

New &
Improved!



Songbird

Digital Hearing Aid

User Instructional
Brochure

FlexfitTM

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 purchase of the Songbird Flexfit® Digital Hearing Aid includes a protective case, your hearing aid, two “312” hearing aid batteries, optional foam rings, and a wax removal tool. An insert with Technical Information is also included for your reference.

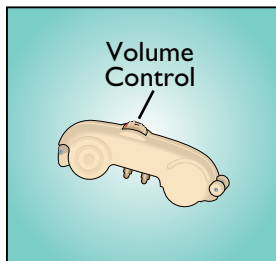
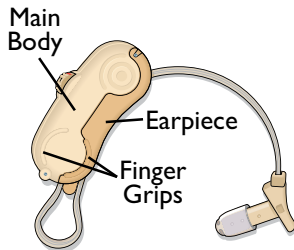
The new and improved Songbird Flexfit was designed to be the ultimate in performance and convenience. Its innovative technology enables you to get more life out of standard 312 batteries than traditional digital aids. Also, its unique modular design enables easy battery replacement and flexible maintenance options, allowing you to replace the Earpiece at your convenience.

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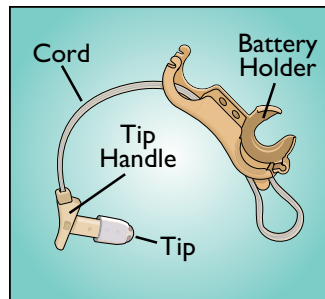
Using Your Hearing Aid

Your new Songbird has two main components, the **Main Body** and the **Earpiece**. The finger grips are used to open the hearing aid.



The Main Body is the portion of the hearing aid that houses most of the electronics. This piece connects to the Earpiece and includes the:

Volume Control. This makes the sound louder or softer. This also serves as the “On/Off” switch.



The Earpiece is the portion of the hearing aid that includes the battery holder, the cord, and the tip. This piece connects to the Main Body and includes the:

Cord. It extends over your ear and is adjustable to give you optimal fit and comfort.

Tip. Fits comfortably inside the ear to direct the sound in. Slots in the tip allow sound to pass through the aid into the ear.

Tip Handle. Handle helps to insert and remove the tip.

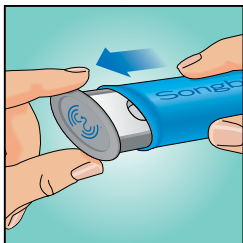
Battery Holder. Use “312” hearing aid batteries.

Using Your Hearing Aid (continued)

Instructions For Use

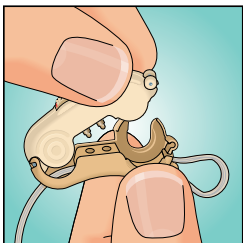
1. Open the hearing aid case

Remove the outer packaging, then slide open the case and remove the hearing aid.

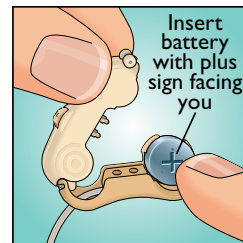


2. Insert the Battery

Use the finger grips to open the hearing aid. This will expose the battery holder.



Remove the visible tab on the 312 battery and gently place the battery into the holder in the lower portion of the hearing aid. **You will know that the hearing aid is facing the right way when the open bowl of the battery holder is facing you.** Insert the battery with the plus sign “+” facing you. Gently close the two portions of the hearing aid. The hearing aid will not close if the battery is inserted the wrong way.



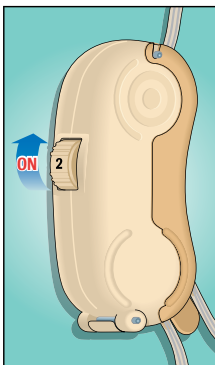
Note: If the Main Body and the Earpiece come apart, see page 15 for how to put them back together.

Using Your Hearing Aid (continued)

3. Turn on and set volume level

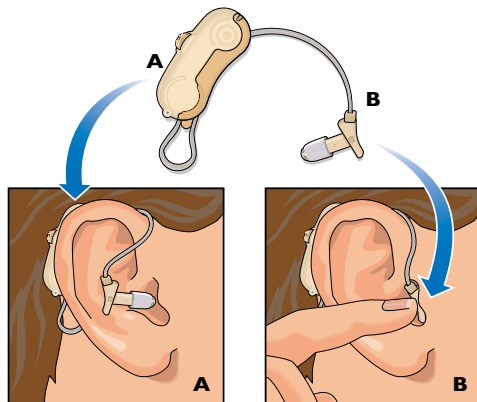
Turn the hearing aid on to the desired volume by rotating the volume control from the red line (Off) to 1, 2, or 3. The higher the number, the louder the hearing aid will be.

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.



4. Put the body behind your ear, then insert the tip

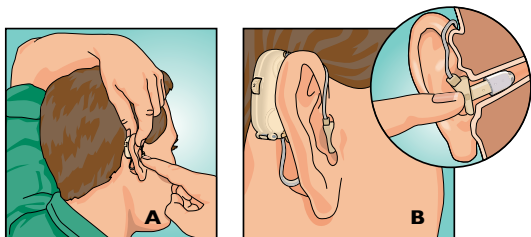
Place the body behind your ear, with the cord hanging in front of your ear (A). Grasp the tip handle and slowly push and wiggle the tip into your ear as far as it will go (B).



Using Your Hearing Aid (continued)

5. Put the body behind your ear, then insert the tip (continued)

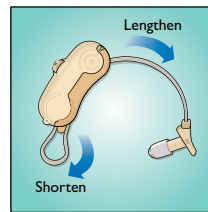
For the most secure fit, pull up and back on your ear as shown while pushing the tip into place (A). The tip handle is intended to keep the tip from going too far and should still be visible when looking into the ear (B).



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

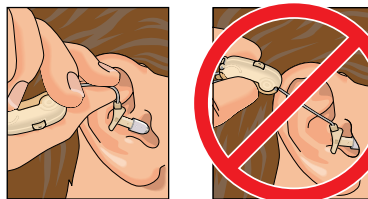
6. Adjust the cord length (if needed)

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.



7. 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.

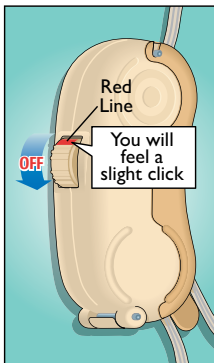


IMPORTANT: Do not use the body to pull the tip directly out of the ear. This may strain the cord and could damage the earpiece.

Using Your Hearing Aid (continued)

8. Turning off

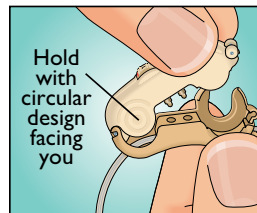
To turn the Songbird off and conserve battery life, rotate the volume control down so that the red line is completely visible. As you do this, you may feel a slight “click.” Turn the control as far as it will go.



IMPORTANT: If the red line is not completely visible at the top of the hearing aid wheel, then the hearing aid is not turned off.

9. Replacing batteries

To replace the battery, simply open the hearing aid and remove the battery. Refer to pages 4 & 5 to ensure you are inserting the battery correctly. Once the fresh battery is inserted, close the two portions, turn the Volume Control ON, and the hearing aid will power up. If the two pieces come apart, see page 15 for how to put them back together.



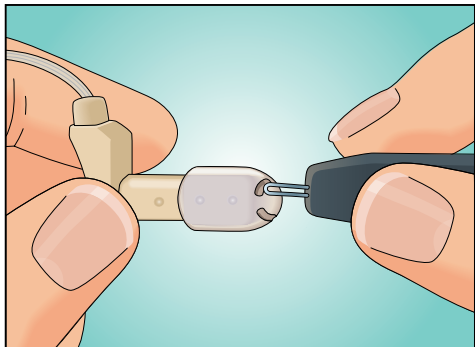
IMPORTANT: Make sure the circular bullseye design on the side of the hearing aid is facing you. This will ensure the battery does not fall out when you open the hearing aid.

10. Storing

Store your Songbird in the protective case when it is not in use.

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 in the tip of the hearing aid. To remove this wax, use the enclosed wax removal tool to gently scoop away anything you might see inside the tip after each use. You will see the wire loop go underneath the rubber tip – scrape out the wax, but do not push the wire loop all the way down.

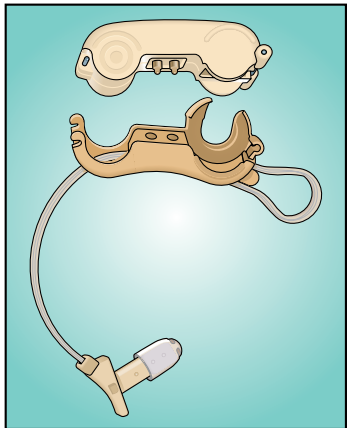


- If wax accumulation causes the hearing aid to fail and cleaning does not resolve the issue, the Earpiece can be easily replaced (see page 16).
- It is important to keep your ears clean to maximize the life of your Songbird. Earwax can clog up your hearing aid and cause it to not work properly. For 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 tool to remove wax from the ear canal.

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

Songbird's Unique Modular Design

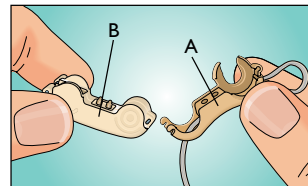
Your Songbird was designed to open into two pieces. The Main Body houses the Volume Control and other electronics and should **not** be thrown away. The earpiece portion is replaceable.



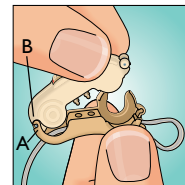
The two portions open to allow easy replacement of the 312 battery. The two portions also come apart to enable replacement of the Earpiece.

When the two portions come apart, you can attach them by:

1. Holding the Main Body part of the hearing aid in your left hand with the circular design facing you.



2. Attaching the hooks on the Earpiece (A) to the pins on the Main Body (B). This will create the hinge.



IMPORTANT: Do not attempt to close the hearing aid if the hooks are not attached to the pins, as this can cause permanent damage to the body.

Songbird's Unique Modular Design (continued)

Replacing the Earpiece

Wax build-up in the hearing aid is typically the #1 cause of failure for traditional hearing aids, often resulting in costly repairs and/or a need for total hearing aid replacement. For your convenience, the Songbird has been designed to allow you to easily replace the Earpiece without the hassle or high expense of full hearing aid replacement or repairs.

If after ongoing use you find that inserting new batteries and cleaning the tip do not restore normal volume levels, then it may mean that you need to replace the Earpiece.

IMPORTANT: To extend the life of your aid, make sure to clean the tip as directed.

You can order replacement Earpieces at www.SongbirdHearing.com or by calling Customer Service at 1-800-789-1830.

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.

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 tool to gently scoop 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 battery life.
- **DO** try to keep your hearing aid dry and free of excess moisture.

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 alter your hearing aid or attempt to make repairs, as this will cause serious damage and void your warranty.

Troubleshooting

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. Make sure the battery is in correctly.
	Hearing aid got wet	Open the hearing aid, remove the battery, dry all parts of the hearing aid with a lint-free cloth, then allow to air-dry completely.
	Battery dead	Replace battery
	Battery low	Replace battery
	Wax blocking tip	Clear tip blockage; replace Earpiece if blockage cannot be cleared (see page 16)
	You have more severe hearing loss	Consult your physician

Problem	Cause	Possible Cure
Hearing aid is intermittent	Battery low	Replace battery. If that does not work, replace the bottom half
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. Also consider using the enclosed optional foam ring
	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 tip	Clear tip blockage; replace Earpiece if blockage cannot be cleared (see page 16)
	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 will not close	Battery not inserted correctly	Remove battery and reinsert (pages 4 & 5 for more details)
	Halves not closed completely	Check halves are connected properly (page 15 for details)
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 tip	Clear tip blockage; replace Earpiece if blockage cannot be cleared (see page 16)
	You have more severe hearing loss	Consult your physician

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

Important Reminders

- Songbird's Flexfit 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, less shipping and handling.

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

Warranty

The Main Body of the Songbird (excluding the Earpiece) is also warranted for 90 days after the time of purchase against defects in materials and workmanship and to perform within published specifications. If, through no fault of your own, the Main Body of the Songbird Hearing Aid stops working within this 90-day period (parts, materials, or workmanship), Songbird will repair or replace the product at its sole discretion.

This warranty is void if: (a.) defects in materials or workmanship or damages result from repairs or alterations which have

Warranty (continued)

been made or attempted by others or the unauthorized use of nonconforming parts, (b.) the damage is due to abuse, improper maintenance, (see Dos and Don'ts on pages 24 & 25) neglect or accident, or (c.) the damage is due to use of the product with improper accessories.

Repairs

Following the 90-day warranty period, your hearing aid can be sent in for repair. Contact Songbird Customer Service at 1-800-789-1830 for repair costs and instructions.

Songbird Products & Accessories

Songbird has additional hearing products and accessories, including replacement Earpieces, available for sale online or by phone.

For more information, visit our website at www.SongbirdHearing.com or call 1-800-789-1830.

Questions & Comments

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 info@songbirdcustomerservice.com.



www.SongbirdHearing.com