

Frequently Asked Questions

Baha® SoundArc FAQ



Performance and Use

1. What materials are used in the Baha® SoundArc?

The materials used are tested to be biocompatible and are not made of natural rubber latex. The band is made of stainless steel with a polyamide nylon coating, the Connector disc is made of aluminum and the tips are made of 100% silicone.

2. Which sound processors can be used with the Baha SoundArc?

The Baha SoundArc is compatible with all Baha 5 sound processors: Baha 5, Baha 5 Power and Baha 5 SuperPower. The choice of sound processor depends on the patients' hearing thresholds which should account for both skin and/or transcranial attenuation. All devices that are compatible with the Baha Softband are compatible with Baha SoundArc because of the snap coupling connection. However, legacy sound processors (Baha 4 and older) have not been validated for use with Baha SoundArc.

3. How does Baha SoundArc performance compare with the other non-surgical clinical demonstration tools?

Baha SoundArc has the equivalent sound transmission and feedback performance as Baha Softband. Compared to Headband and Testband, the Baha SoundArc shows improved sound transmission and feedback performance. Baha SoundArc is optimized for use with Baha 5 sound processors. The design of the Connector disc, allows a larger area to get in contact with the skin improving sound transmission performance.

4. What is the optimal placement for the Baha SoundArc?

The Baha SoundArc should have the steel band placed against the back of the head above, but not resting on, the ears. The Connector disc with Baha SoftWear™ Pad should sit flush against the skin and be placed securely on the sleeve of the silicone tip. It should not rock or wobble when the processor is in place. Feedback may occur if placed too close to the ear. The optimal placement of the Connector disc may vary due to differences in patient head shapes. Consult the Professional Quick Fitting Guide for further information on how to fit the Baha SoundArc to patients.

5. What sizes of Baha SoundArc are available? What is the most common size?

The Baha SoundArc comes in five different sizes (Extra Small, Small, Medium, Large, and Extra Large). Market research shows that medium is most common size for adults, and small is common for young children.

6. Do I have to use the Baha SoftWear Pad with the Baha SoundArc?

Yes. The Baha SoftWear Pad improves sound transmission and distributes the contact pressure over a larger surface area, minimizing the effect of peak pressure. It should always be used when wearing Baha SoundArc.

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7. How do I test the Baha SoundArc retention?

Retention for each patient may vary when using the Baha SoundArc. Patients should be able to wear the Baha SoundArc during everyday life situations. Ask the patient to move his/her head and walk up or down stairs to test the comfort and retention. Counsel to use a safety line for the processor if participating in sports activities while wearing Baha SoundArc.

8. How do I choose between the Baha Softband and Baha SoundArc?

Both solutions are equally effective and the choice should be based on the patient's age, preference and head shape. The Baha Softband is a better solution for infants and toddlers that spend significant time laying down, as well as for patients with craniofacial abnormalities that may struggle to find a good fit with Baha SoundArc.

9. Can the Baha SoundArc be fitted bilaterally?

Yes. The Baha SoundArc can be made into a bilateral configuration by simply adding a second Connector disc.

The video resources will demonstrate how to transform the Baha SoundArc from unilateral to bilateral. When adjusting a bilateral Connector disc on one side, ensure you adjust the other side. Consult the Professional Quick Fitting Guide for further information on how to fit the Baha SoundArc to patients bilaterally.

10. Can a patient wear glasses with the Baha SoundArc?

Yes. The Baha SoundArc should be placed above the ear which makes room for glasses. The patient should wear their glasses during fitting of the Baha SoundArc to help determine optimal placement.

11. How do I identify the sizes of the Baha SoundArc?

The Baha SoundArc demo box includes size marker stickers (XS, S, M, L, and XL) which should be placed on the edge of the Connector disc. Should a sticker be lost, for instance after a home trial, compare the Baha SoundArc against a known size or measure the length of the band. The length of the bands are XS (30.6 cm), S (31.5 cm), M (33 cm), L (36 cm) and XL (39 cm).

Fitting and Handling

12. How should I select the correct size when fitting the Baha SoundArc?

Selecting the correct size depends on the patient's head size and shape, but can also depend on the patient's hair type and quantity of hair. The Baha SoundArc should be fit so that the Connector disc sits flush above the ear against the skin, the silicone tips lay fully against the skin in front of the ear, but do not protrude into the temple and there should be no gaps at the back of the head. Part or adjust the hair as needed to ensure the optimal fit. Consult the Professional Quick Fitting Guide for support on achieving a comfortable fit for the best hearing performance.

13. How does a patient's hair type affect the fitting of the Baha SoundArc?

Thin or fine hair may need more adjustment to find a comfortable fit with good retention, whereas thicker coarse hair can mean Baha SoundArc is easily retained, but may need adjustment to ensure good contact between the Connector disc and skin. Hairspray or other hair treatment products can help hold the hair in place under the Baha SoundArc, but should be applied before putting the Baha SoundArc and processor on.

When fitting patients with longer hair, lift some of the hair around the crown of the head and place the Baha SoundArc on the head underneath, always ensuring that the Connector disc sits flush against the skin. Remove Baha SoundArc by first opening the arms outwards to avoid entangling the hair, and then remove gently from the head. Avoid pulling backwards directly as the silicone tips can pull the hair and can cause discomfort for the patient.



14. The Baha SoundArc band feels stiff. How much force is required to adjust the Baha SoundArc?

The Baha SoundArc features a durable steel band and as such, may require a firm grip when bending and adjusting. In some cases you may need to cross the silicone tips to close tighter, or open arms up to 150 degrees to widen. There is little risk of damage to the band when adjusting.

15. What should be done if there is a gap between the Baha SoundArc and the back of the patient's head?

If there is a gap at the back of the head, but the Connector disc is flush in the correct position, consider fitting a smaller size of the Baha SoundArc. If there is a gap between the Connector disc and/or the skin or silicone tips, make adjustments to the arms of the band starting from the back of the head. Consult the Professional Quick Fitting Guide for support on how to achieve the best fit.

16. How should the Baha SoundArc be adjusted if a patient cannot find the optimal size?

Not all patients may find a perfect fit with one of the Baha SoundArc sizes. For patients with heads smaller than the smallest size Baha SoundArc, the Baha Softband may be a better solution. For patients in between sizes, use the placement of the Connector disc and silicone tips as an indicator for the better choice (Connector disc sits flush and the tips slightly in front of the ear) and then adjust the rest of the band accordingly, opening or closing the back of the band arms.

17. How should the Baha SoundArc be adjusted if the patient complains of itching or pulling at the silicone tips?

Slight itching or "pull" from the soft tips may occur due to the silicone material being in contact with hair and/or skin. This is normal, and should decrease with time.

18. How should the Baha SoundArc be adjusted if the patient complains of pain at the temple?

If discomfort is felt at the temple, open the band at the back of the head, ensuring the Connector disc remains flush with the skin when worn. Consider changing to a larger size or adding a second Connector disc on the opposite side to evenly distribute the pressure felt. If the silicone tips are

protruding far in front of the ear, consider changing to a smaller size. Always use a Baha SoftWear pad and ensure the entire disc sits flush against the skin. Consult the Professional Quick Fitting Guide for support on achieving a comfortable fit for the best hearing performance.

19. Can I move the Connector disc from the left to the right side of the Baha SoundArc?

Yes. The Connector disc should sit firmly in place on the sleeve of the silicone tip and should not move when Baha SoundArc is taken on and off. To facilitate easy adjustment of the Connector disc, pull the silicone sleeve thin and taut along the band on either side of the Connector disc. The disc should begin to spin or slide freely. When the disc is placed in the desired location, push the sleeve of the silicone tip together at both ends towards the disc, "fattening" it to hold the disc in place.

20. How long can the Baha SoundArc be worn?

The Baha SoundArc can be worn during an entire hearing day, but actual wearing time should be determined by the patient's comfort level. Consider short wearing periods in the beginning as the patient learns to adapt to the comfort and fit.

21. What color options are available for the Baha SoundArc?

All Baha SoundArc are shipped in the solid black color set (black band and silicone tips). For patients wishing to customize their Baha SoundArc, colored silicone tips are available. The black band cannot be changed.

Handling Tip: The best way to change the silicone tip is to roll the tips on the Baha SoundArc between your fingers, while pulling on the sleeve to gently massage the silicone tip off the band. With a new tip in place at the end of the band, repeat the procedure in the opposite direction, rolling and gently lengthening and compressing the tip sleeve to move it down the arm of the band. There should be no excess material in between the end of the band and outer edge of tip, and the silicone grip pieces should face inwards towards the temple when placed on the head.

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Care and Maintenance

22. How should I clean the Baha SoundArc?

The Baha SoundArc can be cleaned with alcohol wipes or other germicidal wipes when dirt is present on the band or silicone tips. Ensure the Connector disc is free of dirt and debris before connecting a sound processor. Baha SoundArc, with processor removed, can be washed under water and should be dried thoroughly prior to use. A Baha sound processor should never be submerged or come into contact with water.

23. How should I clean the Baha SoundArc in the clinic?

For clinical demonstration use or when using the same band on multiple users, the Baha SoundArc should be wiped as indicated above and the Baha SoftWear Pad should be changed between users.

24. What are the risk for allergic reactions?

The Baha SoundArc uses materials that are not made with natural rubber latex and are biocompatible. The silicone tips are 100% silicone. Perform an allergy contact test prior to use, if there is any risk for patient reaction.

25. What is the expected lifetime of the Baha SoundArc?

Baha SoundArc carries the same 90 day warranty as Baha Softband. It can be used for approximately one year under normal use, even with adjustments made over time.

26. Is there a risk of permanently deforming or damaging the Baha SoundArc when using it as a demo tool?

The Baha SoundArc is designed to be used as a demo and counseling tool and has been tested to retain its general shape, even with significant bending. There is little to no risk of permanent deformation, but professionals may wish to periodically reshape their demo Baha SoundArc to its original shape (using a new Baha SoundArc as a guide) to make it easier and faster to fit on new patients.

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