

Nexear

Earcon Technologies, Inc.

Hearing Aid Owner's Manual

**For Digital Hearing Aids
Models**

Nexear 200 AFC

Nexear 500 NR

Nexear

**EarCon Technologies, Inc
Scottsdale, Arizona 85255**

Table of Contents

	Page
Introduction.....	3
Getting Started.....	4
Installing and Replacing the Battery.....	4
Selecting and Attaching a Fitting Tip.....	5
Inserting and Removal of Your Hearing Aid.....	5
On, Off and Volume Adjustment.....	6
Feedback Management.....	6
Noise Reduction Feature.....	7
Getting Use to Wearing Your Nexear... ..	7
Using the Telephone.....	7
Helpful Hints When Using Your Nexear.....	7
Care & Maintenance	7
Troubleshooting.....	8
Warning to Hearing Aid Dispensers.....	8
Important Notice for Prospective Hearing Aid Users.....	9
Children with Hearing Loss.....	10
Warranty.....	10
Repair and Returns.....	11
Quality Management.....	11
Hearing Conservation.....	11
Contact Us.....	12

Introduction

Dear Nexear hearing aid customer,

Congratulations and thank you for choosing a Nexear digital hearing aid!

It is our goal that your Nexear hearing aid will improve the quality of your life by enabling you to hear better. As you adapt to the use of your new hearing aid you can expect to listen to TV at lower volume, understand one-on-one soft speech better and hear forgotten sounds.

Our hearing aids are designed to serve individuals with mild to moderately severe hearing loss. Although a hearing aid cannot restore normal hearing, it will aid in understanding speech. Please allow time – days to weeks – to adapt to using a hearing aid.

Your Nexear hearing aid comes packaged with 3 sizes of Fitting Tips, four size #10 hearing aid batteries, carrying/storage pouch, owner's manual and a warranty/registration card. Please fill out and mail your registration card or register on line within ten days of purchase.

Please read these instructions to learn how to use your new hearing aid.

Thank you,

Nexear
EarCon Technologies, Inc.
P.O. Box 28514
Scottsdale, AZ 85255
www.nexear.com
877.866.8813

Getting Started

Installing and Replacing the Battery

- (Size #10 hearing aid battery)
- Caution: Proper installation of the battery is very important; incorrect installation or forcing the battery door shut may result in actually breaking the battery door.
- You may choose to remove the protective tab from battery or you may use it to help hold the battery during installation, removing it afterwards.
- Open the battery compartment by placing your fingernail under the edge of the battery door and GENTLY pulling outwards to open the battery door.
- Insert the battery into the battery door (as illustrated in the picture below) so that the + side of the battery coincides with the + symbol on the edge of the battery door. (The plus side of the battery when installed properly is next to the volume control). Then GENTLY close the door. After closing the battery door the hearing aid is ready to be activated.
- To remove the battery, open the door gently and lift the battery out using your thumb and forefinger.



- Most hearing aid batteries last approximately 10-14 days (75-80 hours) depending on usage. Remember to turn off the hearing aid when not in use.
- Replacement batteries are available by contacting Nexear. You can purchase replacement batteries at your local drug store. Please use only a size #10 hearing aid battery – any other size may result in permanent damage to your hearing aid.

Warning - Hearing aid batteries are dangerous if swallowed.

If hearing instrument batteries are swallowed, seek immediate medical attention and call the National Button Battery Hotline collect at (202) 625-3333. Keep batteries, Fitting Tips and the hearing aid out of the reach of children and pets. In the event that one of these items is accidentally swallowed, seek medical attention immediately.

Selecting and Attaching a Fitting Tip

- Your Nexear hearing aid comes with three sizes of Fitting Tips.
- The tips are designed to provide a comfortable hearing aid fit for the majority of ear canal sizes, they allow sound to pass through, but help to keep earwax out of the hearing aid (a common cause of hearing aid repair).

Selecting a Fitting Tip

Nexear suggests you try the different sizes of Fitting Tips to determine which feels and sounds most comfortable to you. Start with the smallest tip and continue trying larger tip sizes until you are satisfied with a snug (but not tight!) and comfortable fit.

Attaching a Fitting Tip

- Simply place a tip over the end of the hearing aid receiver port and push; you'll feel the tip settle around the notch at the end of the shell.
- Test to be sure the tip is securely fastened.
- Once the Fitting Tip is on, you are ready to fit the hearing aid into your ear.

Removal of a Fitting Tip

- To remove the Fitting Tip, gently work the tip out of the notch in the shell and slide it off.
- Tips can be washed in warm water with mild soap, be sure to fully dry the tip before reattaching.
- Don't attempt to reuse tips that have been torn or disfigured.
- Replacement Fitting Tips can be purchased from Nexear.



Inserting and Removal of Your Nexear Hearing Aid from Your Ear

Nexear hearing aids are manufactured with two different colored shells. The red shell is for use in the right ear and the blue shell is for the left ear.

Inserting your Nexear in your ear

- Red shell right ear and blue shell left ear
- Hold the hearing aid unit between your thumb and forefinger with the volume control on top and the face plate of the hearing aid pointing away from your ear.
- Place the canal portion of the hearing aid unit into your ear canal and gently push the hearing aid until it is comfortably positioned inside your ear.
- Occasionally, it is necessary to pull down/back on your earlobe with one hand while gently inserting the aid with the opposite hand.



Removal of your Nexear from your ear

- Grasp and pull gently on the pull cord to remove the hearing aid from your ear.
- If you find that you don't need the pull cord to remove the hearing aid or if it rubs on an area of your ear, you may cut it off – doing so will not harm the hearing aid.
- **Warning** - In the unlikely event that the tip should come off and remain in your ear, go to your doctor to have it removed. Never insert anything in your ear to attempt to remove the tip yourself.

On, Off and Volume Adjustment

After your hearing aid is in your ear you can turn it on or adjust the volume by placing your index finger-tip onto the round volume control dial.

- Rotate the top of the volume control (on both Left and Right hearing aids) forward towards your face, until the sound level is comfortable.
- If the volume is too loud, place your finger on the volume control dial and rotate the top of the control backwards, towards the back of your head.
- Continuing a backward turn will turn the hearing aid off.
- Caution: Never force the volume control past the stops or damage may occur.
- There are index marks on the faceplate and the volume control; these will help you to adjust the volume to the same place each time the aid is used.
- By using the index mark you may choose to set the volume before inserting the hearing aid in your ear.

Feedback Management

All Nexear hearing aids are equipped with Adaptive Feedback Cancellation. This feature automatically reduces feedback (whistling) without lowering amplification, thus providing additional stable gain of up to 17-22 decibels.

- When turning the hearing aid on and increasing the volume, or when you make adjustments or have your hand near the hearing aid, you may encounter a whistle, which is called “feedback” or “squeal”.
- Feedback occurs when sound passes through the hearing aid and due to a loose fit of the aid in the ear canal; the amplified sound repeatedly escapes and recycles back to the microphone, getting increasingly stronger and thus whistling.
- Feedback can also occur if the Fitting Tip you are wearing is too small for your ear. Try turning the volume down or go to a larger size Fitting Tip to better seal the ear canal.
- The volume control has a range of three-fourths of a turn; normally, you will use between one-half to three-fourths of a turn.
- Turning the volume control down a small amount from full volume should help to eliminate feedback.

Noise Reduction Feature

The Nexear 500 NR has a noise reduction feature which:

- Reduces noise when no speech is present
- Maximizes low speech quality by automatically reducing background noise
- Recognizes tonal inputs and adjusts so music is not distorted

Getting Use to Wearing Your Nexear

Wearing a hearing aid for the first time can often feel unnatural; the world may seem noisy and alive with more sounds than you remember. This is because your brain has not processed these sounds for some time, and as a result, you need to relearn these sounds. Please wear your hearing aid for as long as you can tolerate and only take short breaks between usages. The more you wear your hearing aid, the faster you'll adjust. It is important to note that a hearing aid will not restore normal hearing, but will aid in understanding speech. You should expect your hearing aid to:

- Hear one-on-one speech better
- Listen to the TV at a lower volume
- Participate in conversations you've been missing for a long time

Using the Telephone

To use your hearing aid with the telephone,

- Tilt the receiver slightly away from your ear.
- If feedback occurs, move the phone a little further away from your ear or angle the receiver above, behind or below to obtain the best sound quality.

Helpful tips when using your Nexear

- Make sure that people have your attention when they speak.
- Sit or stand close to the source of what you want to hear.
- Watch people when they are speaking.
- Request to be seated in a booth at restaurants or sit with your back to the wall.

Care & Maintenance

- Maintain a clean hearing aid by frequently wiping it off with a dry tissue or cloth.
- DO NOT immerse your hearing aid in water, or shower or swim with it in your ear.
- Your hearing aid should be cleaned if dirty or if the end is coated with earwax.

- You may remove the Fitting Tip and gently soak the Fitting Tip in warm soapy water and then wipe off with a dry cloth.
- The hole in the hearing aid should be kept free of earwax. Please make sure the Fitting Tip is completely dry before placing it back on the hearing aid. Since earwax build-up varies widely from person to person, frequency of cleaning is individually determined.
- Replace Fitting Tips as needed.
- Keep your hearing aid as dry as possible and do not expose to excessive heat (e.g., hair dryer, automobile dashboard).
- Always turn your hearing aid off and/or open battery door when not in use to prolong the battery life.
- If your hearing aid will not be used for an extended period of time, remove the battery and store securely in the hearing aid case in a cool dry location. You may want to purchase a dehumidifier case for hearing aid storage.
- Do not expose your hearing aid to hair spray or face creams.
- When inserting the hearing aid into your ear, do so over a soft surface in case it drops.
- Remove your hearing aid during electromagnetic procedures, such as an MRI or CAT scan.

Troubleshooting

If you are having mechanical problems with your hearing aid, first check the following:

- The unit is switched on and the volume turned up.
- Battery is inserted correctly and the battery door is closed tightly.
- Fitting Tip is clean and clear of wax.
- Hearing port is clear of wax.
- Battery may need replacing (Remember: Leaving the battery on in your hearing aid overnight will shorten battery life; exposing your hearing aid to dampness – high humidity, storing unit in the bathroom -can also shorten battery life and eventually damage the instrument.)

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 hearing aids 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:

- Visible congenital or traumatic deformity of the ear.
- History of active drainage from the ear within the previous 90 days.
- History of sudden or rapidly progressing hearing loss within the previous 90 days.
- Acute or chronic dizziness.
- Unilateral hearing loss or sudden or recent onset within the previous 90 days.

- Audiometric air-bone gap equal to or greater than 15 dB at 500, 1000 and 2000 Hz.
- Visible evidence of significant cerumen (earwax) accumulation or a foreign body in the ear canal.
- Pain or discomfort in the ear.

Special care should be exercised when selecting and fitting a hearing aid where the maximum SPL exceeds 132dB because there may be a risk of impairing the remaining hearing of the user. (Nexear hearing aids as manufactured do not have this level of output).

Important Notice for Prospective Hearing Aid Users

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably one who specializes in diseases of the ear) before purchasing hearing aids. 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 purchase of hearing aids. Following the medical evaluation, the physician will give you a written statement indicating that your hearing loss has been medically evaluated and that you may be considered a candidate for hearing aids. The physician will refer you to an audiologist or 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 for your individual needs. If you have reservations about your ability to adapt to amplification, you should inquire about availability of a trial rental or purchase-option program. Many hearing aid dispensers now offer programs for a nominal fee that permit you to wear hearing aids for a period of time after which you may decide if you want to purchase the 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 if religious or personal beliefs preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

Important Information

- No hearing aid can restore normal hearing or improve a hearing impairment resulting from organic conditions, nor can it prevent further hearing loss. You must be patient while adjusting to your hearing aid by wearing it for gradually increasing time periods. In most cases full benefits from the hearing aid will occur with regular use.

- The use of a hearing aid is only part of hearing rehabilitation and you may need supplemental auditory training.
- In most cases where there is hearing loss in both ears, binaural hearing systems (two hearing aids) will help in hearing sounds more loudly and clearly.

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 because hearing loss may cause problems with language development and the educational and social growth of the child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

Warranty

Your Nexear hearing aid is covered by a one-year repair or replacement warranty against defects in materials and workmanship. The warranty period begins at the date of original purchase, confirmed by the receipt of your registration for your hearing aid at Nexear either by the mail-in registration card or on line registration at the Nexear website, and shall extend for a period not to exceed 12 calendar months from date of purchase.

This warranty is extended to the original owner of the product. Subsequent owners are not covered by this warranty. All covered hearing aid units will, at no charge other than shipping and handling, be repaired to meet the original specifications or be replaced with a new or re-conditioned unit. The customer will be required to confirm ownership by supplying his/her name and address, as well as the date purchased and serial number of the hearing aid unit. Fitting Tips and batteries are regarded as consumables, thus not covered under this warranty.

This warranty does not cover malfunctions caused by abuse of the hearing aid or if the unit has been tampered with or opened. Specific exclusions from this warranty include, but are not limited to the following: Water damage, physical damage, damage caused by neglect or improper handling, or damage caused by wearing the hearing unit without the specified Fitting Tips.

Warranty Warning:

If you do not clean your hearing aid periodically and wax builds up and penetrates the receiver opening causing malfunction, your warranty is void. However, Nexear will repair your hearing aid for you at your expense if you send it back to us for repair.

In the event of a malfunction within the warranty period, please contact Nexear for service.

Important: This warranty gives you specific rights. You may have other rights which vary from state to state or country to country.

Repairs and Returns

Each Nexear is sold with an unconditional 30-day trial period. A full refund of the purchase price will be issued if your hearing aid is returned within the trial period.

Returns are dependent on the policy of the retailer at the point of purchase; each retailer has specific instructions regarding how to process returns. In order to return your hearing aid for refund before the end of the trial period please follow the return instructions provided on the package insert with your hearing aid.

If you need to return your hearing aid for warranty repair, repair after the warranty period or replacement, you must obtain a Return Authorization Number (RAN) from Nexear before you send it back. To request a RAN refer to the “Contact Us” section of this manual. NexEar WILL NOT ACCEPT A RETURNED PRODUCT WITHOUT THIS NUMBER.

After receiving the RAN, carefully pack your hearing instrument in its original packaging and send it to EarCon via United States Postal Service with the following information:

- Your full name and address: _____
- Your phone number _____
- Serial Number – Right: _____
Serial Number – Left: _____
- Date of Purchase: _____
- What you think is wrong with the unit: _____

Quality Management

You can feel confident in your purchase, as each Nexear hearing aid undergoes rigorous testing to assure it meets the hearing aid standards of the American National Standards Institute (ANSI). In addition, every unit is backed with a 30-day unconditional money-back guarantee and a one-year warranty for manufacturing defects.

Hearing Conservation

Loud noise on a sustained basis can be highly damaging to your hearing. Learn what you can do to protect your hearing by researching hearing conservation on the Web.

Contact Us

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