



Conversa™
Digital BTE
Guide

Table of Contents

Your Conversa™ Digital Hearing Aids.....	1
Practical Solutions to Everyday Problems	2
Getting the Most Out of Your Conversa™ Hearing Instruments	3
Using the Conversa™ Digital BTE Guide	4
Turning Your Conversa™ Hearing Aids On and Off	5
Replacing the Battery	5
Low Battery Warning.....	6
Caring for Batteries.....	6
Operating Instructions BTE.....	7
Assistive Listening Devices	10
Cleaning Your Conversa™ Hearing Aids	12
Caring for Your Conversa™ Hearing Aids	13
Warnings	14
Troubleshooting Guide.....	16
Warning to Hearing Aid Dispensers	18

Your Conversa™ Digital Hearing Aids

Hearing Healthcare Professional: _____

Telephone: _____

Model: _____

Serial Number: _____

Replacement Batteries: Size 13

Warranty: _____

Use Program 1 for:

Quiet Situations Other: _____

Use Program 2 for:

Group/Party Noise Other: _____

Use Program 3 for:

Traffic/Intense Noise Telephone

Other: _____

Practical Solutions to Everyday Problems

Congratulations on choosing Conversa™ with ClearCall Behind-the-Ear (BTE) digital hearing instruments.

For 40 years, Unitron Hearing has been committed to making life better for people with hearing loss. This means a commitment to developing high-quality hearing solutions that incorporate special features to solve the everyday problems and concerns you have with hearing loss and hearing aids.

From taking an active part in your work and social life to catching up with friends and family on the telephone, Conversa lets you reconnect with the people and activities you enjoy – conveniently and comfortably. Conversa is the first hearing aid you'll want to wear all the time. Conversa dramatically reduces whistling before it can be perceived. Conversa is also telephone and cell-phone ready, incorporates venting to make your voice sound more natural, and improves comfort in noise.

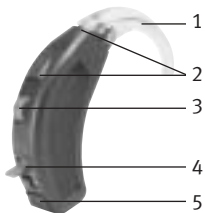
Getting the Most Out of Your Conversa™ Hearing Instruments

Adjusting to your new hearing instruments will take some time. In the beginning it is important that you do not use the hearing aids for longer than is comfortable. Depending on your previous experience with hearing instruments, a few hours a day may be enough and then you can increase wearing time gradually. Once you have become accustomed to your hearing aids, you should wear them all day everyday since frequent use helps you adapt to your hearing aids and enjoy their full benefits. The quicker you get used to the everyday sounds around you, the less you will notice that you are wearing hearing instruments.

Using the Conversa™ Digital BTE Guide

Refer to the table of contents for a complete listing of the topics covered in this guide.

Use the diagram below to identify some of the components on your Conversa hearing aids.



Legend

- 1 Earhook
- 2 Microphone
- 3 Volume Control
- 4 On/Off/Program Switch
- 5 Battery Door

Turning Your Conversa™ Hearing Aids On and Off

Your Conversa hearing aids have a three-position switch:

O = Off

M = On

P = Momentary Program Switch



Note: After turning your hearing aids off, it is important to wait two seconds before turning the hearing aids on again; this will allow the hearing aids' internal computer to reset.

Replacing the Battery

1. Gently swing out the battery door with your fingernail.
2. Grasp the battery with your thumb and forefinger and remove.
3. Insert the new battery into the battery door with the plus (+) sign on the battery facing the same way as the plus (+) sign on the edge of the battery door. This will ensure that the battery door closes properly.



Note: If the battery is inserted incorrectly, the door will not close.

4. Close the battery door.

Low Battery Warning

When you hear one long beep, your digital hearing aids are warning you that their batteries are low. You will hear the warning approximately every 30 minutes until you change the batteries or the batteries die. After the first warning, you may experience some reduction in sound quality. This is normal and can be remedied by inserting fresh batteries in the hearing aids.

Caring for Batteries

- Always discard batteries carefully.
- To prolong battery life, remember to turn your hearing aids off when not in use.
- Remove the batteries and keep the battery door open while hearing aids are not in use. This will allow internal moisture to evaporate.

Warnings

- Never leave hearing aids or batteries where small children and pets can reach them.
- Never put hearing aids or batteries in your mouth. If a hearing aid or battery is swallowed, call a physician immediately.

Operating Instructions BTE

Changing Programs on Your Conversa™ Digital Hearing Aids

Your Conversa digital hearing aids may have up to three listening programs. Each program has been individually tailored by your hearing healthcare professional to meet your particular listening needs.



Conversa has a program switch for switching between programs. Each time you push the program switch, you will move to a new program. Your hearing aids beep to indicate which program you are in (i.e. one beep for program 1, two beeps for program 2, etc.). If you prefer, your hearing healthcare professional can also adjust your hearing aids so you do not hear the beep.

Adjusting the Volume

Conversa BTE digital hearing aids come equipped with a manual volume control. The manual volume control dial is numbered one to four. One indicates that the volume is at the minimum level and four indicates that the volume is at the maximum level. Rotate the volume control upward to increase the volume or downward to decrease the volume. Your manual volume control may be disabled by your hearing healthcare professional and, therefore, could be



inactive. For Conversa hearing aids without a manual volume control, the volume on the hearing aids adjusts automatically in reaction to the loud or quiet sounds around you.

Start Up Mute

Conversa has an optional start up mute feature that can be activated by your hearing healthcare professional. If the start up mute is activated, your hearing aids will not turn on until the program switch is pushed, even if the switch is in the (M) position. The hearing aids return to the start up mute position each time you turn your hearing aids on. This allows you to insert your hearing aids without experiencing whistling.

Earmolds

Earmolds feed amplified sound from the hearing aids into the ears. They must fit into your ears snugly and comfortably. If amplified sound leaks out of your ear, you may hear whistling.

Always ensure earmolds are clean and free of ear wax and moisture. Do not use alcohol to clean your earmolds. If the earmolds become plugged, clear the opening with a wax loop or pipe cleaner. If your physician prescribes ear drops, clean any moisture that may get into the earmolds or tubing to prevent plugging. If the earmolds require further cleaning, disconnect the

plastic tube from the hook of the hearing aids. Wash only the earmolds in warm water with a mild soap. Rinse them with cool water and allow them to dry overnight. Make sure the earmold tubes are dry before reconnecting them to each hook on your hearing aids.

Using Conversa™ with the Telephone

Conversa features ClearCall technology, a telephone solution for hearing aid wearers. Depending on your hearing loss, the amount of ventilation provided, and the style of your hearing aids, ClearCall lets you use the telephone or cell phone without experiencing whistling and without having to switch listening programs. For many wearers this means that when the phone rings, all you have to do is pick up the telephone and hold it to your ear normally.

Conversa also comes equipped with an optional telecoil that can help you listen on the telephone. Your hearing healthcare practitioner can tell you if your hearing aids are equipped with a telecoil. The telecoil program is selected with the program switch. When using the telecoil, center the telephone receiver on the hearing aid and move the receiver along the hearing aid to locate the clearest, strongest signal. You may have to increase the volume of your hearing aid slightly. To return to normal listening, push the program switch. Your hearing aid will beep to indicate which program you are in.

Assistive Listening Devices

Loop Systems

Conversa's optional telecoil can also help you listen in public places equipped with telecoil compatible assistive listening devices such as a loop system. If your hearing aids do not operate when the telecoil is on, the loop system may not be operating or you may be in a "dead" spot. Try positioning yourself in a different part of the looped area or return your hearing aids to the microphone program and sit as close to the speaker as possible.

Direct Audio Input

Your Conversa hearing aids feature optional direct audio input (DAI) to connect to other audio sources such as a stereo or television. You will need to purchase the direct audio input system and a connector cord from your hearing healthcare professional before you can connect to external audio sources.

DAI can also be used to fit your hearing aids with an assistive listening device, such as an FM system, which you may purchase to improve listening in difficult situations.



MicroLink™ MLx Receiver Module

Your Conversa hearing aids are compatible with Phonak's MicroLink™ Receiver Module, a wireless FM system that improves listening over distance. The MLx FM receiver module connects to the direct audio input system and is powered by the hearing aid battery.

See also “Direct Audio Input”

FM and Infrared Systems

Some FM systems consist of a teleloop worn around the neck, which is connected to the FM receiver worn on a belt or in a shirt pocket. To listen through the FM system, select the telecoil program and turn on the FM receiver. To keep the signal clear, you may need to adjust the volume control on your hearing aids as well as on the FM receiver.

With some infrared systems you may need to remove your hearing aids and wear the system's headset receiver. If the volume on the infrared receiver is not loud enough, use your hearing aids instead.

Cleaning Your Conversa™ Hearing Aids

Ear wax is natural and common. Ensuring your hearing aids and earmolds are free of ear wax is an important step in your daily cleaning and maintenance routine.

- Never use alcohol to clean your hearing aids or earmolds.
- Do not use sharp tools to dislodge ear wax. Sticking household items into your hearing aids can seriously damage them.

See also “Earmolds”

Caring for Your Conversa™ Hearing Aids

- Always remove your hearing aids when using hair care products. The hearing aids can become clogged and cease to function properly.
- Protect your hearing aids from excessive heat (hair dryer, vehicle glove box or dashboard) and moisture (bath or shower). Do not immerse the hearing aids in water.
- If your hearing aids do become wet, do not attempt to dry them in an oven or microwave. Do not adjust any controls. Open the battery doors immediately and allow your hearing aids to dry naturally for 24 hours.
- Regular use of a dehumidifier, such as a Dri-Aid kit, can help prevent corrosion and prolong the life of your hearing aids. See your hearing healthcare professional for more information.
- Do not drop your hearing aids or knock them against hard surfaces.

Warnings

- Hearing aids should only be used as directed by your physician or hearing healthcare professional.
- Hearing aids will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
- Do not use your hearing aids in explosion hazard areas.
- Allergic reactions to hearing aids are unlikely. However, if you experience itching, redness, soreness, inflammation or a burning sensation in or around your ears, inform your hearing healthcare professional and contact your physician.
- Remove your hearing aids for CAT and MRI scans or for other electromagnetic procedures.
- Only plug the DAI cables into devices that produce safe voltages of less than 3 volts.
- Special care should be exercised in wearing hearing aids when maximum sound pressure levels exceed 132 decibels. There may be a risk of impairing your remaining hearing. Speak with your hearing healthcare professional to ensure the maximum output of your hearing aids is suitable for your particular hearing loss.

Precautions

- The use of hearing aids is only part of hearing rehabilitation; auditory training and lip reading instruction may be required as well.
- In most cases, infrequent use of hearing aids does not provide full benefit. Once you have become accustomed to your hearing aids, wear your hearing aids everyday all day.
- Your hearing aids use the most modern components to provide the best possible sound quality in every listening situation. However, communication devices such as digital cell phones can create interference (a buzzing sound) in hearing aids. If you experience interference from a cell phone being used close by, you can minimize this interference in a number of ways. Switch your hearing aids to another program, turn your head in a different direction or locate the cell phone and move away from it.

Labelling

The serial number and year of manufacture are located along the inside spine of the hearing aid.

Troubleshooting Guide

SYMPTOM	CAUSE	POSSIBLE REMEDY
No sound	<ul style="list-style-type: none">• Not turned on• Low/dead battery• Poor battery contact• Battery upside down• Earmolds blocked with ear wax	<ul style="list-style-type: none">• Turn on• Replace battery• Consult your hearing healthcare professional• Insert battery plus (+) side up• Refer to the sections “Earmolds” and “Cleaning your Conversa Hearing Aids”. Consult your hearing healthcare professional.
Not loud enough	<ul style="list-style-type: none">• Low volume• Low battery• Earmolds not inserted properly• Change in hearing• Earmolds blocked with ear wax	<ul style="list-style-type: none">• Turn up volume; see hearing healthcare professional for models without a manual volume control or if problem persists.• Replace battery• Reinsert carefully• Consult your hearing healthcare professional• Refer to the sections “Earmolds” and “Cleaning your Conversa Hearing Aids”. Consult your hearing healthcare professional.
Intermittent	<ul style="list-style-type: none">• Low battery• Dirty battery contact	<ul style="list-style-type: none">• Replace battery• Consult your hearing healthcare professional
One long beep	<ul style="list-style-type: none">• Low battery	<ul style="list-style-type: none">• Replace battery

SYMPTOM	CAUSE	POSSIBLE REMEDY
Whistling	<ul style="list-style-type: none"> • Earmolds not inserted properly • Volume too loud • Hand/clothing near ear • Poorly fitting earmolds 	<ul style="list-style-type: none"> • Remove and reinsert • Turn volume down • Remove hand/clothing from ear • Consult your hearing healthcare professional
Not clear, distorted	<ul style="list-style-type: none"> • Poorly fitting earmolds • Earmolds blocked with ear wax • Low battery • Change in hearing 	<ul style="list-style-type: none"> • Consult your hearing healthcare professional • Clean earmolds. Consult your hearing healthcare professional • Replace battery • Consult your hearing healthcare professional
"Motorboating" sound	<ul style="list-style-type: none"> • Low battery • Dirty battery contact 	<ul style="list-style-type: none"> • Replace battery • Consult your hearing healthcare professional
Weak on the telephone	<ul style="list-style-type: none"> • Volume control set too low • Telephone not positioned properly • Hearing aid requires adjustment 	<ul style="list-style-type: none"> • Turn up volume • Move telephone receiver around ear for clearer signal • Consult your hearing healthcare professional

For problems not listed in the guide, contact your hearing healthcare professional. If you do not have a hearing healthcare professional, please contact the nearest office listed on the back page of this booklet.

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. Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user. (This provision is required only for those hearing aids with a maximum sound pressure capability greater than 132 decibels (dB).)

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 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 a 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 a hearing loss.

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