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[lucidhearing.com](http://lucidhearing.com)

IFU-1046 Rev01



## SPEAKER-IN-THE-EAR HEARING INSTRUMENTS

16, 32 and 64 Channel



**USER MANUAL**

**WARNING: People younger than 18 should go to a doctor before using this.** People younger than 18 years old need specialized care, and using this without a medical evaluation may worsen impairment or disability. A hearing aid user who is younger than 18 should have a recent medical evaluation from a doctor, preferably an ear-nose-throat doctor (an ENT). Before using this, a doctor should determine that the use of a hearing aid is appropriate.

**WARNING to Hearing Aid Dispensers:**

You should advise a prospective hearing aid user to consult promptly with a doctor, preferably an ear specialist such as an ENT, before dispensing a hearing aid if you determine through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- Visible deformity of the ear, either congenital or traumatic
- Fluid, pus, or blood coming out of your ear in the past 6 months
- Painful or discomfort in the ear
- History of excessive ear wax, or suspicion that something is in the ear canal
- Dizziness, either recent or long-standing
- Sudden, quickly worsening, or fluctuation hearing loss within the previous 6 months
- Hearing loss or ringing (tinnitus) only in one ear or a noticeable difference in hearing between ears
- Audiometric air-bone gap equal to or greater than 15 dB at 500 Hz, 1000 Hz, and 2000Hz

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

**Caution: This is not hearing protection**

You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.

**Caution: The sound output should not be uncomfortable or painful.**

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.

**Caution: You might need medical help if a piece gets stuck in your ear.**

If any part of your hearing aid, like the ear tip, gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part farther into your ear, injuring your eardrum or ear canal, possibly seriously.

**Note: What you might expect when you start using a hearing aid.**

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss. People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices.

If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially in situations that make you tired from listening—for example, noisy environments.

**Note: Tell FDA about injuries, malfunctions, or other adverse events**

To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them “adverse events,” and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc.

Instructions for reporting are available at [www.fda.gov/Safety/MedWatch](http://www.fda.gov/Safety/MedWatch) or call 1-800-FDA-1088. You can also download a form to mail to FDA.

**Note: Hearing loss in people younger than 18**

- People younger than 18 should see a doctor first, preferably an ear-nose-throat doctor (an ENT), because they may have different needs than adults

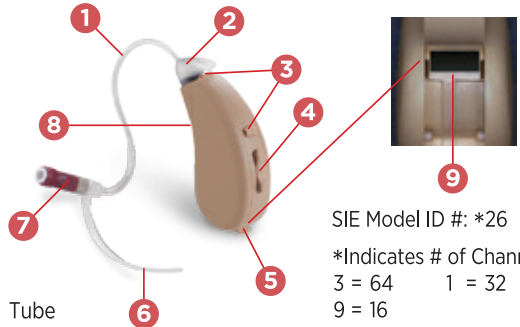
- The doctor will identify and treat medical conditions as appropriate
- The doctor may refer the person to an audiologist for a separate test, a hearing aid evaluation
- The hearing aid evaluation will help the audiologist select and fit the appropriate hearing aid

A person who is younger than 18 years old with hearing loss should have a medical evaluation by a doctor, preferably an ENT, before buying a hearing aid. That purpose of a medical evaluation is to identify and treat medical conditions that may affect hearing but that a hearing aid won't treat on its own.

Following the medical evaluation and if appropriate, the doctor will provide a written statement that the hearing loss has been medically evaluated and the person is a candidate for a hearing aid. The doctor may refer the person to an audiologist for a hearing aid evaluation, which is different from a medical evaluation and is intended to identify the appropriate hearing aid.

The audiologist will conduct a hearing aid evaluation to assess the person's ability to hear with and without a hearing aid. This will enable the audiologist to select and fit a hearing aid for the person's individual needs. An audiologist can also provide evaluation and rehabilitation since, for people younger than 18, hearing loss may cause problems in language development and educational and social growth. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of hearing loss in people younger than 18.

## UNDERSTANDING YOUR HEARING AID



SIE Model ID #: \*26  
\*Indicates # of Channels  
3 = 64    1 = 32  
9 = 16  
Example  
SQ126 = 32 Channel

- 1 Tube
- 2 Tube Plug
- 3 Microphone Ports
- 4 Dual Function Rocker Switch
- 5 Battery Door On/Off Switch
- 6 Concha Lock
- 7 Sound Tip with WaxStop
- 8 Serial Number
- 9 SIE Model ID # (Inside Battery Door)

**Red Sound Tip** - Right Hearing Instrument  
**Blue Sound Tip** - Left Hearing Instrument

## INCLUDED ACCESSORIES



Your hearing instruments are shipped with a variety of accessories, a sampling pictured above, including the following:

- Storage Case
- Hearing Aid Drying Jar
- 1 Card of Batteries
- Battery Holder
- WaxStop
- Cleaning Tool

If you have any questions about the use of these accessories please contact your hearing care professional or our Customer Service team at **1-800-785-6052**.

## BATTERY INSERTION & REPLACEMENT

Your hearing aid is powered by a type 312 battery and for the best performance we recommend using a zinc-air battery.



To insert a battery, remove the adhesive label and wait thirty seconds for air to activate the battery. Wipe any moisture off the battery surface.



Open the battery door and with the positive side up, insert battery into the battery door.

To remove, open the battery door and lift the battery out of the battery door.

When your battery is low and needs replaced, you will hear the low battery voice prompt. The prompt will be repeated every 15-20 minutes until the battery is changed.

## POWER & VOLUME CONTROL



**OFF Position**

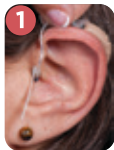
After inserting the battery, close the door completely to turn the unit on. To turn the unit off, simply open the battery door to the first stop (click). To help prolong battery life, open the battery door each time you remove your hearing aids.



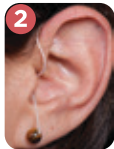
**Dual Function Rocker Switch**

Once the battery door is completely shut, you will hear the unit turn on. To adjust the volume either higher or lower use the Dual Function Rocker Switch. You will press either up or down and quickly release the rocker switch (do not hold down). You will hear double tones indicating the volume has been adjusted. If you do not hear the tones, this indicates you have reached the maximum or minimum hearing volume level. Always ensure the volume is at a comfortable listening level.

## INSERTING HEARING AIDS



Inserting your hearing aids for the first time can be challenging. There can be feedback (whistling) if your hearing aids are not fully inserted so we suggest you practice inserting them without the battery until you have perfected this process.



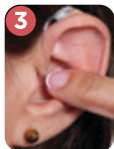
### Follow these steps to insert your hearing aid:

**1** Grasp hearing aid between your thumb and forefinger.

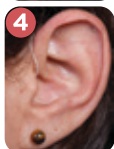
**2** Place it over your ear as shown.

**3** Gently push the ear tip into the ear canal.

**4** Tuck the concha lock into the bowl of your ear.



When positioned correctly the hearing aid is practically invisible.



To remove the instrument, it is important to grasp the instrument itself. Please do NOT pull on the tubing to remove the hearing aid as this can stretch and distort the tubing and may void the warranty.

## PROGRAM SELECTION



Dual Function Rocker Switch

Your hearing aid features four listening programs.

Program 1 (Lucid) is automatically selected when the hearing aid is turned on and is the best choice for most listening situations.

For special listening situations, you have additional options.

Program 2 (Noisy) is best for loud, noisy environments.

Program 3 and 4 are available if you need customized settings based on your hearing loss.

To change programs simply press and hold the Dual Function Rocker Switch (either up or down) for 2 seconds. A voice prompt will announce the program change. Press and hold again to cycle through the programs.

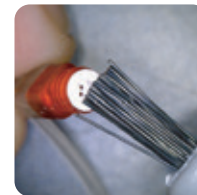
## ATTACHING & REMOVING TUBING

**Attaching Tubes:** Align the tube plug (tubing facing down) with the opening. Apply gentle pressure until the plug begins to go into the socket. Push firmly until the plug clicks into place.



**Removing Tubes:** We recommend you visit your hearing specialist to remove or replace your tubes. If you would like to remove yourself, then grasp the connector firmly. Do not pull the tubing itself, as it can become stretched and distorted. Insert finger nails into the finger nail grooves. Pull straight out. **DO NOT TWIST.**

## CLEANING AND TIP REPLACEMENT



Brush wax/debris from sound port daily

The most common cause of instrument failure is wax buildup and it is the easiest to avoid. By wiping your hearing aids, tubing, sound tip, ear tips and/or domes with a soft, dry cloth every day and carefully removing any traces of wax and debris, you will reduce wax buildup. Use the brush provided to enhance your cleaning by lightly brushing the sound ports. It is important to keep your hearing aids as clean as possible to maintain maximum performance and durability.



To clean your ear tips and domes disconnect them from the tubing and then wash in lukewarm water with a mild detergent. Dry thoroughly before reconnecting.



Tip Replacement

While we recommend you visit your hearing specialist to replace your tips to ensure the best fit, a tip can be changed by removing it from the sound port and inserting a different tip.

## WAXSTOP INSTRUCTIONS

Removal Side  New WaxStop Side

The WaxStop is inserted in the sound tip to prevent ear wax from damaging the hearing aid speaker. **We recommend you visit your hearing specialist to replace your WaxStop.** If you would like to replace it yourself, below are the instructions for WaxStop Removal and Insertion.



**WaxStop Removal:** Firmly press the removal tip into WaxStop until it clicks into place. Pull WaxStop from sound tip.

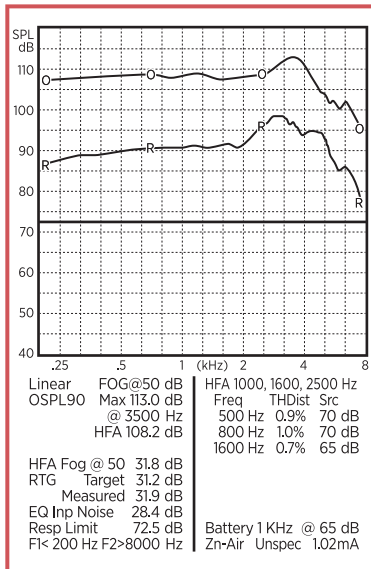


**WaxStop Insertion:** Insert new WaxStop into sound tip, pull the tool straight out. The tool will release and the WaxStop will remain in place. Press WaxStop firmly into sound tip making certain that is fully inserted.

WaxStops can be cleaned in hot water with a mild detergent, dried thoroughly and then reused.

## ANSI SPECIFICATIONS

### STANDARD



## GENERAL INSTRUCTION

### About Lucid® Hearing Aids

Lucid hearing aids are highly sophisticated devices which have the capacity to make a real impact on the overall quality of life for those who have hearing loss.

Patented Lucid smart technology delivers natural sound quality that is superior to traditional "compression" hearing aid technology. Powered by Lucid hearing aids help you hear the sounds that are most important to you and ensure they are at the most understandable and comfortable volume. Our Lucid technology constantly analyzes your environment making automatic adjustments to ensure you hear what you want to hear while minimizing noise and sounds you don't want to hear. This allows you to move from one sound environment to another, like a one-on-one conversation and then a noisy group, without having to make adjustments to your hearing aid settings.

While our hearing aids won't restore your hearing to normal, you will experience a very positive difference. These differences vary between individuals and depend on a number of factors including your level of hearing loss and the type of hearing aid you choose. Our Lucid Certified Hearing Specialists are committed to fitting you with the best device for your level of loss and unique lifestyle.

### Important Hearing Aid Information

#### Intended Use:

A wearable sound amplifying device intended to aid adult persons with or compensating for impaired hearing. The device (custom programmed for individual hearing loss) must only be used by the intended person. They should not be used by any other person as they could damage the individual's hearing. The instruments are not intended for infants, small children or mentally disabled persons.

## Getting Started

### Helpful Hints:

- Start in quiet places with simple communication and then progress as you feel comfortable.
- Keep a positive attitude.
- Communicate any issues with your hearing care professional; they can make adjustments as necessary
- Hearing aids will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
- In most cases infrequent use of a hearing aid does not permit a user to attain full benefit from it.
- The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lip-reading.

### General Instrument Care:

Your instruments are delicate, precision electronic devices and require special care and handling that should be provided to such devices. Please read and follow the listed precautions to ensure quality performance and long instrument life

- Remove batteries when hearing instruments will not be in use for prolonged periods of time
- Do not throw or drop your instruments
- Do not immerse hearing instruments in liquid or water
- Do not wear during bathing, showering or swimming
- Store out of the reach of children and pets
- Do not expose instruments to excessive heat, such as stove top, microwave, dash board of a hot car, or hair dryer
- Do not expose the instruments to chemicals such as hair spray, insect repellent, perfume, or cosmetics.
- Do not use the product with higher volume for a long period of time, in order to avoid hearing damage. Stop using if discomfort occurs.

- Do not disassemble the device
- To avoid possible electromagnetic radiation, the devices should be removed in any high frequency, heat treatment or operation, radiotherapy and strong magnetic field environments.
- Please avoid use in a potentially explosive or dangerous situation.
- Only qualified accessories should be used with this device.
- Take off the hearing aid at night, which should be placed in stay dry jar (hearing aid specialist can supply), avoid light, high temperature, high humidity environment, or falling touch
- Please keep the surface of hearing aid clean, clean wax build up in earplugs or tips
- Please use the Dual Function Rocker Switch correctly, avoid excessive force as far as possible

Special Note. Your hearing instruments are built with the finest quality materials. However, in rare instances an individual may experience sensitivity to the materials used. Please consult with your physician if you exhibit any signs of skin irritation, allergic reaction, or accelerated accumulation of cerumen (wax)

Should you experience a sensitivity problem, please see your hearing care provider to inquire about special hypoallergenic coatings available to assist with these situations.

If your instrument is equipped with wireless capabilities check first before using the hearing instrument in areas where electronics or wireless devices are restricted such as on an airplane.

**Note:** Your Hearing Care Professional can perform a thorough professional cleaning and maintenance. It is recommended that you contact your hearing care professional at least annually for a new hearing test and a clean and check of your device.



The average hearing aid lifespan will vary significantly due to the amount of care provided and the use conditions. On average the life expectancy is approximately 4 years. The lifespan of consumable supply items will also vary significantly (i.e. wax stop, tubes). Ask your Hearing Care Professional for recommendations on supplies, maintenance intervals and for support.

### Battery Safety Information

#### HEARING AID BATTERIES ARE DANGEROUS IF SWALLOWED

Keep out of the reach of children or anyone who may accidentally swallow them. Never put batteries in your mouth for any reason. Do not store batteries in pill containers where they may be mistaken for medication and swallowed. Use batteries recommended by your hearing care professional. Batteries of low quality may leak and cause bodily harm. Batteries with incorrect voltage may cause damage to your device. Never attempt to recharge your batteries. They may explode and cause serious injury. Do not expose your batteries to heat, such as an open flame, microwave or oven. There is a risk that they will explode and cause serious injury. Remove batteries when instrument is not in use. Please discard old batteries in a safe place in accordance to local recycling rules.

Visit <http://www.poison.org/prevent/battery.asp> to learn more important information about battery safety. If a battery or hearing instrument is swallowed, see a doctor immediately and call the National Capital Poison Center, 202-625-3333.

### Important Notice

Prospective Hearing Aid Users: Good health practice requires a person with a hearing loss to 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 the diseases of the ear are often referred to as otologists, otolaryngologists, or otorhinolaryngologists. The purpose of a medical evaluation is to assure all medically treatable conditions that may affect the hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement stating your hearing loss has been medically evaluated and 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 the waiver is not in your best interest and its use is strongly discouraged.



## Troubleshooting Guide

ISSUE	POSSIBLE CAUSE	SOLUTIONS
Feedback, Whistling, Chirping or Whirling	Ear Wax accumulation in ear canal and/or sound port	Clean sound port and/or have ears checked and cleaned by a physician
	Aid improperly inserted	Insert hearing aids properly
"Dead" or No Sound	Microphone opening and/or sound port clogged with wax, moisture or debris	Clean microphone opening and/or sound port
	Dead battery	Replace battery
	Hearing aids are not inserted properly	Insert hearing aids properly
Intermittent Beeping	Weak battery	Replace battery
Fades or Intermittent Sound	Moisture clogged microphone opening	Purchase and use a drying kit

If you experience any problems with your instruments that you are unable to resolve at the place of purchase, contact Hearing Lab Technology, LLC. (contact information on back) for assistance. Please do not attempt to make repairs yourself. Doing so could cause additional damage and will void any warranties.

## Disposal of Instruments



Waste from electronic equipment must be handled according to local regulations.

## Environmental Conditions

During transport or storage, the temperatures should not exceed the limit value of -25 to 70°C. (-13 to 158°F)  
0 to 90%, 700hPa to 1060hPa. Battery should be removed from the device while transporting or storing.

Operating Condition: your hearing instruments are designed to operate beyond the range of temperature comfortable to you, from very cold up to 40°C (104°F).



**Manufactured By:**  
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215-785-5437

**Distributed By:**  
Lucid Hearing  
Holding Company, LLC  
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Grand Prairie, TX 75053



Read  
Instructions



### Transport & Storage

A graph showing a temperature range from -25 to 70°C and a humidity range from 0 to 90%. The y-axis is labeled with -25 and 70° C. The x-axis is labeled with 0 to 90% and 700hPa to 1060 hPa.

-25 70° C  
0 to 90%  
700hPa to 1060 hPa

### Operational Conditions

A graph showing a temperature range from 5 to 40°C and a humidity range from 15-90%RH non-condensing. The y-axis is labeled with 5 and 40° C. The x-axis is labeled with 15-90%RH non-condensing and 700hPa to 1060 hPa.

5 40° C  
15-90%RH non-condensing  
700hPa to 1060 hPa



Type B applied part

**IP22** Protection against dripping water at all angles  
Protection against objects  $\geq 12.5$  mm in diameter