

# RANGER-8720



## USER GUIDE

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

My battery size: 312 (brown tab)

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

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

**WELCOME TO HEARING HELP EXPRESS!**

Congratulations on your choice of the Ranger-8720 hearing aid to help you on your journey to improved hearing. We're confident you'll enjoy all the benefits the Ranger® has to offer, especially knowing you saved thousands of dollars without sacrificing hearing improvement.

Put your Ranger®-8720 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 Ranger-8720 hearing aid, call toll-free.**

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

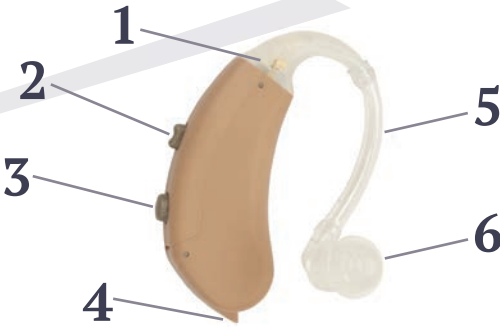


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# PARTS IDENTIFIED

Get to know your Ranger-8720



1. Microphone and Receiver
2. Program Button
3. Volume Control
4. Battery Holder
5. Tubing
6. Eartip

Serial number: located on the outer casing of hearing aid

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

**Off:** Open the battery door to turn the Ranger-8720 off.

## EARTIP AND TUBING INFORMATION

Your Ranger hearing aid comes with a selection of silicone eartips and a pre-cut and full-length elbow joint tubing.



PRE-CUT elbow joint tubing



FULL-LENGTH elbow joint tubing

**The fit of your hearing aid is very important. Try the different sizes of eartips until you find one that is secure and comfortable.**

## BATTERY INFORMATION



Your Ranger-8720 uses a **size 312 (brown tab) zinc-air battery**

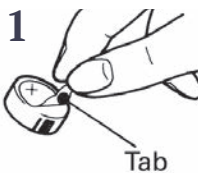


*Hearing Help Express offers a variety of premium battery brands.*

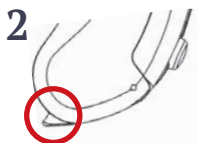
- ECO-GOLD MAX** – Budget friendly favorite
- POWER ONE** – Longer tabs - easier to insert
- RAYOVAC** – Trusted Brand since 1930

• Long-lasting power! • Guaranteed fresh! • Free shipping!

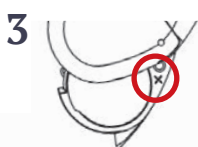
# INSERTING THE BATTERY



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



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

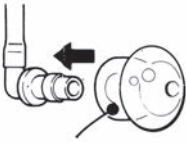
5 Close the battery holder. **NEVER force the battery holder closed.** If the holder does not close easily then the battery is probably upside down.

**LOW BATTERY INDICATOR** – When the battery is no longer strong enough to power your Ranger-8720, you will hear a voice prompt say “low battery” (this repeats every 8 minutes). Your Ranger-8720 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!

# HOW TO ATTACH / REMOVE THE EARTIP



**ATTACHING THE EARTIP:** Push the flat end of the silicone eartip securely onto the firm, plastic elbow joint at the end of the tubing.

**REMOVING THE EARTIP:** Hold the eartip between two fingers and grasp the elbow area of the tubing and pull the two parts away from each other.

Attention: Make sure eartips are securely attached to the tubing before using so they do not come off in your ear.

**The fit of your hearing aid is very important. Try the different sizes of eartips until you find one that is secure and comfortable.**

**If the pre-cut tubing that is attached to your Ranger hearing aid is too short or too long, follow the directions below using the full-length elbow joint tubing enclosed.**

## HOW TO MEASURE AND ATTACH THE FULL-LENGTH TUBING

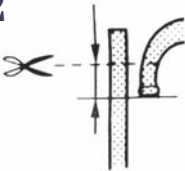
1



**Put eartip and Ranger in place.**

Place the eartip with attached tubing in your ear and the hearing aid over your ear.

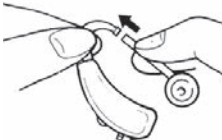
2



**CUT OFF EXTRA TUBING**

Observe where the tubing overlaps the earhook and mark the tubing leaving an  $\frac{1}{8}$  to  $\frac{1}{4}$  inch overlap. **Cut off extra tubing.**

3



**Attach tubing to earhook.**

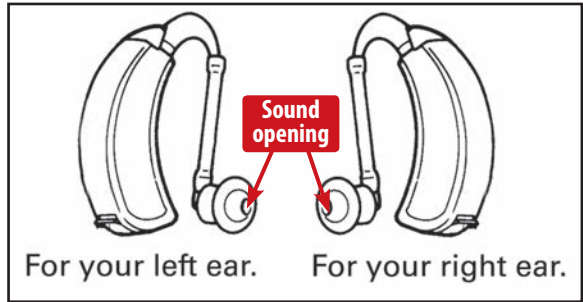
Insert the tip of the earhook into the tubing. If it is hard to insert, warm the tip of the flexible tubing with hot water.

# WHICH IS LEFT AND RIGHT

## How to tell your right aid from your left aid:

Your Ranger-8720 hearing aid can be used on either ear. Once you have attached your eartip or custom earmold your hearing aid is set for either your right or left ear. Compare your hearing aid to the picture below. The sound opening on the eartip will “point” away from the Ranger hearing aid.

- **Left ear:** sound opening “points” right
- **Right ear:** sound opening “points” left



## INSERTING AND REMOVING

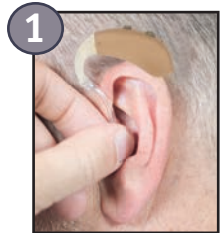
### How to insert the Ranger-8720:

1. Hold the tubing behind the eartip and insert into your ear.

*If using a custom earmold, make sure it is correctly positioned in your ear. The top and bottom of the earmold should fit securely.*

2. Place the Ranger behind your ear by slipping it over the top of your ear.

*Some people prefer to first place the Ranger over their ear and then insert the eartip. Experiment and find what works best for you.*



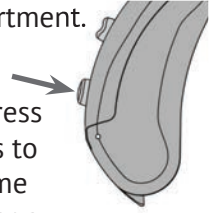
### To Remove the Ranger-8720:

Reverse steps 1 and 2 when removing your Ranger-8720 hearing aid.

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

## ADJUSTING THE VOLUME CONTROL

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

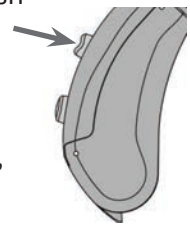


**Increase the volume:** With your fingertip repeatedly press the volume control button. There are 10 volume levels to choose from (you will hear a single beep at each volume level). Once you reach the highest volume you will hear a voice say “maximum volume”.

**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 Ranger-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 Ranger-8720 whistles or if sounds seem too sharp or tinny.

## OPTIONAL TELEPHONE SETTING

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

**Program Setting: 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.

# ADJUSTING THE VOLUME AND PROGRAM SETTINGS USING YOUR SMART PHONE

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



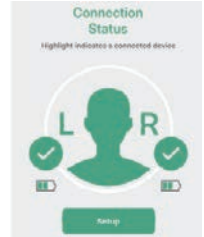
2

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

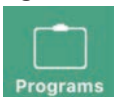
Move the slider button up or down to select your desired volume level.



## Adjusting the program settings using the HHE Hearing app

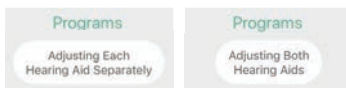
1

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.





## AIRPLANE MODE

The Ranger-8720 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*).

## CARE AND CLEANING

It's important to clean your Ranger 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 Ranger-8720 in the morning before you use it.

### How to clean your Ranger-8720:

1. Wipe off the outside of the Ranger hearing aid and the eartip with a soft cloth. Eartips can be replaced when necessary.
2. If wax or debris remains, use a small soft cleaning brush to gently remove it.



## IMPORTANT CARE INSTRUCTIONS

**BEGINNING THE DAY:** After showering, apply all lotions, creams, hairspray, perfume and cologne BEFORE putting on your Ranger-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 Ranger-8720 in water. If it becomes wet, immediately remove the battery and let your Ranger stand in a dry place or DryAid dehumidifier for several hours. NEVER use heat (blowdryer, oven, microwave, etc.) to dry your Ranger.



**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 Ranger-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 Ranger-8720 overnight in a DryAid dehumidifier.

## TROUBLESHOOTING YOUR RANGER-8720

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

- 1 Your Ranger-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. 7 or pg. 8).
- 3 Check that your eartip is inserted correctly (pg. 6).
- 4 Try a different size eartip (pg. 5) 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 Ranger-8720, microphone ports, and eartip (pg. 9).
- 4 If your Ranger-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.

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## SERVICE

### ***If your Ranger-8720 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.

**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.***

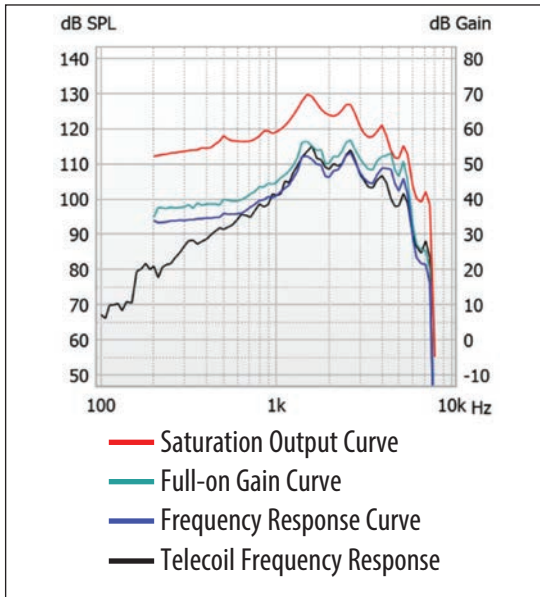
NOTE: Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be a risk of impairing the remaining hearing of the hearing aid user.

**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.

# RANGER-8720 TECHNICAL INFORMATION

Maximum SSPL90.....	129.7 dB
HFA SSPL90.....	125 dB
HFA full-on gain.....	51.9 dB
Reference test gain.....	48.2 dB
Frequency range.....	200 Hz to 6032 Hz
Equivalent input noise.....	25.7 dB SPL
Total harmonic distortion.....	500 Hz: 3.2%, 800 Hz: 2.4%, 1600 Hz: .2%
Attack time (msec).....	3.0
Release time (msec).....	7.0
Induction coil sensitivity (at 31.6 mA/m) HFA .....	109.6 dB SPL
Battery type and current.....	size 312 (Brown), 1.6 mA
Battery life.....	approx. 100 hours
Dimensions.....	1.25 x .5 x .29 inch

## Frequency Response



# HELPFUL ACCESSORIES

*All prices subject to change.*

**Eartips** – Eartips come in five different sizes. You can improve the fit by using a different size eartip. Eartips should be cleaned and/or replaced when necessary.



- small (S)**.....#88581.....\$2.50
- medium-small (MS)**...#88582.....\$2.50
- medium (M)**.....#88583.....\$2.50
- medium-large (ML)**...#88584.....\$2.50
- large (L)**.....#88585.....\$2.50

**SAVE!**  
3 of any size for only \$5.95



**SAVE!**  
3 for only \$5.00

## Replacement Elbow Joint Tubing

Elbow joint and tubing attaches to eartip and hearing aid.

- PRE-CUT** Elbow Joint Tubing, #88573....\$2.00 ea
- FULL-LENGTH** Elbow Joint Tubing, #88571..\$2.00 ea

## Improve your Ranger with a custom earmold

- ✓ *Reduce feedback (whistling)*
- ✓ *Reduce stuffed up feeling*
- ✓ *Reduce talking-in-barrel sound*
- ✓ *Improved fit and comfort*

**Making your earmold is easy.**

**Step one:** We'll send you a kit with materials and complete instructions so you or a friend can make your ear impression. (If you have had ear surgery or ear damage or if you have an unusual ear canal, have your doctor assist you.)

**Step two:** It's easy – over 100,000 people have made their own impression at home. Impression material sets up in minutes and easily can be removed from your ear. Of course, if you have any questions we're always happy to help.

**Step 3:** Mail your ear impression to us and we use it to make your custom earmold. You can expect to receive a finished earmold in about two weeks.

There's a refundable \$19 charge for the impression kit that will be credited in full when you return your impressions.

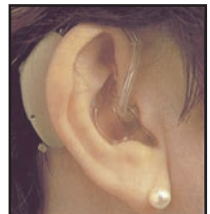
- |                         | <u>Hard Lucite</u>       | <u>Soft</u> |
|-------------------------|--------------------------|-------------|
| <b>1 earmold</b> .....  | #88421.....\$79.99.....  | \$89.99     |
| <b>2 earmolds</b> ..... | #88435.....\$159.98..... | \$179.98    |



*Making an Impression*



*Soft & Hard Earmolds*



*Wearing an Earmold*

# HELPFUL ACCESSORIES

*All prices subject  
to change.*

**Hear the words, not the noise!** The Ranger-8720 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 Ranger hearing aid. Improves listening from a distance, one-on-one conversations, and when you're in a noisy environment like a restaurant.

**Companion Microphone, item #88260..... \$100.00**

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

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



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

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

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

**Battery Care Kit, item #25101.....\$24.99**



**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® Ranger®-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.

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

Your Ranger-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 Ranger-8720 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



HH.499-210514

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