



Beltone Change

Instructions for use

Digital In-the-Ear hearing instrument

CHG15xs/15/15 HPG
and CHG15 PB/15 PB HPG

CHG25/25 HPG

CHG35/35 HPG and CHG35D/35D HPG

CHG45/45 HPG and CHG45D/45D HPG



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

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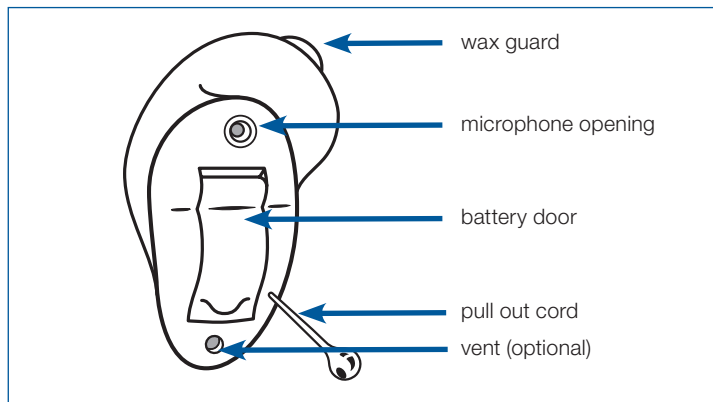
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Warning to hearing care professional

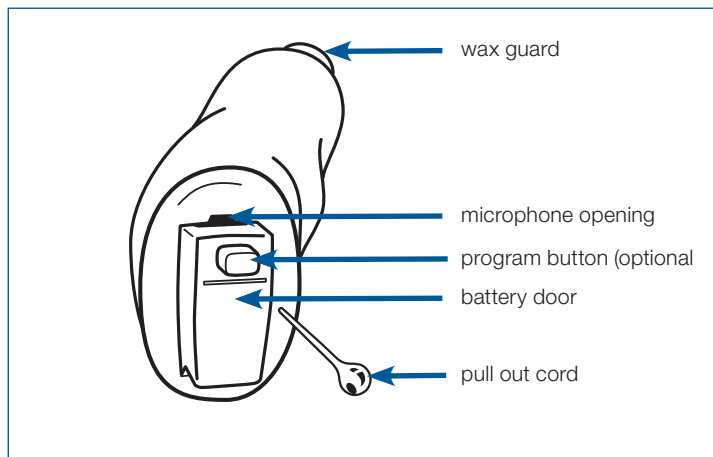
A hearing care professional should advise a prospective user to consult promptly with a licensed physician (preferably an ear specialist) before setting the instrument if the hearing care professional determines through inquiry, actual observation, or review of any other available information concerning 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 15dB at 500 Hz (hertz), 1000 Hz, and 2000 Hz;
- (vii) visible evidence of significant cerumen accumulation or a foreign body in the ear canal;
- (viii) pain or discomfort in the ear.

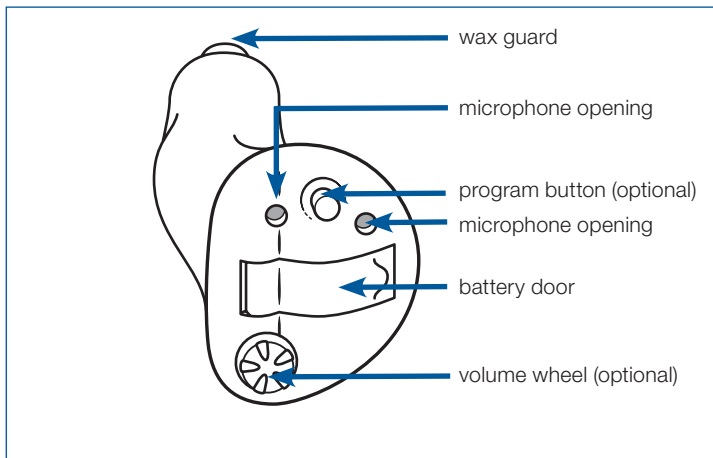
Your Hearing Instrument



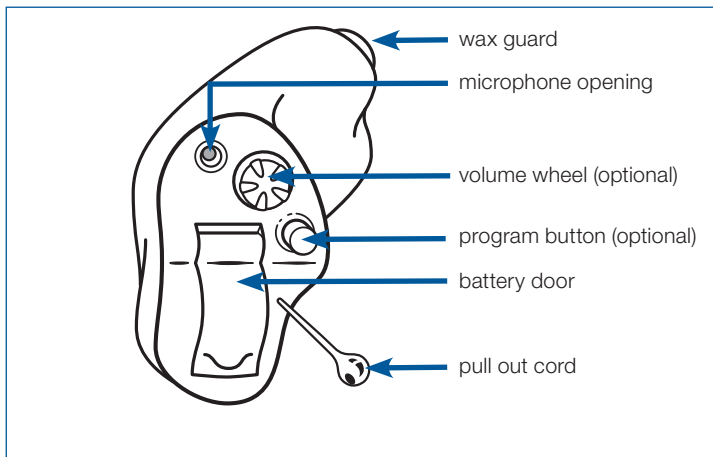
CICxs/CIC/CIC HPG Hearing Instrument



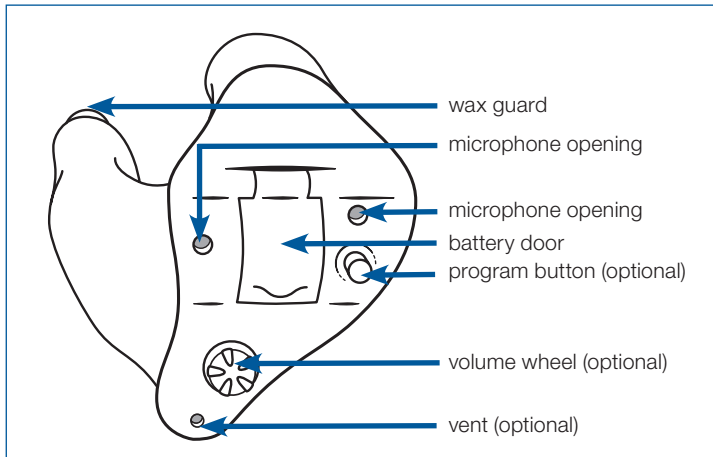
CIC PB/CIC PB HPG Hearing Instrument



ITC/ITC HPG Hearing Instrument



MC/MC HPG Hearing Instrument



ITE/ITE HPG Hearing Instrument

Switching on and off

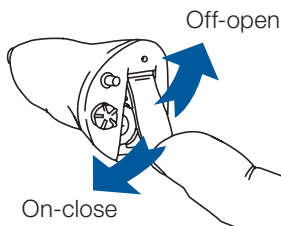
Your hearing instrument is switched off by opening the battery door.

Switch your instrument on by closing the battery door.

After switching the instrument on, the volume will begin from same setting the volume control was left in. Read more on this on Page 13.

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 on Page 15.

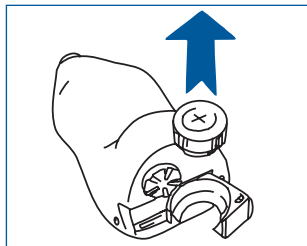
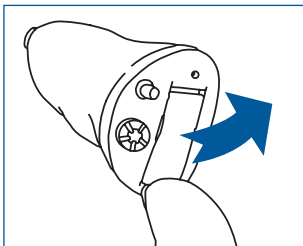
- At night, leave the battery door open. It increases battery life and allows moisture in your instrument to evaporate and increases the instrument's life span.



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.

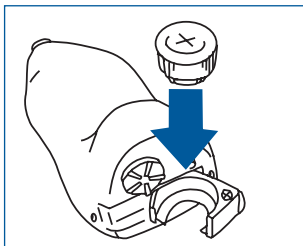
Open the battery door by placing your fingernail or a pencil under the edge of the battery door and gently push it backwards. When opened, remove the dead battery. The end of the cleaning brush is magnetic. It allows for easy battery removal/insertion.



The replacement batteries are zinc-air types. The size depends on your hearing instrument:

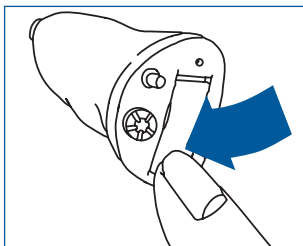
Instrument type	Battery type
CIC/CIC HPG	10A
MC/MC HPG	10A
ITC/ITC HPG	312/10A
ITE/ITE HPG	13/312

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 marked with a +. Check whether the + symbols on the battery and on the battery door are on the same side.



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.



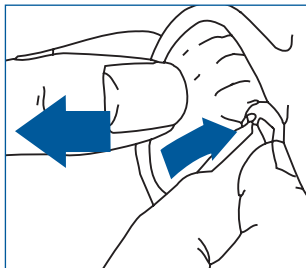
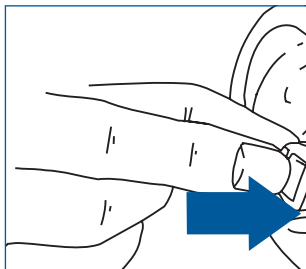
Warnings

- 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 practitioner.

Inserting and removing the instrument

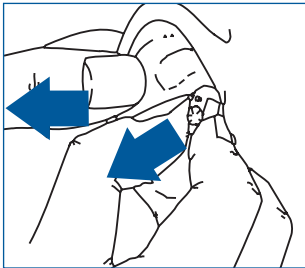
Inserting the instrument

- 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. If available the colour dot must point upwards on CIC instruments and on MC instruments.
- 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.



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 thin plastic pullout cord. Use this. Never pull the battery door.
- Removal may be easier if you open and close your mouth while simultaneously pulling your auricle backward with your other hand.



Take some time at home to practice how to insert and remove your instrument. Work conveniently positioning your elbows on a table and maybe using a mirror.

Recognising left and right instrument

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

Your hearing instrument is marked with either a left or right indication:

- A left instrument has a blue wax guard or blue dot;
- A right instrument has a red wax guard or red dot.

This is easy to remember: **Red = Right**.

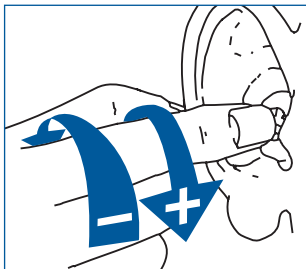
The colour dot must point upwards on the CIC and on MC instruments.

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

Setting the volume - optional

Your instrument has an optional volume control. Your hearing instrument practioner 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. A volume wheel, available on the MC, ITC and ITE devices, 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. When switching the instrument on, the volume will begin from same setting the volume control was left in.

- If you prefer not to use the volume wheel your hearing care practitioner can disable its function.

Program button - optional

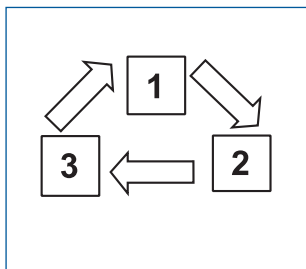
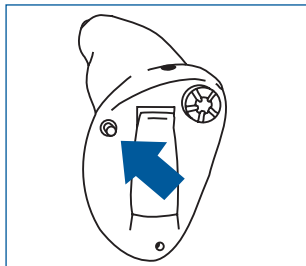
Your hearing instrument can be equipped with three different listening programs. Each program will have the most suitable settings for certain situations.

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

If programs 2 or 3 are not activated, nothing will happen.

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

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



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

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

Let your hearing care practitioner fill out the following table:

Program number	Type of program	Intended for
1		
2		
3		

Directional microphone - optional

ITC/ITC HPG and ITE/ITE HPG models can optionally have a directional microphone function, recognisable by a 2nd microphone opening. If you want to listen to a person in a noisy environment, the microphone in these hearing instruments can help you to concentrate on the speech. If the microphone is in the directional mode the background noise will be suppressed. In this mode the sounds in front of you will be enhanced, so you can hear better the speech of the person you look at. Your hearing care practitioner can program the microphone in the required modes.

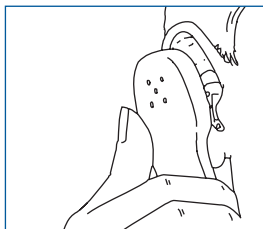
T-program - optional

Your ITC/ITC HPG instrument or ITE/ITE HPG 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. If you wish, your hearing care practitioner can change the setting in such a way that you hear the microphone and the telecoil simultaneously.

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 2-3 cm.) and slightly tilt the receiver outwards.
- Listen to the dialing tone and move the handset a little 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 T-program, using the program button.
- Choose a good spot. Reception is not clear at 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 service or show, switch your instrument back to a microphone program. You will now hear through the microphone again.
- If the sound of your hearing instrument in the T-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.

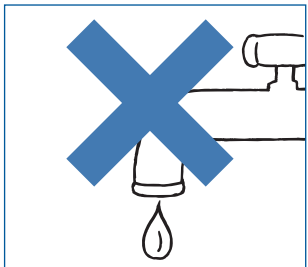
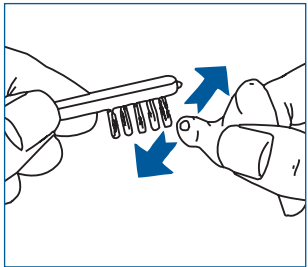
Maintenance and cleaning

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 filter 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 instrument

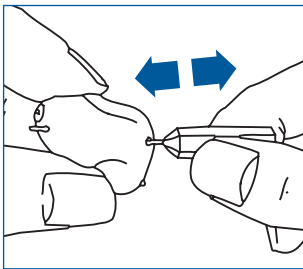
- Clean your instrument with a soft, dry cloth and the small brush. Do this above a soft surface or table to avoid damage if the instrument falls.
- Do not use water or fluids.



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.

Beltone uses two different wax guard systems, depending on the size and type of the hearing instrument. They are described on the following pages.

- Work at a table. It is easier and avoids your instrument falling onto the floor or items getting lost.

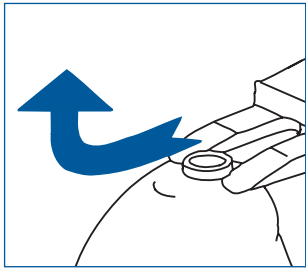
Replace wax guard 'Sentry II'

Hearing instruments of type CIC or MC instrument are usually equipped with a wax guard called "Sentry II". Please verify this with your hearing care practitioner.

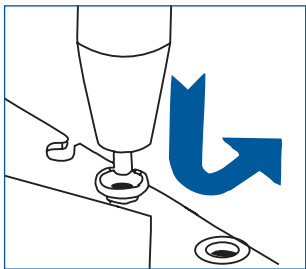
Sentry II wax guards are available in a set, containing red guards, blue guards, and a dedicated tool for changing them.

Use red wax guards for right instruments and blue guards for left instruments.

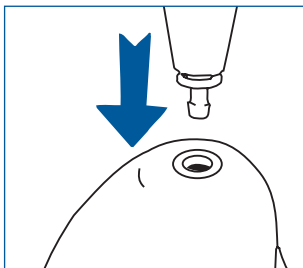
- To remove the wax guard from your hearing instrument, slide the forked side of the tool under the wax guard and pull it upwards.



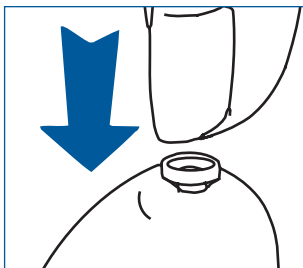
- Pick up a new wax guard from the front side of the card by using the other 'nub' end of the tool. The large red and blue arrows on the card indicate the front side. Slide the wax guard to the side, through the card.



- Insert the wax guard into the sound outlet of the hearing instrument.



- Remove the tool and press the wax guard down with your thumb to secure it.

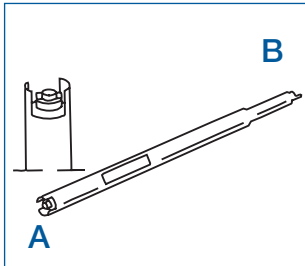


Replace wax guard 'Sentry'

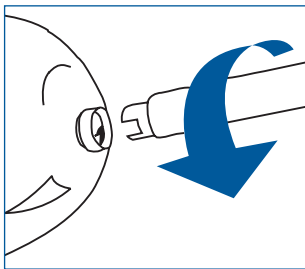
Hearing instruments of types ITC or ITE instrument are usually equipped with wax guards called "Sentry". Please verify this with your hearing care practitioner.

Sentry wax guards are available in a small plastic box, containing red guards, blue guards, and a dedicated tool for changing them. Use red wax guards for right instruments and blue guards for left instruments.

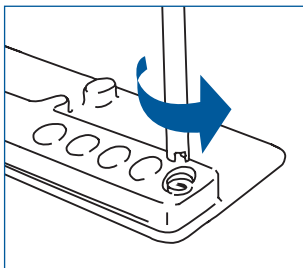
The wax guard insertion tool has two different ends: A and B. End A is used to screw and unscrew wax guards; end B is used to tighten the guard in the instrument.



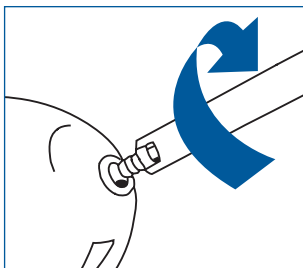
- Remove the wax guard from your hearing instrument using end A. Press the end firmly onto the wax guard and unscrew it. Turn counter clockwise.



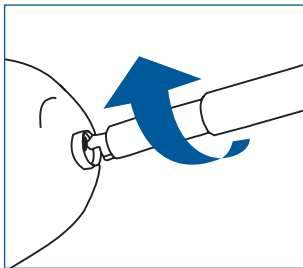
- Pick up a new wax guard from the box. Press end A firmly onto the new wax guard and unscrew it from the box. Turn counter clockwise.



- Insert the wax guard into the sound outlet of the hearing instrument. Screw the guard into the hearing instrument. Turn clockwise.



- Use the other end (B) of the tool to tighten (gently) the wax guard in the hearing instrument.



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 from your hearing care practitioner.

Cleaning the microphone opening

Your instrument will not work properly if the microphone opening is dirty. Ask the hearing care practitioner to clean the opening. Never try this yourself.

General warnings

Hearing instruments can be dangerous if improperly used.

- 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 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.

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 it sounds 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 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 recognise them by timbre or rhythm and link each voice to a person. Focus your attention on the person you want to understand. If pre-programmed by your hearing care practitioner, the optional directional microphone mode in ITC/ITC HPG or ITE/ITE HPG models will enhance the voice of the person you look at. 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.

If an induction loop is present, and your instrument has a telecoil, use the T-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 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 T-program. Read about this on page 17.

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.

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 instrument.
- Different types of radiation, e.g. from NMR or CT scanners, may damage the instrument. Therefore, do not wear the instrument during these or other corresponding scanning procedures. Other types of radiation (burglary 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.
- Warning: Do not wear the 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 IEC 60711: 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 IEC-118-0

model	
CHG15xs	120 dB SPL
CHG15	120 dB SPL
CHG15 HPG	127 dB SPL
CHG15 PB	120 dB SPL
CHG15 PB HPG	124 dB SPL
CHG25	120 dB SPL
CHG25 HPG	127 dB SPL
CHG35	124 dB SPL
CHG35 HPG	128 dB SPL
CHG35D	124 dB SPL
CHG35D HPG	129 dB SPL
CHG45	131 dB SPL
CHG45 HPG	135 dB SPL
CHG45D	131 dB SPL
CHG45D HPG	135 dB SPL

TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE
Feedback, 'whistling'	Is your instrument inserted correctly?
	Is the volume very loud?
	Are you holding your hand or an object (e.g. a hat) too close to an instrument?
	Is your ear full of wax?
No sound	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 your ear full of wax?
Sound is distorted, spluttering or weak	Is the battery dead?
	Is the battery dirty?
	Did your instrument get moist?
Battery drains very quickly	Did you leave your hearing instrument switched on at night?
	Is the battery old?

POSSIBLE REMEDY

Put it in again

Reduce it

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 physician

Replace it with a new one

Clean it or use a new one

Use a dissector

Always switch off the instrument at night

Check the date on the battery packaging

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.

Abroad

Before you leave, obtain from your hearing care practitioner an address list for Beltone services. In case you need support, contact the nearest Beltone Company during your stay abroad.

Your selected model

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"/> CHG15xs	CIC	_____
<input type="checkbox"/> CHG15	CIC	_____
<input type="checkbox"/> CHG15 HPG	CIC	_____
<input type="checkbox"/> CHG15 PB	CIC	_____
<input type="checkbox"/> CHG15 PB HPG	CIC	_____
<input type="checkbox"/> CHG25	MC	_____
<input type="checkbox"/> CHG25 HPG	MC	_____
<input type="checkbox"/> CHG35	ITC	_____
<input type="checkbox"/> CHG35 HPG	ITC	_____
<input type="checkbox"/> CHG35D	ITC	_____
<input type="checkbox"/> CHG35D HPG	ITC	_____
<input type="checkbox"/> CHG45	ITE	_____
<input type="checkbox"/> CHG45 HPG	ITE	_____
<input type="checkbox"/> CHG45D	ITE	_____
<input type="checkbox"/> CHG45D HPG	ITE	_____

Serial number Right: _____

Serial number Left: _____



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

CE
0297

Faceplate/Electronics by: Beltone A/S

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

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Beltone A/S
Lautrupbjerg 9
DK-2750 Ballerup
Denmark
Tel.: +45 45 75 11 11
Fax: +45 45 75 11 19
www.beltone-hearing.com