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Passport™ ITE Guide



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Your Passport™ Hearing Instruments

Hearing Healthcare Professional: _____

Telephone: _____

Model: _____

Serial Number: _____

Replacement Batteries: Size 10 Size 312 Size 13

Warranty: _____

Program 1 is the Automatic Program

Program 2 is the Manual Program for: _____

Program 3 is the Manual Program for: _____

Program 4 is the Manual Program for: _____

Date of Purchase: _____

Overview of your Passport™ ITE

There are different styles of ITEs available. The diagrams below identify some of the components on your hearing instruments. Have your hearing healthcare professional place a check beside the diagram that best describes your ITE style. Because each instrument is custom-designed and molded to fit an individual ear, the physical appearance and exact positioning on your hearing instruments may vary slightly from those shown.

My hearing instrument has (check all that apply)

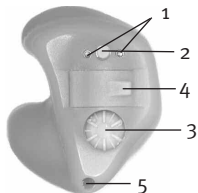
- | | |
|--------------------------------------|---|
| <input type="checkbox"/> smartFocus™ | <input type="checkbox"/> Program Button |
| <input type="checkbox"/> duoLink | <input type="checkbox"/> Volume Control Rotary/Scroll |
| | <input type="checkbox"/> Push Button Volume Control |

Optional Accessories (check all that apply)

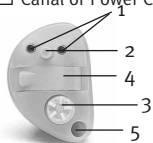
- Smart Control
- uDirect™

See Smart Control and uDirect User Guides for more information.

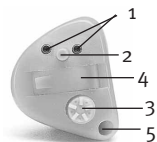
Full Shell or Full Shell Power



Canal or Power Canal



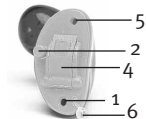
Half Shell or Half Shell Power



Mini Canal or Power Mini Canal



Completely-in-the-Canal (CIC)
or Power CIC



Legend

- 1 Microphone
- 2 Program Button or Push Button Volume Control (depending on your customized fitting)
- 3 Rotary/Scroll Volume Control or smartFocus™ (depending on your customized fitting)
- 4 Battery Door
- 5 Vent or IntelliVent
- 6 Removal Handle

Features of your Passport™ Hearing Instrument

Passport premium hearing instruments may have the following features:

- automatic listening program
- 3 additional manual programs
- SmartFocus with personal adjustment for Clarity and Comfort settings
- Wireless capability with duoLink
- Optional wireless connectivity to other devices

It may take some time for you to fully adjust to your new hearing instruments. In the beginning, do not feel as though you need to wear them for longer than is comfortable. Depending on your previous experience with hearing instruments, increase wearing time gradually until you have fully adjusted to them. Eventually, you should wear your passport hearing instruments all day every day.

Please consult your hearing healthcare professional regarding any adjustments you may require to ensure that you are happy with your hearing instrument. For instance, pitch and loudness of the beeps can be adjusted or turned off entirely. Also note that this is a general guide and your hearing healthcare professional may have enabled or disengaged certain features depending on your requirements.

Inserting and Removing your Hearing Instruments

Your hearing instruments 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 device.

To insert your hearing instrument:

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

To remove your hearing instrument:

1. If your hearing instrument is a CIC, gently pull on the removal handle. To remove ITE hearing instruments, grasp the instrument 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 instrument.

Note: Do not use the volume control, program button or the battery door to remove your hearing devices.

Turning your Hearing Instruments On and Off

ON:

To turn your hearing instruments on, close the battery door. Note: It may take 5 seconds before the hearing device turns on. Your hearing healthcare provider can additionally increase the start up delay if required.

OFF:

To turn your hearing instruments off, open the battery door or remove the battery.

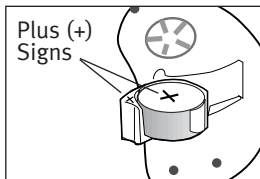
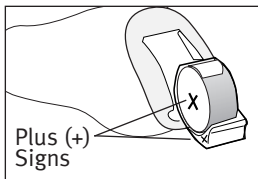
Battery Information

Low Battery Warning

When you hear two long beeps, your hearing devices 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 devices. If you prefer, your hearing healthcare professional can change the pitch and loudness of the low battery beep or turn it off entirely.

Replacing the Battery

1. Gently swing out the battery compartment with your fingernail.
2. Grasp the battery with your thumb and index finger and remove.
3. Insert the new battery into the battery compartment 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.

Caring for Batteries

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

Operating Instructions

Your Passport ITE hearing instrument may come with 2 controls that allow you to further adjust your Passport hearing instrument.




Rotary Dial and Scroll Wheel

The rotary dial or scroll wheel on your hearing instruments can be set up as either a volume control, or a smartFocus control.

Volume Control

If the rotary dial or scroll wheel has been configured as a volume control, you can adjust the loudness of your hearing instruments by rotating the rotary dial slowly forward towards your nose or the scroll wheel slowly upward towards the ceiling to increase the volume or slowly backward away from your nose or the scroll wheel slowly downward towards the floor to decrease the volume. The optional remote control also allows you to adjust your volume levels; please refer to the Smart Control User Guide for more information.

As you change the volume level, your hearing instruments will beep. Please refer to the chart below to learn more about the different volume beeps.

Volume Setting	Beep	
Ideal volume level		1 beep
Maximum volume level		2 beeps
Minimum volume level		2 beeps

If duoLink is enabled the hearing instrument can be set so that by changing the volume on one hearing instrument, both will be adjusted.

Your Passport hearing instruments will learn your volume control adjustments while the hearing instruments are set to the automatic program, if this feature has been enabled by your hearing healthcare professional. Over time, the hearing instruments will adjust the default volume settings in the automatic program to the levels that you typically use.




Your hearing healthcare professional can help you identify your different volume control settings.

SmartFocus™

If the rotary dial or scroll wheel has been configured as a smartFocus, rotate the rotary dial slowly forward towards your nose or the scroll wheel slowly upward towards the ceiling to improve the clarity of sounds in front of you, such as speech. For greater overall listening comfort in noisy listening situations, rotate the rotary dial control slowly slowly backward away from your nose or the scroll wheel slowly downward

towards the floor. Each step will change the hearing instrument performance. Sometimes multiple steps are required to achieve the desired listening results. After each step wait for about 4-5 seconds to allow the hearing instrument to adjust to the new setting.

As you change the smartFocus level, your hearing instruments will beep. Please refer to the chart below to learn more about the different comfort-clarity beeps.

SmartFocus Setting	Beep
Maximum sound clarity level	 2 beeps
Maximum listening comfort level	 2 beeps
Ideal comfort and clarity level	 1 beep

If duoLink is enabled the hearing instrument can be set so that by changing the volume on one hearing instrument, both will be adjusted.

Push Button







Your hearing instrument may be equipped with a push button which has been set for switching between programs or adjusting your volume.

Program Control

If you have an active push button program control, each time you push the button, you will move to a

new program. Also if duoLink is enabled the hearing instrument can also be set so that by pressing the push button on one hearing instrument, both will be adjusted.

Your hearing instruments beep to indicate which program you are in (i.e. one beep for program 1, two beeps for program 2, etc.)

Program 1 (e.g. Automatic Program)		1 beep
Program 2 (e.g. Group/Party Noise)		2 beeps
Program 3 (e.g. Easy-t/Telephone)		3 beeps
Program 4 (e.g. Music)		4 beeps
Easy-t/Telephone		short melody
Easy-DAI		short melody
duoLink (if enabled)		Opposite ear beeps the same as side being adjusted




Your Passport hearing instruments may also come with an optional remote control which allows you to switch between different listening programs.

Volume Control

If your push button has been configured as a volume control, you can adjust the volume level by pushing the button.

Your Passport hearing instruments will learn your volume control adjustments while the hearing instruments are set to the automatic program, if this feature has been enabled by your hearing healthcare professional. Over time, the hearing instruments will adjust the default volume settings in the automatic program to the levels that you typically use.

Your hearing healthcare professional can help you identify your different push button volume control settings.

Volume Setting	Beeps
Ideal volume level	 1 beep
Increased loudness	 1 beep + 1 high-pitched beep
Decreased loudness	 1 beep + 1 low-pitched beep

Using the Telephone

As telephones don't all work the same, you may experience different results from different phones. You can use many phones by simply holding the receiver to your ear, without the need to change to a dedicated telephone program on your hearing instrument. Remember to move the handset slightly up or back to find the position that sounds best to you.

Depending on the phone type you use, your hearing healthcare professional might have selected a dedicated phone program on your hearing instruments. Therefore, your hearing instrument may have an automatic telephone program (easy-t feature), which automatically switches you to a dedicated telephone program when your hearing instrument is close to a telephone receiver.

When the receiver is moved away from the hearing instrument it will automatically return to the previous listening program. If the hearing instrument does not switch to the telephone program automatically when the telephone receiver is placed in proximity, the magnet for easy-t hearing instruments should be attached to the telephone receiver. The magnet is designed to strengthen the magnetic field at the ear piece of hearing instrument compatible telephones.

If your Passport hearing instruments are configured to

work with the wireless uDirect accessory, you might benefit from a Bluetooth hands free option. Refer to the uDirect User Guide for more information.

If duoLink is enabled for the automatic phone program, both hearing instruments are synchronized and the listening preference for the opposite ear will also change when an automatic phone program is activated.

Consult your hearing healthcare professional if you experience difficulties using your hearing instruments on the phone.

To affix the optional easy-t magnet:

1. Clean the telephone receiver.
2. Hold the magnet near the “listening end” of your telephone receiver and release it (Figure 1). The magnet will flip to the appropriate side and seek the optimal position on the telephone receiver.
3. Place the double-sided tape in this optimal position on the telephone receiver (Figure 2) and attach the magnet to the tape (Figure 3).

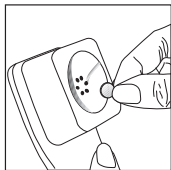


Figure 1

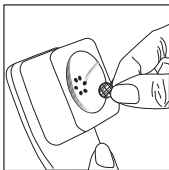


Figure 2

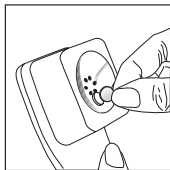


Figure 3

Caring for your Hearing Instruments

- Open the battery door when not in use.
- Always remove your hearing instruments when using hair care products. The hearing instruments can become clogged and cease to function properly.
- Do not wear your hearing devices in the bath or shower or immerse them in water.
- If your hearing instruments 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 instruments to dry naturally for 24 hours.
- Protect your hearing instruments from excessive heat (hair dryer, vehicle glove box or dashboard).
- Regular use of a dehumidifier, such as a Dri-Aid kit, can help prevent corrosion and prolong the life of your hearing instruments.
- Do not drop your hearing instruments or knock them against hard surfaces.

Cleaning your Hearing Instruments

Ear wax is natural and common. Ensuring your hearing instruments 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 instruments, clean ear wax from your hearing instruments everyday.
- Never use alcohol to clean your hearing instruments.
- Do not use sharp tools to dislodge ear wax. Sticking household items into your hearing instruments can seriously damage them.
- Talk to your hearing healthcare professional about regular appointments to have the wax removed from your hearing instruments.

Signature Features of your Passport™ Hearing Instruments

SmartFocus™

With a Passport hearing instrument, you can focus on hearing speech or background noise in your listening environment via the smartFocus control. This control provides an additional sound refinement option beyond a traditional volume control. You can adjust your smartFocus control to focus on speech (clarity) or soften background noise (comfort) using the lever on your hearing instruments or dial on your Smart Control.

As you adjust your smartFocus, your Passport hearing instruments will learn your smartFocus clarity and comfort settings while the hearing instruments are set to the automatic program; if this feature has been enabled by your hearing healthcare professional. Over time, the hearing instruments will adjust the pre-programmed smartFocus settings to your preferred levels.

The optional Smart Control hand-held remote control allows you to adjust your smartFocus clarity and comfort levels.

DuoLink

With duoLink, your hearing instruments wirelessly communicate with each other. As you make a program or volume change on one hearing instrument, the other hearing instrument automatically changes as well. An additional benefit occurs while using the phone since as one hearing instrument detects the phone, the other hearing instrument can be programmed to mute sound to eliminate distractions.

uDirect™

Your Passport hearing devices may come with an optional uDirect™, a device that is worn around your neck, and provides secure connectivity between your hearing instruments and Bluetooth-enabled devices (i.e. cell phones), wired audio input jacks, or FM transmitted signals. uDirect provides easy hands-free access to clear stereo, or audio signals automatically activated when a signal is detected.

Assistive Listening Devices

Listening in Public Places

Passport's telecoil can also help you listen in public places equipped with telecoil compatible assistive listening devices such as a loop system. When you see this symbol, it means that your hearing instrument is compatible with that buildings loop system. Please contact your hearing healthcare provider for more information on loop systems.



Connecting to External Audio Sources

You can connect to external audio sources by using the uDirect optional wireless accessory. Ask your Hearing Healthcare Professional for information about uDirect.

Warnings

- Hearing instruments should only be used as directed by your physician or hearing healthcare professional.
- Hearing instruments will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
- Do not use your hearing instruments in explosion hazard areas.
- Allergic reactions to hearing instruments 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.
- In the unlikely case that any parts remain in the ear canal after the removal of the hearing instrument, contact a physician immediately.
- Remove your hearing instruments for CT and MRI scans or for other electromagnetic procedures.
- Special care should be exercised in wearing hearing instruments 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 instruments is suitable for your particular hearing loss.

Magnet Warnings

- Be sure the magnet is securely affixed to the telephone.
- Keep loose magnets out of reach of children and pets.
- If magnet falls into your ear, contact your hearing healthcare professional.
- If magnet is swallowed, contact your physician immediately.
- The magnet may affect some medical devices or electronic systems. Always keep the magnet (or the telephone equipped with the magnet) at least 30 cm (12”) away from pacemakers, credit cards, floppy disks or other magnetically sensitive devices.
- Too high distortion during dialing or phoning may mean that the phone handset is stressed by the magnet. To avoid any damage, please move the magnet to another place on the telephone receiver.

Battery Warnings

- Never leave hearing instruments or batteries where small children and pets can reach them.
- Never put hearing instruments or batteries in your

mouth. If a hearing instrument or battery is swallowed, call a physician immediately.

Precautions

- The use of hearing instruments is only part of hearing rehabilitation; auditory training and lip reading instruction may be required as well.
- In most cases, infrequent use of hearing instruments does not provide full benefit. Once you have become accustomed to your hearing instruments, wear your hearing instruments everyday all day.
- Your hearing instruments 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 instruments. 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 instruments to another program, turn your head in a different direction or locate the cell phone and move away from it.

Labeling

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

Troubleshooting Guide

CAUSE	POSSIBLE REMEDY
No sound	
<ul style="list-style-type: none">• Not turned on• Low/dead battery• Poor battery contact• Battery upside down• Hearing instruments 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 section “Cleaning Your Hearing Instruments”. Consult your hearing healthcare professional.
Not loud enough	
<ul style="list-style-type: none">• Low volume • Low battery• Hearing instruments not inserted properly• Change in hearing• Hearing instruments 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. See “Inserting and Removing your Hearing Instruments”.• Consult your hearing healthcare professional• Refer to section “Cleaning Your Hearing Instruments”. 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
Two long beeps	
<ul style="list-style-type: none">• Low battery	<ul style="list-style-type: none">• Replace battery

CAUSE	POSSIBLE REMEDY
Whistling	
<ul style="list-style-type: none"> • Hearing instruments not inserted properly • Volume too loud • Hand/clothing near ear • Poorly fitting hearing instruments 	<ul style="list-style-type: none"> • Remove and reinsert • Turn down volume • Remove hand/clothing from ear • Consult your hearing healthcare professional
Not clear, distorted	
<ul style="list-style-type: none"> • Poorly fitting hearing instruments • Hearing instruments blocked with ear wax • Change in hearing • Low battery 	<ul style="list-style-type: none"> • Consult your hearing healthcare professional • Refer to section “Cleaning Your Hearing Instruments”. Consult your hearing healthcare professional. • Consult your hearing healthcare professional • Replace battery
Weak on the telephone	
<ul style="list-style-type: none"> • Low volume • Telephone not positioned properly • Hearing instrument requires adjustment 	<ul style="list-style-type: none"> • Turn up volume • Move telephone around ear for clearer signal. See “Using the Telephone”. • Consult your hearing healthcare professional

For any 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 Instrument Dispensers

A hearing instrument dispenser 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 instrument 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 instrument whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing instrument user. [This provision is required only for those hearing instruments with a maximum sound pressure capability greater than 132 decibels (dB).]

Important Notice for Prospective Hearing Instrument 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 instrument.

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 instrument 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 instrument. The physician will refer you to an audiologist or a hearing instrument dispenser, as appropriate, for a hearing instrument evaluation. The audiologist or hearing instrument dispenser will conduct a hearing instrument evaluation to assess your ability to hear with and without a hearing instrument. The hearing instrument evaluation will enable the audiologist or dispenser to select and fit a hearing instrument 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 instrument dispensers now offer programs that permit you to wear a hearing instrument for a period of time for a nominal fee after which you may decide if you want to purchase the hearing instrument. Federal law restricts the sale of hearing instruments 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.

Notices

Notice 1

This instrument is certified under:

FC FCC ID: VMY-UWITE
IC: 2756A-UWITE

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

- 1) this device may not cause harmful interference, and
- 2) this device must accept any interference received, including interference that may cause undesired operation. Changes or modifications made to this equipment not expressly approved by Unitron may void the FCC authorization to operate this equipment.

Notice 2

This Class B digital apparatus complies with Canadian ICES-003.

Notice 3

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

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