



Good hearing connects you to life

Made for
iPhone | iPad



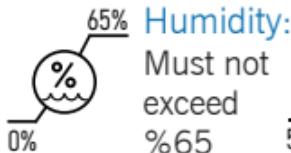
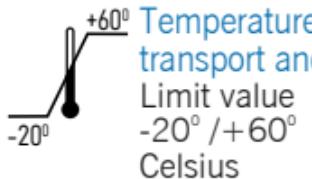
USER'S GUIDE

- BEHIND THE EAR (BTE)
- TIE MODULAR
- RIC (RITE)
- OPEN FIT
- IN THE EAR (ITE)
- IN THE CANAL (ITC)
- COMPLETELY IN THE CANAL (CIC)
- INVISIBLE IN THE CANAL (IIC)

Declaration of Conformity (manufacture's declaration)

The Manufacturer EAR TEKNIK ISITME VE ODIOMETRI CIH. SAN. VE TIC. A.S hereby declares that products manufactured at 59930, Ergene/Tekirdag are placed on the market in accordance with the EMC directive on 14 June 1993 (93/42/EEC) IIa class Annex V-2007/47/EC, IEC 60118-13: 2016, and undertakes and proclaims with this document that the organization is solely responsible for the product.

Storage and transportation conditions:



Please read the user's manual before using the device.

Good hearing connects you to life



Introduction

Congratulations for your decision to purchase this supreme hearing aid manufactured by **ear-technic** with the most modern methods and technologies.

This hearing system is the fully equipped, most reliable, easy to use and easy to maintain hearing aid in its respective class.

This device is engineered to allow you experience the most natural sound comfort as well as to understand any speech at any environment.

Please read the user manual to get maximum benefits from your hearing aid and to ensure that you are using it correctly.

We wish you health and well-being.

Please contact your hearing center for your questions.

Table of Contents

Becoming familiar to your hearing aids	1
Important information	2
Operating the hearing system	6
Types of batteries	7
Replacing the batteries.....	8
Placement and removal of Behind the Ear (BTE) hearing aids with earmolds	9
Placement and removal of Open Fit and RIC (RITE) hearing aids with probe	10
Placement and removal of In the Ear (ITE, ITC, CIC, IIC) hearing aids	11
Preparing Helix BOX device for use.....	12
Acoustic Switch Usage and Switching Programs	13
Cleverear Connection for Alfa W, Fast and Tie X Devices	14
Pairing your hearing aids with iPhone® & Android	16
Helix Alfa W and Fast Series Rechargeable S-P Model Device Overview... <td>19</td>	19
Touch Button Features of Alfa W and Fast Series S-P Model Devices	20
Helix Alfa W and Fast Series Rechargeable RIE-MR Model Device Overview... <td>22</td>	22
Multifunctional Button Features of Alfa W and Fast Series	
RIE-MR Model Devices	23
Helix Alfa W and Fast Series RIE-M Model Device Overview	24

Helix Tie and Tie X Overview	25
Installation of filter and probes to Helix Tie and Tie X Devices.....	28
Button controls on Helix Tie and Tie X Devices.....	29
Program changing button	30
Changing programs in digital devices.....	31
Button controls on Alfa3, Alfa W and Fast Series.....	32
Button controls Force and Clever Series.....	33
BTE Devices with Trimmer	34
ITE Devices with Trimmer	35
Inserting the External Filter.....	36
Internal Wax Filter	37
Physical Properties of Rota6, Force, Clever Series SPn and HPn Devices....	40
Physical properties of Alfa W and Fast Series SPn Device.....	41
Physical properties of Alfa W and Fast Series RIE-M Device.....	41
Installation and removal of Earhook	42
Installation and removal of OpenFit tube.....	46
Accessories and Product Codes	47
Problems, Causes and Troubleshooting.....	48
Service and Warranty.....	50
Explanation of Symbols	52

Note: This manual applies to all **helix** model hearing devices. **helix**, is a trademark of **ear-teknik**.

Serial number, barcode, batch number and other information of the device are written on the package.



KK.04.01/01.01.2007/25.12.2025/22

Becoming familiar to your hearing aids

If you are using your hearing aids for the first time, please follow the procedures below for your brain to easily adapt to your hearing aids. Wear your hearing aids:

1. For 2 hours every day in a quiet ambient in the first week,
2. For 4 hours every day in a quiet ambient in the second week,
3. For 8 hours every day in a quiet ambient in the third week,
4. For 6 hours in a non-noisy ambient and 6 hours in a quiet ambient in the fourth week, and
5. All day in any ambient in the fifth week.

Experienced users may continue wearing their hearing aids at all times. Make sure to always wear your hearing aids to protect your hearing and perception.



Important Information

Please review the following notices before using your hearing aids.

- Use your hearing aids only after programmed by a hearing professional. Non-programmed hearing aids may damage your hearing.
- Hearing aids, which are not included in the pediatric group, are not suitable for children below 36 months. The usage of these devices by children and individuals with cognitive impairment should be supervised at all times to ensure their safety.
- The hearing aids are small devices and contain small parts. If swallowed, consult a physician or hospital immediately as the hearing aids or their parts can cause choking!
- Hearing aid batteries are dangerous if swallowed. Keep out of reach of children and pets. If a battery is swallowed, call a physician immediately.
- Check your medications before taking them – batteries have been mistaken for pills.
- Always use new batteries for your hearing aids. Avoid using leaking, oxidized, expired, or watch batteries. In case of any leakage in batteries, replace them immediately with new batteries to prevent skin irritation.
- Do not throw away used batteries in garbage bins. Give used batteries to your hearing center for proper disposal.
- In the unlikely case that you are using probes instead of earmolds, any parts of the probe may remain in the ear canals after the removal of the hearing aids. Contact a physician for safe removal.

- Please use only the consumables (probes, tubes, etc.) and accessories provided by the manufacturer. Changes or modifications made to this device not expressly approved may cause injuries in the worst-case scenario.
- Although your hearing aids are resistant to water, humidity, and dust, protect your device to the extent possible at all times. Do not wear your hearing aids while swimming or taking a shower.
- Your hearing aids contain sensitive microelectronic parts.
- Protect against breaks, shocks and falls/drops.
- Protect your devices from high humidity as it may cause oxidization in your devices.
- Do not store your devices under direct sunlight or near a fire source.
- Do not attempt to dry your hearing aids in a microwave oven, dryer or hair dryer. Consult to your hearing center for drying options.
- Remove the batteries and keep the battery door open while hearing aids are not being used.
- Make sure your hearing aids are completely dry before use. Dry your hearing aids inside the box with drying capsules one day before use.
- Do not drop your hearing aids or knock them against hard surfaces.
- If you are using in the canal devices, avoid wearing them without filters.
- Keep in mind, especially in times when you are dependent on warning sounds (i.e., traffic), that your hearing aids may stop functioning unnoticed. For example,

if batteries are dead or voice input holes are clogged due to moisture or earwax, hearing aids may stop functioning.

- Remove and turn off your hearing aids before undergoing MRI or CT-X-ray scans as these may adversely affect the correct functioning of your hearing aids..
- Increased electromagnetic emissions could result in the degradation of sensitive electronic parts. Do not place or carry your hearing aids under, above or near powerful magnets.
- Do not place your hearing aids on wireless charging stations to recharge mobile phones, devices, etc.
- Your hearing aids have been tested for interferences to comply with the most stringent international standards. However, it is still possible that you may experience interference caused by other devices (such as certain mobile phones,

airport metal detectors, and store security alarms). In such a case, increase the distance between your hearing aids and the device that induces interference.

- Maximum output level of your hearing aids may exceed 132 dB SPL (IEC711). You should consult to a hearing professional in selecting and fitting a hearing that exceeds the maximum output level as it may impair the remaining hearing of the hearing aid user.
- These hearing aids are classified as IP68 under IEC 60529 standard (under 1 meter deep water for 60 minutes). They are water and dust resistant. Do not expose your hearing aids to chemical liquids such as soap, detergent, cologne, alcohol, perfume, lotion, sunblock, hair color, body spray, hair spray, hair gel, or acids.
- Do not use your hearing aids in explosive areas or oxygen rich environments.

- The hearing aid is intended to amplify and transmit sound to the ear and thereby compensate for impaired hearing loss. Therefore, these devices should only be used by intended individuals.
- If you are using an active implant, keep your hearing aids and accessories at least 15 cm away from the active implant.
- If you are using an active brain implant, please consult the implant manufacturer to assess any potential risks.
- If you experience any interference in your implants, do not use the hearing aids and contact the manufacturer of the active implant.
- Please note that the interference can also be caused by power lines, electrostatic discharge, metal detectors, etc.
- If you have an implantable medical device, keep magnets * at least 15 cm away from the implant. (*=Autophone magnet may be specified as a hearing aid box, a magnet inside a device, etc.)
- Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.
- Your hearing aids with wireless function operate between 2.4 GHz – 2.48 GHz frequency range. When flying some operators require all devices to be switched into flight mode.
- Our wireless devices contain a radio transceiver utilizing Bluetooth® Low Energy (BLE) technology operating in the 2.4 GHz ISM band. The radio transceiver is weak with a total radiated power below 1.0 mW, equaling to 0 dBm e.i.r.p.

Operating the hearing system

Please follow the steps below to operate your hearing aids:

- a. Prepare the battery;** Remove the protective film (tape) on the battery. Leave the battery open for 2 minutes to operate.
- b. Insert the battery into the hearing aid;** Hold the device. Open the battery door and insert the appropriate battery into your device with the + (plus) sign correctly positioned.
- c. Turning your hearing aid on;** Your hearing aids will start operating once you close the battery door.
- d. Turning your hearing aid off;** Open the battery door to turn the hearing aid off.



Types of Batteries

No	Color	Applicable Devices	Average lifetime*
10			4-7 days
312			7-12 days
13			8-16 days
675			12-25 days

* Battery life may vary depending on device technology, fitting, and usage.

Replacing the batteries

This hearing aid is equipped with a system that alerts low battery with beeps or voice notifications.

- A signal or an indicator voice will sound when the battery is low. (only available for Alfa3, TheBest, Tie, Tie X, Alfa W, Fast, Force and Clever Series)
- In pediatric models of Alfa3 and TheBest Series, it gives a warning via a light button. (Model:SPn , HPn)
- You will hear an indicator signal when the battery is about to die. You will hear three beeps every ten minutes. (beep times and number of beeps may vary by model).
- In the Tie X, Alfa W, Fast Bluetooth® functions will be disabled to improve usage duration when the battery level is under 15%.
- Make sure to carry backup batteries with you at all times.

1 Beep	♪
3 Beeps	♪♪♪
6 Beeps	♪♪♪♪♪♪

NOTE: If you prefer, low battery warnings can be changed by your hearing healthcare professional.

Placement and removal of Behind the Ear (BTE) hearing aids with earmold



Figure 1



Figure 2



Figure 3

Placement:

Your hearing aids must be turned off or the volume must be low.

Insert the earmold into your ear. (Figure 1)

Make sure to properly insert the earmold, and then adjust the volume (Figure 2).

Removal:

Turn the volume down or turn off your hearing aids before removal.

Hold the earmold and gently pull. (Figure 3)

Placement and removal of Open Fit and RIC (RITE) hearing aids with probe

Figure 1

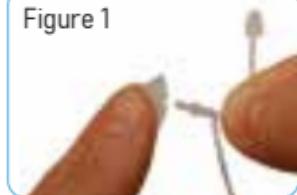


Figure 1: Choose a proper probe for your ear.

Figure 2

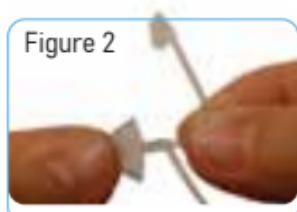


Figure 2: Insert the probe to the tube.

OpenFit tube



Figure 3

Figure 4



Figure 5

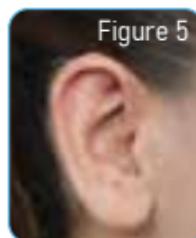


Figure 3: Place the device behind your ear.

Figure 4: Insert the probe completely into the ear then place the end of the tube as shown in the figure (this tube is only available in Open Fit devices).

Placement and removal of In the Ear (ITE, ITC, CIC, IIC) hearing aids

Placement: Turn the volume down to the lowest level. Hold the device with your two fingers with the front side facing your palm. Insert gently into the ear canal. (Figure 1)



Figure 1

Removal: Turn the volume down to the lowest level. Hold and pull the string slowly. If the string is not attached, hold and pull from the sides. Do not force open and pull the battery door to remove the device (Figure 2-3). Open the battery door and turn off the device.



Figure 2



Figure 3

Note: Red marking is used for the right ear and blue marking for the left ear in IIC, CIC, ITC, and ITE devices (Figure 4)

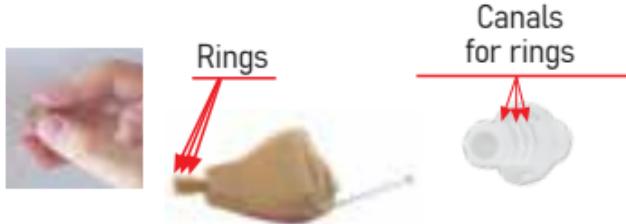


Figure 4

Preparing helix BOX device for use

Choose the right probe size for your ear canal.

- Grasp the device firmly on the body, and insert slowly the ring into the probe canal.
- Make sure to insert down into the probe canal until the filter on the tip of the device is seen through the holes on the probe.
- Ensure that the ring canal at the end of the inner part of the probe is placed properly into the ring on the device.



Acoustic Switch usage and switching programs

(Only available for Alfa2 and Alfa3/TheBest series In the Ear hearing aids.)

Acoustic switch functions in four different modes:

1-Single Tap: Slightly tap on the ear to activate and switch to programs.



2-Double Tap: Slightly tap with your two fingers or palm on your ears for 1-2 seconds.



3-Cover and Tap: Cover your ear with your palm for 1-2 seconds and then slightly tap on your ear (only available for Alfa2 devices).

4-Off-System/Deactivated:

Off-System/Deactivated: Consult your hearing professional to cancel the tap control when not needed. In this case, your hearing aids will be functioning on a single program.

Your hearing center will fit your device based on your choice from four options.

The recommended option is the double-tap control.

Cleverear Connection for Alfa W, Fast and Tie X devices



Alfa W Series - Fast Series

SPn | S-P | RIE-MR | RIE-M | MicP
Devices Model



Tie X Series



Cleverear Connection

Developed for iPhone, iPad and Android™ devices, **Cleverear** application allows you to easily control hearing aids.

Cleverear application is available for download on App Store, Google Play™ and AppGallery.

After downloading the application, click on <<  >> icon in the application to access the user's manual for the **Cleverear** application.

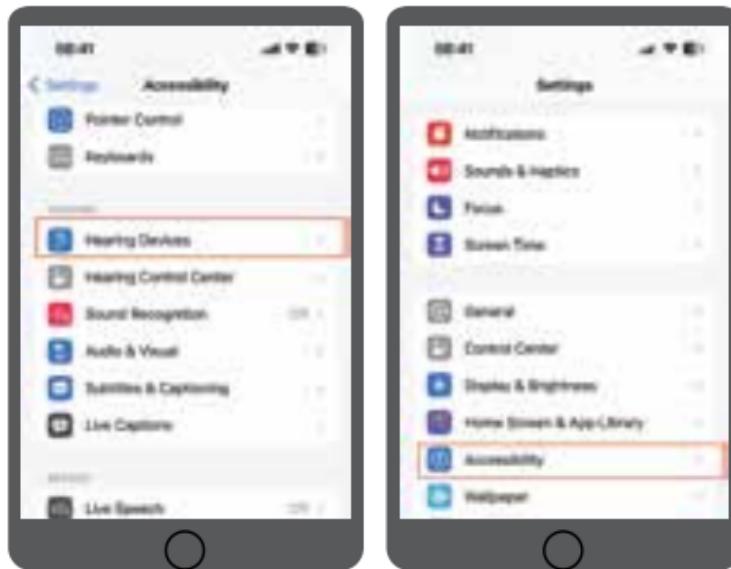


NOTE: Streaming available for iOS and ASHA Android phones.

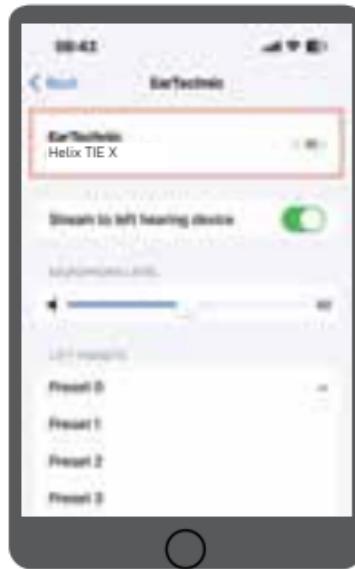


Pairing your hearing aids with iPhone® & Android

(To use your hearing aids directly with iPhone, iPad and Android devices without using the Cleverear application)



1. Switch on your iPhone and go to 'Settings'. Make sure Bluetooth is turned on.
2. Select Settings 'accessibility' option.



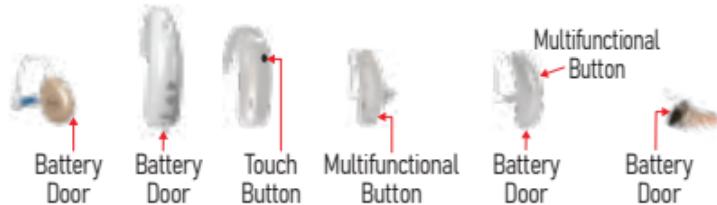
3. Select 'Hearing Devices' on 'accessibility' screen.

4. Insert the battery into the battery compartment of the hearing aid to turn on the hearing aid.

Alfa W/Fast S-P device powered by rechargeable battery is switched on automatically **5 seconds** after it is taken from the charging unit.

Alfa W/Fast RIE-MR device powered by rechargeable battery is operated by pressing the button on the top **1 time** after taking it from the charging unit.

Place your device next to your iPhone. The hearing aids will remain in pairing mode for **3 minutes**.



5. Your iPhone will search for the devices for pairing. Devices found will be displayed on the iPhone list. Select your hearing device.

6. Confirm the pairing. If you have two hearing aids, each device will require confirmation for pairing.

You will be disconnected if you turn off your hearing aids or your Apple® device. Open and close the battery door to reconnect and operate your hearing aids. Your hearing aids will reconnect automatically to your Apple device.

Wireless hearing aids and Cleverear application are compatible with

iPhone 15, iPhone 15 Pro, iPhone 15 Pro Max, iPhone 12 Pro Max, iPhone 14 Pro Max, iPhone 12 Pro, iPhone 14 Pro, iPhone 12, iPhone 12 mini, iPhone SE (2nd generation), iPhone 11 Pro Max, iPhone 11 Pro, iPhone 11, iPhone XS Max, iPhone XS, iPhone XR, iPhone X, iPhone 8 Plus, iPhone 8, iPhone 7 Plus, iPhone 7, iPhone SE, iPad Pro 9.7-inch, iPad Pro 12.9-inch (1st generation), iPad Air (3rd generation), iPad Air 2, iPad Air, iPad mini (5th generation), iPad mini 4, iPad mini 3, iPad mini 2, iPad (7th generation), iPad (6th generation), iPad (8th generation), iPad Pro 10.5-inch, iPad Pro 12.9-inch (2nd generation), iPad (5th generation). Use of the Made for iPhone and Made for iPad

badge means that an accessory has been designed to connect specifically to iPhone or iPad, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please remember that the use of this accessory with iPhone or iPad may affect wireless performance. Apple, Apple logo, iPhone, iPad and App Store are trademarks of Apple Inc., registered in the U.S. and other countries. Android, Google Play and Google Play logo are trademarks of Google Inc.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG' Inc., and any use of such marks by Ear-Technic is under license.

Helix Alfa W and Fast Series Rechargeable S-P Model Device Overview

Unlike battery-powered hearing aids, the S-P model hearing aid is charged by its own charging unit. The charging unit can fully charge the hearing aid up to 5 times without being plugged in.

The new S-P model, which has a more stylish and elegant appearance thanks to its touch button, you can follow whether it is active in Pediatric use with its led light.

Note: Detailed information on charging features can be found in the user manual included in the FixCharger box.



1. LED indicator panel
2. Touch button
3. Charging ports

Touch Button Features of Alfa W and Fast Series S-P Model Devices

Turning the hearing aid on and off:

The hearing aid switches off automatically when placed in the charging cradle.

Or it turns off when the touchpad indicated by three dots is pressed for **5 seconds**. It turns on automatically after **5 seconds** when taken from the charging unit.

When the hearing aid is placed in the charger, it is charging and the **green**

led flashes slowly every **5 seconds**, indicating that it is charging.

When fully charged, the **green led** flashes quickly every **2 seconds**.

Hearing aid program change:

There are 1-8 program options depending on the model. Pressing the touchpad indicated by three dots for **2 seconds** switches the program. Depending on the setting, you will hear a tone or a speech sound.

Hearing aid volume change:

When the touch is pressed for **1sec** intervals, the volume decreases and when it reaches the lowest it notifies as Minimum. When the touch continues to be pressed for **1sec** intervals, the sound starts to increase and when it reaches the maximum, it notifies Maximum. This is simultaneously observed on the APP.

Hearing aid red led on and off (if pediatric will not be used):

While the Hearing Aid is in the charging unit, press the touchpad until the **red LED** lights up steadily.

Once the **red LED** is lit, the device is removed from the unit and normal use of the device is resumed.

If the red led is in pediatric mode before this operation, it exits this mode. If not, it enters pediatric mode. Each time the operation is repeated, it works in the opposite mode of the previous state.

Hearing aid charging:

The hearing aid has pins and makes full contact with the charging unit.

It has **3 hours** of full charging time.

Helix Alfa W and Fast Series Rechargeable RIE-MR Model Device Overview

Unlike battery-powered hearing aids, the **RIE-MR** model hearing aid is charged by its own charging unit. The charging unit can fully charge the hearing aid up to **5 times** without being plugged in.

With the led light of the new **RIE-MR** model, you can follow whether the device is actively working while charging.

Note: Detailed information on charging features can be found in the user manual included in the Travelling Charger box.



Multifunctional Button Features of Alfa W and Fast Series RIE-MR Model Devices

Turning the hearing aid on and off:

The hearing aid switches off automatically when it is placed in the charging cradle.

Or you can turn it off by pressing the button for **5 seconds**. When the Hearing Aid is removed from the charger, it remains off. To turn it on, press the button **1 time**.

If the hearing aid is charging when it is placed in the charging unit and the red led is on steady, it indicates that the charge is not fully charged. When the hearing aid is fully charged, the green led is on steady.

Hearing aid program change:

Depending on the model, there are **1-8 program** options. Pressing the button for **2 seconds** switches the program. You will

hear this as a tone or a speech sound depending on the setting.

Hearing aid volume change:

When the button is pressed for **1sec** intervals, the volume decreases and when it reaches the lowest it notifies as Minimum. When the button is continued to be pressed for **1sec** intervals, the volume starts to increase and when it reaches the maximum, it notifies Maximum. This application is simultaneously observed on the APP.

Hearing aid charging:

The hearing aid has pins and makes full contact with the charging unit. It has **3 hours** of full charging time.

Helix Alfa W and Fast Series Rechargeable RIE-M Model Device Overview

The **RIE-M** model hearing aid is a model that operates with a **312** battery and features Bluetooth capability.

Hearing aid program change:

Depending on the model, there are **1-8** program options. Pressing the button for **2 seconds** switches the program. You will hear this as a tone or a speech sound depending on the setting.

Hearing aid volume change:

When the button is pressed for **1sec** intervals, the volume decreases and

when it reaches the lowest it notifies as Minimum. When the button is continued to be pressed for 1sec intervals, the volume starts to increase and when it reaches the maximum, it notifies Maximum. This application is simultaneously observed on the APP.





WARNING!

This user manual only applies to your hearing aids. Please review the charger user manual for important notices and to get the best out of your chargers.

1. The rechargeable hearing aids contain lithium-ion batteries that can be taken onto airplanes as carry-on luggage.
2. Never cover any charger box with a cloth, etc. during charging. Clean the charging unit pogo pins with a dry cloth daily before charging your device.
3. Use your hearing aids only with eartechnic chargers. The use of other chargers may damage the hearing aids and batteries.
4. Avoid exposing the rechargeable battery of the hearing aid to heat to prolong battery life. For example, do not leave your hearing aids, even while on the charger, under a glass, or in a vehicle.
5. Do not attempt to open the hearing aid, otherwise the battery may be damaged. Never attempt to replace the batteries. Consult your hearing professional if the battery needs to be replaced. Any signs of tampering will result in the cancellation of your hearing aid's warranty.
6. Do not use your device in case of leaking batteries. Otherwise, acids from leaking batteries may cause skin irritation. If leaking acids from battery contact with your skin, use a wet cloth to wipe and make sure to clean any remaining acid on your skin. Consult a physician in case of skin irritation. Refer to your hearing professional for more instructions about the use of your hearing aids.

Helix Tie and Tie X Series Overview

Tie Modular provides a novel type of hearing and the greatest degree of auditory pleasure with its distinctive categorical technology setting it apart from other devices.

Tie modular system consists of 3 basic components: an amplifier and battery module, a connector module, and a transducers module (see Page 26).

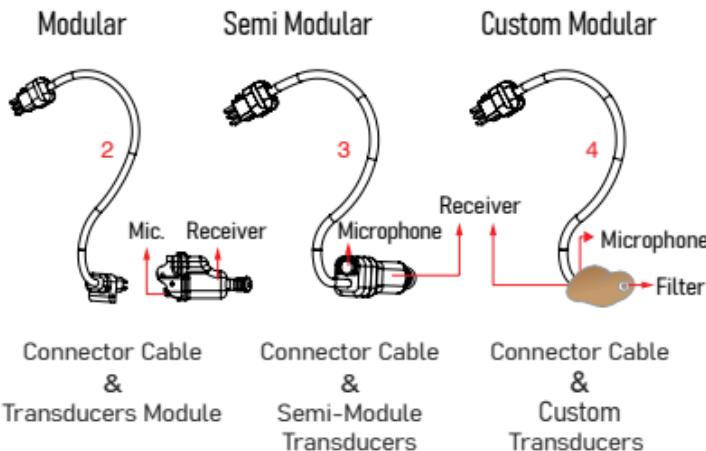
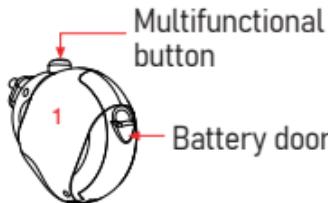
Make sure to read the important notices on pages 2, 3, 4, and 5 before using the device.



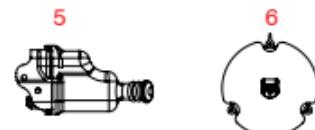
Increase the usage duration gradually until getting fully used to the Tie device (see Page 1).

Leave the battery door open when not using the Tie and Tie X model device.

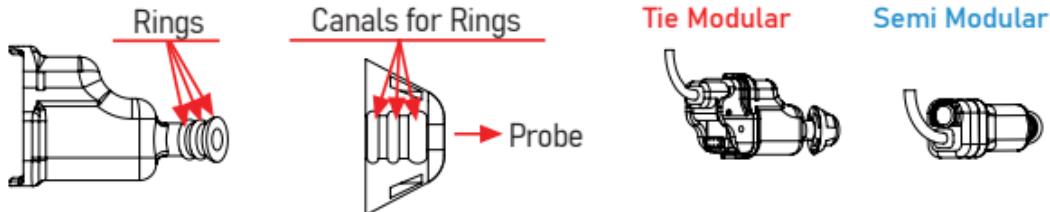
Tie & Tie X



1. Tie, Tie X Amplifier Battery Module
2. Tie, Tie X Connector Cable
3. Tie, Tie X Connector Cable & Semi-Modular Transducers
4. Tie, Tie X Connector Cable & Custom Modular Transducers
5. Tie, Tie X Modular Transducers
6. Tie, Tie X Custom Modular Transducers



Installation of Probes to Tie and Tie X Devices



1. Push the ring of the capsule down into the probe canal.
2. Make sure to insert the filter at the tip of the capsule into the probe canal until it can be seen through the holes on the probe.
3. Ensure that the ring canal at the end of the inner part of the probe is completely inserted into the ring at the end of the capsule.

Probe
size:



Button Controls on Tie and Tie X Devices

Changing the Program:

Tie and Tie X models feature programming from **1 to 8**. Simply press the button for **2 seconds** to change the program.

You will hear a beep or voice notification depending on the setting.

Changing the Volume Level:

Tie and Tie X models offer an option to change the volume level simply by pressing the button for **1 second**.

You will hear a beep or voice notification depending on the setting.

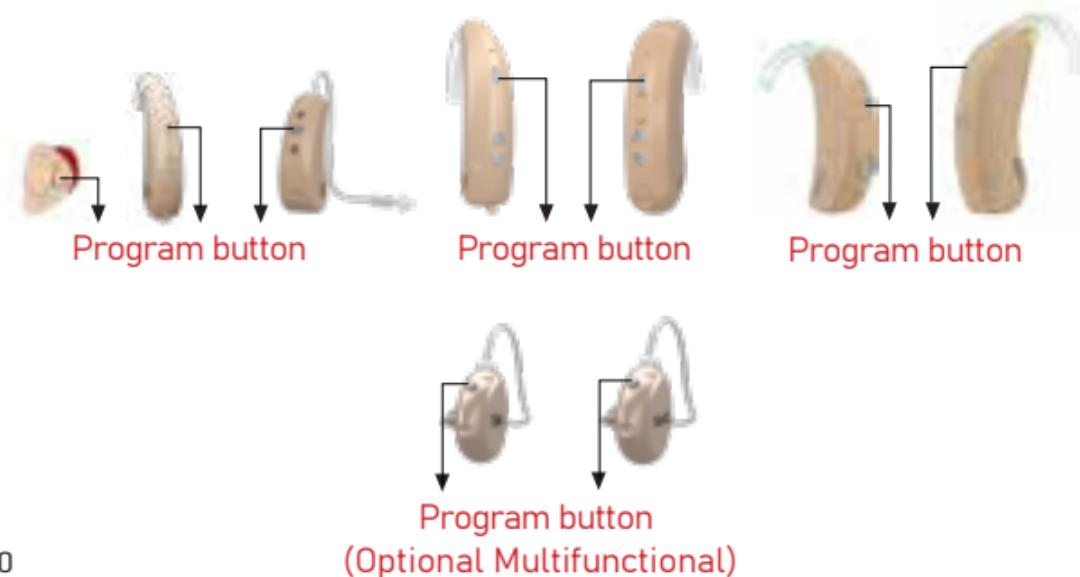
Airplane Mode:

Press the button for **5 seconds** to disable Bluetooth® and switch to airplane mode for Tie X models. Remove and reinsert the battery to enable Bluetooth®.

Note: The program number, battery replacement frequency, and number of beeps may vary depending on the device model.

Program changing button

This button is used for changing programs. Do not press too hard with hand force. Simply tap with your fingertip to change the program. The program button is available on devices with multiple programs.



Changing programs in digital devices

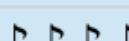
The program options vary from 1 to 8 depending on the model. Your hearing aid professional will help you with special memory programs for specific settings as you require.

Program Beeps:

Your hearing aids beep to indicate memory change. The number of beeps you hear indicates the program number.

For example: 1 beep indicates program 1. Voice signals are also available with signal beeps.

For example: program 1, program 2 with voice, etc.

1 Beep/1.Prog.		4 Beeps/4.Prog.		7 Beeps/7.Prog.	
2 Beeps/2.Prog.		5 Beeps/5.Prog.		8 Beeps/8.Prog.	
3 Beeps/3.Prog.		6 Beeps/6.Prog.			

Button Controls on Alfa3, Alfa W and Fast Series

Changing the Program:

Programs are available from 1 to 8. Press the Volume Control (+/-) button for **2 seconds** to change the program for SPn models.

You will hear a beep or voice notification depending on the settings.

Changing the Volume Level:

Press the Volume Control button for **1 second** to change the volume level in SPn models. You

will hear a beep or voice notification depending on the settings.

Airplane Mode:

Press the Volume Control + button for **5 seconds** in SPn models to disable Bluetooth and switch to airplane mode.

Simply remove and reinsert the battery to enable Bluetooth function.

Button Controls Force and Clever Series

Changing the Program:

Programs are available from 1 to 8. Press the button for 2 seconds to change the program in In the Canal, RIC, and FO models.

Press the button for 1 second to change the program in SPn, and HPn models.

You will hear a beep or voice notification depending on the settings.

Changing the Volume Level:

Press the button for 1 second to change the volume level in In the Canal, RIC, and FO models.

Use the Volume Control (+/-) button to change the volume level in SPn, and HPn models.

You will hear a beep or voice notification depending on the settings.

BTE Devices With Trimmer

Try not to push hard with your hands when trimmer is adjusted. Otherwise, trimmer may collapse.

In order to make trimmer adjustments for Behind the Ear (BTE) hearing aids, grab hearing aid push gently from open end of trimmer door with a thin and flat screwdriver and open trimmer door. (Figure 1)

Make suitable adjustments with a thin screwdriver. (Figure 2)



Figure 1



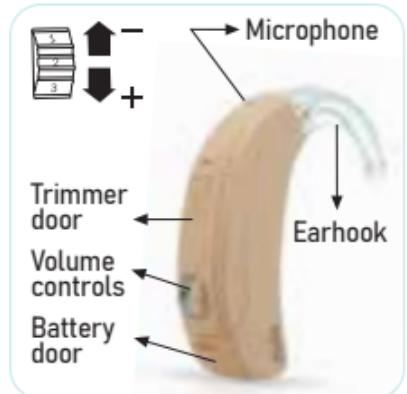
Figure 2

BTE Volume Control:

Numbers on potency indicate volume level.

Position 1 is the lowest volume level.

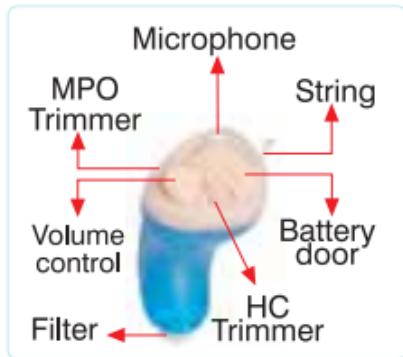
The device should be off or in lowest volume level while placing the device.



ITE Devices With Trimmer

ITE Volume Control

Volume control of in the canal (ITC), in the ear (ITE) and completely in the canal (CIC) hearing aids is on upper level so you can turn it to right and left to adjust easily.



ITE-Trimmer/Volume Control: To increase or decrease the volume of device, switch to sufficient volume level with a thin and non-sharp screwdriver.

FILTER: Change your filter once a week for hygiene.

Warning: Hearing aid specialist adjusts your device's trimmer setting except the volume adjustment.

Please do not change trimmer settings unless permitted.

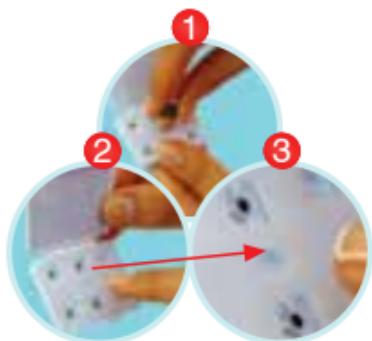
Inserting the External Filter

1. Hold the device as illustrated.
2. Slightly press on the tip of the filter. You will see that the filter is adhering to the top of the hearing device.
3. Check to see if the filter is placed properly.



Removing the filter:

Press on the empty slot inside the box. You will see the filter popping out. Otherwise, gently pull with your fingernail.



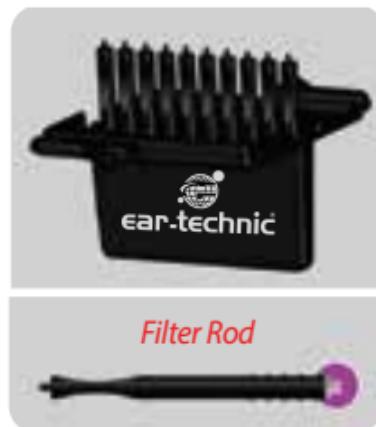
TYPES OF FILTERS



Internal Wax Filters

(Available for TIE, BOX, RIC (RM, RS), ITC, CIC and IIC devices)

- Developed specifically for TIE, RIC and in the canal devices. Eartech-
nic protective filters are resistant to water, sweat, and earwax.
- This feature offers a long service life without affecting the receiver performance under effective protection.
- An effective use of a filter acts as a barrier preventing liquid from penetrating into the receiver while prolonging the service life and reducing servicing and related costs.
- This filter offers the most effective protection in the industry. Correct and consistent use of the filter will highly contribute to your hearing aid's performance.



Inserting the Filter to the Receiver:

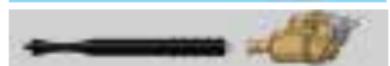
Push the white filter that is already attached at the end of the filter stick until it is fully inserted into the canal as illustrated. Slowly pull the filter stick once you ensure that the filter is completely inserted.

Improper use will tear the filter barrier and disable the filter.

Removing the Filter from the receiver:

Place the peak on the other end of the filter stick into the filter canal of the device. Pull the filter stick slowly once you ensure that the peak is completely inserted.

Inserting the Filter to the Receiver



Removing the Filter from the Receiver



Probe Sizes:



Small



Medium



Large

Select and insert a suitable probe to your hearing aid after inserting the filter.

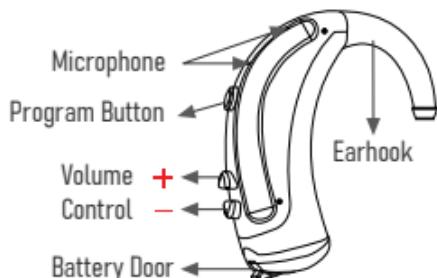
Important Notice!

1. Do not insert any hard objects into the filter or do not clean with hard objects. The filter will lose its protectivity once the protection barrier is damaged.
2. Remove the device and allow it to dry for 10-15 minutes if the protective barrier of the filter is clogged due to excessive sweating or moisture.
3. Replace the filter every week for hygiene purposes.
4. Make sure to maintain your hearing aids daily.
5. Maintain your hearing aids with hygienic cleaning and drying products.
6. Avoid cleaning your hearing aids with alcohol or any other non-skin-friendly substances.

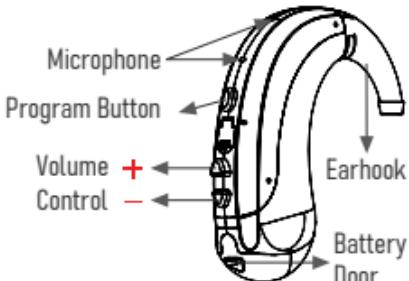
WARNING:

- a. Please keep the filter out of the reach of children.
- b. Never put the filter in your mouth or attempt to remove the filter with your teeth.
- c. Make sure to wash your hands after replacing the filter.
- d. Do not exchange the left and right filters. Any infection may transmit from one ear to the other.

Physical Properties of Rota6, Force, Clever Series SPn and HPn Devices

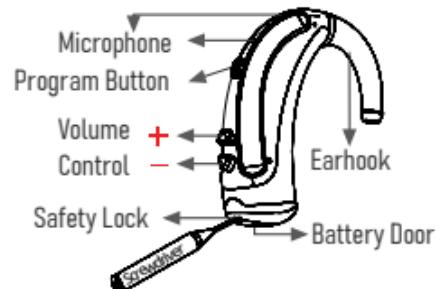


(Only applies to SPn model devices)

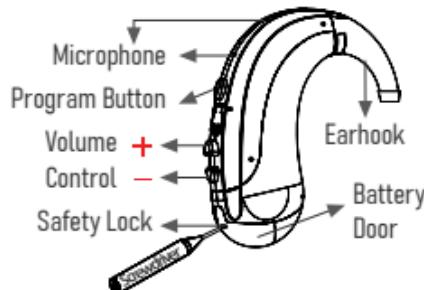


40 (only applies to HPn model devices)

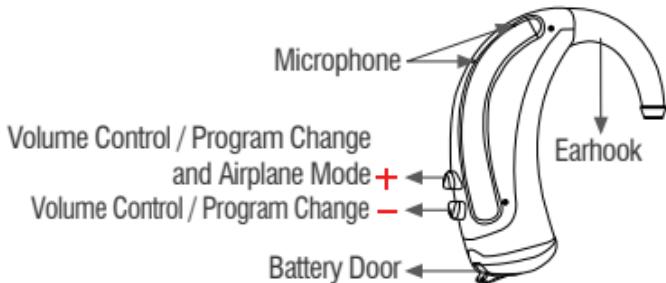
(Only applies to Alfa3/TheBest Pediatric SPn model devices)



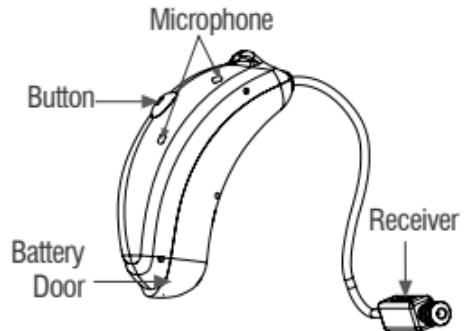
(Only applies to Alfa3/TheBest Pediatric HPn model devices)



Physical Properties of Alfa W and Fast Series SPn Device



Physical Properties of Alfa W and Fast Series RIE-M Device



Installation and Removal of Earhook:

(Applies to all SP / SPn model devices.)

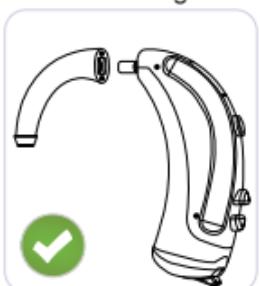
Removal:

Pull and remove the earhook in the arrow direction as illustrated. (Figure 1-2)

Figure 1



Figure 2



Installation:

Push and place the earhook in the arrow direction as illustrated. (Figure 3)



Figure 3

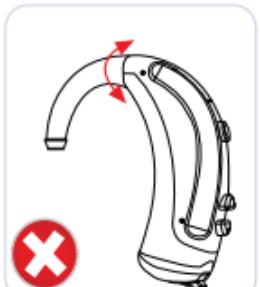


Figure 4

Never twist the earhook to remove it. (Figure 4)

Installation and Removal of Earhook:

(Applies to all HP / HPn model devices).

Removal:

Rotate the earhook to the left/in the arrow direction as illustrated. (Figure 1-2)

Never pull the earhook out.



Installation:

Place the earhook and rotate to the right in the arrow direction as illustrated. (Figure 3-4)



Installation and Removal of Earhook:

(Applies to all F model devices)

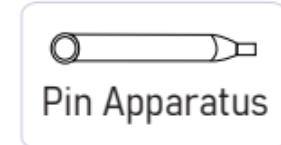
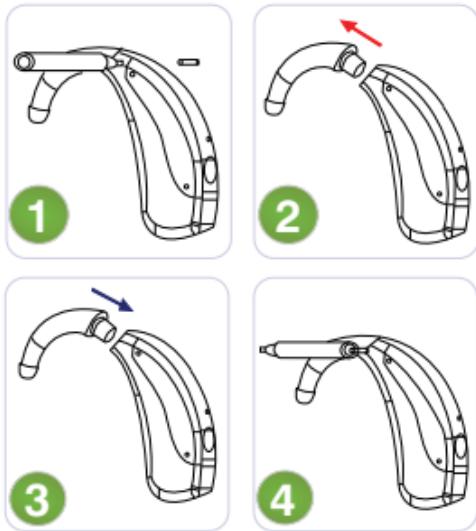
Removal:

- 1- Use the pin apparatus to push and remove the pin holding the earhook. (Figure 1)
- 2- Pull the earhook out as illustrated in Figure 2.

Never twist the earhook to remove it.

Installation:

- 1- Place the earhook forward in the arrow direction (Figure 3)
- 2- Use the pin apparatus to push and place the pin. (Figure 4)



Installation and Removal of Earhook:

(Applies for all Rota6 / Life / Elegant Series SM, SP models devices and Free Serie M, MP, M4, M4P, MT, MT3, LT, LT3, T-P, T-P3 models (Optional Cabin) and Logi Series MT model devices.)

Removal:

Pull and remove the earhook in the arrow direction as illustrated. (Figure 1-2)

Installation:

Push and place the earhook in the arrow direction as illustrated. (Figure 3)

Never twist the earhook to remove it. (Figure 4)

Figure 1



Figure 2

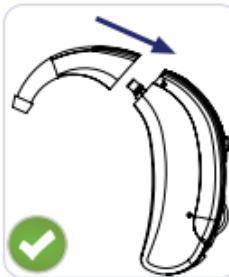
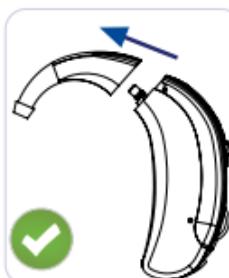


Figure 3



Figure 4

Installation and Removal of OpenFit Tube:

(Applies to all FO model devices).

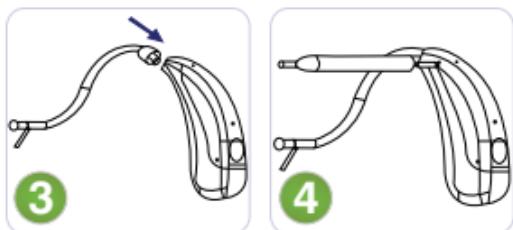
Removal:

- 1- Use the pin apparatus to push and remove the pin holding Open Fit tubing. (Figure 1)
- 2- Remove the Open Fit tubing as illustrated in Figure 2.



Installation:

- 1- Push forward the Open Fit tubing in the arrow direction to place. (Figure 3)
- 2- Use the pin apparatus to push and place the pin (Figure 4)



Pin Apparatus

Accessories Product Codes

150-9501011	Hearing Aid Battery 10DS
150-9501012	Hearing Aid Battery 13DS
150-9501013	Hearing Aid Battery 312DS
150-9101014	Hearing Aid Battery 675DS
D01-510624	External wax filtre (50 mic / 6 pcs) ENG
D01-510625	External wax filtre (150 mic / 6 pcs) ENG
D01-510626	External wax filtre (100 mic / 6 pcs) ENG
D01-810109	Internal wax filtre (150 mic-10 pcs) ENG
D01-810100	Internal wax filtre
D01-810112	Internal wax filter installation and removal apparatus black
493	Pin removal apparatus (3x35 mm)
450	Trimmer screwdriver
R20-9102082	RIC probe 5 mm
R20-9102083	RIC probe 7 mm
R20-9102084	RIC probe 10 mm
R20-9102085	RIC probe 12 mm
R20-9102086	Closed Double Dome 11 mm
R20-9102087	Closed Double Dome 13 mm
R20-9102088	Closed Double Dome 14 mm
M03-00310	Helix FixCharger BTE Power
M03-00510	Helix Travelling Charger

Problem	Causes:
Feedback	<ol style="list-style-type: none">1. Contracted/defective earmold2. Device/Earmold not inserted correctly into the canal3. Volume too loud4. Earmold damaged or tubing broken5. Earhook loosened6. Technical problem with the device
	Troubleshooting: <ol style="list-style-type: none">1. Replace earmold2. Replace earmold3. Decrease volume4. Replace earmold, tubing5. Place the earhook correctly6. Contact an authorized technical service
Pain in ear	Causes: <ol style="list-style-type: none">1. Inflamed or earmold forcing the canal Troubleshooting: <ol style="list-style-type: none">1. Contact a physician or a hearing center

Problem	Causes	Troubleshooting
No sound or Inconsistent sound	<ol style="list-style-type: none"> 1. Battery inserted incorrectly 2. Battery door is open 3. No battery installed 4. Battery is dead 5. Tubing/Probe/Filter clogged 6. Battery contacts are disconnected 7. Battery contacts are dirty or oxidized 	<ol style="list-style-type: none"> 1. Insert the battery correctly 2. Close the battery door firmly 3. Insert a battery 4. Replace battery 5. Replace Tubing/Probe/Filter 6. Connect the battery contacts 7. Clean the battery contacts
Battery dies quickly	<ol style="list-style-type: none"> 1. Device remained on when not in use 2. Battery is old 3. Technical problem with the device 	<ol style="list-style-type: none"> 1. Keep the device turned off when not in use 2. Check the date of the battery pack. Note the battery life and report to your hearing center 3. Consult to an authorized service
Sounds are low, weak, unclear, distorted	<ol style="list-style-type: none"> 1. Cable broken 2. Receiver failure 3. Oxidized or contaminated battery 4. Tubing torn 5. Device exposed to moisture 6. Microphone filter clogged 	<ol style="list-style-type: none"> 1. Consult to an authorized service 2. Consult to an authorized service 3. Insert a new battery 4. Replace tubing 5. Dry the device 6. Replace the filter

Operating Conditions:

Our hearing aids have an **IP68** rating under the standard of IEC 60529 (at the depth of **1** meter for **60** minutes). Our hearing aids are manufactured to be resistant against water and dust. Do not contact your device with chemical liquids such as soap, detergent, cologne, alcohol, perfume, lotion, sun lotion, hair dye, acids.

Service and Warranty

- **Helix**, offers you comprehensive global warranty. Warranty period begins on the date of purchase.
- Warranty periods may vary upon countries and therefore obtain detailed information about warranty and service from your hearing center. Warranty only covers manufacturing faults.
- Problems due to misuse are not covered by the warranty.
- For example, faults due to interventions by unauthorized technical services, breaks, parts broken due to misuse, chemical effects, immersing the device into water (failures due to contact with water).

Authorized Dealer



Warranty Card



Explanation of Symbols:



This symbol indicates that **Helix** products are complying with the specifications of 93/42/EEC medical products directive. The number written under CE logo refers the issuing company of CE certificate.



This symbol indicates that it is important for the user to read and take into account the relevant information in these user guides.



This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.



This symbol indicates that the user manual contains important information for the user.



This symbol indicates the item is a medical device.



This symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste. Please dispose of old or unused devices, at waste disposal sites intended for electronic waste, or give your device to your hearing healthcare professional for disposal. Proper disposal protects the environment and health.



This symbol indicates that hearing aid and batteries must not be disposed into fire.



This symbol indicates that hearing aid must be kept away from remote sunlight.



This symbol indicates that hearing aid must be kept dry and must not be used under rain.



(MRI is not safe) Magnetic resonance imaging and is not suitable for these environments.



This symbol indicates products described in these user instructions adhere to the requirements for an applied part of Type B of EN 60601-1. The surface of the hearing aid is specified as an applied part of Type B.



Indicates the manufacturer's serial number so that a specific medical device can be identified.



Indicates the manufacturer's catalogue number so that the medical device can be identified.





Headquarter:



Yeşilköy Mah. Şehit Özcan Canik Sok. No.2
İç Kapı No.5, 34149, Bakırköy-İstanbul/Türkiye
Tel.+90 212 557 91 68 | www.helixhearing.com

Manufacturer:

 Ear Teknik İşitme ve Odiometri Cihazları
Sanayi ve Ticaret Anonim Şirketi
Karamehmet Mah. Avrupa Serbest Bölgesi
Adnan Arısoy Bul. No:11 İç Kapı No:Z02, 59930
Ergene-Tekirdağ/Türkiye

helix, is a trademark of ear-teknik

Headquarter:



Oslebshauser Heerstraße 23
D-28239 Bremen-Germany
kontakt@helixhearing.com

Publication Date: 25.12.2025