



The PAC™

By SeboTek

USER GUIDE

PAC HEARING SYSTEM

For Models
Voice-Q™ 721, 720, 620, 510, 410

Bringing *Color* to Sound™

SEBOTEK®
HEARING SYSTEMS



INTRODUCTION

CONGRATULATIONS ON YOUR CHOICE OF THE SEBOTEK® PAC HEARING SYSTEM!

The PAC Hearing System is a state-of-the-art digital hearing instrument designed to offer you superior sound quality and better speech understanding in a variety of environments. The PAC Hearing System also offers unmatched comfort and cosmetic appeal. In fact, most people may not notice you're wearing it, and you may forget you have it on!

Please read this manual carefully to benefit from all of the features of your new PAC Hearing System. With proper care and usage, your PAC Hearing System will provide years of outstanding performance. By being fit with this state-of-the-art hearing system, you have taken the single most important step to better hearing. Yet it is also important to recognize that your new hearing instruments are just the first step in the better hearing process. The next step requires that you remain committed to wearing your hearing instruments and carefully follow the counsel and guidance your hearing care professional provides. To assist in fine-tuning the instruments to your special needs, be sure you:

- Wear your instruments faithfully
- Document what you experience, and
- Communicate your experiences to your hearing care professional.

Again, all of us at SeboTek thank you for choosing the PAC Hearing System—we're sure that you and the people close to you will be glad you did!



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3 STEPS TO BETTER HEARING

YOUR DESIRE TO USE HEARING INSTRUMENTS & HEAR BETTER



Your recognition of your hearing loss and your desire to hear better is the first step to better hearing, and a necessary acknowledgement in achieving a successful fitting. You are being fit with state-of-the-art hearing instruments, but that is only part of the process. Without your participation in your hearing care, you will be missing out on the full benefits that the PAC Hearing System can bring to your life. A successful fitting depends on you just as much as it does on your hearing care professional.

YOUR COMMITMENT TO WEAR YOUR HEARING INSTRUMENTS & GET USED TO THEM

It takes time to become accustomed to an improved hearing level. Sounds will be louder and sharper, and you will hear noises that you may not have been able to hear for a long time. Adjusting to better hearing is not difficult, but it will require time, patience, and most of all, your commitment to wear your hearing instruments until you become accustomed to your improved hearing.

FOLLOW-UP CARE AS SUGGESTED BY YOUR HEARING CARE PROFESSIONAL

It is important to understand that the fitting of a hearing instrument is a process, not an event. Adjustments may be required after the initial fitting of your instrument(s). Your hearing care professional will provide the follow-up care that will ensure that your hearing instruments are properly fitted and operating at optimum performance. Your commitment to return for any suggested follow-up visits is important for a successful fitting.



PAC HEARING SYSTEM COMPONENTS

**Voice-Q™
721/720/620
Digital Sound
Processor**

**Voice-Q™
510/410 Digital
Sound Processor**



Fig. 1



Fig. 2



Fig. 3



Fig. 4

INSTALLING THE BATTERY IN YOUR PAC HEARING SYSTEM

INSTALLING THE BATTERY IN YOUR PAC HEARING SYSTEM IS A SIMPLE, FOUR STEP PROCESS:

- 1** Open the Battery Compartment Door by gently swinging out the Battery Compartment Door as shown in Figure 5.

Fig. 5



- 2** Remove the tab from a new battery as shown in Figure 6.

Fig. 6



- 3** Place the new battery in the Battery Compartment Door with the positive (+) or flat side up as shown in Figure 7.

Fig. 7



- 4** Click the Battery Compartment Door closed as shown in Figure 8.

Fig. 8



TO REMOVE AN OLD BATTERY

Once the Battery Compartment Door is open, place your thumb and forefinger on the battery, and lift it up and out.

NOTE: If the battery is inserted incorrectly, it is difficult to completely close the Battery Compartment Door. The Battery Compartment Door should close easily. **Do not force it**—check to make sure that the battery is not reversed or improperly seated in the battery door.

LOW BATTERY INDICATOR

Voice-Q 721: When the Voice-Q 721 detects a low battery condition, you will hear a series of two beeps every five minutes.

Voice-Q 720 or 620: When the Voice-Q 720 or 620 detects a low battery condition, you will hear a series of beeps two times every 30 seconds.

Voice-Q 510 or 410: When the Voice-Q 510 or 410 detects a low battery condition, you will hear three beeps every five minutes.

On all models: the pattern will continue until the battery has been replaced.

BATTERY INFORMATION

The Voice-Q Sound Processor in your PAC Hearing Instrument uses one #13 battery. SeboTek recommends using zinc air batteries.

DO NOT place batteries in the refrigerator or in a dehumidifying device, as the batteries could leak and damage your hearing system.

A word of caution about batteries: Batteries can be harmful if swallowed. Be sure to keep batteries out of reach of small children, animals or persons of diminished mental capacity. In the event a battery is accidentally swallowed, seek prompt medical attention at the nearest emergency center, or call the National Button Battery Hotline at (202) 625-3333.

OPERATING YOUR PAC HEARING SYSTEM

WHAT YOU SHOULD KNOW BEFORE WEARING YOUR PAC HEARING SYSTEM FOR THE FIRST TIME

The PAC Hearing System is designed for maximum comfort and ease of use. However, it takes time to become accustomed to an improved hearing level. You may experience any or all of the following:

- Your voice may sound different
- You may sense a slight “plugged up” feeling
- Sounds may appear “sharp” or “tinny”

While these symptoms may be distracting at first, sounds will gradually become natural over time. It is important that you begin by wearing your new instruments in quieter environments for the first one to two weeks. Gradually increase wearing time at a pace that is comfortable for you. The key is to wear your instruments every day and give yourself the time needed to acclimate to your new sounding world. If you have questions or need additional information or support, contact your hearing care professional, who is ready to assist you whenever you need help. Enjoy!

TURNING YOUR PAC HEARING SYSTEM ON / OFF

Your PAC Hearing System is automatically on whenever the Battery Compartment Door is closed. To turn your PAC Hearing System off, simply open the Battery Compartment Door. Always leave the Battery Compartment Door open when not wearing your PAC Hearing System. NOTE: The Voice-Q 721 has a programmable power on delay which your hearing care professional can program for a three (3) to twelve (12) second delay when the instrument is turned on. This delay allows time for you to insert the device. The default is three (3) seconds.

CONTROL SWITCH

(Not available on the Voice-Q 410). Your PAC Hearing System may be programmed with different settings. As you change listening environments (for example: noise, quiet, traffic, telephone, outdoors, music), you can select the setting that allows you to hear most comfortably. Simply press the Control Switch located at the top of the processor (see page 3, Figures 1 and 2) until you hear a beep(s). The audible tone(s) or beep(s) will confirm the setting you have selected.

Settings are programmed by your hearing care professional for your individual needs, so it is important for you to understand how your PAC Hearing System is programmed. See your Hearing System Record on page 19 for your custom settings.

INSERTING AND REMOVING YOUR PAC HEARING SYSTEM

The speaker link has been designed with a Reinforced Guide to allow easy insertion and removal of your PAC Hearing System.

Inserting Your PAC Hearing System

Before inserting your PAC Hearing System, begin by gently pulling the Ultra Soft Tip out slightly to ensure the tip is properly positioned for maximum comfort and performance (see Figure 9).



Fig. 9



Fig. 10

Next, lubricate the mushroom cap of the tip with a small drop of SeboTek Comfort Gel, as shown in Figure 10. Be careful not to allow any of the Comfort Gel to penetrate the microphone or speaker.

Hold the Reinforced Guide with your thumb and forefinger on a vertical plane (see Figure 11). Both the thumb and forefinger should be pointing downward.

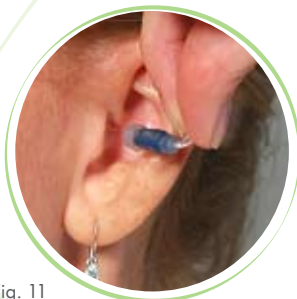


Fig. 11



Fig. 12

Gently insert the Ultra Soft Tip into your ear canal. **TIP:** Because ear canals tend to curve, some more so than others, you may experience difficulty when first inserting your PAC Hearing System. Insertion is often made easier by using your free hand to gently pull your ear directly back as you insert the Ultra Soft Tip (see Figure 12). This can help straighten the canal, making it easier for the Ultra Soft Tip to slide into its proper position.

Then, remove your forefinger and continue to insert with your thumb (see Figure 13). **NOTE:** Do not use your fingernails, as this can damage the Ultra Soft Tip.



Fig. 13



Fig. 14

Position the Sound Processor over your ear and gently push with your thumb on the Speaker Link's Reinforced Guide until it is against your face, as shown in Figure 14.

Removing Your PAC Hearing System

To remove, first remove the sound processor from over your ear (see Figure 15).



Fig. 15

Next, grasp the Speaker Link Reinforced Guide near the ear canal and **SLOWLY** pull down and then back, as shown in Figure 16. **DO NOT** use the Sound Processor to pull the Ultra Soft Tip and Speaker Module out of the ear.



Fig. 16

CARING FOR YOUR PAC HEARING SYSTEM

DAILY CLEANING & MAINTENANCE OF YOUR PAC HEARING SYSTEM.

Gently wipe down the Ultra Soft Tip, Speaker Link and Sound Processor of your PAC Hearing System using an alcohol wipe (see Figure 17). Care should be taken NOT to use excessive alcohol, or a cotton ball saturated with alcohol, as this may cause damage to the Speaker or Sound Processor.



Fig. 17

Also, visually inspect the Ultra Soft Tip to ensure that there are no tears, cuts or other damage. If you suspect any such damage, see your hearing care professional for immediate replacement of the Ultra Soft Tip, as a damaged tip could possibly come off in the ear. If a tip remains in the ear, do not be alarmed, but contact your hearing care professional for immediate removal.

REPLACING THE CLEAR-SOUND™ WAX GUARD.

It's a fact. Earwax can sometimes cause hearing instruments to malfunction—the Speaker may become clogged, causing the hearing instrument to sound weak or, in extreme instances, transmit little sound at all. That's why your PAC Hearing System offers a dual-barrier wax guard system—a double-line of defense—designed to keep your hearing instrument operating at optimum performance.

The first line of defense is the Ultra Soft Tip, itself, which should be cleaned as explained above. The second line is the Clear-Sound™ Wax Guard System. How frequently a wax guard needs to be replaced will vary from individual to individual. You should consider replacing the Wax Guard if there is noticeable wax build-up on the Ultra Soft Tip, or if your Hearing System produces no sound, if the sound is not loud enough, or if sound is not clear, distorted or seems to have excessive static (See Troubleshooting on page 13). Ask your hearing care professional how frequently you should change your wax guard.

TO REPLACE THE WAX GUARD, FOLLOW THESE STEPS:



Fig. 18

Holding the Reinforced Guide, push the Ultra Soft Tip to move the mushroom cap onto the speaker, exposing the speaker port, as shown in Figure 18.

Use the "notched" end of the Wax Guard removal tool, or your fingernail, to remove the used Wax Guard as shown in Figure 19.



Fig. 19

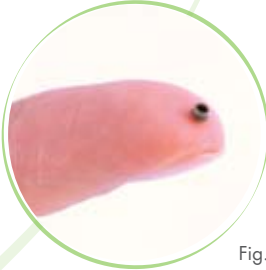


Fig. 20

Pick up a new Wax Guard with your index finger, as shown in Figure 20. Be sure it is positioned with the screen against your finger and the lip facing outward.

Place the new Wax Guard directly over the speaker port as shown in Figure 21. Push down to lock it into place.

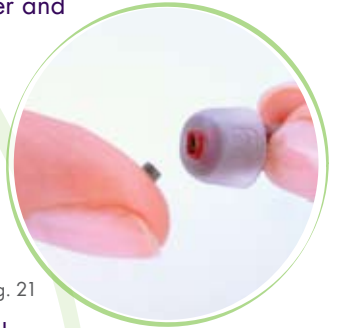


Fig. 21

Push the Ultra Soft Tip back over the speaker as shown in Figure 22. Gently pull the mushroom cap to ensure that it is properly seated.

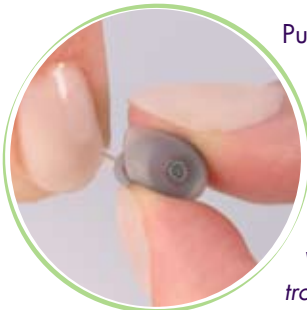


Fig. 22

NOTE: Using your PAC Hearing System without the Clear-Sound™ Wax Guard can result in damage to the speaker and can void your warranty. Be sure to keep the Wax Guard in at all times to ensure the clearest sound and trouble-free performance.

STORAGE

For Nightly Storage: Open the Battery Compartment Door, remove the battery and place your PAC Hearing System in its protective case. For optimal performance, it is recommended that your PAC Hearing System be kept in a dehumidifier. **DO NOT** place batteries in the dehumidifying device, as the batteries could leak and damage your Hearing System.

For Extended Storage: Clean your PAC Hearing System, remove the battery and store in a protective case in a cool, dry area to reduce the potential for damaging corrosion.

WARNING! Dropping, immersing in water or exposing your PAC Hearing System to excessive heat can damage it and void the warranty.

CAUTION: HEARING-RELATED SAFETY APPLICATIONS

Although your hearing instrument is warranted, reflecting its design quality and reliability, fail-safe reliability is not implied. The hearing instrument should not be relied on as a primary safety system in any application where injury or loss of life may result from failure of the hearing device to properly operate. No redundancy or back-up is available in either the power source or the individual and collective circuit functions of the instrument.

FEEDBACK/WHISTLING, TELEPHONE AND CELL PHONE USAGE

FEEDBACK

“Whistling or “Squealing” (feedback) occurs when sound amplified by your Hearing instrument escapes from the ear and is redirected back into the microphone. An object or flat surface such as your hand, the telephone, or a hat may reflect the escaping sound back toward the hearing instrument, causing “whistling” to occur.

If you move your hand away from your ear or readjust any interfering clothing, the “whistling” should disappear. Also, be sure your hearing instrument is inserted properly because improper insertion can also cause feedback.

If “whistling” continues, call your hearing care professional to determine if any additional adjustments or modifications are required.

TELEPHONE USAGE

Your instrument may be programmed with a telephone setting (not available on the Voice-Q 410). To activate the telephone setting, push the Control Switch to the telephone memory position. See Your Hearing System Record on page 19 for your custom settings.

Be sure to hold the telephone receiver centered over the sound processor. For telephone use without a special telephone setting, use the cell phone usage method below.



CELL PHONE USAGE

Place the cellular phone to the front of the sound processor. You may need to adjust the placement of the phone if feedback occurs.

TROUBLESHOOTING: IF A PROBLEM OCCURS WITH YOUR PAC HEARING SYSTEM

NO SOUND	
<i>Possible Cause</i>	<i>Solution</i>
Weak battery	Replace battery
Ear wax blockage	Clean the Ultra Soft Tip; Replace Clear-Sound Wax Guard™
Component problem	Consult your hearing care professional

NOT LOUD ENOUGH	
<i>Possible Cause</i>	<i>Solution</i>
Ear wax blockage	Clean the Ultra Soft Tip; Replace Clear-Sound Wax Guard™
Programming too low	Consult your hearing care professional
Component problem	Consult your hearing care professional
Hearing loss progression	Consult your hearing care professional

INTERMITTENT (GOES OFF AND ON)	
<i>Possible Cause</i>	<i>Solution</i>
Weak battery	Replace battery
Component problem	Consult your hearing care professional
Moisture	Allow aid to dry out (use of a hearing instrument dehumidifier is recommended)

If problem persists, consult your hearing care professional.

NOT CLEAR, DISTORTED, STATIC

<i>Possible Cause</i>	<i>Solution</i>
Weak battery	Replace battery
Component problem	Consult your hearing care professional
Ear wax blockage	Clean the Ultra Soft Tip; Replace Clear-Sound Wax Guard™

If problem persists, consult your hearing care professional.

TORN ULTRA SOFT TIP

<i>Possible Cause</i>	<i>Solution</i>
Finger nail or sharp objects	Consult your hearing care professional
Damage from improper insertion	Consult your hearing care professional

CONTROL SWITCH NOT WORKING

<i>Possible Cause</i>	<i>Solution</i>
Weak Battery	Replace battery

If problem persists, consult your hearing care professional.

FEEDBACK/WHISTLING

(See Feedback on page 12)

SORENESS (NOTE: Mild soreness is not unusual for the first few days)

<i>Possible Cause</i>	<i>Solution</i>
Improper placement	Adjust fit of Ultra Soft Tip to achieve comfort. Be sure to use SeboTek's Comfort Gel lubricant when inserting your PAC Hearing System
Improper fit of the Ultra Soft Tip	Consult your hearing care professional
Improper fit of the Speaker Link	Consult your hearing care professional

IMPORTANT NOTICE FOR PROSPECTIVE HEARING INSTRUMENT WEARERS

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 instrument. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of a medical evaluation is to ensure that all medically treatable conditions that may affect hearing are identified and treated before the hearing instrument is purchased.

Following the medical evaluation, the physician will refer you to a hearing care professional, as appropriate, for a hearing evaluation.

The hearing care professional will conduct a hearing evaluation to assess your ability to hear with and without a hearing instrument. The hearing evaluation will enable the hearing care professional to select and program the hearing instrument to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial or purchase option program. Many hearing instrument dispensers now offer programs that permit you to wear a hearing instrument for a period of time for a nominal fee, after which you may decide if you want to purchase the hearing instrument.

Federal law requires that an individual obtain a medical evaluation from a licensed physician before hearing instruments may be dispensed. However, a fully informed adult may sign a waiver statement declining the 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.

If you elect to exercise your waiver option, you should know that hearing instruments cannot restore normal hearing, nor can they help everyone. Your success with amplification depends on your hearing loss and individual experiences. In most cases, infrequent use of a hearing instrument will not allow you to obtain full benefit from it. Furthermore, the use of a hearing instrument is only part of hearing rehabilitation and may need to be supplemented by auditory training and instruction in lip reading.

DISPENSER INFORMATION & CHILDREN WITH HEARING LOSS

WARNING TO HEARING INSTRUMENT DISPENSERS

A hearing instrument dispenser should advise a prospective hearing instrument user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing instrument if the hearing instrument 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:

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 (dB) at 500 Hz, 1000 Hz and 2000 Hz
7. Visible evidence of significant cerumen accumulation or foreign body in the ear canal
8. Pain or discomfort in the ear

Special care should be exercised in selecting and fitting a hearing instrument whose maximum sound pressure level exceeds 132 dB, because there may be risk of impairing the remaining hearing of the hearing instrument user. This provision is required only for those hearing instruments with a maximum sound pressure capability greater than 132 dB.

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.

SERVICE AND WARRANTY

Your SeboTek Voice-Q Sound Processor includes a manufacturer's limited warranty against defects in material and workmanship, if purchased through a hearing care professional located in the United States. For Voice-Q Sound Processors purchased outside of the United States, the distributor or your hearing care professional may provide a limited warranty; you should confirm the terms and conditions of any such warranty with your hearing care professional. Please also be sure to complete and return the Warranty Registration Card provided with your PAC Hearing System.

All warranty claims must be submitted to SeboTek with the warranted merchandise within the warranty period. SeboTek shall repair or replace any defective merchandise covered by this warranty at SeboTek's sole expense during the term of the manufacturer's warranty period. All warranties are void if any part of the PAC Hearing System has been misused, abused, tampered with, or modified in any way; if the serial number is altered, effaced or removed; or if any unauthorized repairs have been made to the merchandise. Additionally, this warranty is void if the Speaker is used without the Clear-Sound™ Wax Guard.

The Ultra Soft Tips used with your PAC Hearing System are considered maintenance or service items and are excluded from the manufacturer's limited warranty.

SeboTek is not liable for any special, indirect, incidental or consequential damages in connection with the use of the PAC Hearing System or for the breach of any of the obligations owed to the purchaser, or any customer of the purchaser, if any. In the event legal liability of SeboTek is established for any cause or reason whatsoever, including, without limitation for, breach of warranty, the sole and exclusive liability of SeboTek and the exclusive remedy of purchaser or any customer of the purchaser shall be the recovery of an amount not exceeding the original price charged by SeboTek to the purchaser for the merchandise.

SEBOTEK MAKES NO WARRANTY, EITHER EXPRESSED OR IMPLIED, THAT THE MERCHANDISE IS MERCHANTABLE OR FIT OR SUITABLE FOR ANY PARTICULAR USE OR PURPOSE. SEBOTEK MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, EXCEPT AS IS EXPRESSLY SET FORTH HEREIN, ALL SUCH OTHER WARRANTIES BEING HEREBY DISCLAIMED.

In the event your PAC Hearing System needs repair, see your hearing care professional.

HEARING SYSTEM RECORD

LEFT

RIGHT

PURCHASE DATE:

.....

WARRANTY TERM:

.....

WARRANTY EXPIRATION DATE:

.....

SOUND PROCESSOR
MODEL NO.(S):

.....

SOUND PROCESSOR
SERIAL NO.(S):

.....

MEMORY SETTINGS:

1.

1.

2.

2.

3.

3.

4.

4.

LINK SIZE:

.....

LINK SERIAL NO.(S):

.....

TIP SIZE:

.....

BATTERY SIZE:

#13

#13

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US Patents 5,606,621; 7,139,404; 7,110,562; 7,016,512; D,501,255 S; D,529,612 S
International Patents 700,444; P19608669-6; 2,224,653; 3,811,731
Community Design 000306733-0001 • Other Patents Pending
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