

# Stride behind-the-ear (BTE) hearing aid guide

 Powered by North



**unitron**<sup>™</sup> Hearing matters

## Thank you

Thank you for choosing these hearing aids.

We care deeply about people with hearing loss. We work closely with hearing healthcare professionals to make advanced, purpose-driven solutions available to everyone. Because hearing matters.

This user guide applies to the following models:

Stride™ P Pro (2015)

Stride™ P 800 (2015)

Stride™ P 700 (2015)

Stride™ P 600 (2015)

Stride™ P 500 (2015)

Stride™ P Dura Pro (2015)

Stride™ P Dura 800 (2015)

Stride™ P Dura 700 (2015)

Stride™ P Dura 600 (2015)

Stride™ P Dura 500 (2015)

## Your hearing aids

Hearing healthcare professional: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Model: \_\_\_\_\_

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

Replacement batteries: ☐ Size 13

Warranty: \_\_\_\_\_

Program 1 is for: \_\_\_\_\_

Program 2 is for: \_\_\_\_\_

Program 3 is for: \_\_\_\_\_

Program 4 is for: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

## Quick reference

### Low battery warning



2 beeps every  
30 minutes

### Battery size



#### ☐ Stride P Dura

##### Changing batteries



Plus (+)  
signs

##### On / Off



##### Push button

- ☐ switching programs
- ☐ volume control

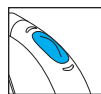
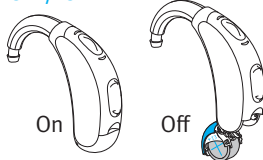
#### ☐ Stride P

##### Changing batteries



Plus (+)  
signs

##### On / Off



##### Push button

- ☐ switching programs
- ☐ volume control



##### Rocker switch

- ☐ volume control

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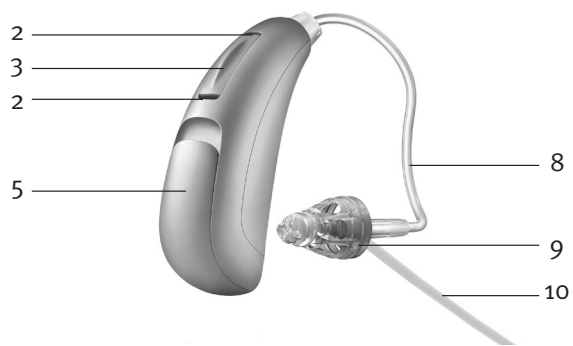
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## Your hearing aids at a glance

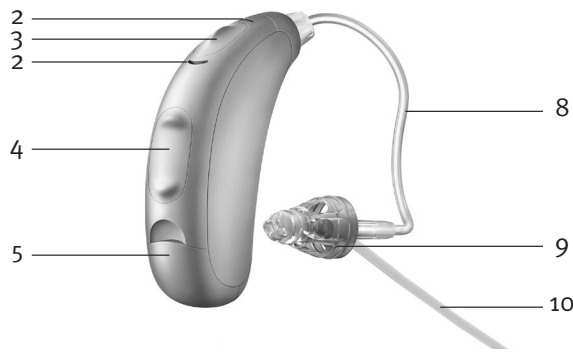
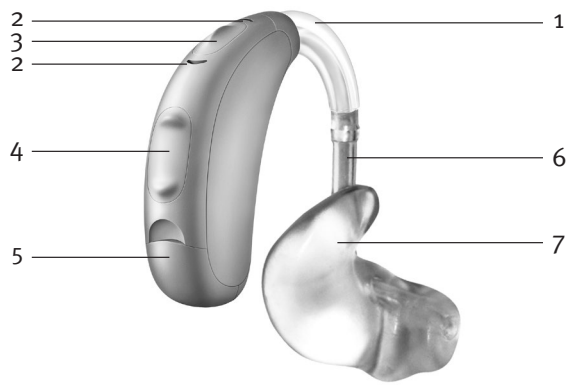
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- 1 **Earhook** - your custom made earmold attaches to your hearing aids using the earhook
- 2 **Microphone** - sound enters your hearing aids through the microphones. **Microphone shield** - protects microphones from dirt & debris
- 3 **Push button** - switches between listening programs or changes the volume level, depending on your customized fitting
- 4 **Rocker switch** - controls the volume level
- 5 **Battery door (on & off)** - close the door to turn on your hearing aids, open the door all the way to turn off your hearing aid or to change the battery
- 6 **Tubing** - part of the earmold that attaches it to the earhook
- 7 **Earmold** - allows the sound to pass from the hearing aids to the ear and holds the hearing aids in place
- 8 **Slim tube** - sound travels down the slim tube to the ear canal
- 9 **Dome** - holds the slim tube in place in your ear canal
- 10 **Retention piece** - helps prevent the dome and slim tube from moving out of the ear canal

Stride P Dura BTE hearing aids



Stride P BTE hearing aids



## Warnings

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- ⚠ The intended use of hearing aids is to amplify and transmit sound to the ears and hereby compensate for impaired hearing. The hearing aids (specially programmed for each hearing loss) must only be used by the intended person. They should not be used by any other person as they could damage hearing.
- ⚠ Hearing aids should only be used as directed by your physician or hearing healthcare professional.
- ⚠ Hearing aids will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
- ⚠ Do not use your hearing aids in explosion hazard areas.
- ⚠ Allergic reactions to hearing aids are unlikely. However, if you experience itching, redness, soreness, inflammation or a burning sensation in or around your ears, inform

your hearing healthcare professional and contact your physician.

- ⚠ In the unlikely case that any parts remain in the ear canal after the removal of the hearing aid, contact a physician immediately.
- ⚠ Remove your hearing aids for CT and MRI scans or for other electromagnetic procedures.
- ⚠ Special care should be exercised in wearing hearing aids when maximum sound pressure levels exceed 132 decibels. There may be a risk of impairing your remaining hearing. Speak with your hearing healthcare professional to ensure the maximum output of your hearing aids is suitable for your particular hearing loss.

### Magnet and battery warnings

- ⚠ Never leave hearing aids, batteries or magnets where small children and pets can reach them. Never put hearing aids or batteries in your mouth. If a hearing aid or battery is swallowed, call a physician immediately.

- ⚠ The magnet may affect some medical devices or electronic systems. Always keep the magnet (or the telephone equipped with the magnet) at least 30 cm (12”) away from pacemakers, credit cards or other magnetically sensitive devices.

## Precautions

- ① The use of hearing aids is only part of hearing rehabilitation; auditory training and lip reading instruction may be required as well.
- ① In most cases, infrequent use of hearing aids does not provide full benefit. Once you have become accustomed to your hearing aids, wear your hearing aids everyday all day.
- ① Your hearing aids use the most modern components to provide the best possible sound quality in every listening situation. However, communication devices such as digital cell phones can create interference (a buzzing sound) in hearing aids. If you

experience interference from a cell phone being used close by, you can minimize this interference in a number of ways. Switch your hearing aids to another program, turn your head in a different direction or locate the cell phone and move away from it.

- ① Too high distortion during dialing or phoning may mean that the phone handset is stressed by the magnet. To avoid any damage, please move the magnet to another place on the telephone receiver.

## Note to hearing healthcare professional

- ⚠ Domes should never be fitted on patients with perforated eardrums, exposed middle ear cavities, or surgically altered ear canals. In the case of such a condition, we recommend to use a customized earmold.

## Labeling

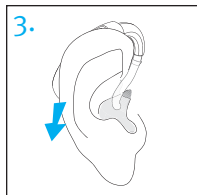
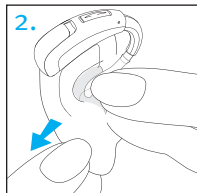
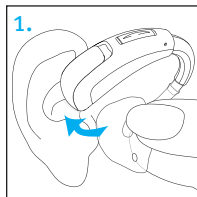
The serial number and year of manufacture are located inside the battery door.

## Putting your hearing aids on your ears

Your hearing aids may be color-coded with a small dot on the battery door: red = right ear; blue = left ear.

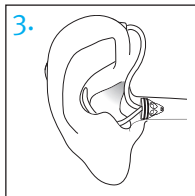
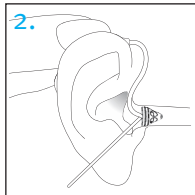
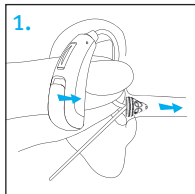
### Hearing aids with earmolds

1. Hold the earmold between your thumb and index finger, with the opening facing toward your ear canal and the hearing aid resting above your ear.
2. Carefully insert the earmold in your ear. You may need to twist it slightly to the back. The earmold should fit into your ear snugly and comfortably. Gently pull down and back on your earlobe to help you insert the earmold into your ear canal more easily.
3. Place the hearing aid over the top of your ear.



### Hearing aids with slim tubes

1. Place the hearing aid over the top of your ear. The slim tube should lie flush against your head and not stick out.
2. Hold the slim tube where it attaches to the dome and gently push the dome into your ear canal.
3. Place the retention piece in your ear so it rests at the bottom of the opening of your ear canal.




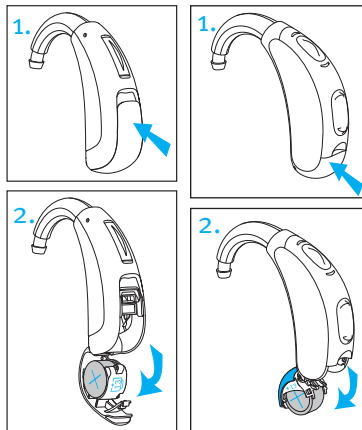


## Turning your hearing aids on and off


The battery door acts as an on and off switch.

1. **On:** Close the battery door fully.

 **Note:** It may take five seconds before the hearing aid turns on. Your hearing healthcare professional can increase the start up delay if required.



2. **Off:** Open the battery door.


 **Note:** When turning your hearing aid on and off while it is on the ear, grasp the top and bottom of the device with your index finger and thumb. Use your thumb to open and close the battery door.

## Battery information

### Low battery warning

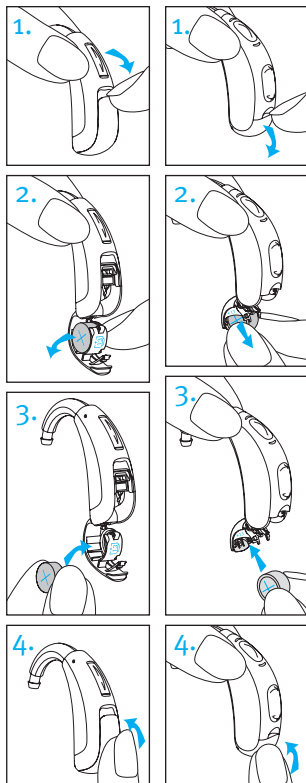
Two long beeps indicate the hearing aid battery is low. After the low battery warning, sounds may not be as clear. This is normal and can be fixed by changing the batteries.

If you can't hear the low battery warning, your hearing healthcare professional can change its pitch or loudness. If you prefer, it can be turned off entirely.


 Your hearing aids are designed to generate a low battery warning every 30 minutes until you change the batteries, but depending on the condition of the batteries, they may die before another low battery warning occurs. Therefore, it is recommended that the batteries are replaced as soon as possible once you hear the low battery warning.

## Replacing the battery

1. Gently swing out the battery door with your fingernail.
2. Push the battery with your thumb and index finger towards the open side, and remove or pull the battery straight out, depending on your style of hearing aid.
3. Insert the new battery into the battery compartment with the plus (+) sign on the battery facing the same way as the



plus (+) sign on the edge of the battery door. This will ensure that the battery door closes properly.

 **Note:** If the battery is inserted incorrectly, the hearing aid will not turn on.

4. Close the battery door.

 **Note:** There is a tamper-proof battery door option for these hearing aids. Please see your hearing healthcare professional for further information.

## Caring for batteries

- Always discard batteries in a safe and environmentally friendly way.
- To prolong battery life, remember to turn your hearing aids off when not in use, especially when asleep.
- Remove the batteries and keep the battery door open while hearing aids are not being worn, especially when asleep. This will allow internal moisture to evaporate.

## Tinnitus masker

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Tinnitus masker uses broadband noise to provide temporary relief of tinnitus.

### Tinnitus masker warnings

- ⚠ The tinnitus masker is a broadband sound generator. It provides a means of sound enrichment therapy that can be used as part of a personalized tinnitus management program to provide temporary relief from tinnitus.
- ⚠ The underlying principle of sound enrichment is to provide supplementary noise stimulation which can help defocus your attention from your tinnitus and avoid negative reactions. Sound enrichment, coupled with instructional counseling, is an established approach to managing tinnitus.
- ⚠ Air conduction hearing aids with the tinnitus masker are to be fitted by a hearing healthcare professional familiar with the diagnosis and management of tinnitus.

- ⚠ Should you develop any side effects while using the tinnitus masker, such as headaches, nausea, dizziness or heart palpitations or experience a decrease in auditory function such as decreased loudness tolerance, worsening of tinnitus, or speech not as clear, you should discontinue use of the device and seek medical attention.
- ⚠ The volume of the tinnitus masker can be set to a level which could lead to permanent hearing damage when used for a prolonged period of time. Should the tinnitus masker be set to such a level in your hearing aid, your hearing healthcare professional will advise you of the maximum amount of time per day you should use the tinnitus masker. The tinnitus masker should never be used at uncomfortable levels.

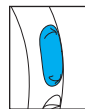
## Important information

-  The tinnitus masker generates sounds that are used as part of your personalized temporary tinnitus management program to provide relief from tinnitus. It should always be used as prescribed by a hearing healthcare professional who is familiar with the diagnosis and treatment of tinnitus.
-  Good health practice requires that a person reporting tinnitus have a medical evaluation by a licensed ear physician before using a sound generator. The purpose of such an evaluation is to ensure that medically treatable conditions, which may be causing tinnitus, are identified and treated prior to using a sound generator.
-  The tinnitus masker is intended for adults 18 years of age or older who have both hearing loss and tinnitus.

## Operating instructions

Your hearing aids may come with two controls that allow you to further adjust them – a rocker switch and a push button.

### Rocker switch



The rocker switch on your hearing aids is a volume control.

- ☐ Volume control
  - Press up to increase volume
  - Press down to decrease volume

As you change the volume level, your hearing aids will beep.

Volume setting	Beeps
Suggested volume level	 1 beep
Turning volume up	 short beep
Turning volume down	 short beep
Maximum volume level	 2 beeps
Minimum volume level	 2 beeps

## Push button



The push button on your hearing aids can be either a program control, a volume control or a combination of both.

### □ Program control

If your push button is a program control, each time you push the button, you will move to a new hearing aid program.

Your hearing aids beep to indicate which program you are in.

Program setting	Beeps
Program 1 (e.g. automatic program)	♪ 1 beep
Program 2 (e.g. speech in noise)	♪♪ 2 beeps
Program 3 (e.g. easy-t/telephone)	♪♪♪ 3 beeps
Program 4 (e.g. music)	♪♪♪♪ 4 beeps
Easy-t/telephone	♪♪♪ short melody
DuoLink (if enabled)	Opposite ear beeps the same as side being adjusted

Please see the front of this booklet for a listing of your personalized programs.

### □ Volume control

If your push button has been configured as a volume control, either:

- Push the button on your right hearing aid to increase the volume, and
- Push the button on your left hearing aid to decrease the volume

or:

- Push the button to step through your volume levels

As you change the volume control, your hearing aids will beep.

Volume setting	Beeps
Suggested volume level	♪ 1 beep
Turning volume up	♪ short beep
Turning volume down	♪ short beep
Maximum volume level	♪♪ 2 beeps
Minimum volume level	♪♪ 2 beeps

## □ Program/volume control push button

If your hearing healthcare professional has configured one hearing aid to be a program control and the other hearing aid to be a volume control:

- Push the button on your □ right / □ left hearing aid to access your different programs, and
- Push the button on your □ right / □ left hearing aid to step through your volume levels

## Tinnitus masker

If your hearing healthcare professional has configured both a tinnitus masker program and a volume control, you can adjust the tinnitus masker level while you are in the tinnitus masker program. To adjust the noise level, either:

- Rocker switch
  - Push up on the rocker switch to increase the tinnitus masker, and
  - Push down on the rocker switch to decrease the tinnitus masker
- Push button (right/left)
  - Push the button on your right hearing aid to increase the tinnitus masker, and
  - Push the button on your left hearing aid to decrease the tinnitus masker
- Push button (steps)
  - Push the button to step through your tinnitus masker volume levels

As you change the level, your hearing aids will beep.

## DuoLink

If DuoLink is enabled, when you change the volume or program settings on one hearing aid, the other one changes as well. DuoLink works for both the push button and the rocker switch.

For example, if your push button is configured as a program control and DuoLink is enabled, when you push the button on one hearing aid, the program will change on both hearing aids.

## Using the telephone

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### ☐ Push button

Your hearing healthcare professional may have set up a phone program on your hearing aids that you can access using the push button or optional remote control.

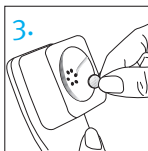
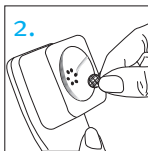
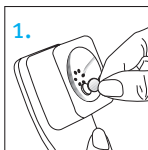
### ☐ Easy-t


Your hearing aids may also have a telephone feature, which automatically switches to a dedicated telephone program when a receiver is brought close to one of your hearing aids. You will hear a short melody when you switch to the easy-t program. When the receiver is moved away from the hearing aid it will automatically return to the previous listening program.

If your hearing aid doesn't automatically switch to the easy-t program when a receiver is held to your ear, you may need to attach an easy-t magnet to your telephone. The magnet is designed to strengthen the magnetic field at the earpiece of the telephone.

### To attach the optional magnet:

1. Clean the telephone receiver. Hold the magnet near the “listening end” of your telephone receiver and release it. The magnet will flip to the appropriate side and seek the optimal position on the telephone receiver.
2. Place the double-sided tape in this optimal position on the telephone receiver.
3. Attach the magnet to the tape.



 Your hearing healthcare professional may also have set up a phone program that you can access through your optional remote control.

### Binaural Phone

The Binaural Phone feature allows you to hold a phone to one ear and hear the sound clearly in both ears. No accessories are required.

Binaural Phone is available in your hearing aids through:

- ☐ Push button
- ☐ Easy-t

If your hearing aids are configured to work with the wireless uDirect™ or uStream streamers, you might benefit from a Bluetooth® hands-free option. Refer to the uDirect or uStream user guide for more information.



## Protecting your hearing aids




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- Open the battery door when not in use.
- Always remove your hearing aids when using hair care products. The hearing aids can become clogged and cease to function properly.
- Do not wear your hearing aids in the bath or shower or immerse them in water.
- If your hearing aids do become wet, do not attempt to dry them in an oven or microwave. Do not adjust any controls. Open the battery doors immediately, and allow your hearing aids to dry naturally for 24 hours.
- Protect your hearing aids from excessive heat (hair dryer, vehicle glove box or dashboard).
- Ensure you do not twist or squeeze the wire when your hearing aids are placed in their case.
- Regular use of a dehumidifier, such as a Dri-Aid kit, can help prevent corrosion and prolong the life of your hearing aids.
- Do not drop your hearing aids or knock them against hard surfaces.

## Cleaning your hearing aids

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Use a soft cloth to clean your hearing aid at the end of each day, and place it in its case with the battery door open to allow moisture to evaporate.

-  Ear wax is natural and common. Ensuring your hearing aids are free of ear wax is an important step in your daily cleaning and maintenance routine.
-  Never use alcohol to clean your hearing aids, earmolds or domes.
-  Do not use sharp tools to dislodge ear wax. Sticking household items into your hearing aids or earmolds can seriously damage them.

### Cleaning your earmolds

Clean the earmold and the outside of the earhook with a damp cloth at the end of each day. Avoid getting any water in and around the hearing aids.

-  Do not use alcohol to clean your earmolds.



If the earmolds become plugged, clear the opening with a wax loop or pipe cleaner.

If your physician prescribes eardrops, clean any moisture that may get into the earmolds or tubing to prevent plugging.

If the earmolds require further cleaning:

1. Disconnect the plastic tube from the hook of the hearing aid, by holding the hearing aid in one hand and gently pulling the tubing away from the earhook.
2. Wash only the earmolds and tubing in warm water with a mild soap.
3. Rinse them with cool water and dry overnight.
4. Make sure the earmold tubes are completely dry. Reconnect them to the earhook on your hearing aid by sliding the tubing back on to the earhook. Use of a hearing aid blower can assist with removing moisture/debris from the tube. See your hearing healthcare professional for more information.

## Cleaning your slim tubes and domes

You should have the slim tubes and domes replaced by your hearing healthcare professional approximately every three to six months or when they become stiff, brittle, or discolored.

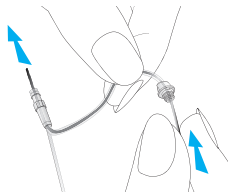



Clean the outside of the domes at the end of each day with a damp cloth. Avoid getting any water in and around the hearing aids.

You should also clean the slim tubes periodically, with the cleaning pin provided, when you begin to notice debris in and around the tubes.

1. Hold the slim tube in one hand and the hearing aid in the other hand.
2. Gently turn the hearing aid until it detaches from the slim tube.
3. Use a damp cloth to clean the outside of the slim tube and dome.
4. Remove the dome from the slim tube by pulling gently, before cleaning the slim tube.

5. Using the black cleaning pin provided in the kit, gently insert the cleaning pin where the slim tube attaches to the hearing aid and push the pin all the way through the tube.



 **Note:** The slim tubes and domes should never be rinsed or submerged in water as water drops may become lodged in the tube, block sound or damage the electrical components of the hearing aid.

6. Once the slim tube has been cleaned, reattach it by gently turning the hearing aid onto the slim tube.
7. Reattach the dome to the slim tube by gently pushing it back onto the threading at the end of the tube. You will feel the dome click onto the ridges of the slim tube, and you won't be able to push it any further.

## Accessories

The uDirect, uStream, uMic™, uTV™ and a remote control are optional accessories that may be available for your hearing aids.

### uDirect 3, uStream and uTV 3

uDirect and uStream are streamers that provide easy, hands-free access to Bluetooth enabled devices, such as mobile phones. They can provide remote control functions to adjust your hearing aids for increased listening comfort. uDirect also has a wired audio jack to plug in devices like MP3 players.

uTV is used with a streamer (uDirect or uStream) to send sound from your TV directly to your hearing aids. The uTV can also transmit sound from stereo systems, computers and other audio sources.

For more information on using the uDirect, uStream or uTV, please see the user guide for that accessory. For information on how to get a streamer or uTV accessory, please contact your hearing healthcare professional.

## uMic

uMic is a personal wireless microphone system that lets you hear conversations better in noisy environments, through either uStream or uDirect.

## Remote control

Your hearing aids may also come with an optional remote control which allows you to switch between different listening programs, and change your volume settings.

## Assistive listening devices

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### Listening in public places

Telecoils pick up electromagnetic energy and convert it into sound. Your hearing aid's telecoil option can help you listen in public places equipped with telecoil compatible assistive listening devices such as a loop system.

When you see this symbol, a loop system is present and it is compatible with your hearing aid. Please contact your



hearing healthcare professional for more information on loop systems.

## Connecting to external audio sources

Your hearing aids may have a direct audio input (DAI) to connect to other audio sources, such as a stereo or television, using an FM system or a cable. The uDirect, an optional wireless accessory, also has a DAI jack.

When your hearing aids detect a DAI signal, they switch to your easy-DAI program automatically. A short melody indicates that easy-DAI is active. When you disconnect the DAI, your hearing aids return to the previous program automatically.

Ask your hearing healthcare professional for information about the DAI system and a connector cord.

## Troubleshooting guide

Cause	Possible remedy
<b>No sound</b>	
Not turned on	Turn on
Low/dead battery	Replace battery
Poor battery contact	Consult your hearing healthcare professional
Battery upside down	Insert battery plus (+) side up
Custom shells/domes blocked with ear wax	Clean custom shells/ domes. See “Cleaning your hearing aids.” Consult your hearing healthcare professional
Plugged microphone shield	Consult your hearing healthcare professional

Cause	Possible remedy
<b>Not loud enough</b>	
Low volume	Turn up volume; see hearing healthcare professional for models without a manual volume control or if problem persists
Low battery	Replace battery
Custom shells/domes not inserted properly	See “Putting your hearing aids on your ears.” Remove and reinsert carefully
Change in hearing	Consult your hearing healthcare professional
Custom shells/domes blocked with ear wax	Clean custom shells/domes. See “Cleaning your hearing aids.” Consult your hearing healthcare professional
Plugged microphone shield	Consult your hearing healthcare professional

Cause	Possible remedy
<b>Intermittent</b>	
Low battery	Replace battery
Dirty battery contact	Consult your hearing healthcare professional
<b>Two long beeps</b>	
Low battery	Replace battery
<b>Whistling</b>	
Custom shells/domes not inserted properly	See “Putting your hearing aids on your ears.” Remove and reinsert carefully
Hand/clothing near ear	Move hand/clothing away from ear
Poorly fitting custom shells/domes	Consult your hearing healthcare professional

Cause	Possible remedy
<b>Not clear, distorted</b>	
Poorly fitting custom shells/domes	Consult your hearing healthcare professional
Custom shells/ domes blocked with ear wax	Clean custom shells/domes. See “Cleaning your hearing aids.” Consult your hearing healthcare professional
Low battery	Replace battery
Plugged microphone shield	Consult your hearing healthcare professional
<b>Custom shells/domes falling out of ear</b>	
Poorly fitting custom shells/domes	Consult your hearing healthcare professional
Custom shells/domes not inserted properly	See “Putting your hearing aids on your ears.” Remove and reinsert carefully

Cause	Possible remedy
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### Weak on the telephone

Telephone not positioned properly	Move telephone receiver around ear for clearer signal. See “Using the telephone”
Hearing aid requires adjustment	Consult your hearing healthcare professional

For any problems not listed in the guide, contact your hearing healthcare professional.

## Warning to hearing aid dispensers (to comply with the U.S. Food and Drug Administration (FDA) regulations)

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. Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user. [This provision is required only for those hearing aids with a maximum sound pressure capability greater than 132 decibels (dB).]

### Important notice for prospective hearing aid users

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid.

Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased. Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation. The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs. If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid. Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

### Children with hearing loss


In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since 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 a hearing loss.

### Cell phone

Some hearing aid users have reported a buzzing sound in their hearing aids when they are using cell phones, indicating that the cell phone and hearing aid may not be compatible. According to the ANSI C63.19 standard (ANSI C63.19-2006 American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and Hearing Aids), the compatibility of a particular hearing aid and cell phone can be predicted by adding the rating for the hearing aid immunity to the rating for the cell phone emissions. For example, the sum of the hearing aid rating of 2 (M2) and a telephone rating of 3 (M3) would result in a combined rating of 5. 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 this hearing aid is at least M2/T2. The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied.

 **Note:** The performance of the individual hearing aids may vary with individual cell phones. Therefore, please try this hearing aid with your cell phone or, if you are purchasing a new phone, please be sure to try it with your hearing aid prior to purchase. For additional guidance, please ask your hearing healthcare professional for the booklet entitled “Hearing aid compatibility with digital wireless cell phones.”



# Information and explanation of symbols



With the CE symbol, Unitron confirms that this Unitron product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the R&TTE Directive 1999/5/EC on radio and telecommunications transmitters.

The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.



This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.



This symbol indicates that it is important for the user to pay attention to the relevant warning notices in this user guide.



Important information for handling and effective use of the product.



Australian EMC and Radiocommunications compliance label.



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



Copyright symbol



This symbol shall be accompanied by the name and the address of the authorised representative in the European Community.



This symbol shall be accompanied by the name and the address of the manufacturer (who are placing this device on the market).

## Operating conditions:

This device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.

## Transport and storage conditions:

Temperature:  $-20^{\circ}$  to  $+60^{\circ}$  Celsius ( $-4^{\circ}$  to  $+140^{\circ}$  Fahrenheit).

Humidity: Up to 90% (non condensing).



The symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste. Please dispose of old or unused devices, at waste disposal sites intended for electronic waste, or give your device to your hearing healthcare professional for disposal. Proper disposal protects the environment and health.



The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Unitron is under license. Other trademarks and trade names are those of their respective owners.

Stride™ Stride™ is a trademark of Unitron.

# Compliance information

## Declaration of conformity

Unitron hereby declares that this Unitron product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC. The full text of the Declaration of Conformity can be obtained from the manufacturer.

The hearing aid described in this user guide is certified under:  
Standard hearing system

		Stride P	Stride P Dura
USA	FCC ID:	VMY-UWNB3	VMY-UWNB2
Canada	IC:	2756A-UWNB3	2756A-UWNB2

## Notice 1

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. 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 undesirable operation.

## Notice 2

Changes or modifications made to this device not expressly approved by Unitron may void the FCC authorization to operate this device.

## Notice 3

This device 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 Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device 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 device 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 device into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

Australia: Supplier Code Number  N15398

New Zealand: Supplier Code Number Z1285

## Patient feedback

Record your specific needs or concerns and bring to your first office visit after getting your hearing aids.

This will help your hearing healthcare professional to address your needs.

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## Additional notes

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[www.unitron.com](http://www.unitron.com)





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