



Conversa™  
Digital ITE  
Guide

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# Your Conversa™ Digital Hearing Aids

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Hearing Healthcare Professional: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Model: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Replacement Batteries:       Size 10       Size 312  
    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**

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Congratulations on choosing Conversa™ with ClearCall In-the-Ear (ITE) 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**

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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 will help 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.

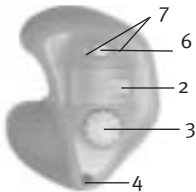
## **Using the Conversa™ Digital ITE Guide**

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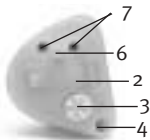
Refer to the table of contents for a complete listing of the topics covered in this guide.

Use the diagram below to identify some of the components on your hearing aids. Because each aid is custom-designed and molded to fit an individual ear, the physical appearance and exact positioning on your hearing aids may vary slightly from those shown.

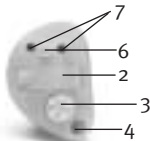
Full Shell



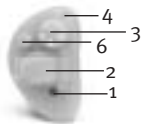
Half Shell



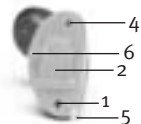
Canal



Mini Canal



CIC



## Legend

1 Microphone

2 Battery Door

3 On/Off Manual  
Volume Control

4 Vent

5 Removal Handle

6 Program Button

7 Directional  
Microphones

## **Inserting and Removing ITE and CIC Hearing Aids**

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ITE and CIC hearing aids are color-coded red for the right ear and blue for the left ear. The color is indicated either on the shell or on a label on the hearing aid.

### **To insert ITEs and CICs:**

1. Hold the hearing aid between your thumb and index finger with the battery door away from your ear.
2. If your hearing aid is a CIC, insert by holding the hearing aid with the removal handle at the bottom and the white dot at the top.
3. Gently insert the canal portion of the hearing aid into your ear using your index finger to push back and tuck the hearing aid completely into place.

### **To remove ITEs and CICs:**

1. If your hearing aid is a CIC, gently pull on the removal handle. To remove ITE hearing aids, grasp the aid with your thumb and index finger.
2. Move your jaw up and down or apply pressure to the back of your ear to help loosen the aid.

Note: Never use the volume control or the battery door to remove your hearing aids.

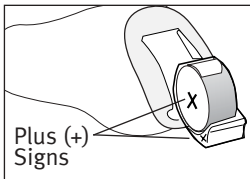
## Turning Your Hearing Aids On and Off

Your Conversa ITE hearing aids have a volume control that also serves as an on/off switch. To turn your hearing aids on, rotate the volume control towards your nose. To turn your hearing aids off, rotate the volume control away from your nose. For hearing aids without volume control, close the battery door to turn your hearing aids on. Open the battery door to turn your hearing aids off.

## Replacing the Battery

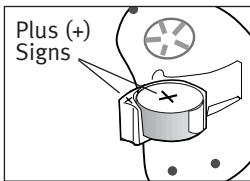
1. Gently swing out the battery door with your fingernail.
2. Grasp the battery with your thumb and forefinger and remove.

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**

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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**

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- 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 ITE and CIC

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## Adjusting the Volume

The volume control allows you to raise and lower the range of your volume. When wearing your ITE hearing aids, rotate the dial towards your nose to increase the volume. Rotate the dial away from your nose to decrease the volume.



Occasionally, whistling may occur as you adjust the volume of your hearing aids. Whistling results from amplified sound being redirected back into the microphone by your hand. The whistling should stop when your hand is removed. Always make sure your hearing aids are seated properly in your ears. If whistling persists at preferred volume setting, consult your hearing healthcare professional for assistance.

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

## 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 push-button for switching between programs. Each time you push the program button, 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 that you do not hear the beep.

## **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 button is pushed, even if the battery door is in the on 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.

## **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 or in public places equipped with loop systems. Your hearing healthcare practitioner can tell you if your hearing aids are equipped with a telecoil. The telecoil program is selected with the program button. 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 button. Your hearing aid will beep to indicate which program you are in.

## **Cleaning Your Conversa™ Hearing Aids**

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

- Using the brush that was provided with your hearing aids, clean ear wax from your hearing aids everyday.
- Never use alcohol to clean your hearing aids.
- Do not use sharp tools to dislodge ear wax. Sticking household items into your hearing aids can seriously damage them.
- Talk to your hearing healthcare professional about regular appointments to have the wax removed from your hearing aids.

## **Caring for Your Conversa™ Hearing Aids**

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- 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

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- 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.

## **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**

For most ITE hearing aids, the year of manufacture is located above the serial number. The first two digits indicate the year of manufacture.

# Troubleshooting Guide

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

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

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**

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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.

# **UNITRON HEARING DISTRIBUTORS**

## **CORPORATE OFFICE/INTERNATIONAL**

20 Beasley Drive, P.O. Box 9017, Kitchener, ON N2G 4X1 Canada

## **CANADA**

5 Cherry Blossom Road, Unit 2, Cambridge, ON N3H 4R7

## **EUROPE**

Stoppelweide 2, 28307 Bremen, Germany

## **FRANCE**

2, rue Maryse Bastié, 69500 Bron, France

## **NETHERLANDS**

Archimedesbaan 19, P.O. Box 1214, 3430 BE Nieuwegein

## **UNITED KINGDOM**

St. George House, Cygnet Court, Centre Park, Warrington, Cheshire WA1 1PD

## **U.S.A.**

2300 Berkshire Lane North, Plymouth, MN 55441

# **MANUFACTURER**

## **UNITRON HEARING LTD.**

20 Beasley Drive, P.O. Box 9017, Kitchener, ON N2G 4X1 Canada





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