

SmartAid

Operating Instructions

Thank you for choosing Clearly Hearing and SmartAid for your journey towards better hearing.



Please familiarize yourself with this guide to help you get the most out of your hearing aids. This guide contains important instructions for proper use and care, technical performance information, and other general information about your hearing aids.



Thank you for placing your confidence in www.clearlyhearing.com to care for your hearing. You have made an important decision to begin the process of using hearing aids. We are excited to be part of your journey towards better hearing. Your new hearing aids are going to allow you to hear some very pleasant sounds you may have been missing for a long time, like the pleasant sounds that nature provides, from birds singing to water running and leaves rustling. They'll also allow you to hear conversation louder and clearer. There will be challenges however, your hearing aids will make some sounds louder that you wish they wouldn't. Like the sounds of forks and knives scraping on plates, traffic roaring and all the extraneous chatter you wish you could continue to ignore. Don't worry, the sounds you don't like will change over time. Before you know it the sounds that at first you find distracting and bothersome will once again sound normal. It's important to be patient with yourself as you adjust to hearing aids. Often hearing loss develops for years before hearing aids are worn and it can take several weeks to several months for hearing aid users to completely adjust to new hearing aids.

We recommend that all of our clients download the '5 steps to better hearing' booklet from our website; the link is provided below:

www.clearlyhearing.com/pages/get-started





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Turning the SmartAid On and Off

The battery door functions as the on and off switch. The hearing aid is turned on when the door is closed and a battery is inserted. It is also turned off when the door is opened. You can keep the battery in the door when the hearing aid is turned off.

Please remember to open the battery door when the hearing aid is not in use. This will help to extend the life of the battery. Remove the battery completely if the hearing aid will not be used again soon.

Adjustment of Volume

Your Clearly Hearing SmartAid comes equipped with a volume control. You can fine tune the volume to make it more comfortable when needed.

Rotate the volume control wheel upwards to raise the volume. Rotate it downwards to lower the volume.

The wheel indication value is from 1 to 4. The number 1 represents the quietest setting on the hearing aid. The number 4 represents the loudest.

NOTE:

The SmartAid is a very powerful hearing device. Avoid prolonged use at uncomfortably loud levels. This may damage your hearing.

For further information on this please consult a local hearing professional.





Changing the Battery

Please remove the small adhesive tab on the battery BEFORE inserting the battery into the battery door of the hearing aid. With the battery door wide open, place the battery inside of the door, not inside of the hearing aid.

The battery must be placed with the plus side (+) in accordance with the plus sign (+) on the battery door. The battery door will close easily when the battery is inserted properly.

Do not use batteries on which there is a sticky residue from the tab. Also, do not use any battery that is oxidizing or rusting. These can all potentially damage the hearing device and also clog the tiny air holes required for the battery to function.

Push the nail grip on the battery door downwards to open it. The nail grip is located on the bottom of the hearing aid.

When changing batteries please make sure to hold the hearing aid over a table or a carpet. This will make it easier to find a dropped hearing aid or battery.

Your SmartAid takes a #13 battery.



Battery Information

Never leave an exhausted battery in the hearing aid. They may leak and cause damage to the device.

The SmartAid uses a size 13 Zinc Air battery. This is a battery that provides stable power to the device until it is exhausted.

Please note the expiry date on the battery pack stating how long the batteries will be good for. DO NOT remove the adhesive tabs on the individual batteries until just before they are used. Removing this tab will allow the battery to activate and the battery life will immediately start draining. Always operate your hearing aid with the same battery until that battery is exhausted.

The lifetime of the battery depends on a number of factors. These factors include how loud the hearing aid is set during use, how loud the environments are, and the number of hours the hearing aid is worn.

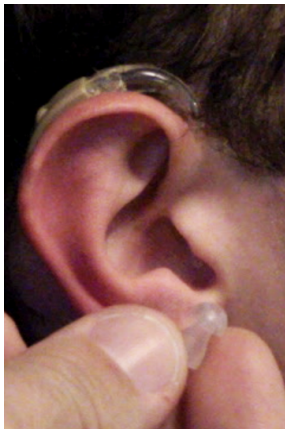
In rare cases a new battery may be exhausted right out of a new package. This can happen if the adhesive tab was not properly placed. If your hearing aid does not work after you have inserted a new battery, try inserting another one.

How to Fit the SmartAid to your ear.

Step 1. Place the SmartAid over your ear



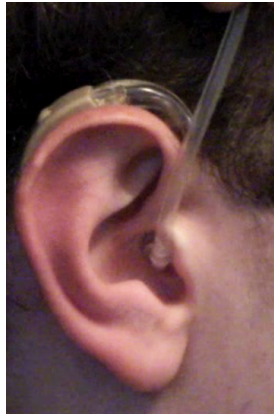
Step 2. Pick out an ear bud that will comfortably fit your ear canal



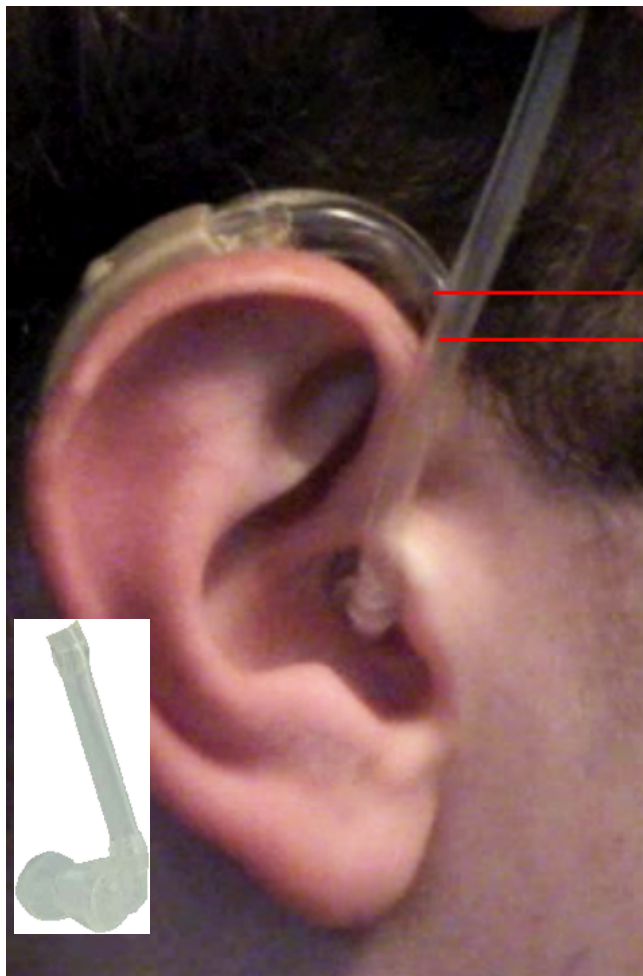
Step 3. Attach the earbud to the tube.



Step 4. Place the ear tube and bud into your ear beside your SmartAid



Step 5. Trim the tube to fit your ear



Allow 1/8"-1/4"
of overlap to
easily attach the
tube to the
SmartAid



Step 5 continued: Cut the tube allowing for 1/8"-1/4" of overlap on the SmartAid so you can attach the tube easily to the SmartAid.



Step 6. Attach the cut tube to the SmartAid by pushing tube firmly onto SmartAid



Step 7. Place the Smart Aid and attached tube into your ear



Removing the SmartAid

First remove the hearing aid from its position behind the ear. Carefully pull the ear-mould out of the ear canal while holding the lower part of the tubing. If it is difficult to pull, it may be helpful to move the ear-mould from side to side while pulling. If you are still finding it difficult to remove the mould, try pulling the outer ear upwards and backwards with your opposite hand.



In Case of Malfunction

Should your SmartAid be completely or periodically dead, try the following before consulting Clearly Hearing.

1. Make sure the battery is good
2. Make sure the battery is inserted into the SmartAid
3. Make sure the battery door is fully closed
4. Disconnect the tubing from the hearing aid by the ear hook. If the hearing aid works now that means the tube is blocked. Please change the tube.
5. Make sure the ear-mould is not plugged with ear wax.

Please see the trouble shooting guide at the end of this manual if this does not work.



Important Notes

Please be sure to keep the SmartAid and all of its accessories out of the reach of children. Sometimes children have put hearing aids in their mouths.

Make sure to keep all of the batteries out of the reach of children. Always dispose of exhausted hearing aid batteries properly and never leave them laying around the house.

Do not change batteries in front of children or let them see where you keep your supply.

Never put batteries in your mouth for any reason. Never let a child obtain a battery or place in in their mouth.

In case of ingestion please contact your local hospital or doctor IMMEDIATELY.

The hearing aid is made of modern non-allergenic materials. Still, in rare cases skin irritation can occur. If you notice skin irritation in or around your ear or ear canal, contact your doctor immediately.

The use of hearing aids increases the risk of accumulating ear wax. This can temporarily reduce your overall hearing ability. Contact your local doctor for advice on removing the ear wax.

Any hearing aid that functions using the ear may result in a slightly increased risk of ear infections. An infection can arise as a result of inadequate ventilation of the ear or scratches in the ear as a result of the ear-mould. Therefore, we recommend you take of your hearing aids at night to allow your ear time to ventilate.

If an ear infection does occur we recommend to completely change both the tube and the mould. DO NOT use alcohol, chlorine or similar substances to clean your ear-mould.



Storing and Caring for Your SmartAid

Your SmartAids should be placed in the small case that we provided when they are not in your ears. Please make sure you either remove the battery or open the battery door for storing.

Never expose your hearing aid to excessive heat. Your car is considered excessive heat during the hot months in summer.

With proper care your SmartAid will give you years of reliable service. Here are some things you can do to prolong the life of your hearing aid.

1. Treat your hearing aid as the valuable object that it is: with care!
2. When not in use, keep it in its case in a cool, dry location where it cannot be reached by children or animals.
3. Never expose it to extreme temperatures or high humidity.
4. Do not wear your SmartAid in the shower or swimming.
5. Do not wear your SmartAid while using a hair dryer, hair spray or any other sprays
6. Don't wash your hearing aids with water, cleaning solutions or any other fluids.
7. Do not wear your hearing aid during x-rays, MRI's, CT Scans or similar treatments

Some types of radiation can damage your hearing aids. Other types of radiation from, for example, burglar alarms, surveillance equipment and cell phones are weaker and will not damage the SmartAids.

If you store your hearing aids for more than a day you may have to change the batteries.

NEVER try to repair the hearing aids yourself.



Cleaning The SmartAid

The ear-mould should be clear of moisture and ear wax.

To clean the tube you must first disconnect it from the hearing aid body. Simply pull the tube firmly away from the ear hook. After it is removed you can run water through the tube to rinse out any foreign bodies that may be inside it. The tube must sit and allow to fully dry before it is reattached to the hearing aid. You can use warm water and mild dish soap to aid this process too.

After cleaning simply rinse with cold water.

We recommend you allow both the mould and the tube to dry overnight.

If there is still moisture in the ear-mould or tube, use a syringe or a small blower to blow it dry. Do not use alcohol to clean anything.

If your tubing becomes stiff, yellow or cracked please replace it.



Only one way to hear better

Your SmartAid does not restore normal hearing. It will help you to hear and understand what other people are saying. It will help you to enjoy all of life's wonderful sounds better too! So DON'T GIVE UP. The learning process will take some time. There are literally millions of experienced hearing aid users that can testify that the results of better hearing are worth the effort.

There are not tricks or short cuts by which you can obtain immediate or full benefit from your hearing aid. Only consistent and determined practice will give you the maximum results from your hearing aid.

It takes time getting used to "hearing" again and to having "something" in your ear. Your ear may even become a little sore at first, but that will pass.

The sooner you become accustomed to wearing the hearing aid every day and all day long, the sooner you will succeed.

Take the time and effort. Hearing more out of life is worth it!

Trouble Shooting Guide

| Symptom | Cause | Possible Remedy |
|--------------------|--------------------------------|---|
| Dead | Not turned on | Turn it on |
| | Battery is dead or not working | Replace or insert battery correctly |
| | Poor battery contact | Clean battery contacts with a pencil eraser or cotton bud |
| | Blocked ear-mould | Clear ear-mould blockage |
| Not loud enough | Battery low | Replace or insert battery correctly |
| | Blocked ear-mould | Clear ear-mould blockage |
| | Change in hearing | See your doctor |
| | Earwax blockage in your ear | See your doctor |
| Feedback Whistling | Ear-mould loose | Remove and re-insert |
| | Ear-mould too small | Use larger ear bud |
| | Crack in tubing | Replace tubing |
| | Crack in ear hook | Replace ear hook |
| Intermittent Sound | Poor battery contact | Clean battery contacts with a pencil eraser or cotton bud |