

Felix™-8720 Accu-Fit User Guide



- Feedback Management • Noise Reduction
- Voice Prompts • Optional Telephone Setting
- Android & iOS app for volume & listening program adjustments

Search for:
HHE Hearing



NEW Teleaudiology (remote care) for iPhone users!
Programming modifications and adjustments can now be made remotely.

Pairs with the optional companion microphone so you can hear conversations easily, especially in noisy environments.

 **HearingHelp** *express*
an IntriCon company

1-800-221-2099

My eartip style & size: _____

My tubing size: _____

My battery size: 312 (brown tab) _____



MEDICAL GRADE HEARING AID
Doctor Designed • Audiologist Approved



PROVEN QUALITY
100% Digital American-made technology



Jim Houlihan
President

Welcome to Hearing Help Express and congratulations on your choice of the Felix™-8720 Accu-Fit hearing aid! Rest assured that you received a high-quality, medical grade, FDA-Listed hearing aid that is of the same high-quality as those sold by Audiologists. Your Felix-8720 was manufactured by our parent company, IntriCon, one of only two hearing aid manufacturers in the US. This allows us to keep quality high and prices low, cutting out the middle-man and passing the savings on to you.

I'm confident you'll enjoy all the benefits the Felix™-8720 Accu-Fit has to offer, especially knowing you saved thousands of dollars without sacrificing hearing improvement. So, put your Felix-8720 to the test and find out if it's right for you. We only ask that you read these instructions to make the most of your 45 day home trial.

For your better hearing, *Jim*

Remember, our licensed hearing aid specialists are here to help.

Call toll-free: 1-800-221-2099 (Monday - Friday • 7:30 am - 5 pm CST)

or email us at: info@hearinghelp.com



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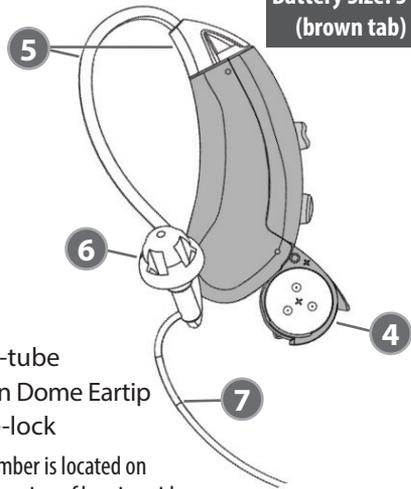
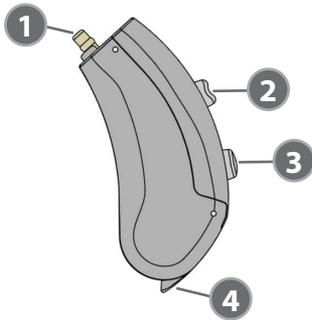
The Companion Microphone is an optional accessory that works with Felix Accu-Fit hearing aid models.

See separate user guide for Companion Microphone operating instructions.

Parts Identified

Get to know your Felix-8720 Accu-Fit

Battery Size: 312
(brown tab)



- 1. Microphone and Receiver
 - 2. Program Button
 - 3. Volume Control
 - 4. Battery Holder
 - 5. Slim-tube
 - 6. Open Dome Eartip
 - 7. Sure-lock
- Serial number is located on the outer casing of hearing aid

On: With a battery installed, close the battery door to turn the Felix-8720 on.
Off: Open the battery door to turn the Felix-8720 off.

Everything you need to enjoy better hearing!

FREE support from our staff of licensed hearing aid specialists!



Eco-Gold MAX Batteries



Eartips and slim-tubing for a secure, comfortable fit.

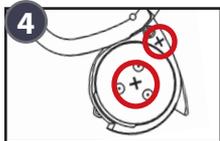
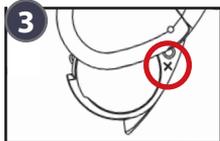
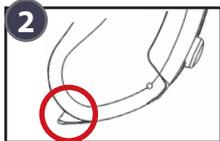
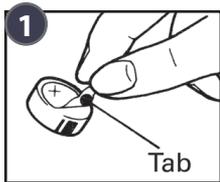


Cleaning tools



Helpful tips to guide you along your journey to better hearing.

Inserting the Battery



1. Remove the brown colored tab from the flat, (+) positive side of the size 312 battery. **Wait one minute for battery to reach full power before using (or testing) battery.**
2. 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 Felix-8720.
3. Locate the + symbol on the inside top rim of the battery holder. This indicates that the flat, positive side of the battery should face up in the same direction as the + symbol.
4. Place the battery in the battery holder – **NOT directly inside the Felix.** Fit the battery in the holder with the flat, positive (+) side facing up.
5. 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 Felix-8720, you will hear a voice prompt say “low battery” (this repeats every 8 minutes). Your Felix-8720 will shut down after you hear a voice prompt say “replace battery”.

Premium hearing aid batteries for less!



You always get:

- ✓ Best battery value
- ✓ Home delivery
- ✓ Fresh! Fresh! Fresh!
- ✓ FREE shipping

1-800-221-2099

Your Felix-8720 uses a size 312 (brown tab) zinc-air battery.

Slim Tube Choices

You can try your Felix-8720 right away just as it is. 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 Felix-8720 is in.

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 Felix-8720 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

Picturing Left ear slim-tubing: 3, 2, 1, 0

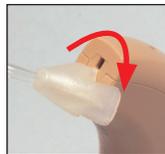


Removing & Attaching Slim-tube

REMOVING slim-tubing from the Felix-8720:



Grasp the thicker base of the slim-tubing near the top of the Felix-8720.



Twist the tubing 90° to the left or right.



Pull the thicker base of the tubing away from the Felix.

ATTACHING slim-tubing to the Felix-8720:



Line up the top of the Felix and the thicker tubing base and gently push the end of the slim-tube onto the Felix 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 for slim-tube style

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 or 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.

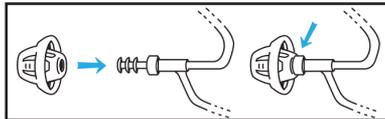
How to Remove Dome Eartips:

1. Hold the eartip tightly and grasp the tubing directly behind the eartip. Pull firmly. *(Replace eartips as needed.)*



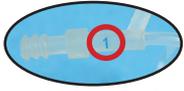
How to Attach Dome Eartips:

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



Which is left and right

How to tell your right Felix-8720 from your left Felix-8720:



Felix-8720 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).

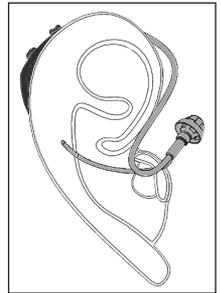
If you're not sure of the color, hold the Felix-8720 with the tubing attached and the volume control facing away from you. Left tubing will point to the left and right tubing will point to the right.



Insert & Remove Felix-8720

How to insert the Felix-8720:

1. Grasp the slim-tubing behind the eartip and gently push the eartip into your ear canal.
2. Place your Felix-8720 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 Felix down or the eartip out of the ear. If this occurs, try a different length tubing.

To Remove Felix-8720:

1. Grasp hold of the slim-tubing against your ear and gently pull. The eartip will slip out of your ear.
2. Remove the Felix-8720 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.

To adjust your volume and program settings using your smart phone, download the app.

Search for HHE Hearing

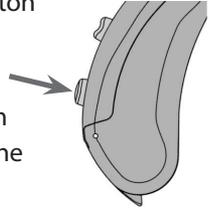


Adjusting the Volume Control

Volume Control: Your Felix-8720 is equipped with a push button volume control (located above the battery holder compartment. This button allows you to select your listening volume.

Increase the volume: With your fingertip repeatedly press the volume control button. There are 10 volume levels to choose from (you will hear a single beep at each volume level). Once you reach the highest volume you will hear a voice say “maximum volume”.

Decrease the volume: From the maximum volume you can press the volume control button to return to the minimum volume. You will hear a voice say “minimum volume”.



Choosing your Program Setting

Program Control: Your Felix-8720 is equipped with a push button program control (located above the volume control).

Easily choose between four program settings by pressing the program button. When you press the program button you will hear a voice prompt say “program 1”, “program 2”, “program 3” or “program 4”.

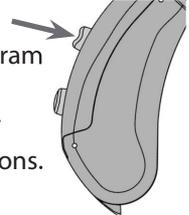
Program Setting 1: Normal setting – use in most listening situations.

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

Program Setting 3: Whistle reduction setting – Use if your Felix-8720 whistles or if sounds seem too sharp or tinny.

Program Setting 4: Companion Microphone only – Use when you want to hear only the sounds being streamed from your companion microphone.

See separate user guide for companion microphone operating instructions.



OPTIONAL TELEPHONE SETTING

This can be installed in place of any of the program settings listed above.

Program Setting (1, 2, 3, or 4 as selected): Telephone setting – Use when talking on the telephone or with a loop system. Hold the receiver near the hearing aid a little above your ear. You will only hear sounds from the telephone or loop system. *This setting does not work with your companion microphone.*

Airplane Mode

Airplane Mode – The Felix-8720 is designed to work with an optional *Bluetooth*® companion microphone. When traveling by plane, you'll need to set the Felix to "airplane mode" to disable the connection between the companion microphone and the hearing aid.

To enable airplane mode: open the battery door, hold the volume button down as you close the battery door.

To turn off airplane mode: open and close the battery door again (*you do not need to hold the volume button*).

Care and cleaning slim-tube style

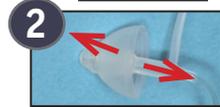
We've done what we can to protect your Felix-8720 from moisture and earwax but a little regular cleaning by you will go a long way towards trouble-free use. We suggest cleaning your Felix-8720 in the morning before you use it and storing it overnight in a DryAid Dehumidifier (call to order). It does not take much dirt or wax to clog the super-thin tubing and the tiny openings. Many customers find cleaning the tubing weekly is sufficient. For best results consider purchasing the Cleaning Care Plan (pg. 11).

Cleaning your Felix-8720 hearing aid:

1. Wipe off the outside of the Felix-8720 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 slim-tubing:

1. **REMOVE the SLIM-TUBING** from the Felix-8720 (see pg. 5).
2. **REMOVE the EARTIP** from the TUBING (see pg. 6).
3. Insert the cleaning tool into the triangular base at the end of the slim-tubing 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 slim-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 Felix-8720s.



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 Felix-8720 in water. If it becomes wet, immediately remove the battery and let your Felix-8720 stand in a dry place or DryAid dehumidifier for several hours. NEVER use heat (blowdryer, oven, microwave, etc.) to dry your Felix-8720.

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 Felix-8720. 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 Felix-8720 overnight in a DryAid dehumidifier.

Troubleshooting your Felix-8720

If your hearing aid is: WHISTLING (FEEDBACK)

1. Your Felix-8720 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. 7).
4. Try a different size eartip (pg. 6) 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. 5).
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 Felix-8720, microphone ports, and eartip (p. 9).
4. If your Felix-8720 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.

Service

If your Felix-8720 require 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 or in an envelope, it could be destroyed during shipment. We recommend insured mail or UPS for your protection.

Protect your hearing investment



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

(call for pricing)

ONE & TWO YEAR
PLANS AVAILABLE

- **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 offers up to four yearly 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.

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.***

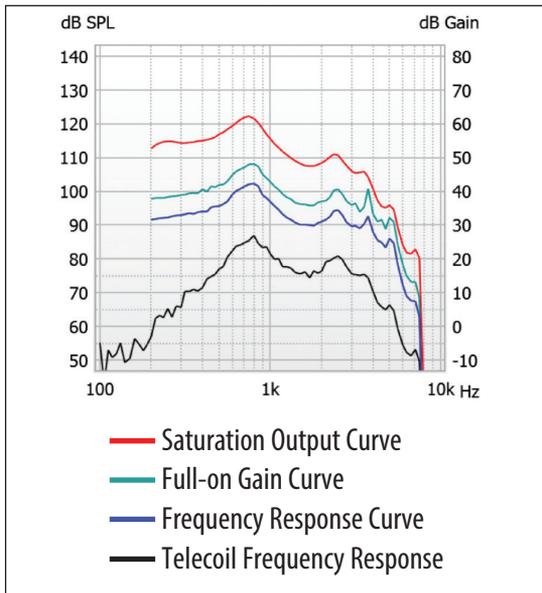
NOTE: Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be a risk of impairing the remaining hearing of the hearing aid user.

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.

Felix-8720 Technical Information

Maximum SSPL90.....	122.3 dB
HFA SSPL90.....	111.3 dB
HFA full-on gain.....	39.8 dB
Reference test gain.....	33.8 dB
Frequency range.....	200 Hz to 5890.2 Hz
Equivalent input noise.....	29.5 dB SPL
Total harmonic distortion.....	500 Hz: .6%, 800 Hz: .2%, 1600 Hz: .3%
Attack time (msec).....	8.0
Release time (msec).....	75
Induction coil sensitivity (at 31.6 mA/m) HFA	79.5 dB SPL
Battery type and current.....	size 312 (Brown), 1.25 mA
Battery life.....	approx. 100 hours
Dimensions.....	1.25 x .5 x .29 inch

Frequency Response



Helpful Accessories

Prices subject to change



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, item #88851 \$14.99

NANOCLEAN – NanoClean Advanced Technology features a stiff threader and a soft, spongy, nylon brush that safely and effectively sweeps away debris and absorbs moisture from hearing aid tubing. A unique “thread-and-pull” cleaning action gets the job done quickly and easily! (20 per container)

NANOCLEAN, item #88755 \$10.99



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

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



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.

Remote Care

We're excited to bring you our new Teleaudiology – remote care service. Adjustments to the programming in your Felix-8720 hearing aid can now be made remotely (for iPhone users). No need to send your hearing aid in. Our licensed hearing aid professionals can discuss programming modifications with you over the phone, then using their expertise, they will make adjustments to the programming of your hearing aid to help you get the best sound quality possible.

This is part of your free, unlimited support and we are happy to make as many programming changes necessary to ensure you're hearing your best! So, if you're experiencing any problems with the sound or power of your Felix hearing aid, call and talk to a licensed hearing professional right away.



**We urge you to take full advantage of your
FREE support from our dedicated staff
of licensed hearing aid specialists.**

If you have any questions or concerns give us a call toll-free!

1-800-221-2099

(Monday - Friday • 7:30 am - 5 pm CST)

email us at: info@hearinghelp.com

YOUR MONEY-BACK GUARANTEE FROM HEARING HELP EXPRESS®

Your 2-way assurance of complete satisfaction

1. 45-Day, Risk-Free Trial Money-Back Guarantee

Try your Hearing Help Express® Felix-8720 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.

2. One Year Limited Manufacturer's Warranty

Your Felix-8720 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 Felix-8720 to Hearing Help Express for this warranty to apply. Ship insured mail.

Questions, call toll-free: 1-800-221-2099



1-800-221-2099 • HearingHelp.com

PO Box 586 • DeKalb, IL 60115



HH.409-201005

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