

# Apollo-6210



## USER GUIDE

My eartip size: \_\_\_\_\_

My tubing size: \_\_\_\_\_

My battery size: 10 (yellow tab)

 **HearingHelp** *express* 1-800-221-2099  
an IntriCon company

PO Box 586 • DeKalb, IL 60115 • [HearingHelp.com](http://HearingHelp.com)

**WELCOME TO HEARING HELP EXPRESS!**

Congratulations on your choice of the Apollo®-6210 hearing aid to help you on your journey to improved hearing. We're confident you'll enjoy all the benefits the Apollo®-6210 has to offer, especially knowing you saved thousands of dollars without sacrificing hearing improvement.

Put your Apollo®-6210 to the test and find out if it's right for you. We only ask that you read these instructions to help you get the most hearing improvement and to make the most of your 45 day home trial.



For your better hearing.

*Your Hearing Support Team*

**Remember, we're here to help. If you have questions or need help with your Apollo-6210 hearing aid, call toll-free.**

Call: **1-800-221-2099** (Mon - Fri • 7:30 am - 5 pm CST)  
 or email us at: [support@hearinghelp.com](mailto:support@hearinghelp.com)

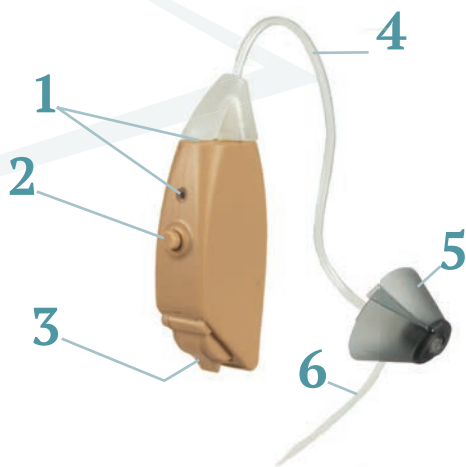


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## PARTS IDENTIFIED

Get to know your Apollo-6210



1. Microphone and Receiver
2. Multi-function button
3. Battery Holder
4. Slim-tube
5. Eartip
6. Sure-lock

Serial number: located on the outer casing of hearing aid

**ON:** With a battery installed, close the battery door to turn the hearing aid on.

**OFF:** Open the battery door to turn the Apollo-6210 off.

## BATTERY INFORMATION



Your Apollo-6210 uses a **size 10 zinc-air battery**. When you're ready for replacement batteries, call 1-800-221-2099 to order direct.

## EARTIPS AND TUBING

**The fit of your hearing aid is very important. See pages 6-7 for full details on eartip sizes and proper tubing length.**

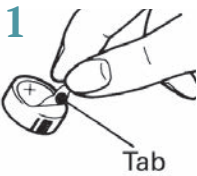
## WHICH IS LEFT AND RIGHT

Apollo-6210 hearing aids can be used in either ear by selecting a right slim-tubing or a left slim-tubing. Each slim-tubing is preformed to "point" into either the right or left ear. Right slim-tubing has red lettering on it and left slim-tubing has blue lettering (printed near the eartip).

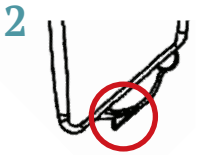
If you're not sure of the color, hold the Apollo-6210 with the tubing attached and the volume control facing towards you. Left tubing will point to the right and right tubing will point to the left.



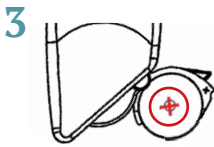
# INSERTING THE BATTERY



Remove the tab from the flat, (+) positive side of the size 10 battery. **Wait one minute for battery to reach full power before using (or testing) battery.**



Open battery holder gently, using your fingernail or thumbnail. Pull out on the small lip of the battery holder located on the lower part of the Apollo-6210.



Place the battery in the battery holder. Fit the battery in the holder with the flat, positive (+) side facing up.



Try using the battery magnet located on the end of the enclosed cleaning tool.



**DO NOT place the battery directly inside the hearing aid.**

- 4 Close the battery holder. **NEVER force the battery holder closed.** If the holder does not close easily then the battery is probably upside down.

**LOW BATTERY INDICATOR** – When the battery is no longer strong enough to power your Apollo-6210, you will hear two beeps, then a pause, then 2 beeps again. This will repeat once more. This will repeat until you replace the battery.

## HEARING AID BATTERY TIPS

- Never store batteries in the refrigerator. Store them in a dry place at room temperature.
- Keep your batteries in the packaging until you're ready to use one. Loose batteries can short out if they come in contact to anything metallic, like another battery or your keys.
- When removing the tab from a new battery, simply stick the tab on your calendar for an easy way to keep track of how long your batteries are lasting!

# INSERT AND REMOVE HEARING AID

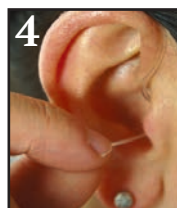
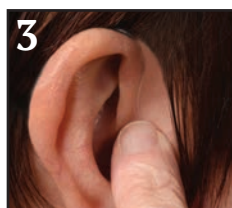
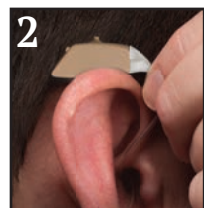
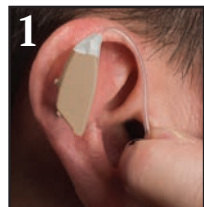
You can try your Apollo-6210 right away just as it is. We've selected the slim-tubing that works the best for most people. For additional slim-tubing and eartip information see pages 6-7.

## How to insert the Apollo-6210:

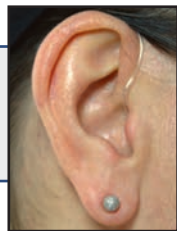
1. Grasp the slim-tubing behind the eartip and gently push the eartip into your ear canal.
2. Place your Apollo-6210 over the top of your ear.
3. The slim-tubing will probably bulge slightly near the ear canal. Point at the bend in the tubing and push gently. The eartip should slip a little further into the ear canal for proper placement. The tubing should fit snugly against your ear.

*Note: If pushing on the slim-tubing causes discomfort, STOP. Call for assistance. 1-800-221-2099*

4. Place the sure-lock into the bowl of your ear. The sure-lock is the thin filament attached to the tubing. Use your finger to secure the sure-lock into the most comfortable position.



*NOTE: Tubing should not bulge away from the ear or pull the hearing aid down or the eartip out of the ear. If this occurs, try a different length tubing (pg 6).*



## To Remove Apollo-6210:

1. Grasp hold of the slim-tubing against your ear and gently pull. The eartip will slip out of your ear.
2. Remove the Apollo-6210 from behind your ear.

**ATTENTION:** Confirm the eartip is attached to the slim-tubing each time you remove it from your ear. If the eartip remains in your ear, seek medical assistance.

## SLIM-TUBE CHOICES



We've selected the slim-tubing that works the best for most people and encourage you to try this size first. You will find size 1 slim-tubing attached to your Apollo-6210.

We have included an additional size slim-tubing to try if the size 1 does not fit properly.

Extra slim-tubing for Men:

Size 2 Left and/or size 2 Right

Extra slim-tubing for Women:

Size 0 Left and/or size 0 Right

**It's important for the slim-tubing to fit correctly:** slim-tubing should fit snugly against your ear once the Apollo-6210 and eartip are in place. If not, the slim-tubing may be too short or too long. Try a different slim-tubing length.

### **Slim-tubing sizes/lengths:**

There are four sizes of slim-tubing available for the right and left ear.

Right slim-tubing: 0 R, 1 R, 2 R, 3 R

Left slim-tubing: 0 L, 1 L, 2 L, 3 L

## REMOVING AND ATTACHING SLIM-TUBE

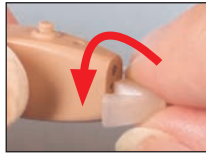
### **REMOVING** slim-tubing from the Apollo-6210:

1



Grasp the thicker base of the slim-tubing near the top of the hearing aid.

2



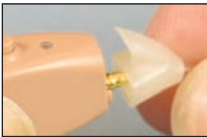
Twist the tubing 90° to the left or right.

3



Pull the thicker base of the tubing away from the hearing aid.

### **ATTACHING** slim-tubing to the Apollo-6210:



Line up the top of the Apollo-6210 and the thicker tubing base and gently push the end of the slim-tube onto the hearing aid until it snaps into position.

**Attention:** Please make sure eartips and slim-tubing are securely attached before using so they do not come off in your ear.

## EARTIP CHOICES

We offer a variety of eartip options. We have attached the eartip style that we feel works best for most. Also included are several other eartip options.

If you have trouble with the fit of the eartip or if you experience feedback (squeal), give the other eartips a try.



**Tulip dome eartip:** Designed to help reduce feedback while allowing for better speech clarity. Provides a great fit for a wide variety of ear canal shapes and sizes. Available in one size.



**Open dome eartips:** Helpful for those with a mild hearing loss and can provide you with better speech clarity. Available in sizes small, medium and large.



**Closed dome eartips:** Designed to reduce feedback (squeal) if you have more of a moderate hearing loss. Available in sizes small, medium and large.



**Double dome eartips:** Designed for those that struggle with feedback (squeal) due to having a moderate to severe hearing loss or using the hearing aid on a higher volume level. Available in sizes small, medium and large.

## REMOVING AND ATTACHING DOME TIPS

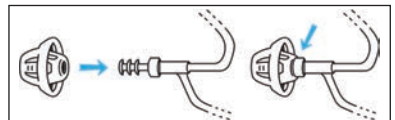
### How to Remove dome tips:

1. Hold the ear tip tightly and grasp the tubing directly behind the ear tip. Pull firmly.



### How to Attach dome tips:

1. Line up the narrow tubing nozzle with the opening on the inside of the ear tip.
2. Push together firmly until the ear tip is securely attached. Wiggle the ear tip to be certain it stays in place.



## MULTI-FUNCTION BUTTON

Your Apollo-6210 is equipped with a multi-function button that controls the volume level and program settings.



### ADJUSTING THE VOLUME

Make a series of **quick presses** to the button. This raises the volume in small increments with each press of the button. There are 10 volume levels - 10 quick presses will move from the lowest to the highest volume. Once the highest volume level is reached you will hear a single beep. To return back to volume level 1 from the highest volume level, give one quick press to the button.

### CHOOSING YOUR PROGRAM SETTING

**Press and hold** the multi-function button for about 2 seconds. You will hear one, two or three beeps depending on the program setting you have selected.

**Program Setting 1: Normal setting – 1 beep.**

Use in most listening situations.

**Program Setting 2: Noise setting – 2 beeps.** Reduces the amount of low frequency amplification. Often helpful in noisy situations.

**Program Setting 3: Whistle reduction setting – 3 beeps.** Use if your Apollo-6210 whistles or if sounds seem too sharp or tinny. This setting can also be helpful when talking on the telephone.

### OPTIONAL TELEPHONE SETTING

**The optional telephone setting can be installed in addition to any of the program settings listed above.**

**Program Setting 4: Telephone setting – 4 beeps.** Use when talking on the telephone or with a loop system. Hold the telephone receiver near the hearing aid a little above your ear. You will only hear sounds from the telephone or loop system.

***You have a “smart” Apollo-6210 – Each time you turn your Apollo-6210 on, it will be on the same volume level and listening setting you were using when you turned it off.***



## MAINTAINING YOUR DEVICE

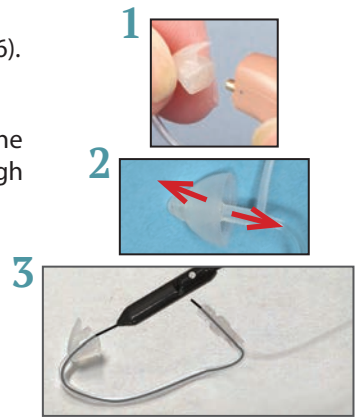
It's important to clean your hearing aid regularly. Without regular cleaning, wax and moisture can build up and prevent the hearing aid from working properly. It's best to clean your Apollo-6210 in the morning before you use it.

### Cleaning your hearing device:

1. Wipe off the outside of the hearing aid and eartip with a soft cloth or hearing aid cleaning wipes (call to order).
2. Use the included cleaning brush and tube cleaning tool to gently remove wax and dirt from the hearing aid sound openings.

### How to clean the thin tube:

1. **REMOVE the THIN TUBE** from the device (see pg. 6).
2. **REMOVE the EAR TIP** from the TUBING (see pg. 7).
3. Insert the cleaning tool into the triangular base at the end of the thin tube and thread it all the way through so it comes out the other end of the tubing.
4. Wipe off any debris on the end of the cleaning tool before pulling it back through the tubing.



*Purchase replacement slim-tubing cleaning tools by calling 1-800-221-2099.*

## IMPORTANT CARE INSTRUCTIONS

**BEGINNING THE DAY:** After showering, apply all lotions, creams, hairspray, perfume and cologne **BEFORE** putting on your Apollo-6210s. Water



and such sprays can damage hearing aids. And please remember, your hearing aids are sensitive and don't like extreme heat or cold. Never place your Apollo-6210 in water. If it becomes wet, immediately remove the battery and let your Apollo-6210 stand in a dry place or DryAid dehumidifier for several hours. **NEVER** use heat (blowdryer, oven, microwave, etc.) to dry your hearing aid.

**AT THE END OF THE DAY:** Open the battery door when not wearing your hearing aid. Any moisture inside your hearing aid can then evaporate, extending the life of your Apollo-6210. With the battery door open, you can be assured your hearing aid is off and not squealing. A squealing hearing aid can attract pets which have been known to chew on hearing aids and damage them beyond repair. Even better, remove the battery and store your Apollo-6210 overnight in a DryAid dehumidifier.

## TROUBLESHOOTING YOUR APOLLO-6210

### ***If your hearing aid is: WHISTLING (FEEDBACK)***

- 1 Your Apollo-6210 may briefly whistle when a hand, hat or other object is near it or when inserting and removing.
- 2 Turn the volume down, it may be set too high (pg. 8).
- 3 Check that your eartip is inserted correctly (pg. 5).
- 4 Try a different size eartip (pg. 7) or call customer service for other options.
- 5 Verify that the tubing is attached correctly and is in good condition. If the tubing is damaged, it should be replaced (pg. 6).
- 6 Try a fresh battery.

### ***If your hearing aid is: WEAK, DISTORTED, DEAD***

- 1 Check that the battery is inserted correctly (pg. 4).
- 2 Try a fresh battery.
- 3 Clean your Apollo-6210, microphone ports, and eartip (pg. 9).
- 4 If your Apollo-6210 goes dead periodically, but comes on after several hours of rest, the problem may be a build-up of humidity. Try storing it in a DryAid dehumidifier when not in use.

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## SERVICE

### ***If your Apollo-6210 requires service, send it to:***

Hearing Help Express • PO Box 586 • DeKalb, IL 60115-0586

- 1 Call 1-800-221-2099 for authorization before returning your hearing aid for repair.
- 2 Enclose a note with your name, address, phone number and a description of what is wrong with your device.
- 3 Pack your device securely in a sturdy box. Do not mail your hearing aid in an envelope, it could be destroyed during shipment. We recommend insured mail for your protection.

## PROTECT YOUR HEARING INVESTMENT



### Protection Plan – worry-free hearing aid repairs or replacements!

*One and two year plans available (call for pricing).*

- **Get PROTECTED** - If your hearing aid gets wet, is dropped or even stepped on, we'll fix or replace it free of charge for the term of the plan (loss or theft are not covered).
  - **Act Now!** - The optional Protection Plan is available for purchase for up to 90 days from the shipment date of your hearing aid(s).
  - **Comprehensive Coverage** - This plan goes above and beyond the limited manufacturer's warranty. We will repair any damage or send a replacement hearing aid if we can't fix it at no charge to you.
  - **Simple Process** - Call ahead to get authorization to send us your broken aid. Once received, we will diagnose, repair or replace it in just a few days. Loaner hearing aids are available for \$15 each.
- 



### Cleaning Care Plan – Get the MOST out of your Hearing Aids (\$149.99 each)

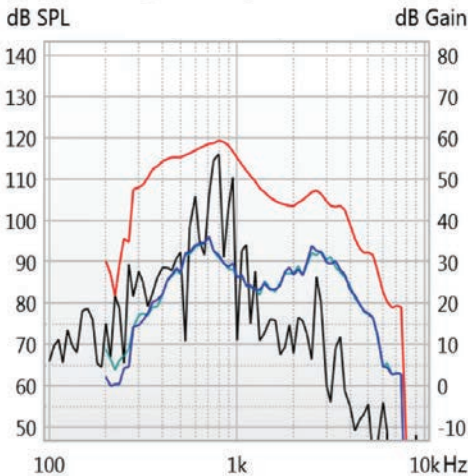
- **Maintain Optimal Hearing Performance** - Today's hearing aids are filled with sensitive electronics to give you the best experience possible. Over time, earwax and moisture can tamper with those electronics and the performance of your aids may suffer. Choose this plan to have your aids cleaned and serviced by our team of in-house technicians.
- **Extend the Lifetime of Your Aids** - This plan covers you for one year and offers up to four cleaning services. Our customers who have their hearing aids cleaned by our technicians replace their hearing aids less frequently than those who do not.
- **Our Process** - Up to 4 times per year we'll send you loaner hearing aids with prepaid postage to send your aids to us for service. Your hearing aids will be professionally cleaned, tips and tubing will be replaced if necessary. Once the service is complete we'll return your hearing aids in another prepaid box and you mail the loaner aids back to us. It's that simple.

# APOLLO-6210 TECHNICAL INFORMATION

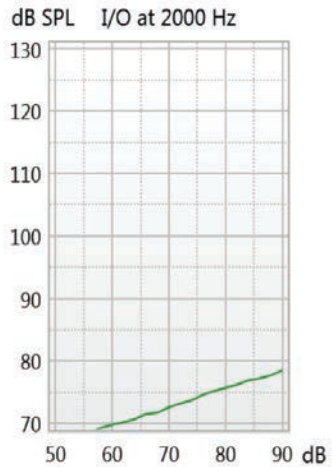
Maximum SSPL90.....	119.3 dB
HFA SSPL90.....	108.9 dB
HFA full-on gain.....	27 dB
Reference test gain.....	27.7 dB
Frequency range.....	270 Hz to 5846.3 Hz
Equivalent input noise.....	26.5 dB SPL
Total harmonic distortion.....	500 Hz: .8%, 800 Hz: .5%, 1600 Hz: 1.2%
Attack time (msec).....	23
Release time (msec).....	156
Induction coil sensitivity.....	71.2 dB SPL
Battery type and current.....	size 10 (yellow), .9 mA
Battery life.....	approx. 100 hours
Dimensions.....	1.01 x .46 x .26 inch

## TESTING DIAGRAM

**Frequency Response**



**Input-Output Curve**



- Saturation Output Curve
- Full-on Gain Curve
- Frequency Response Curve
- Telecoil Frequency Response

**Precautions:** A hearing aid is a precision electronic device and as such, it requires the care in use and handling that you would afford any fine piece of equipment. The following precautions are not meant to discourage normal use of your hearing aid, but are suggested to insure quality performance and long life from your hearing aid.

Do not drop or throw your hearing aid, as this may damage internal components. Do not expose your hearing aid or batteries to excessive heat, such as from stove tops, hair dryers, heat lamps or your automobile rear shelf or glove compartment. Do not immerse your hearing aid in water or other liquids, or wear it while bathing, showering or swimming. If your hearing aid is to be stored for any length of time, be sure to remove the battery and store both in a cool, dry place. Your hearing aid has been constructed from the finest materials, using the latest engineering technology; however, in rare instances, an individual may exhibit signs of skin irritation, allergic reaction, or accelerated accumulation of cerumen (earwax). If this occurs, consult your physician.

**Keep new and used batteries out of reach of children and those with diminished mental capacity. Batteries, if consumed, can be harmful. Consult your physician immediately and call the National Battery Hotline collect (202) 625-3333.**

#### ***Important notice for prospective hearing device 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 device. 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 device 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 device. The physician will refer you to an audiologist or a hearing device dispenser, as appropriate, for a hearing device evaluation. The audiologist or hearing device dispenser will conduct a hearing device evaluation to assess your ability to hear with and without a hearing device. The hearing device evaluation will enable the audiologist or dispenser to select and fit a hearing device 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 device dispensers now offer programs that permit you to wear a hearing device for a period of time for a nominal fee after which you may decide if you want to purchase the hearing device. Federal law restricts the sale of hearing device 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.

**Warning to Hearing Aid Dispensers:** 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:

#### ***Warning Signs:***

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

NOTE: Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be a risk of impairing the remaining hearing of the hearing aid user.

**Hearing with Your New Amplification** The world will seem noisier at first, but in time, you should become accustomed to your new listening experiences, learn to hear speech more clearly, and enjoy many of the special sounds you may have been missing. Obtaining maximum benefit from your new hearing aid(s) requires effort and practice on your part. Your new hearing aid(s) will not restore normal hearing and will not prevent or improve hearing impairment resulting from organic conditions. In most cases, infrequent use of the hearing aid(s) will not permit you to obtain full benefit from it. Follow the program recommended by your hearing professional. The use of your hearing instrument(s) is only part of your hearing rehabilitation, and you may need supplemental auditory training and instructions in lipreading.

# HELPFUL ACCESSORIES

*All prices subject to change.*

## EARTIPS



**Tulip Dome Eartip – \$4.95 each or 3 for \$11.97**

Tulip Dome.....#89115

**Open, Closed, and Double Dome Eartips– \$2.50 each or 3 of any size for \$5.95**



### **Open Dome Eartips**

Small Open Dome.....#86251

Medium Open Dome.....#86252

Large Open Dome.....#86253



### **Closed Dome Eartips**

Small Closed Dome.....#89121

Medium Closed Dome.....#89122

Large Closed Dome.....#89123



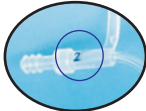
### **Double Dome Eartips**

Small Double Dome.....#86231

Medium Double Dome...#86232

Large Double Dome.....#86233

## SLIM-TUBING



**Blue** writing on slim-tube indicates **left** ear tubing size.

### **Left Ear Slim-tubing**

Size 0L Left.....#86280.....\$5.95

Size 1L Left.....#86281.....\$5.95

Size 2L Left.....#86282.....\$5.95

Size 3L Left.....#86283.....\$5.95



**Red** writing on slim-tube indicates **right** ear tubing size.

### **Right Ear Slim-tubing**

Size 0R Right.....#86285.....\$5.95

Size 1R Right.....#86286.....\$5.95

Size 2R Right.....#86287.....\$5.95

Size 3R Right.....#86288.....\$5.95

**Order Risk-free!** Try any Hearing Help Express accessory for 30 days risk-free. If you're not 100% satisfied, return all materials within 30 days from the date of delivery, and we'll refund 100% of your purchase price.

# HELPFUL ACCESSORIES

**Itchy ears? Here's the solution!** ProEar by MiraCell helps relieve itchy, irritated ears! It has mild antibacterial, anti-fungal and anti-yeast properties. MiraCell is a safe, all-natural solution. Use it without worry to maintain healthy, itch-free ears. (1/2 ounce bottle)

**ProEar by MiraCell Ear Solution, item #88851.....\$14.99**



**Protect your hearing aid –** Remove harmful moisture from your hearing aid with the Best Value DryAid dehumidifier. Even a little moisture can attack sensitive electronics in hearing aids and needlessly shorten their life. Prevent damage. Store your hearing aid in a dehumidifier overnight.

**Best Value DryAid, item #88742.....\$16.95**

**Battery Care Kit –** This helpful kit includes a digital keychain battery tester, a battery caddy so you can carry extra batteries with you, and a magnet stick that makes inserting and removing tiny hearing aid batteries much easier.

**Battery Care Kit, item #25101.....\$21.95**



## Easiest-to-Use Battery Tester



Put your mind at ease... test your hearing aid battery and you'll know for sure if it has enough power to run your hearing aid. Simply place your battery in the appropriate size slot, squeeze the blue bar and color coding indicates the remaining power.

**Activair Battery Tester, item #88776.....\$27.99**

## **YOUR MONEY-BACK GUARANTEE FROM HEARING HELP EXPRESS®**

*Your 2-way assurance of complete satisfaction*

### ***45-Day, Risk-Free Trial Money-Back Guarantee***

Try your Hearing Help Express® Apollo®-6210 hearing aid for 45 days risk-free. If you are not 100% satisfied, simply return all materials within 45 days from the date of delivery, and we will refund any money paid towards the purchase price. You are responsible for the safe return of all materials in their original condition. Ship insured mail.

### ***One Year Limited Manufacturer's Warranty***

Your Apollo-6210 hearing aid is warranted for one year against defects in manufacturer's materials and workmanship. That means if they didn't do a good job making your hearing aids then we're going to fix them. For service, you must send your Apollo-6210 to Hearing Help Express for this warranty to apply. Ship insured mail.



### **PROVEN QUALITY**

100% Digital American-Made Technology



### **MEDICAL GRADE HEARING AID**

FDA-Listed • Doctor Designed • Audiologist Approved

