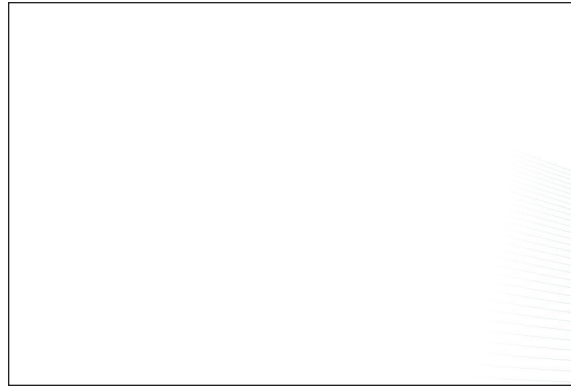


INSTRUCTION MANUAL

Hearing Healthcare Provider



Made in U.S.A.

# Cue®

## Totally Invisible Custom Hearing Instruments



- Exclusive SoftTouch™ Technology
- Discreet Custom Fit
- Extremely Comfortable

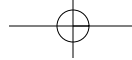


P. O. Box 877  
Casselberry, FL 32718-0877  
audina.net

ver: 1.0

04.01.11



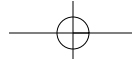


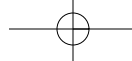
# Cue<sup>®</sup>

**Totally Invisible  
Custom Hearing  
Instruments**



 **Audina<sup>®</sup>**  
HEARING INSTRUMENTS, INC





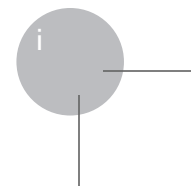
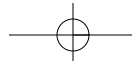
## Welcome to a world of better hearing!

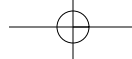
We understand that hearing loss affects one's quality of life. That is why we are dedicated to building the highest quality hearing instruments. Your new custom hearing instruments will soon be indispensable to you and will bring new pleasure and enjoyment to your life.

Our company was established in 1990 and is well-known internationally for offering high quality, reliable, state-of-the-art technology. These custom hearing instruments have been programmed or adjusted to your individual hearing loss to precisely fit your hearing and communication requirements. If necessary, your hearing healthcare provider may make further modifications to enhance your listening experience.

A period of adjustment may be needed to become accustomed to your new hearing instruments and the renewed world of sounds you will experience. The adjustment time varies for each individual and may be as little as a couple of weeks to as long as several months. Allow yourself time to become familiar with those sounds you have not heard for a long time.

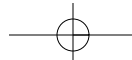
Before operating your hearing instruments, please read this manual thoroughly.

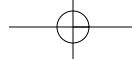




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## Inserting Your Digital Hearing Instrument

These digital hearing instruments have been custom made for your ears; they should fit comfortably and easily. When preparing to insert the instrument into your ear, position it so the white dot is at the top and the pull string is at the bottom. Your hearing healthcare provider will provide instruction on proper insertion and removal.

## On/Off Function

To turn your hearing instrument "on", you simply need to close the battery door after inserting a battery. To turn your hearing instrument "off", open the battery door completely. This will disengage the battery and turn off the hearing instrument.

In fact, when the hearing instrument is not in use, it is recommended that you open the battery door and remove the battery. This helps to prevent excessive battery drain and allows for proper ventilation of the hearing instrument.

## SoftTouch™ Technology

With a simple touch to your ear, SoftTouch allows you to change memories for up to four different listening environments. Your Cue instrument may be set for a single

touch, double touch or cover and touch. Your hearing healthcare professional will program the instrument during your initial fitting for the style of touch you prefer.

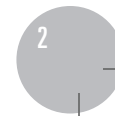
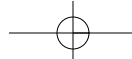
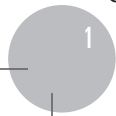
## Battery Information

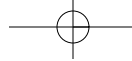
Your digital hearing instruments are equipped with a low battery indicator with a unique acoustic fade feature. When the battery in your hearing instrument is low, you will hear a series of warning tones a few minutes before the battery goes dead. It is recommended that you install a fresh battery at this time.

**To replace your hearing instrument battery, follow these steps:**

### Step 1:

Lift the notch at the edge of the battery compartment and swing open the door. Remove the used battery.





**Step 2:**

Remove the colored tab on the new battery, and insert with + side up.



The life of your hearing instruments' batteries will vary depending on length of daily use, listening environments, and how your hearing instruments are programmed. When the hearing instrument batteries go dead, remove them immediately and replace them with new batteries. Batteries may be purchased through your hearing healthcare professional.

When your hearing instruments are not in use, open the battery compartment to prevent excessive battery drain and ventilate the instruments.

**Important:** Always discard used batteries. Small batteries can be harmful if swallowed. Keep batteries out of the reach of pets and small children. In case of ingestion, contact your physician or call the National Button Battery Hotline at 202.625.3333.

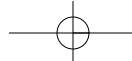
**Step 3:**

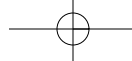
Swing the door into the closed position. The compartment should close easily. Do not force it. If resistance is noted, check that the battery is inserted correctly.



3

4





## Telephone Use

Unless your hearing loss is severe enough to require the use of an amplified telephone, while wearing the Cue<sup>®</sup>, you should not have any problems using the phone as you would without hearing aids. If you do experience a slight “whistling” sound, simply move the telephone slightly away from your ear.

## Cell Phone Compatibility



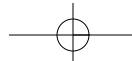
Some hearing aid users have reported a buzzing sound in their hearing aids when they are using cell phones, indicating that the cell phone and hearing aid may not be compatible. According to the ANSI C63.19

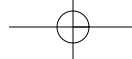
standard (ANSI C63.19-2006 American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and Hearing Aids), the compatibility of a particular hearing aid and cell phone can

be predicted by adding the rating for the hearing aid immunity to the rating for the cell phone emissions. For example, the sum of a hearing aid rating of 2 (M2/T2) and a telephone rating of 3 (M3/T3) would result in a combined rating of 5. Any combined rating that equals at least 5 would provide “normal use;” a combined rating of 6 or greater would indicate “excellent performance.”

The immunity of this hearing aid is at least M2/T2. The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied.

**NOTE:** *The performance of individual hearing aids may vary with individual cell phones. Therefore, please try this hearing aid with your cell phone or, if you are purchasing a new phone, be sure to try it with your hearing aid prior to purchase. For additional guidance, please ask your cell phone provider for the booklet entitled “Hearing Aid Compatibility with Digital Wireless Cell Phones.”*





## Cleaning Your Hearing Instrument

You should inspect your hearing instruments daily and clean them periodically to control wax buildup. To clean, very gently wipe the surface with a soft, dry cloth or moist cleaning wipes made especially for hearing instruments. ***Do not allow water or liquid to enter any openings on the instruments.***

Inspect the tip of the ear canal portion of the hearing instruments for any wax buildup. Using only the wax tool supplied, carefully remove any wax from around the sound outlet as directed by your hearing healthcare provider. Be very careful not to push wax into the opening or to insert the tool deeply into the opening.

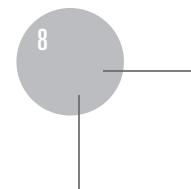
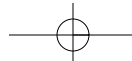
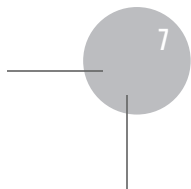
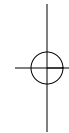
The wearing of an earmold or in-the-ear hearing instruments may accelerate the accumulation of ear wax. This can easily be removed by your physician or in some cases your hearing healthcare provider. You should not use cotton swabs to clean your ears, due to the risk of pushing the wax deeper into the ear canal.

The materials used in your hearing instruments are of the highest quality available, and the likelihood of an allergic reaction is slight. If a skin irritation occurs, including redness, swelling or itching where the hearing aid makes contact with your ear – contact your physician and hearing healthcare provider.

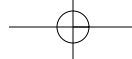
## Care and Storage

Hearing instruments are exposed to moisture in the form of humidity and perspiration while being worn. The daily use of a dehumidifying system or drying kit approved by your hearing healthcare provider is recommended. These accessories may be purchased from your hearing healthcare provider.

The most common causes of hearing aid repair are wax and moisture. If you are encountering recurrent repairs, please discuss the various wax/moisture prevention systems and accessories with your hearing healthcare provider.







### Extended Storage:

If it is necessary to store your hearing instruments for an extended amount of time, follow the steps below for proper storage.

1. Remove the batteries.
2. Clean the instrument according to instructions on previous pages.
3. Place the instruments in a cool, dry place. Either their original container or a hearing instrument dehumidifier is recommended.

### The Do's and Don'ts of Hearing Instruments

**Do** store the instruments overnight in a hearing aid dehumidifier to absorb moisture (Be sure and remove batteries first).

**Do** always carry spare batteries.

**Do** replace the battery when the low-battery warning begins.

**Do** always care for your instrument as outlined in this manual.

**Do** dry the battery contacts with a cotton swab in cases of humid weather or heavy perspiration.

**Do** safely store hearing instruments when not in use. Keep them out of the reach of small children and pets.

**Do** remove your hearing instruments if you are going to have X-rays at your dentist or medical facility. It is best to keep them outside the room of the X-ray equipment.

**Don't** leave your hearing instruments on the radiator, near a stove, in a sunny window, in a car or in any other hot place. Excessive heat and cold can damage the instruments.

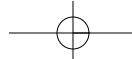
**Don't** wear the hearing instruments when using a hair dryer at home or when at the beauty salon, spa or barber.

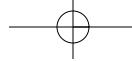
**Don't** wear the hearing instruments when having medical tests done such as MRI, X-rays or CT scans; as different types of radiation may damage the hearing instrument.

**Don't** apply hair spray when wearing your hearing instruments. It may damage the microphone and erode the case.

**Don't** wear the instruments while taking a bath, shower, spa treatment or while swimming.

**Don't** store the instruments in the bathroom during a shower or near a steam room as moisture created by the steam may cause damage.





## Troubleshooting Guidelines

### No Sound:

- Ensure that hearing instruments are turned on.
- Replace the battery.
- Ensure that there is no wax or debris in the sound channel.

### Not loud enough:

- Replace the battery.
- Ensure that there is no wax or debris in the sound channel.
- Ensure that hearing instruments are completely seated in the ear canal.
- Excessive earwax can prevent sound from entering the ear. Contact your physician or hearing healthcare provider.
- Changes in your hearing loss can affect how you hear with a hearing aid. Contact your hearing healthcare provider if you suspect any change in your hearing status.

### Whistling / Feedback:

- Ensure that hearing instruments are completely seated in the ear canal.
- Excessive earwax, improperly sized instruments, and large vents can cause whistling. Contact your hearing healthcare provider.

### Sound is Distorted or Unclear:

- Replace the battery.
- Hearing instruments may have a poor battery contact or may not be programmed properly. Return to your hearing healthcare provider.

### Intermittent Sound:

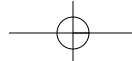
- Replace the battery.
- Ensure that there is no wax or debris in the sound channel.
- Hearing instruments may have a poor battery contact. Return to your hearing healthcare provider.

### Too Much Bass:

- Ensure vent is clear.
- Hearing instruments may need reprogramming. Return to your hearing healthcare provider.

### Static Noise:

- Replace the battery.
- If you are near an electromagnetic field (i.e. near a computer screen or fluorescent lights), step away to see if the static clears.
- Hearing instruments may have a poor battery contact. Return to your hearing healthcare provider.



## Binaural Amplification

Hearing loss can be improved, in most cases, through medicine, surgery, or with hearing instruments. Hearing aids are the most commonly chosen option.

Today's hearing instruments are quite small in size and feature sophisticated electronics that accommodate a wide variety of hearing losses. Nature gave us two ears for a reason and since the majority of people who have a hearing loss are affected in both ears, two (binaural) hearing instruments are typically recommended. Two hearing instruments should provide these benefits:

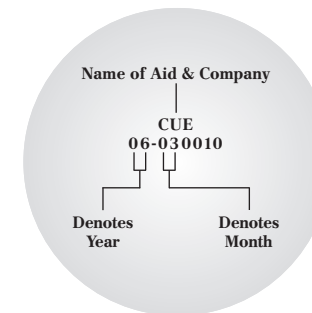
- Better overall sound quality when compared to one hearing instrument ("stereo sound").
- The ability to locate a sound source in noisy and normal listening conditions.
- Increased ability to understand speech in noisy and normal listening conditions.
- A sensation of balanced hearing.

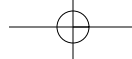
Talk with your hearing healthcare provider about what is best for you. Even the best technology can't do the work of two ears!

## Interpretation of Serial Number

Each hearing instrument has its own unique number located on the exterior of the hearing aid.

Blue writing or blue coloring denotes a left hearing instrument. Red writing or red coloring denotes a right hearing instrument. The first two digits of the serial number represent the year in which the instrument was manufactured. The second two digits of the serial number represent the month in which the hearing instrument was manufactured.





## Warranty Information

Please see your hearing healthcare provider regarding your specific warranty information. Our guarantee covers any defect in material or faulty production, except cords and batteries. We will, at our option, repair or replace the instruments or any defective part, at our expense, within the limits of the warranty.

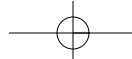
This warranty will become invalid if your hearing instruments have been tampered with or altered in any way, or if the serial number has been altered, effaced, or removed, or if any repairs have been made without authorization.

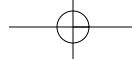
This warranty does not include a promise of specific hearing improvement because that depends upon your audiologic needs, proper fitting and adjustments by your hearing healthcare provider and proper use by the owner.

Any implied warranty shall be limited to one year from date of purchase. The only entity or individual who is authorized to perform the warranty obligations is the manufacturer. All in-house warranty work performed by the manufacturer will be

done within a reasonable period of time. If warranty work is performed and there appears to be a defect, malfunction, or failure to conform to the warranty, the obligations will be met if brought to our attention within one month from the date of the original warranty work.

This warranty is specifically limited to the scope set forth herein, and may not in any way be expanded by the other oral or written representations.





## Service and Repair Information

You should visit your hearing healthcare provider if your hearing instruments are in need of service. If you no longer have a hearing healthcare provider and are in need of one, you may contact Audina and we will assist you in finding one in your area. If you are unable to visit a hearing healthcare provider, you may send your hearing aids directly to the manufacturer.

Before planning to return your instruments for repair, please refer to the troubleshooting chart on the proceeding page. Many times these solutions can prevent the time and cost associated with a repair.

If you need to send your instruments directly to the manufacturer, carefully pack your instruments in a sturdy box and send it to:

**Audina® Hearing Instruments, Inc.**  
**P. O. Box 877**  
**Casselberry, FL 32718-0877**

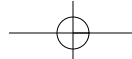
You must include your current phone number and home address. There is a \$40 charge to cover shipping and handling. Please include a check, payable to Audina Hearing Instruments, Inc. for said amount when sending your instruments for service.

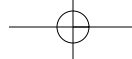
It is recommended to purchase shipping insurance when sending your hearing aids to the manufacturer.

If your hearing instruments are out of warranty, we will assist you in finding a hearing healthcare provider in your local area.

## 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 since hearing loss may cause problems in language development and the education 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.





## Notice to Prospective Users

Good health practice requires that a person with a hearing loss have a medical exam by a licensed physician, who specializes in diseases of the ear, before purchasing a hearing instrument.

Licensed physicians who specialize in the diseases of the ear are often referred to as Otologists, Otolaryngologists (ear, nose and throat – ENT) or Otorhinolaryngologists.

The purpose of a medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing instrument is purchased. Following the medical evaluation, the physician will give you a written statement that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing instrument.

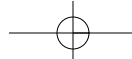
A hearing specialist will conduct an evaluation to assess your ability to hear. The hearing instrument evaluation will enable the hearing specialist to select and fit a hearing instrument to your individual needs. Federal law restricts the sale of hearing instruments to those individuals who have obtained a medical evaluation from a licensed physician.

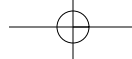
Federal law allows a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best interest, and its use is strongly discouraged.

## Notice for Hearing Healthcare Providers

Hearing healthcare providers should advise a prospective hearing instrument user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing instrument if the hearing healthcare provider determines through inquiry, actual observation, or review of any other available information, 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 progressive hearing loss within the previous 90 days.
- Acute or chronic dizziness.
- Unilateral hearing loss of sudden or recent onset within the previous 90 days.





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

Special care should be exercised in selecting and fitting a hearing instrument which has a maximum sound pressure level in excess of 132 dB (decibels) because there may be a risk of damaging the remaining hearing of the hearing instrument user.



## Owner Information

MODEL: \_\_\_\_\_

SERIAL NUMBERS:

LEFT: \_\_\_\_\_

RIGHT: \_\_\_\_\_

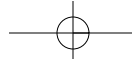
PURCHASE DATE: \_\_\_\_\_

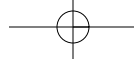
BATTERY SIZE: \_\_\_\_\_

ORIGINAL WARRANTY EXPIRES: \_\_\_\_\_

HEARING HEALTH CARE PROVIDER: \_\_\_\_\_

\_\_\_\_\_





**Notes**

