



Songbird[®]

Disposable Hearing Aid

User Instructional
Brochure

flexfit[™]
fits behind the ear

Index

Congratulations and welcome to Songbird.

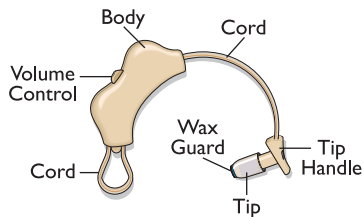
This brochure provides you with easy-to-follow instructions for using and maintaining your hearing aid. It also contains important medical information as well as information about what to expect when you start to use the product. If you have any further questions, do not hesitate to call us at 1-800-789-1830 or visit our website at **www.SongbirdHearing.com**.

Important: Please read this entire guide before using your new Songbird.

Your initial purchase of the Songbird Disposable Hearing Aid includes a foil pouch containing the storage case, your hearing aid, and a wax removal brush. An insert with Acoustical Performance and Technical Information is also included for your reference.

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Using Your Hearing Aid

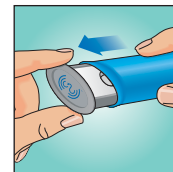
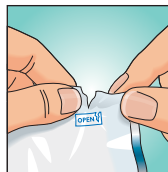


- 1 Body.** Hides behind your ear and houses the Volume Control.
- 2 Volume Control.** Serves as the “On/Off” switch and also makes the sound louder or softer.
- 3 Tip.** Fits comfortably inside the ear to direct the sound in.
- 4 Tip Handle.** Helps to insert and remove the tip.
- 5 Cord.** Connects the body and the tip. It extends over your ear and is adjustable to give you optimal fit and comfort.
- 6 Wax Guard.** Foam wax guard protects against wax getting inside the hearing aid and provides a passageway for sound to come out of the instrument to your ear.

Instructions For Use

1. Open Foil Pouch

Gently tear the foil pouch to remove the hearing aid case. Slide open the case—your new Songbird Disposable Hearing Aid is inside.

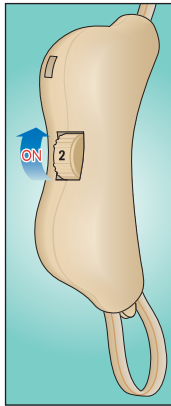


Important: Do not open the foil pouch until you are ready to use the product. Prolonged exposure to air prior to first use will result in shorter than expected product life.

Using Your Hearing Aid (continued)

2. Turn On and Set Volume Level

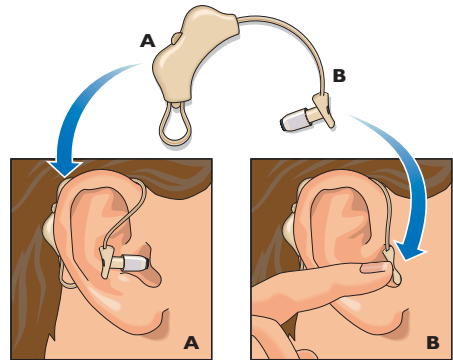
Turn the hearing aid on to the desired volume by rotating the volume control up from the red line (Off) to 1, 2, or 3. The higher the number, the louder the hearing aid will be.



Tip: If you are trying this for the first time, it is recommended that you start on the mid-range volume setting, 2, then adjust as needed.

3. Put the Body Behind Your Ear, Then Insert the Tip

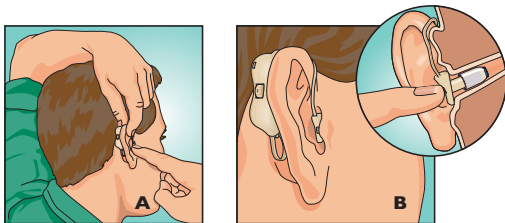
Place the body behind your ear, with the cord hanging in front of your ear (A). Grasp the tip handle and slowly push and wiggle the tip into your ear as far as it will go (B).



Using Your Hearing Aid (continued)

3. Put the Body Behind Your Ear, Then Insert the Tip (continued)

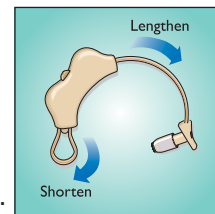
For the most secure fit, pull up and back on your ear as shown while pushing the tip into place (A). The tip handle is intended to keep the tip from going too far and should still be visible when looking into the ear (B).



Tip: If you hear a whistling sound (feedback), use your finger to reposition the tip. If it persists, lowering the volume can help eliminate the whistling.

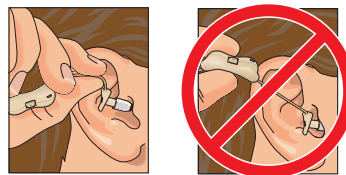
4. Adjust the Cord Length (if needed)

If the cord is too short to insert the tip or too long and not snug over the ear, take the hearing aid off (see **Remove** below) and pull the cord through the hearing aid body to adjust.



5. Remove

While the tip is in your ear, grasp the body and gently take it off your ear. Then, grasp the cord as close to the tip as possible and gently wiggle the tip out of your ear.



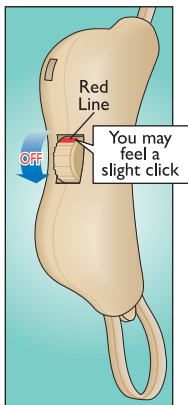
Important: Do not use the body to pull the tip directly out of the ear. This may strain the cord and could result in shorter-than-expected product life.

Using Your Hearing Aid (continued)

6. Turn Off

Rotate the volume control down so that the red line is completely visible. As you do this, you may feel a slight “click”.

Important: If the red line is not completely visible (numbers will not be visible, as seen at right), then the hearing aid is not turned off and you may not get your expected battery life.



7. Remove any visible wax

Remove any visible wax after each use as described in the cleaning section of this insert (see page 16).

8. Store

Place the hearing aid in the supplied carrying case, close the case, and store at room temperature to help maximize the product life.

Helpful Hints

Now that you know how to use your Songbird, here are some things to keep in mind as you adjust to your new hearing experience.

- It takes time to get used to new sounds – the brain needs time to adjust. Be patient and keep at it – wearing your Songbird regularly will help you adjust.
- You may also notice lots of background noises. These have almost always been a part of your environment, and in time you will tune out many of them.
- It also may take time for a hearing aid to feel comfortable – try wearing it for short periods of time, then gradually increase and it will soon feel more natural.

The rest of this booklet contains more helpful information about getting the most out of your Songbird experience. We encourage you to refer back to it from time to time.

Medical Information and Warnings

Use

For safe, comfortable amplification for mild to moderate hearing loss in healthy adults 18 years of age and older.

Not For Use In Children. This product is not for use by anyone under 18 years of age.

Warnings

Hearing loss can be the symptom of a more serious medical condition or the result of an excessive wax build-up. A physician can treat these conditions. If you have not already done so you should consult a licensed physician (preferably one who specializes in diseases of the ear) to rule out any of these medical concerns. Physicians who specialize in diseases of the ear are often referred to as ENTs, otolaryngologists, otologists, or otorhinolaryngologists.

Consult your doctor before use if you have or think you may have:

- History of excessive wax build-up
- Pain or discomfort in the ear
- Fluid or drainage from the ear within the past 90 days
- Ear canal blockage, a lasting ear infection or a plugged up fullness feeling
- Visible deformity of the ear
- Sudden, rapidly progressing, or fluctuating hearing loss within the past 90 days
- Ringing in only one ear
- Hearing loss only in one ear that worsened in the past 90 days
- Spells of acute or chronic dizziness

Stop use and ask a doctor if:

- Hearing in one or both ears worsens
- Hearing does not improve during use
- You experience skin irritation or ear pain

Medical Information and Warnings (continued)

Hearing Aid Ingestion Warning:

Keep out of reach of children and pets. Do not swallow. May pose a choking or ingestion hazard. Contains small parts and a battery. In the US, in the event a hearing aid is swallowed, call collect: The National Button Battery Ingestion Hotline (202) 625-3333 for counsel or treatment.

How Do You Know If You Have Hearing Loss?

Hearing loss can be due to aging, exposure to loud noise, medications, infections, head or ear trauma, congenital or hereditary factors, and other illnesses and causes. This is why it is always important to first have a medical examination with your doctor prior to using a hearing aid to rule out any medical conditions. The vast majority of hearing problems do not require medical or surgical intervention, and can be corrected with hearing aids.

You may have a hearing loss if...

- You frequently complain that people mumble, speech is not clear, or you hear only parts of conversations when people are talking.
- You often strain to hear or ask people to repeat what they said.
- Your friends or relatives tell you that you don't seem to hear very well.
- Others say that you play the TV or radio too loudly.
- You do not laugh at jokes because you miss too much of the story.
- You need to ask others about the details of a meeting that you just attended.
- You cannot hear the doorbell or the telephone.
- You find that looking at people when they talk to you makes it somewhat easier to understand.

Please visit our website at
www.SongbirdHearing.com
for additional information on hearing loss.

Adjusting to Wearing Hearing Aids

A hearing aid is only an aid to hearing; it is impossible to restore hearing to normal. It takes time to get used to hearing aids and gain their full benefits.

- It takes time to get used to hearing aids and having something in your ear. The brain has to adjust to the new sounds; some people adjust very quickly, others may take up to 2-3 months.
- Initially you may notice a lot of background sounds. Keep in mind that background noise is almost always part of your environment, and adjustment to it is required. In time, you will tune out many of these everyday sounds. Studies suggest that your ability to understand speech may continue to increase over a period of several months when wearing a new hearing aid.
- You may start out feeling like everything is too loud or noisy; try starting out with the hearing aid set to a lower volume setting to give yourself time to adjust.

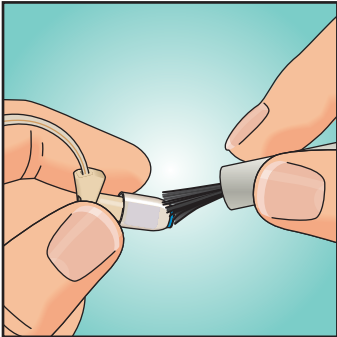
- You may also feel plugged up or feel like you're talking in a barrel. This is a normal reaction to wearing new hearing aids, and the sensation will usually go away in the first few weeks. With patience and time, you should get lots of benefit from your hearing aids.
- Be patient. Some people adjust very quickly, most adapt within a few weeks. Start out wearing your hearing aid for short periods of time and gradually increase. Wearing your aids regularly will help you adjust to them.

Using the Telephone

- If your hearing aid whistles (feedback) while on the phone, tilt the telephone away from your ear until the whistling stops.
- Try various positions with the telephone until you discover the arrangement that works best for you.

Cleaning Your Hearing Aid (and Your Ears)

- Periodically wipe the entire tip of the hearing aid with a dry tissue or slightly moist (not wet) cloth.
- Occasionally, wax and debris may accumulate on the blue foam portion of the tip. To remove this wax, use the enclosed wax removal brush to gently sweep away anything you might see on the tip after each use.



- It is important to keep your ears clean to maximize the life of your Songbird. Earwax can clog up your hearing aid and cause it to not work properly. For best results, it may be beneficial to clean your ears with commercially available ear wash systems or visit your doctor for treatment.
- Never use instruments like cotton swabs, toothpicks, hairpins, or the enclosed wax removal brush to remove wax from the ear canal.

If you have excessive earwax you should discontinue using the hearing aid and consult your physician.

Battery Life

Your Songbird hearing aid and battery are designed to last up to 400 hours of typical use, estimated at 3 hours of use (or more) per day.

If you use your Songbird less frequently than 3 hours per day, the battery will likely expire before 400 hours of use due to exposure to air, but generally not before 90-120 days from the time you opened the pouch.

Here are some important tips to help get maximum Songbird battery life, no matter how often you use it:

- Do not open your foil pouch until you are ready to start using the hearing aid. Once exposed to air, the battery will begin to very gradually lose power.
- Make sure to turn the hearing aid off when not in use.
- Always keep your hearing aid in its supplied case when not in use, and store at room temperature.

- Avoid long term exposure to dry environments (humidity levels below 25%) or very humid environments (humidity levels above 70%).
- Avoid long term exposure to excessive heat or high altitudes.

Your hearing aid will function normally throughout its entire battery life. When the battery runs out, the product will simply stop working. When this occurs, throw it out in a regular trash receptacle and begin using a new Songbird.

Dos and Don'ts of Caring for Your New Hearing Aid(s):

Your hearing aid is a precision instrument. To ensure the greatest performance and life these precautions should be followed:

Dos

- **DO** periodically wipe the tip with a dry or slightly moist (not wet) cloth.
- **DO** clean the tip by using the wax removal brush to gently sweep away any visible wax and debris.
- **DO** keep your hearing aid in the provided case when it is not in your ear, as this will keep the hearing aid dry and protected.
- **DO** turn your hearing aid off when not in use; this will extend the life of your battery.

Don'ts

- **DON'T** allow any liquid to enter the hearing aid.
- **DON'T** wear while swimming or bathing.
- **DON'T** drop, throw, or handle roughly.
- **DON'T** apply hair spray while wearing your hearing aid.
- **DON'T** leave your hearing aid where small children or pets can get it.
- **DON'T** expose your hearing aid to excessive temperatures such as heat lamps, hair dryers, stoves, windowsills, or your car's glove compartment.
- **DON'T** try to open your hearing aid or attempt to make repairs, as this will cause serious damage.

Troubleshooting

If your problem cannot be resolved with the table below then please contact customer service at 1-800-789-1830 for further assistance:

| Problem | Cause | Possible Cure |
|--------------------------|--|--|
| Hearing aid does not fit | Aid not properly inserted | Review the instructions and attempt to reinsert. Visit our website www.SongbirdHearing.com for additional information, or call 1-800-789-1830. |
| | Cord is not adjusted properly | Adjust the cord length to make it shorter or longer so that the body fits comfortably behind, and the tip inside the ear |
| | Tip is too large to fit into the ear | Product may not fit you. Consult your physician. |
| Hearing aid not working | Aid not turned on | Review the instructions and turn the aid on using the volume control |
| | Aid not yet powered up after first taking out of packaging and exposing to air | Turn the aid off and let sit for 5 minutes. Then, turn back on. |
| | Hearing aid got wet | Replace hearing aid |
| | Battery dead | Replace hearing aid |
| | Battery low | Replace hearing aid |

| Problem | Cause | Possible Cure |
|-------------------------------------|--|---|
| Hearing aid not working (continued) | Wax blocking foam tip | Clear tip blockage; replace hearing aid if blockage cannot be cleared |
| | You have more severe hearing loss | Consult your physician |
| Hearing aid is intermittent | Battery low | Replace hearing aid |
| Ear feels sore | Tip not properly inserted | Remove and reinsert |
| | Cord digging into the ear (cord too short) | Remove hearing aid and lengthen the cord |
| | Need time to adjust to hearing aid | Remove hearing aid and give ear time to rest |
| Whistles (feedback) | Aid not properly inserted | Remove tip and reinsert |
| | Volume too loud | Adjust the volume control down to a lower setting |
| | Cord pulling tip out of ear (cord too short) | Remove hearing aid and lengthen the cord |
| | Tip slipped out of ear canal | Push the tip back into the ear canal |
| | Wax partially blocking foam tip | Clear tip blockage; replace hearing aid if blockage cannot be cleared |
| | Wax in ear canal | Clean ears |

Troubleshooting (continued)

| Problem | Cause | Possible Cure |
|--------------------------------|--|--|
| Feel plugged up (occlusion) | Need time to adjust to hearing aid | Wear for short periods to get used to sound |
| Voice sounds funny (occlusion) | Need time to adjust to hearing aid | Wear for short periods to get used to sound |
| Tip keeps slipping out | Tip moved out of ear canal | Push the tip back into the ear canal |
| | Tip too large or small to fit properly | Product may not fit you. Other Songbird products may fit you better. Visit our website www.SongbirdHearing.com for additional information, or call 1-800-789-1830. If our other products do not fit your needs, consult your physician. |

| Problem | Cause | Possible Cure |
|--------------------------------|--|---|
| Hearing aid is too loud | Wearing hearing aid on highest setting | Use the volume control to lower the volume |
| | Need time to adjust to hearing aid | Wear for short periods to get used to sound |
| Hearing aid is not loud enough | Wearing hearing aid on lowest setting | Use the volume control to increase the volume |
| | Wax blocking foam tip | Clear tip blockage; replace hearing aid if blockage cannot be cleared |
| | You have more severe hearing loss | Consult your physician |

Important Reminders

- The Songbird Disposable Hearing Aid is designed for mild to moderate hearing loss. If you recognize you may have a more severe hearing loss, or feel it does not meet your hearing needs, you should consult your physician or hearing health professional for a full evaluation of your hearing loss.
- No hearing instrument can restore normal hearing or prevent or improve a hearing impairment resulting from organic conditions. You must be patient while adjusting to your hearing aid.
- In most cases, infrequent use of a hearing instrument does not permit a user 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 instruction in lip reading.

Children with Hearing Loss

Hearing loss may cause problems in the language development and the educational and social growth of children. A child with a hearing loss should be evaluated by a physician who specializes in care of the ears and hearing (an otologist or pediatric otolaryngologist, also called ENT – Ear, Nose and Throat physician, ideally with subspecialty interest in care of children with hearing impairment). After a medical evaluation the child with hearing impairment should be directed to an audiologist for further evaluation and rehabilitation. Audiologists are qualified by training and experience to assist in the evaluation and rehabilitation of children with hearing loss. Songbird Hearing Inc. recommends, and certain state regulations require, that all individuals younger than the age of 18 years old undergo a medical evaluation within three months prior to the dispensing of a hearing aid.

This product is not intended for use by anyone under the age of 18.

Important Notice for Prospective Users

Information for U.S. users from the Federal Drug Administration, Department of Health, Education, and Welfare, Rules and Regulations for Medical Devices part 801-Hearing Aid Devices, Professional and Patient Labeling and Conditions for Sale:

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 your hearing loss has been medically evaluated and you may be considered a candidate for a 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.

Discard hearing aids in accordance with all applicable federal, state and local regulations.

100% Satisfaction Guarantee

If for any reason during the first 30 days after purchase you are dissatisfied with the product, you may return it to the original location of purchase and you will be provided a full refund of the original purchase price.

Songbird Hearing Inc. products are warranted at the time of purchase against defects in materials and workmanship and to perform within published specifications. You may return the product to the original location of purchase and they will replace your Songbird Disposable Hearing Aid or will refund your original purchase price.

If you have purchased this product by phone or the Internet, please contact Songbird Customer Service at 1-800-789-1830 for return instructions.

Questions and Comments

Since the Songbird Disposable Hearing Aid is a universal size and format amplification device, it may not fit every individual user's specific hearing needs.

Songbird offers additional product options. Visit our website www.SongbirdHearing.com for additional information, or call 1-800-789-1830.

If you are having trouble getting used to the hearing aid, if you are experiencing an issue that you cannot resolve with the help of this guide, or if you have questions concerning product satisfaction, please contact Songbird Customer Service by phone at 1-800-789-1830 or by email at CustomerService@SongbirdHearing.com.

Repurchase Options

If you are not already taking advantage of our convenient re-order service, you can purchase another Songbird at any time by calling 1-800-789-1830 or by visiting our website at **www.SongbirdHearing.com**.

Ask for special discounts that may be available for our re-order service.



www.SongbirdHearing.com