







## **Instructions for use**

Beltone Trust  
Digital Receiver-In-the-Ear (RIE)  
Hearing Aids



Left Hearing Aid		Right Hearing Aid	
Serial number		Serial number	
Model		Model	
Receiver type	<input type="checkbox"/> Low Power <input type="checkbox"/> Medium Power <input type="checkbox"/> High Power <input type="checkbox"/> Ultra Power	Receiver type	<input type="checkbox"/> Low Power <input type="checkbox"/> Medium Power <input type="checkbox"/> High Power <input type="checkbox"/> Ultra Power
Receiver tube length	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	Receiver tube length	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Battery size	<input type="checkbox"/> 312 <input type="checkbox"/> 13		

Open/standard fitting:	<input type="checkbox"/> Small <input type="checkbox"/> Medium <input type="checkbox"/> Large	<input type="checkbox"/> Small <input type="checkbox"/> Medium <input type="checkbox"/> Large	<input type="checkbox"/> Tulip	<input type="checkbox"/> Earmould
	Open dome	Power dome	Tulip dome	RIE mould

Programme	Beep	Description
1		
2		
3		
4		

**Specific features supported by your hearing system:**

- Delayed Activation on page 12
- Auto-Phone on page 21
- Telecoil on page 23
- Direct Audio Input on page 25
- Tinnitus sound generator on page 29

**Hearing aid type designations for models included in this user guide are:**

BRIE, FCC ID: X26BRIE, IC: 6941C-BRIE; VE312, FCC ID: X26VE312, IC: 6941C-VE312. Please see page 7 for a list of models referring to all types.

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

## 1 Introduction

Congratulations on your choice of Beltone hearing aids!

This is an important step towards clearer hearing and better understanding. We have used all of our experience with hearing aids to help you communicate, lead an enjoyable social life and listen to the world around you.

Your hearing aids are very advanced devices. Your hearing care practitioner has tuned it to your individual needs. With a little devotion and patience, you will become familiar with it.

This booklet is a short guide to assist you in being acquainted with your hearing aid. Read it carefully and use it as a guideline.

We wish you happiness and pleasant listening with your new hearing aids.

## 2 Intended use

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

## 3 Becoming accustomed to amplification

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

You will enjoy more benefits from your Beltone hearing aids by taking the following actions:

- Wear your hearing aids regularly in order to get comfortable with using them.
- It takes time to get used to hearing aids. It may help to begin by wearing your hearing aid for short periods – even as little as 15 minutes – and then gradually increasing your wearing time. In a way, it is no different from adjusting to contact lenses. Speak to your hearing care professional, who can design a schedule tailored just for you.
- As you get more comfortable with your hearing aids, increase the wearing time and wear them 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 Beltone hearing aids.

## 4 Statement

This device complies with part 15 of the FCC rules and ICES-003 of the IC rules.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
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.

The products comply 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.beltone.com](http://www.beltone.com)
- In US: FCC CFR 47 Part 15, subpart C.
- Other identified applicable international regulatory requirements in countries outside the EU and US. Please refer to local country requirements for these areas.
- In Canada: these hearing aids are certified under the rules of IC.
- 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)

Patents: US 7,593,537 US 8,00,849

Mini Receiver In-the-Ear (RIE) hearing aids of type VE312 with FCC ID:X26VE312, IC number 6941C-VE312 and size 312 battery are available in the following variants:

TST1763-DRW, TST963-DRW, TST663-DRW

Receiver-in-the-ear (RIE) hearing aids of type BRIE with FCC ID X26BRIE, IC number 6941-BRIE and size 13 battery are available in the following variants:

TST1764-DRW, TST964-DRW, TST664-DRW

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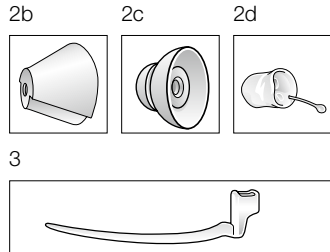
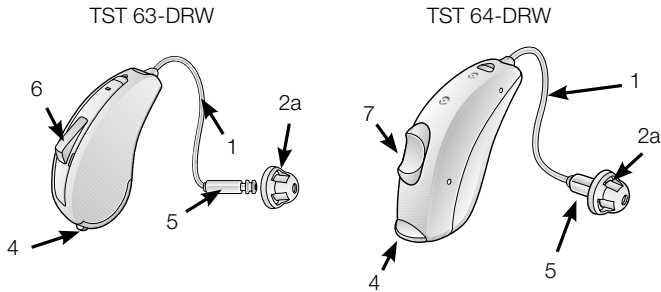
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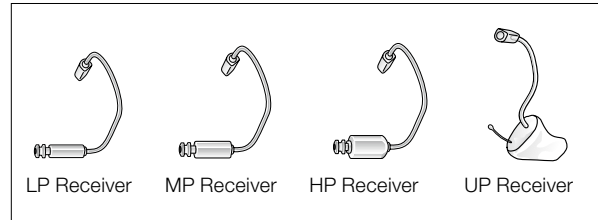
## 6 Descriptions

### 6.1 Your hearing aid – TST 63 / TST 64

1. Receiver tube
2. Dome types
  - a. Open dome
  - b. Tulip dome
  - c. Power dome
  - d. Custom RIE earmould
3. Sport lock
4. Battery door
  - a. Serial number (behind door)
5. Receiver
6. Push button  
(only for TST 63-DRW)
7. Multi-function button  
(only for TST 64-DRW)

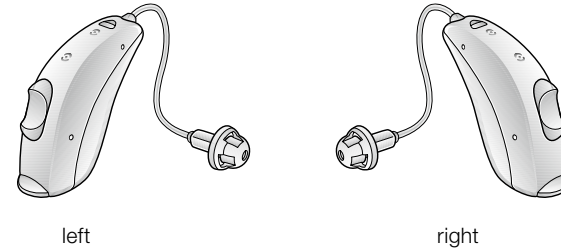


Available Receiver Tube Models:



### 6.2 Recognising left and right hearing aid

If you have two hearing aids, they may be tuned differently. One for your left ear, the other for your right. Do not swap them. Please pay attention to this when cleaning, storing and inserting the hearing aids.



You might want to ask your hearing care practitioner to mark your hearing aids with a coloured Left and Right indication: Left is blue and Right is red.

## 7 Getting started

Once you have placed the hearing aids on your ears, you can turn them on. The hearing aids always starts in programme 1 and with the preset volume.

### 7.1 On/Off function

1. Close the battery door to turn on the hearing aid in programme 1 (one).
2. Open the battery door to turn off the hearing aid. Use your fingernail to pull it open.

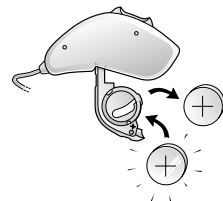
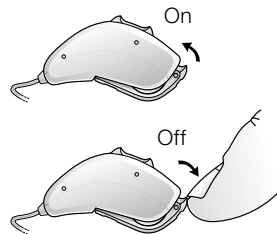
#### 7.1.1 Delayed Activation

Delayed Activation delays the time before the hearing aids turn on after you close the battery doors. With Delayed Activation, you will hear a beep (●●●●etc.) for each second of the delay period (5 or 10 seconds delay).

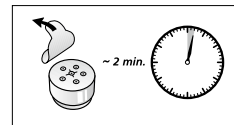
If you do not want to turn on the hearing aids prior to placing them on your ear, ask your hearing care professional to deactivate Delayed Activation.

### 7.2 Inserting/Replacing the battery

1. Open the battery door completely by using your fingernail. Remove the used battery if present.
2. Prepare the new battery (please refer to page 2 for information on appropriate battery type/size for your hearing aid). Remove the protective foil to activate the battery.
3. Wait for 2 minutes before inserting the battery into the hearing aid.



4. Insert the new battery with the positive side in the correct position. Always insert the battery in the door: never directly into the hearing aid.
5. Gently close the battery door.



1. Always use new Zinc-Air batteries that have a minimum remaining shelf life of 1 year.
2. Whenever the hearing aids are not in use, remember to turn them off to avoid unnecessary battery consumption.
3. At night, switch off the hearing aids and open the battery doors completely to allow moisture to evaporate and prolong the hearing aids' lifespans.
4. If the hearing aids are experiencing frequent loss of connection to Beltone Wireless Accessories, contact your hearing care professional for a list of low impedance batteries.



**WARNING:** Batteries contain dangerous substances and should be disposed of carefully in the interest of your safety and for the environment. Also, keep batteries away from pets, children and mentally challenged persons.

### 7.3 Low battery indicator

The hearing aids will reduce amplification and play a melody if battery power gets too low. This signal will recur every 15 minutes until the hearing aids automatically switch off.



**NOTE:** Keep spare batteries on hand.

7.3.1 Low battery indicator when paired with wireless accessories only

The batteries drain faster when you use Beltone wireless functionalities like streaming audio from directly from your iPhone to your hearing aids. When the batteries deplete, the support of some Beltone wireless accessories shut down. Full functionality returns when you insert a new battery.

The table below shows how the functionality decreases with the depletion of the batteries.

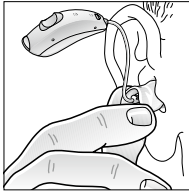
Battery level	Signal	Hearing aid	Remote control	Streaming
Fully charged		√	√	√
Low	🎵🎵🎵	√	√	x
Depleted (change battery)	🎵🎵🎵	√	x	x

7.4 Insert/Remove hearing aids

For comfort, always turn off your hearing aids before you insert or remove them.

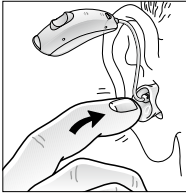
7.4.1 Insert earmould

- 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. Move the earmould up and down and gently press to place it correctly in the ear. Opening and closing your mouth can ease insertion.



- 4. Make sure the hearing aid sits firmly behind the ear.

By experimenting, you may discover an easier method. With proper insertion, hearing aids should fit snugly but comfortably.



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

**!** CAUTION: Never attempt to modify the shape of the hearing aids, earmoulds, or tubing yourself.

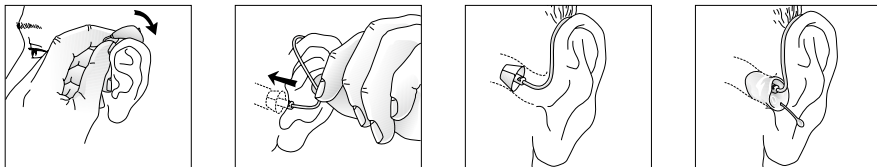
7.4.2 Remove earmould

- 1. Lift the hearing aid from behind the ear. For a moment, let it hang beside your ear.
- 2. Using your thumb and index finger, gently pull the earmould (not the hearing aid or the tubing) loose from the ear.
- 3. Remove the earmould completely by gently twisting it.



#### 7.4.3 Insert receiver dome

1. Hang the hearing aid over the top of the ear.
2. Hold the receiver tube where it bends and gently place/push the receiver dome into the ear canal.
3. Push the dome far enough into the ear canal so that the thin tube lies flush with the head (check with a mirror).



NOTE: To avoid whistling, it is important that the tube and the dome fit correctly into your ear. For other possible reasons, check with the Troubleshooting guide.

NOTE: If the hearing care professional has provided you with a sport lock on the receiver tube, make sure to position it into the indentation above the earlobe.



CAUTION: Never attempt to bend or modify the shape of the thin tube.

#### 7.4.4 Remove receiver dome

1. Hold the receiver tube with your thumb and forefinger where it bends, or pull-out cord when using an RIE or UP mould, and pull the receiver dome out of your ear canal.
2. Lift the hearing aid off your ear.



#### 7.4.5 Sport lock

Your hearing care professional will apply and adjust the sport lock.

7.5 Operation of the hearing aid

7.5.1 Push button and Multi-function button

If you have hearing aids with a push button or multi-function button, this will allow you to use up to four different listening programmes, each of them suitable for certain situations.

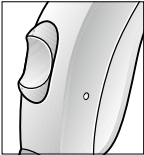
- 1. Tap the programme button to switch between programmes.
- 2. You will then hear one or more beeps. The number of beeps indicates which programme you have selected (one beep = programme one, two beeps = programme two, etc.).
- 3. When you turn the hearing aids off and then back on, they always return to the default setting (programme one and pre-set volume).

Therefore, it should not be necessary to control the volume manually. However, in addition to controlling listening programmes, the multi-function button (64-DRW only) provides you with the ability to adjust the amplification to your liking.

The multi-function button is designed to change the volume or listening programmes of the hearing aids, based on different ways it is pressed. If necessary, your hearing care professional can change the default settings for the multi-function button and fill in the following table to indicate the new settings:



Push button  
(63-DRW)



Multi-function button  
(64-DRW)

Multi-function button action	Default setting	New setting
Short press up	Increases volume	
Short press down	Decreases volume	
Long press up (3 seconds)	Changes programmes	
Long press down (3 seconds)	Activates streaming <sup>1</sup>	

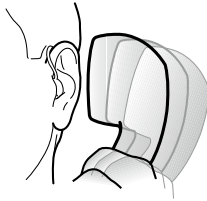
**i** NOTE: If you have two hearing aids with the Synchronised Push Button enabled, programme changes to one hearing aid automatically repeat in the second hearing aid. When you change a programme in one hearing aid, it responds with one or more beeps. The same number of confirmation beeps in the second aid follow. This Synchronised Push Button can also be configured to allow one side to control volume increase and the other side to control volume decrease. The volume changes to one hearing aid are repeated on the other side to keep the levels the same.

<sup>1</sup> Wireless streaming only applicable when using Beltone Direct accessories.

## 8 Telephone use

Your hearing aids allow you to use the telephone as you ordinarily do. Finding the optimal position for holding a telephone may require practice. One or more of the following suggestions may be helpful:

1. Hold the telephone up to your ear.
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 aid eliminates the feedback.
4. Whistling may stop by holding the telephone slightly away from the ear.



**i** NOTE: Depending on your individual needs, your hearing care professional may activate a programme specifically for telephone use.

### 8.1 Using Beltone hearing aids with iPhone®, iPad®, and iPod touch® (optional)

Beltone Trust hearing aids are Made for iPhone, and allow for direct communication and control with an iPhone, iPad, or iPod touch.

**i** NOTE: For assistance with pairing and using these products with your Beltone Trust device, please contact your hearing care professional.

### 8.2 Using Beltone hearing aids with smart phone apps

Use with smart phone apps:

- Notifications of app updates should not be disabled, and it is recommended that the user installs all

updates to ensure that the app will function correctly and will be kept up to date.

- The app must only be used with Beltone devices for which it is intended, and Beltone takes no responsibility if the app is used with other devices.
- If you would like a printed version of the user guide for a smart phone app, please consult customer support or go to our website at [www.beltone-hearing.com](http://www.beltone-hearing.com).

### 8.3 Cellular phones

Your hearing aids comply with the most stringent Standards of International Electromagnetic Compatibility. However, not all cell phones are hearing aid compatible (HAC).

Any degree of disturbance can be due to the nature of your particular cellular phone or of your wireless telephone service provider.

**i** NOTE: 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 wireless accessories to enhance listening capabilities.

### 8.4 Auto-Phone

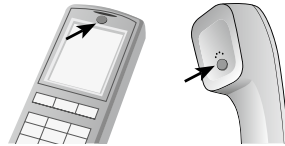
The Auto-Phone function automatically switches your present listening programme to your telephone programme when a telephone receiver, equipped with a magnet, is close to your ear. When you remove the telephone receiver from your ear, the hearing aid automatically returns to the previous listening programme.

#### 8.4.1 Placement of Auto-Phone magnets

Place Auto-Phone magnet on your telephone receiver to allow operation of the Auto-Phone function. In

order to place Auto-Phone 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.



NOTE: If you are not satisfied with the strength of Auto-Phone, you can reposition the Auto-Phone magnet or add additional magnets.

NOTE: Prior to placing the magnet on the telephone or cell phone, use a recommended cleaning agent to clean the telephone.

#### 8.4.2 Auto-Phone usage

1. Use your telephone in a normal manner.
2. A short melody indicates that the Auto-Phone feature has automatically switched on the telephone programme.

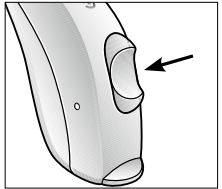


NOTE: Initially, you may need to move the telephone receiver slightly to find the best position for reliable Auto-Phone activation and good hearing on the telephone.

### 8.5 Telecoil (64-DRW only)

Your hearing aids may be equipped with a telecoil. The Telecoil programme may help to improve speech understanding with Hearing Aid Compatible telephones and in theatres, cinemas, houses of worship etc. that have a tele-loop installed.

The telecoil cannot work without a teleloop (a.k.a. induction loop) or a Hearing Aid Compatible (HAC) telephone. When you switch on the Telecoil programme, your hearing aids pick up signals from the teleloop or HAC telephone.



NOTE: If you are having trouble hearing with the teleloop, ask your hearing care professional to adjust the programme.

NOTE: If there is no sound from the hearing aids in a tele-loop system and an active Telecoil programme, the teleloop system may not be turned on or is not operating correctly.

NOTE: Your hearing care professional will gladly provide information regarding a tele-loop system at your home.

#### 8.5.1 Teleloop systems

To use teleloop systems, follow these steps:

1. Switch your hearing aids to the Telecoil programme.
2. Find a good spot. Reception is not clear in all locations; it depends on the induction loop. Look for signs or find another spot to sit.
3. If needed, adjust the volume.
4. When you leave, switch to a microphone programme.

### 8.5.2 HAC Telephone

The telecoil picks up the HAC telephone's telecoil signal and converts it to sound.

To use the HAC telephone, follow these steps:

1. Switch your hearing aid to the Telecoil programme.
2. Pick up the telephone and place a call or answer a call.
3. Hold the telephone behind your ear – close to the hearing aid, and tilt it slightly outwards.
4. Listen to the dialling tone and move the telephone to get the best reception.
5. If needed, adjust the volume.
6. When you hang up, switch to a microphone programme.



**NOTE:** If the phone has a poor telecoil signal, use the microphone programme. To avoid whistling, do not hold the handset too tightly against your ear.



### 8.6 Direct Audio Input (64-DRW only)

Your hearing aid is equipped with a Direct Audio Input facility. Direct Audio Input allows direct connection from sound sources, such as, a radio, television or even school equipment, to your hearing aid. Often, this will improve sound quality.



Audio shoe

The sound source transmits to your aid via a cable and a click-on device.

The hearing aids automatically detect the Direct Audio Input (DAI) source. The DAI supports the systems for wireless use as well.

Your hearing aid professional can adjust your hearing aids to fit the mix between the digital audio input and the microphones on your hearing aids. You may, e.g. select to lower the ambient sounds and amplify the sounds from the transmitter.

Ask your hearing aid professional for solutions and fitting.

This accessory connects to the bottom of the hearing aids. Once clicked into place, the hearing aids automatically close the microphones and switch to DAI.

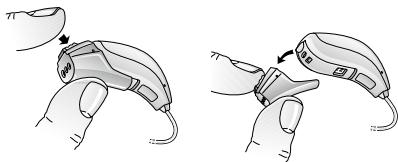
### 8.6.1 Connecting DAI

1. Align the tip of the DAI click-on adaptor with the groove just above the battery door and below the model number.
2. Once in place, move the DAI click-on adaptor in the direction of the battery door.
3. Gently click the DAI click-on adaptor onto the hearing aid.



### 8.6.2 Disconnecting DAI

1. Press and hold the button on the front side of the DAI click-on adaptor.
2. Gently remove the DAI click-on adaptor from the hearing aid.



### 8.7 Flight mode (optional)



**WARNING:** When boarding a flight or entering an area where RF transmitters are prohibited, wireless functionality must be deactivated.

Your Beltone Trust hearing aids allow you to control them from your smart phone or Beltone Direct Remote Control. However, in some areas you are requested to turn off wireless communication.

Follow these steps to turn off wireless mode:

1. For each hearing aid, open and close (open-close, open-close, open-close) the battery door three times within a 10-second period.
2. Double-dings for ten seconds (🎵🎵🎵 etc.) indicate that your hearing aid is in Flight mode.

Follow these steps to activate wireless mode:

1. For each hearing aid, open and close the battery door once.
2. Your hearing aids are in wireless mode after 10 seconds.



**NOTE:** Both hearing aids must be set in Flight mode - even with synchronisation enabled.

**NOTE:** It is important to wait an additional 15 seconds after wireless function resumes before opening and closing the battery door again for any reason. Flight mode will resume if you open and close the battery door during this 15-second window.

## **9 Tinnitus Sound Generator (TSG) module**

### **9.1 Intended use for the TSG module**

Your Beltone hearing aid includes the Tinnitus Sound Generator function, a tool for generating sounds to be used in tinnitus management programmes to relieve suffering from tinnitus.

The Tinnitus Sound Generator can generate sounds adjusted to the specific therapeutic needs and your personal preference as determined by your doctor, audiologist, or hearing care professional. Depending on the selected hearing aid programme and the environment you are in, you will sometimes hear the therapeutic sound resembling a continuous or fluctuating whistling.

### **9.2 User instructions for the TSG module**

#### ***9.2.1 Description of the device***

The Tinnitus Sound Generator (TSG) Module is a software tool that generates sounds to be used in tinnitus management programmes to relieve suffering from tinnitus.

#### ***9.2.2 Explanation of how the device functions***

The TSG module is a frequency and amplitude shaped white-noise generator. Noise signal level and frequency characteristics can be adjusted to the specific therapeutic needs as determined by your doctor, audiologist or hearing care professional.

Your doctor, audiologist or hearing care professional can modulate the generated noise with the purpose of making it more pleasant. The noise can then resemble, for example, crashing waves on a shore.

Modulation level and speed can also be configured to your likes and needs. An additional feature can be enabled by your hearing care professional that allows you to select predefined sounds that simulate sounds from nature, such as breaking waves or running water.

If you have two wireless hearing aids that support ear-to-ear synchronisation this functionality can be enabled by your hearing care professional. This will cause the Tinnitus Sound Generator to synchronise the sound in both hearing aids.

If your tinnitus troubles you only in quiet environments, your doctor, audiologist or hearing care professional can set the TSG Module so that it becomes audible exclusively in such surroundings. The overall sound level can be adjusted via an optional volume control. Your doctor, audiologist or hearing care professional will review with you the need for having such a control.

For hearing aids where ear to ear synchronisation is enabled your hearing care professional can also enable environmental monitoring synchronisation so that the TSG noise level is automatically adjusted simultaneously in both hearing aids dependent on the background sound level. Additionally if the hearing aid has a volume control then the background noise level monitored by the hearing aid and the volume control can be used simultaneously to adjust the generated noise level in both hearing aids.

### ***9.2.3 TSG volume control***

The sound generator is set to a specific loudness level by the hearing care professional. When switching the sound generator on, the volume will have this optimal setting. Therefore, it might not be necessary to control the volume (loudness) manually. However, the volume control provides the ability to adjust the volume, or amount of stimulus, to the liking of the user.

## **9.3 Using TSG with smart phone apps**

The tinnitus sound generator control via hearing aid push buttons can be enhanced with wireless control from a TSG control app on a smart phone or mobile device. This functionality is available in supported hearing aids when a hearing care professional has enabled the TSG functionality during fitting of the hearing aid.

To use smart phone apps the hearing aid must be connected with the smart phone or mobile device.

## **9.4 The scientific concepts that form the basis for the device**

The TSG module provides sound enrichment with the aim of surrounding the tinnitus sound with a neutral sound, which is easily ignored. Sound enrichment is an important component of most approaches to tinnitus management, such as Tinnitus Retraining Therapy (TRT). To assist habituation to tinnitus, this needs to be audible. The ideal level of the TSG module, therefore, should be set so that it starts to blend with the tinnitus, and so that you can hear both your tinnitus as well as the sound used.

In a majority of instances, the TSG module can also be set to mask the tinnitus sound, so to provide temporary relief by introducing a more pleasant and controllable sound source.

## **9.5 Technical Specifications**

### ***9.5.1 Audio signal technology***

Digital

### ***9.5.2 Available sounds***

White noise signal which can be shaped with the following configurations:



The white noise signal can be modulated in amplitude with an attenuation depth of up to 14dB.

High-pass filter	Low-pass filter
500 Hz	2000 Hz
750 Hz	3000 Hz
1000 Hz	4000 Hz
1500 Hz	5000 Hz
2000 Hz	6000 Hz

**9.6 Prescription use of a Tinnitus Sound Generator (TSG) hearing aid**

The TSG module should be used as prescribed by your doctor, audiologist or hearing care professional. In order to avoid permanent hearing damages, the maximum daily usage depends on the level of the generated sound.

Should you develop any side effects from using the sound generator, such as dizziness, nausea, headaches, perceived decrease in auditory function or increase in tinnitus perception, you should discontinue use of the sound generator and seek medical evaluation.

The target population is primarily the adult population over 18 years of age. This product may also be used with children 5 years of age or older. However, children and physically or mentally challenged users will require training by a doctor, audiologist, hearing care professional or the guardian for the insertion and removal of the hearing aid containing the TSG module.

**9.7 Important notice for prospective sound generator users**

A tinnitus masker is an electronic device intended to generate noise of sufficient intensity and bandwidth to mask internal noises. It is also used as an aid in hearing external noises and speech.

Good health practice requires that a person with a tinnitus condition have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before using a sound generator. 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 tinnitus are identified and treated before the sound generator instrument is used.

The sound generator instrument is a tool to generate sounds to be used with appropriate counselling and/or in a tinnitus management programme to relieve patients suffering from tinnitus.

## 10. The receiver tube

The receiver tube contains the wiring to the receiver which delivers the sound to the ear canal. It is important that the receiver tube and the receiver dome/RIE mould fits correctly in your ear. If the receiver tube or the receiver dome/RIE mould irritates your ear in any way and prevents you from wearing your hearing aids, please contact your hearing care professional.

You should never attempt to modify the shape of the receiver tube yourself. The receiver tube and the receiver dome/RIE mould should be cleaned regularly.

Please see cleaning instructions in chapter 14.2 – 14.4.

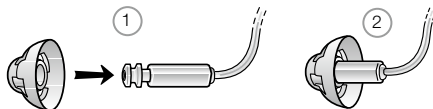
## 11. How to apply domes

It is recommended that your hearing care professional shows you how to change the domes, because incorrect dome replacement could result in the dome being left in the ear when you remove the hearing aids.

### 11.1 Beltone domes

Follow these steps to mount domes:

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



### 11.2 Beltone Tulip domes

The Tulip domes are mounted in a similar manner to the ordinary domes, but a few extra steps are required. The Tulip domes consist of two “petals”.

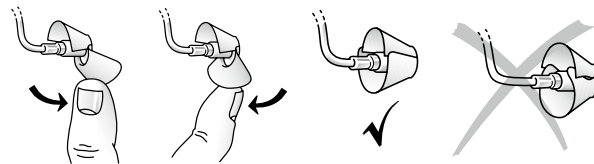
Follow these steps to mount domes:

1. Push the largest petal away from the thin tube using a finger. This bends the petal forward.
2. Push the new tulip dome over the flange.
3. Then push the largest petal backwards, and it will be placed on top of the smaller petal.



NOTE: It is important to note that the largest petal is the outermost petal.

4. Make sure that the new dome is properly and securely mounted.



## 12 Wireless Accessories

With Beltone wireless accessories, you can stream sound from your TV, music player and many other sound sources directly to your Beltone hearing aids. You can also control your hearing aids without wearing an intermediary device around your neck.

Ask your hearing care professional for more information about Beltone wireless accessories.

## 13 Beltone Remote Care (Optional)

If you sign up to use the Beltone Remote Care service available with your hearing aids, your hearing care professional can adjust your hearing aids remotely no matter where you are between your scheduled appointments. This allows you to experience unprecedented freedom and flexibility:

1. Request assistance remotely to adjust your hearing aids for maximum listening comfort  
*Ask your dispenser for assistance or request adjustments to programs while installing the changes at your convenience – wherever you are*
2. Keep your hearing aids up to date with the latest software to ensure the best performance possible  
*Updates to the hearing aid software available for install at your convenience*



CAUTION: Your hearing aids shut down during the install and update process. For optimum performance, make sure the hearing aids are connected to the Beltone HearMax app and placed close to the iPhone or Android smart phone before applying the changes.

Your hearing care professional will gladly provide information regarding Beltone Remote Care, and how it works with the Beltone HearMax app.


## 14 Care and maintenance

Please follow the instructions below to have the best user experience and to prolong the durability of your hearing aids:

1. Keep your hearing aid 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 aid(s).
2. Never immerse hearing aids in water or other liquids, as liquids may cause permanent damage to the hearing aids.
3. Avoid rough handling of hearing aids or dropping them on hard surfaces or floors.
4. Do not leave hearing aids 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 hearing aids while showering, swimming, in heavy rain or in a moist atmosphere such as a steam bath or sauna.
6. If your hearing aids do get wet, or if they have been exposed to high humidity or perspiration, they should be left to dry out overnight with the batteries out and the battery doors open. It is also a good idea to put the hearing aids and batteries in a sealed container together with a drying agent (desiccator) overnight. Do not use the aids until they are completely dry. Consult your hearing care professional as to which drying agent to use.
7. Remove your hearing aids when applying cosmetics, perfume, aftershave, hair spray, and suntan lotion. These might get into the aids and cause damage.


## 14.1 Daily maintenance

It is important to keep your hearing aids clean and dry. On a daily basis, clean the hearing aids using a soft cloth or tissue. In order to avoid damage due to humidity or excessive perspiration, the use of a drying kit is recommended.

 **NOTE:** It is not recommended to submerge or rinse the thin tube and dome with water, as there is a risk that a water drop may become lodged in the thin tube. If this should occur, it will prevent sound from coming through the thin tube, and may be harmful to the hearing aids' electronics.

### 14.2 Cleaning the receiver tubes and domes

The receiver tube and the receiver dome should be cleaned regularly. Use a damp cloth to clean the receiver tube and receiver dome on the outside. Do not use water when you are cleaning the receiver tubes or the receiver domes. This process is also used to clean the UP receiver mould. Please see chapter 15.4 for how to change the wax guard filter.

 **NOTE:** If the components get stiff, brittle, or discoloured, ask your hearing care professional for a replacement.

### 14.3 Cleaning RIE or moulds (does not apply for UP moulds)

1. Separate the mould from the receiver tube.
2. Clean the RIE mould using a mild soap, and rinse with lukewarm water.
3. After cleaning, dry RIE moulds thoroughly and remove any residual water and debris utilising an air bulb.

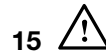


NOTE: Earmould tubing may become stiff, brittle, or discoloured over time. Contact your hearing care professional regarding tube changes.

#### 14.4 Changing wax filter for receiver tube

For changing Cerustop (white) wax filters, the following steps are needed:

1. To remove the old wax filter, insert the removal side of the wax filter tool into the used wax filter so that the shaft of the tool is touching the rim of the wax guard. Slowly pull the wax filter straight out.
2. To insert the new wax filter, gently press the replacement side of the wax filter tool straight into the hole of the sound outlet until the outer ring lies flush with the outside of the receiver. Pull the tool straight out -the new wax filter will remain in place.



## 15 General warnings

1. Consult a hearing care professional if you think there may be a foreign object in your ear canal, if you experience skin irritation, or if excessive earwax accumulates with the use of the hearing aid.
2. Different types of radiation, from e.g. NMR, MRI, or CT scanners, may damage hearing aids. It is recommended not to wear hearing aids during these or other similar procedures. Other types of radiation, such as burglar alarms, room surveillance systems, radio equipment, mobile telephones, contain less energy and will not damage hearing aids. However, they have the potential to momentarily affect the sound quality or temporarily create undesired sounds from hearing aids.
3. Do not wear hearing aids in mines, oil fields, or other explosive areas unless those areas are certified for hearing aid use.
4. Do not allow others to use your hearing aids. This may cause damage to the hearing aids or to the hearing of the other individual.
5. Hearing Aid usage by children or mentally challenged persons should be supervised at all times to ensure their safety. The hearing aid contains small parts that could be swallowed by children. Please be mindful not to leave children unsupervised with this hearing aid.
6. Hearing aids should be used only as prescribed by your hearing care professional. Incorrect use may result in sudden and permanent hearing loss.
7. Warning to hearing care professionals: Special care should be exercised in selecting and fitting hearing aids with maximum sound pressure level that exceeds 132dB SPL with an IEC 60711:1981 occluded ear simulator. There may be a risk of impairment of the remaining hearing.
8. Be careful when boarding flights to deactivate the wireless functionality. Turn off your wireless functionality by using the flight mode in areas where radio frequency emission is prohibited.

9. If device is broken, do not use.
10. External devices connected to the electrical input must be safe according to the requirements of IEC 60601-1, IEC 60065, or IEC 60950-1, as appropriate (wired connection, for example HI-PRO, SpeedLink).



1. Beltone wireless devices include a RF transmitter that operates in the range of 2.4 GHz - 2.48 GHz.
2. For use of wireless functionality only use Beltone Wireless Accessories. For further guidance regarding e.g. pairing, please refer to the user guide of the relevant Beltone Wireless Accessory.

## 16 Using Beltone hearing aids with Beltone apps for smart phones

### 16.1 Intended use of Beltone apps for smart phones:

Beltone smart phone apps are intended to be used with Beltone wireless hearing aids. Beltone smart phone apps send and receive signals from the Beltone wireless hearing aids via smart phones for which the apps have been developed.



### 16.2 General precautions

1. When wireless functionality is activated, the device uses 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 aid away from the affected electronic device.
2. When using wireless functionality and the devices are affected by electromagnetic interference, move away from the source.
3. Use only original Beltone consumables e.g. tubes and domes.
4. Only connect Beltone hearing aids to Beltone wireless accessories intended and qualified to be used with Beltone hearing aids.

## 17 Auto-Phone warnings

1. Keep magnets out of reach of pets, children and people with mental disabilities. If a magnet is swallowed, please seek advice from a medical practitioner.
2. The 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).

### 17.1 Auto-Phone precautions

1. High distortion during dialling 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 Beltone.

## 18 Important points for FM

1. Do not use two transmitters on the same FM channel.
2. Do not use water or fluids for cleaning the FM boot.
3. Do not use an FM transmitter in locations where it is forbidden to use electronic devices, for instance in airplanes.
4. Be aware that FM signals might also be picked up and overheard by other receivers.
5. Before using the system in another country, contact your hearing care professional to make sure your radio channel is permitted in that country.
6. Your FM boot and transmitter may only be repaired by an authorized service centre.

## 19 Tinnitus Sound Generator (TSG) warnings

1. Sound generators can be dangerous if improperly used.
2. Sound generators should be used only as advised by your doctor, audiologist, or hearing care professional.
3. Sound generators are not toys and should be kept out of reach of anyone who might cause themselves injury (especially children and pets).

### 19.1 TSG precautions


1. Should the user develop any side effects from using the sound generator, such as dizziness, nausea, headaches, perceived decrease in auditory function or increase in tinnitus perception, the user should discontinue use of the sound generator and seek medical evaluation.
2. Children and physically or mentally challenged users will require guardian supervision while wearing the TSG hearing aid.
3. The volume control is an optional feature in the TSG module used for adjusting the sound generator output level. To prevent unintended usage by paediatric or physically or mentally challenged users, the volume control must, if enabled, be configured to only provide a decrease of the sound generator output level.

### 19.2 TSG warning to hearing care professionals

A hearing care professional should advise a prospective sound generator user to consult promptly with a licensed physician (preferably an ear specialist) before getting a sound generator if the hearing care professional determines through inquiry, actual observation, or review of any other available information concern-

ing the prospective user that the prospective user has any of the following conditions:

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

 **CAUTION:** The maximum output of the sound generator fall into the range that can cause hearing loss according to OSHA regulations. In accordance with NIOSH recommendations, the user should not use the sound generator for more than eight (8) hours a day when set to a level of 85 dB SPL or above. When the sound generator is set to levels of 90 dB SPL or above, the user should not use the sound generator for more than two (2) hours per day. In no case should the sound generator be worn at uncomfortable levels.



## 20 Battery warnings

Batteries contain dangerous substances and should be disposed of carefully in the interest of your safety and for the environment. Please note:

1. Keep batteries away from pets, children and mentally challenged persons.
2. 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.
3. Do not attempt to recharge batteries (Zinc Air) which are not specifically designated as rechargeable because they may leak or explode.
4. DO NOT attempt to dispose of batteries by burning them.
5. Used batteries are harmful to the environment. Please dispose of them according to local regulations or return them to your hearing care professional.
6. Remove the batteries to prevent leakage when the hearing aids are not in use for an extended period of time.

## 21 Hearing aid 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 hearing 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.

## 22 Warning to hearing aid professionals (US Only)

A hearing care 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 care professional determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

1. Visible congenital or traumatic deformity of the ear.
2. History of active drainage from the ear within the previous 90 days.
3. History of sudden or rapidly progressive hearing loss within the previous 90 days.
4. Acute or chronic dizziness.
5. Unilateral hearing loss of sudden or recent onset within the previous 90 days.
6. Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.
7. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
8. Pain or discomfort in the ear.

## 23 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 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 programme. Many hearing aid dispensers now offer programmes 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.

## 24 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 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.

25 Technical data

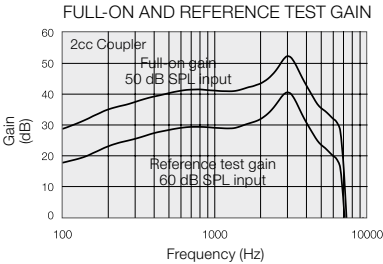
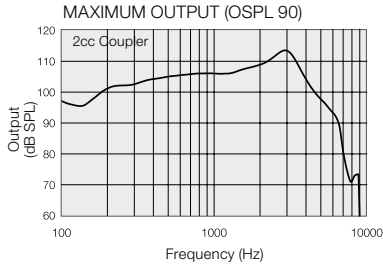
RIE - LP receiver

TST1764-DRW, TST964-DRW, TST664-DRW  
TST1763-DRW, TST963-DRW, TST663-DRW

Reference test gain (60 dB SPL input)	HFA	31	dB
Full-on gain (50 dB SPL Input)	Max	52	dB
	HFA	43	dB
Maximum output (90 dB SPL input)	Max	113	dB SPL
	HFA	108	dB SPL
Total harmonic distortion	500 Hz	0.3	%
	800 Hz	0.5	%
	1600 Hz	0.7	%
Telecoil sensitivity (SPLIV @ 31,6 mA/m)		90	dB SPL
Equivalent input noise (w/o noise reduction)		23	dB SPL
Frequency range (DIN 45605)		100–7060	Hz
Current drain (in test mode)		1.3	mA

Note: Telecoil sensitivity only applicable for 64 RIE models

Data in accordance with IEC60118-0 Edition3.0 2015-06,  
IEC60118-7 and ANSI S3.22-2009, supply Voltage 1.3V



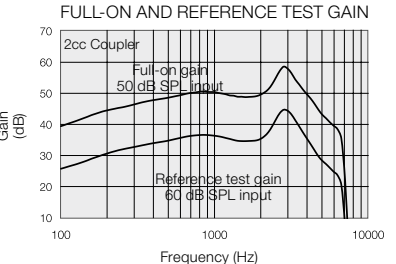
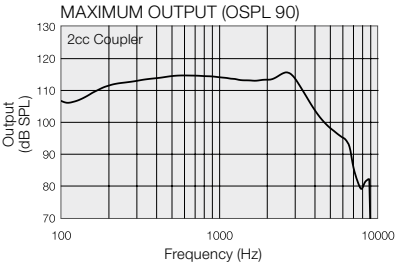
RIE—MP receiver

TST1764-DRW, TST964-DRW, TST664-DRW  
TST1763-DRW, TST963-DRW, TST663-DRW

Reference test gain (60 dB SPL input)	HFA	37	dB
Full-on gain (50 dB SPL Input)	Max	58	dB
	HFA	51	dB
Maximum output (90 dB SPL input)	Max	116	dB SPL
	HFA	114	dB SPL
Total harmonic distortion	500 Hz	0.5	%
	800 Hz	0.6	%
	1600 Hz	1.2	%
Telecoil sensitivity (SPLIV @ 31.6 mA/m)		96	dB SPL
Equivalent input noise (w/o noise reduction)		23	dB SPL
Frequency range (DIN 45605)		100–7000	Hz
Current drain (in test mode)		1.3	mA

Note: Telecoil sensitivity only applicable for 64 RIE models

Data in accordance with IEC60118-0 Edition3.0 2015-06,  
IEC60118-7 and ANSI S3.22-2009, supply Voltage 1.3V



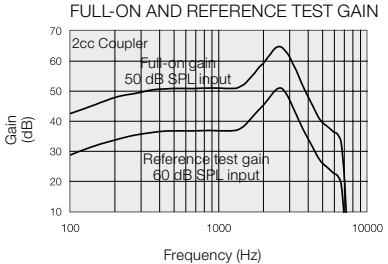
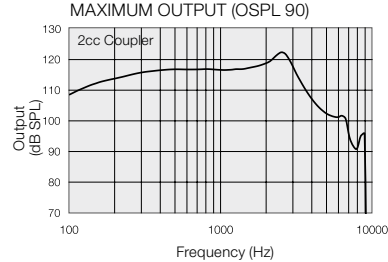
RIE—HP receiver

TST1764-DRW, TST964-DRW, TST664-DRW  
TST1763-DRW, TST963-DRW, TST663-DRW

Reference test gain (60 dB SPL input)	HFA	42	dB
Full-on gain (50 dB SPL Input)	Max	65	dB
	HFA	56	dB
Maximum output (90 dB SPL input)	Max	122	dB SPL
	HFA	118	dB SPL
Total harmonic distortion	500 Hz	0.6	%
	800 Hz	1.2	%
	1600 Hz	0.7	%
Telecoil sensitivity (SPLIV @ 31.6 mA/m)		101	dB SPL
Equivalent input noise (w/o noise reduction)		23	dB SPL
Frequency range (DIN 45605)		100–6030	Hz
Current drain (in test mode)		1.3	mA

Note: Telecoil sensitivity only applicable for 64 RIE models

Data in accordance with IEC60118-0 Edition3.0 2015-06,  
IEC60118-7 and ANSI S3.22-2009, supply Voltage 1.3V



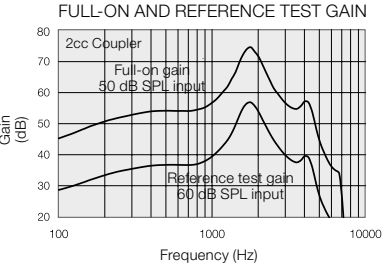
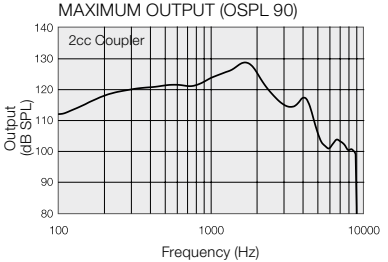
RIE—UP receiver

TST1764-DRW, TST964-DRW, TST664-DRW  
TST1763-DRW, TST963-DRW, TST663-DRW

Reference test gain (60 dB SPL input)	HFA	47	dB
Full-on gain (50 dB SPL Input)	Max	75	dB
	HFA	64	dB
Maximum output (90 dB SPL input)	Max	129	dB SPL
	HFA	124	dB SPL
Total harmonic distortion	500 Hz	1.3	%
	800 Hz	2.1	%
	1600 Hz	0.1	%
Telecoil sensitivity (SPLIV @ 31.6 mA/m)		107	dB SPL
Equivalent input noise (w/o noise reduction)		23	dB SPL
Frequency range (DIN 45605)		100–4910	Hz
Current drain (in test mode)		1.2	mA

Note: Telecoil sensitivity only applicable for 64 RIE models

Data in accordance with IEC60118-0 Edition3.0 2015-06,  
IEC60118-7 and ANSI S3.22-2009, supply Voltage 1.3V



26 TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	POSSIBLE REMEDY
Feedback, 'whistling'	Is your earmould or dome inserted correctly?	Put it in again.
	Is the volume very loud?	Reduce it.
	Is the plastic tube or the earmould clogged or broken?	Replace or visit your hearing care professional.
	Are you holding an object (e.g. a hat, a telephone receiver) close to a hearing aid?	Move your hand away to create more space between the hearing aid and the object.
	Is your ear full of wax?	Visit your physician.
No sound	Is the hearing aid turned on?	Switch it on.
	Is the hearing aid in telecoil mode?	Switch to the microphone program.
	Is there a battery in the hearing aid?	Insert a new battery.
	Is the battery still good?	Replace with a new one.
	Is the plastic tube or the earmould clogged or broken?	Visit your hearing care practitioner.
	Is your ear full of wax?	Visit your physician.

TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	POSSIBLE REMEDY
Sound is distorted, spluttering or weak?	Is the battery dead?	Replace it with a new one.
	Is the battery dirty?	Clean it or replace it with a new one.
	Is the plastic tube or the earmould clogged or broken?	Visit your hearing care professional.
	Did your hearing aid get moist?	Use a desiccant.
Battery drains very quickly	Did you leave your hearing aid switched on for long periods of time?	Always switch off your hearing aid when you are not using them , e.g. during the night.
	Is the battery old?	Check the date on the battery packaging.

## 27 Warranties and repairs

Beltone provides a warranty on hearing aids in the event of defects in workmanship or materials, as described in applicable warranty documentation. In its service policy, Beltone pledges to secure functionality at least equivalent to the original hearing aid. As a signatory to the United Nations Global Compact initiative, Beltone is committed to doing this in line with environment-friendly best practices. Hearing aids therefore, at Beltone'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 aids is designated on your warranty card, which is provided by your hearing care professional.

For hearing aids that require service, please contact your hearing care professional for assistance. Beltone hearing aids that malfunction must be repaired by a qualified technician. Do not attempt to open the case of hearing aids, as this will invalidate the warranty.

## 28 Temperature test, transport and storage information

Beltone hearing aids are subjected to various tests in temperature and damp heating cycling between -25°C and +70°C according to internal and industry standards.

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

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.



Advice and tips on how to handle your hearing aid better.



Equipment includes RF transmitter.

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Beltone Trust is compatible with iPhone 7 Plus, iPhone 7, iPhone 6s Plus, iPhone 6s, iPhone 6 Plus, iPhone 6, iPhone SE, iPhone 5s, iPhone 5c, iPhone 5, iPad Pro (12.9-inch), iPad Pro (9.7-inch), iPad Air 2, iPad Air, iPad mini 4, iPad mini 3, iPad mini 2, iPad mini, iPad (4th generation), iPod touch (6th generation) and iPod touch (5th generation) using iOS 8.X or later. Apple, the Apple logo, iPhone, iPad Pro, iPad Air, iPad mini, iPad and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.

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

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