

# User Guide

Digital In-the-Ear  
hearing instrument

A530

A530-D

A530 HPG

A530-D HPG

A540

A540-D

A540 HPG

A540-D HPG

A550

A550-D

A550 HPG

A550-D HPG

**audio**<sup>5</sup>

**PREMIUM CLASS  
HEARING SYSTEM**

Thank you for selecting an Interton hearing system. We are proud of our hearing products and are confident you have chosen one of the best products available. Please familiarize yourself with the information in this guide. It contains important instructions for proper use and care, technical performance information, and other general information about your hearing system. Your hearing system has been adjusted to your particular hearing loss. Your hearing healthcare professional will explain these adjustments and the special features of your particular model.

### Becoming Accustomed to Amplification

While purchasing a hearing system is a major step, it is only one step in a process toward more comfortable hearing. Successfully adapting to the amplification your hearing system provides takes time and consistent use.

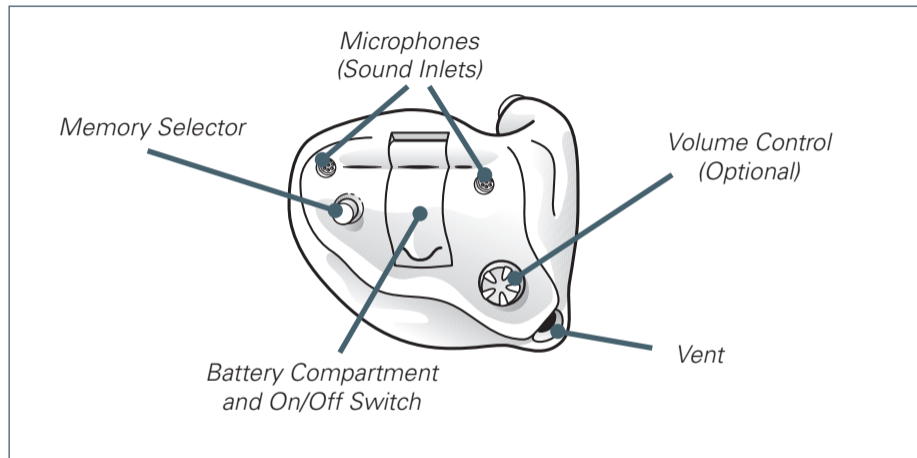
You will enjoy more benefits from your Interton hearing system by taking the following actions:

- Wear the system regularly in order to get comfortable with using it.
- Begin by wearing your system for short periods of time in quiet environments.
- As you get more comfortable with the system, increase the wearing time and wear your hearing system in multiple types of listening environments.

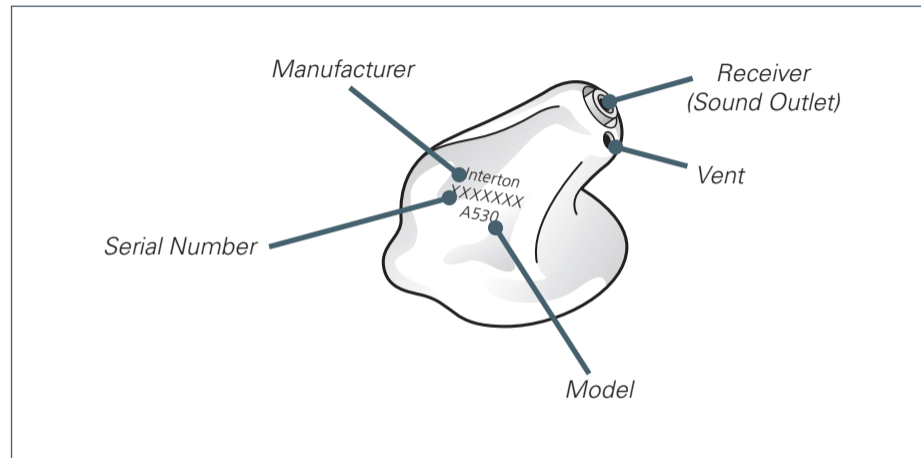
It may take as long as several months for your brain to get used to all the “new” sounds around you. Following these suggestions will give your brain time to learn how to interpret amplification and increase the benefits you get from using an Interton hearing system.

## Contents

Your Hearing System	4	Cleaning the Sound Inlet and Outlet	18
On/Off Function	6	Earwax Management	20
Power-on Delay	6	When the Hearing System Is Not in Use	20
Stand-By Mode	7	Things that Can Damage Your Hearing System	21
Volume Control	7	Moisture	21
Changing Memory Programs	8	Temperature Extremes	21
Dual Microphone System	9	Rough Treatment	22
Proper Placement in the Ear	10	Corrosive Substances	22
Using the Telephone	12	General Warnings	22
Telecoil	12	Solving Small Problems	24
Cellular Phone and Hearing Instrument Compatibility	13	General Precautions	28
Using assistive Listening systems	14	Repairs	29
Removing/Inserting the Battery	15	Hearing Instrument Identification	30
Low Battery Warning	16	Technical Specifications	32
Battery Safety	17	Notes	33
Cleaning the Instrument	18		



AVIO 5 In-the-Canal (ITC)  
AVIO 5 In-the-Ear (ITE)



### On/Off Function

The door to the battery compartment serves as the On/Off switch for your hearing instrument. When the door is fully closed, the instrument is on.

To turn the instrument off, put your fingernail under the nail grip and pull gently to open the battery door.

**Tip:** To reduce battery consumption, turn the instrument off when it is not in use.



### Power-on delay

Power-on delay allows you to insert the instrument in your ear without the hearing instrument squealing. It delays the switch-on time by 10 seconds after closing the battery compartment. A beep each second is presented during this time.

### Stand-By Mode

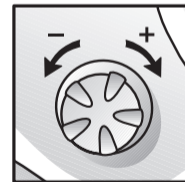
Stand-by mode reduces battery consumption since only a small amount of power is used. When in stand-by mode, the hearing instrument will not deliver sound to the ear. If your hearing instrument has a Memory Selector, you can put the instrument into stand-by mode by holding down the Memory Selector for five seconds. You will hear a series of beeps, indicating that the instrument is now in stand-by mode.

To return to functional mode, simply press the Memory Selector once.

### Volume Control

Your hearing instrument may have a volume control. When using your hearing instrument, you can increase the volume by turning the volume control forward (toward your face when you are wearing the instrument) and reduce volume by turning it backward.

For each volume step, you will hear a “beep” signal indicating the change. The loudness of the “beeps” will increase as you turn the volume up and decrease as you turn it down. If you reach the upper or lower limit of the volume control range, there will be a different type of “beep” signal with a lower pitch.



## Changing Memory Programs

Hearing instrument memories are used to store settings optimal in different listening situations. Your hearing healthcare professional may have programmed multiple memories into your hearing instruments to accommodate your lifestyle needs.

For future reference, ask your hearing health professional to fill in your memory program information on the notes page at the back of this guide.

Whenever the hearing instrument is turned on, Memory 1 is automatically activated. Memories can then be selected by pushing the Memory Selector button on the instrument. Your hearing instrument may have up to 4 programs.

Special tones will indicate which memory has been activated. One tone will sound when Memory 1 is activated, two tones will sound when Memory 2 is activated, etc. Memories are always activated in sequence, for example, with three memories: 1 to 2, 2 to 3, 3 to 4, 4 to 1.

Consult your hearing healthcare professional if the memory programs in your hearing instruments need to be reconfigured.

## Dual microphone system

If you want to listen to a person in a noisy environment, the microphones in your hearing instrument can help you to concentrate on the speech. If the microphones are in the directional mode the background noise will be attenuated. 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 device in the required modes.

Depending on your hearing instrument and the setting chosen by you and your hearing care practitioner switching to and from directional mode can be done automatically.

### Proper Placement in the Ear

- There is a blue indicator for left ear instruments, and a red indicator for right ear instruments.
- Hold the instrument with your thumb and forefinger, either on the sides (as shown) or above and below.
- Insert the instrument into your ear canal.  
Do not force the instrument beyond a comfortable point.
- Switch on your hearing instrument.

**Tip:** Insertion can be easier if you gently pull your ear backward with your other hand. Opening and closing your mouth while inserting may also be helpful.

If you need further help, your hearing healthcare professional will be glad to show you how to insert your hearing instrument correctly.

**Note:** If the instrument irritates your ear in any way, please contact your hearing healthcare professional. You should never attempt to modify the shape of the custom shell yourself.



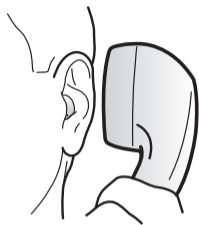
### Removal

- Gently massage behind your earlobe with an upward and downward motion to dislodge the instrument.
- Place your thumb on the bottom and forefinger on the top of the instrument, and carefully remove the instrument out of your ear canal with a slight “corkscrew” motion.

By experimenting, you may find a method that is easier for you. Consult your hearing healthcare professional if you have difficulty removing the hearing instrument.

### Using the Telephone While Wearing your Hearing System

Close proximity to a telephone can sometimes cause hearing instruments to make a squealing sound, also known as feedback. To reduce the potential for this problem, your system is equipped with feedback suppression, which greatly reduces the chance of feedback. Further measures to avoid feedback include positioning the phone close to the hearing instrument, but not directly on the instrument. If there is feedback, it may take a few seconds for the instrument's signal processing to adapt. This technique may require practice.



### The Telecoil Feature (Optional)

If your hearing system has a built-in telecoil, your hearing healthcare professional can program one of your listening programs to take advantage of it. When a telecoil is activated, the hearing instrument will only detect and process sounds coming from the telephone. To activate the telecoil you will need to use the memory selector to activate the appropriate memory.

To use the telephone while the telecoil is activated, position the telephone near, but not directly on the instrument. You may need to re-position to find the best reception.

### Cellular Phone and Hearing Instrument Compatibility

Hearing instrument performance with cellular phones may vary based on the individual hearing system or the cell phone being used. If your hearing system and cell phone are not compatible you may experience a buzzing or clicking noise while using the two in conjunction. If this is the case with your current hearing system and cell phone, consult with your hearing healthcare professional to see if there are options to improve the sound quality.

#### Measures you can take to prevent this situation:

- When purchasing a hearing system, be sure to test it with your existing phone to determine compatibility.
- When shopping for a new cell phone, be sure to test it with your hearing system before purchasing.

For additional guidance, please, consult your cell phone provider.

## Using Assistive Listening (Tele-Loop) Systems

Many gathering places are equipped with assistive listening (tele-loop) systems, for example, in schools, theaters and houses of worship. To take advantage of a tele-loop system, select the telecoil program. When the telecoil program has been selected, you will be able to hear a clean sound signal via the tele-loop system. If the instrument goes dead in the telecoil program, this may be because the loop system is not operating.

If a school, theater or house of worship does not have a tele-loop system, try and sit as close as possible to the front and use one of the microphone programs.

## Removing/Inserting the Battery

Open the battery door by putting your fingernail under the nail grip and pulling gently until the battery door is completely open. Remove the used battery from the battery compartment.

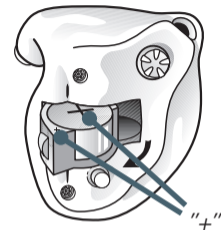
**Tip:** Hold the instrument over a table or a soft surface in case the battery falls out.

Remove the film from a new battery and place the new battery into the battery compartment, matching the plus (+) sign on flat side of the battery to the plus sign in the battery compartment.

A magnifying glass and good lighting may be helpful in seeing these small markings. Your hearing instrument can only use a particular size battery. ITC instruments will require either size 10A or 312 batteries. ITE instruments will require either size 13 or 312 batteries. For future reference, record the correct battery size for your hearing instruments on the service pages at the back of this guide.

Close the battery compartment tightly but do not use force - it should close very easily.

Your hearing system should now be on.



**Tip:** Removing the battery when the instrument is not being worn will help prevent corrosion of the battery contacts.

Corrosion can decrease efficiency, causing excessive battery consumption.

**Note:** A weak battery will cause reduced system performance.

### Low Battery Warning

Your hearing system features a Low Battery Warning function to give you notice when your battery is getting low.

The instrument will signal when the battery power decreases to a certain level, and will continue beeping until the instrument automatically switches off.

**Tip:** It is helpful to keep spare batteries with you in case you need them.

### Battery Safety

- Dispose of used batteries properly.
- Keep batteries out of reach of children or persons with diminished mental capacity.
- Keep batteries away from pets.
- Do not place batteries in your mouth. If a battery has been swallowed, consult a physician immediately.

### To prevent batteries from leaking or exploding:

- Do not expose batteries to temperature extremes.
- Do not dispose of batteries in fire.
- Do not attempt to recharge batteries which are not specifically designated rechargeable, or reverse a battery's polarity.

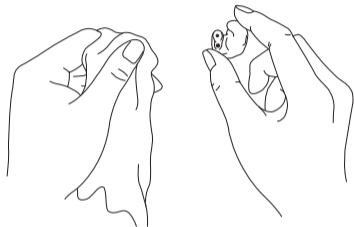
### Cleaning the Instrument

The surfaces of your instruments should be cleaned after every use. Use a soft cloth to remove dirt, dust, earwax and residue from cosmetics or colognes. Keeping the instruments as clean as possible will help avoid costly repairs.

Only use cleaning products recommended by your hearing healthcare professional. Please refer to “Things that Can Damage Your Hearing System” for more information.

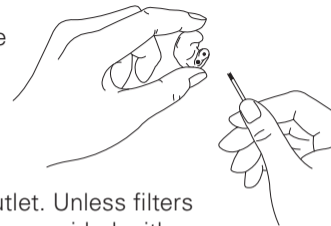
### Cleaning the Sound Inlet and Outlet

Refer to the diagram on pages 4-5 to locate the sound inlet and sound outlet on the hearing instrument.



### Cleaning the Microphone Sound Inlet

Keeping the sound inlet clean will allow the microphone to function properly. Use the soft brush provided with your hearing system to remove dust or other debris from the sound inlet.



### Cleaning the Sound Outlet

Earwax or other debris may also collect in the sound outlet. Unless filters have been installed to block the debris, the cleaning loop provided with your hearing instrument can easily be used to remove this material.

When using this tool, be careful not to damage or pull the tubing placed at the opening of the sound outlet. If this is pulled out, the hearing instrument may need to be returned for repair.

Your hearing healthcare professional can instruct you on how to properly use the cleaning loop and soft brush.

**Note:** If your hearing system has been equipped with filters, please refer to the “Earwax Management” section.

## Earwax Management

Hearing systems are susceptible to damage or poor performance from earwax. If appropriate, your hearing health professional will have selected and installed an earwax management system on your instruments.

You will need to discuss with your hearing healthcare professional how to use the particular earwax management system selected. For future reference, enter this information on the service page at the back of this guide.

**Note:** If the hearing system seems to have lost power because it is not loud enough and changing the batteries does not help, the filters may be blocked and need to be changed.

## When the Hearing System Is Not in Use

To protect your hearing system when it is not in use, always store it inside its carrying case. When storing the hearing system for a prolonged period of time, remove the battery to prevent damage from corrosion.

## Things that Can Damage Your Hearing System

Keep in mind that some of your day-to-day routines require that you remove your hearing system.

### Moisture

Avoid getting moisture in the hearing system. It should not be worn in the shower, bath, or sauna. Do not submerge the instrument in water or other liquids.

If perspiration or humidity is an issue, you may find it beneficial to use a drying kit specially designed for hearing systems. To prevent damage, only use drying kits that are approved by your hearing healthcare professional.

### Temperature Extremes

Do not expose your hearing system to extremes of heat.

Some typical situations to avoid:

- Do not wear your hearing system when using a hair dryer.
- Do not leave your hearing system in your car or in direct sunlight.
- Do not attempt to dry your hearing system in any device other than an approved drying kit.

## Rough Treatment

Protect your hearing system from rough treatment by storing it in the provided carrying case when it is not in use.

## Corrosive Substances

- Non-Approved Cleaning Solutions - If you use cleaning products, only use those recommended by your hearing healthcare professional, as housing can be damaged by certain cleaning agents such as mineral acids, hydrocarbons (benzol), esters, alcohols and ketones.
- Debris from Daily Hygiene Routines - It is suggested you not wear your hearing system while applying the following: hairspray, cosmetics, colognes, perfumes, sunscreens, insect repellent, etc.

## General Warnings

Hearing instruments can be dangerous if improperly used.

- Do not leave your 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.
- 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 instrument. It may cause permanent damage.
- 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 an 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.

## Solving small problems

Your Interton instrument is a reliable one. In case of minor problems or malfunctions, you may be able to solve them yourself.

SYMPTOM	CAUSE	POSSIBLE REMEDY
Feedback, 'whistling'	<ul style="list-style-type: none"><li>• Is your instrument inserted correctly?</li><li>• Is the volume very loud?</li><li>• Are you holding your hand or an object (e.g. a hat) too close to an instrument?</li><li>• Is your ear full of wax?</li></ul>	<ul style="list-style-type: none"><li>• Put it in again</li><li>• Reduce it</li><li>• Move your hand away or create some more space between the instrument and the object</li><li>• Visit your physician</li></ul>
No sound	<ul style="list-style-type: none"><li>• Is the instrument switched on?</li><li>• Is the instrument switched on the telecoil program?</li><li>• Is there a battery in the instrument?</li><li>• Is the battery still good?</li><li>• Is your ear full of wax?</li></ul>	<ul style="list-style-type: none"><li>• Switch it on</li><li>• Switch it to the microphone program</li><li>• Insert a battery</li><li>• Replace it with a new one</li><li>• Visit your physician</li></ul>

SYMPTOM	CAUSE	POSSIBLE REMEDY
<p>Sound is distorted, spluttering or weak</p>	<ul style="list-style-type: none"> <li>• Is the battery dead?</li> <li>• Is the battery dirty?</li> <li>• Did your instrument get moist?</li> </ul>	<ul style="list-style-type: none"> <li>• Replace it with a new one</li> <li>• Clean it or use a new one</li> <li>• Use a dissector</li> </ul>
<p>Battery drains very quickly</p>	<ul style="list-style-type: none"> <li>• Did you leave your hearing instrument switched on at night?</li> <li>• Is the battery old?</li> </ul>	<ul style="list-style-type: none"> <li>• Always switch off the instrument at night</li> <li>• Check the date on the battery packaging</li> </ul>

## 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.
- Keep the instrument away from children under the age of 3 as it contains small parts which may present a choking hazard.

## Repairs

If your Interton 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 Interton hearing instrument requires service, please contact your hearing care professional for assistance.

### Hearing instrument identification

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"/> A530	ITC	_____
<input type="checkbox"/> A530 HPG	ITC	_____
<input type="checkbox"/> A530-D	ITC	_____
<input type="checkbox"/> A530-D HPG	ITC	_____
<input type="checkbox"/> A540	ITE	_____
<input type="checkbox"/> A540 HPG	ITE	_____

### Model received

### Type

### Hearing care professional

<input type="checkbox"/> A540-D	ITE	_____
<input type="checkbox"/> A540-D HPG	ITE	_____
<input type="checkbox"/> A550	ITE	_____
<input type="checkbox"/> A550 HPG	ITE	_____
<input type="checkbox"/> A550-D	ITE	_____
<input type="checkbox"/> A550-D HPG	ITE	_____
Serial number Right:		_____
Serial number Left:		_____

## Technical Specifications

Max. Output dB SPL according to IEC-118-7

A530 (ITC)	112 dB SPL
A530-D (ITC with Dual Microphones)	112 dB SPL
A530 HPG (ITC Power)	119 dB SPL
A530-D HPG (ITC Power with Dual Microphones)	119 dB SPL
A540 (ITE HS)	120 dB SPL
A540-D (ITE HS with Dual Microphones)	120 dB SPL
A540 HPG (ITE HS Power)	126 dB SPL
A540-D HPG (ITE HS Power with Dual Microphones)	126 dB SPL
A550 (ITE FS)	120 dB SPL
A550-D (ITE FS with Dual Microphones)	120 dB SPL
A550 HPG (ITE FS Power)	126 dB SPL
A550-D HPG (ITE FS Power with Dual Microphones)	126 dB SPL

## Notes:

---

---

---

---

---

---

---

---

---

---

Notes:

---

---

---

---

---

---

---

---

---

---



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

CE  
0297

Faceplate/Electronics by: Interton A/S. Any issues relating to the EU Medical Device Directive 93/42/EEC should be directed to Interton A/S.

Worldwide headquarters | Interton A/S | Lautrupbjerg 9 | P.O. Box 130 | DK-2750 Ballerup  
Denmark | Tel.: +45 45 75 1111 | Fax: +45 45 75 1119 | [www.interton.com](http://www.interton.com)

Customer contact | Interton Electronic Hörgeräte GmbH | Am Dännekamp 15  
D-51469 Bergisch Gladbach | Germany | Tel.: +49 22 02 95 2631