

USER GUIDE

Digital trimmer-controlled
Behind-the-Ear hearing instrument

STAGE 73 BTE

STAGE 83 PBTE

INTERTON

STAGE



INTERTON

ESSENTIAL HEARING

Thank you for selecting an Interton® BTE (Behind-the-Ear) /Power BTE hearing system!

Please familiarize yourself with the information in this guide. It contains important instructions for proper use and care, technical performance information and other general information about your hearing system. Your hearing instruments have been adjusted to your particular hearing loss. Your hearing healthcare professional will explain these adjustments and the special features of your particular model.

Becoming Accustomed to Amplification

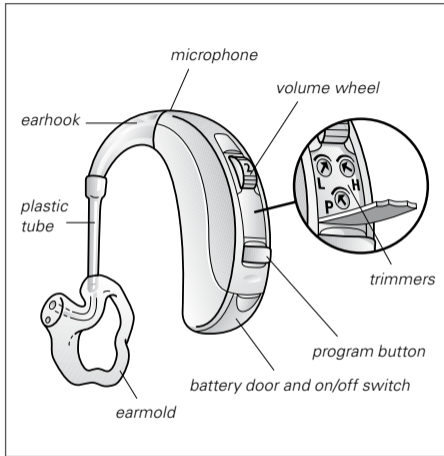
While purchasing a hearing system is a major step, it is only one step in a process towards more comfortable hearing. A hearing loss is usually acquired gradually over many years. Successfully adapting to the amplification your hearing system provides takes time and consistent use. You will enjoy more benefits from your Interton® hearing system by wearing the system regularly in order to get comfortable with using it.

This booklet & your instrument

In this booklet you will find instructions for inserting and controlling your new hearing instrument. You will find explanations on controlling your instrument, on daily handling and on its use. Furthermore, you can read what to do if things do not live up to your expectations. We will give a few practical steps towards better hearing.

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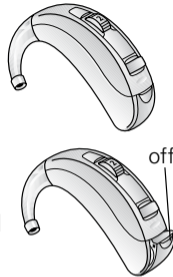
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STAGE ISG373-V / STAGE ISG383-V
(3-trimmer hearing instruments)

On/Off Function

Switch your hearing instrument on by closing the battery door. Switch your instrument off by a small movement of the battery door till you feel a click. After switching on, your hearing instrument will always start in program 1.



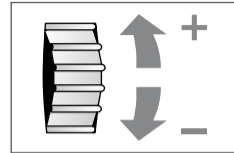
- Switch your instrument off if you are not using it. This will increase the battery life.
- At night, switch off your instrument and open the battery door completely. It allows moisture in your instrument to evaporate and will increase the instrument's life span.

Volume control

Your instrument has a volume control which allows you to set and control the volume manually.

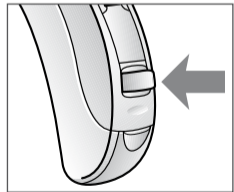
During the fitting of the hearing instrument, your hearing care professional will have chosen an optimal volume setting for you. Please note the setting of that particular level.

Your volume control has numbers on it to indicate the sound level.

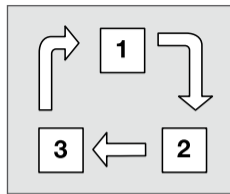


Changing Memory Programs

Your hearing instrument has a push button allowing you to use up to three different listening programs, each of them suitable for certain situations.



After pressing the program button, the instrument will switch program. If it was in program 1 it will switch to program 2, if it was in program 2 it will switch to program 3, if it was in program 3 it will switch back to program 1.



Your instrument will give an audible signal after pressing the program button. A little later, the instrument will give:

- one single beep if set in program 1
- two beeps if set in program 2
- three beeps if set in program 3

When you close the battery door and switch the instrument on it will start in program 1, confirmed by one single beep.

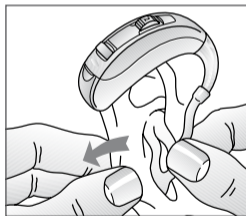
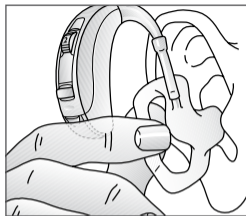
Press the program button if you want to move to a different listening program.

Program number	Type of program	Intended for listening situations
1	Basic	Most situations
2	Noise	Background noise
3	Telecoil	Assistive Listening System

Proper Placement in the Ear

Inserting the instrument

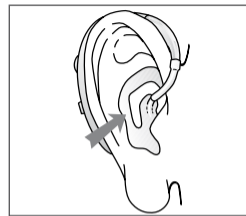
- With the battery door opened in the off position take the earmold between thumb and index finger and position its 'point' in your ear canal. Now, slide the earmold all the way into your ear with a gentle, twisting movement. Insertion can be easier if you gently pull your auricle backwards with your other hand.
- Turn the top-part of the earmold gently backwards and forwards so that it fits behind the fold of skin above your ear canal.
- Place the hearing instrument behind your ear. Move the earmold up and down and press gently to ensure it is positioned correctly in the ear. Opening and closing your mouth can ease insertion. You will feel when the earmold is positioned correctly.
- When correctly positioned switch on your instrument by closing the battery door.



- You can also insert the hearing instrument while in the on position. However you might experience some feedback (whistling) during the operation.

Removal

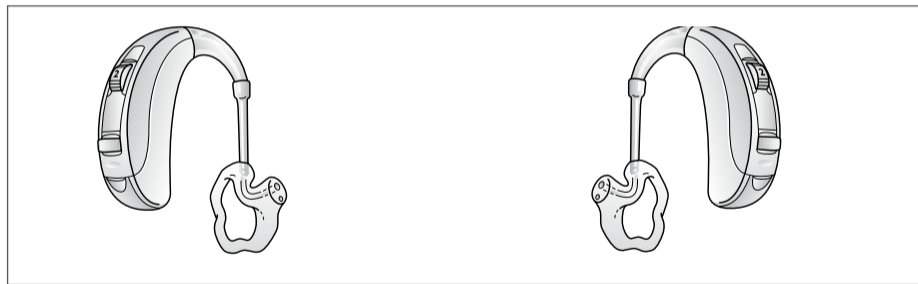
- Switch off the instrument by pressing the battery door in the 'off' position.
- Lift the hearing instrument from behind the ear. For a moment, let it hang beside your ear.
- Using your thumb and index finger, gently pull the earmold (not the instrument or the tubing) loose from the ear.
- Remove the earmold completely by gently twisting it.
- Consult your hearing care professional if you have difficulties removing the hearing instrument.



Recognizing left and right instrument

If you have two hearing instruments, they may be tuned differently. One for your left ear, the other for your right. Do not swap them. Please pay attention to this when cleaning, storing and inserting the instruments.

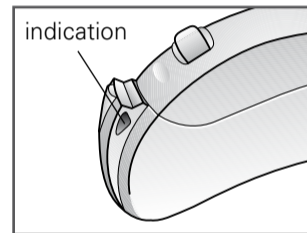
STAGE 73 / STAGE 83



left

right

- You might want to ask your hearing care professional to mark your instruments with a colored Left and Right indication: Left is blue and Right is red.



STAGE 73 / STAGE 83

Using the Telephone While Wearing your Hearing System

Close proximity to a telephone can sometimes cause hearing instruments to make a squealing sound, also known as feedback. To reduce the potential for this problem, position the phone close to the hearing instrument, but not directly on the instrument. This technique may require practice.



The Telecoil Feature

Your hearing system has a built-in telecoil. When a telecoil is activated, the hearing instrument will only detect and process sounds coming from the telephone.

To activate the telecoil choose memory 3 with the Program button.

To use the telephone while the telecoil is activated, position the telephone near, but not directly on the instrument. You may need to re-position to find the best reception.

Cellular Phone and Hearing Instrument Compatibility

Hearing instrument performance with cellular phones may vary based on the individual hearing system or the cell phone being used. If your hearing system and cell phone are not compatible you may experience a buzzing or clicking noise while using the two in conjunction. If this is the case with your current hearing system and cell phone, consult with your hearing healthcare professional to see if there are options to improve the sound quality.

Measures you can take to prevent this situation:

- When purchasing a hearing system, be sure to test it with your existing phone to determine compatibility.
- When shopping for a new cell phone, be sure to test it with your hearing system before purchasing.

For additional guidance, please consult your cell phone provider.

Using Assistive Listening (Tele-Loop) Systems

Many gathering places are equipped with assistive listening (tele-loop) systems, for example, in schools, theaters and houses of worship. To take advantage of a tele-loop system, select the telecoil program (program 3). When the telecoil program has been selected, you will be able to hear a clean sound signal via the tele-loop system. If the instrument goes dead in the telecoil program, this may be because the loop system is not operating.

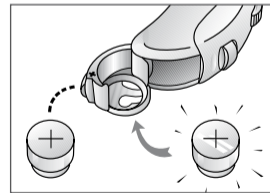
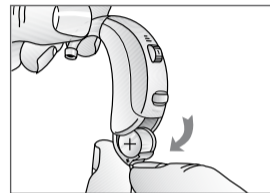
If a school, theater or house of worship does not have a tele-loop system, try and sit as close as possible to the front and use one of the microphone programs.

Changing batteries

When the hearing instrument generates a warning signal it's advisable to change your battery as soon as possible. The signal will continue as long as the battery is not changed or unless it does not run out of power, and therefore it is advisable to keep an extra battery at hand.

Removing/Inserting the Battery

Open the battery door by placing your fingernail or a pencil on the edge of the battery door and gently pull it down. When opened, remove the dead battery by sliding it out as shown in the drawing.



The replacement battery has to be of type: 13 zinc-air. Remove the protective seal from the fresh battery and insert it in the battery door, with the plus side facing up. You will recognize the plus side of the battery because it is marked with a +. Check whether the + symbols on the battery and on the battery door are on the same side. Close the battery door. This should go smoothly, so never force it as this could damage your instrument.



Warnings

- Keep batteries away from children and mentally challenged persons.
- Batteries can be harmful if swallowed. If you do, seek medical attention immediately.
- Do not attempt to recharge the batteries, as they could explode.
- Do not burn the batteries, as they could explode.
- Replace spent batteries and do not leave them in the instrument for a prolonged period.
- Used batteries are harmful to the environment. Please dispose of them according to local regulations or return them to your hearing care professional.



Maintenance and cleaning

Your hearing instrument is protected by a layer of protective, hydrophobic nanocoat material.

Please follow the following instructions to prolong the durability of your hearing instruments:

1. Keep your hearing instrument clean and dry. Wipe the case with a soft cloth or tissue after use to remove grease or moisture. Do not use water or solvents, as these can damage the hearing instrument(s).
2. Never immerse hearing instruments in water or other liquids, as liquids may cause permanent damage to the hearing instruments.
3. Avoid rough handling of hearing instruments or dropping them on hard surfaces or floors.
4. Do not leave hearing instruments in or near direct heat or sunlight, such as in a hot, parked car, as excessive heat can cause damage or deform the casing.
5. Do not wear your instrument while showering, swimming, in heavy rain or in a moist atmosphere such as a steam bath or sauna.

6. If your instrument does get wet, or if it has been exposed to high humidity or perspiration, it should be left to dry out overnight with the battery out and the battery compartment open. It is also a good idea to put the instrument and battery in a sealed container together with a drying agent (desiccator) overnight. Do not use the instrument until it is completely dry. Consult your hearing care professional as to which drying agent to use.
7. Remove your hearing instrument when applying such things as cosmetics, perfume, aftershave, hair spray, and suntan lotion. These might get into the instrument and cause damage.
8. Earwax (cerumen) can accumulate in and on the earmold during use. Therefore, clean your earmold regularly. Failure to do so can lead to an accumulation of earwax, impairing sound quality.

Storing your instrument

When you are not using your instrument, keep or transport it in the box supplied. Leave the battery door open. Keep your instrument in a dry place, not in a bathroom or other humid place. Alternatively, you could store the instrument in a hearing aid dryer available from your hearing care professional.

Cleaning the earmold

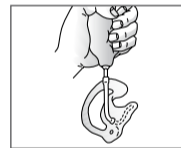
- First, remove the tubing and earmold from the hearing instrument. Keep left and right instrument separated.
- Remove earwax with the cleaning brush and a soft cloth. If needed, use a mild solution of soft soap and water or a special cleaning solution. Ask your hearing care professional for detailed instructions.
- Rinse the earmold with water.

Note: Do not use water or other liquid on the hearing instrument itself.

- Dry the earmold with a cloth.
- Blow possible water drops from tubing and earmold. A special device is available for this from your hearing care professional.
- Ensure that the earmold and tubing are completely dry before attaching them to the hearing instrument. Take care with left and right instruments, check the figures on page 10.

Replacing the tube

Ask your hearing care professional to replace the tubing from the instrument to the earmold if it turns stiff or changes color.





General warnings and precautions

- Do not leave your hearing instrument in the sun, near an open fire or in a hot, parked car.
- Do not wear your instrument while showering, swimming, in heavy rain or in a moist atmosphere such as steam bath or sauna.
- Should your instrument become moist, put it in a hearing aid dryer. Your hearing care professional will be happy to counsel on this.
- Remove your instrument when applying cosmetics, e.g. perfume, aftershave, hair spray, suntan lotion.
- Hearing instruments should be used only as prescribed by your hearing care professional. Incorrect use may result in sudden and permanent hearing loss.
- Do not allow others to use your hearing instrument. It may cause permanent damage.
- Hearing instrument usage by children or mentally challenged persons should be supervised at any time.
- Do not take your instrument into rooms where you receive treatment with X-rays or MRI.

- Wearing a hearing instrument might cause an increased production of earwax. In rare cases, the anti-allergenic materials may cause skin irritation. If so, or if in doubt, consult your physician or ENT consultant.
- Consult a physician if you find a foreign object in your ear canal, if you experience skin irritation or if excessive ear wax accumulates with the use of the hearing instrument.
- Different types of radiation, e.g. from NMR or CT scanners, may damage the hearing instrument. Therefore, do not wear the hearing instrument during these or other corresponding scanning procedures. Other types of radiation (burglary alarms, room surveillance systems, radio equipment, mobile telephones, etc) contain less energy and will not damage the hearing instrument. They could however momentarily affect the sound quality or create strange sounds from the hearing instruments.
- Warning: Do not wear the hearing instrument in mines or other explosive areas, unless those areas are certified for hearing instrument use.

Intended Use

Generic air-conduction hearing instruments are wearable sound-amplifying devices intended to compensate for impaired hearing. The fundamental operating principle of hearing instruments is to receive, amplify, and transfer sound to the ear drum of a hearing impaired person.

Notice:

1. A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
2. Consistent use of the aid is recommended. In most cases, infrequent use does not permit you to attain full benefit from it.
3. The use of a hearing aid is only part of hearing rehabilitation and may need to be supplemented by auditory training and instructions in lip-reading.

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 the 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 con-

sidered 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 because 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 hearing loss.



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.

Eight steps towards better hearing

You need to get used to your new hearing instrument. Sounds seem new and different. That is because you grew accustomed to your diminished hearing. Therefore, familiar sounds seem strange or unnatural at first. Every first-time user of a hearing instrument responds differently to this. Some can wear the new instrument a whole day right from the start while others find it hard to get used to.

After a while, you will notice you appreciate hearing with a hearing instrument and that you will find it quite normal. Below, eight steps are described that will guide you through the initial period. If you are not satisfied or keep experiencing problems, please consult your hearing care professional.

1. Get used to familiar sounds at home

Try to get used to the new sounds from a familiar environment. Listen to the different (background) sounds and try to recognize them. When you are tired from listening, remove your instrument and pause for a while. Talk or read aloud for a while. In that way you will familiarize yourself with the sound of your own voice. Gradually, you will learn to use the instrument for longer and become more comfortable with it.

2. Listen outside - quiet & traffic

Go outside, to a quiet place, e.g., the park or woods. Listen to the environmental sounds. Do you recognize them? Please, be careful with sounds from heavy traffic at this stage of getting used to your instrument. Sometimes they sound very loud.

3. Have a conversation with a single person

Use your instrument in conversation with one person; a family member or a friend. Move to a quiet spot. Explain that you are now wearing a hearing instrument; ask the other person to talk normally. Look at your conversation partner. If your instrument is tuned to your requirements you will be able to communicate better than before.

4. Listen to radio or television

Listen to the radio or television. Start with the news, then turn to another program. Ask a 'normal hearing' person to set the volume of your radio or television to a comfortable level. If necessary, adjust the volume on your hearing instrument.

If you cannot understand the radio or television, ask your hearing care professional to adjust your hearing instrument. He or she is able to inform you on other facilities such as an induction loop at home for radio or television.

5. Get used to conversation in a group

Following conversations in a group is often difficult because of the background noise. Listen to the different voices. Try to recognize them by timbre or rhythm and link each voice to a person. Focus your attention on the person you want to understand. Practice this regularly. If you did not understand something that was said, please ask for it to be repeated.

Ensure that you can see the face of your conversation partner(s) clearly and that there is sufficient light. This will help you to lip-read. Position yourself with your back towards the window so that you can see the other person(s) better.

Ask others to talk slowly and clearly. Talking louder does not help.

6. Visit public buildings

Visit public buildings. Try to sit near the speaker; try to be seated in the front rows in a show. Avoid a seat behind a pillar or in an alcove, you will be in a 'sound shadow.' In a restaurant, sit with your back towards the wall. This avoids disturbing noises coming from behind you.

Some public buildings have an inductive loop system. In these buildings use your telecoil program, if activated. However, not every position in the building will have good sound reception. Watch for signs at the location or try a different seat.

7. Use your telephone

Often, you can hear the telephone clearly with your hearing instrument in the microphone program. Hold the telephone handset 1 inch from your ear and tilt the receiver outwards a little.

Your hearing instrument meets strict international regulations. Therefore, it should be possible to use a GSM telephone in most cases. However, in some circumstances, disturbance might be audible through your hearing instrument.

8. Use your instrument all day

Using your hearing instrument and practicing with it is the best way to learn to hear again. Even if you can hear without an instrument in some cases. Try to wear your instrument all day. In that way you will benefit the most.

Of course, a hearing instrument cannot restore natural hearing, but it will help you make the most of your hearing as it is today.

Go beyond these eight steps and discover the world of sound around you. Do the things you enjoy and listen to the sounds from your environment.

Solving small problems

Your Interton® instrument is a reliable one. In case of minor problems or malfunctions, you may be able to solve them yourself.

SYMPTOM	CAUSE	POSSIBLE REMEDY
Feedback, 'whistling'	<ul style="list-style-type: none">• Is your earmold inserted correctly?• Is the volume very loud?• Is the plastic tube or the earmold clogged or broken?• Are you holding your hand or an object (e.g. a hat) too close to an instrument?• Is your ear full of wax?	<ul style="list-style-type: none">• Put it in again• Reduce it• Visit your hearing care professional• Move your hand away or create some more space between the instrument and the object• Visit your physician
No sound	<ul style="list-style-type: none">• Is the instrument switched on?• Is there a battery in the instrument?• Is the battery still good?• Is the plastic tube or the earmold clogged or broken?• Is your ear full of wax?	<ul style="list-style-type: none">• Switch it on• Insert a battery• Replace it with a new one• Visit your hearing care professional• Visit your physician

SYMPTOM	CAUSE	POSSIBLE REMEDY
Sound is distorted, spluttering or weak	<ul style="list-style-type: none"> • Is the battery dead? • Is the battery dirty? • Is the plastic tube or the earmold clogged or broken? • Did your instrument get moist? 	<ul style="list-style-type: none"> • Replace it with a new one • Clean it or use a new one • Visit your hearing care professional • Use a hearing aid dryer
Battery drains very quickly	<ul style="list-style-type: none"> • Did you leave your hearing instrument switched on at night? • Is the battery old? 	<ul style="list-style-type: none"> • Always switch off the instrument at night • Check the date on the battery packaging

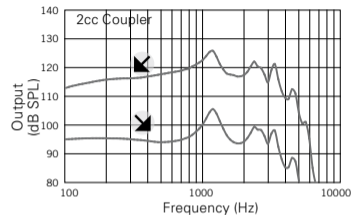
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Models: ISG373-V

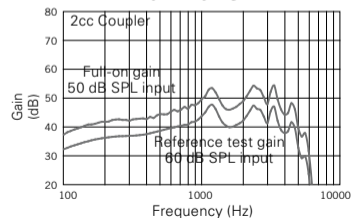
Reference test gain (60 dB SPL input)	HFA	40	dB
Full-on gain (50 dB SPL Input)	Max	54	dB
	HFA	50	dB
Maximum output (90 dB SPL input)	Max	126	dB SPL
	HFA	121	dB SPL
Total harmonic distortion	500 Hz	0.8	%
	800 Hz	0.4	%
	1600 Hz	0.3	%
Telecoil sensitivity (SPLITS @ 31.6 mA/m)	HFA	103	dB SPL
Equivalent input noise (w/o noise reduction)		19	dB SPL
Frequency range (DIN 45605)		100–5960	Hz
Current drain (in test mode)		0.87	mA

Data in accordance with ANSI S3.22–2009
Supply Voltage 1.3 V, 2cc coupler

MAXIMUM OUTPUT (OSPL 90)
& EFFECT OF MPO CONTROL



FULL-ON AND
REFERENCE TEST GAIN



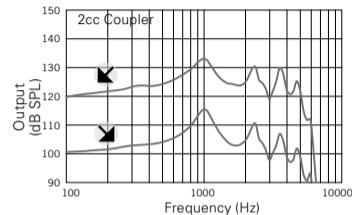
Technical Data: POWER BTE

Models: ISG383-V

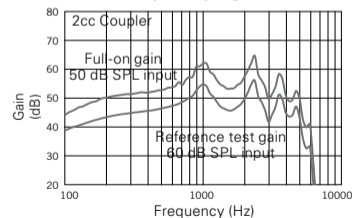
Reference test gain (60 dB SPL input)	HFA	50	dB
Full-on gain (50 dB SPL Input)	Max	65	dB
	HFA	59	dB
Maximum output (90 dB SPL input)	Max	133	dB SPL
	HFA	128	dB SPL
Total harmonic distortion	500 Hz	1.1	%
	800 Hz	0.2	%
	1600 Hz	0.4	%
Telecoil sensitivity (SPLITS @ 31.6 mA/m)	HFA	103	dB SPL
Equivalent input noise (w/o noise reduction)		21	dB SPL
Frequency range (DIN 45605)		100–6030	Hz
Current drain (in test mode)		0.95	mA

Data in accordance with ANSI S3.22–2009
Supply Voltage 1.3 V, 2cc coupler

MAXIMUM OUTPUT (OSPL 90)
& EFFECT OF MPO CONTROL



FULL-ON AND
REFERENCE TEST GAIN





Warning to the Hearing Care Professional

Special care should be exercised in selecting and fitting a hearing instrument(s) whose maximum sound pressure level exceeds 132 dB SPL with ANSI 2cc coupler, because there may be a risk of impairing the remaining hearing of the hearing instrument user.

Max. Output dB SPL according to ANSI 2cc coupler

ISG373-V (BTE)	126 dB SPL
ISG383-V (PBTE)	133 dB SPL

Warranty and Repairs

Interton® provides a warranty on hearing instruments in the event of defects in workmanship or materials, as described in applicable warranty documentation. In its service policy, Interton® pledges to secure functionality at least equivalent to the original hearing instrument. As a signatory to the United Nations Global Compact initiative, Interton® is committed to doing this in line with environment-friendly best practices. Hearing instruments therefore, at Interton® discretion, may be replaced by new products or products manufactured from new or serviceable used parts, or repaired using new or refurbished replacement parts. The warranty period of hearing instruments is designated on your warranty card, which is provided by your hearing care professional.

For hearing instruments that require service, please contact your hearing care professional for assistance. Interton® hearing instruments that malfunction must be repaired by a Interton® qualified technician. Do not attempt to open the case of hearing instruments, as this will invalidate the warranty.

Hearing instrument identification

Your hearing care professional place a check mark in the below table to identify the model you have received.

Model received

Hearing care professional

ISG373-V

ISG383-V

Serial number Right: _____

Serial number Left: _____

Symbols



WARNING points out a situation that could lead to serious injuries,
CAUTION indicates a situation that could lead to minor and moderate injuries.



Advice and tips on how to handle your hearing instrument better.



Please ask your local hearing care professional concerning disposal of your hearing instrument

HANDED OUT BY:

Interton
8001 Bloomington Freeway | Bloomington, MN 55420
Tel.: 1.800.247.4741 | www.interton-usa.com