

HEARING HEALTHCARE PROVIDER

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MADE IN U.S.A.






P.O. Box 877
Casselberry, FL 32718
www.audina.net

INSTRUCTION MANUAL
ver: 1.0 070108

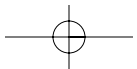
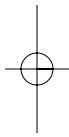
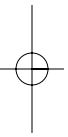
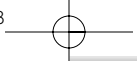
nVe[™] 4 

nVe[™] AD 



-  Superior Comfort
-  Optimal Performance
-  Nearly Invisible





 WELCOME

This manual contains user information for the following nVē hearing instruments. Your hearing healthcare provider will “✓” the appropriate box for your hearing instrument.

nVē™ AD

nVē™ 4

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 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 Receiver-in-Canal (RIC) 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 can 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.

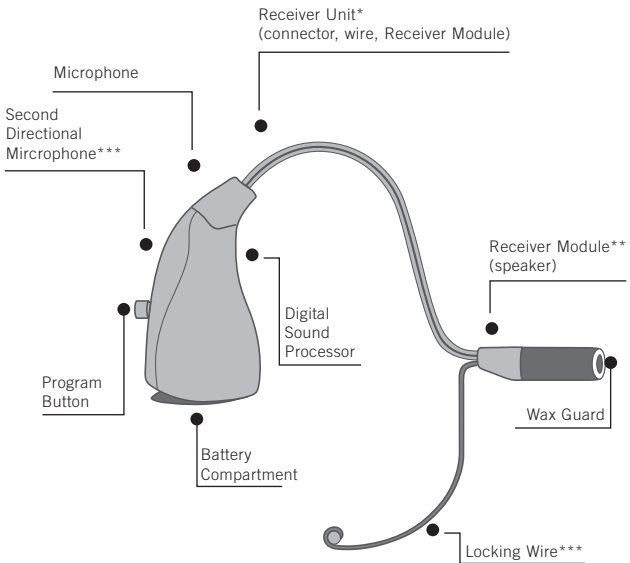
Before operating your hearing instruments, please read this manual thoroughly.



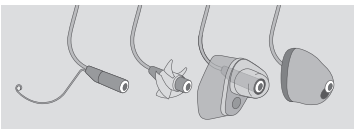
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nVe™ DIAGRAM



Tips and Molds***



- A - RU with Conch Wire
- B - RU with Propeller Sleeve
- C - Power set with Custom Mold
- D - Plus Power RU

*Receiver Units are detachable and interchangeable for easy care and fitting.

**Your hearing instruments are distinguished by colored dots on the receiver module:

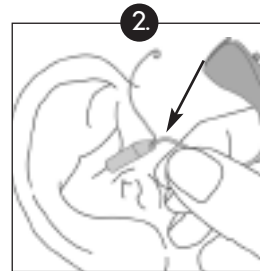
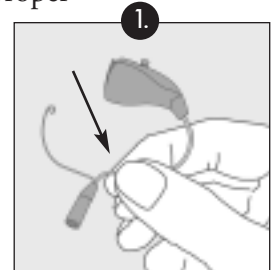
Blue = Left hearing instrument
Red = Right hearing instrument

***Optional components

proper placement on ear

Your hearing instruments should fit comfortably and easily over the top of your ears. Your hearing healthcare provider will provide instruction on proper insertion and removal.

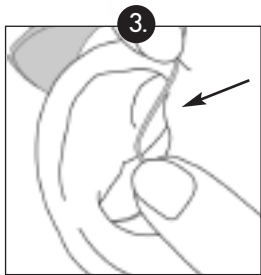
Step 1: To properly wear your new hearing instrument, hold the base of the receiver link with the thumb and index finger, allowing the receiver module to be free to easily insert into the ear canal.



Step 2: At this point, the instrument is inverted from its final position. Carefully insert the receiver module into the ear canal. Make sure the locking wire is located inside the bowl of your ear. It may help to pull down or backward on your lower ear with the opposite hand.



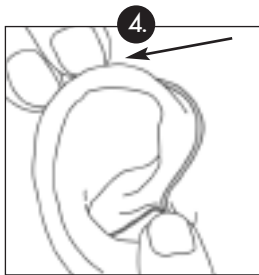
proper placement
on ear



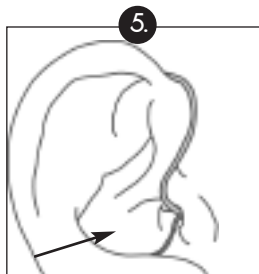
Step 3: While holding the receiver module in place in the ear canal with your thumb or index finger; carefully place the hearing instrument body over the top of your ear

while pressing it gently against the head as shown in illustration 3.

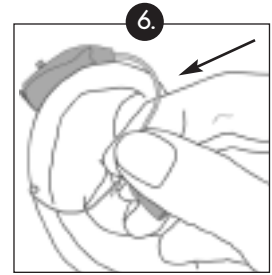
Step 4: Correctly placed, your hearing instrument will be virtually invisible to those with whom you speak. Make sure, again, that the receiver module is still properly positioned in your ear canal. (Illustration 4)



Step 5: Be sure the locking wire (arrow in illustration 5) is secure inside the bowl of your ear.



To Remove the receiver module from your ear canal, grasp the receiver link with the thumb and index finger at the entrance to the ear canal and gently pull down and back as shown in illustration 6.



CAUTION: When removing the receiver module, do NOT pull with the body of the hearing instrument as this may damage the connection.


Be sure to open the battery door after removing the instruments from your ears, this will turn the instruments off and conserve battery power.





left and right instruments

If you are wearing hearing instruments on both ears, it is important to use the correct device in each ear. The receiver modules are marked with “red” lettering for the Right ear and “blue” lettering for the Left ear.



on/off function

To turn your hearing instrument “on”, you simply need to close the battery door after inserting a battery. (Insert illustration showing the battery door open with arrows and captions explaining the battery compartment)

To turn your hearing instrument “off”, simply open the battery door completely. 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.



battery information

The low battery detection system continuously monitors battery life. When the battery becomes low, the low battery warning sequence consisting of 3 double beeps is initiated. After the warning beeps are complete, normal operation resumes. The low battery warning sequence will repeat again 10 minutes after the initial warning; it’s now time to insert a new battery. Hearing aid batteries are most easily purchased from your hearing healthcare provider.

Battery Type and Proper Storage:

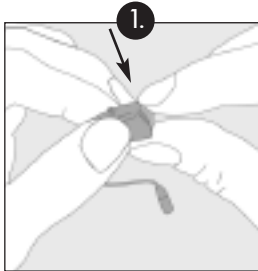
Your hearing instrument may use a size 312 battery (brown tab) or a size 10 (yellow tab), please check the back of this manual for the correct size for your model. A zinc air battery is recommended for optimal performance. Batteries should NOT be stored in a refrigerator or dehumidifying device. Such storage could cause leakage and damage the batteries.

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 collect at (202) 625-3333.

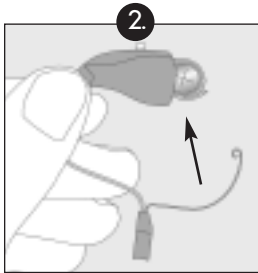
battery information

To replace your hearing instrument battery, follow these steps:

Step 1: Lift the notch at the edge of the compartment and carefully swing open the door. (Illustration 1)



Step 2: Remove the “brown” or “yellow” colored tab (depending on the correct battery size for your model) on the battery. Holding the instrument as shown in illustration 2, insert the battery with



the “+” side up, matching to the “+” on the battery compartment door.

Step 3: Gently 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.

It is important that the battery is inserted correctly. If the battery compartment door does not easily close, the battery was not inserted correctly. If so, check that the battery is inserted correctly in the compartment door. Do NOT try to force the door shut, close gently.

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.

memory control settings

Depending on the model, your hearing instrument features up to four programmable memory settings. Consult your hearing care professional as to the number of memories available on these hearing instruments. Each memory setting is designed for the best comfort and optimal performance in a particular listening environment. Such environments may range from noisy to quiet...as when you're on the telephone, outdoors, in a crowded restaurant, or listening to TV, music, or a movie.

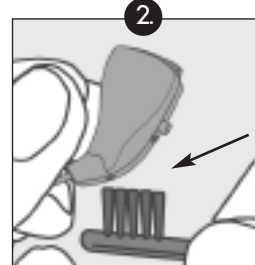
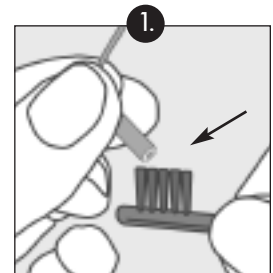
To change the program setting, simply press the memory switch control located on your instrument. An audible signal indicates the specific settings for your listening environment – 1 beep is program 1, 2 beeps is program 2, etc. When you turn on your hearing instrument it will automatically start in program 1. Your hearing healthcare professional will program the instrument for you as the specific setting you wish to use.

cleaning your hearing instrument

The following instructions will assist in extending the life of your hearing instruments.

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.

To remove any wax accumulated on the receiver module or wax guard, use the brush supplied with your hearing instrument. Brush the wax guard while holding the instrument up-side-down so the debris will fall toward the floor rather than into the



receiver module. See illustration 1, showing proper method. Also brush the microphone port as shown in illustration 2.



cleaning your hearing instrument

If the hearing instrument is weak or not working, you may need to replace the wax guard as outlined in this manual. Inspect the receiver module and wax guard daily for any visible damage. Such damage could lead to a piece coming off inside the ear. If any damage has occurred, or the wax guard comes off inside the ear, contact your hearing care professional for immediate help.

The materials used in your hearing instruments are of the highest quality available, and the likelihood of an allergic reaction is slight. If the receiver link or the receiver module irritates your ear in any way, contact your hearing healthcare provider.

The wearing of a hearing instrument 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.

CAUTION: Your hearing instruments are **NOT** water resistant. **NEVER** swim, bathe, or shower while wearing them or otherwise immerse in water.



caring for your instrument

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 instrument 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.

Remove the batteries.

Clean the instrument according to instructions in this manual.

Place the instruments in a cool, dry place. Either the original container or a hearing instrument dehumidifier is recommended.

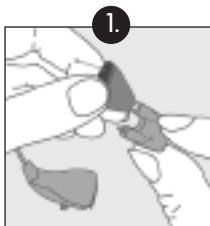
caring for your instrument

Removing and Inserting a Wax Guard

Your receiver module (speaker) is protected from debris and earwax by a replaceable Wax Guard. Daily, the receiver module tip should be gently brushed to remove debris that may have lodged in the wax guard as outlined in the Cleaning Your Hearing Instrument section in this manual. Over time, the wax guard can get clogged with moist debris. Periodically this wax guard should be replaced to ensure there is no blockage of amplified sound.

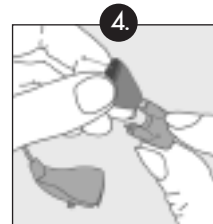
Remove the NoWax tool from the storage disc. The tool has two arms, one with the new filter and the other is to remove the NoWax filter that is presently in the receiver unit.

Push the removal arm of the tool into the existing NoWax filter in the receiver unit as shown in illustration 1.



Remove the used filter by pulling the tool away from the receiver unit as displayed in illustration 2.

Using the tool, push the new filter arm onto the receiver unit to install the new filter as shown in illustration 3 and 4. Pull the tool away from the receiver unit once the new filter is in place.



Be sure to properly discard the used NoWax tool as it may be harmful if swallowed by a child or pet. The wax guard should be replaced once a month or as needed.

CAUTION: Make sure that the new wax guard is firmly in place in the receiver module. Improper insertion can result in the wax guard falling off and becoming lodged in the ear canal. If this happens, contact your hearing healthcare provider immediately to have it removed. Do not attempt to remove it by yourself.



telephone use

Your hearing instrument allows you to use the phone as you normally do – holding the phone up to your ear. In some cases, you may need your hearing instrument programmed with a specific telephone setting. If this feature is important to you, ask your hearing healthcare professional to adjust one of the available memory programs to assist your telephone requirements.



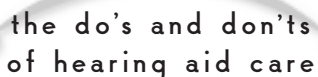
cell phone compatibility

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."



the do's and don'ts of hearing aid care

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 beep sequence 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 built up; clean or replace the wax guard as instructed in this manual.

Not loud enough:

- Replace the battery.
- Ensure that there is no wax or debris built up; clean or replace the wax guard as instructed in this manual.
- Ensure the hearing instrument is placed in the proper position and the receiver module is placed properly into 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 the hearing instrument is placed in the proper position and the receiver module is placed properly into the ear canal.

- Excessive earwax and improperly sized instruments can cause whistling. Contact your hearing healthcare provider.
- Move hand or other flat objects away from the ear; adjust clothing (collar) that may be interfering with sound travel.

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 built up; clean or replace the wax guard as instructed in this manual.
- Hearing instruments may have a poor battery contact. Return to your hearing healthcare provider for service.

Turns On and Off Automatically:

- Replace the battery.
- Excessive moisture may be causing this, let the instrument dry thoroughly.
- Contact your hearing healthcare professional

troubleshooting guidelines

Discomfort:

- Check to be sure you have the instrument inserted correctly, following the steps outlined in this manual.
- Contact your hearing healthcare professional to have the fit checked for the receiver module, receiver link and the retaining wire.

Memory Control Switch Problem:

- May be caused by a weak battery, replace the battery.
- Contact your hearing healthcare professional if problem continues.

why two hearing instruments (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!

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.



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 the hearing instruments have been tampered with or altered in any way, or if the serial number has been altered, effaced, 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



warranty information

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.



returning for service

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 preceding pages. 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 \$25 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.

notice to perspective 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 Otolologists, 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.

notice for hearing healthcare providers

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.

serial number

Each hearing instrument has its own unique number located on the exterior of the hearing aid. The first two digits of the serial number represent the year in which the instrument was manufactured.

OWNER INFORMATION

Model: _____

Serial Numbers:

Left: _____

Right: _____

Purchase Date: _____

Battery Size: _____

Memory Set-Up:

Memory A: _____

Memory B: _____

Memory C: _____

Memory D: _____

Original Warranty Expires: _____

Hearing Healthcare Provider: _____
