volume settings

If you have worn hearing aids before, you may have used different programs for different environments. Our hearing aids automatically adjust to different environments. Thus, once you determine your preferred program, you can leave it in that setting.

Program control

Your hi BTE mini features a push button that allows you to choose between three program settings. Spend time using each of the programs to determine which one you like best. Use that program the majority of the time. Within each program, you can use the volume control to make sounds louder or softer as you wish.

Simply press and hold the push button for two seconds to change the program setting. The hearing aid will beep to let you know which program has been selected. Please keep the ear tip in your ear to hear the beep(s). It is important to wait at least 10 seconds after changing programs before you open the battery door.

<table>
<thead>
<tr>
<th>Program</th>
<th>Program Setting</th>
<th>Beeps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program 1</td>
<td>🎼</td>
<td>1 beep</td>
</tr>
<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>

Note: hearing aids dispensed by a hi HealthInnovations professional at your appointment may have less than three programs.
Volume control

The push button on the hi BTE mini also allows you to choose between five volume levels. **Press and quickly release the button** to change the volume. You will hear one beep when you reach the maximum volume. If you press and release again, you will loop back to the lowest volume.

<table>
<thead>
<tr>
<th>Volume levels</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Diagram" /></td>
</tr>
</tbody>
</table>

| 5 | Maximum volume = beep |
| 4 |
| 3 |
| 2 |
| 1 |
| 0 | Minimum volume |

Using with telephones and cellular phones

Traditional corded phones, cordless phones and cell phones:

Program 3 is the suggested program to use with the telephone.

First, try to use the phone as you normally would hold it. If you cannot hear well, move the handset up slightly to find the position that sounds best to you. If you encounter whistling, tilt the phone handset at an angle until the whistling stops. It may help to turn the volume up on your phone. Practice using the telephone with someone familiar to you, and move the phone around a bit to get the best sound.

It is normal to have whistling when you hold the hearing aid in your hand, or when you place your hand over your ear. However, once the ear tips are all the way in the ear canal (please see page 6), you should be able to wear your hearing aids at a comfortable volume without whistling. If your hearing aid whistles, change to program 1 and/or turn the volume down.
Caring for your hearing aids

Regardless of how much you paid for hearing aids, they are sensitive electronic devices susceptible to moisture and wax. Do your best to keep your hearing aids clean and dry at all times. For more information, watch the hi BTE mini video at hiHealthInnovations.com

- When not wearing your hi BTE minis, open the battery door to allow any moisture to evaporate. This also helps extend battery life. Store your hearing aids in a safe, dry place, away from direct sunlight and avoid extreme temperatures.

- Do not leave your hearing aids in the bathroom while showering.

- When you sweat, be sure to take your hearing aids off and allow them to dry with the battery door open, for a minimum of 15 minutes before putting them back on.

- Ear wax is natural and common, but it can cause your hearing aids to feedback or malfunction. It is important to follow the cleaning instructions for the ear tube & tip on pages 8-9.

- Do not use water, alcohol or other liquid agents to clean the hearing aids as it may damage them. If the hearing aids become wet, do not attempt to dry them in an oven or microwave. Open the battery door, remove the battery and let the hearing aids dry naturally for 24-48 hours.

- If you live in a humid climate or are around persistent moisture, consider purchasing an inexpensive hearing aid dehumidifier or dryer. We have hearing aid dryers available for purchase.

- Ask your doctor to remove excessive ear wax from your ears, or ask if you can use an over-the-counter kit to remove ear wax.

- Remove your hearing aids before using hair spray, spray perfume or shaving lotions, as these items can clog or damage your hearing aids.

- Do not drop your hearing aids or knock them against hard surfaces.
### Troubleshooting

<table>
<thead>
<tr>
<th>Cause</th>
<th>Possible remedy</th>
</tr>
</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>Clean/replace ear tube &amp; tip</td>
</tr>
<tr>
<td>Programming adjustment</td>
<td>Call us toll-free at 1-855-523-9355 and press 2</td>
</tr>
<tr>
<td>Moisture</td>
<td>Open battery door and allow to dry</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>Ear tips 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>Check for cracks in ear tube</td>
<td>Replace ear tube &amp; tip</td>
</tr>
<tr>
<td><strong>4. Poor fit</strong></td>
<td></td>
</tr>
<tr>
<td>Ear tip falling out of your ears</td>
<td>Call us toll-free at 1-855-523-9355 and press 2</td>
</tr>
</tbody>
</table>

### Technical specifications

**Technical data elements**

- Peak OSPL 90 118 dB SPL
- HFA OSPL 90 109 dB SPL
- Average full-on gain 34 dB
- Peak gain 40 dB
- Reference test gain 32 dB
- Frequency range 200–5500 Hz
- Total harmonic distortion <2%
- Equivalent input noise <34 dB SPL
- Battery current drain 0.80 mA
- Attack 6 mS and release 30 mS
Warranty, return and service

Warranty

Each hearing aid 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 hearing aid 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 hearing aid, 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, or accessories. **hi HealthInnovations** is the only authorized service center for your warranty service. Please contact Customer Service toll-free at 1-855-523-9355 to obtain authorization to return the product, and a shipping label.

Cancellation and return information

To cancel your purchase, you must send written notice of cancellation to us. Please see the enclosed Bill of Sale for complete details about the refund policy, visit [hiHealthInnovations.com](http://hiHealthInnovations.com) or contact Customer Service toll-free 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 first contacting Customer Service first toll-free 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, 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 hearing 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.
1. Call in to a free seminar with a hearing expert to learn how to take care of your hearing aids, how to use the controls, and how to improve communications. Many customers have told us they have learned great tips from the seminars, and how to wear hearing aids, how it feels to adjust to them, and how to take care of your hearing. When not wearing your hearing aids, open the battery door to allow any moisture to evaporate. Wax is normal, but it can cause your device to whistle or malfunction.

2. Wear your hearing aids as much as possible to help your brain adjust. Successful hearing aid users will tell you that the benefit of wearing hearing aids is much greater than the effort it may take to adjust to them. Directly face the sounds you are trying to hear, and move closer especially in a noisy environment.

3. For maximum volume, keep your hearing aids clean and dry. Refer to page 8. When you’re not planning to wear the hearing aid in the next 12 hours, please remove the battery to allow any moisture to evaporate the battery. When your hearing aid is not in use, keep the battery door open to extend battery life.

Top 3 Tips

Getting Started Guide, (cont.)
Getting Started Guide

1. Turning your hearing aids on and off (page 5)
   · Grasp the sides of the hearing aid and gently pull open the battery door
   · Using the plastic tab of a fresh battery, place the battery into the battery door. Hold the battery in place and peel off the plastic tab. Wipe off any adhesive residue on the battery with a dry cloth
   · To fully activate the battery, wait for a minute, then gently close the battery door

2. Changing program/volume setting (pages 13-14)
   · Your hi HealthInnovations hearing aids have been custom programmed to your hearing needs and will automatically adjust to different environments. Thus, once you determine your preferred program, you can leave it in that setting.
   · If the door does not close easily, check to make sure the battery was inserted properly
   · Open the battery door
   · Grasp the sides of the hearing aid and gently pull
   · Using the plastic tab of a fresh battery, place the battery into the battery door. Hold the battery in place and peel off the plastic tab. Wipe off any adhesive residue on the battery with a dry cloth
   · To fully activate the battery, wait for a minute, then gently close the battery door