

# USER GUIDE

Digital trimmer-controlled  
In-the-Ear hearing instrument

INTERTON

# STAGE



INTERTON



## Thank you for selecting an Interton ITE (In-the-Ear) 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

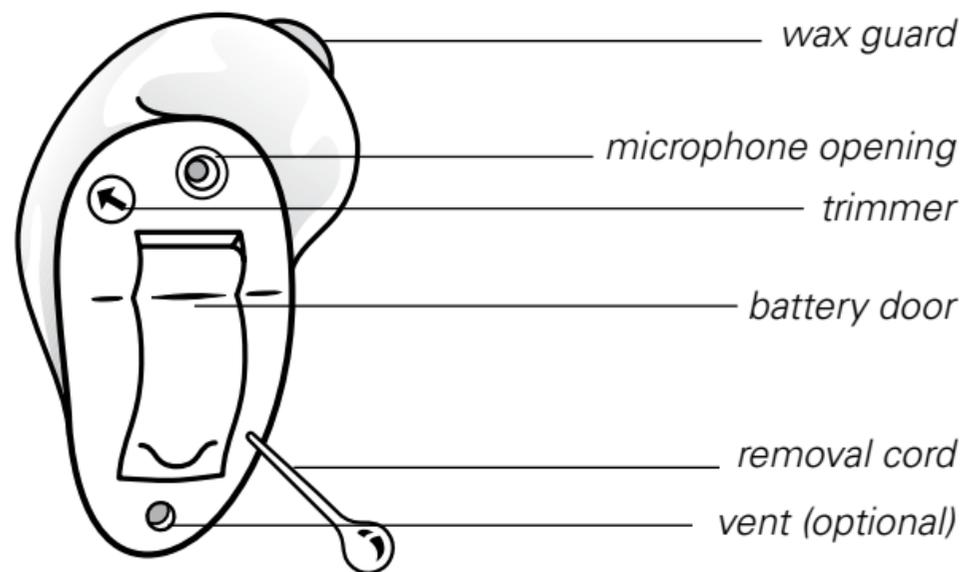
While purchasing a hearing system is a major step, it is only one step in a process towards more comfortable hearing. A hearing loss is usually acquired gradually over many years. Successfully adapting to the amplification your hearing system provides takes time and consistent use. You will enjoy more 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 explanations on controlling your instrument, on the daily handling of it, and on its use. Furthermore, you can read what to do if things do not live up to your expectations. We will also give a few practical steps towards better hearing.

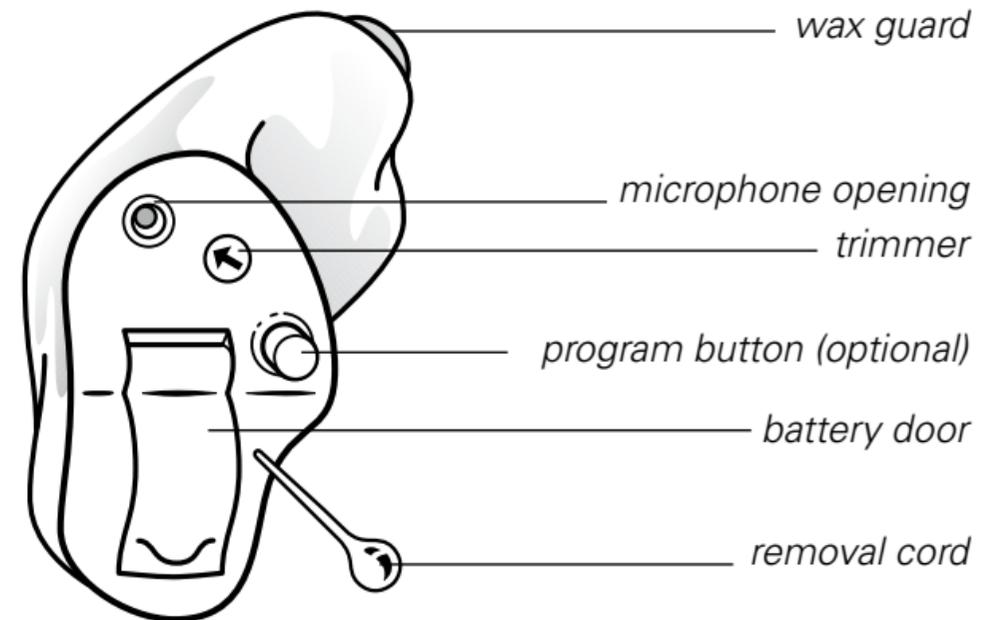
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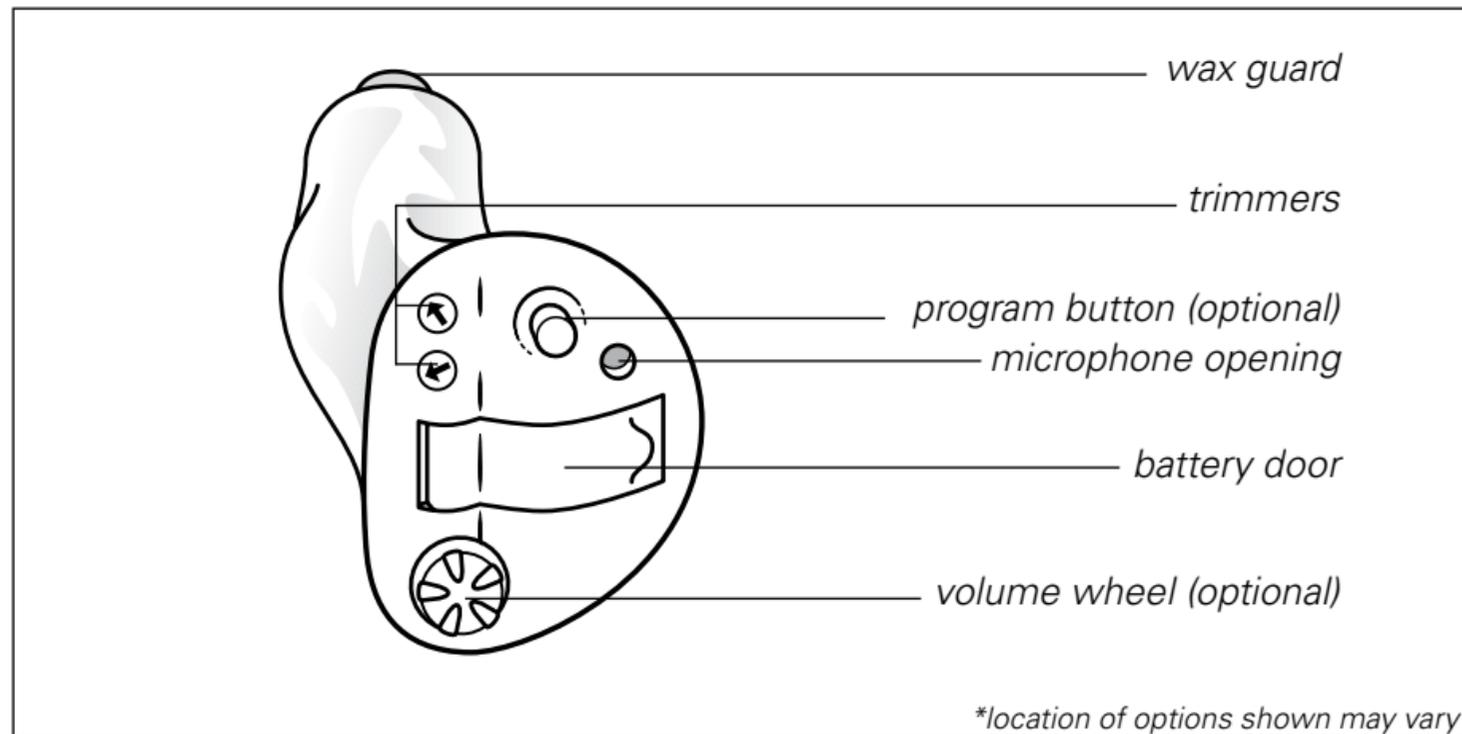
*\*location of options shown may vary*

*CIC-P Hearing Instrument*

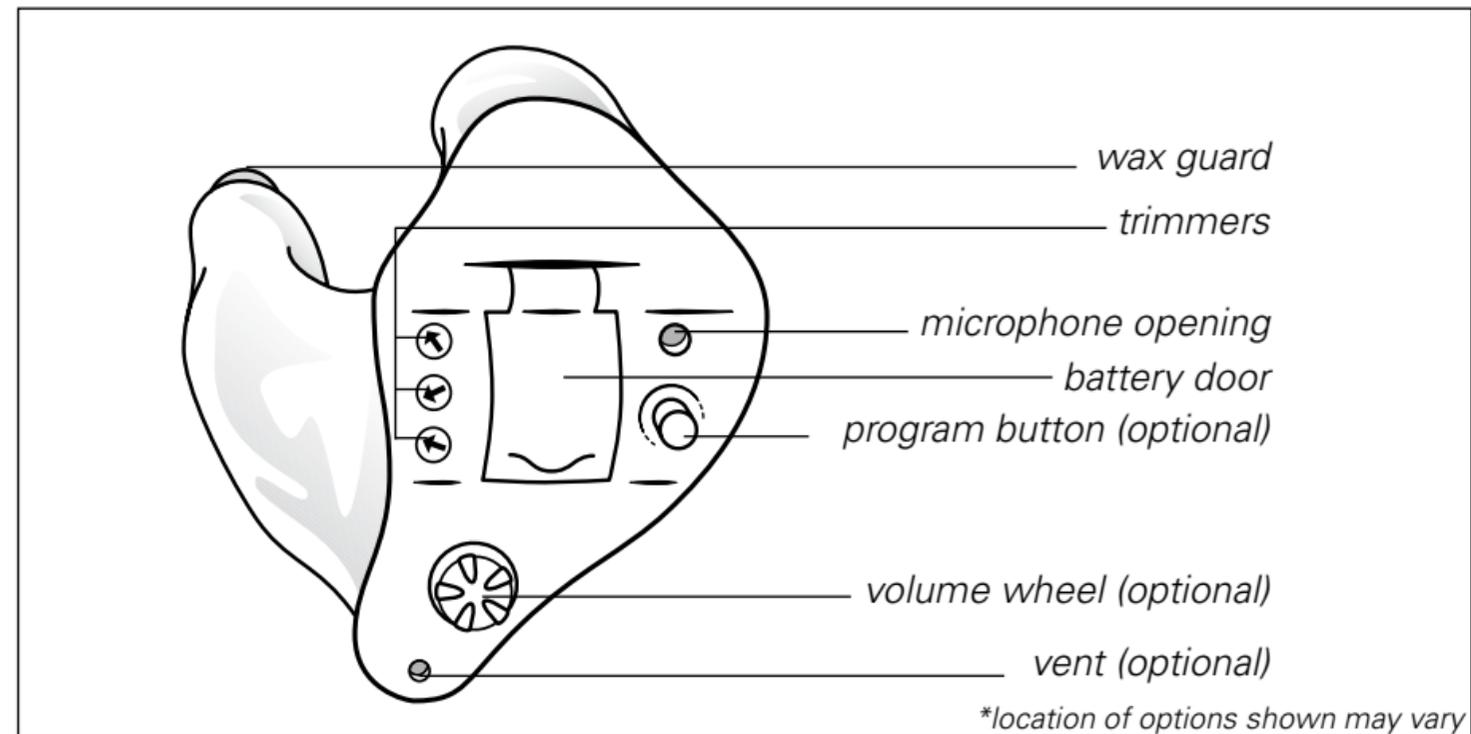


*\*location of options shown may vary*

*MC-P Hearing Instrument*



MC-U, ITC, ITC-P, ITC-U Hearing Instruments



ITE-P Hearing Instrument

### Switching on and off

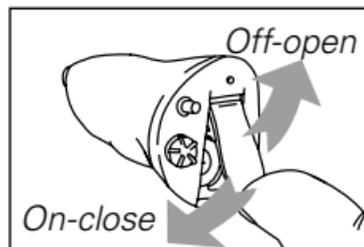
Your hearing instrument is switched off by opening the battery door.

Switch your instrument on by closing the battery door.

After your instrument is switched on, the volume will always be as set by your hearing care professional. Read more on this on page 15.

Your instrument can have a push button to switch programs. However, if you close the battery door your instrument will always start in program number 1. Read more on this subject on page 16.

At night, leave the battery door open. It increases battery life and allows moisture in your instrument to evaporate and increases the instrument's life span.

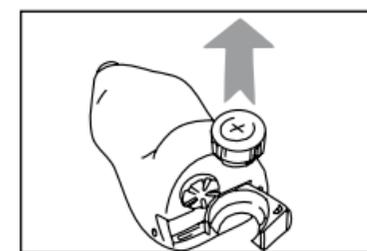
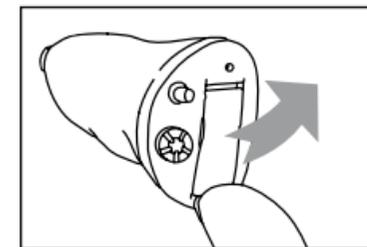


### Changing batteries.

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.

Open the battery door by placing your fingernail or a pencil under the edge of the battery door and gently push it backwards. When opened, remove the dead battery. The end of the cleaning brush is magnetic. It allows for easy battery removal/insertion.

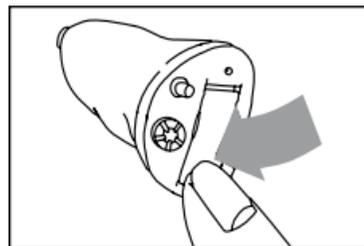
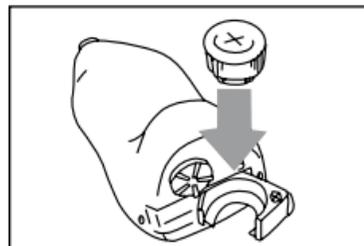
The replacement battery type and size depends on your hearing instrument. Please consult your hearing aid professional.



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 +.

Always insert a battery in the opened door, never directly into the instrument.

Close the battery door. This should go smoothly, so never force it as this could damage your instrument.



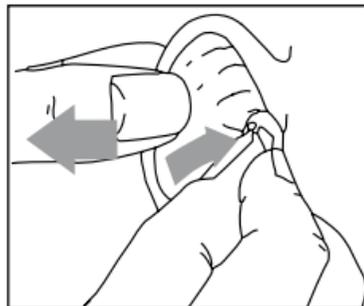
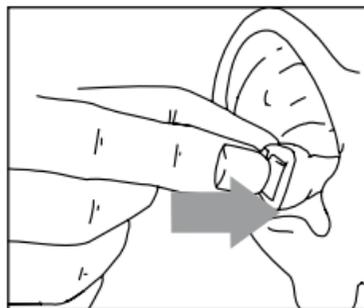
## Warnings

- 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.

## Inserting and removing the instrument

### Inserting

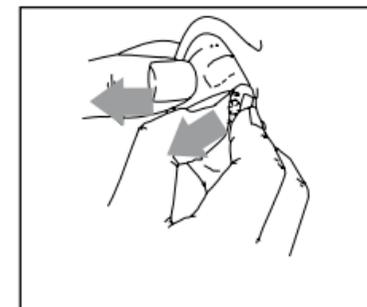
- The insertion process varies with the shape of your ear canal. A fairly straight ear canal allows easy insertion. However, some ear canals have sharper curves and may require more care.
- Take the hearing instrument between thumb and index finger and position its 'point' in your ear canal.
- Now slide the instrument all the way into your ear canal with a gentle, twisting motion. Insertion can be easier if you gently pull your auricle backward with your other hand.
- Move the instrument up and down with your index finger and press gently to ensure it is positioned correctly. Opening and closing your mouth can aid insertion. You will feel when the instrument is inserted correctly.
- When correctly positioned switch on your instrument by closing the battery door.



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

### Removing your instrument

- Using your thumb and index finger gently pull the hearing instrument (not the battery door) from your ear. CIC instruments and MC instruments often have a removal cord which should be utilized to remove your hearing instrument. Never pull the battery door.
- Removal may be easier if you open and close your mouth while simultaneously pulling your hearing instrument backward with your other hand.
- Consult your hearing care professional if you have difficulties removing the hearing instrument.



Take some time at home to practice how to insert and remove your instrument.

### Recognizing left and right instruments

Your hearing instrument is custom-made to fit your ear. Therefore, right and left instruments differ in shape.

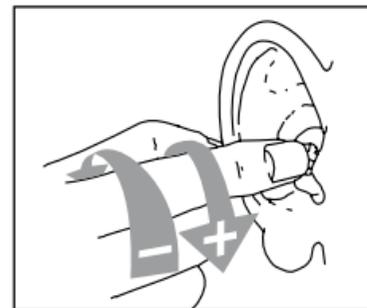
Do not swap your hearing instruments. Please pay attention to this during cleaning, storing, and inserting.

### Setting the volume on STAGE (optional)

Your instrument has an optional volume control. Your hearing instrument professional will have chosen an optimal volume setting for you and explain at what level that is.

In difficult situations some people can benefit for adjusting the volume from this setting. On the MC, ITC and ITE a volume wheel is available and can provide you with the ability to adjust the volume to your liking. This volume wheel is not available on CIC hearing instruments.

Use your index finger to turn the volume wheel. Turn the wheel forwards to increase and turn it backward to decrease the volume.



### Program button (optional)

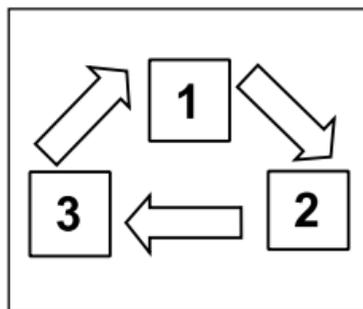
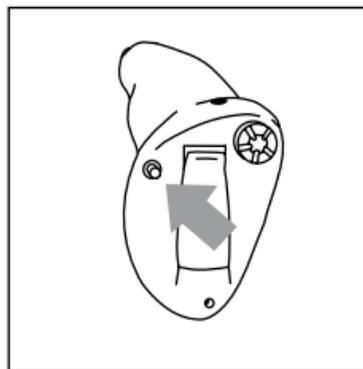
Your hearing instrument can be equipped with three different listening programs. Each program will have the most suitable settings for certain situations.

After pressing the program button, the instrument change programs. 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 programs 2 or 3 are not activated, nothing will happen.

Your instrument will give an audible signal after pressing the program button.

- 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.

Let your hearing care professional fill out the following table:

Program number	Type of program	Intended for listening situations
1		
2		
3		

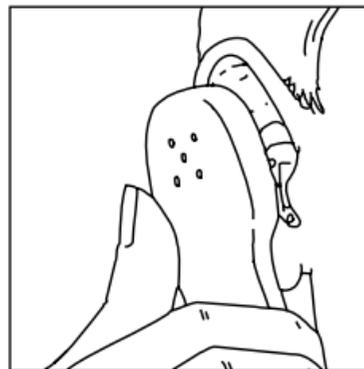
## Telecoil program (optional)

Your ITC instrument or ITE instrument may have a built in function, the telecoil, enabling in many cases an improved use of the telephone and better hearing in those churches or halls where an induction loop system is installed.

In order to activate this function, the telecoil program has to be selected. In this program you will hear no sounds from the microphone, therefore most environmental sounds will be lost.

### Using the telephone

- Switch your instrument to the telecoil program.
- Hold your telephone handset behind your ear, close to the hearing instrument, approximately 1 inch, and slightly tilt the telephone receiver outwards.
- Listen to the dialing tone and move the handset around to find the position that give the best reception.



- If needed, and if your hearing instrument has it, turn the volume wheel up or down.
- After completing the phone call, switch your instrument back to the microphone program.

If the phone used has poor telecoil signal, use the microphone program. Do not hold the handset too tightly against your ear since this might cause 'whistling'.

### Hearing through an induction loop

More and more public places, churches, theatres and cinemas, have induction loop systems. In these particular rooms, they transmit, wirelessly, the sound of the presenter or show. At home, radio or television can be connected to an induction loop. Sound quality through an induction loop is often better because noises from the environment are not transmitted.

- Switch your instrument to the Telecoil program (if available), using the program button.
- Reception is not clear at all locations; it depends on the position of the induction loop.

- If needed, adjust the volume up or down.
- After utilizing the telecoil program, switch your instrument back to a microphone program by pushing the program button. You will now hear through the microphone again.
- Your hearing care professional will gladly provide you with advice regarding an induction loop system at home.



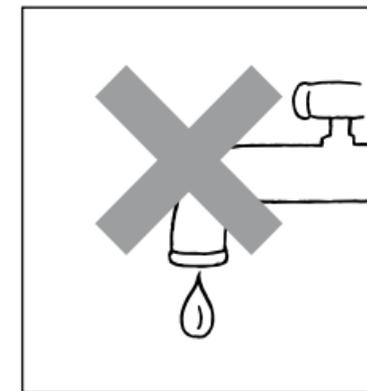
#### Maintenance and cleaning

*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).

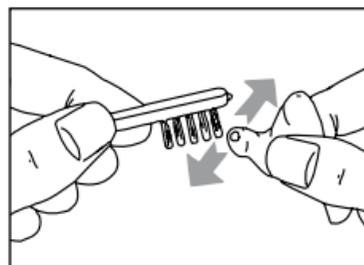
2. Never immerse hearing instruments in water or other liquids, as liquids may cause permanent damage to the hearing instruments.
3. Avoid rough handling of hearing instruments or dropping them on hard surfaces or floors.
4. Do not leave hearing instruments in or near direct heat or sunlight, such as 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) will accumulate on your hearing instrument during use. If earwax enters the instrument it can damage it. The instrument has a protection system, the wax guard. Clean the instrument and replace the wax guard regularly. Failure to do so can lead to an accumulation of earwax impairing sound quality.

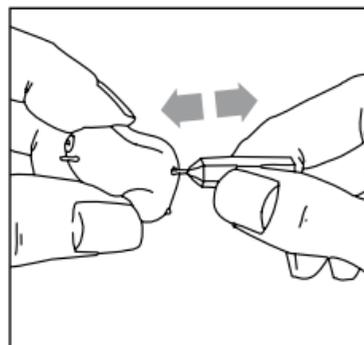


Cleaning is easier when accumulated earwax is dry; e.g., in the morning, before you insert the instrument into your ear.

### Cleaning the vent

Your hearing instrument may have a vent, a small canal through the entire instrument. If so, clean it regularly.

- Insert the vent-cleaning tool – plastic line with handle – into the vent. Push the cleaning line completely through the vent.



- Wipe off any collected earwax.
- Pull the line out and wipe off again.
- Repeat this until all the earwax has been removed.

### Wax guard

Your hearing instrument is usually equipped with a wax guard system. This prevents earwax entering the instrument. Replace the wax guard every two weeks or sooner, depending on earwax accumulation. Please consult your hearing professional for information on the wax protection selected for your custom hearing instrument.

### Storing your instrument

When you are not using your instrument, keep or transport it in the case 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 from your hearing care professional.

### Cleaning the microphone opening

Your instrument will not work properly if the microphone opening is dirty. Ask the hear-

ing care professional to clean the opening. Never try this yourself.



### **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 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 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 it sounds 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 system at home for your radio or television.

## **5. Get used to conversations 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. If an induction loop is present, and your instrument has a telecoil, use the telecoil program. However, not every position 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 a microphone program. Hold the telephone handset approximately 1-inch from your ear and tilt the receiver outwards a little. See whether or not the telephone sounds better if you switch your hearing instrument to the Telecoil program. Read about this on page 18.

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. 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"><li>• Is your instrument inserted correctly?</li><li>• Is the volume very loud?</li><li>• Are you holding your hand or an object (e.g. a hat) too close to an instrument?</li><li>• Is your ear full of wax?</li></ul>	<ul style="list-style-type: none"><li>• Put it in again</li><li>• Reduce it</li><li>• Move your hand away or create some more space between the instrument and the object</li><li>• Visit your physician</li></ul>
No sound	<ul style="list-style-type: none"><li>• Is the instrument switched on?</li><li>• Is the instrument switched on the telecoil program?</li><li>• Is there a battery in the instrument?</li><li>• Is the battery still good?</li><li>• Is your ear full of wax?</li></ul>	<ul style="list-style-type: none"><li>• Switch it on</li><li>• Switch it to the microphone program</li><li>• Insert a battery</li><li>• Replace it with a new one</li><li>• Visit your physician</li></ul>

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

### Hearing instrument identification

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

Model received	Type	Hearing care professional
<input type="checkbox"/> ISG113-P	CIC	_____
<input type="checkbox"/> ISG123-P	MC	_____
<input type="checkbox"/> ISG223-U	MC	_____
<input type="checkbox"/> ISG233	ITC	_____
<input type="checkbox"/> ISG233-P	ITC	_____
<input type="checkbox"/> ISG233-U	ITC	_____

### Model received

### Type

### Hearing care professional

ISG343-P      ITE      \_\_\_\_\_

Serial number Right: \_\_\_\_\_

Serial number Left: \_\_\_\_\_



### 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.

### Technical Specifications

Max. Output dB SPL according to ANSI 2cc coupler

ISG113-P (CIC-P)	113 dB SPL
ISG123-P (MC-P)	113 dB SPL
ISG223-U (MC-U)	119 dB SPL
ISG233 (ITC)	113 dB SPL
ISG233-P (ITC-P)	118 dB SPL
ISG233-U (ITC-U)	126 dB SPL
ISG343-P (ITE-P)	126 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.

## 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



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