

Micro **INFINI-EAR** RECHARGEABLE HEARING DEVICE



**IMPORTANT
INFORMATION**
Please read before use



What is a *Micro Infini-Ear*?

Thank you for purchasing a *Micro Infini-Ear*. This amazing device will improve your hearing and it consists of the following parts. Please familiarise yourself with these before using.

Fig.1



Fig.2

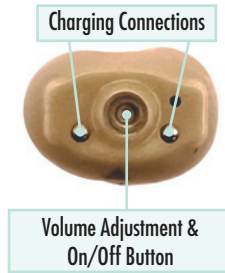


Fig.3



Fig.4 – Charging Connections

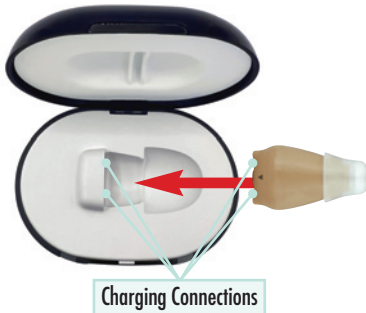


Fig.5 – Charging Light Indicators



Fig.6 – Micro USB



The *Micro Infini-Ear* hearing device can improve...

- ✓ **What you can hear.**
- ✓ **Not having the TV up so loud.**
- ✓ **Making it easier to keep up with conversations, even in crowded rooms.**
- ✓ **Hearing so much clearer.**
- ✓ **Your way of life.**

But before you use your *Micro Infini-Ear* it is important to read these instructions to enable you to fully understand not just how to use the *Micro Infini-Ear*, but also how to adjust to using it. If you don't follow these guidelines, then you risk not getting the true benefits from using the *Micro Infini-Ear*.

Getting the most from your *Micro Infini-Ear*

Your satisfaction with using the *Micro Infini-Ear* depends on the type and degree of your hearing loss and your expectations.

The three most important factors to improved hearing with the Micro Infini-Ear are:

1: PATIENCE & PRACTICE

After many years of not hearing well, your brain has to re-learn how to hear and listen which will take time and practise. **It may take up to 21 days for you to adjust to your new *Micro Infini-Ear*.**

We recommend that you try wearing it for just **30 to 60 minutes a day** at first, and gradually extend the time that you wear it over a few days. Here are a few things that you will need to adapt to:

1. Having something in your ear can feel strange at first if you have not worn a hearing device before. And it can take some adjustment to wearing a different device if you have already used one before. Be patient, over time you won't even notice it's there. It's like when you are learning to drive, it can be daunting at first, but over time it becomes second nature.
2. It can take a bit of time getting used to how it works and getting the volume right. But even if you find it fiddly, perseverance will pay off. Once you've got the volume right you'll be so pleased with the results.
3. Adjusting to different environments can take a bit of time also. You may find that you will need to adjust the volume in different surroundings, but that will depend upon how bad your hearing is in crowded places and different environments.

Adjustment period

As with any hearing device, it will take time for you get used to hearing differently and for your brain to remember sounds that you might have forgotten because of hearing loss. Be patient with yourself, it takes a bit of time. You might be feeling a bit frustrated or overwhelmed, whatever you are feeling, this is normal, you need time to adjust. We recommend that you start slowly, just wearing it for few hours a day and gradually building up the length of time each day.

Of course you'll want to test it whilst watching TV or talking to people but it is also important to wear it even when it's completely quiet so that your brain can adjust.

We recommend that you get used to one-to-one conversations first before more challenging group conversations.

Be patient

For some people it may just take a couple of weeks to adjust to using it, but for others it can take a few weeks longer, so don't give up. Your brain needs to get used to new sounds and background noises again.

Tips for adjusting

Listening to your own voice

One thing that you might find strange is the sound of your own voice. That's not surprising because hearing devices change the way that you hear yourself. One easy way of getting used to this is to spend some time alone and read aloud whilst wearing your **Micro Infini-Ear**.

You might also become aware of your swallowing and chewing, but all these new sounds will switch off the more you get used to wearing the device.

There are ways to retrain the brain connecting sound with language:

1. Listening and reading words at the same time, this re-trains your brain to connect sounds and language. You can do this by watching the TV whilst reading the subtitles (if you have this option on your TV).
2. Or you could listen to an audiobook whilst reading the printed book, or
3. Ask someone to read a newspaper while you follow along with your own copy, so you can listen and follow the words at the same time.

Dealing with background noises

When you are first getting used to your **Micro Infini-Ear**, you may find that background noise is so much louder. It can take a bit of time to adjust to learning to ignore background noise. Hearing devices cannot completely block unwanted noises such as emergency vehicle sirens, clanking dishes, and crying babies, especially when you first start wearing them. But don't forget that even people with normal hearing find it difficult to hear in noisy situations and also not like the sound of unwanted noises such as clanking cutlery, crying babies and traffic! Over time you will get used to tolerating these noises.

Satisfaction

Your satisfaction with **Micro Infini-Ear** depends to some degree on your expectations and commitment to re-training your brain how to hear and listen. Ensure you follow our guidelines and tips to get the best results.

Once you have got used to it, you can wear it all the time and live life to the full!

2: BALANCE!

Did you know that being able to hear in both ears affects our balance!

If you have hearing loss in both ears, medical studies have shown that you will get far greater satisfaction and the BEST results by wearing two hearing devices for better understanding of speech and conversation, since the brain is receiving sound from both ears and has better localisation of the direction of the sounds.

If you have hearing loss in both ears and only ordered one **Micro Infini-Ear**, we strongly encourage you to order a second **Micro Infini-Ear**. To order a second device call: 0800 138 4900.

3: GETTING THE FIT RIGHT

It is important to select the Ear Cap that fits snugly in your ear. Inside your travel case you will find 5 different Ear Caps to choose from (one is already fitted to the device). You may think you have large (or small) ears but the size of the tip will depend on the size of your ear canal, not your ears! So, we suggest you try all of them to see which fits most snugly in your ear.

IMPORTANT: If the Ear Cap is not snug enough then the hearing device may make a whistling sound, try changing the size of the Ear Cap to stop the whistling.

You may find that over time the Ear Cap stretches a bit so you may need to swap to a different Ear Cap. The tip must be firmly pushed on the **Micro Infini-Ear** (turn the **Micro Infini-Ear** upside down to ensure that the tip doesn't fall off).



Place a new Ear Cap over the end of your **Micro Infini-Ear** and push firmly down – see page 7 for how to properly fit new or replacement Ear Caps

Now, let's get started!

The **Micro Infini-Ear** now comes in a compact travel case, convenient for storing or taking away with you. Inside the case you will find:

1 x Rechargeable Unit

1 x Micro Infini-Ear Device
(inside the above)

5 x Ear Caps (of which one will already be attached to the device)

1 x USB Charging Cable

1 x Cleaning Brush

1 x Cleaning Stick

USB PLUG / EXTRA EAR CAPS

If you didn't order a USB plug and don't already have one you can order this for just £4.95, or if you need to order extra Ear Caps, **call our FREEPHONE line 0800 138 4900**. Quote Promo Code: INF-PLUG and we will give you FREE delivery as a Priority Customer.

How to charge YOUR MICRO Infini-Ear

Ensure that the **Micro Infini-Ear** is OFF. If the device is switched ON, it will not charge.

To turn ON or OFF, press the volume adjustment button and hold for 3 seconds. There will be a short beep to turn ON and a long beep to turn OFF.

Slide the **Micro Infini-Ear** into the charging unit as shown in **Fig.4** and **Fig.5**. There is a small arrow on one side of the **Micro Infini-Ear**, this arrow should be facing upwards when in the case. The device needs to go in at an angle, pushed firmly against the connectors and then press down on the tip until it clicks into place.

Insert the smaller end of the charging cable into the USB charging unit, **Fig.6**, and the other end into a USB plug. Switch on at the mains.



Volume Adjustment & On/Off Button

The **orange** charging light indicator will light up when charging.



Please note If the charging light indicator does not light up or the orange and green lights are flashing together then it is not charging. If this happens, check that the **Micro Infi-Ear** has been correctly positioned inside the charging unit, that the USB cable has been inserted correctly and that the mains power is switched on.

IMPORTANT: If it is still not charging, the **Micro Infi-Ear** maybe still switched on. Press the **On/Off** button for 3 seconds, then replace it in the charging unit.

When the **Micro Infi Ear** is inserted correctly only the orange light will light up. Once charged the charging light indicator will turn green.



A full charge takes a minimum of 2 hours, for at least 10 hours of usage, depending on sound output.

The rechargeable battery, with proper care, can last up to 800 charge cycles.

To extend the life of the battery, keep the **Micro Infi-Ear** in the charging unit and on charge when not in use.

Please note that the rechargeable battery inside the **Micro Infi-Ear** should not be removed and/or replaced. Attempting to self-service will void the warranty.



HOW TO USE YOUR MICRO INFINI-EAR

How to turn it ON

Gently place the **Micro Infi-Ear** into the ear, push and hold the On button, you will hear two short beeps.

Adjusting the volume

Once in place, increase the volume by pressing the volume button.

There are six levels of volume, you will hear a beep after each level and a double beep when you have reached the maximum volume.

After reaching maximum volume setting, the volume returns back to lowest volume setting.



IMPORTANT: Please turn up the volume slowly, this will ensure that you get a clear sound and a volume level that's right for you. It will also avoid sudden increase to sound. If you hear a whistling sound, please check that you have attached the correct sized Ear Cap for your ear. If it is not fitting comfortably you will need to change the Ear Cap to a different size. If background noise continues, please persevere slowly adjusting the volume. Remember it may take time to adjust to a new hearing device.

If you are still hearing a whistling feedback noise, check in the mirror that you have inserted your **Micro Infini-Ear** properly; also this can be caused by a build-up of wax in the ear canal. Ensure that you do not have build-up of wax to get the most from your **Micro Infini-Ear**.

Once you have set the volume level the **Micro Infini-Ear** will remember this when it is next turned on.

How to turn it OFF

To turn the device off, press the On/Off button for 3 seconds, then replace it in the charging unit. Always turn the device OFF before inserting into the charging unit and keep the **Micro Infini-Ear** in the charging unit and on charge when not in use.

CARE & CLEANING

Before and after each use remove all debris from the Ear Cap. Ensure the Ear Cap hole is free of any debris. Use the cleaning brush to clean any ear wax adhered to the **Micro Infini-Ear**. **DO NOT** use water, alcohol, or other liquid agents these will damage it.



EAR CAP REPLACEMENT

If the Ear Cap can no longer be properly cleaned, or it has any tears or is damaged, then it is time to replace the Ear Cap.



TROUBLESHOOTING

The *Micro Infini-Ear* will not charge:

1. Is the *Micro Infini-Ear* seated into the charging unit correctly with the small arrow on the side facing upwards and pointing towards the charging connections? (See Fig.3, Fig.4 & Fig.5).
2. Is the *Micro Infini-Ear* OFF? Ensure that it has been turned OFF as the device will not charge if left ON. (See page 6).
3. Is the USB cable inserted correctly at both ends in both the charging unit and the plug, and is the mains power turned on?

Can't hear anything:

1. Has the *Micro Infini-Ear* been turned on? Check that the volume has been turned up by pressing the volume adjustment button.
2. Is the Ear Cap blocked with wax or debris? Clean the Ear Cap using the cleaning brush. Do not wash the Ear Cap in water or use any cleaning solutions.
3. Is the *Micro Infini-Ear* recharged fully? Place the *Micro Infini-Ear* in the charging case for 1-2 hours and ensure it is charging properly. The green light will illuminate indicating that it is fully charged.
4. If you still can't get it working, please call our Customer Services on 0800 138 4900.

WARNING

This product is not intended for use by anyone under the age of 18. It is designed to rectify mild to moderate hearing impairment.

You may incur interference when using a mobile phone or radio near the device.

The device is **NOT** waterproof: **DO NOT LET IT GET WET.**

Remove your *Micro Infini-Ear* when showering, washing your face, using a hair dryer, using hair spray, etc. Remove prior to vigorous exercise and when sleeping.

Avoid physical shock to the device, such as dropping it on the floor.

To order a second *Micro Infini-Ear* device or additional Ear Caps

FREephone 0800 138 4900

or visit branshaws.co.uk