



# HELIX

## 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 Helix hearing device.  
For best results use the original charger and adapter.

## 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”.



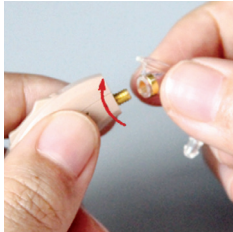
A **Hybrid Style Dome** has a small hole or vent and features of both the open and closed dome. These domes provide greater amplification in the low frequencies than the open domes. The smaller vent also significantly minimizes the “occlusion effect” and reduces feedback, making them more comfortable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

## Earhook Power Kit

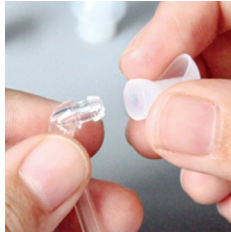
For those with a hearing loss that is more severe, or for those who would just like more amplification, the Earhook kit has been included in your package. The Earhook and thicker tubing provides 6-8 dB of increased sound output.



Attach Earhook to amplifier body. Turn hook clockwise 3-4 rotations



The Earhook should be flush with the amplifier body



Insert ear dome onto thick tubing connector



Assemble thick tube and dome



Mark a line on the tube just ABOVE the bottom of the Earhook



Cut the tube at the marked line



Push the cut end of the tube onto the Earhook



Place the amplifier with the attached Earhook over the ear and the assembled thick tube with dome into the ear canal. Trim the tube as illustrated and insert the cut end into the Earhook.

## First Time Users of Hearing Devices

The first time you use the Helix, 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.



# Table of Contents

Important Information	4	Using the Telephone	20
What's In the Box	5	Protection Plan	21
Features	6	Troubleshooting Your Hearing Device	22
Quick Start Guide	8	If Sound is Distorted or Intermittent	23
Step 1: How to Charge the Helix	9	If Device Makes a Whistling Sound	24
Step 2: How to Power On/Off	12	If Device has a Weak or No Sound	25
Step 3: How to Place on Your Ear	13	Warranty and Repairs	26
Step 4: Volume Control	14	Return Policy	27
Changing Programs	15	Warning to Hearing Aid Dispensers	28
Care and Cleaning	16	Important Notice for Users	30
Helpful Tips	18	X-ray, MRT, CT, PET Scanning, Electro-therapy	31
Ordering Replacements	19	Technical Data	32

# 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.



**waxBgone is a Professional Grade Earwax Removal System** Designed by a Board Certified ENT Physician. What makes this product unique is the SoftSpray<sup>®</sup> 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: otonix10**

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

# What's In the Box



# Features



“

**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**



# Quick Start Guide

## Four Easy Steps for Using Your Otofonix Helix

**Step 1:** Charge Helix

**Step 2:** Turn Helix On

**Step 3:** Place On Ear

**Step 4:** Volume Control

### To Identify Left/Right Helix

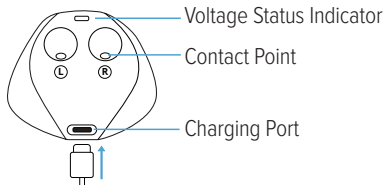
Hold an aid upright in each hand, with controls facing you. The tips/tubing point toward each other when in the correct hand.



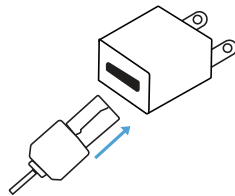
# Step 1: How to Charge the Helix



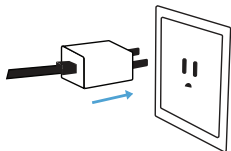
## Charger Assembly



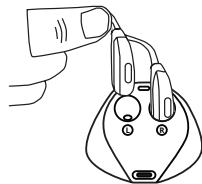
Plug the small end of the cable into the charging port of the charging base.



Plug the big end of the cable into the adapter.



Connect the adapter to the power.



Place your hearing device into the charging base.



## Charger Information

**Charging Time: 2.5-3 Hours    Battery Life: 15 Hours**

- 1 Before using your hearing devices for the first time, it is recommended that you fully charge your devices.
- 2 Indicator on the charging base will shine blue when charging and it will shine green when both units are fully charged.
- 3 Always turn off and put your hearing devices into the charging station when not in use.
- 4 **To extend the overall life of your battery, DO NOT store your Helix for more than 1 month without charging**



### Helpful Videos

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

## Step 2: How to Power On/Off

**Press and Hold the upper portion of the rocker switch for about 3 seconds to POWER ON.** The device is equipped with a power-on-delay function which allows you time to put the device on your ear. **To POWER OFF, press and Hold the upper portion of the rocker switch for about 3 seconds.**

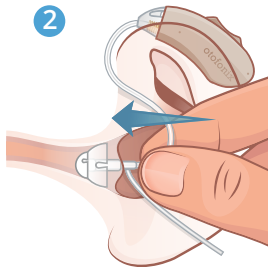
When the device is turned on, it will flash green, and when the device is turned off it will flash blue.



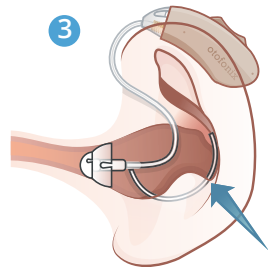
## Step 3: How to Place on Your Ear



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 4: Volume Control

The rocker switch is used to control the volume level. **Press and quickly release the upper portion of the rocker switch to increase the volume, while the lower portion reduces the volume.**

As you increase/decrease the volume, you will hear a single beep that will indicate an increase or decrease in volume. When you are at the lowest volume level and the highest volume level you will hear 3 beeps.



Press and RELEASE to **increase the volume**

Press and HOLD to **turn on/off**

Press and RELEASE to **decrease volume**

Press and HOLD to **change programs**

## Changing Programs

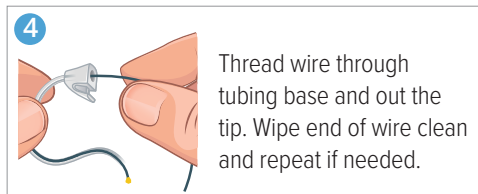
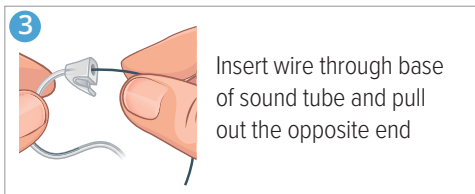
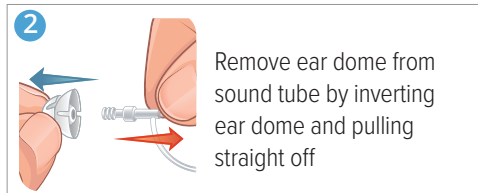
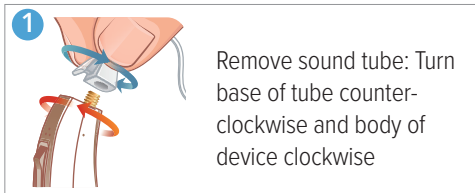
To change your program **press and hold the rocker switch down for 3 seconds at the lower portion of the rocker switch**. The beeps will indicate what program you are on.

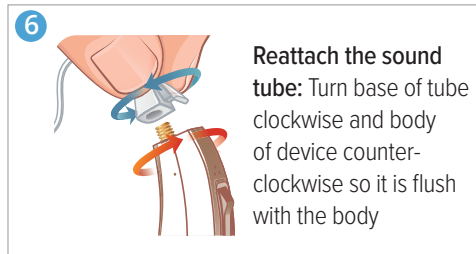
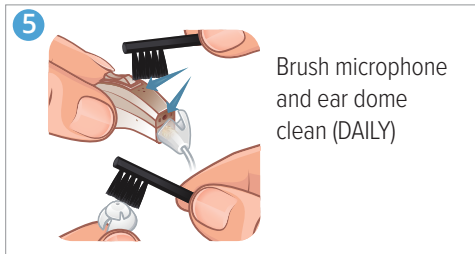
Program	Beeps	Best For
<b>1. Conversation</b>	1 Beep	Low noise reduction, (everyday listening, quiet family time)
<b>2. Restaurant</b> (Directional MIC)	2 Beeps	Medium noise reduction (conference or church)
<b>3. TV</b>	3 Beeps	Medium noise reduction (watching TV)
<b>4. Outdoors</b> (Directional MIC)	4 Beeps	Lower amplification of high frequencies (running, wind)

**Tips to Change Volume and Listening Modes** 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 from the top. Support the bottom of the device with thumb when pressing rocker switch.

## 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 Tips

- Avoid physical shock, such as dropping on the floor
- Store in a cool dry place
- Do not get your Otofonix Helix wet
- Do not wear your Helix while spraying hair spray or using a hairdryer
- Do not expose your Helix 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.



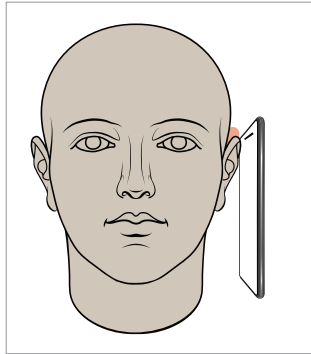
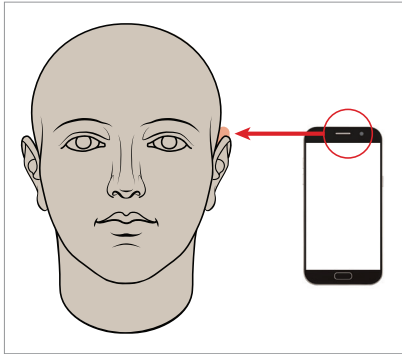
## Ordering Replacements

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 Helix sounding and feeling like new.

## Using the Telephone

If whistling occurs while using the phone, try various positions to align the phone's audio output and Helix'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 Helix On			✓	
Adjust Volume		✓	✓	
Charge Helix	✓		✓	✓
Use Dehumidifier	✓		✓	✓
Clean Tubing/Tip	✓	✓	✓	
Clean Ear Canal	✓	✓	✓	
Change Tubing/Tip	✓	✓	✓	

Please see the pages 22-25 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.
- Turn Helix off. Charge until light turns solid green and turn Helix back on.
- Remove sound tube from Helix body, and increase volume level to max volume. If you hear feedback, the Helix is working properly. Clean the sound tube. (pg. 16)
- Clean the ear canal. Replace the tubing/tip if they appear worn.

## 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 **closed domes or ZipTips** 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 Helix is on (see page 12).
- Make sure Helix is charged. If unsure, turn Helix off and charge until blue light turns green. Turn Helix back on.
- Remove tubing from (see page 16), and increase volume to max volume. If you hear feedback, the Helix is working properly. Clean the sound tube.
- Clean ear canal. Replace tubing/tip if they appear worn.

## Warranty and Repairs

The Otofonix Helix 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 Helix, 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 21 for the Otofonix Protection Plan.)

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

### **Repair Mailing Guidelines**

- Send both Helix devices with charger, USB cord and power adapter
- Use a padded envelope
- Write RMA number on the OUTSIDE of envelope
- Please do not send used accessories (unless otherwise instructed)



## Return Policy

Your satisfaction is guaranteed. If you are not satisfied with your Otofonix Helix, 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.

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 Helix 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.

## 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	Earhook	Tube
Peak OSPL 90	126	123
HFA OSPL 90(dB SPL)	115	113
Peak Gain (dB)	43	38
HFA full on Gain (dB)	35	32
Total Harmonic Distort:		
500Hz(%)	<2	<2
800Hz(%)	<2	<2
1600Hz(%)	<2	<2
EQ Input Noise (dB)	<26	<26
Battle	<1	<1.3

IEC118-7/2005 (2CC-Coupler)

Dimensions: 1.02x.58x.29 inches

“

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.



