

# User Manual

## Ranger<sup>®</sup>-6670

OTC Hearing Aid

This manual applies to all color variations of the Ranger<sup>®</sup>-6670



 **HearingHelp** *express*  
an Intricon company

1-800-221-2099 • [HearingHelp.com](http://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](mailto:support@hearinghelp.com) or write to: Hearing Help Express, PO Box 586, DeKalb, IL 60115.

**Intended Use:** The Ranger®-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 Ranger®-6670 OTC Hearing Aid(s)

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

Put your Ranger®-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 Ranger®-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 Ranger®-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](mailto:support@hearinghelp.com)



▶▶▶▶ **Setting up the hearing aids**

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



1 Ranger®-6670 hearing aid with pre-cut tube and MS BTE dome attached



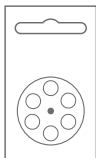
BTE tube (elbow joint tube)  
one size (qty 1)



Brush with wax loop and battery magnet (qty 1)



Hearing aid storage case (qty of 1)



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



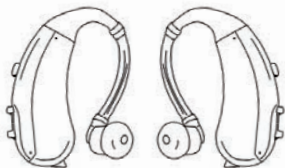
BTE Domes (ear tips)  
sizes Sm, Md, ML (1 ea, qty 3)



User manual (qty 1)

## ▶▶▶▶ Setting up the hearing aids

What's inside the box: **Pair** of Ranger<sup>®</sup>-6670 hearing aids



Ranger<sup>®</sup>-6670 hearing aids  
with pre-cut tube and MS  
BTE dome attached  
(1 pair)



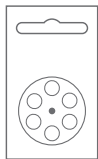
BTE tube  
(elbow joint tube)  
one size (qty 2)



Brush with wax loop and  
battery magnet (qty 1)



Hearing aid storage case  
(qty of 1)



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



BTE Domes (eartips)  
sizes Sm, Md, ML (2 ea, qty 6)



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. Earhook – Provides the connection between BTE tube & hearing aid. Also helps to hold the hearing aid securely over your ear.
6. BTE tube – Each hearing aid comes with a pre-cut elbow joint tube (BTE tube) attached to the earhook. Sound travels through the tube into your ear canal.
7. BTE Dome – Each hearing aid comes with a MS BTE dome attached to the pre-cut elbow joint tube.



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



# ➤ ➤ ➤ ➤ Setting up the hearing aids

## Inserting the battery

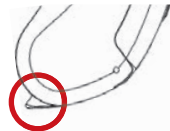
A size #312 zinc-air hearing aid battery is required for each hearing aid device. Once a battery is replaced, each battery has an expected battery life of approximately 180 hours.

To insert or replace batteries, follow these steps:

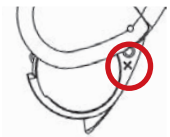
**Step 1:** Remove the tab from the flat, positive (+) side of the size 312 zinc-air battery. Removing this sticker will activate the battery. **Wait one minute for battery to reach full power before placing the battery into the battery door.**



**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.

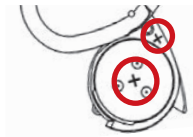


# Setting up the hearing aids

## 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.

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## Low battery indicator

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

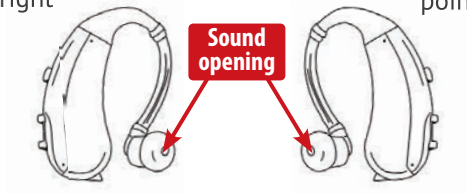
## ▶▶▶▶ Setting up the hearing aids

### Which is left and right

Once the BTE dome is attached to the tube, the hearing aid is set for either your right or left ear. Compare your hearing aid to the picture below. The sound opening on the BTE dome will “point” away from the hearing aid.

**Left ear:** sound opening  
“points” right

**Right ear:** sound opening  
“points” left



# Setting up the hearing aids

## How to wear hearing aids

If you wear eyeglasses, put your glasses on first.

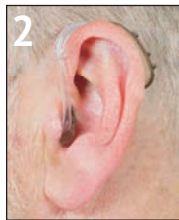
1. Hold the tubing behind the BTE dome and insert into your ear.
2. Place the hearing aid behind your ear by slipping it over the top of your ear.

Some people prefer to place the hearing aid over their ear first and then insert the BTE dome. Experiment and find what works best for you.

The fit of your hearing aid is very important. If you need a different size BTE dome or a different length tube, see pages 16-17.

### **To remove your hearing aid:**

Reverse the above steps to remove your hearing aid.



## Setting up the hearing aids

### Check for fit and comfort

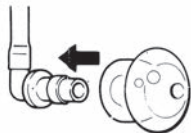
Attached to your hearing aid tube is a MS (medium-small) BTE dome. If you have trouble with the fit of the BTE dome or experience feedback (squeal), try a different size BTE dome (included) to find a secure and comfortable fit. Additional fit options are available by calling 1-800-221-2099.

#### To remove BTE domes:

1. Hold the BTE dome between two fingers and grasp the elbow area of the tube. Pull the two parts away from each other.

#### To attach BTE domes:

1. Push the flat end of the silicone eartip securely onto the firm, plastic elbow joint at the end of the tubing.



**ATTENTION:** Make sure BTE domes are securely attached to the tube before using so they do not come off in your ear.

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# Setting up the hearing aids

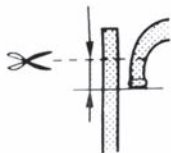
## How to measure and attach full-length elbow joint tube

A pre-cut elbow joint tube and MS BTE dome come attached to each hearing aid. **If the pre-cut tube is too short or too long, follow the steps below using the full-length elbow joint tube enclosed.**



### **Step 1: Put BTE dome and Ranger in place.**

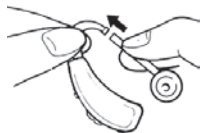
With BTE dome attached to full-length tube, place the BTE dome into your ear. Place the hearing aid over your ear.



### **Step 2: CUT OFF EXTRA TUBING**

Observe where the tube overlaps the earhook and mark the tube leaving an 1/8 to 1/4 inch overlap.

**Cut off extra tube.**



### **Step 3: Attach tube to earhook.**

Insert the tip of the earhook into the tube.

If it is hard to insert, warm the end of the flexible tube with hot water.

## 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.***

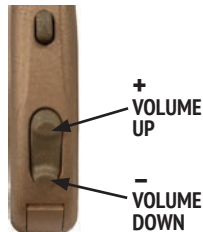
# Hearing aid controls and programs

## Adjusting the volume

Your Ranger®-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" Ranger** – Each time you turn your Ranger 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 Ranger®-6670 whistles or if sounds seem too sharp or tinny.

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### Talking on the telephone with your Ranger®-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

### 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 Ranger®-6670 in the morning before you use it.

#### **Maintaining hearing aids:**

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

## 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.

## 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. 19).
3. Check that your BTE dome is inserted correctly (pg. 15).
4. Try a different size BTE dome (pg. 16) 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. 17).
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, and BTE dome (pg. 21).
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.



***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 - Ranger-6670

| ANSI ASA S3.22 2014 (R2020) / ANSI CTA 2051 2017 (2cc)                |                  |
|---|------------------|
| Maximum output limit value<br>Output Sound Pressure Level 90 (OSPL90) | 114 dB SPL       |
| Full-on gain value  | 51 dB            |
| Total Harmonic Distortion (500 Hz)                                    | 5%               |
| Self-generated noise value  | 21 dB SPL        |
| Latency value   | 10 ms            |
| Upper and lower cutoff frequencies for (standard) bandwidth           | 200 Hz – 6700 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.*

### BTE Domes (eartips)



Small.....#88581  
Medium Small.....#88582  
Medium.....#88583  
Medium Large.....#88584  
Large.....#88585

### BTE Tubes

#### Elbow joint tube

Full length.....#88571



Pre-cut.....#88573



**For pricing or to order accessories  
call 1-800-221-2099 or visit [www.HearingHelp.com](http://www.HearingHelp.com)**

## Maintenance tools



Brush with  
battery magnet.....#88870



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

Large brush.....#88876

## Hearing aid dehumidifier



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

## ➤ ➤ ➤ ➤ Accessories

### Hearing aid batteries





Your Ranger®-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:**

|   |   |   |   |
|---|---|---|---|
| <b>10</b><br><b>Yellow</b>  | <b>312</b><br><b>Brown</b>  | <b>13</b><br><b>Orange</b>  | <b>675</b><br><b>Blue</b>   |
|  |  |  |  |

## Hearing aid battery testers



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.....#88776

This pocket battery tester is small enough to go with you anywhere. This digital tester takes the guesswork out of battery testing. Includes key chain and built-in battery holder compartment.

Key Chain Battery Tester.....#88778



For pricing or to order accessories  
call 1-800-221-2099 or visit [www.HearingHelp.com](http://www.HearingHelp.com)



## Helpful tips

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### Getting used to hearing aids

Getting used to hearing aids is a gradual process that takes time and patience as you learn to hear familiar sounds again. Here are some helpful tips to help you get used to wearing your new hearing aids.

1. Use your hearing aids only around the house at first. You will be less likely to experience noise pollution at home, giving you a better amount of control over the sounds you're hearing.
2. Start slowly. Wear your hearing aids for a few hours each day and gradually increase the number of hours you wear them per day.
3. Read out loud for 15 minutes each day to get used to the sound of your own voice.
4. Practice listening to one voice at a time. Then try listening within a small group of family or friends in a quiet environment.
5. For extra practice with your hearing aids, try to locate the sources of all the sounds in your environment.

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## Hearing aid battery tips

1. Never store batteries in the refrigerator. Store them in a dry place at room temperature.
2. Batteries should remain 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.
3. After removing the battery tab, wait at least 1 minute for a battery to reach full power before inserting it into your hearing aid.
4. Not sure how long your batteries are lasting? When removing the tab from a new battery, simply stick the tab on your calendar for an easy and efficient way to keep track!
5. Pay attention to expiration dates on battery packaging. Hearing aid batteries should have a shelf life of 2-3 years.



## 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](http://www.HearingHelpExpress.com), [support@hearinghelp.com](mailto: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.

This limited warranty gives you specific rights that are in addition to other rights you may have under applicable laws, including your rights against the person who sold the Intricon product to you. TO THE EXTENT PERMITTED BY LAW, HOWEVER, THIS WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY INTRICON. INTRICON DISCLAIMS ALL OTHER WARRANTIES WHETHER EXPRESS OR IMPLIED (INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT), AND INTRICON'S LIABILITY SHALL BE LIMITED TO THE ORIGINAL PURCHASE PRICE. FOR ANY IMPLIED WARRANTIES THAT CANNOT BE DISCLAIMED UNDER APPLICABLE LAW, THE TERM OF THE IMPLIED WARRANTIES SHALL BE LIMITED TO THE DURATION OF THE FOREGOING EXPRESS WARRANTY PERIOD.

## Limited manufacturer's warranty

### For your records

#### Complete and retain for your records

Date of purchase: \_\_\_\_\_

Serial numbers:

Left hearing aid \_\_\_\_\_

Right hearing aid \_\_\_\_\_

A pre-cut tube and MS BTE dome come attached to the hearing aids. If you selected a different size for either accessory, then keep record of those sizes for future reordering.

Preferred tube (pre-cut or full-length): \_\_\_\_\_

Preferred BTE dome size: \_\_\_\_\_

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

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

*Your assurance of complete satisfaction*

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

Try your Hearing Help Express® Ranger®-6670 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.

***Questions or concerns? We're here to help!***

Call 1-800-221-2099 (Mon-Fri • 7:30 am - 5:00 pm CT)  
or email us at: [support@hearinghelp.com](mailto:support@hearinghelp.com)



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