



# User Instruction Manual

OMNI and DIRECTIONAL  
with KlikFIT® Technology



Congratulations on your purchase of a PLAID® personal listening aid. We know your new PLAID will soon be indispensable to you. With amazing sound quality, PLAID delivers both confidence and comfort so that you never miss a moment!

PLAID is a sophisticated sound amplifier utilizing innovative, patented technology. Developed by an audiologist in conjunction with a team of acoustic engineers, PLAID can help you hear better in group settings, restaurants, theatres, meetings, and other challenging listening environments.

Please read this manual for complete set-up and operating instructions before using your new personal listening aid.

1-888-327-1299

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FEATURE	BENEFIT
Slim profile case with thin tube	Comfortable fit, barely visible, and no barrel effect
Sophisticated, innovative, patented technology	Allows you to choose your listening preference
Cutting-edge automatic feedback control	Minimizes 'whistling' while allowing the ear canal to remain open
Fast-acting sound-activated compression	Sounds that are overly loud are softened so they're not uncomfortably loud
Digital volume control	For subtle volume changes within your amplification profile
Preset 12 band graphic equalizer	Finely adjusted tuning curves, providing smooth, natural sound, with amplification only where you need it
Low battery tone indicator	Early warning system so you have time to change the battery before it quits
Uses #312 battery	Powerful, yet small and economical Average battery life: 5 to 7 days
Quiet mode (omni-directional)	"All-around sound" for quiet environments
Noise mode (directional)	Focused hearing reduces background noise and clatter in noisy environments.
Dual microphones	Two microphones work together to provide true directionality.
Push-button access to two listening modes: Quiet and Noise	Allows you to quickly and easily customize your listening preferences depending on your situation

**PLAID.**

## General Description

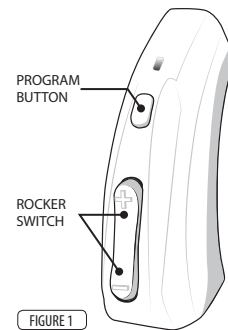
**PLAID** is a fully digital amplifier with sophisticated sound processing. Thanks to innovative KlikFIT® technology, with PLAID you get to select and set the amplification profile that you like best.

Everything you need to do this is on-board PLAID's microprocessor, using just two controls on your PLAID: the Rocker Switch and the Program Button.

During the initial set-up, you'll use the Rocker Switch to sample different amplification settings. After you decide what sounds best to you, you will use the same switch to lock in that setting. It's your personal "Amplification Profile," and that's where your PLAID will start up every time you turn it on.

Within the Amplification Profile that you pick, PLAID gives you two Listening Modes: one for Quiet environments and one for Noisy environments. This is where the Program Button comes into play. You will use the Program Button to switch between Quiet and Noise.

On the following pages you'll learn how to set up and care for your PLAID.



## Inserting a Battery

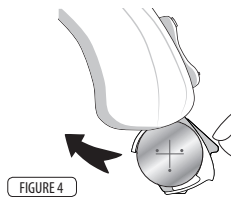
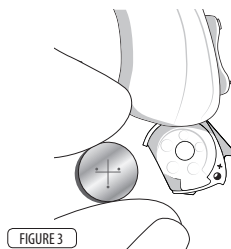
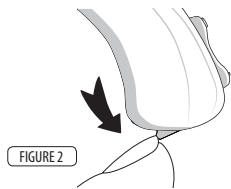
- 1 Lift the notch at the edge of the battery compartment and swivel open the door of the battery compartment. (FIGURE 2)
- 2 Remove the brown-colored tab on a new battery (size 312). Insert the battery **with the positive “+” side facing up**. (FIGURE 3)

Notice the “+” on the edge of the battery door to assist you in finding the proper orientation.

- 3 Gently close the battery door. It should close easily; do not force the door closed. (FIGURE 4)

If resistance is experienced while closing the battery door, make sure the battery is inserted properly. When the battery door is completely closed, your PLAID is ready for operation.

- i ON**—When the battery door is completely closed, your PLAID is on.
- OFF**—To turn off your PLAID, open the battery door part way.



## Battery Information

PLAID uses a commonly available 312 zinc air battery. With normal full-time use, the battery will last approximately five to seven days.

When the battery is depleted, remove and replace it immediately. When not in use, be sure to turn off your PLAID by opening the battery door part way.

### Low Battery Warning

For your convenience, PLAID warns you when the battery is almost depleted. You will hear three sets of double beeps every 10 minutes, which indicates it's time to change the battery. Once the voltage drops below 0.95V, PLAID emits six sets of double beeps, then shuts down.

- ! IMPORTANT**—  
*Always discard used batteries. Small batteries can be harmful if swallowed. Keep batteries out of reach of pets and small children. In case of ingestion, seek medical attention immediately and call (collect, if necessary) the National Battery Ingestion Hotline at 202-625-3333. For more info visit [www.poison.org/battery](http://www.poison.org/battery)*

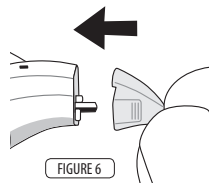
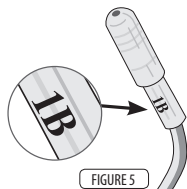
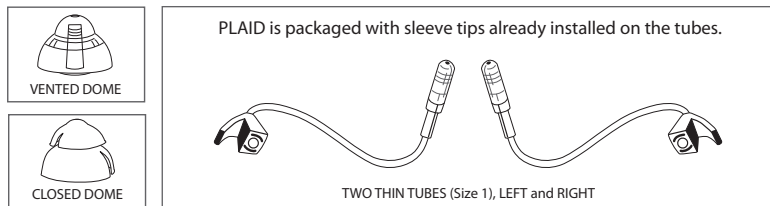
## PLAID Set-up

Your PLAID package includes two thin tubes, left and right, with sleeve tips already installed. Text code near the tip represents the length of tube (1=small) and which ear. B=Blue=Left. R=Red=Right.

If you want more bass sound, remove the sleeve tip and attach one of the dome tips instead. The tips simply pull straight off. **If you change the tip, be sure it is securely fastened to the sound tube before inserting it in your ear.**

### Connecting the Tube to the Case

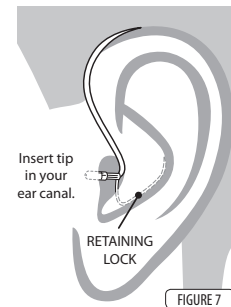
Choose left or right tube. Align the tube connector end with the end of the case, then push the tube straight onto the sound post until it snaps into place.



### Wearing Your PLAID

Place the PLAID over your ear. Grab the loose end of the tubing and gently insert the tip into the ear canal. Position the retaining lock in the bowl of the ear.

When properly inserted, the tubing will lay close to the head around the front of the ear and into the canal. You can check this by moving your finger down the tubing, into the ear. Using a mirror at first may be helpful to properly position PLAID.



**If the loose end doesn't stay in your ear, you may need a different length thin tube. Additional sizes are available through your healthcare provider.**

### Selecting Your Amplification Setting

With a fresh battery in your PLAID and while wearing the PLAID, you are ready to choose an amplification setting.

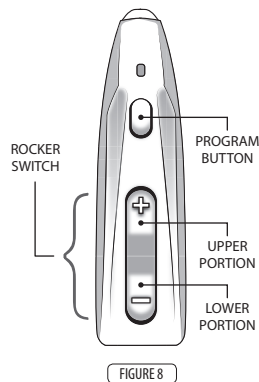
Start out in a relatively quiet environment. The first time you turn PLAID on, it will be at the lowest amplification setting. How does it sound?

To try the next level of amplification, **press and release** the upper portion of the rocker switch. You will hear two beeps, indicating you are now in Amplification Setting 2. How does it sound?

Press and release the upper portion of the rocker switch again and you'll hear 3 beeps. This is the loudest option. You can use the rocker switch to go back through the settings. The beeps will tell you where you are.

Once you've decided which setting you like best, lock it in by **pressing and HOLDING** the rocker switch for **six seconds, until you hear one long beep**.

**Congratulations! Set-up is complete. From now on, PLAID remembers your preferred Amplification Profile.**



## Daily Use

Every time you turn on your PLAID it will start out at the Amplification Profile you locked in during set-up.

From this point forward, you have two listening modes. Every time you turn on your PLAID it will start in the Quiet mode. Use the program button to switch between Quiet and Noise modes.

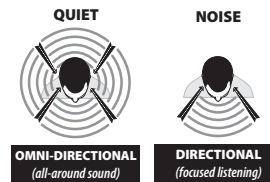
### To change modes:

**Press and hold** the program button for **one second**. Once you release the button, you will hear a special sound that indicates which mode or "program" you have just entered. Quiet program—you will hear a beep. Noise program—you will hear a "shhhh" sound.

The Quiet program picks up sound from every direction.

The Noise program suppresses background noise and allows you to focus on sounds coming from the front. Great for restaurants and other noisy environments.

QUIET	BEEP
NOISE	NOISE BURST (Shhhh)



## Daily Use *continued*

### Fine-tuning Your PLAID with the Volume Control

In both listening modes you can still make minor adjustments to the volume by simply tapping the rocker switch.

**To increase volume:** tap the **upper** portion of the rocker switch.

**To decrease volume:** tap the **lower** portion of the rocker switch.

**ON** When the battery door is completely closed, your PLAID is on.

**OFF** Open the battery door part way to turn off your PLAID.

**IMPORTANT:**  
To extend the battery life, turn off your PLAID by opening the battery door whenever the device is not in use.

Be sure to keep your PLAID dry at all times. See page 13 for additional tips on caring for your PLAID.

**NOTE:**  
If you decide later that you want to reset your PLAID to a different Amplification Profile, see page 21.

## Caring for Your PLAID

The following instructions will assist in extending the life of your PLAID amplifier.

### Cleaning the Exterior

You should inspect and clean your PLAID every day. To clean, gently wipe the surface with a soft, dry cloth or a moist non-alcohol disinfecting wipe. Do not allow water or liquid to enter any openings.

The most common causes of amplifier problems are moisture and wax. The daily use of a Dry & Store® appliance is recommended to reduce moisture and wax buildup. Dry & Store products may be purchased at [www.dryandstore.com](http://www.dryandstore.com).

### Cleaning the Tip and Tube

Remove the tube from the case by **twisting the tube connector at least 45° then pulling it off**.

Wipe the exterior of the tube and tip. Use the cleaning line provided to clean the tube and tip, by pushing the cleaning line through the tube.

(Insert the cleaning line at the connector end where the tube attaches to the amplifier case and push out through the tip.)

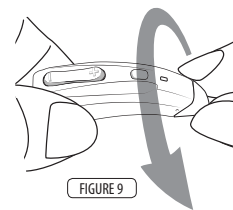


FIGURE 9

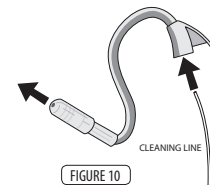


FIGURE 10

## Caring for Your PLAID *continued*

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Re-attach the tube by aligning the tube connector end with the end of the amplifier case, then **push the connector straight onto the sound post until it snaps into place**. There is no need to rotate the tube when re-attaching.

**Do not rinse or submerge these parts in water.** There is a risk of damage if a water drop becomes trapped in the tube. If this should occur, it will prevent sound from coming through the tube and may be harmful to PLAID's electronics.



**IMPORTANT:**

*Do not use cleaning line while tube is attached to device. Tube must be detached from the instrument before cleaning.*

### Changing the Tube and Tip

The tube and tip should be changed periodically, typically 2 or 3 times per year. When the tube or tip become soft, discolored, kinked, or damaged, obtain replacements by contacting your healthcare provider. *(Remember to order tips when placing your order for tubes.)*

**When you change the tip, make sure it is securely fastened to the sound tube before inserting it in your ear.**

### Extended Storage

If it is necessary to store your PLAID amplifiers for an extended amount of time, follow these steps:

Remove the batteries. Clean your PLAID according to instructions in this manual. A full cycle in a drying appliance\* by Dry & Store® is recommended prior to extended storage. Place PLAID in an airtight container with a desiccant such as a Dry-Brik® or DryCaddy® disc. Then store in a cool, dry place.

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\* Drying appliances by Dry & Store include the Global II, Zephyr, DryDome,® or DryCaddy,®



## DO

**Do** Place your PLAID amplifiers in a dryer by Dry & Store every night to remove moisture and prevent corrosion.

**Do** Always carry spare batteries.

**Do** Safely store PLAID when not in use. Keep out of reach of small children and pets. In particular, dogs may be irritated by the feedback (“whistling”) sound and attracted by the owner’s scent. This often results in a chewed and/or ingested device. (A drying appliance by Dry & Store is recommended for storage whenever PLAID is not being worn.)

**Do** Clean tube and tip 2 or 3 times per week with the cleaning line provided. (See page 16.)

**Do** Change tubes and tips every 4 to 6 months.

## DON'T

**Don't** Leave PLAID on the radiator, near a stove, in a sunny window, in a car or in any other hot place. Excessive heat or cold can damage the instrument.

**Don't** Wear PLAID when using a hair dryer or when at the beauty salon, spa or barber.

**Don't** Apply hair spray when wearing your PLAID. It can damage the microphone or other components.

**Don't** Wear PLAID while taking a bath, shower, spa treatment or while swimming.

**Don't** Store PLAID in the bathroom during a shower or near a steam room, as moisture created by the steam may cause damage.

## Troubleshooting Tips

### No Sound or Not Loud Enough

Ensure that the battery door is closed.

Replace the battery.

Make sure the tip is not clogged—use the cleaning line just to be sure. (See page 13.) This is the most common reason for users to have little or no sound.

Make sure the amplifier case and tubing are clean and dry.

Make sure that the amplifier case is positioned properly behind the ear, and that the tip is positioned properly in the ear canal.

Make sure the volume is turned up, by tapping the upper portion of the rocker switch.

Remove the sleeve tip and attach one of the dome tips. Try the vented dome tip first, and if still not enough sound, try the closed dome tip. Be sure to secure the tip to the tube. (See page 8.)

Excessive ear wax can prevent sound from entering the ear. Contact your healthcare professional.

Changes in your hearing can affect how you hear with PLAID. Contact a healthcare professional if you suspect any change in your hearing condition.

Your PLAID may need to be reset for more volume. See page 21 for instructions.

## Troubleshooting Tips *continued*

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### Whistling ("Feedback")

Your PLAID has a best-in-class feedback management system. However, when your hand is near the device, you may hear a whistling noise, which is called "feedback." This may be caused by amplified sound bouncing off your hand back into the instrument. The noise usually quits when you take your hand away.

If the whistling doesn't stop once you've moved your hand away, ensure that the amplifier case is positioned properly behind the ear, and that the tip is positioned properly in the ear canal.

Try adjusting the volume. Tap the lower portion of the rocker switch to decrease volume.

Make sure the tube and tip are not clogged – use the cleaning line to be sure. (See page 13.)

If already using Amplification Profile 3 consider using one of the dome tips instead of the sleeve tip.

Your PLAID may need to be reset. See page 21 for instructions. (For example: If you're currently on Amplification Profile 3, consider Amplification Profile 2.)

If the above fails to reduce feedback, contact your healthcare provider for assistance.

### Sound is Distorted, Unclear, Intermittent or has Static Noise

Replace the battery.

Make sure the tube and tip are not clogged – use the cleaning line to be sure. (See page 13.)

Make sure the amplifier is clean and dry. We recommend nightly use of a drying appliance by Dry & Store to remove moisture, prevent corrosion, and reduce wax buildup.

If you are near an electromagnetic field (e.g. near a computer screen or fluorescent lights), step away to see if the static clears.

Your PLAID may need to be reset. See page 21 for instructions. Once reset, repeat steps on page 10 and choose a lower Amplification Profile. (Example: If you're currently on Amplification Profile 3, consider Amplification Profile 2.)

Your PLAID may have a poor battery contact or may not be set up properly. Contact your healthcare provider for assistance.

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## Reset

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After wearing PLAID for a while, you may decide you want to try a different Amplification Profile than the one you initially selected.

PLAID may be reset by following these simple steps:

- 1 With a battery inserted, open the battery door.
- 2 **Press and hold** the rocker switch.
- 3 **While still pressing and holding the rocker switch, close the battery door.**
- 4 **Keep pressing for at least 14 seconds**, then release the rocker switch.
- 5 Open the battery door.
- 6 When you close the battery door again, PLAID is reset.

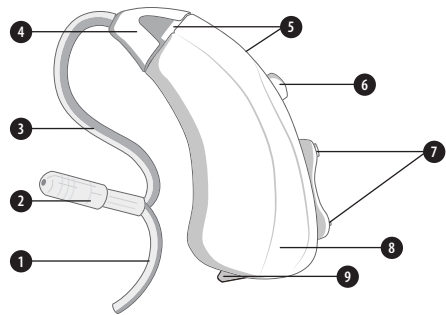
You may now proceed to select a new Amplification Profile. See page 10 for instructions.



**NOTE —**

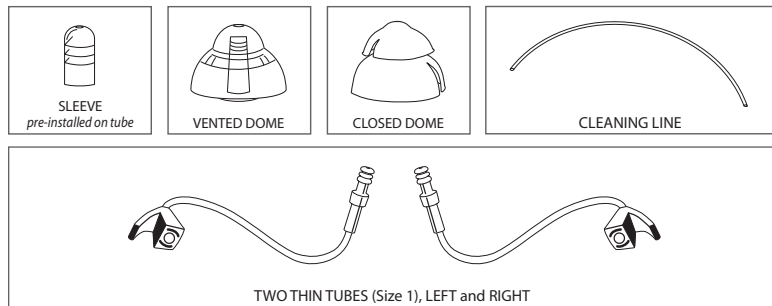
*If you simply want more bass sound, remove the sleeve tip and attach one of the dome tips instead. The tips pull straight off. **If you change the tip, be sure it is securely fastened to the sound tube before inserting it in your ear.** This may resolve the issue and resetting is no longer necessary.*

# Components



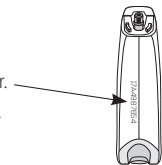
- 1 RETAINING LOCK
- 2 TIP (sleeve or dome)  
*See illustrations below.*
- 3 THIN TUBE (for sound)
- 4 TUBE CONNECTOR HEAD
- 5 MICROPHONES
- 6 PROGRAM BUTTON
- 7 ROCKER SWITCH / VOLUME CONTROL
- 8 AMPLIFIER CASE
- 9 BATTERY COMPARTMENT DOOR *PLAID is turned off by opening the battery compartment door part way.*

### Included COMPONENTS



## Owner information

Each PLAID has a serial number located on the underside of the amplifier. Please record this serial number in the owner information section below.



	LEFT	RIGHT
Serial Number		
Color		
Amplification Profile		

Owner Name: \_\_\_\_\_

PLAID Purchase Date: \_\_\_\_\_

Place of purchase: \_\_\_\_\_

## Warranty

See warranty card for more information.

# PLAID®

PLAID is a personal listening aid available only through licensed healthcare professionals.

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PLAIDHearing.com  
1-888-327-1299