

BTE handling and troubleshooting



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Selecting ThinTube 3.0 diameter and length

A choice of two diameters provides a cosmetically appealing solution for mild to severe hearing loss.

- The standard 0.9 mm diameter is for mild to moderate losses
- The 1.4 mm diameter is for severe losses
- Interface allows easy Eartip 3.0 and Sleeve 3.0 exchange

Measuring for correct size

ThinTube 3.0 is available in five lengths: 0, 1, 2, 3, 4

1. Use the Measuring Gauge for EarWear 3.0 (white tool)
2. Place the measuring gauge on the ear of the wearer
3. Read the number that comes closest to the upper portion of the ear canal opening
This number corresponds with the length of the ThinTube 3.0 to use
4. Repeat on opposite side



Measure for correct size



Proper fit:
enters at top of canal



Incorrect fit:
enters mid-canal;
too long

How to place an eartip/sleeve on a ThinTube 3.0

- Grasp thin tube and eartip/sleeve – note the two retention rings on the end of the thin tube
- Line up cylinder inside eartip/sleeve with the end of the thin tube
- Press the eartip/sleeve past first retention ring
- Continue to press until the eartip/sleeve is past the second retention ring and ensure the eartip/sleeve is placed by slightly tugging





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Exchanging earhook and ThinTube

Removing the standard earhook

Using the blue pin removal tool, push the metal pin out of the earhook.



Once the pin is removed, simply twist counterclockwise to remove the earhook.

Replacing with a new standard earhook

Twist the earhook clockwise to secure it to the hearing aid, then replace the pin.



Replacing the standard earhook with ThinTube 3.0

Attach the ThinTube 3.0 and rotate clockwise to secure it to the hearing aid. Do not re-insert the pin into the ThinTube.

To remove the ThinTube 3.0, rotate counterclockwise.





BTE troubleshooting (new or replacement hearing aids)

Weak, dead or no sound confirmed with listening check:

- Confirm acceptable battery/power level:
 - Battery Operated Aids: Try a new battery from a different pack
 - Rechargeable Aids: Be sure to use the power supply and cable included with the charger. Leave in the charger for at least 15 minutes if the battery level is low
- Be sure to use the power supply included with the charger
- Verify light behavior exhibited while charging
- Even though there appears to be no sound, try detecting the hearing aid/s in the software. After successful detection, select “New Fitting” and apply First Fit. If applicable, previous user settings can be applied once hearing aid function has been confirmed
- Check to be sure the Hearing Aid Firmware is current via Service menu (Service > Update Firmware of Hearing Aids). Update Firmware if prompted
- Run Electroacoustic Analysis / Test Box (EAA) if available

If the solution can be determined as a hearing aid or a charger, please only return the impacted device/s for repair.

If the solution is unclear, please include the hearing aid/s and charger together to allow testing and remediation of the concern.

BTE cleaning and troubleshooting (for hearing aids in for a follow up service)

Weak, dead or no sound confirmed with listening check:

- Confirm acceptable battery/power level:
 - Battery Operated Aids: Try a new battery from a different pack
 - Rechargeable Aids: Be sure to use the power supply and cable included with the charger. Leave in the charger for at least 15 minutes if the battery level is low.
- Be sure to use the power supply included with the charger.
- Verify light behavior exhibited while charging
- Detach the tubing from the earhook or detach the ThinTube from the aid and repeat listening check
- Clean out debris or remove moisture from the sound bore and earmold tubing or thin tube. Replace tubing as needed



- Remove the earhook. On the hearing aid, check for debris in the microphone and receiver and clean as necessary. Repeat listening check. Install a new earhook as needed
- Replace components as needed
 - Replace the eartip or sleeve
 - Replace the wax guard at the tip of the ThinTube and/or the earmold
 - Replace ThinTube
- Even if there appears to be no sound, try detecting the hearing aid/s in the software. After successful detection, select “New Fitting” and apply First Fit. If applicable, previous user settings can be applied once hearing aid function has been confirmed
- Check to be sure the Hearing Aid Firmware is current via Service menu (Service>Update Firmware of Hearing Aids). Update Firmware if prompted
- Run Electroacoustic Analysis / Test Box (EAA) if available

If the solution can be determined as a hearing aid or a charger, please only return the impacted device/s for repair.

If the solution is unclear, please include the hearing aid/s and charger together to allow testing and remediation of the concern.

Replacing the wax guard

Wax Guard 3.0 miniReceiver (NanoCare) replacement instructions for ThinTube 3.0

Insert the bare end of the black stick into the thin tube tip to extract the current wax guard – push in to retrieve it, then pull straight out to remove it from the eartip. Flip the stick around so that the new wax guard can be placed by inserting and twisting it into the thin tube tip. Once in place, simply pull the stick straight out, leaving the new wax guard in the thin tube tip.

Test settings for electroacoustic analysis (EAA)

- From the Fitting Software menu at the top of the session page, select Fitting > Test Settings
- Ensure the hearing aid is not in wearing position
- Click the slider button to activate “Full-on gain Setting”
- Accept the pop-up message that the hearing aid is not in the wearing position by selecting “OK”
- Run the hearing aid test box on a full-on gain test. When prompted by the test box, adjust the reference test gain by moving the gain slider (if indicated) to match the required gain displayed on the test box monitor
- Verify the test box settings match the specifications noted on the product data sheet



Checking wireless communication (communication between hearing aids via NFMI)

If using the ConnexxAir programmer, and the hearing aid/s successfully detect, the wireless antennae is functional. To check wireless communication between the aids, be sure to turn off the ConnexxAir programmer.

If using Noahlink Wireless programmer, wireless communication can be tested while connected to the fitting software.

Follow these steps to confirm communication between the hearing aids

- Verify alert tones are enabled in the software for volume and program change, as desired. It may be necessary to uncheck and recheck this option if alerts are not heard as expected
- Verify volume control coupling is enabled in software, as desired
- Be sure to have both hearing aids ear distance apart and properly oriented (i.e. as if in wearing position) to confirm wireless communication
- Listen to the right hearing aid as the volume and/or program is changed in left hearing aid. Repeat the check by listening to the left hearing aid as the volume and/or program is changed in the right hearing aid

If the solution can be determined as a hearing aid or a charger, please only return the impacted device/s for repair.

If the solution is unclear, please include the hearing aid/s and charger together to allow testing and remediation of the concern.