INTERTON
ESSENTIAL HEARING

User Guide

Behind-The-Ear (BTE) Models:
Standard Tube
Thin Tube

Interton Crisp
Interton Share
Interton Step
Interton Gain

Hearing instrument model:					
Left serial number:					
Right serial number:					
Receiver tube length:					
Battery size:	☐ 13 orange	☐ 312 brown	☐ 675 blue		
Open/standard fitting:	☐ Small	☐ Medium	☐ Large	☐ St. dome	☐ Custom mould
	Open fitting Thin tube options				**Standard fitting Ear hook**

Programme	Beep	Description of when to use
1	♪	
2	♪ ♪	
3	♪ ♪ ♪	
4	♪ ♪ ♪ ♪	

Note: Your hearing system might not support all 4 environmental programmes. Ask your hearing care professional for details.

SPECIFIC FEATURES SUPPORTED BY YOUR HEARING SYSTEM:

Delayed on-activation . . . . . 12 ☐
Volume control . . . . . 20 ☐
Push button . . . . . 21 ☐
Wireless . . . . . 15, 22, 23, 38 ☐
AutoPhone . . . . . 26 ☐
Telecoil/Tele-loop system . . . . . 30 ☐
Direct Audio Input (DAI) . . . . . 31 ☐
Power device-exceeds 132 dB SPL . . . . . ☐

Ask your hearing care professional to marked options supported by your hearing system.

Thank You

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 health care professional will explain these adjustments and the special features of your particular model.

All the key features and functions of your hearing system are explained in video tutorials. To watch them simply scan QR codes and watch the videos on your smartphone. If you do not have scanning application installed yet you can go to getscanlife.com on your mobile browser to download free application. (ScanLife® is one of the free applications you can use to play QR codes, you can also use any other QR scanner to play the videos).

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.
- It takes time to get used to a hearing aid. It may help to begin by wearing your hearing aid for short periods – even as little as 15 minutes – and then gradually building up your wearing time. In a way, it's no different than adjusting to contact lenses. Speak to you hearing care professional, who can design a schedule tailored just for you.
- 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.

Hearing instrument type designations for models included in this user guide are: Model M70-80, FCC ID: X26M70-80, IC: 6941C-M7080 and Model: M60, FCC ID X26M60, IC: 6941C-M60. Please see page 12 for list of models referring to all types.

Statement:

This device complies with Part 15 of the FCC Rules and IC rules.
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 undesired operation.

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

Changes or modifications can void the user´s authority to operate the equipment.

Intended use

Generic air-conduction hearing instruments are wearable sound-amplifying devices intended to compensate for impaired hearing. The fundamental operating principle of hearing instruments is to receive, amplify, and transfer sound to the ear drum of a hearing impaired person.

List of countries:

Products without wireless functionality are intended for worldwide sales.
In the EU, products with wireless functionality with wireless functionality are intended for sale in countries within European Economic Area as well as Switzerland.

The products are in compliance with the following regulatory requirements:

- In EU: the device conforms to the Essential Requirements according to Annex I of Council Directive 93/42/EEC for medical devices (MDD) and essential requirements and other relevant provisions of Directive 1999/5/EC (R&TTE).

- The declaration of conformity may be consulted at www.resound.com
- In US: FCC CFR 47 Part 15, subpart C.
- Other identified applicable international regulatory requirements in countries outside EU and US. Please refer to local country requirements for these areas.
- In Canada: these hearing instruments are certified under the rules of IC.
- Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.
- Japanese Radio Law and Japanese Telecommunications Business Law Compliance. This device is granted pursuant to the Japanese Radio Law (電波法) and the Japanese telecommunications Business Law (電気通信事業法) This device should not be modified (otherwise the granted designation number will become invalid)

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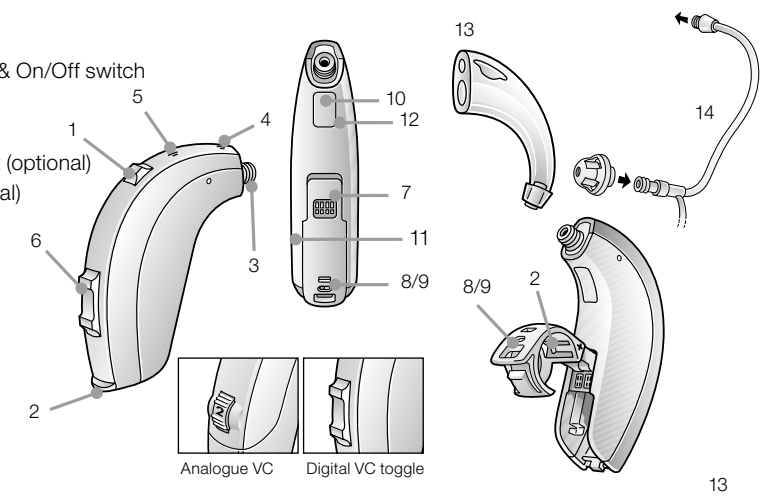
Hearing instruments of type M70-80 are available in the following variants:
CI370/80-DVIW
CI370/80-DVIW Open
CI270/80-DVIW
CI270/80-DVIW Open
ST480-DW
ST280-DW
ST470-DW
ST270-DW

Non wireless hearing instruments are available in the following variants:
SR1380-DVI
SR1370-DVI
SR1365-DI
SR1280-DVI
SR1270-DVI
SR1180-VI
SR1170-VI
GAN390-DVI
GAN290-DVI

Hearing instruments of type M60 are available in the following variants:
CI365-DIW Open
CI365-DIW
CI265-DIW Open
CI265-DIW
ST465-DW
ST265-DW

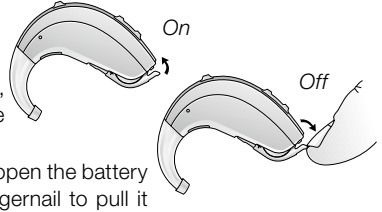
1. Push button
2. Battery compartment & On/Off switch
3. Sound outlet
4. Front microphone inlet
5. Back microphone Inlet (optional)
6. Volume control (optional)
7. Direct audio input
8. Left/Rightindicator (Left=Blue/Right=Red)
9. Battery lock (optional)
10. Model
11. Manufacturer
12. Serial number
13. Ear hook
14. Open fitting thin tube



Scan a QR code with your smart phone and watch a instruction video.

Getting started

On&Off function



1. When the battery door is closed, the hearing instrument turns on, and the default program will be activated.
2. To turn off the hearing instrument, open the battery door. Many individuals can use their fingernail to pull it open.

Whenever the hearing instruments are not in use, remember to turn them off to avoid unnecessary battery consumption.

Delayed activation

Hearing instruments can be turned on once you have placed them on your ears. If you prefer to turn them on just prior to placing them on your ear, your hearing care professional can activate a function called

Delayed on-activation. This function will delay the time in which the hearing instruments turn on by several seconds after the battery compartment is closed. With Delayed on-activation, a beep will be heard for each second of the delay period.

Inserting/Replacing the battery

1. Open the battery door completely by using your fingernail.
2. Remove the used battery if present. Insert the new battery with the positive side in the correct position.
3. Gently close the battery door.

Always use new Zinc-Air batteries that have a minimum remaining shelf-life of 1 year.

Scan a QR code with your smart phone and watch a instruction video.

⚠ WARNING

1. Remove the batteries to prevent leakage when the hearing instruments are not in use for an extended period of time.
2. Do not attempt to recharge batteries (Zinc Air) which are not specifically designated as rechargeable because they may leak or explode.
3. Do not place batteries in your mouth. Consult a physician immediately if a battery has been swallowed, as they can be harmful to your health.
4. Keep batteries away from pets, children and individuals who are mentally challenged.
5. Do not attempt to dispose of batteries by burning them. Used batteries are harmful to the environment. Please dispose of them according to local regulations or return them to your hearing care practitioner.

Low battery indicator

Your hearing care professional can set your hearing instrument to give an acoustical indication when the battery is reaching its end of life. The hearing instrument will reduce amplification and emit a melody if battery power gets too low. This signal will recur every five minutes (15 minutes for GAM390-DVI and GAN290-DVI) until the hearing instrument automatically switches off. It is recommended that you keep spare batteries on hand.

Low battery indicator (instruments paired with accessories only)

Active usage of the Interton wireless accessories (Remote Control, Phone Clip and TV Streamer) requires more battery power from the hearing instruments than when these are working on their own. When the battery in the hearing instrument has depleted to a level at which use of the Interton TV Streamer TV and Phone Clip cannot be supported, the hearing instrument will play two sets of descending tones. After this, your hearing instrument and Interton Remote Control will continue to work as usual, but you will not be able to use your Interton TV Streamer and Phone Clip. At some point the battery level will not support the remote control either and you will once again hear the descending tones. The hearing instruments will continue to work as usual. Once a new battery is inserted, full operation of the accessories will resume.

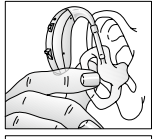
Scan a QR code with your smart phone and watch a instruction video.

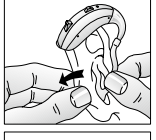
Inserting/Removing hearing instruments

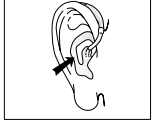
Insertion (custom earmoulds)

1. Hold the earmould between your thumb and index finger and position its sound outlet in your ear canal.
2. Slide the earmould all the way into your ear with a gentle, twisting movement.
3. Turn the top part of the earmould gently backwards and forwards so that it tucks behind the fold of skin above your ear canal.
4. Move the earmould up and down and gently press to ensure it is positioned correctly in the ear. Opening and closing your mouth can ease insertion.
5. Make sure the hearing instrument is seated behind the ear.

By experimenting, an easier method may be discovered. With proper insertion, hearing instruments should fit snugly but comfortably. If the hearing instruments cause irritation of the ears, contact your hearing care professional.







⚠ CAUTION

Never attempt to modify the shape of the hearing instrument, earmoulds, or tubing yourself.

ℹ It may be helpful to pull your ear up and outward with your opposite hand during insertion.

Insertion (domes/custom earmoulds with thin tubes)

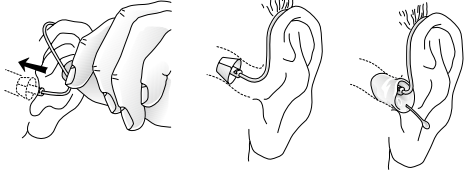
1. Hold the thin tube where it bends, and gently push the dome into the ear canal. Push the dome far enough into the ear canal so that the thin tube lies flush with the head.
2. It is important that the tube and the dome fit correctly into your ear.
3. When the dome is place correctly, you should not be able to see the thin tube sticking out when facing a mirror.

⚠ CAUTION

You should never attempt to bend or modify the shape of the thin tube.

⚠ CAUTION

Use only original Interton/GN Hearing consumables e.g. tubes and domes.

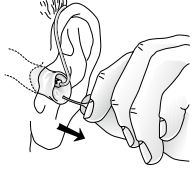


Removal (custom earmolds)

1. Hold a portion of your earmould towards the back of the ear.
2. Pull the earmould outward and simultaneously rotate the earmould forward.
3. Consult your hearing care professional if you have difficulties removing the hearing instrument.

Removal (domes/custom earmoulds with thin tubes)

1. Hold the thin tube with your thumb and forefinger and pull the tube outward.
2. For thin tube custom earmoulds, grasp the removal string and pull the earmould outward.
3. Consult your hearing care professional if you have difficulties removing the hearing instrument.



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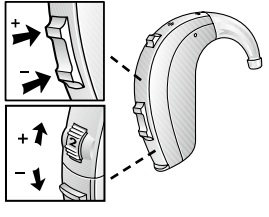
Operation of the hearing instrument

Volume control (optional)

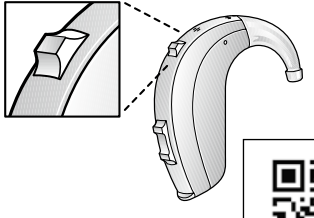
The volume control will allow the volume of hearing instruments to be increased or decreased.

1. To increase the volume, push the volume control up or move the wheel upwards.
2. To decrease the volume, push the volume control down or move the wheel downwards.



When volume is increased or decreased, a beep signal will be heard for each incremental change. When the upper or lower limits of the volume range are reached, a beep signal with a longer duration will be heard. During the fitting of the instrument, your hearing care professional will have chosen an optimal volume setting for you. When switching the instrument on, the volume will have this optimal setting.

Push button



Depending on your experience level with hearing instruments, individual hearing needs, and the type of listening environments you experience, your hearing care professional may activate additional programmes. If additional programmes have been activated, the following list explains how they work.

1. You can switch between programmes by pushing the push button once.
2. You will then hear one or more beeps. The number of beeps indicates which programme you have selected (one beep = programme one, two beeps = programme two, etc.).
3. When the hearing instruments are turned off and then back on, the hearing instrument always returns to the default setting (programme one).

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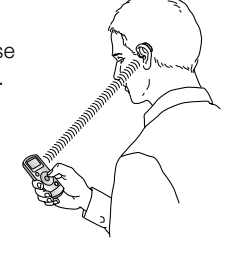
Only applicable to wireless devices.

If your hearing system supports wireless functionality and it is paired with wireless accessory like TV Streamer you can activate streaming mode.

1. Push and hold the push button for 2 seconds.
2. You will then hear short melody that indicates streaming mode.

To switch back to environmental program push the push button shortly. Hearing Instrument will return to the default setting (programme one).

For easier everyday use of your wireless hearing instrument controls you can use wireless remote control. Ask your hearing care professional for more information.



Flight mode. Only applicable to Wireless devices*

⚠ WARNING

When boarding a flight or entering an area where RF transmitters are prohibited, wireless functionality must be deactivated, as it is not allowed to radiate radio signals during flights or in otherwise restricted areas.

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For Crisp devices:

It is possible to disable wireless operation by opening and closing the battery compartment of the hearing instrument while at the same time pressing the push button. When disabled manually, wireless operation may be re-enabled by opening and closing the battery compartment normally, (i.e. without at the same time pressing the push button).

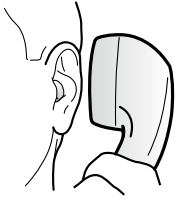
*Instruments paired with accessories only

For Step devices:
It is possible to disable wireless operation by opening and closing the battery compartment three times within a ten second period (open-close, open-close, open-close). Your instruments will now be in flight mode.

If the hearing instrument is in flight mode, the hearing instrument must have been operating in flight mode for at least 10 seconds before attempting to enable wireless again. it is possible to re-enable wireless operation by opening and closing the battery door once. 10 seconds after this operation is completed, wireless operation will begin again.

It is important to wait an additional 15 seconds after wireless function resumes before opening and closing the battery compartment again for any reason. If the battery compartment is opened and closed during this 15 second window, flight mode will resume.

Telephone use



Finding the optimal position for holding a telephone may require practice for some individuals, and one or more of the following suggestions may be helpful.

1. Hold the telephone as you would normally.
2. Hold the telephone towards the top of the ear (closer to where the microphones are).
3. If whistling occurs, it may take a few seconds of holding the telephone in the same position before the hearing instrument eliminates the feedback.
4. Any whistling may also be decreased by holding the telephone slightly away from the ear.
5. Depending on your individual needs, your hearing care professional may activate a programme specifically for telephone use.

Listen to radio or TV

When listening to the TV or the radio, start out by listening to news commentators since they usually speak clearly, then try other programmes. If you find it difficult to listen to TV or radio, your hearing care professional will be able to give you advice on available accessories to enhance your listening capabilities for TV and radio.

Cellular phones

Your hearing instrument is designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However, not all cell phones are hearing instrument compatible. The varying degree of disturbance can be due to the nature of your particular cellular phone or of your wireless telephone service provider.

If you find it difficult to obtain a good result while using your cellular phone, your hearing care professional will be able to give you advice on available accessories to enhance listening capabilities.

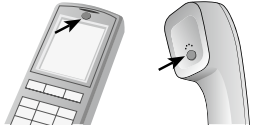
AutoPhone (optional)

The AutoPhone function, allows your hearing instrument to automatically switch to your telephone programme when a telephone receiver with an AutoPhone magnet is raised to the ear. When the telephone receiver is removed from the ear, the hearing instrument automatically returns to the previous listening programme.

Placement of AutoPhone magnets

Place AutoPhone magnet on your telephone receiver to allow operation of the AutoPhone function. In order to place AutoPhone magnet properly:

1. Clean the telephone receiver thoroughly.
2. Hold the telephone vertically, in a position similar to when making a telephone call.
3. Place the magnets just below the telephone receiver. Make sure not to cover the microphone openings. If necessary, move the magnet to another position to improve ease of use and comfort while speaking.
4. If you are not satisfied with the strength of AutoPhone, you can reposition the AutoPhone magnet or add additional AutoPhone magnets.



Scan a QR code with your smart phone and watch a instruction video.

Only use a recommended cleaning agent to clean the telephone prior to placing the magnet on the phone.

AutoPhone usage

Telephones can be used in a normal manner. A short melody will indicate that the AutoPhone feature has automatically switched the hearing instrument to your telephone programme. Initially, you may need to move the telephone receiver slightly to find the best position for reliable AutoPhone activation and good hearing on the telephone. When you remove the telephone receiver AutoPhone will stay activated for a few seconds to avoid accidental switching off. After that hearing instrument will switch to previously used environmental programme.

⚠ WARNING

AutoPhone warnings

1. Keep magnets out of reach of pets, children and mentally challenged persons. If a magnet is swallowed, please seek advice from a medical practitioner.
2. The AutoPhone magnet may affect some medical devices or electronic systems. The manufacturer of any magnetically sensitive devices (e.g. pacemakers) should advise you regarding appropriate safety precautions when using your hearing instrument and magnet in close proximity to the medical device or electronic system in question. If the manufacturer cannot issue a statement, we recommend keeping the magnet or a telephone equipped with the magnet 30 cm (12”) away from magnetically sensitive devices (e.g. pacemakers).

⚠ CAUTION

AutoPhone precautions

1. High distortion during dialing or phoning may mean that the magnet is not in the optimal position relative to the telephone receiver. To avoid the issue, please move the magnet to another place on the telephone receiver.
2. Only use magnets supplied by Interton/GN Hearing.

Telecoil (optional)

If equipped, a telecoil can be activated by your hearing care professional and accessed through one of the additional programmes. A telecoil picks up a telephone's magnetic signal and converts it to sound. An optional telephone programme may help to improve speech understanding on the telephone. When using a telecoil programme, the receiver of the telephone may need to be held closer to the hearing instrument. The handset of the telephone may need to be moved to slightly different positions in order to find the best reception.

Tele-loop systems (optional)

Many places, such as theatres, houses of worship, and schools are equipped with tele-loop systems. When using a telecoil programme with tele-loop systems, sound is picked up directly and may improve speech understanding. If there is no sound from the hearing instruments in a tele-loop system and with a telecoil programme activated, the tele-loop system may not be turned on or is not operating correctly. If a facility is not equipped with a tele-loop system, sitting as close as possible to the front may be helpful.

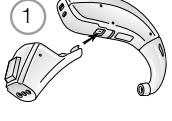
Direct Audio Input (optional)

Use of Direct Audio Input (DAI), which enables a direct connection of the hearing instruments to items such as television, radio, and remote microphones, may increase speech understanding for some individuals. The sound source is connected to the hearing instruments by a cable or a wireless FM system to the audio boot. This accessory connects to the bottom of the hearing instruments, and once properly clicked into place, the hearing instruments switch to DAI automatically.

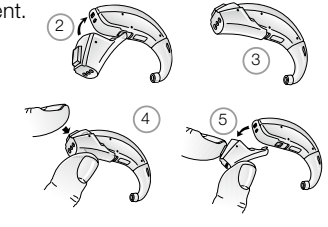
Connecting/Disconnecting audio boots

Connecting audio boots

1. Align the tip of the audio boot with the groove just above the battery compartment and below the model number.



2. Once in place, move the boot in the direction of the battery compartment.
3. Gently click the audio boot onto the hearing instrument.



Disconnecting audio boots

4. Press and hold the button on the front side of the audio boot.
5. Gently remove the audio boot from the hearing instrument.

Care and maintenance

Proper handling

Please follow the following instructions to prolong the durability of your hearing instruments:

1. Keep your hearing instrument clean and dry. Wipe the case with a soft cloth or tissue after use to remove grease or moisture. Do not use water or solvents, as these can damage the hearing instrument(s).

2. Never immerse hearing instruments in water or other liquids, as liquids may cause permanent damage to the hearing instruments.
3. Avoid rough handling of hearing instruments or dropping them on hard surfaces or floors.
4. Do not leave hearing instruments in or near direct heat or sunlight, such as in a hot, parked car, as excessive heat can cause damage or deform the casing.
5. Do not wear your instrument while showering, swimming, in heavy rain or in a moist atmosphere such as a steam bath or sauna.
6. If your instrument does get wet, or if it has been exposed to high humidity or perspiration, it should be left to dry out overnight with the battery out and the battery compartment open. It is also a good idea to put the instrument and battery in a sealed container together with a drying agent (desiccator) overnight. Do not use the instrument until it is completely dry. Consult your hearing care professional as to which drying agent to use.
7. Remove your hearing instrument when applying such things as cosmetics, perfume, aftershave, hair spray, and suntan lotion. These might get into the instrument and cause damage.

Scan a QR code with your smart phone and watch a instruction video.

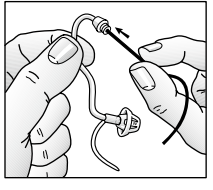
Cleaning earmoulds

1. Remove the earmould and attached tubing from the hearing instruments prior to cleaning.
2. Clean the earmould using a mild soap, and rinse with lukewarm water.
3. After cleaning, dry earmoulds thoroughly and remove any residual water and debris from the tubing utilising an air bulb and wire loop.

Earmould tubing may become stiff, brittle, or discoloured over time. Contact your hearing care professional regarding tube changes.

Cleaning thin tubes and domes

1. Remove thin tubes from hearing instruments before cleaning by unscrewing them counter clockwise.
2. Wipe down thin tubes and domes with a damp cloth.
3. In order to clear the thin tube of moisture and debris, push the black cleaning rod through the thin tube, beginning at the end opposite the dome.



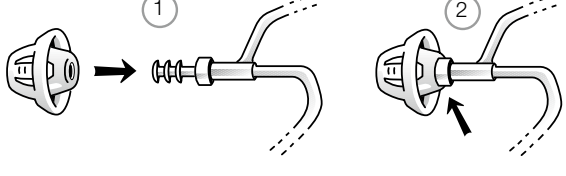
Thin tube and dome systems should be changed every three months or sooner, should the components become stiff or brittle.

How to apply domes

It is recommended that your hearing care professional change domes, as incorrect dome replacement could result in the dome falling out in the ear.

Mini domes

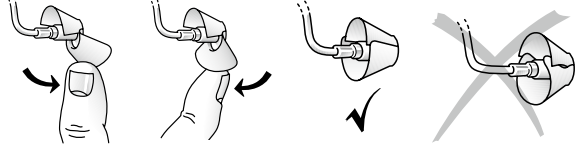
1. Push the new dome over the flanges on the thin tube.
2. Make sure that the new dome is properly and securely mounted.



Standard domes

Standard domes are mounted in a similar manner to mini domes, but a few extra steps are required. Tulip domes consist of two “petals”. It is important to note that the largest petal is the outermost petal.
To ensure this:

1. Push the largest petal away from the thin tube using a finger. This bends the petal forward.
2. Then push the largest petal back, and it will be placed on top of the smaller petal.



Only applicable to wireless devices

⚠ **CAUTION**

General precaution (wireless hearing instrument): When the wireless function is activated, the device uses a low-powered digitally coded transmissions in order to communicate with other wireless devices. Although unlikely, nearby electronic devices may be affected. In that case, move the hearing instrument away from the affected electronic device. When using wireless functionality and the devices are affected by electromagnetic interference, move away from the source of interference.

⚠ **WARNING**

General warnings (hearing instrument): Be careful when boarding flights, to remember to deactivate the wireless functionality.Turn off your wireless functionality by using the flight mode in areas where radio frequency emission is prohibited.

ℹ For use of wireless functionality only use Interton/ GN Hearing accessories. For further guidance regarding e.g. pairing, please refer to the user guide of the relevant Interton/ GN Hearing accessory.

This device operates in the frequency range of 2.4 GHz - 2.48 GHz.
This device includes a RF transmitter that operates in the range of 2.4 GHz - 2.48 GHz.

Applicable to all devices

⚠ **WARNING**

General warnings

1. Consult a hearing care professional if you discover a foreign object in your ear canal, if you experience skin irritation, or if excessive ear wax accumulates with the use of the hearing instrument.

2. Different types of radiation, e.g. from NMR, MRI or CT scanners, may damage the instrument. Therefore, do not wear the instrument during these or other corresponding scanning procedures. Other types of radiation (burglar 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.
3. Do not wear hearing instruments in mines, oil fields, or other explosive areas unless those areas are certified for hearing instrument use.
4. Do not allow others to use your hearing instruments. This may cause damage to the hearing instruments or to the hearing of the other individual.
5. Instrument usage by children or mentally challenged persons should be supervised at all times to ensure their safety.The hearing instrument contains small parts that could be swallowed by children. Please be mindful not to leave children unsupervised with this hearing instrument.
6. Hearing instruments should be used only as prescribed by your hearing care professional. Incorrect use may result in sudden and permanent hearing loss.

7. Special care should be exercised in selecting and fitting a hearing instrument(s) whose maximum sound pressure level exceeds 132 dB SPL (with an IEC 60711:1981 occluded ear simulator), because there may be a risk of impairing the remaining hearing of the hearing instrument user.
8. External devices connected to the electrical input must be safe according to the requirements of IEC 60601-1-1, IEC 60065, or IEC 60950-1, as appropriate.

⚠ **CAUTION**

Only connect Interton hearing instruments to Interton/GN Hearing accessories intended and qualified to be used with Interton hearing instruments.
If device is broken, do not use.

TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	POSSIBLE REMEDY	PAGE IN THIS USER GUIDE
No sound	• Not turned on	• Turn on by closing the battery door	12
	• Dead battery	• Replace battery	13
	• Battery door will not close	• Insert battery properly	13
	• Blocked earmould or tube	• Clean earmould or tube	34, 35

TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	POSSIBLE REMEDY	PAGE IN THIS USER GUIDE
Not loud enough	• Incorrect earmould placement	• Reinsert earmould	16
	• Blocked earmould or dome	• Clean earmould, replace dome, replace filter	34, 35
	• Blocked sound outlet filter	• Change filter or consult your hearing care professional	35
	• Change in hearing sensitivity	• Consult your hearing care professional	-
	• Excessive ear wax	• Consult your physician	32
	• Volume set too low	• Increase the volume control if available or consult your hearing care professional	20

TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	POSSIBLE REMEDY	PAGE IN THIS USER GUIDE
Excessive whistling / feedback	• Incorrect earmould placement	• Re-insert earmould carefully	16
	• Incorrect dome placement	• Re-insert dome	36
	• Excessive ear wax	• Consult your hearing care professional	-
	• Feedback control may need adjustment	• Consult your hearing care professional	-
	• Earmould tubing worn or damaged	• Consult your hearing care professional	34
	• Thin tube connection loose	• Change thin tube or consult your hearing care professional	-
	• Hearing instrument settings not optimal	• Consult your hearing care professional	21

TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	POSSIBLE REMEDY	PAGE IN THIS USER GUIDE
Sound distorted / not clear	• Weak battery	• Replace battery	13
	• Improper earmould or dome fit	• Consult your hearing care professional	16
	• Hearing instrument damaged	• Consult your hearing care professional	-
	• Hearing instrument settings not optimal	• Consult your hearing care professional	21
Wireless does not work	• Possible Root Cause - Device is in flight mode	• For Crisp devices with a push button: Open and close the battery compartment. For Crisp devices without a push button: Open and close the battery door twice within 10 seconds. • For all Step devices: Open and close the battery compartment once. Wireless will reactivate 10 seconds later (If Root Cause is device in flight mode)	

If there are any other problems not mentioned in this guide, please contact your hearing care professional.

Technical Data

	Hearing Instrument Model	Maximum output (2ccCoupler / IEC 60118-7)	Battery size
Open fitting (Thin tube)	ST465-DW Open	117 dB SPL (typical)	312
	CI365-DIW Open, CI265-DIW Open, ST265-DW Open	119 dB SPL (typical)	312
	ST470-DW open	122 dB SPL (typical)	13
	CI370-DVIW Open, CI270-DVIW Open, SR1365-DI Open, ST270-DW open	123 dB SPL (typical)	13
	SR1370-DVI Open, SR1270-DVI Open	126 dB SPL (typical)	13

Technical Data

	Hearing Instrument Model	Maximum output (2ccCoupler / IEC 60118-7)	Battery size
Ear hook + earmould	ST265-DW	122 dB SPL (typical)	312
	CI365-DIW, CI265-DIW, ST465-DW, SR1365-DI	123 dB SPL (typical)	312
	CI370-DVIW, CI270-DVIW, ST270-DW	127 dB SPL (typical)	13
	ST470-DW, SR1370-DVI, SR1270-DVI, SR1170-VI	128 dB SPL (typical)	13
	CI380-DVIW, CI280-DVIW, ST280-DW	130 dB SPL (typical)	13
	ST480-DW	131 dB SPL (typical)	13

Technical Data

	Hearing Instrument Model	Maximum output (2ccCoupler / IEC 60118-7)	Battery size
Ear hook + earmould	SR1380-DVI, SR1280-DVI, SR1180-VI	136 dB SPL (typical)	13
	GAN390-DVI, GAN290-DVI	139 dB SPL (typical)	675

Warranty and repairs

Interton provides a warranty on hearing instruments in the event of defects in workmanship or materials, as described in applicable warranty documentation.

In its service policy, Interton pledges to secure functionality at least equivalent to the original hearing instrument.

As a signatory to the United Nations Global Compact initiative, Interton is committed to doing this in line with environment-friendly best practices. Hearing instruments therefore, at Interton's discretion, may be replaced by new products or products manufactured from new or serviceable used parts, or repaired using new or refurbished replacement parts.

The warranty period of hearing instruments is designated on your warranty card, which is provided by your hearing care professional.

For hearing instruments that require service, please contact your hearing care professional for assistance.

Interton hearing instruments that malfunction must be repaired by Interton qualified technician. Do not attempt to open the case of hearing instruments, as this will invalidate the warranty.

Temperature test, transport and storage information

Interton Hearing Instruments are subjected to various tests in temperature and damp heating cycling between -25° C (-13F) and +70° C (+158F) according to internal and industry standards.

During transport or storage, the temperature should not exceed the limit values of -20° C (-4F) to +60° C (+140F) and relative humidity of 90% RH, non condensing (for limited time). The air pressure between 500 and 1100 hPa is appropriate.

Hearing instrument expectations

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions

Consistent use of the aid is recommended. In most cases, infrequent use does not permit you to attain full benefit from it.

The use of a hearing aid is only part of hearing rehabilitation and may need to be supplemented by auditory training and instructions in lip-reading.

Warning to Hearing Aid Dispensers (US only)

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.

Important Notice for Prospective Hearing Aid Users (US only)

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 the 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 (US only)

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 because 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 hearing loss.

⚠ High sound pressure levels

Special care should be exercised in selecting and fitting a hearing instrument(s) whose maximum sound pressure level exceeds 132 dB SPL (with an IEC 60711:1981 occluded ear simulator), because there may be a risk of impairing the remaining hearing of the hearing instrument user.

Be aware of information marked with the warning symbol ⚠

⚠ **WARNING** points out a situation that could lead to serious injuries,
CAUTION indicates a situation that could lead to minor and moderate injuries.

ℹ Advice and tips on how to handle your hearing instrument better.

((•)) Equipment includes RF transmitter.

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

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Any issues relating to the EU Medical Device Directive 93/42/EEC, or Council Directive 1999/5/EC on Radio Equipment and Telecommunications terminal equipment should be directed to Interton A/S.

Worldwide headquarters
Interton A/S | Lautrupbjerg 7 | DK-2750 Ballerup | Denmark
Tel.: +45 45 75 1111 | Fax: +45 45 75 1119 | www.interton.com | CVR no. 55082715

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