



Sona

User Manual

“

I had no idea how much of life I was missing out on. I can hear the birds chirping again on my daily walks outside. I'm amazed at the difference it has made.

-Sally N.





We're Here to Help

We are thrilled to be able to help you hear more of life.

Our dedicated USA-based hearing specialists are happy to guide and assist you with any questions you may have.

Please review this user guide to get the most out of your Sona hearing device.

Please feel free to reach out to us here at Otofonix for any FREE support at:

704-380-0508 or [Otofonix.com](https://www.otofonix.com).

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Different Domes (Eartips) can completely change the sound and feel of your hearing device

Note: If you **experiencing any itching** in your ear canal while getting used to the ear domes, we recommend using **Miracell Pro Ear, or olive oil**. Use less than a drop and apply around the circumference of the ear dome to relieve itching.



An **Open Style Dome** has large vent holes and is intended for people with the typical mild to moderate high frequency hearing loss who do not need much amplification in the low frequencies. The larger openings in the dome allow for low frequency sounds to pass through the dome with minimal amplification and a more natural sound. It eliminates the “occlusion effect” which is similar to putting your fingers in your ear and hearing yourself talk. On the negative side, open domes are the most prone to feedback (whistling).



A **Close Style Dome** has no vent holes. This allows the device to more aggressively boost the sound levels as much as 15 dB, especially in the low speech frequencies. Often closed domes are the better answer for people suffering from a more severe level of hearing loss. These

domes virtually eliminate all feedback that occurs from higher amplification, but they also maximize the “occlusion effect”.



A **Hybrid Style Dome** has a small hole or vent and features of both the open and closed dome. These domes provide greater amplification in the low frequencies than the open domes. The smaller vent also significantly minimizes the “occlusion effect” and reduces feedback, making them more comfortable than the closed domes. These domes are recommended for those with a mild to moderate hearing loss.



ZipTip domes are the best hybrid domes that we have found to date. They provide a superb fit and use a single 3mm vent hole which reduces the “occlusion effect” while increasing amplification and providing for the most comfortable fit.

We highly recommend that you contact us about a complimentary set of ZipTips if you are not getting the proper fit, or enough amplification from your device. Call (704) 380-0508.

First Time Users of Hearing Devices

The first time you use the Sona, some sounds may seem very loud. You may hear the faucet drip, beeps from electronics, crumpling paper, sounds you may not have heard in a long time. This can be overwhelming at first. Don't worry, your brain will adjust to these forgotten sounds after a short time. Keep in mind that your brain has not heard these sounds for years. Before long, your brain will quickly recognize and learn to filter out irrelevant background sounds, just as it did once before.

We recommend starting slowly. Eventually, your brain will learn to “turn down” some sounds, like crumpling paper, while “turning up” the sounds you want to hear, like conversations with loved ones. The process can take up to 21 days to become fully adjusted to your new hearing device.

Start by first wearing them for 20 – 30 minutes at a time in a more private/quiet setting. Avoid noisy areas like restaurants at first. Gradually start wearing your new hearing devices for longer time periods and in different settings until you are able to wear them all day.

In a few weeks, your brain will become “re-programmed,” conversations will be easier to hear and follow, and you will find yourself more relaxed and confident in social situations.

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IMPORTANT

LEADING CAUSE FOR LITTLE OR NO AMPLIFICATION

It is very important to keep your ears clear of ear wax in order to get the best performance and life from your device, so we strongly suggest using an ear irrigation system on a regular basis. Our favorite is available at waxBgone.com.



WaxBgone Earwax Removal System was Designed by a Board Certified ENT Physician. What makes this product unique is the SoftSpray® Irrigation Tip which makes ear wax irrigation safer, more effective, and more comfortable. Irrigation is the safest in-home method of removing ear wax. **Get 10% off with Coupon Code: otofonix10**

(Please avoid using cotton swabs, as this can easily drive the wax into your ear canal)

What's In the Box



Features



Quick Start Guide

Four Easy Steps for Using Your Otonix Sona

Step 1: Loading the Battery

Step 2: Loading the Battery

Step 3: Turn Sona On

Step 4: Place On Ear

Step 5: Program & Volume Control

To Identify Left/Right Sona

Hold an aid upright in each hand, with controls facing you. The tips/tubing point toward each other when in the correct hand.

Left Sona



Right Sona



Step 1: How to Open the Battery Door



Hold the Sona by pinching the unit on right and left sides, as shown in the image (do not hold from front and back or you will be holding the door closed)



The Sona has a 2 stage battery door. Press down on the battery door tab until the door opens slightly (as shown in image). This stage will power off the unit to save battery, while ensuring that the battery doesn't fall out of the device.



Continue to lower the door and it will open all the way to insert or replace the battery

Step 2: How to Load the Battery



Open the battery door.



Insert the battery with
“+” facing the Otofonix
label.



Remove the battery tab
and **wait one minute**
for the battery to
activate.



Close the battery door.

Step 3: How to Power On/Off



To power on, gently insert the battery and close the door. The device has a built-in power on delay, this is to allow time for you to put the device on your ear with time to hear the program notification beeps. This can remind you which program you are on.



The Sona has a 2 stage battery door. Press down on the battery door tab until the door opens slightly (as shown in image). This stage will power off the unit to save battery, while ensuring that the battery doesn't fall out of the device.

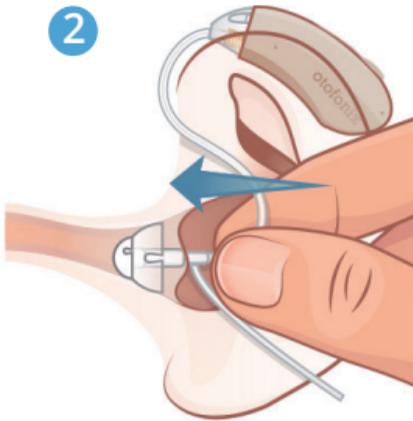


Open fully to replace battery.

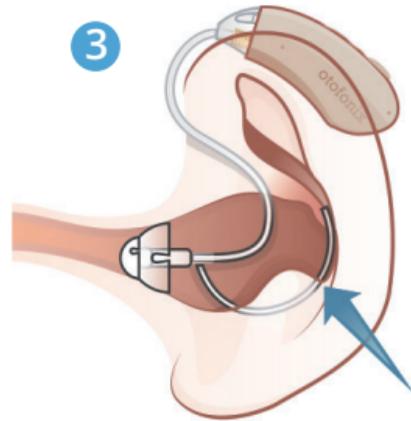
Step 4: How to Place on Your Ear



Hook body of device behind the ear.



Insert ear dome into ear canal with gentle pressure until snugly seated in ear canal.



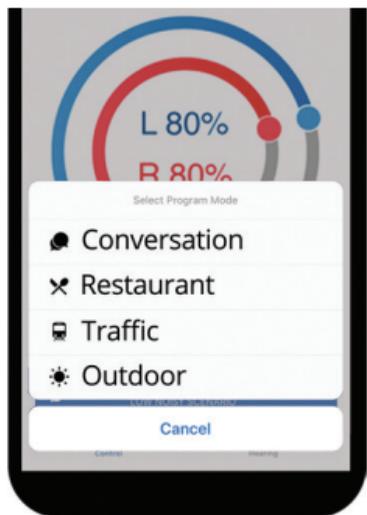
Tuck stabilizer bar into outer bowl of the ear so ear dome stays in place.

Step 5: Program & Volume Control

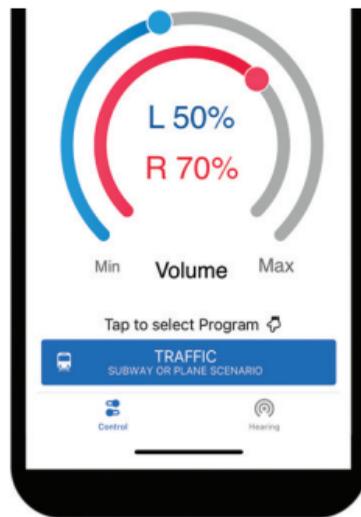
To change the program manually, press and hold the memory button until you hear the beep(s). The number of beeps indicates which program you are on. Alternatively you can also use the Otofonix App to change the program.

Adjust volume level using your Otofonix App. (Please See App Manual for details and illustrations)

Program Control



Volume Control



Changing Programs

To change your program **press and release the Memory Switch down for 3 seconds at the lower portion of the Memory Switch**. The number of beeps you hear will indicate what program you are on. The Otofonix App can also be used to change programs. (See App Guide)

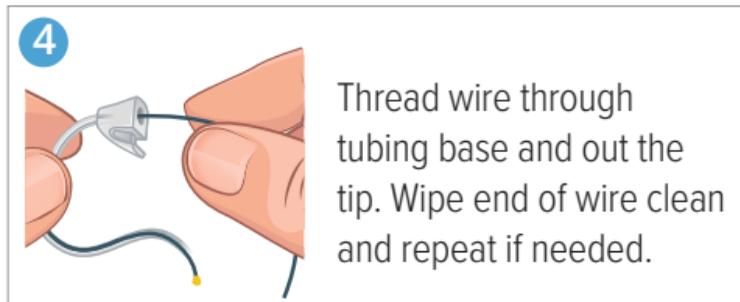
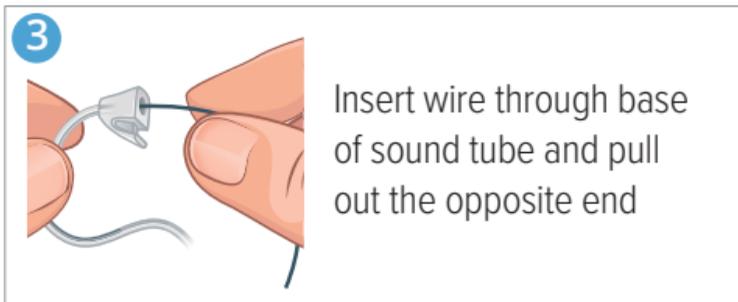
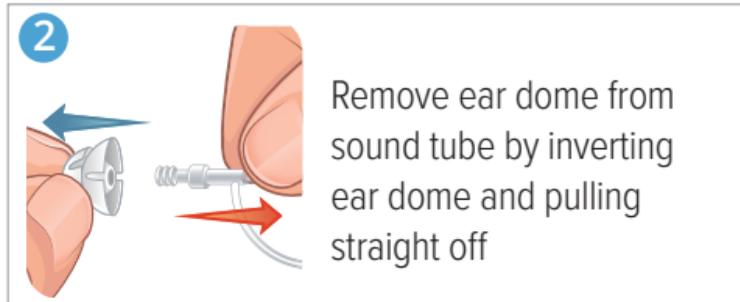
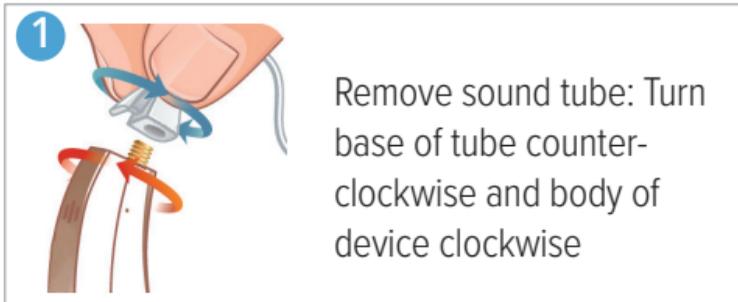
Memory Feature and Adjustment Tips

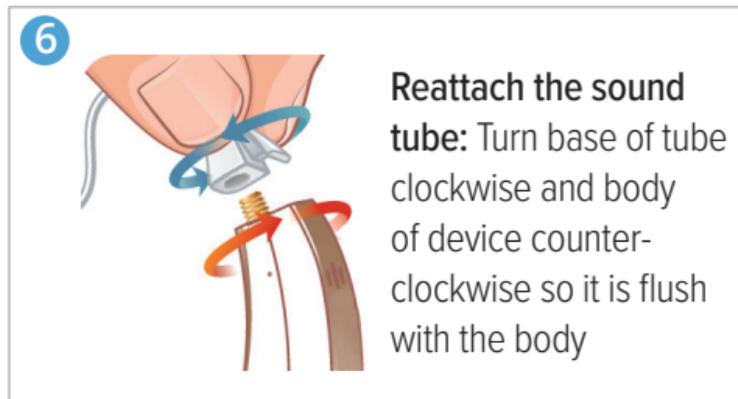
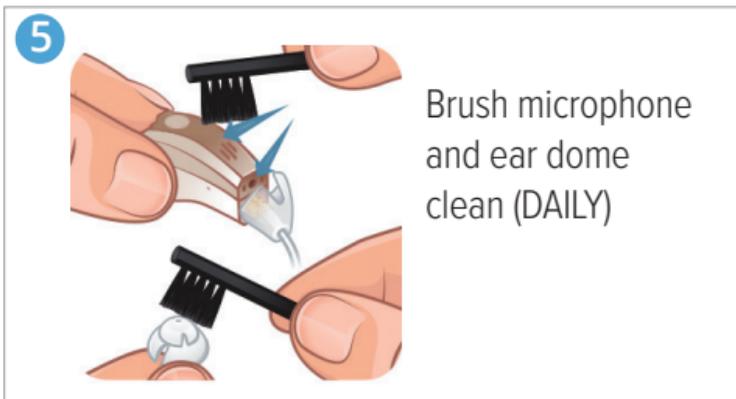
When the device is turned on, it will revert to the last program and volume setting. To limit whistling from your device when changing volume/programs, approach the device from behind your ear rather than over the top. Support the bottom of the device with thumb when changing programs with the button. [Otofonix.com/Resources/Videos](https://otofonix.com/Resources/Videos)

Program	Beeps	Best For
1. Conversation	1 Beep	Everyday listening, low noise reduction (quiet family time)
2. Restaurant (Directional Mic)	2 Beeps	Medium-High noise reduction (conference, church, restaurants)
3. Traffic	3 Beeps	Medium-High noise reduction (driving, noisy environments)
4. Outdoor (Directional Mic)	4 Beeps	Medium noise reduction, less high frequency amplification (running, wind)

Care and Cleaning

For optimal performance, keep the sound tube and ear dome clean. Use cleaning brush daily to clear ear dome of wax. Clean sound tube often and anytime amplification stops or seems reduced.





Please note: the hearing device body can be utilized for either ear. Only the thin sound tubing is ear-specific. Red markings under the stabilizer bar is for the right and the blue marking is for the left. Tubing can be ordered at [Otofonix.com](https://www.otofonix.com).



Helpful Videos

Check out our library of videos for helpful tips [Otofonix.com/Resources](https://www.otofonix.com/Resources)

Helpful Tips

- Avoid physical shock, such as dropping on the floor
- Store in a cool dry place
- Do not get your Otofonix Sona wet
- Do not wear your Sona while spraying hair spray or using a hairdryer
- Do not expose your Sona to excessive heat or moisture (use a hearing aid dehumidifier each night if you live in a humid climate)
- Keep sound tubes and domes clean. Even the smallest piece of ear wax can obstruct the sound tube and prevent sound from reaching your ear canal. See page 16 & 17 for instructions on cleaning the sound tube with the included filament wire.

Ordering Replacements

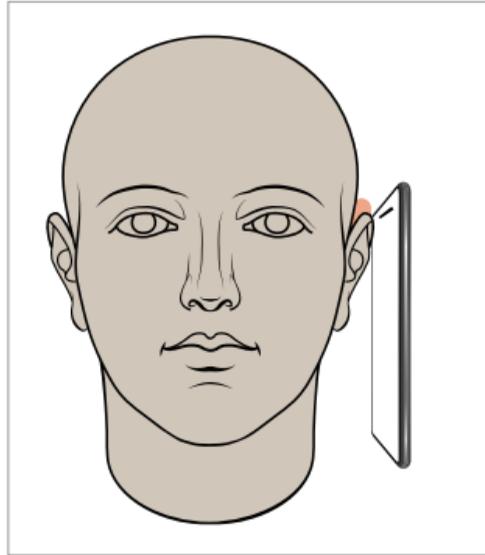
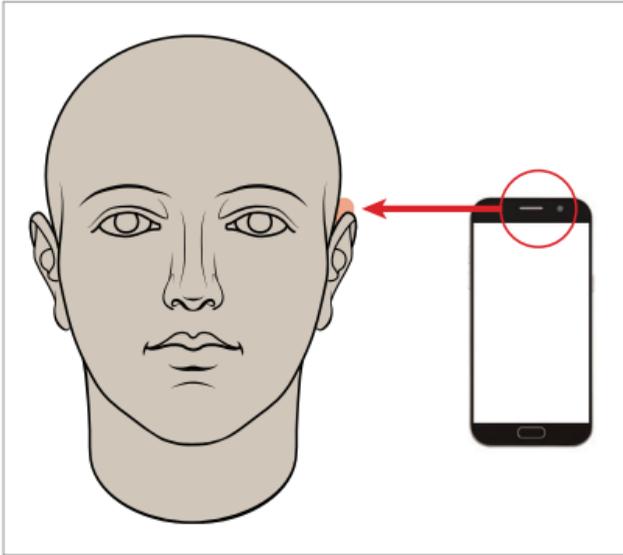
For optimal performance, proper care and maintenance are imperative. In addition to regularly cleaning your tubing and tips, you should also replace them every three (3) months.

Over time, these items wear out and may become stiff, affecting both fit and sound quality. Regular replacement will keep your Sona sounding and feeling like new.

Visit: [Otofonix.com](https://www.otofonix.com) or call 704-380-0508 to order tips, tubing and other accessories.

Using the Telephone

If whistling occurs while using the phone, try various positions to align the phone's audio output with the Sona's microphone until you find what works best for you.



Protection Plan



With the Otofonix Protection Plan, you are 100% protected from ALL types of accidental damage, and almost anything else that may go wrong, including things not covered by the standard Warranty (water damage, battery corrosion or stepping on the hearing amplifier). Items not covered include; Loss or theft of the amplifier and unauthorized repairs. The damaged device must be returned to claim credit. Accessories (e.g. tubing, domes, etc.) are not included. Protection Plan is only good for a one-time replacement.

Troubleshooting Your Hearing Device

Action Steps	Intermittent or Distorted Sound	Feedback/ Whistling	Weak or No Sound	Static or Hissing
Turn Sona On			✓	
Adjust Volume		✓	✓	
Replace Battery	✓		✓	✓
Use Dehumidifier	✓		✓	✓
Clean Tubing/Tip	✓	✓	✓	
Clean Ear Canal	✓	✓	✓	
Change Tubing/Tip	✓	✓	✓	

Please see the pages 23-25 for more detailed troubleshooting tips.

If Sound is Distorted or Intermittent

- Excess moisture may be distorting the sound. Using a hearing aid dehumidifier overnight is advised.
- Lower the volume on your device.
- **Ensure that the Sona has a new battery.** After removing the sticker from the battery, allow battery a minimum of 1-2 minutes to air activate before installing.
- Remove tubing from Sona (see page 16), and turn volume to 100%. If you hear feedback, your Sona is working properly, so wax or debris are blocking the sound tube. Clean the sound tube. (see page 16-17)
- Clean ear canal. Replace the tubing/tip if they appear worn.

For optimal performance, tubing and tips should be replaced every three (3) months. To order replacements and additional cleaning accessories, visit [Otofonix.com](https://www.otofonix.com) or call (704) 380-0508.

If Device Makes a Whistling Sound

- Whistling/feedback occurs when amplified sound returns to the microphone and is then re-amplified. This can be resolved by lowering the volume (when feasible).
- Most hearing aids whistle when the dome is not inserted correctly. Try re-seating the ear dome into your ear canal for a better fit.
- If **whistling occurs when raising the volume**, you should **try a closed dome, or ZipTip**, to reduce feedback and increase amplification.
- Wax or debris in ear canal, or sound tube can cause whistling. Clean tubing/tip (see page 16-17) and ear canal, and replace tubing/tip if they appear worn.

Please note: When an object (hand, hat, person, wall, etc.) comes close to your ear while wearing hearing aids, you may experience whistling. This is normal for all microphones, not just microphones in hearing aids.

If Device has a Weak or No Sound

- Trapped moisture may be distorting the sound. Consider using a hearing aid dehumidifier overnight.
- Make sure the Sona is on (see page 12).
- **Ensure that the Sona has a new battery.** After removing the sticker from the battery, allow battery a minimum of 1-2 minutes to air activate before installing.
- Remove tubing from Sona (see page 16-17) and increase volume to 100%. If you hear feedback, your Sona is working properly, so wax or debris are blocking the sound tube. Clean the sound tube. (pg. 16-17)
- Clean tubing/tip (see page 16 & 17) and ear canal. Replace tubing/tip if they appear worn.

If you are still having difficulty, please contact us at (704) 380-0508 or Info@otofonix.com.

Warranty and Repairs

The Otofonix Sona is covered against defects in materials and workmanship for one year from the date you receive your order. If our examination determines that the unit failed to work due to parts, materials, or workmanship, we will repair or replace it for free. This warranty does not cover malfunctions due to unusual wear and tear or mistreatment of your Sona, such as physical shock, damage from moisture or sweat, excessive wax build-up, or tampering with the device, all of which void the warranty. (For added coverage, see page 19 for the Otofonix Protection Plan.)

If you require Warranty or Repair Service, please contact us for a Return Merchandise Authorization (RMA) number, and instructions.

For customer service, please e-mail us at info@otofonix or, call 704-380-0508, Monday to Friday, 9:00 am to 5:30 pm (EST).

Repair Mailing Guidelines

- Send both Sona devices
- Use a padded envelope
- Write RMA number on the OUTSIDE of envelope
- Please do not send used accessories (unless otherwise instructed)

“

I can't believe how well these hearing aids worked! I got these for my grandma and she loves them. I was reluctant because she is not techy at all. But it was easy to set up and easy for her to use. What a difference! What a price!

-Michelle J.



Return Policy

Your satisfaction is guaranteed. If you are not satisfied with your Otofonix Sona, you have 45 days to return it for a full refund. **We are unable to honor return requests after 45 days** from the date of delivery. All products MUST include a Return Merchandise Authorization (RMA) number for proper processing. Products returned without an RMA number will incur a twenty percent (20%) No-RMA Fee. To receive an RMA number and return instructions, please call Customer Service: 704-380-0508, Monday to Friday, 9:00 am to 5:30 pm (EST).

You must contact customer service for an RMA number before mailing.

Days From Invoice	Amount Refunded	
	With RMA	Without RMA
1-45	100%	80%
46+	No Refund	No Refund

Warning to Hearing Aid Dispensers

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ENT specialist) before dispensing a hearing aid, if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- Acute or chronic dizziness or vertigo
- Pain or discomfort in the ear
- Visible congenital or traumatic deformity of the ear
- History of active drainage from the ear within the previous 90 days
- History of sudden or rapidly progressive hearing loss within the previous 90 days
- Unilateral hearing loss (hearing loss in both ears) of sudden or recent onset within the previous 90 days
- Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1000 Hz, and 2000 Hz
- Visible evidence of significant cerumen (earwax) accumulation or a foreign body in the ear canal

Stop using the Otofonix Sona and consult a physician if any of the following occur:

- Hearing in one or both ears worsens
- Hearing does not improve
- Skin irritation develops in or around your ear canal
- Your ear becomes blocked or clogged with excessive ear wax
- You develop an infection of your ear or ear canal

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

A hearing aid will not restore normal hearing or prevent or improve a hearing impairment resulting from organic conditions. In most cases, infrequent use of a hearing aid does not permit a user to fully benefit from it. The use of hearing aids is only part of hearing rehabilitation and may need to be supplemented by auditory training and instruction in lip reading.

Important Notice for Users

Good health practice requires that a person with hearing loss has a medical evaluation by a licensed physician (preferably a physician specializing in diseases of the ear) before purchasing a hearing aid. 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 assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased. Following the medical evaluation, the doctor will give you a written document stating that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The doctor will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation. The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs. If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial/rental or purchase/option program.

- Do not modify this equipment without the authorization of the manufacturer.
- Never use your hearing aids when engaging in contact sports. The risk of injury is very high in the event of a knock on an ear with a hearing device.
- Hearing aids should only be used as directed by your physician or hearing health-care professional.
- Hearing aids may fail suddenly and without prior warning (e.g., in case of a defect or depleted battery), particularly in situations where you must hear acoustic sound.

FCC Regulations

Per FCC 15.19 (a) (3) and (a) (4), this device complies with part 15 of the FCC Rules. Operation is subject to the following conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

Radio Equipment Directive
Information:

The equipment operates in the ISM 2.4 GHz band (2.40 – 2.4835 GHz), using the Bluetooth™ SMART protocol, and the maximum RF Power transmitted in that band is -10.1 dBm EIRP.

“

Quick and thorough response to questions. Very accessible and eager to provide excellent customer service. So far, pleased both with the product and the company.

-Jonathan



X-ray, MRT, CT, PET Scanning, Electro-therapy

- Hearing devices must not be exposed to strong electrical fields that may be generated during X-rays, CT scans, PET scans or MRTs, during electrotherapy or during surgeries. Please remove your hearing devices in these types of situations to prevent any damage to them.

Explosion Hazard

- Under normal conditions, hearing device batteries do not cause any fires. Hearing devices were not tested for compliance with international standards in explosion-conductive atmospheres.
- Do not use your hearing devices in explosion hazard areas.

Technical Data	Tube
Peak OSPL 90	122
HFA OSPL 90(dB SPL)	111
Peak Gain (dB)	42
HFA full on Gain (dB)	35
Total Harmonic Distort:	
500Hz(%)	<3
800Hz(%)	<3
1600Hz(%)	<3
EQ Input Noise (dB)	<32
Battle	<1

IEC118-7/2005 (2CC-Coupler)

Dimensions: 1.02x.58x.29 inches

Helpful Videos



Please visit:
[Otofonix.com/Resources/Videos/](https://otofonix.com/Resources/Videos/)
for a complete library of How-To Videos

“

I no longer have to pretend to hear what others are saying and miss out on conversations with my family and friends. Every word sounds crystal clear. It's restored my confidence and given me my life back.

-Bill K.





FREE Customer Support

(704) 380-0508

Monday - Friday

9:00am - 5:30pm EST

Info@Otofonix.com

Otofonix.com