

FELIX-8750

ACCU-FIT



USER GUIDE

My eartip size: _____

My tubing size: _____

My battery size: 312 zinc-air



HearingHelp *express*
an IntriCon company

1-800-221-2099

PO Box 586 • DeKalb, IL 60115 • HearingHelp.com

WELCOME TO HEARING HELP EXPRESS!

Congratulations on your choice of the Felix-8750 hearing aid to help you on your journey to improved hearing. We're confident you'll enjoy all the benefits the Felix has to offer, especially knowing you saved thousands of dollars without sacrificing hearing improvement.

Put your Felix-8750 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 Felix-8750 hearing aid, call toll-free.

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



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PARTS IDENTIFIED

Get to know your Felix-8750



1. Microphone and Receiver
2. Program button
3. Rocker volume Control
4. Battery Holder
5. Slim-tube
6. Eartip
7. Sure-lock

Serial number: located on the outer casing of hearing aid

On: With a battery installed, close the battery door to turn the Felix on.

Off: Open the battery door to turn the Felix-8750 off.

BATTERY INFORMATION



Your Felix-8750 uses a **size 312 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.

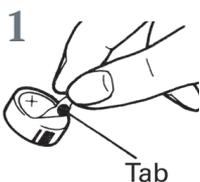
WHICH IS LEFT AND RIGHT

Felix-8750 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).

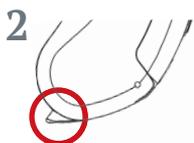
If you're not sure of the color, hold the Felix-8750 with the tubing attached and the volume control facing towards you. Left tubing will point to the right and right tubing will point to the left.



INSERTING THE BATTERY



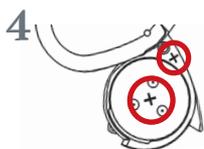
Remove the tab from the flat, (+) positive side of the size 312 battery. **Wait one minute for battery to reach full power before using (or testing) battery.**



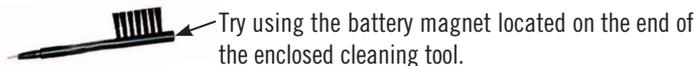
Open battery holder gently, using your fingernail or thumbnail. Pull out on the small lip of the battery holder located on the lower part of the Felix-8750.



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.



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-8750, you will hear a voice prompt say “low battery” (repeating every 8 minutes). Your Felix-8750 will shut down after you hear a voice prompt say “replace 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 Felix-8750 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 Felix-8750:

1. Grasp the slim-tubing behind the eartip and gently push the eartip into your ear canal.
2. Place your Felix-8750 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 (pg 6).



To Remove Felix-8750:

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-8750 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 Felix-8750.

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-8750 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

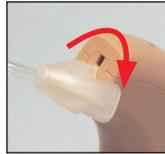
REMOVING slim-tubing from the Felix-8750:

1



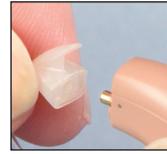
Grasp the thicker base of the slim-tubing near the top of the Felix-8750.

2



Twist the tubing 90° to the left or right.

3



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

ATTACHING slim-tubing to the Felix-8750:



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

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

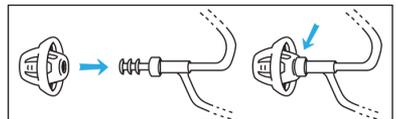
How to Remove dome tips:

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



How to Attach dome tips:

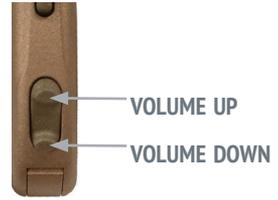
1. Line up the narrow tubing nozzle with the opening on the inside of the ear tip.
2. Push together firmly until the ear tip is securely attached. Wiggle the ear tip to be certain it stays in place.



ADJUSTING THE VOLUME CONTROL

Volume Control: Your Felix-8750 is equipped with a rocker control that allows you to select your listening volume.

Increase the volume: Each time you press the top end of the rocker control, you'll increase one volume level and hear a single beep. There are 10 volume levels to choose from. Once you reach the highest volume you will hear a voice say "maximum volume".



Decrease the volume: Press the bottom of the rocker control to decrease the volume. You will hear a single beep at each level. Once you reach the lowest volume you will hear a voice say "minimum volume".

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

Note: This feature does not work when using the app to adjust the volume.

CHOOSING YOUR PROGRAM SETTING

Program Control: Your Felix-8750 is equipped with a push button program control (located above the rocker 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-8750 whistles or if sounds seem too sharp or tinny.

Program Setting 4: Companion Microphone (streaming only) – Use when you want to hear only the sounds being streamed from the optional companion microphone. See separate user manual for companion microphone operating instructions.

OPTIONAL TELEPHONE SETTING

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

If a setting is not specified, we will program the telephone setting as Program Setting 4, replacing the companion microphone (streaming only) setting.

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 the companion microphone.**

ADJUSTING THE VOLUME AND PROGRAM SETTINGS USING YOUR SMARTPHONE

On your smartphone,
DOWNLOAD the HHE Hearing app
from the App Store or
Google Play store.



Connect your hearing aid(s) to the app

****Your hearing aids must be turned on in order to connect to the app****

1

Open the HHE Hearing app



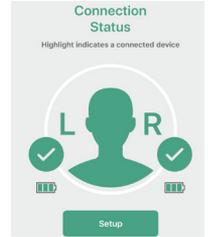
2

Select the Connect icon



3

Follow the prompts to setup your hearing aid(s)



Adjusting the volume using the HHE Hearing app

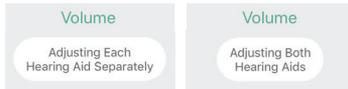
1

Select the volume icon



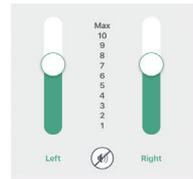
2

Choose to adjust the volume of each hearing aid separately or both the left and right aids at the same time.



3

Move the slider button up or down to select your desired volume level.



Adjusting the program settings using the HHE Hearing app

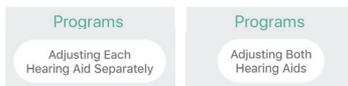
1

Select the program icon



2

Choose to adjust the program of each hearing aid separately or both the left and right aids at the same time.



3

Select your desired program setting.



MAINTAINING YOUR DEVICE

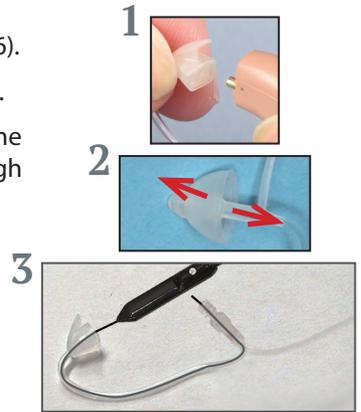
It's important to clean your Felix hearing aid regularly. Without regular cleaning, wax and moisture can build up and prevent the hearing aid from working properly. It's best to clean your Felix-8750 in the morning before you use it.

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 Felix-8750s. 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-8750 in water. If it becomes wet, immediately remove the battery and let your Felix stand in a dry place or DryAid dehumidifier for several hours. **NEVER** use heat (blowdryer, oven, microwave, etc.) to dry your Felix.



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-8750. 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-8750 overnight in a DryAid dehumidifier.

TROUBLESHOOTING YOUR FELIX-8750

If your hearing aid is: WHISTLING (FEEDBACK)

- 1 Your Felix-8750 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 or pg. 9).
- 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 Felix-8750, microphone ports, and eartip (pg. 10).
- 4 If your Felix-8750 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-8750 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.

AIRPLANE MODE

The Felix-8750 is designed to work with an optional Bluetooth® companion microphone. When traveling by plane, you'll need to set the Ranger 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*).

OPTIONAL COMPANION MICROPHONE

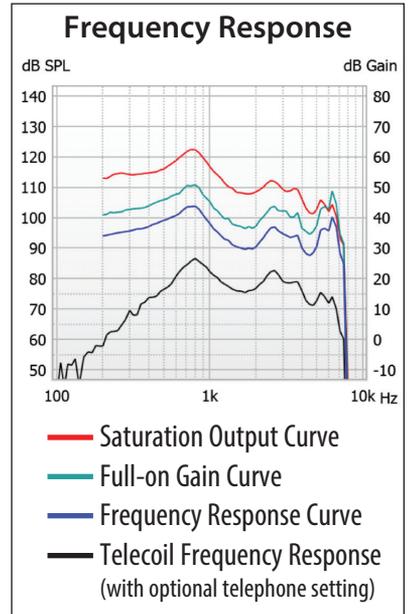
Hear the words, not the noise! The Felix-8750 can be paired wirelessly to the companion microphone, putting you closer to the sounds you want to hear without all the background noise. Place it next to your TV speaker, clip it to the shirt of a person giving a lecture or sermon, the Companion Microphone picks up the sound it is closest to and sends it directly to the Felix hearing aid. Improves listening from a distance, one-on-one conversations, and when you're in a noisy environment like a restaurant.



Companion Microphone.....\$100.00

FELIX-8750 TECHNICAL INFORMATION

Maximum SSPL90.....	122.4 dB
HFA SSPL90.....	112.4 dB
HFA full-on gain.....	41.9 dB
Reference test gain.....	34.9 dB
Frequency range.....	200 Hz to 7580.3 Hz
Equivalent input noise.....	29.5 dB SPL
Total harmonic distortion	500 Hz: .6%, 800 Hz: .2%, 1600 Hz: .6%
Attack time (msec).....	6
Release time (msec).....	52
Induction coil sensitivity (at 31.6 mA/m) HFA.....	80.2 dB SPL <i>with optional telephone setting</i>
Battery type and current.....	size 312 (Brown), 1.48 mA
Battery life.....	approx. 115 hours
Dimensions.....	1.25 x .57 x .29 inch



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



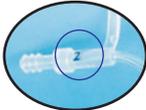
Double Dome Eartips

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.

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® Felix-8750 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 Felix-8750 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-8750 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

