INTERTON
ESSENTIAL HEARING

User Guide

Custom made Models:
CIC, ITC, ITE
Microphone-In-Helix (MIH)

Interton Cosmo
Interton Crisp
Interton Share
Interton Step

Hearing instrument model:	
Left serial number:	
Right serial number:	
Instrument version:	☐ Completely In the Canal (CIC) ☐ In The Canal (ITC) ☐ In The Ear (ITE) ☐ Microphone in Helix (MIH)
Power version:	☐ Standard ☐ Power ☐ Ultra Power
Battery size:	☐ 13 ☐ 312 ☐ 10A

Program	Beep	Description of when to use
1	♪	
2	♪ ♪	
3	♪ ♪ ♪	
4	♪ ♪ ♪ ♪	

Note: Your hearing system might not support all 4 environmental programs. Ask your hearing care professional for details.

SPECIFIC FEATURES SUPPORTED BY YOUR HEARING SYSTEM:

Delayed on-activation . . . . . 12 ☐
Volume control . . . . . 20 ☐
Push button . . . . . 21 ☐
Wireless . . . . . 15, 22, 23, 36 ☐

AutoPhone . . . . . 26 ☐
Telecoil/Tele-loop system . . . . . 31 ☐
Power device-exceeds 132 dB SPL . . . . . ☐

Ask your hearing care professional to marked options supported by your hearing system.

Thank You

Thank you for selecting an Interton hearing system. We are proud of our hearing products and are confident you have chosen one of the best products available.

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 system has been adjusted to your particular hearing loss. Your hearing health care professional will explain these adjustments and the special features of your particular model.

All the key features and functions of your hearing system are explained in video tutorials. To watch them simply scan QR codes and watch the videos on your smartphone. If you do not have scanning application installed yet you can go to getscanlife.com on your mobile browser to download free application. (ScanLife® is one of the free applications you can use to play QR codes, you can also use any other QR scanner to play the videos).

Becoming Accustomed to Amplification

While purchasing a hearing system is a major step, it is only one step in a process toward more comfortable hearing. 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 taking the following actions:

- Wear the system regularly in order to get comfortable with using it.
- It takes time to get used to a hearing aid. It may help to begin by wearing your hearing aid for short periods – even as little as 15 minutes – and then gradually building up your wearing time. In a way, it's no different than adjusting to contact lenses. Speak to you hearing care professional, who can design a schedule tailored just for you.
- As you get more comfortable with the system, increase the wearing time and wear your hearing system in multiple types of listening environments.

It may take as long as several months for your brain to get used to all the "new" sounds around you. Following these suggestions will give your brain time to learn how to interpret amplification and increase the benefits you get from using an Interton hearing system.

Hearing instrument type designations for models included in this user guide are: Hearing instrument type designations for models included in this user guide are: Model BO312, FCC ID: X26BO312, IC: 6941C-BO312; Model BO13, FCC ID: X26BO13, IC: 6941C-BO13; Model PH312, FCC ID: X26PH312, IC: 6941C-PH312; and Model PH13, FCC ID: X26PH13, IC: 6941C-PH13. Please see page 12 and 13 for list of models referring to all types.

Statement:

This device complies with Part 15 of the FCC Rules and IC rules.
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.

Note: 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 and ICES-003 of the IC 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 the one in which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications can void the user´s authority to operate the equipment.

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.

List of countries:

Products without wireless functionality are intended for worldwide sales.
In the EU, products with wireless functionality are intended for sale in countries within European Economic Area as well as Switzerland.

The products are in compliance with the following regulatory requirements:

- In EU: the device conforms to the Essential Requirements according to Annex I of Council Directive 93/42/EEC for medical devices (MDD) and essential requirements and other relevant provisions of Directive 1999/5/EC (R&TTE).

- The declaration of conformity may be consulted at www.resound.com
- In US: FCC CFR 47 Part 15, subpart C.
- Other identified applicable international regulatory requirements in countries outside EU and US. Please refer to local country requirements for these areas.
- In Canada: these hearing instruments are certified under the rules of IC.
- Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.
- Japanese Radio Law and Japanese Telecommunications Business Law Compliance. This device is granted pursuant to the Japanese Radio Law (**電波法**) and the Japanese telecommunications Business Law (**電気通信事業法**) This device should not be modified (otherwise the granted designation number will become invalid)
- This product is a custom-made device.

Contents

Hearing instruments of type BO13 are available in the following variants:
C650-MW
C650-MPW
C650-MUW
C450-MW
C450-MPW
C450-MUW

Hearing instruments of type BO312 are available in the following variants:
C630-MW
C630-MPW
C630-MUW
C430-MW
C430-MPW
C430-MUW

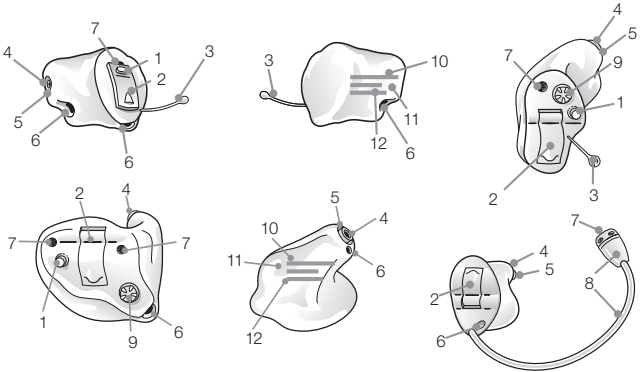
Hearing instruments of type PH13 are available in the following variants:

CI250-W
CI250-PW
CI250-DW
CI250-DPW
CI350-W
CI350-PW
CI350-DW
CI350-DPW
ST450-DPW
ST450-DW
ST450-PW
ST450-W
ST250-DPW
ST250-DW
ST250-PW
ST250-W

Non wireless hearing instruments are available in the following variants:

ST430-DP
ST430-D
ST430-P
ST430
ST230-DP
ST230-D
ST230-P
ST230
ST450-DP
ST450-D
ST450-P
ST450
ST250-DP
ST250-D
ST250-P
ST250
SR1310
SR1210
SR1110
SR1310-P
SR1210-P
SR1110-P
SR1330
SR1330-D
SR1230
SR1230-D
SR1130
SR1330-P
SR1330-DP
SR1230-P
SR1230-DP
SR1130-P
SR1350
SR1350-D
SR1250
SR1250-D
SR1150
SR1350-P
SR1350-DP
SR1250-P
SR1250-DP
SR1150-P

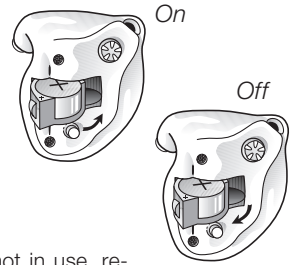
1. Push button (optional)
2. Battery compartment and On/Off switch
3. Removal cord (optional)
4. Sound outlet
5. Wax filter
6. Venting (optional)
7. Microphone sound inlet(s)
8. Remote microphone and tubing (for Microphone In Helix devices)
9. Volume control (optional)
10. Model
11. Manufacturer
12. Serial number



Scan a QR code with your smart phone and watch a instruction video.

Getting started

On&Off function



1. When the battery door is closed, the hearing instrument turns on, and the default program will be activated.
2. To turn off the hearing instrument, open the battery door. Many individuals can use their fingernail to pull it open.

Whenever the hearing instruments are not in use, remember to turn them off to avoid unnecessary battery consumption.

Delayed activation

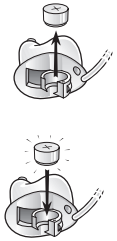
Hearing instruments can be turned on once you have placed them on your ears. If you prefer to turn them on just prior to placing them on your ear, your hearing care professional can activate a function called

Delayed on-activation. This function will delay the time in which the hearing instruments turn on by several seconds after the battery compartment is closed. With Delayed on-activation, a beep will be heard for each second of the delay period.

Inserting/Replacing the battery

1. Open the battery door completely by using your fingernail.
2. Remove the used battery if present. Insert the new battery with the positive side in the correct position.
3. Gently close the battery door.

Always use new Zinc-Air batteries that have a minimum remaining shelf-life of 1 year.



Scan a QR code with your smart phone and watch a instruction video.

⚠ WARNING

1. Remove the batteries to prevent leakage when the hearing instruments are not in use for an extended period of time.
2. Do not attempt to recharge batteries (Zinc Air) which are not specifically designated as rechargeable because they may leak or explode.
3. Do not place batteries in your mouth. Consult a physician immediately if a battery has been swallowed, as they can be harmful to your health.
4. Keep batteries away from pets, children and individuals who are mentally challenged.
5. Do not attempt to dispose of batteries by burning them. Used batteries are harmful to the environment. Please dispose of them according to local regulations or return them to your hearing care practitioner.

Low battery indicator

Your hearing care professional can set your hearing instrument to give an acoustical indication when the battery is reaching its end of life. The hearing instrument will reduce amplification and emit a melody if battery power gets too low. This signal will recur every five minutes until the hearing instrument automatically switches off. It is recommended that you keep spare batteries on hand.

Low battery indicator (instruments paired with accessories only)

Active usage of the Interton wireless accessories (Remote Control, Phone Clip and TV Streamer) requires more battery power from the hearing instruments than when these are working on their own. When the battery in the hearing instrument has depleted to a level at which use of the Interton TV Streamer TV and Phone Clip cannot be supported, the hearing instrument will play two sets of descending tones. After this, your hearing instrument and Interton Remote Control will continue to work as usual, but you will not be able to use your Interton TV Streamer and Phone Clip. At some point the battery level will not support the remote control either and you will once again hear the descending tones. The hearing instruments will continue to work as usual. Once a new battery is inserted, full operation of the accessories will resume.

Scan a QR code with your smart phone and watch a instruction video.

Inserting/Removing hearing instruments

Insertion (MIH devices)

1. Hold the hearing instrument between your thumb and index finger, either above and below or on the sides.
2. Place the sound outlet portion into your ear canal. Turn the top part of the earmold gently backwards and forwards so that it tucks behind the fold of skin above your ear canal.
3. Insert the hearing instrument into your ear canal. Opening and closing your mouth may ease insertion.
4. Gently push the microphone into the creased area of the ear that is located above the microphone entrance, and make sure the tubing is in place.

By experimenting, an easier method may be discovered. With proper insertion, hearing instruments should fit snugly but comfortably. If the hearing instruments cause irritation of the ears, contact your hearing care professional.

⚠ CAUTION

Never attempt to modify the shape of the hearing instrument yourself.

⚠ CAUTION

Use only original Interton/GN Hearing consumables e.g. wax filters.

It may be helpful to pull your ear up and outward with your opposite hand during insertion.

Insertion (CIC, ITC, and ITE)

1. Hold the hearing instrument between your thumb and index finger, either above and below or on the sides.
2. Place the sound outlet portion into your ear canal. Turn the top part of the hearing instrument gently backwards and forwards so that it tucks behind the fold of skin above your ear canal.
3. Insert the hearing instrument into your ear canal. Opening and closing your mouth may ease insertion.

⚠ CAUTION

Never attempt to modify the shape of the hearing instrument yourself.

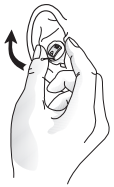
⚠ CAUTION

Use only original Interton/GN Hearing consumables e.g. wax filters.

It may be helpful to pull your ear up and outward with your opposite hand during insertion.

Removal options (CIC and MIH)

1. Hold the removal cord with your thumb and index finger and pull outward.
2. Hold the edges of the hearing instrument with your thumb and forefinger and pull outward while slightly rotating your hand forward.
3. If Microphone in Helix hearing instruments do not have a removal cord, gently pull outward with the microphone tubing.
4. Consult your hearing care professional if you have difficulties removing the hearing instrument.



Removal (ITC and ITE)

1. Hold the edges of the hearing instrument with your thumb and forefinger.
2. Pull outward while slightly rotating your hand forward.
3. Consult your hearing care professional if you have difficulties removing the hearing instrument.

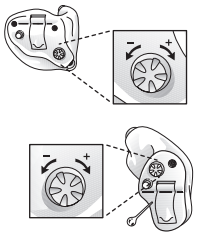
Scan a QR code with your smart phone and watch a instruction video.

Operation of the hearing instrument

Volume control (optional)

The volume control will allow the volume of hearing instruments to be increased or decreased.

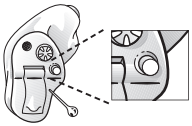
1. To increase the volume, rotate the volume control forward (towards your face when you are wearing the hearing instruments).
2. To decrease the volume, rotate the volume control backward (away from your face).



Applies only to Interton Share devices: Please note that when you turn the volume all the way down (until the volume control wheel stops rotating), the device will be turned off. To reboot the device, turn the volume back up by rotating the volume control forward.

When volume is increased or decreased, a beep signal will be heard for each incremental change. When the upper or lower limits of the volume range are reached, a beep signal with a longer duration will be heard. During the fitting of the instrument, your hearing care professional will have chosen an optimal volume setting for you. When switching the instrument on, the volume will have this optimal setting.

Push button (optional)



Depending on your experience level with hearing instruments, individual hearing needs, and the type of listening environments you experience, your hearing care professional may activate additional programs. If additional programs have been activated, the following list explains how they work.

1. You can switch between programs by pushing the push button once.

Scan a QR code with your smart phone and watch a instruction video.

2. You will then hear one or more beeps. The number of beeps indicates which program you have selected (one beep = program one, two beeps = program two, etc.).
3. When the hearing instruments are turned off and then back on, the hearing instrument always returns to the default setting (program one).

Only applicable to wireless devices.

If your hearing system supports wireless functionality and it is paired with wireless accessory like TV Streamer you can activate streaming mode.

1. Push and hold the push button for 2 seconds.
2. You will then hear short melody that indicates streaming mode.

To switch back to environmental program push the push button shortly. Hearing Instrument will return to the default setting (program one).

For easier everyday use of your wireless hearing instrument controls you can use wireless remote control. Ask your hearing care professional for more information.

Flight mode. Only applicable to wireless devices*

⚠ WARNING

When boarding a flight or entering an area where RF transmitters are prohibited, wireless functionality must be deactivated, as it is not allowed to radiate radio signals during flights or in otherwise restricted areas.

Scan a QR code with your smart phone and watch a instruction video.

For Crisp wireless hearing instruments follow the following steps to enter and leave flight mode:

It is possible to disable wireless operation by opening and closing the battery compartment of the hearing instrument while at the same time pressing the push button.

When disabled manually, wireless operation may be re-enabled by opening and closing the battery compartment normally, (i.e. without at the same time pressing the push button).

For devices without a push button: It is possible to disable wireless operation by opening and closing the battery door twice within 10 seconds. Repeat this procedure to enable wireless again.

*Instruments paired with accessories only

It is important to wait an additional 15 seconds after wireless function resumes before opening and closing the battery compartment again for any reason. If the battery compartment is opened and closed during this 15 second window, flight mode will resume.

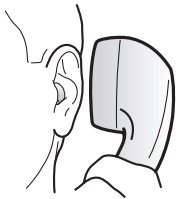
For **Step** wireless hearing instruments follow the following steps to enter and leave flight mode: It is possible to disable wireless operation by opening and closing the battery compartment three times within a ten second period (open-close, open-close, open-close). Your instruments will now be in flight mode.

If the hearing instrument is in flight mode, the hearing instrument must have been operating in flight mode for at least 10 seconds before attempting to enable wireless again. it is possible to re-enable wireless operation by opening and closing the battery door once. 10 seconds after this operation is completed, wireless operation will begin again.

Telephone use

Finding the optimal position for holding a telephone may require practice for some individuals, and one or more of the following suggestions may be helpful.

1. Hold the telephone as you would normally.
2. If whistling occurs, it may take a few seconds of holding the telephone in the same position before the hearing instrument eliminates the feedback.
3. Any whistling may also be decreased by holding the telephone slightly away from the ear.
4. Depending on your individual needs, your hearing care professional may activate a program specifically for telephone use.



Listen to radio or TV

When listening to the TV or the radio, start out by listening to news commentators since they usually speak clearly, then try other programs. If you find it difficult to listen to TV or radio, your hearing care professional will be able to give you advice on available accessories to enhance your listening capabilities for TV and radio.

Cellular phones

Your hearing instrument is designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However, not all cell phones are hearing instrument compatible. The varying degree of disturbance can be due to the nature of your particular cellular phone or of your wireless telephone service provider.

If you find it difficult to obtain a good result while using your cellular phone, your hearing care professional will be able to give you advice on available accessories to enhance listening capabilities.

AutoPhone (optional)

The AutoPhone function, allows your hearing instrument to automatically switch to your telephone program when a telephone receiver with an AutoPhone magnet is raised to the ear. When the telephone receiver is removed from the ear, the hearing instrument automatically returns to the previous listening program.

Placement of AutoPhone magnets

Place AutoPhone magnet on your telephone receiver to allow operation of the AutoPhone function. In order to place AutoPhone magnet properly:

1. Clean the telephone receiver thoroughly.
2. Hold the telephone vertically, in a position similar to when making a telephone call.
3. Place the magnets just below the telephone receiver. Make sure not to cover the microphone openings. If necessary, move the magnet to another position
4. If you are not satisfied with the strength of AutoPhone, you can reposition the AutoPhone magnet or add additional AutoPhone magnets.

Only use a recommended cleaning agent to clean the telephone prior to placing the magnet on the phone.

Scan a QR code with your smart phone and watch a instruction video.

AutoPhone usage

Telephones can be used in a normal manner. A short melody will indicate that the AutoPhone feature has automatically switched the hearing instrument to your telephone program. Initially, you may need to move the telephone receiver slightly to find the best position for reliable AutoPhone activation and good hearing on the telephone. When you remove the telephone receiver AutoPhone will stay activated for a few seconds to avoid accidental switching off. After that hearing instrument will switch to previously used environmental program.

⚠ WARNING

AutoPhone warnings

1. Keep magnets out of reach of pets, children and mentally challenged persons. If a magnet is swallowed, please seek advice from a medical practitioner.

2. The AutoPhone may affect some medical devices or electronic systems. The manufacturer of any magnetically sensitive devices (e.g. pacemakers) should advise you regarding appropriate safety precautions when using your hearing instrument and magnet in close proximity to the medical device or electronic system in question.

if the manufacturer cannot issue a statement, we recommend keeping the magnet or a telephone equipped with the magnet 30 cm (12”) away from magnetically sensitive devices (e.g. pacemakers).

⚠CAUTION

AutoPhone precautions

1. High distortion during dialing or phoning may mean that the magnet is not in the optimal position relative to the telephone receiver. To avoid the issue, please move the magnet to another place on the telephone receiver.

2. Only use magnets supplied by Interton/GN Hearing.

Telecoil (optional)

If equipped, a telecoil can be activated by your hearing care professional and accessed through one of the additional programs. A telecoil picks up a telephone's magnetic signal and converts it to sound. An optional telephone program may help to improve speech understanding on the telephone. When using a telecoil program, the receiver of the telephone may need to be held closer to the hearing instrument. The handset of the telephone may need to be moved to slightly different positions in order to find the best reception.

Tele-loop systems (optional)

Many places, such as theaters, houses of worship, and schools are equipped with tele-loop systems. When using a telecoil program with tele-loop systems, sound is picked up directly and may improve speech understanding. If there is no sound from the hearing instruments in a tele-loop system and with a telecoil program activated, the tele-loop system may not be turned on or is not operating correctly. If a facility is not equipped with a tele-loop system, sitting as close as possible to the front may be helpful.

Care and maintenance

Proper handling

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.

Scan a QR code with your smart phone and watch a instruction video.

Cleaning custom made device

It is important to keep your hearing instrument clean and dry. On a daily basis, clean the hearing instruments using a soft cloth or tissue. Remove any wax or debris from hearing instruments using a brush and/or a wire loop.

Replacing wax filters

Custom hearing instruments may have wax filters that protect against wax and moisture. It is recommended that these are changed as needed.
To change these filters, the following steps are needed:

1. Brush the sound outlet area with the sound outlet pointed down.
2. Insert the threaded end of the wax filter tool into the used wax filter, and gently rotate clockwise.
3. Gently pull until the used filter is removed.

4. Discard the used filter in the slot located in the wax filter kit by pressing it into the center, sliding it to one end of the slot, and pull until the filter is discarded.
5. Flip the wax filter tool around, locate a new filter in the dial, and press the tip of the tool into the center of the dial.
6. Gently pull the new filter out of the dial.
7. Align the new filter to the sound outlet.
8. Press the new filter into the opening, and simultaneously pull and rock back and forth until the new wax filter is in place.

Scan a QR code with your smart phone and watch a instruction video.

Pressing on the new filter with the flat side of the wax filter tool can ensure that the filter is correctly in place.

If a different type of wax filter is used for your hearing instruments, or if your hearing instruments do not utilize wax filters, consult your hearing care professional for guidance

Only applicable to wireless devices

⚠CAUTION

General precaution (wireless hearing instrument): When the wireless function is activated, the device uses a low-powered digitally coded transmissions in order to communicate with other wireless devices. Although unlikely, nearby electronic devices may be affected. In that case, move the hearing instrument away from the affected electronic device. When using wireless functionality and the devices are affected by electromagnetic interference, move away from the source of interference.

⚠WARNING

General warnings (hearing instrument): Be careful when boarding flights, to remember to deactivate the wireless functionality. Turn off your wireless functionality by using the flight mode in areas where radio frequency emission is prohibited.

For use of wireless functionality only use Interton/ GN Hearing accessories. For further guidance regarding e.g. pairing, please refer to the user guide of the relevant Interton/ GN Hearing accessory.

This device operates in the frequency range of 2.4 GHz - 2.48 GHz.
This device includes a RF transmitter that operates in the range of 2.4 GHz - 2.48 GHz.

Applicable to all devices

⚠ WARNING

General warnings

1. Consult a hearing care professional if you discover 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.

2. Different types of radiation, e.g. from NMR, MRI or CT scanners, may damage the instrument. Therefore, do not wear the instrument during these or other corresponding scanning procedures. Other types of radiation (burglar alarms, room surveillance systems, radio equipment, mobile telephones etc.) will not damage the instrument. They could, however, momentarily affect the sound quality or create strange sounds from the instruments.
3. Do not wear hearing instruments in mines, oil fields, or other explosive areas unless those areas are certified for hearing instrument use.
4. Do not allow others to use your hearing instruments. This may cause damage to the hearing instruments or to the hearing of the other individual.
5. Instrument usage by children or mentally challenged persons should be supervised at all times to ensure their safety.The hearing instrument contains small parts that could be swallowed by children. Please be mindful not to leave children unsupervised with this hearing instrument.
6. Hearing instruments should be used only as prescribed by your hearing care professional. Incorrect use may result in sudden and permanent hearing loss.

7. Special care should be exercised in selecting and fitting a hearing instrument(s) whose maximum sound pressure level exceeds 132 dB SPL (with an IEC 60711:1981 occluded ear simulator), because there may be a risk of impairing the remaining hearing of the hearing instrument user.
8. External devices connected to the electrical input must be safe according to the requirements of IEC 60601-1-1, IEC 60065, or IEC 60950-1, as appropriate.
9. If device is broken, do not use.

⚠ CAUTION

Only connect Interton hearing instruments to Interton/GN Hearing accessories intended and qualified to be used with Interton hearing instruments.
If device is broken, do not use.

TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE
No sound	• Not turned on
	• Dead battery
	• Battery door will not close
	• Blocked wax filter

POSSIBLE REMEDY	PAGE IN THIS USER GUIDE
• Turn on by closing the battery door	12
• Replace battery	13
• Insert battery properly	13
• Replace wax filter or consult your hearing care professional	34

TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE
Not loud enough	• Incorrect hearing instrument placement
	• Blocked sound outlet filter
	• Change in hearing sensitivity
	• Excessive ear wax
	• Volume set too low

POSSIBLE REMEDY	PAGE IN THIS USER GUIDE
• Reinsert hearing instrument	16
• Change filter or consult your hearing care professional	34
• Consult your hearing care professional	-
• Consult your physician	-
• Increase the volume control if available or consult your hearing care professional	20

TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE
Excessive whistling / feedback	• Incorrect hearing instrument placement
	• Excessive ear wax
	• Feedback control may need adjustment
	• Hearing instrument settings not optimal

POSSIBLE REMEDY	PAGE IN THIS USER GUIDE
• Re-insert hearing instrument carefully	16
• Consult your hearing care professional	-
• Consult your hearing care professional	-
• Consult your hearing care professional	21

TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE
Sound distorted / not clear	• Weak battery
	• Improper hearing instrument fit
	• Hearing instrument damaged
	• Hearing instrument settings not optimal
Wireless does not work	• Possible Root Cause - Device is in flight mode

If there are any other problems not mentioned in this guide, please contact your hearing care professional.

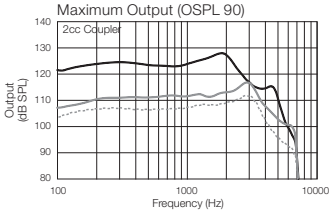
POSSIBLE REMEDY	PAGE IN THIS USER GUIDE
• Replace battery	13
• Consult your hearing care professional	16
• Consult your hearing care professional	-
• Consult your hearing care professional	-
• For Crisp devices with push button: Open and close the battery compartment. For Crisp devices without push button: Open and close the battery door twice within 10 sec. • For all Step devices: Open and close the battery compartment once. Wireless will reactivate 10 seconds later. (If Root Cause is device in flight mode)	

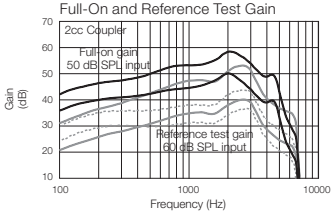
Technical Specifications

ITE
Model: C430-MW/MPW/MUW, C630-MW/MPW/MUW

		Normal	Power	Ultra-Power	
Reference Test Gain (60 dB SPL Input)	HFA	33	36	47	dB
Full-On Gain (50 dB SPL Input)	Max HFA	43 39	52 48	59 55	dB
Maximum Output (90 dB SPL Input)	Max HFA	112 109	117 113	128 124	dB SPL
Total Harmonic Distortion	800 Hz 1600 Hz	0.5 0.9	0.5 0.9	1.1 0.2	%
Full-on Telecoil sensitivity @ 1mA/m HFA - SPLIV @ 31.6 mA/m (ANSI)	1600 HZ HFA	-	78 96	86 107	dB SPL
Equivalent Input Noise (w/o noise reduction)		21	20	20	dB
Frequency Range		100–6830	100–6920	100–5370	Hz
Current Drain (in test mode)		1.2/1.6	1.2/1.6	1.2/1.6	mA

Data in accordance with ANSI S3.22–2003;
Supply Voltage 1.3 V, 2cc coupler





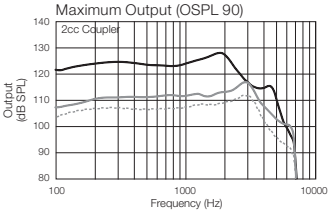
Normal — Power — Ultra-Power

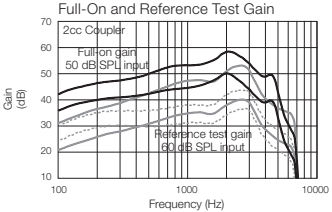
Technical Specifications

ITE
Model: C450-MW/MPW/MUW, C650-MW/MPW/MUW

			Normal	Power	Ultra-Power	
Reference Test Gain (60 dB SPL Input)		HFA	33	36	47	dB
Full-On Gain (50 dB SPL Input)		Max HFA	43 39	52 48	59 55	dB
Maximum Output (90 dB SPL Input)		Max HFA	112 109	117 113	128 124	dB SPL
Total Harmonic Distortion		800 Hz 1600 Hz	0.5 0.9	0.5 0.9	1.1 0.2	%
Full-on Telecoil sensitivity @ 1mA/m HFA - SPLIV @ 31.6 mA/m (ANSI)		1600 HZ HFA	-	78 96	86 107	dB SPL
Equivalent Input Noise (w/o noise reduction)			22	20	20	dB
Frequency Range			100–6830	100–6920	100–5370	Hz
Current Drain (in test mode)			1.2/1.6	1.2/1.6	1.2/1.6	mA

Data in accordance with ANSI S3.22–2003;
Supply Voltage 1.3 V, 2cc coupler





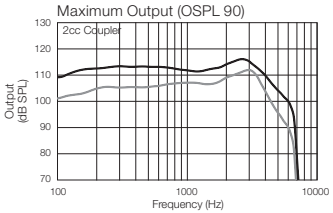
Normal Power Ultra-Power

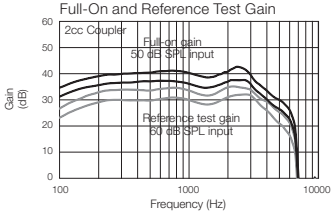
Technical Specifications

CIC
Model: CI310-P, CI210-P, CI210

		Normal	Power	
Reference Test Gain (60 dB SPL Input)	HFA	30	36	dB
Full-On Gain (50 dB SPL Input)	Max HFA	35 33	42 40	dB
Maximum Output (90 dB SPL Input)	Max HFA	112 108	116 113	dB SPL
Total Harmonic Distortion	800 Hz 1600 Hz	0.6 0.7	1.2 0.3	%
Equivalent Input Noise (w/o noise reduction)		25	23	dB
Frequency Range		100–6760	100–6780	Hz
Current Drain (in test mode)		1.2/1.3	1.2/1.3	mA

Data in accordance with ANSI S3.22–2003;
Supply Voltage 1.3 V, 2cc coupler





Normal Power

Technical Specifications

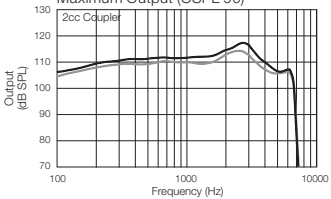
ITC

Model: CI330-D, CI330, CI230-D, CI230, CI330-DW, CI330-W, CI230-DW, CI230-W CI330-DP, CI330-P, CI230-DP, CI230-P, CI330-DPW, CI330-PW, CI230-DPW, CI230-PW

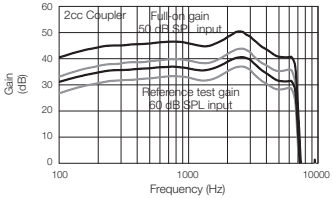
		Normal	Power	
Reference Test Gain (60 dB SPL Input)	HFA	34	37	dB
Full-On Gain (50 dB SPL Input)	Max HFA	44 40	51 47	dB
Maximum Output (90 dB SPL Input)	Max HFA	114 111	117 113	dB SPL
Total Harmonic Distortion	800 Hz 1600 Hz	0.7 0.6	0.9 0.8	%
Full-on Telecoil sensitivity @ 1mA/m HFA – SPLIV @ 31.6 mA/m (ANSI)	1600 Hz HFA	72 95	78 98	
Equivalent Input Noise (w/o noise reduction)		22	21	dB
Frequency Range		100–7110	100–7120	Hz
Current Drain (in test mode)		1.2/1.4	1.2/1.4	mA

Data in accordance with ANSI S3.22–2003;
Supply Voltage 1.3 V, 2cc coupler

Maximum Output (OSPL 90)



Full-On and Reference Test Gain



Normal Power

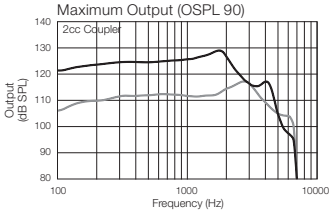
Technical Specifications

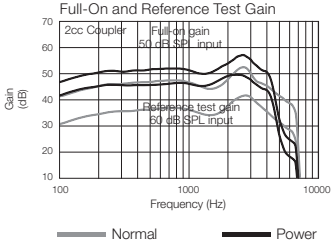
ITE

Model: CI350-D, CI350, CI250-D, CI250, CI350-DW, CI350-W, CI250-DW, CI250-W CI350-DP, CI350-P, CI250-DP, CI250-P, CI350-DPW, CI350-PW, CI250-DPW, CI250-PW

		Normal	Power	
Reference Test Gain (60 dB SPL Input)	HFA	37	47	dB
Full-On Gain (50 dB SPL Input)	Max HFA	52 47	57 53	dB
Maximum Output (90 dB SPL Input)	Max HFA	117 113	129 124	dB SPL
Total Harmonic Distortion	800 Hz 1600 Hz	0.9 1.0	1.3 0.1	%
Full-on Telecoil sensitivity @ 1mA/m HFA – SPLIV @ 31.6 mA/m (ANSI)	1600 Hz HFA	78 97	84 109	
Equivalent Input Noise (w/o noise reduction)		23	24	dB
Frequency Range		100–7110	100–4970	Hz
Current Drain (in test mode)		1.2/1.4	1.2/1.4	mA

Data in accordance with ANSI S3.22–2003;
Supply Voltage 1.3 V, 2cc coupler



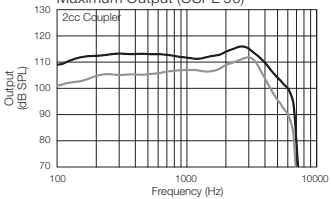


Technical Specifications

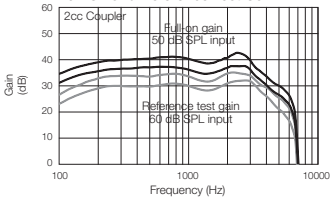
CIC
Model: SR1310, SR1210, SR1110
SR1310-P, SR1210-P, SR1110-P

		Normal	Power	
Reference Test Gain (60 dB SPL Input)	HFA	30	36	dB
Full-On Gain (50 dB SPL Input)	Max HFA	35 33	42 40	dB
Maximum Output (90 dB SPL Input)	Max HFA	112 108	116 113	dB SPL
Total Harmonic Distortion	500 HZ 800 Hz 1600 Hz	0.8 0.6 0.7	0.5 1.2 0.3	%
Equivalent Input Noise (w/o noise reduction)		25	23	
Frequency Range		100–6760	100–6780	Hz
Current Drain (in test mode)		1.2/1.3	1.1/1.3	mA

Maximum Output (OSPL 90)



Full-On and Reference Test Gain



Data in accordance with ANSI S3.22–2003;
Supply Voltage 1.3 V, 2cc coupler

Normal Power

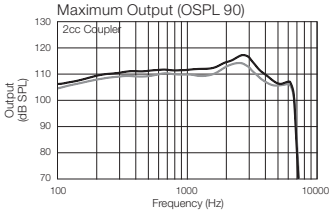
Technical Specifications

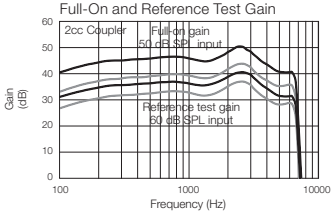
ITC

Model: SR1330-D, SR1330, SR1230-D, SR1230, SR1130
SR1330-DP, SR1330-P, SR1230-DP, SR1230-P, SR1130-P

		Normal	Power	
Reference Test Gain (60 dB SPL Input)	HFA	34	37	dB
Full-On Gain (50 dB SPL Input)	Max HFA	44 40	51 47	dB
Maximum Output (90 dB SPL Input)	Max HFA	114 111	117 113	dB SPL
Total Harmonic Distortion	500 Hz 800 Hz 1600 Hz	0.6 0.7 0.6	0.5 0.9 0.8	%
Full-on Telecoil sensitivity @ 1mA/m HFA – SPLIV @ 31.6 mA/m (ANSI)	1600 Hz HFA	71 95	78 98	
Equivalent Input Noise (w/o noise reduction)		22	21	dB
Frequency Range		100–7110	100–7120	Hz
Current Drain (in test mode)		1.2/1.4	1.2/1.4	mA

Data in accordance with ANSI S3.22–2003;
Supply Voltage 1.3 V, 2cc coupler





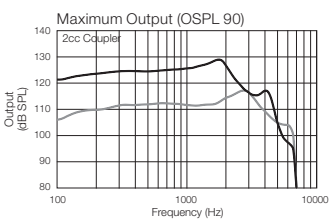
Technical Specifications

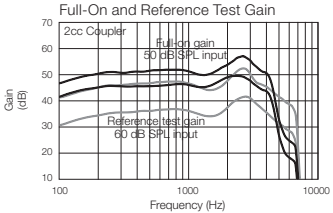
ITE

Model: SR1350-D, SR1350, SR1250-D, SR1250, SR1150
SR1350-DP, SR1350-P, SR1250-DP, SR1250-P, SR1150-P

		Normal	Power	
Reference Test Gain (60 dB SPL Input)	HFA	37	47	dB
Full-On Gain (50 dB SPL Input)	Max HFA	52 47	57 53	dB
Maximum Output (90 dB SPL Input)	Max HFA	117 113	129 124	dB SPL
Total Harmonic Distortion	500 HZ 800 Hz 1600 Hz	0.6 0.9 1.0	1.2 1.3 0.1	%
Full-on Telecoil sensitivity @ 1mA/m HFA – SPLIV @ 31.6 mA/m (ANSI)	1600 Hz HFA	78 97	84 109	
Equivalent Input Noise (w/o noise reduction)		23	24	
Frequency Range		100–7110	100–4970	Hz
Current Drain (in test mode)		1.2/1.4	1.2/1.4	mA

Data in accordance with ANSI S3.22–2003;
Supply Voltage 1.3 V, 2cc coupler





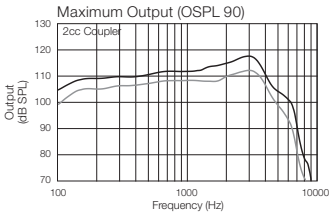
Normal Power

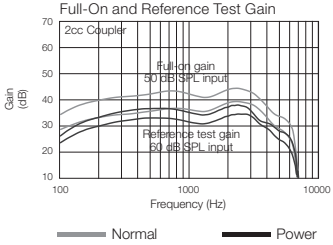
Technical Specifications

CIC
Model: ST410, ST410-P, ST210, ST210-P

		Normal	Power	
Reference Test Gain (60 dB SPL Input)	HFA	32	36	dB
Full-On Gain (50 dB SPL Input)	Max HFA	37 35	43 42	dB
Maximum Output (90 dB SPL Input)	Max HFA	112 109	117 113	dB SPL
Total Harmonic Distortion	500 Hz 800 Hz 1600 Hz	0.4 0.4 0.6	0.3 0.5 0.6	%
Equivalent Input Noise (w/o noise reduction)		23	22	dB
Frequency Range		100–6780	100–6710	Hz
Current Drain (in test mode)		1.1/1.2	1.1/1.2	mA

Data in accordance with ANSI S3.22–2003;
Supply Voltage 1.3 V, 2cc coupler





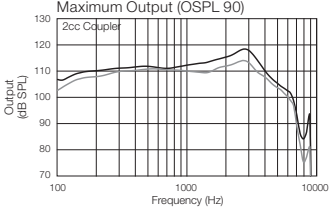
Technical Specifications

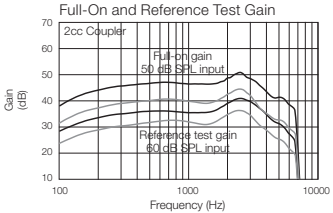
ITC

Model: ST430, ST230, ST430-D, ST230-D, ST430-W, ST230-W, ST430-DW, ST230-DW ST430-P, ST230-P, ST430-DP, ST230-DP, ST430-PW, ST230-PW, ST430-DPW, ST230-DPW

		Normal	Power	
Reference Test Gain (60 dB SPL Input)	HFA	33	37	dB
Full-On Gain (50 dB SPL Input)	Max	44	51	dB
	HFA	41	47	
Maximum Output (90 dB SPL Input)	Max	114	118	dB SPL
	HFA	111	114	
Total Harmonic Distortion	500 HZ	0.3	0.4	%
	800 Hz	0.4	0.6	
	1600 Hz	0.5	0.8	
Full-on Telecoil sensitivity @ 1mA/m	1600 Hz	70	77	
HFA – SPLIV @ 31.6 mA/m (ANSI)	HFA	92	97	
Equivalent Input Noise (w/o noise reduction)		22	22	
Frequency Range		100–7140	100–7120	Hz
Current Drain (quiescent/operating) Non-wireless models		1.1/1.2	1.1/1.3	mA
Current Drain (quiescent/operating) Wireless models		1.2/1.3	1.2/1.4	

Data in accordance with ANSI S3.22–2003;
Supply Voltage 1.3 V, 2cc coupler





Normal Power

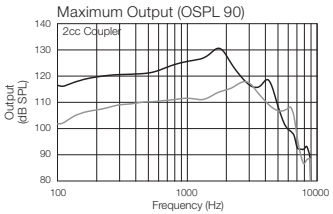
Technical Specifications

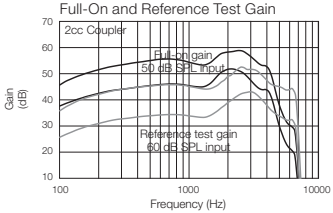
ITE

Model: ST450, ST250, ST450-D, ST250-D, ST450-W, ST250-W, ST450-DW, ST250-DW ST450-P, ST250-P, ST450-DP, ST250-DP, ST450-PW, ST250-PW, ST450-DPW, ST250-DPW

		Normal	Power	
Reference Test Gain (60 dB SPL Input)	HFA	37	48	dB
Full-On Gain (50 dB SPL Input)	Max HFA	52 47	58 56	dB
Maximum Output (90 dB SPL Input)	Max HFA	118 113	130 125	dB SPL
Total Harmonic Distortion	500 HZ 800 Hz 1600 Hz	0.5 0.9 1.1	0.3 0.6 0.2	%
Full-on Telecoil sensitivity @ 1mA/m HFA – SPLIV @ 31.6 mA/m (ANSI)	1600 Hz HFA	77 97	87 109	
Equivalent Input Noise (w/o noise reduction)		23	21	
Frequency Range		100–7140	100–5220	Hz
Current Drain (quiescent/operating) Non-wireless models Current Drain (quiescent/operating) Wireless models		1.1/1.3 1.2/1.3	1.1/1.2 1.2/1.3	mA

Data in accordance with ANSI S3.22–2003;
Supply Voltage 1.3 V, 2cc coupler





Normal Power

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's 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 Interton qualified technician. Do not attempt to open the case of hearing instruments, as this will invalidate the warranty.

Temperature test, transport and storage information

Interton Hearing Instruments are subjected to various tests in temperature and damp heating cycling between -25° C (-13F) and +70° C (+158F) according to internal and industry standards.

During transport or storage, the temperature should not exceed the limit values of -20° C (-4F) to +60° C (+140F) and relative humidity of 90% RH, non condensing (for limited time). The air pressure between 500 and 1100 hPa is appropriate.

Hearing instrument expectations

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions

Consistent use of the aid is recommended. In most cases, infrequent use does not permit you to attain full benefit from it.

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.

⚠ Warning to Hearing Aid Dispensers (US only)

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.

Important Notice for Prospective Hearing Aid Users (US only)

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 (US only)

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.

⚠ High sound pressure levels

Special care should be exercised in selecting and fitting a hearing instrument(s) whose maximum sound pressure level exceeds 132 dB SPL (with an IEC 60711:1981 occluded ear simulator), because there may be a risk of impairing the remaining hearing of the hearing instrument user.

Be aware of information marked with the warning symbol ⚠

⚠ **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.

Equipment includes RF transmitter.

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

Interton USA| 8001 Bloomington Freeway | Bloomington, MN 55420 | 1-800-247-4741
www.interton-usa.com

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