


Max behind-the-ear (BTE) hearing aid guide

 Driven by **Tempus**



unitron™ Hearing matters

A Sonova brand

Thank you

Thank you for choosing these hearing aids.

We care deeply about people with hearing loss. We work closely with hearing healthcare professionals to provide hearing solutions that improve lives in meaningful ways.

Because hearing matters.

This user guide applies to the following models:

Year of introduction: 2018

T Max™ SP Pro

T Max™ SP 800

T Max™ SP 700

T Max™ SP 600

T Max™ SP 500

T Max™ UP Pro

T Max™ UP 800

T Max™ UP 700

T Max™ UP 600

T Max™ UP 500

Your hearing aids

Hearing healthcare professional: _____

Telephone: _____

Model: _____

Serial number: _____

Replacement batteries:

Size 675 or

Size 13

Warranty: _____

Program 1 is for: _____

Program 2 is for: _____

Program 3 is for: _____

Program 4 is for: _____

Date of purchase: _____

Quick reference

Changing batteries



Low battery warning



2 beeps every 30 minutes



13



675

On/Off



Lever

- volume control
- not activated



Push button

- switching programs
- volume control
- not activated

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Your hearing aids at a glance

- 1 **Earhook** - your custom made earmold attaches to your hearing aids using the earhook
- 2 **Microphones** - sound enters your hearing aids via the microphones. **Microphone shield** - protects microphones from dirt & debris
- 3 **Push button** - switches between listening programs or changes the volume level, depending on your customized fitting
- 4 **Lever** - controls the volume
- 5 **Battery door/on & off** - close the door to turn on your hearing aids, partly open the door to turn off your hearing aids. Opening the door all the way gives you access to change the battery
- 6 **Earmold** - allows the sound to pass from the hearing aids to the ear and holds the hearing aids in place
- 7 **Power slim tube** - sound travels down the tube to the ear canal

T Max BTE hearing aids



Warnings

- ⚠ The intended use of hearing aids is to amplify and transmit sound to the ears and hereby compensate for impaired hearing. The hearing aids (specially programmed for each hearing loss) must only be used by the intended person. They should not be used by any other person as they could damage hearing.
- ⚠ Hearing aids should only be used as directed by your physician or hearing healthcare professional.
- ⚠ Hearing aids will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
- ⚠ Do not use your hearing aids in explosion hazard areas.
- ⚠ Allergic reactions to hearing aids are unlikely. However, if you experience itching, redness, soreness, inflammation or a burning sensation in or around your ears, inform your hearing healthcare professional and contact your physician.
- ⚠ In the unlikely case that any parts remain in the ear canal after the removal of the hearing aid, contact a physician immediately.
- ⚠ The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.):
 - Keep the wireless hearing aid at least 15 cm (6 inches) away from the active implant.
 - If you experience any interference, do not use the wireless hearing aids and contact the manufacturer of the active implant. Please note that interference can also be caused by power lines, electrostatic discharge, airport metal detectors etc.
- ⚠ Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your hearing aids. Remove and keep them outside the examination room/area before undergoing:
 - Medical or dental examination with X-ray (also CT scan).

- Medical examinations with MRI/NMRI scans, generating magnetic fields.
- Hearing aids don't need to be removed when passing security gates (airports etc.). If X-ray is used at all, it will be in very low doses, and will not affect the hearing aids.

⚠ Special care should be exercised in wearing hearing aids when maximum sound pressure levels exceed 132 decibels. There may be a risk of impairing your remaining hearing. Speak with your hearing healthcare professional to ensure the maximum output of your hearing aids is suitable for your particular hearing loss.

Magnet and battery warnings

- ⚠ Never leave hearing aids, batteries or magnets where small children and pets can reach them. Never put hearing aids or batteries in your mouth. If a hearing aid or battery is swallowed, call a physician immediately.
- ⚠ The magnet may affect some medical devices or electronic systems. Always keep

the magnet (or the telephone equipped with the magnet) at least 30 cm (12") away from pacemakers, credit cards or other magnetically sensitive devices.

Precautions

- ① The use of hearing aids is only part of hearing rehabilitation; auditory training and lip reading instruction may be required as well.
- ① In most cases, infrequent use of hearing aids does not provide full benefit. Once you have become accustomed to your hearing aids, wear your hearing aids everyday all day.
- ① Your hearing aids use the most modern components to provide the best possible sound quality in every listening situation. However, communication devices such as digital mobile phones can create interference (a buzzing sound) in hearing aids. If you experience interference from a mobile phone being used close by, you can minimize this interference in a number of

ways. Switch your hearing aids to another program, turn your head in a different direction or locate the mobile phone and move away from it.

Labeling

The serial number and year of manufacture are located inside the battery door.

Mobile phone compatibility rating

Some hearing aid users have reported a buzzing sound in their hearing aids when they are using mobile phones, indicating that the mobile phone and hearing aid may not be compatible. According to the ANSI C63.19 standard (ANSI C63.19-2011 American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and Hearing Aids), the compatibility of a particular hearing aid and mobile phone can be predicted by adding the rating for the hearing aid immunity to the rating for the mobile phone emissions. For example, the sum of the hearing aid rating of 2 (M₂/T₂) and a telephone rating of 3 (M₃) would result in a combined rating of 5. Any combined

rating that equals at least 5 would provide “normal use”; a combined rating of 6 or greater would indicate “excellent performance.”

The immunity of this hearing aid is at least M₂/T₂. The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied.

- ① [The performance of the individual hearing aids may vary with individual mobile phones. Therefore, please try this hearing aid with your mobile phone or, if you are purchasing a new phone, please be sure to try it with your hearing aid prior to purchase.](#)

SoundCore technology

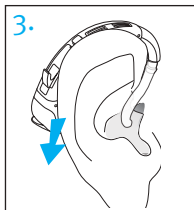
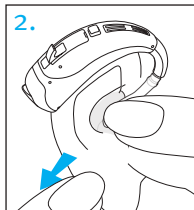
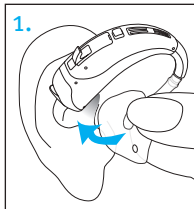
SoundCore™ includes four intelligent features working together to understand your listening environment making the fluid adjustments needed so you can actively participate in every conversation across every environment.

Putting your hearing aids on your ears

Your hearing aids may be color-coded with a small dot on the battery door: red = right ear; blue = left ear.

BTEs with earmolds

1. Hold the earmold between your thumb and index finger. The opening should be pointing in towards your ear canal with the hearing aid resting upwards over the top of your ear.
2. Carefully insert the earmold in your ear. The earmold should fit into your ear snugly and comfortably.
3. Place the hearing aid over the top of your ear.



Turning your hearing aids on and off

The battery door acts as an on and off switch.

1. ON: Close the battery door fully.

ⓘ Note: It may take 5 seconds before the hearing aid turns on. Your hearing healthcare provider can additionally increase the start up delay if required.

2. OFF: Partially open the battery door.



3. OPEN: Fully open the battery door to access and change the battery.



- ① **Note:** When turning your hearing aid on and off while it is on the ear, grasp the top and bottom of the device with your index finger and thumb. Use your thumb to open and close the battery door.

Battery information

Low battery warning

Two long beeps indicate the hearing aid battery is low. After the low battery warning, sounds may not be as clear. This is normal and can be fixed by changing the batteries.

If you can't hear the low battery warning, your hearing healthcare professional can change its pitch or loudness. If you prefer, it can be turned off entirely.

- ① Your hearing aids are designed to generate a low battery warning every 30 minutes until you change the batteries, but depending on the condition of the batteries, they may die before another low battery warning occurs. Therefore, it is recommended that the batteries are replaced as soon as possible once you hear the low battery warning.

Replacing the battery

1. Gently swing out the battery door with your fingernail.
2. Grasp the battery with your thumb and index finger and remove.
3. Insert the new battery into the battery compartment with the plus (+) sign on the battery facing the same way as the plus (+) sign on the side of the battery door. This will ensure that the battery door closes properly.



① **Note:** If the battery is inserted incorrectly, the hearing aid will not turn on.

4. Close the battery door.

① **Note:** There is a tamper proof battery door option for these hearing aids. Please see your hearing healthcare professional for further information.



Caring for batteries

- Always discard batteries in a safe and environmentally friendly way.
- To prolong battery life, remember to turn your hearing aids off when not in use.
- Remove the batteries and keep the battery door open while hearing aids are not in use. This will allow internal moisture to evaporate.

Operating instructions

Your hearing aids come with two controls that allow you to further adjust your hearing aids – a lever and a push button.

Lever



The lever on your hearing aids can be set up as a volume control.

Press up to increase the volume; press down to decrease the volume. As you change the volume level, your hearing aids will beep.

Volume setting	Beeps
Recommended volume level	♪ 1 beep
Turning volume up	♪ short beep
Turning volume down	♪ short beep
Maximum volume level	♪♪ 2 beeps
Minimum volume level	♪♪ 2 beeps

Tamper-resistant cover



Some hearing aids are fitted with tamper-resistant covers instead of levers to prevent someone from accidentally adjusting the hearing aids. The cover can still be used to make adjustments but it requires using a fingernail or a small tool to push up or down.

Push button



Your hearing aids are equipped with a push button which can be set for switching between programs or to adjust your volume.

□ Program control

If the push button has been configured as a program control, each time you push the button, you will move to a new hearing aid program.

Your hearing aids beep to indicate which program you are in.

Program setting	Beeps
Program 1 (e.g. automatic program)	♪ 1 beep
Program 2 (e.g. speech in noise)	♪♪ 2 beeps
Program 3 (e.g. easy-t/telephone)	♪♪♪ 3 beeps
Program 4 (e.g. music)	♪♪♪♪ 4 beeps
Easy-t/telephone	♪♪♪ short melody
Easy-DAI	♪♪♪ short melody
DuoLink (if enabled)	Opposite ear beeps the same as side being adjusted

□ Volume control

If the push button has been configured as a volume control:

- Push the button on your right hearing aid to increase the volume in both hearing aids.
- Push the button on your left hearing aid to decrease the volume in both hearing aids.

Volume setting	Beeps
Recommended volume level	♪ 1 beep
Turning volume up	♪ short beep
Turning volume down	♪ short beep
Maximum volume level	♪♪ 2 beeps
Minimum volume level	♪♪ 2 beeps

DuoLink

If DuoLink is enabled, when you change the volume or program settings on one hearing aid, the other one changes as well.

For example, if your push button is configured as a program control and DuoLink is enabled, when you push the button on one hearing aid, the program will change on both hearing aids.

Remote control 2

Your hearing aids may also come with an optional remote control which allows you to switch between different listening programs, and change your volume.

Using the telephone

□ Push button

Your hearing healthcare professional may have set up a phone program on your hearing aids that you can access using the push button or optional remote control.

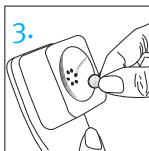
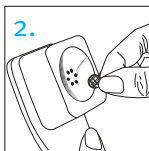
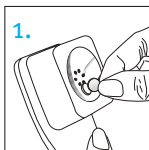
□ Easy-t

Your hearing aids may also have a telephone feature, which automatically switches to a dedicated telephone program when a telephone receiver is brought close to one of your hearing aids. You will hear a short melody when you switch to the easy-t program. When the telephone receiver is moved away from the hearing aid it will automatically return to the previous listening program.

If your hearing aid doesn't automatically switch to the easy-t program when a receiver is held to your ear, you may need to attach an easy-t magnet to your telephone. The magnet is designed to strengthen the magnetic field at the earpiece of the telephone.

To attach the optional magnet:

1. Clean the telephone receiver. Hold the magnet near the “listening end” of your telephone receiver and release it. The magnet will flip to the appropriate side and seek the optimal position on the telephone receiver.
2. Place the double-sided tape in this optimal position on the telephone receiver.
3. Attach the magnet to the tape.



- ① Your hearing healthcare professional may also have set up a phone program that you can access through your optional remote control.

Binaural Phone

The Binaural Phone* feature allows you to hold a phone to one ear and hear the sound clearly in both ears. No accessories are required.

Binaural Phone is available in your hearing aids through:

- Push button
- Easy-t

If your hearing aids are configured to work with the wireless uDirect™ 3 or uStream streamers, you might benefit from a **Bluetooth®** hands-free option. Refer to the uDirect 3 or uStream user guide for more information.

*Not available on all technology levels.

Bluetooth® is a registered trademark owned by the Bluetooth SIG, Inc. and used under license by Unitron.

Caring for your hearing aids

Protecting your hearing aids

- Open the battery doors when not in use.
- Always remove your hearing aids when using hair care products. The hearing aids can become clogged and cease to function properly.
- Do not wear your hearing aids in the bath or shower or immerse them in water.
- If your hearing aids do become wet, do not attempt to dry them in an oven or microwave. Do not adjust any controls. Open the battery doors immediately, remove the batteries and allow your hearing aids to dry naturally for 24 hours.
- Protect your hearing aids from excessive heat (hair dryer, vehicle glove box or dashboard).
- Regular use of a dehumidifier, such as a Clean Dry kit, can help prevent corrosion and prolong the life of your hearing aids. Remove batteries before using a dehumidifier.

- Do not drop your hearing aids or knock them against hard surfaces.

Cleaning your hearing aids

Use a soft cloth to clean your hearing aid at the end of each day, and place it in its case with the battery door open to allow moisture to evaporate.

- ① Ear wax is natural and common. Ensuring your hearing aids are free of ear wax is an important step in your daily cleaning and maintenance routine.
- ① Never use alcohol to clean your hearing aids, earmolds or domes.
- ① Do not use sharp tools to dislodge ear wax. Sticking household items into your hearing aids or earmolds can seriously damage them.

Cleaning your earmolds

Clean the earmold and the outside of the earhook with a damp cloth at the end of each day. Avoid getting any water in the hearing aids.

① Do not use alcohol to clean your earmolds.

If the earmolds become plugged, clear the opening with a wax loop or pipe cleaner.

If your physician prescribes eardrops, clean any moisture that may get into the earmolds or tubing to prevent plugging.



If the earmolds require further cleaning:

1. Disconnect the plastic tube from the hook of the hearing aid, by holding the hearing aid in one hand and gently pulling the tubing away from the earhook.
2. Wash only the earmolds and tubing in warm water with a mild soap.
3. Rinse them with cool water and dry overnight.
4. Make sure the earmold tubes are completely dry. Reconnect them to the earhook on your hearing aid by sliding the tubing back on to the earhook. Use of a hearing aid blower can assist with removing moisture/debris from the tube. See your hearing healthcare professional for more information.

Accessories

The uDirect 3, uStream, uMic™, uTV™ 3 and a remote control are optional accessories that may be available for your hearing aids.

uDirect 3, uStream and uTV 3

uDirect 3 and uStream are streamers that provide easy, hands-free access to Bluetooth enabled devices, such as mobile phones. They can provide remote control functions to adjust your hearing aids for increased listening comfort. uDirect 3 also has a wired audio jack to plug in devices like MP3 players and a DAI input to plug in an FM receiver.

uTV 3 is used with a streamer (uDirect 3 or uStream) to send sound from your TV directly to your hearing aids. The uTV 3 can also transmit sound from stereo systems, computers and other audio sources.

For more information on using the uDirect 3, uStream or uTV 3, please see the user guide for that accessory. For information on how to get

a streamer or uTV 3 accessory, please contact your hearing healthcare professional.

uMic

uMic is a personal wireless microphone system that lets you hear conversations better in noisy environments, through either uStream or uDirect 3.

Remote control 2

Your hearing aids may also come with an optional remote control which allows you to switch between different listening programs, and change your volume settings.

Assistive listening devices

Listening in public places

Telecoils pick up electromagnetic energy and convert it into sound. Your hearing aid's telecoil option can help you listen in public places equipped with telecoil compatible assistive listening devices such as a loop system.



When you see this symbol, a loop system is present and it is compatible with your hearing aid. Please contact your hearing healthcare professional for more information on loop systems.

Connecting to external audio sources

Your hearing aids may have a direct audio input (DAI) to connect to other audio sources, such as a stereo or television, using an FM system or a cable. The uDirect 3, an optional wireless accessory, also has a DAI jack.

When your hearing aids detect a DAI signal, they switch to your easy-DAI program

automatically. A short melody indicates that easy-DAI is active. When you disconnect the DAI, your hearing aids return to the previous program automatically.

Ask your hearing healthcare professional for information about the DAI system and a connector cord.

Troubleshooting guide

Cause	Possible remedy
No sound	
Not turned on	Turn on
Low/dead battery	Replace battery
Poor battery contact	Consult your hearing healthcare professional
Battery upside down	Insert battery plus (+) side up
Earmolds/power slim tubes blocked with ear wax	Clean earmolds. See “Cleaning your hearing aids”. Consult your hearing healthcare professional
Plugged microphone shield	Consult your hearing healthcare professional

Cause	Possible remedy
Not loud enough	
Low volume	Turn up volume; see hearing healthcare professional if problem persists
Low battery	Replace battery
Earmolds not inserted properly	See “Putting your hearing aids on your ears”. Reinsert carefully
Change in hearing	Consult your hearing healthcare professional
Earmolds blocked with ear wax	Clean earmolds. See “Cleaning your hearing aids”. Consult your hearing healthcare professional
Plugged microphone shield	Consult your hearing healthcare professional

Cause	Possible remedy
Intermittent	
Low battery	Replace battery
Dirty battery contact	Consult your hearing healthcare professional
Two long beeps	
Low battery	Replace battery
Whistling	
Earmolds not inserted properly	See “Putting your hearing aids on your ears”. Reinsert carefully
Hand/clothing near ear	Move hand/clothing away from your ear
Poorly fitting earmolds	Consult your hearing healthcare professional

Cause	Possible remedy
Not clear, distorted	
Poorly fitting earmolds	Consult your hearing healthcare professional
Earmolds blocked with ear wax	Clean earmolds. See “Cleaning your hearing aids”. Consult your hearing healthcare professional
Low battery	Replace battery
Plugged microphone shield	Consult your hearing healthcare professional
Earmolds falling out of ear	
Poorly fitting earmolds	Consult your hearing healthcare professional
Earmolds not inserted properly	See “Putting your hearing aids on your ears”. Reinsert carefully

Cause	Possible remedy
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Weak on the telephone

Telephone not positioned properly	Move telephone receiver around ear for clearer signal. See “Using the telephone”
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Hearing aid requires adjustment	Consult your hearing healthcare professional
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For any problems not listed in the guide, contact your hearing healthcare professional.

Warning to hearing aid dispensers (to comply with the U.S. Food and Drug Administration (FDA) regulations)

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions: (i) Visible congenital or traumatic deformity of the ear. (ii) History of active drainage from the ear within the previous 90 days. (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days. (iv) Acute or chronic dizziness. (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days. (vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz. (vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal. (viii) Pain or discomfort in the ear. Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because 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).]

Important notice for prospective hearing aid users

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 program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid. Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged. Children with hearing loss

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.

Information and explanation of symbols



With the CE symbol, Unitron Hearing confirms that this Unitron product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio Equipment Directive 2014/53/EU on radio and telecommunications transmitters.

The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.



This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.



This symbol indicates that it is important for the user to pay attention to the relevant warning notices in this user guide.



Important information for handling and effective use of the product.



This symbol indicates that the products described in these user instructions adhere to the requirements for an application part of Type B of EN 60601-1. The surface of the hearing aid is specified as applied part of Type B.



Copyright symbol



This symbol shall be accompanied by the name and the address of the authorised representative in the European Community.



This symbol shall be accompanied by the name and the address of the manufacturer (who are placing this device on the market).

Operating conditions:

This device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.

Transport conditions:

Temperature: -20° to $+60^{\circ}$ Celsius (-4° to $+140^{\circ}$ Fahrenheit).

Humidity: Up to 90% (non condensing).



The symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste. Please dispose of old or unused devices, at waste disposal sites intended for electronic waste, or give your device to your hearing healthcare professional for disposal. Proper disposal protects the environment and health.



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Max Max is a trademark of Unitron.

Compliance information

Declaration of conformity

Hereby, Unitron Hearing declares that this product meets the requirements of the Medical Device Directive 93/42/EEC and complies with Radio Equipment Directive 2014/53/EU. The full text of the Declarations of Conformity can be obtained from the manufacturer.

Australia/New Zealand:



Indicates a device's compliance with applicable Radio Spectrum Management's (RSM) and Australian Communications and Media Authority (ACMA) regulatory arrangements for the legal sale in New Zealand and Australia. The compliance label R-NZ is for radio products supplied in the New Zealand market under conformity level A1.

The hearing aid described in this user guide is certified under:
Standard hearing system

	USA - FCC ID:	Canada - IC:
T Max SP	VMY-UWTM1	2756A-UWTM1
T Max UP	VMY-UWTM1	2756A-UWTM1

Notice 1

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

- 1) this device may not cause harmful interference, and
- 2) this device must accept any interference received, including interference that may cause undesired operation.

Notice 2

Changes or modifications made to this device not expressly approved by Unitron may void the FCC authorization to operate this device.

Notice 3

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

Client feedback

Record your specific needs or concerns and bring to your first office visit after getting your hearing aids.

This will help your hearing healthcare professional to address your needs.

Additional notes



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