



Instructions for use
Digital ARCA Behind-the-Ear
hearing instrument

A74

A84

Beltone™ ARCA



A new Beltone hearing instrument

Congratulations on your choice of a Beltone hearing instrument. This is an important step towards clearer hearing and better understanding. We have used all our experience with hearing instruments to help you communicate, lead an enjoyable social life and listen to the world around you.

Your hearing instrument is a very advanced device. Your hearing care practitioner has tuned it to your individual needs. With a little devotion and patience you will become familiar with it.

This booklet is a short guide to assist you in getting acquainted with your hearing instrument. Read it carefully and use it as a guideline.

We wish you happiness and pleasant listening with your new instrument.

Beltone

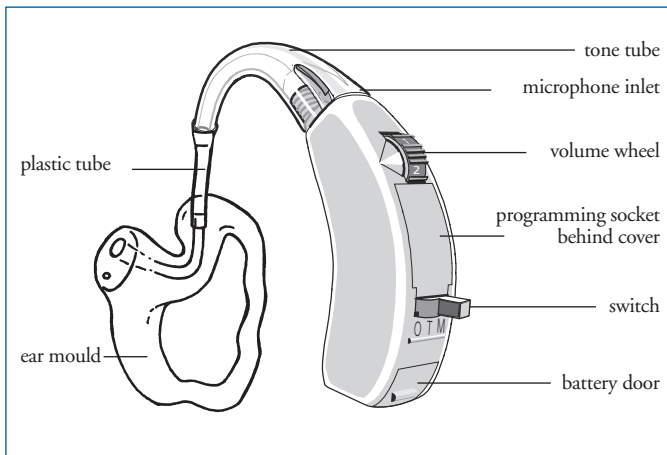
This booklet & your instrument

In this booklet you will find explanations on controlling your instrument, on the daily handling of it, and on its use.

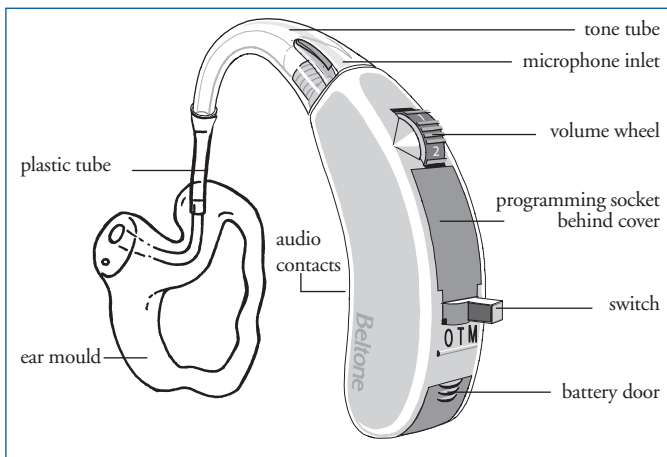
Furthermore, you can read what to do if things do not live up to your expectations. We will give a few practical steps towards better hearing.

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ARCA A74 Hearing Instrument



ARCA A84 Hearing Instrument

Switching on and off

Switch off your hearing instrument by shifting the switch to the O position.

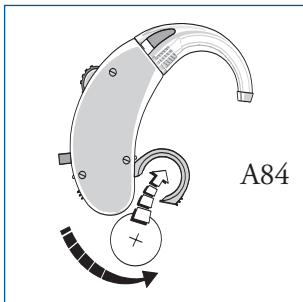
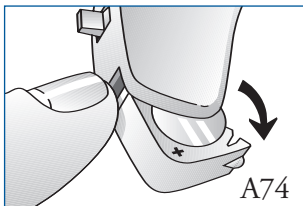
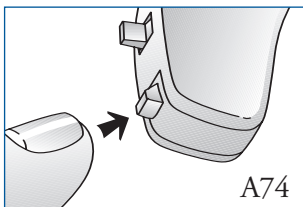
Switch it on by moving the same switch to the M or the T positions. Read more on this subject on page 12.

Alternatively, and as shown in the pictures, you can switch off your instrument by opening the battery door. In the A74, press with your index the ridge positioned below the switch.

In the A84, with your finger push downwards on the battery door ridges.

To turn the instrument on again, close the battery door.

- 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.



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.

Remove 'dead' battery

As shown in the pictures, open the battery door by gently pressing the bottom outside corner of the device (A74), or by pushing downwards with your finger on the ridges of the battery door (A84). When the battery door is completely opened, remove the dead battery.

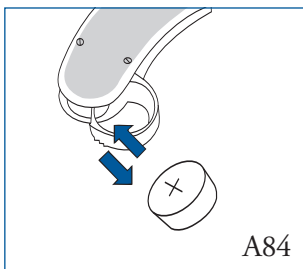
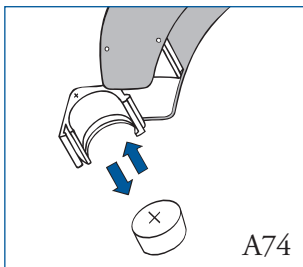
The replacement battery type and size depends on your hearing instrument:

A74 13 zinc-air

A84 675 zinc-air

Remove the protective seal from the fresh battery and insert it in the battery door as shown in the pictures. Check that 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 you could damage the instrument.



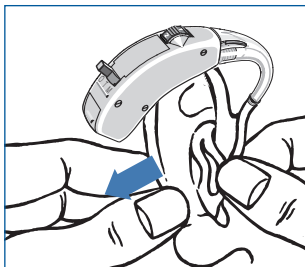
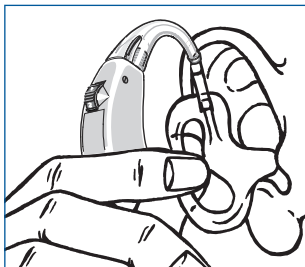
Warnings

- 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 practitioner.

Inserting and removing the instrument

Inserting the instrument

- With the switch on the O position, take the ear mould between thumb and index finger and position its 'point' in your ear canal. Now, slide the ear mould 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 ear mould 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 ear mould 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 ear mould is positioned correctly.
- When correctly positioned, switch on your instrument by moving the switch to the M or T mode.



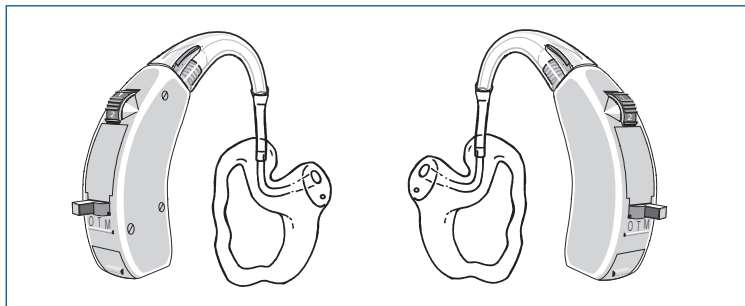
- You can as well insert the hearing instrument while not on the O position. However, you might experience some feedback (whistling) during the operation.

Removing your instrument

- Switch off the instrument by moving the switch to the O 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 ear mould (not the instrument or the tubing) loose from the ear.
- Remove the ear mould completely by gently twisting it.

Recognising 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.



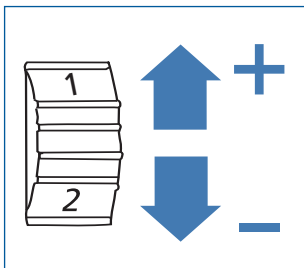
left

right

Setting the volume

Your instrument has a fully automatic volume control. Therefore, it should not be necessary to control the volume (loudness) manually.

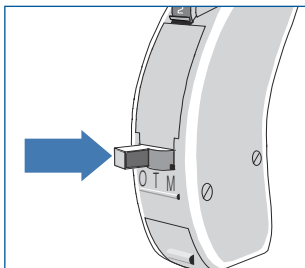
However, the volume wheel provides you with the ability to adjust the volume to your liking.



Switch

Your hearing instrument is equipped with a 3-position switch allowing you to:

- switch off the device on O position
- set the device on the microphone usage on M position
- set the device on the telecoil usage on T position (read following chapter on T-program)



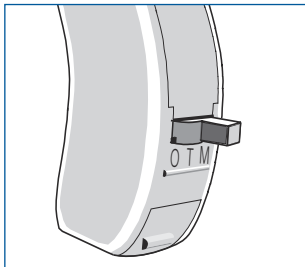
When moving the switch to the M position, your instrument will give one audible beep. The beeps will be three when moving to the T position.

Let your hearing care practitioner fill out the following table:

Program	Type of program	Intended for listening situations
M		
T		

T-program

Your hearing instrument has 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, move the switch to the T position.



In this program you will hear no sounds from the microphone, therefore most environmental sounds will be lost.

Please notice that this function will not work if your hearing care practitioner has set it otherwise during the fitting process.

Using the telephone.

- Switch your instrument to the telecoil program.
- Hold your telephone handset behind your ear, close to the hearing instrument (1 inch, or 2-3cm.) and slightly tilt the receiver outwards.
- Listen to the dialing tone and move the handset a little to find the position that gives the best reception.
- If needed, turn the volume 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 system. Sound quality through induction loop is often better because noises from the environment are not transmitted.

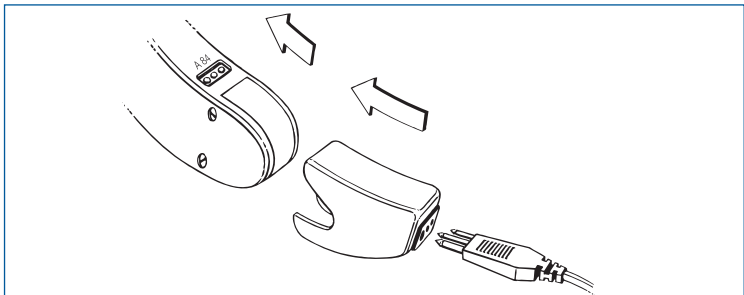
- Switch your instrument to the telecoil program.
- Choose a good spot. Reception is not clear in all locations; it depends on the position of the induction loop. Watch for signs or try a different seat yourself.
- If needed, adjust the volume up or down.
- After the service or show, switch your instrument back to the microphone program. You will now hear through the microphone again.
- If the sound of your hearing instrument in the telecoil program is very soft all the time, ask your hearing care practitioner to make an adjustment.

Your hearing care practitioner will gladly provide you with advice regarding an induction loop system at home. Ask for it.

Audio input (A84 only)

Your hearing instrument is equipped with an audio input facility. Audio input allows direct connection of sound sources, a radio, television or even school equipment, to your hearing instrument.

Often, this will improve sound quality.



- The sound source is connected to your instrument with a cable and an audio shoe (see picture).
- The switch must be in the middle position. You will hear 4 beeps when connecting the audio shoe.

The audio input supports wireless systems too.

Safety regulations

External equipment connected to the mains and to the audio input must comply with these safety regulations: IEC-65, IEC-601 or comparable.

Maintenance and cleaning

Earwax (cerumen) can accumulate in and on the ear mould during use. Therefore, clean your ear mould regularly. Failure to do so can lead to an accumulation of earwax, impairing sound quality.

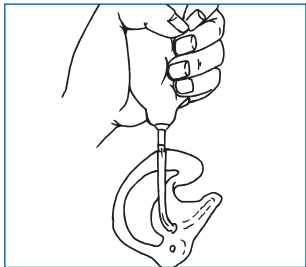
Cleaning the ear mould

- First, remove the tubing and ear mould 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 practitioner for detailed instructions.
- Rinse the ear mould with water.



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

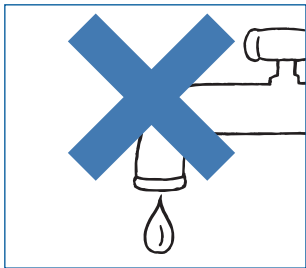
- Dry the ear mould with a cloth.
- Blow possible water drops from tubing and ear mould. A special device is available for this from your hearing care practitioner.
- Ensure that the ear mould and tubing are completely dry before attaching them to the hearing instrument. Take care in connecting the right ear mould and tubing to the right instrument, and the left ear mould and tubing to the left one.



Cleaning the instrument

Clean your instrument with a soft, dry cloth. Do this over a soft surface or table to avoid damage if the instrument falls.

Do not use water or fluids.



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 desiccator available from your hearing care practitioner.

Replacing the tube

Ask your hearing care practitioner to replace the tubing from the instrument to the ear mould if it turns stiff or changes colour.

General warnings

- 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 dessicator. Your hearing care practitioner 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 practitioner. Incorrect use may result in sudden and permanent hearing loss.
- Do not allow others to use your hearing instrument. It may cause permanent damage.
- Do not take your instrument into rooms where you receive treatment with X-rays or MRI.
- Hearing instruments usage by children or mentally challenged persons should be supervised at any time
- 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.

Solving small problems

Your Beltone instrument is a reliable one. In case of minor problems

Symptom	Cause
<i>Feedback, 'whistling'</i>	Is your ear mould inserted correctly?
	Is the volume very loud?
	Is the plastic tube or the ear mould 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?
<i>No sound</i>	Is the instrument switched on?
	Is the instrument switched on the telecoil program?
	Is there a battery in the instrument?
	Is the battery still good?
	Is the plastic tube or the ear mould clogged or broken?
	Is your ear full of wax?
<i>Sound is distorted, spluttering or weak</i>	Is the battery dead?
	Is the battery dirty?
	Is the plastic tube or the earmold clogged or broken?
	Did your instrument get moist?
<i>Battery drains very quickly</i>	Did you leave your hearing instrument switched on at night?
	Is the battery old?

or malfunctions, you may be able to solve them yourself.

Possible remedy	
	Put it in again
	Reduce it
	Visit your hearing care practitioner
	Move your hand away or create some more space between the instrument and the object
	Visit your physician
	Switch it on
	Switch it to the microphone program
	Insert a battery
	Replace it with a new one
	Visit your hearing care practitioner
	Visit your physician
	Replace it with a new one
	Clean it or use a new one
	Visit your hearing care practitioner
	Use a dessicator
	Always switch off the instrument at night
	Check the date on the battery packaging

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 practitioner.

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 recognise 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 familiarise 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 recognise them?

Please, be careful with sounds from heavy traffic at this stage of

getting used to your instrument. Sometimes they sound very loud; try not to get frightened.

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 practitioner 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 recognise 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. Avoid 'looking into the light,' 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 (2-3cm) 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 14.

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 practising 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.

Hearing instrument identification

For service contact (hearing care practitioner):

Telephone number:

Model: Serial nr. right

Model: Serial nr. left

Serial number: Located on the outside

Year

Place of
production

Serial number

International warranty and service

Any digital hearing instrument from Beltone has an international warranty. Read more on this subject on the warranty card you received with your instrument.

Repairs

If your Beltone hearing instrument malfunctions, it must be repaired by a qualified technician. Do not attempt to open the case of the hearing instrument since this would invalidate the warranty. If your Beltone hearing instrument requires service, please contact your hearing care professional for assistance.

General Precautions

- 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.

Warning to hearing care practitioners

special care should be exercised in selecting and fitting a hearing instrument(s) whose maximum sound pressure level exceeds 132 dB SPL with an IEC60711: 1981 occluded ear simulator, because there may be a risk of impairing the remaining hearing of the hearing instrument user.

Technical specifications

Max. Output (dB SPL) according to O.E.S. / IEC 118-0

A74	134 dB SPL
A84	141 dB SPL



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



Any issues relating to the EU Medical Device Directive 93/42/EEC should be directed to Beltone A/S, Denmark

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