hi BTE™ family of hearing aids

User Guide

Watch a short video on how to use and maintain the hi BTE products at:
hihealthinnovations.com
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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 aid 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**

• You may find that a quiet environment is more comfortable at first. Gradually introduce new listening environments

• 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](http://hiHealthInnovations.com), please call us toll-free at 1-855-523-9355, and press 2.

### Caring for your hearing aids

Regardless 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, visit [hiHealthInnovations.com](http://hiHealthInnovations.com) and watch the hi BTE video.

- When not wearing your hearing aids, 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, open the battery door, and allow them to dry 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 whistle or malfunction. It is important to follow the cleaning instructions on pages 10-12

• Do not use water, alcohol or other liquids to clean hearing aids as they 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 a low cost hearing aid dehumidifier or dryer. We have hearing aid dryers available for purchase

• Ask your doctor to remove excessive wax from your ears, or ask if you can use an over-the-counter kit to remove 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.
1. **Microphone and speaker** – sound enters the hearing aid through the microphone. The speaker delivers amplified sound to you.

2. **Program button** – switches between listening programs.

3. **Volume button** – changes volume levels.

4. **Battery door / on and off** – close the door to turn on the hearing aids. Open the door to turn off the hearing aids.
   - **Left/Right** – Inside the battery door is a red dot indicating the hearing aid is for the right ear. There is no dot on the hearing aid for the left ear.

5. **Serial number** – Each hearing aid has a unique serial number.

6. **Ear tube & ear tip** – each hearing aid comes with an ear tube & tip that connects to the hearing aid speaker. Sound travels through the ear tube & tip to your ear.

7. **Retention loop** – helps keep the ear tube & tip in place.
hi BTE products with ear hook

1. **Microphone and speaker** – sound enters the hearing aid through the microphone. The speaker delivers amplified sound to you.

2. **Program button** – switches between listening programs.

3. **Volume button** – changes volume levels.

4. **Battery door / on and off** – close the door to turn on the hearing aids. Open the door to turn off the hearing aids.
   
   **Left/Right** – Inside the battery door is a red dot indicating the hearing aid is for the right ear. There is no dot on the hearing aid for the left ear.

5. **Serial number** – Each hearing aid has a unique serial number.

6. **Ear hook** – Each hearing aid comes with an ear hook that attaches to an ear mold.
Turning your hearing aids on and off

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 aids in the next 12 hours, please remove the battery to allow any moisture to evaporate.**

Wearing your hearing aids

Place your hearing aid 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.

For hearing aids with ear molds, please consult with your hearing health professional about putting it on.

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

Depending on your hearing loss, your hearing aids may be attached to an (a) ear tube & open tip, (b) ear tube & occluded tip, or (c) ear mold.

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 twist 1/4 turn and pull to remove the ear tube from the hearing aid.

Note: Do not bend the ear tube and 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 tube & tip

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 by twisting the “hearing aid end” of the tubing about 1/4 turn, and pulling it straight out.

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.
Open fit

**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.
Detaching and cleaning ear molds*

*Ask your ear mold provider to see if this applies to you.

The hearing aid connects to an ear hook, which is attached to the ear tubing and ear mold.

- Remove the ear mold, tubing and hook in one piece from the hearing aid by twisting the ear hook about 1/4 turn, and pulling it straight out
- Wash the ear hook, tubing and ear molds with warm soapy water and let dry overnight
- After the ear hook, tubing and mold are dry, reconnect to the hearing aid

Please make sure to leave the ear hook, tubing and ear mold in one piece when removing from the hearing aid.
Battery

NOTE: See page 14 for full battery activation instructions.

The batteries are air activated. To activate the battery, remove the tab from the battery and allow the battery to be exposed to the air for one full minute before closing the battery door.

The hearing aids use a size 312 battery. The battery life varies, depending on the amount of hearing aid use, but is typically about 7-10 days. Please insert batteries when you receive the hearing aids.

Low battery indicator

A voice warning of “low battery” indicates that the battery needs to be replaced. If you do not change your battery, you will hear another warning, 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. Gently pull open the battery door with your fingernail and remove the used battery. **Do not hold down or press the program or volume button** while opening or closing the battery door, as this may damage the hearing aid.

2. Using the plastic tab of a fresh battery, place the battery into the battery door with the tab facing up. While holding the battery in place, peel off the plastic tab.

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

Note: When the battery is taken out and put back in, the hearing aid will tell you the current program and volume settings.
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

The program button allows you to choose between three program settings*. Spend time using program 1 or 2 to determine which one you like best. Use the program that sounds best the majority of the time. Within each program, you can also use the volume control to make sounds louder or softer if you wish.

Simply press and release the program button to change the program setting. The hearing aid will tell you which program has been selected. Please keep the ear tip or ear mold in your ear to hear the notification. It is important to wait at least 10 seconds after changing programs before you open the battery door.

<table>
<thead>
<tr>
<th>Program 1</th>
<th>“Program 1”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program 2 (usually the loudest)</td>
<td>“Program 2”</td>
</tr>
<tr>
<td>Program 3 (telephone or telecoil)</td>
<td>“Program 3”</td>
</tr>
</tbody>
</table>

* Hearing aids dispensed by a hi HealthInnovations professional at your appointment may have less than three programs, and the telecoil setting may be in a different program.
Volume control

The volume button allows you to choose between six volume levels. **Press and quickly release the volume button** to increase the volume. **To decrease the volume, continue to press the button until it cycles through the maximum volume and back to volume 1. Then proceed to your desired volume level.** The hearing aid will tell you which volume level has been selected.

![Volume control diagram](image)

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 tip or ear mold is all the way in the ear canal (please see page 8), 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.
Using with telephones and cellular phones

Traditional corded phones, cordless phones and cell phones:

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.

If your phone is labeled “Hearing Aid Compatible,” it works with a telecoil (see below).

Telecoils

Your hearing aid may contain a telecoil (standard on the hi BTE power plus, and labeled on the hi BTE if included) which receives electromagnetic signals directly from the telephone and converts it to sound. The telecoil setting, which is usually program 3, turns off the regular microphone, so you can hear more clearly on the telephone. After finishing your phone call, change back to your preferred program, usually program 1 or 2, to turn on the hearing aid microphone again.
Other uses of a telecoil

Many people use the telecoil with assistive listening devices called FM or audio loops. If you go to any events or religious services and the room is “looped” that means you can use your telecoil. Set your hearing aids to the telecoil program. When the speaker talks into the microphone, the sound will be picked up by the “loop.” The sound then goes right into your hearing aid(s). It will turn off the background noise and allow you to hear the speaker more clearly. After the event, change back to your preferred program, usually program 1 or 2, to turn on the hearing aid microphone again.

Note: You may hear interference while in the telecoil setting. There may be a “buzzing sound” from the hearing aids. Fluorescent lighting, televisions, and computer screens may make this buzzing louder. Try to move away from these devices when using the telecoil.
## 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 needed</td>
<td>Call Customer Service toll-free at 1-855-523-9355</td>
</tr>
<tr>
<td>Moisture</td>
<td>Open battery door and allow to dry</td>
</tr>
<tr>
<td><strong>2. “Low battery” voice prompt</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>Poor-fitting ear mold</td>
<td>Consult your hearing health care professional</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 Customer Service toll-free at 1-855-523-9355</td>
</tr>
</tbody>
</table>
# Technical specifications

**hi BTE and he BTE Telecoil**

<table>
<thead>
<tr>
<th></th>
<th>ear tube &amp; tip</th>
<th>ear hook</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Peak OSPL 90 (dB SPL)</strong></td>
<td>120</td>
<td>125</td>
</tr>
<tr>
<td><strong>HFA OSPL 90 (dB SPL)</strong></td>
<td>109</td>
<td>118</td>
</tr>
<tr>
<td><strong>Average full-on gain (dB)</strong></td>
<td>33</td>
<td>42</td>
</tr>
<tr>
<td><strong>Peak gain (dB)</strong></td>
<td>40</td>
<td>51</td>
</tr>
<tr>
<td><strong>Reference test gain (dB)</strong></td>
<td>33</td>
<td>41</td>
</tr>
<tr>
<td><strong>Frequency range (Hz)</strong></td>
<td>200 - 5200</td>
<td>200 - 5200</td>
</tr>
</tbody>
</table>

### Total harmonic distortion

- @500 Hz: <2% <5%
- @800 Hz: <2% <2%
- @1600 Hz: <2% <2%

<table>
<thead>
<tr>
<th>Equivalent input noise (dB SPL)</th>
<th>&lt;30</th>
<th>&lt;30</th>
</tr>
</thead>
<tbody>
<tr>
<td>Induction coil sensitivity (dB SPL) (if hearing aid includes telecoil)</td>
<td>90</td>
<td>100</td>
</tr>
<tr>
<td>Battery current drain (mA)</td>
<td>0.80</td>
<td>0.80</td>
</tr>
<tr>
<td>Attack and release (mS)</td>
<td>6, 45</td>
<td>6, 45</td>
</tr>
</tbody>
</table>
hi BTE power plus

<table>
<thead>
<tr>
<th>Metric</th>
<th>ear hook</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peak OSPL 90 (dB SPL)</td>
<td>129</td>
</tr>
<tr>
<td>HFA OSPL 90 (dB SPL)</td>
<td>122</td>
</tr>
<tr>
<td>Average full-on gain (dB)</td>
<td>53</td>
</tr>
<tr>
<td>Peak gain (dB)</td>
<td>62</td>
</tr>
<tr>
<td>Reference test gain (dB)</td>
<td>45</td>
</tr>
<tr>
<td>Frequency range (Hz)</td>
<td>200 - 7100</td>
</tr>
</tbody>
</table>

**Total harmonic distortion**

<table>
<thead>
<tr>
<th>Frequency</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>@500 Hz</td>
<td>&lt;5%</td>
</tr>
<tr>
<td>@800 Hz</td>
<td>&lt;3%</td>
</tr>
<tr>
<td>@1600 Hz</td>
<td>&lt;3%</td>
</tr>
<tr>
<td>Equivalent input noise (dB SPL)</td>
<td>&lt;25</td>
</tr>
<tr>
<td>Induction coil sensitivity (dB SPL) (if hearing aid includes telecoil)</td>
<td>104</td>
</tr>
<tr>
<td>Battery current drain (mA)</td>
<td>1.0</td>
</tr>
<tr>
<td>Attack and release (mS)</td>
<td>6, 75</td>
</tr>
</tbody>
</table>
hi BTE with ear tube & tip
Saturation output curve
and frequency response curve

hi BTE with ear tube & tip
Input-output curve
hi BTE with ear hook
Saturation output curve and frequency response curve

hi BTE with ear hook
Input-output curve
hi BTE power plus
Saturation output curve
and frequency response curve

hi BTE power plus
Input-output curve
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 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.
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 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, ear molds or accessories. *hi HealthInnovations* is the only authorized service center for your warranty service. Please contact Customer Service 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 give or mail written notice of cancellation to us. For complete details about the refund policy, please see your Bill of Sale, visit [hiHealthInnovations.com](http://hiHealthInnovations.com) or contact Customer Service toll-free at 1-855-523-9355, and press 2.

Service

Our mailing address is P.O. Box 356, Minneapolis, MN 55440. **Please do not mail to this address without contacting Customer Service first at 1-855-523-9355, and press 2.**
Getting Started Guide

1. Turning on your hearing aids (page 7)
   - 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
   - If the door does not close easily, check to see if the battery was inserted properly

2. Wearing your hearing aids (page 7-8)
   - Place your hearing aid over the top of 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
   - Use your fingernail to push the tube (rather than the ear tip) into the ear canal. Your goal is to go as deep as possible without touching your ear drum

(More inside →)
3. Changing program setting (page 15-16)
   · 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
   · To change between programs, press and release the program button. Please keep your ear tip or ear mold in your ear to hear the voice notification. Example: “Program 2” = program 2

4. Changing volume setting (page 16)
   · Press and quickly release the volume button to increase the volume. To decrease the volume, continue to press the button until it cycles through the maximum volume and back to volume 1. Then proceed to your desired volume level. The hearing aid will tell you which program has been selected.

5. Caring for your hearing aids (page 3-4, 9-12)
   · When you’re not wearing your hearing aids, keep the battery door open to extend battery life
   · If you are not planning to wear the hearing aid in the next 12 hours, please remove the battery to allow any moisture to evaporate
   · Keep your hearing aids clean and dry
Top 3 Tips

1. **Call into a free seminar with a hi HealthInnovations 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 they enjoy talking with their peers as much as the hearing experts.

   Every **Monday-Thursday at 6 pm CT** (7 pm ET, 4 pm PT) and **Friday at 10 am CT** (11 am ET, 8 am PT). Call **1-888-844-7278**. When prompted, enter the special access code: **9428061#**.

2. **Visit hihealthinnovations.com** and watch the how-to videos.

3. **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. To hear better in noisy environments, we strongly recommend that you wear a hearing aid on each ear.