

User Manual

Apollo[®]-6670 OTC Hearing Aid



This manual applies to all color variations of the Apollo[®]-6670

 **HearingHelp** *express*
an Intricon company

1-800-221-2099 • HearingHelp.com

Safety and health information

WARNING: If you are younger than 18, do not use this.

You should go to a doctor, preferably an ear-nose-throat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are age 18 or older.

This OTC hearing aid is for users who are 18 and older. People who are younger than 18 with hearing loss should see a doctor, preferably an ENT, because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and continuing care are also important.

WARNING: When to see a Doctor

If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (an ENT).

- Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident
- You saw blood, pus, or fluid coming out of your ear in the past 6 months
- Your ear feels painful or uncomfortable
- You have a lot of ear wax, or you think something could be in your ear
- You get really dizzy or have a feeling of spinning or swaying (called vertigo)
- Your hearing changed suddenly in the past 6 months
- Your hearing changes: it gets worse then gets better again
- You have worse hearing in one ear
- You hear ringing or buzzing in only one ear

WARNING: This hearing aid should not cause pain when inserting it.

Remove this device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort doesn't go away, contact your hearing healthcare professional. You can also report this to the FDA as an adverse event according to the instructions that appear later.

Safety and health information

WARNING: Do NOT store or replace batteries near where you store medication or near children.

Battery ingestion can cause serious harm. If you think that you or someone else has swallowed a battery or placed a battery inside any part of the body, seek immediate medical attention. Leaking or exploding batteries result in the creation of harmful substances. If this happens, avoid skin contact with these substances. If there is leakage on skin, eyes, or in the ear, seek medical advice. If there is leakage on the hearing aid, return it to the manufacturer for evaluation.

WARNING: Do NOT resell the hearing aids or share them with others.

They are intended for use by a single user. Using resold or shared hearing aids may lead to infection.

WARNING: Do NOT conduct any of the following, they may cause damage to your hearing aids or accessories.

- Do not immerse your hearing device in water or liquid.
- Do not bend the tube and dome back and forth to remove it.
- Do not use clearing wire while the tube is connected to the hearing device.
- Do not use alcohol on earmold or dome.
- Do not use sharp tools to dislodge ear wax.
- If using prescribed ear drops, remove any moisture that may get into the earmold / tubing.
- Do not wear your hearing device while bathing, showering, swimming, or in a moist atmosphere, like steam baths or sauna.
- If your hearing device gets wet, do not attempt to dry it in an oven or microwave. Do not adjust any controls. Open the battery door immediately and allow your device to dry naturally for 24 hours. Do not use the hearing device until the device is completely dry.

CAUTION: This is not hearing protection.

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

Safety and health information

CAUTION: The sound output should not be uncomfortable or painful.

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

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

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

Note: If you remain concerned, consult a professional.

If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.

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

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss.

People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices.

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

Safety and health information

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

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

Instructions for reporting are available at: <https://www.fda.gov/Safety/MedWatch> or call 1-800-FDA-1088. You can also download a form to mail to FDA.

Note: Any harm caused by the device or any dissatisfaction using the device must be reported to Hearing Help Express.

Call 1-800-221-2099, email support@hearinghelp.com or write to: Hearing Help Express, PO Box 586, DeKalb, IL 60115.

Intended Use: The Apollo[®]-6670 is an air-conduction hearing aid intended to compensate for impaired hearing for individuals who are 18 years of age and older with perceived mild to moderate hearing loss. This device is intended for use without the assistance of a hearing care professional.



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welcome

to Hearing Help Express® and your Apollo®-6670 OTC Hearing Aid(s)

Congratulations on your choice of the Apollo®-6670 hearing aid to help you on your journey to improved hearing. We're confident you'll enjoy all the benefits the Apollo®-6670 has to offer.

Put your Apollo®-6670 to the test and find out if it's right for you. To help you make the most of your 45 day home trial, we ask that you read the entire user guide before you begin trying your new hearing aid(s). This user guide will provide you with the information needed to properly use and maintain your new Apollo®-6670 OTC hearing aid(s).

For your better hearing. *Your Hearing Support Team*

Remember, we're here to help. If you have questions or need help with your Apollo®-6670 hearing aid, call toll-free.

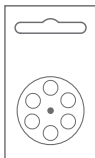
Call: **1-800-221-2099** (Mon - Fri • 7:30 am - 5 pm Central Time)
or email us at: support@hearinghelp.com

▶▶▶▶ **Setting up the hearing aids**

What's inside the box: **Single Apollo®-6670 hearing aid**



1 Apollo®-6670 hearing aid
with size 1B tube
(Left or Right as ordered)
and tulip dome attached



Size #312 batteries
(1 pk of 6 ea, qty 6)



Left or Right tubes
sizes 0B, 2B (1 ea, qty 2)



Open and double domes
sizes Sm, Md, Lg (1 ea, qty 6)



Brush & tube clearing wire
(1 ea, qty 2)



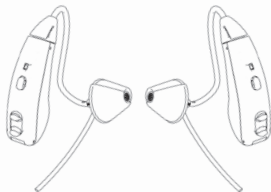
Hearing aid storage case
(qty of 1)



User manual (qty 1)

Setting up the hearing aids

What's inside the box: **Pair** of Apollo[®]-6670 hearing aids



Apollo[®]-6670 hearing aids with size 1B tube and tulip dome attached (1 pair)



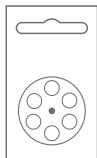
Left and Right tubes sizes 0B, 2B (1 ea, qty 4)



Brush & tube clearing wire (1 ea, qty 2)



Hearing aid storage case (qty of 1)



Size #312 batteries (2 pks of 6 ea, qty 12)



Open and double domes sizes Sm, Md, Lg (2 ea, qty 12)



User manual (qty 1)

▶▶▶▶ Setting up the hearing aids

Hearing aid overview

1. Microphones – Sound enters the hearing aid through the microphones.
2. Program button – Press to change program settings.
3. Rocker volume control – Press the toggle up or down to change the volume.
4. Battery door – Battery is inserted here and functions as the on/off switch.
5. Tube – Each hearing aid comes with a size 1B tube attached to the hearing aid receiver nub. Sound travels through the tube into your ear canal.
6. Dome – Each hearing aid comes with a tulip dome attached to the tube.
7. Retention lock – Keeps the dome and tube securely in place.



Serial number: Located on the outer casing of the hearing aid.



➤ ➤ ➤ ➤ Setting up the hearing aids

Inserting the battery

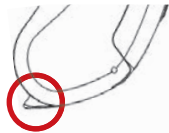
A size #312 zinc-air hearing aid battery is required for each hearing aid device. Once a battery is replaced, each battery has an expected battery life of approximately 180 hours.

To insert or replace batteries, follow these steps:

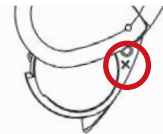
Step 1: Remove the tab from the flat, positive (+) side of the size 312 zinc-air battery. Removing this sticker will activate the battery. **Wait one minute for battery to reach full power before placing the battery into the battery door.**



Step 2: Gently open the battery door, using your fingernail or thumbnail. Pull out on the small lip of the battery door located on the lower part of the hearing aid.



Step 3: Locate the positive (+) symbol on the inside top rim of the battery door. This indicates that the flat, positive side of the battery should face up in the same direction as the positive (+) symbol.

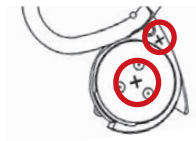


Setting up the hearing aids

Inserting the battery

Step 4: Place the battery in the battery door – **NOT** directly inside the hearing aid. Fit the battery in the door with the flat, positive (+) side facing up.

Tip: When inserting the battery, try using the magnet located on the end of the brush.



Step 5: Close the battery door. **NEVER** force the battery door closed. If the door does not close easily, the battery may be upside down.

Low battery indicator

When the battery is no longer strong enough to power your Apollo®-6670, you will hear a voice prompt say “low battery” (repeating every 8 minutes). Your Apollo-6670 will shut down after you hear a voice prompt say “replace battery”.

▶▶▶▶ Setting up the hearing aids

How to wear hearing aids

Set for left ear. Set for right ear.



Your Apollo®-6670 can be used in either ear by selecting a right tube or a left tube. Each tube is preformed to “point” into either the right or left ear.

If you wear eyeglasses, put your glasses on first.

1. With tubing attached to the hearing aid, grasp the tube behind the dome and gently push the dome into your ear canal.
2. Place your Apollo®-6670 over the top of your ear.



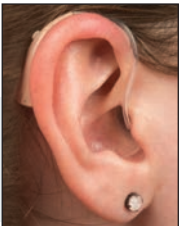
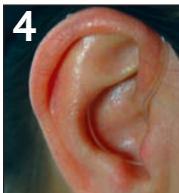
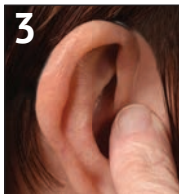
▶▶▶▶ Setting up the hearing aids

How to wear hearing aids

3. Tubing may bulge slightly near the ear canal. Using your fingertip, press gently at the bend in the tubing to ensure proper placement of dome. The tube should fit snugly against your ear.

Tip: The dome should be completely, or almost completely, in the ear canal (the dome will not touch the eardrum). This is key to getting enough loudness and avoid whistling.

4. Curl and tuck the retention lock along the bowl of your ear.
5. Without applying pressure, slide fingertip up the tube towards the top of the ear, making sure the tube rests against the side of your head.
6. The tube should not bulge away from the ear or pull the hearing aid down or the dome out of the ear. If this occurs, try a different length of tube. See pages 17 and 22.



Setting up the hearing aids

How to wear hearing aids

To Remove your hearing aid:

1. Grasp hold of the tube where it rests against your ear and gently pull. The dome will slip out of your ear.
2. Remove the Apollo[®]-6670 from behind your ear.

ATTENTION: Confirm the dome is attached to the tube each time you remove it from your ear. If the dome remains in your ear, seek medical assistance.

Setting up the hearing aids

Check for fit and comfort

A size 1B tube and tulip dome come attached to each hearing aid.

This should be a comfortable fit if:

- The hearing aid rests nicely behind the ear.
- The tube rests against the side of the head without any bulging.
- The dome remains in the ear canal securely.

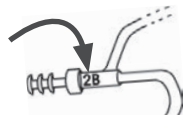
TUBE MAY BE TOO LONG IF:

1. Tube bulges near the top of the ear.
2. Tube is not resting against the side of your head.
3. Hearing aid will not stay tucked behind the ear.

If the tube is too long, try a shorter size (length) of tube. See page 22.

Included with your hearing aid are additional tubes in size 0B (left and/or right) and size 2B (left and/or right).

Tube size is located close to where the dome is attached.



Blue writing on tube = **left** ear tube size

Red writing on tube = **right** ear tube size

TUBE MAY BE TOO SHORT IF:

1. Hearing aid pulls forward over the top of the ear and will not stay in place.
2. The hearing aid pulls forward when inserting the dome into the ear canal.
3. Dome keeps falling out of ear canal or does not stay securely in place.

If the tube is too short, try a larger size (length) of tube. See page 22.

Setting up the hearing aids

Check for fit and comfort

Attached to your hearing aid tube is a tulip dome. If you have trouble with the fit of the dome or experience feedback (squeal), try a different dome style (see page 23) included with your hearing aid. Additional fit options are available by calling 1-800-221-2099.



Open dome: Designed with small openings, allowing some natural sound to filter through the ear canal. This can help improve sound quality by allowing lower frequency sounds to dissipate.



Double dome: Provides a full seal around the ear canal, allowing the maximum sound amplification with the least amount of feedback (squeal).



Tulip dome: Designed to be more occlusive than open domes but still keep the ears somewhat “open”, helping to reduce feedback and improve sound quality. Fits a wide variety of ear canal shapes and sizes.

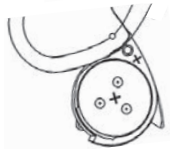
Hearing aid controls and programs

Powering on and off

ON: With a fresh battery installed, fully close the battery door and allow a few seconds for the hearing aid to turn on.



OFF: Open the battery door at least half way to turn your hearing aid off.



It is recommended that you remove the battery when the hearing aid is not in use, keeping the battery door open.

Keep all hearing aid batteries away from children and pets as they are harmful if swallowed. Seek immediate medical attention if a battery is ingested.

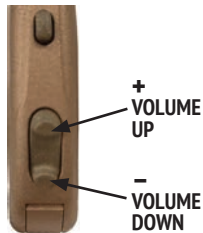
Hearing aid controls and programs

Adjusting the volume

Your Apollo®-6670 is equipped with a rocker style volume control that allows you to increase and decrease the volume levels. There are 10 volume levels to choose from.

Increasing the volume: Each time you press the top end of the rocker control, you'll increase one volume level and hear a single beep. Once you reach the highest volume you will hear a voice prompt say "maximum volume".

Decreasing the volume: Each time you push the bottom end of the rocker control, you'll decrease one volume level. You will hear a single beep at each level. Once you reach the lowest volume you will hear a voice prompt say "minimum volume".



You have a "smart" Apollo – Each time you turn your Apollo on, it will be on the volume level you were using when you turned it off.

Hearing aid controls and programs

Program control and settings

Easily choose between three program settings by pressing the program button. When you press the program button you will hear a voice prompt say “program 1”, “program 2” or “program 3”.



Program 1: Normal setting – Use in most listening situations.

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

Program 3: Whistle reduction – Use if your Apollo®-6670 whistles or if sounds seem too sharp or tinny.

Talking on the telephone with your Apollo®-6670

While talking on the telephone, hold the phone close to your hearing aid. You may need to move the phone around a bit until you find where the hearing aid best receives the sound coming from the phone. If you experience feedback (squeal), you may need to tilt the phone at a slight angle.



Maintenance and care

How to remove and attach tubes

For optimal performance, tubes should be replaced every 3 months.

To remove the tube, follow these steps:

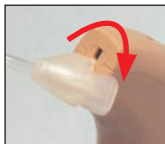
Step 1

Grasp the thicker base of the tube near the top of the aid.



Step 2

Twist the tube 90° to the left or right.



Step 3

Pull the thicker base of the tube away from the aid.



To attach the tube:



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

Attention: Make sure the dome and tube are securely attached before using so they do not come off in your ear.

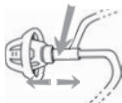
Maintenance and care

How to remove and attach domes

For optimal performance, domes should be replaced every 3 months.

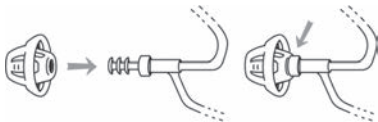
To remove domes:

1. Hold the dome tightly and grasp the tube directly behind the dome. Pull firmly.



To attach domes:

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



Maintenance and care

Daily Maintenance

It's important to keep your hearing aid in good condition. Without regular maintenance, wax and moisture can build up and prevent the hearing aid from working properly. It's best to perform maintenance on your Apollo®-6670 in the morning before you use it.

Maintaining hearing aids:

1. Wipe off the outside of the hearing aid and dome with a soft cloth.
2. Using the brush included with your Apollo®-6670, gently remove wax and dirt from the hearing aid sound openings.

Maintaining tubes:

1. **REMOVE the TUBE** from the hearing aid (see pg. 22).
2. **REMOVE the DOME** from the tube (see pg. 23).
3. Insert the clearing wire into the triangular base at the end of the tube and thread it all the way through so it comes out the other end of the tube.
4. Wipe off any debris on the end of the clearing wire before pulling it back through the tube.



Care recommendations

Follow these instructions to care for and prolong the life of the hearing aids:

- Before storing the hearing aids for extended periods of time, remove batteries and leave the battery door open.
 - Hearing aids should be placed into the storage case when not in use.
 - Protect hearing aids from extreme hot and cold temperatures.
 - Never place your hearing aid in water. If it becomes wet, immediately remove the battery and let your hearing aid stand in a dry place or use a hearing aid dehumidifier for several hours. NEVER use heat (blowdryer, oven, microwave, etc.) to dry your hearing aid.
 - Remove hearing aids before applying hair care products, lotions, creams, perfume, and sprays of any kind.
 - Replace domes and tubes every three months.
-



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 Dehumidifier.....#88742

Troubleshooting

If your hearing aid is: WHISTLING (FEEDBACK)

1. Your hearing aid may briefly whistle when a hand, hat or other object is near it or when inserting or removing.
2. Turn the volume down, it may be set too high (pg. 20).
3. Check that your dome is inserted correctly (pg. 14-15).
4. Try a different size dome (pgs. 18 & 23) or call 1-800-221-2099 for additional fit options.
5. Verify that the tube is attached correctly and is in good condition. If the tube is damaged, it should be replaced (pg. 22).
6. Try a new battery.

If your hearing aid is: WEAK, DISTORTED, DEAD

1. Check that the battery is inserted correctly (pg. 12-13).
2. Try a new battery.
3. Perform maintenance on your hearing aid, microphone ports, tubing and dome (pg. 24).
4. If your hearing aid goes dead periodically, but comes on after several hours of rest, the problem may be a build-up of humidity. Regularly open the battery door, allowing it to air dry.

Service

If your hearing aid requires service, send it to:

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

1. Call 1-800-221-2099 for authorization before returning your hearing aid for service.
2. Enclose a note with your name, address, phone number and a description of what is wrong with your hearing aid.
3. Remove the battery from your hearing aid. Pack your hearing aid 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.



Technical specifications

| ANSI ASA S3.22 2014 (R2020) / ANSI CTA 2051 2017 (2cc) | |
|---|------------------|
| Maximum output limit value Output Sound Pressure Level 90 (OSPL90) | 112 dB SPL |
| Full-on gain value | 41 dB |
| Total Harmonic Distortion (500 Hz) | 5% |
| Self-generated noise value | 27 dB SPL |
| Latency value | 10 ms |
| Upper and lower cutoff frequencies for (standard) bandwidth | 200 Hz – 7100 Hz |
| Battery size (zinc-air hearing aid battery) | 312 |
| Battery current drain | 1.0 mA |
| Expected battery life | 180 hours |

Accessories

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.

Domes



Tulip Dome

One size.....#89115



Double Dome

Small#86231

Medium.....#86232

Large#86233



Open Dome

Small#86251

Medium.....#86252

Large#86253



Closed Dome

Small#89121

Medium.....#89122

Large#89123

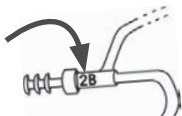


For pricing or to order accessories

call 1-800-221-2099 or visit www.HearingHelp.com

Tubes

Tube size is located close to where the dome is attached.



Blue writing on tube = **left** ear tubing size

Red writing on tube = **right** ear tubing size

Left ear tube

0B Left.....#86280

1B Left.....#86281

2B Left.....#86282

3B Left.....#86283

Right ear tube

0B Right.....#86285

1B Right.....#86286

2B Right.....#86287

3B Right.....#86288

Maintenance tools

Brush with battery magnet.....#88870



Large, easy to hold brush for daily hearing aid maintenance.

Large brush.....#88876



For pricing or to order accessories
call 1-800-221-2099 or visit www.HearingHelp.com

Hearing aid batteries





Your Apollo®-6670 uses a **size 312 (brown) zinc-air battery**.

Hearing Help Express offers a variety of premium battery brands available in sizes 312, 13, 10, and 675.



All manufacturers use the same color code system!

Battery Size:
Tab color or color on packaging:

| | | | |
|---|---|---|---|
| 10 Yellow | 312 Brown | 13 Orange | 675 Blue |
|  |  |  |  |



Warranty

Limited manufacturer's warranty

What does this warranty cover?

Intricon Inc. (“Intricon”) warrants your new product against defects in materials and workmanship when purchased from an authorized reseller.

How long does this warranty last?

This warranty is valid from the date of retail purchase for a period of twelve months. This warranty terminates if you sell or transfer the product.

What will Intricon do?

In the case of a covered warranty defect, Intricon will, at its option: (A) repair the product; or (B) replace the product with an equivalent product.

What does the warranty not cover?

This warranty only extends to the original end-use purchaser or person receiving the product new as a gift. This warranty does not extend to any other person or transferee. This warranty does not cover defects or damage arising from improper use or maintenance, normal wear and tear, commercial use, accident, or external causes. Also, unauthorized repair, modification, or customization of your product voids this warranty. This warranty does not cover the return freight charge.

Limited manufacturer's warranty

What do I do?

For warranty service on covered defects during the warranty period, contact us at www.HearingHelpExpress.com, support@hearinghelp.com, 1-800-221-2099, or write to: Hearing Help Express, PO Box 586, DeKalb, IL 60115. Prior to providing warranty service, Intricon may require you to provide proof of purchase details, including but not limited to a receipt or sales invoice.

How does state law apply?

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

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Limited manufacturer's warranty

For your records

Complete and retain for your records

Date of purchase: _____

Serial numbers:

Left hearing aid _____

Right hearing aid _____

1B tube and tulip dome come attached to the hearing aids. If you selected a different size for either accessory, then keep record of your preferred size for future accessory reordering.

Preferred tube size: _____

Preferred dome size: _____

Battery size: 312 (brown) zinc-air hearing aid battery

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