

SONIC | pep



pep

User Guide



Behind-the-Ear
Hearing Instruments

 **SONIC**
Everyday Sounds Better

Hearing Instrument Serial Number:

Left _____ Right _____

Hearing Instrument Model:

Left _____ Right _____

Battery Size: 13**Listening
Program #****Listening
Environment**1 _____
2 _____
3 _____**Multi Control Buttons:**Volume and Program Change: Right Left
Program Change Only: Right Left
Volume Change Only: Right Left
Disabled: Right Left**Preferred Telephone Ear:** Right Ear Left Ear Either

The following hearing instruments are covered in this User Guide:

Pep BTE
Pep Power BTE



PE20 BTE
PE20 BTEP

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Congratulations on Your Purchase!
With a little practice, you will soon be on your way to better hearing. The amplification of sound provided by your hearing instruments was adjusted by your hearing care provider to the needs of your individual hearing loss.







Please read the entire contents of this booklet before using your hearing instruments. It contains instructions and important information about the use and handling of your hearing instruments and batteries. With proper use and care, your hearing instrument will improve your connection with the world around you.







General Warnings and Safety Guidelines

Hearing instruments and batteries can be dangerous if swallowed or improperly used. Such actions can result in severe injury, permanent hearing loss or even fatality.

Familiarize yourself completely with the following general warnings and safety guidelines before using your hearing instruments.

Hazard warnings

-  Never allow others to wear your hearing instruments. They are adjusted for your hearing requirements and may permanently damage another person's hearing.
-  Avoid wearing your hearing instrument while playing contact sports (e.g. rugby, football etc.), since a strike to the ear could be harmful.
-  Hearing instruments, their parts and batteries should be kept out of reach of infants, children and anyone who might swallow these items or otherwise cause themselves injury.
-  Take care when changing and discarding batteries to keep them out of reach of infants, children, persons of mental incapacity or pets.

-
-  Clean your hearing instruments and their parts on a regular basis as recommended. Micro-organisms from unclean instruments may cause skin irritations.
 -  Be careful with leaking battery liquid, as it is a hazardous substance.
 -  Never attempt to recharge non-rechargeable batteries.
 -  Be aware of the possibility that your hearing instruments may stop functioning without notice. Keep this in mind while you circulate in traffic or otherwise depend on warning sounds.
 -  Remove your instruments before applying aftershave, hairspray, oils, perfume, mosquito repellent, lotions, etc. Allow the product to dry before wearing your instruments.
 -  Traffic or other warning sounds may be reduced in level by a directional microphone when these sounds are coming from behind you.

**Warning to hearing care provider and patient**

Special care should be taken when fitting and using a hearing instrument with maximum sound pressure capability in excess of 132 dB SPL IEC 60318-4 since there may be a risk of impairing the remaining hearing of the patient.

**Warning to hearing care provider and patient**

When the DAI is connected to AC-powered equipment, this equipment must comply with IEC-60601 or equivalent safety standards.

Safety information

- Hearing instruments should be used only as directed and adjusted by your trained hearing care provider. Misuse or improper adjustments can result in sudden and permanent hearing loss.
- Never put your hearing instrument or batteries in your mouth, as they could easily be swallowed
- Keep batteries away from medications, since they can easily be mistaken for pills
- In the event that a battery or hearing instrument is swallowed, see a doctor immediately
- Be aware that use of a hearing instrument may cause excess earwax to build up in the ear canal which may require removal by a trained medical professional
- Consult your physician if excessive earwax, skin irritation, or a foreign object prevents you from wearing your hearing instrument
- An Earmold is a custom-made product. If you experience discomfort or irritation of your ear, please see your hearing care provider immediately for modification of the Earmold.
- In rare cases, a hearing instrument or Earmold may cause a discharge from the ear or allergic reaction. See a physician immediately if these conditions occur.

- Never insert cleaning tools into the microphone inlet or deeply into the sound outlet. This could damage the hearing instruments.
- Do not expose hearing instruments to extreme heat by leaving them in the car, near a radiator, etc.
- Avoid exposing your instruments to water and moisture i.e. steambaths, showers, heavy rain, etc.
- Do not wear your hearing instrument while swimming, snorkeling or diving, as it is not designed for such activities
- Do not immerse your hearing instrument in water or other liquids
- Never attempt to dry your instruments with a hair dryer, microwave oven, etc.
- It is recommended to remove your hearing instruments before sleeping
- Protect your instruments by keeping them in the case when you are not wearing them

Hearing Expectations

Set Appropriate Expectations

It is important that you have the right expectations regarding your hearing instruments. Hearing instruments will give you better hearing, but they are not a cure for hearing loss.

People whose expectations are too high (“I thought they would make my hearing normal”) are likely to be disappointed and may give up.

Hearing Instruments Can:

- Help you hear and understand better in most situations.
- Allow you to participate more in group situations and meetings.

Hearing Instruments Cannot:

- Give you normal hearing.

Hearing Instruments May Not:

- Let you hear very soft sounds.
- Block ALL background noises – especially in noisy situations. Even people without hearing loss may have difficulty hearing in the presence of background noise.

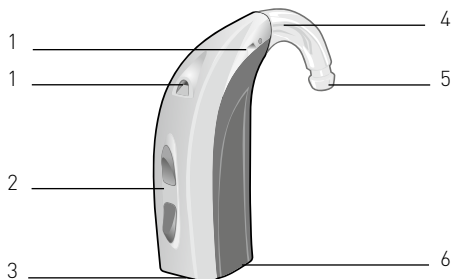
Be Patient

Unlike eyeglasses which correct your vision as soon as you first put them on, hearing instruments need some time for proper adjustment. It may take several weeks or months to completely adjust to your hearing instruments, so try to be patient. Initially, try different listening situations, such as one-on-one conversations with family and friends and conversations with two or three people at home or in quiet settings. Also, try having conversations in noisier places like parties, restaurants, meetings, and outdoors. Do not forget that some situations are simply too noisy in general – even for people without hearing loss. So do not get discouraged.

Consistent use of your hearing instrument is strongly recommended. In most cases, infrequent use does not allow you to obtain the full benefit from your device.

The use of a hearing instrument is only a part of total hearing rehabilitation, and may need to be supplemented by auditory training and instruction in lipreading.

Your Pep BTE Hearing Instrument with Earhook

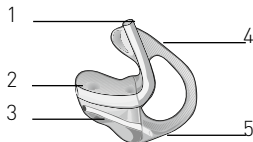


- 1 Microphones
- 2 Multi control
- 3 Direct Audio Input
(with an optional
DAI adapter)

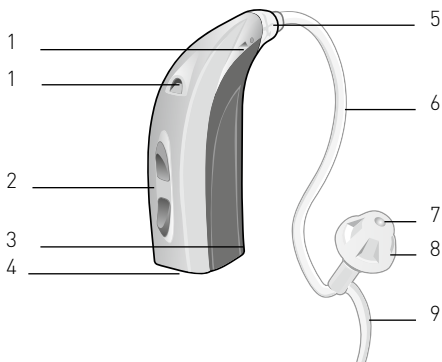
- 4 Earhook
- 5 Sound outlet
- 6 Battery door

Earmold (used with earhook)

- 1 Tubing
- 2 Sound outlet
- 3 Canal
- 4 Helix
- 5 Vent



Your Pep BTE Hearing Instrument with Thin Tube

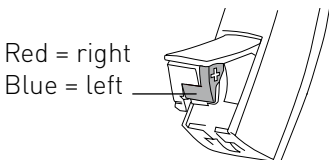


- 1 Microphones
- 2 Multi control
- 3 Battery door
- 4 Direct Audio Input
(with an optional
DAI adapter)

- 5 Adapter
- 6 Sound tube
- 7 Sound outlet
- 8 Dome
- 9 Retention lock

Left/Right ear marking

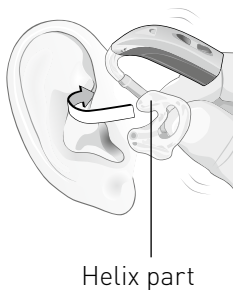
A color marking inside the battery door can help you distinguish the left and right instruments.



Putting ON Your Hearing Instrument with Earhook

It takes patience and practice to insert your earmold correctly. If you have difficulty, please consult your hearing care provider.

- Hold the earmold by the tubing so that the helix part is pointing straight up and the canal part is pointing at the ear canal entrance.
- Insert the canal part into your ear canal, twisting slightly to ease the helix portion into place. It may help to pull the ear lobe down with the other hand, or pull the top of the ear back and up.
- Run your index finger down the skin just in front of your ear. If you can touch the helix part of the earmold, it is not inserted correctly. Gently push it behind the fold of your ear.
- Lift the hearing instrument into place behind your ear. Be careful not to twist the tubing.



Taking OFF Your Hearing Instrument with Earhook

- Lift the hearing instrument from your ear first.
- Push the back of your ear with your thumb to loosen the helix part of the earmold, then use your index finger to remove it.
- Grasp the helix part of the earmold and twist it forward.
- Gently pull the earmold straight out of the ear, holding on to the helix part of the mold.

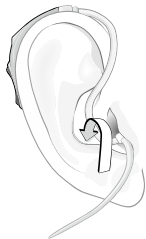
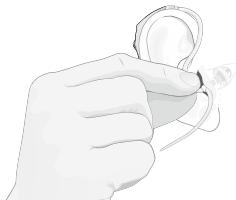


Note!

Do not remove the earmold by pulling on the hearing instrument. This could disconnect the instrument from the earmold or damage the tubing.

Putting ON Your Hearing Instrument with Thin Tube

- First, position the hearing instrument behind your ear.
- Grasp the bend of the sound tube and gently push the dome into your ear canal until the tube rests against the side of your head.
- Use your finger to push the retention lock comfortably into the bowl of your ear.
- If the sound tube is sticking out from your ear, insert the dome further. If the retention lock is sticking out, it has not been positioned correctly.



Taking OFF Your Hearing Instrument with Thin Tube

- Grasp the bend of the sound tube and gently pull the tube and dome out of your ear.
- Lift the hearing instrument from behind your ear.



Note!

Do not remove the sound tube and dome by pulling on the hearing instrument. This might disconnect the device from the sound tube.

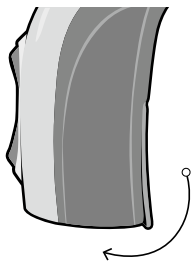
Turning Your Hearing Instrument ON and OFF

To Turn Your Hearing Instrument ON

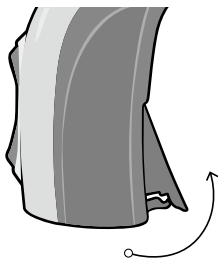
Close the battery door completely. The hearing instrument will emit one long beep when it starts up.

To Turn Your Hearing Instrument OFF

Before turning off your hearing instrument, wipe away any moisture with a soft cloth. Then open the battery door slightly until you feel a click.



Click "ON"

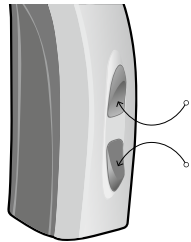


Click "OFF"

Changing the Volume

To Increase the Volume

Give a short press to the upper multi control button, repeating until you reach the desired loudness level. The hearing instrument will beep when you reached the loudest setting.



To Decrease the Volume

Give a short press to the lower multi control button, repeating until you reach the desired loudness level. The hearing instrument will beep when you reached the softest setting.



Note!

Your hearing instruments automatically return to a pre-set loudness level when they are powered on, when the battery is low, or when the program is changed. If you find that you frequently need to turn the volume up or down, your hearing care provider may need to adjust your settings.

Changing the Programs

Your hearing instrument can be configured with multiple listening programs. Please see inside the front cover of this User Guide to find out which program(s) have been configured by your hearing care provider. You can change programs as follows:

Multi Control Button

A long press (about 2 seconds) on either the upper or lower button will cause the listening program to change. You will hear the same number of beeps as the program you are in each time you push the button. When you turn the hearing instrument off and then on, it will automatically return to your default listening program (program 1).



Note!

Your hearing care provider can customize the behavior of the multi control buttons. Please see inside the front cover to find out how your multi control buttons have been configured.

Using the Telephone Coil

The telecoil helps you hear better when using a telephone or in buildings where inductive loop systems are installed (places of worship, halls, theatres, etc.). When the telecoil is active, you hear directly through the telephone or inductive loop. To access the telecoil, go to your telecoil program. Please see inside the front cover to find out which program is your telecoil program.



This symbol or a similar sign should be displayed wherever a permanent loop has been installed.



Note!

Not all telephones are compatible with the telecoil in your hearing instruments.

Using the Telephone

Your hearing care professional can assign a telephone program. You can access it by pressing the multi control. Refer to the information inside the front cover to find out how your hearing instruments are configured.

Changing the Battery

When the battery is low, your hearing instrument will beep at regular intervals. You should be prepared to replace the battery. The time until the hearing instruments stop working depends on the battery type and manufacturer. Mercury-free batteries generally cause earlier warning beeps.

Before changing the battery, wipe away any moisture with a soft cloth.

- Gently open the battery door, but do not force it.
- Remove the used battery (Fig. 1).
- Remove the sticker from the new battery (Fig. 2).
- Place the battery into the door with the flat, smooth side facing up (+ sign) (Fig. 3).
- Close the battery door securely.



Fig. 1



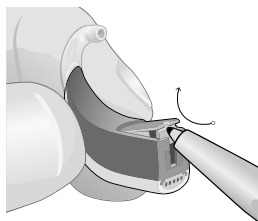
Fig. 2



Fig. 3

Optional Tamper Resistant Battery Door

Insert a small screwdriver or a pen into the slit in the bottom of the instrument and push to open.



Note!

Do not force the battery door beyond its fully opened position. Excessive force can deform the battery door, which will reduce its tamper resistant effectiveness.

Important Battery Information

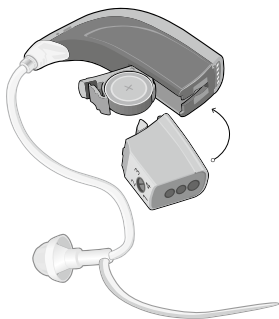
- Battery life will vary with conditions of use (for example, batteries will run down faster in noisy environments).
- Always keep spare batteries on hand.
- A used battery should be replaced immediately.
- If you are not going to use your hearing instruments for a few days, remove the batteries.
- Any moisture found on a battery should be wiped off immediately with a soft cloth.
- Always remove zinc-air batteries before drying your hearing instrument with a drying kit. Drying out zinc-air batteries shortens their lifetime.
- Used batteries should be returned to your battery supplier or hearing care provider for safe disposal.
- Never dispose of batteries by burning them.
- They may explode and cause injury.
- Never dispose of batteries with household waste. They cause environmental pollution.
- Batteries can be harmful if swallowed. Keep batteries out of the reach of pets and small children. In case of ingestion, contact your physician immediately.

Using Direct Audio Input and FM

A Direct Audio Input (DAI) adapter allows your hearing instrument to receive signals directly from external sources such as TV, personal stereos, etc. An FM receiver allows your instrument to receive signals directly from an external wireless FM transmitter.

Mounting the DAI / FM Adapter

- Open the battery door.
- Slide the adapter onto the hearing instrument.
- Close the battery door.
- Insert the DAI cord or FM receiver into the adapter.



Configuration with DAI or FM Adapter:

Memory Number	Function
1	Microphone
2	DAI/FM + Microphone
3	DAI/FM only



Note!

When a DAI adapter is attached, the hearing instrument programs are configured differently. Please see the inside front cover of this User Guide for details.

Caring for Your Hearing Instruments

Healthy ears produce cerumen, a waxy substance that can clog your hearing instruments. Please follow these cleaning instructions to prevent wax build-up and ensure optimal performance.

Every Night

- Check your hearing instruments for ear wax and wipe them clean with a cloth or tissue.
- Use the cleaning tool provided to remove wax that may have accumulated in the wax guard or vent opening if you have a custom earmold.
- Open the battery door fully to allow air to circulate.
- A dry storage kit is recommended to remove any moisture that may have accumulated in the hearing instrument.

If your hearing instrument comes in contact with water

Should your hearing instrument come in contact with water and stop working, please follow these guidelines:

- Gently wipe off any water on the outside of the hearing instrument
- Open the battery door and remove the battery
- Gently wipe off any water in the battery door
- Let the hearing instrument dry with the battery door open for approximately 30 minutes
- Insert a new fresh battery (see page 29) and close the battery door. Your hearing instrument should work normally again.



Note!

If your hearing instrument does not work properly, consult your hearing care provider.

Cleaning Your Earmold

If you have an earmold, you should wash them regularly. The hearing instrument itself must never be washed or allowed to get wet!

- Handle your hearing instruments over a soft surface to avoid damage in case you drop them.
- Disconnect the earmold from the hearing instrument by grasping the end of the earhook firmly with one hand and grasping the tubing firmly with the other hand (Fig. 1).
- Pull the tubing away from the earhook.
- Gently clean the earmold in warm soapy water.
- Rinse the earmold and allow it to dry completely.

- Use an air puffer to remove any remaining moisture in the tubing (Fig. 2).
- When re-attaching the earmold to the hearing instrument, it is important to position it correctly, as shown in figure 1.

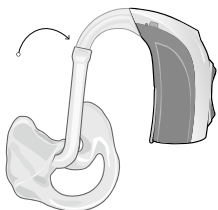


Fig. 1

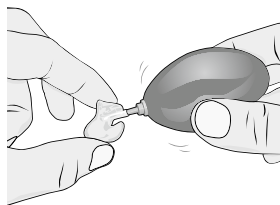
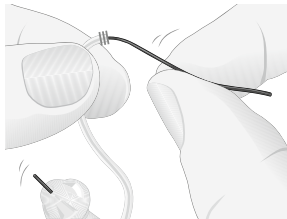


Fig. 2

Cleaning Your Thin Tube and Dome

If your hearing instrument has a thin tube instead of an earhook, make sure that the tube and dome are kept free of ear wax at all times.

- Grasp the adapter firmly and disconnect the thin tube from the hearing instrument by pulling it off.
- Use a soft dry cloth or tissue to clean the outside of the thin tube and dome.
- To remove wax from the thin tube, insert the cleaning floss into the connector end. Push the floss all the way into the sound tube until it comes out through the dome.
- Pull the floss out through the dome and discard it.
- Reattach the thin tube connector to the adapter.



Note!

To avoid blocking the thin tube, do not use water to clean it.

Changing the Dome

The dome should be changed regularly. The frequency of dome changes will depend on how fast ear wax builds up on the dome. Spare domes can be obtained from your hearing care provider.

- Remove the old dome by pulling it off the end of the thin tube.
- With clean fingers, push a new dome as far as possible onto the thin tube. When attached correctly, the dome should touch the plastic ring around the thin tube.



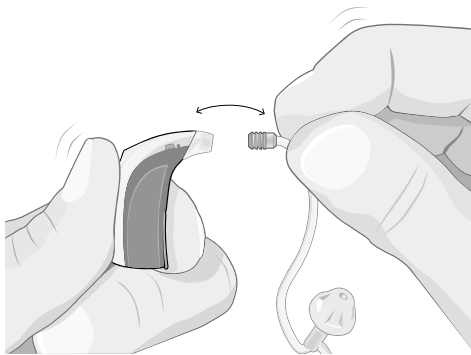
Note!

If the dome is not securely attached to the thin tube, it could fall off in your ear canal. If this happens, please see your medical practitioner.

Changing the Thin Tube

If the thin tube becomes discolored, stiff or brittle, it should be replaced.

- Hold the hearing instrument by the adapter and grasp the tube close to the connector.
- Pull firmly to remove the old tube.
- Attach the thin tube by pushing it firmly into the connector



Environmental Protection

Your hearing instruments contain electronic components subject to the Directive 2002/96/EC on waste electrical and electronic equipment (WEEE).

Help to protect the environment by not disposing of your hearing instruments or batteries with your unsorted household waste. Please recycle your hearing instruments and batteries according to your local regulations or return them to your hearing care provider for disposal.



Product Approval, Markings and Compliance

All Sonic hearing instruments comply with international standards concerning electromagnetic compatibility. Due to the limited space available on the hearing instruments all relevant approval markings are found in this document.

Electromagnetic Interference

Your hearing instrument has been thoroughly tested for electromagnetic interference. However, some products may emit electromagnetic energy causing unforeseen interference with hearing instruments. Examples include induction cooking appliances, shop alarm systems, mobile phones, fax machines, personal computers, X-rays, CT scans, etc.

Protection against harmful ingress of water and particulate matter

The enclosures of the device fulfill the requirements of class IP57 according to EN 60529:1991/A1:2000.

Cell Phone and Hearing Instrument Compatibility

Some hearing instrument users have reported a buzzing sound in their devices when they are using cell phones, indicating that the cell phone and hearing instrument may not be compatible.

The compatibility of a particular hearing instrument and cell phone can be predicted by adding the rating for the hearing instrument immunity to the rating for the cell phone emissions (ANSI C63.19-2006 American National Standard Methods of Measurement of Compatibility between Wireless Communication Devices and Hearing Aids).

For example, the sum of a hearing instrument with a rating of 2 (M2/T2) and a telephone with a rating of 3 (M3/T3) would result in a combined rating of 5. According to the standard, any combined rating that equals at least 5 would provide “normal use”; a combined rating of 6 or greater would indicate “excellent performance.” The immunity of your Pep hearing instrument is at least M2/T2.

The equipment performance measurements, categories and system classifications are based upon the best information available but Sonic cannot guarantee that all users will be satisfied.

Warranty and Repairs

Your hearing instruments have a limited warranty, covering defects in materials and workmanship. This warranty covers the hearing instruments themselves, but not accessories such as batteries, tubing, domes, earmolds, etc.

This warranty is void if a defect is the result of misuse or mistreatment. The warranty is also void if the hearing instruments have been repaired by non-authorized service personnel.

Please review the warranty with your hearing care provider and make sure that your warranty card is completed correctly.



Note!

Your hearing care provider may charge a service fee for processing warranty repairs.

Accessories

Sonic offers a wide range of optional accessories that may be purchased to enhance your hearing system. Depending on hearing instrument type and local regulations, the following accessories are available:

- Cleaning and drying kit
- DAI/FM adaptor
- Domes for Thin Tube

For further information on accessories please contact your hearing care provider.

Common Problems and Solutions

Problem	Possible cause
Instrument whistles or squeals	Instrument not inserted correctly
	Ear wax accumulation in ear canal
	Instrument may be too loose
	Tubing may be split or improperly connected
No volume, level too soft or humming noise	Instrument may not be turned ON
	Battery may be dead or inserted wrong way
	Volume level too soft
	Instrument may be in telecoil position
	Ear wax accumulation in ear canal
	Battery contacts may be dirty or corroded
	Instrument sound outlet may be blocked or corroded
	Microphone sound inlet may be blocked
	Your hearing loss may have increased

Solution

Re-insert instrument

Consult your hearing care provider or physician

Consult your hearing care provider

Consult your hearing care provider

Check that the battery door is closed completely

Insert a fresh battery

Increase volume level with control on instrument

Check to make sure you are in the intended program

Consult your hearing care provider or physician

Open and close the battery door several times or clean the battery contacts carefully with a dry Q-tip

Check the tubing and earmold or dome for moisture or wax blockage

Consult your hearing care provider, do not try to clean this yourself

Consult your hearing care provider

Problem**Possible cause**

Whirring noise,
fading, weak
or motor-boating
sounds

Battery contacts may
be dirty or corroded

Moisture in hearing instrument

Low battery

Instrument
switches from
ON to OFF
periodically

Low battery

Solution

Open and close the battery door several times or clean the battery contacts with a dry Q-tip

Place hearing instrument in Dry-Instrument pack. Remove battery first. Consult your hearing care provider.

Insert a fresh battery

Insert a fresh battery

Information for the Hearing Care Provider

A hearing care provider should advise a prospective hearing instrument user to consult with a licensed physician (preferably an ear specialist) promptly, before dispensing a hearing instrument, if the hearing care provider 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:

- Visible congenital or traumatic deformity of the external or middle ear
- History of active drainage from the ear within the previous 90 days
- History of sudden or rapidly progressive hearing loss within the previous 90 days
- Acute or chronic dizziness or vertigo
- Unilateral hearing loss of a sudden or recent onset within the previous 90 days
- Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1000 Hz, and 2000 Hz
- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal
- Pain or discomfort in the ear

Warning to hearing care provider and patient

Special care should be exercised in selecting and fitting a hearing instrument whose maximum sound pressure level exceeds 132 decibels due to the fact that there may be risk of impairing the remaining hearing of the hearing instrument user.

Children with hearing loss

A child with a hearing loss should be directed to a physician for medical evaluation and to other professionals for evaluation and rehabilitation since hearing loss may cause problems with language development and the educational and social growth of a child.

Compliance with Requirements for Europe

This device is in conformance with the requirements of the Directive 93/42/EEC of the Council of the European Communities concerning medical devices, MDD. This is certified by applying this marking.



Declarations of conformity are available at:
Sonic Innovations, Inc.
2501 Cottontail Lane
Somerset, NJ 08873

Information and Explanation of Symbols



The CE conformity marking indicates conformance to all applicable European Directives



This symbol indicates that the products described in these instructions for use adhere to the requirements for an application part of Type B of EN 60601-1. The surface of the hearing instrument is specified as application part of Type B.



This symbol indicates that it is important for the user to read and take into account the relevant information in these instructions for use

IP57

This symbol indicates the class of protections against harmful ingress of water and particulate matter according to EN 60529. IP5X indicates dust protection. IPX7 indicates the protection against the effects of temporary immersion in water.



This sign indicates important safety information that must be observed to minimize risks or to avoid hazardous situations



Important information for handling and product safety



The crossed-out wheeled bin indicates that the European Directive on waste of electronic equipment applies

Operating conditions

The product is designed such that it functions without problem or restrictions if used as intended, unless otherwise noted in these instructions for use

Transport and storage conditions

During transport or storage, the temperature should not exceed the limit value of $-13^{\circ}/140^{\circ}$ Fahrenheit ($-25^{\circ}/60^{\circ}$ Celsius)

Service

If none of the actions listed in the previous pages correct a problem you may have with your hearing instrument, contact your authorized Sonic service representative. **Do not attempt to service your hearing instruments yourself or your warranty may be voided.**

Place stamp with dispenser name and address here:



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IP57

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www.sonici.com



0000124405000001

 **SONIC**
Everyday Sounds Better