Custom Hearing Instruments

User Manual

SIEMENS

Thank you for purchasing a Siemens Hearing Instrument. Siemens Hearing Instruments are designed to achieve the highest in quality and reliability. We are sure that you will be very pleased with our product.

If this Hearing Instrument is being purchased for an infant or young child, please confirm with your Audiologist or Hearing Care Provider that it is recommended for this purpose and to ensure appropriate supervision and use of the product.

Hearing Aid Information

Serial Number:

Left: _____ Right: _____

Battery Size:

Left: _____ Right: _____

Purchase Date:

Left: _____ Right: _____

Dispenser Info stamped here

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Getting Started

Your hearing instruments

Try wearing your hearing instruments and you may once again enjoy the sounds of the environment and conversation with your family and friends. Your decision to purchase Siemens hearing instruments reflects the importance you place on quality and reliability.

Your Siemens custom hearing instruments are designed for comfort, performance and durability.

Please read this manual carefully to benefit from all the features of your new hearing instruments.

Safety Information

⚠ WARNING

Choking hazard posed by small parts.

- Keep hearing instruments, batteries and accessories out of children's reach.
- If swallowed consult a physician or hospital immediately.
- If infants, small children or mentally disabled persons need to wear hearing instruments ensure adequate supervision.

⚠ WARNING

Risk in explosive environments, e.g. mining areas

- Don't use your hearing instruments (and remote control) in areas where there is danger of explosions.

Please read this manual carefully to benefit from all the features of your new hearing system.

▶ Feature card

Please refer to the feature card included with this manual. The feature card is located at the back of this user manual in a pocket.

The feature card contains important information about the features in your new hearing instruments. This includes battery size, serial number location, and features associated with the operation of your new hearing instruments.

More information about these features is located in the Operation section of this manual.

Identification information

Your hearing instruments have a serial number engraved on them. The location of the serial number is on the outside of the hearing instrument.

Because your hearing instrument is custom made, it's appearance may vary from the ones pictured.

ITE

1. 09: year manufactured
2. X: facility code where instrument was manufactured
3. Serial number
4. L or R: left or right ear instrument
5. Manufacturer/Distributor
6. Model

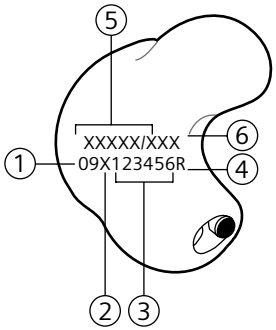


Fig. 1A: ITE hearing instrument

ITC/HS

1. 09: year manufactured
2. N: facility code where instrument was manufactured
3. Serial number
4. L or R: left or right ear instrument
5. Manufacturer/Distributor
6. Model

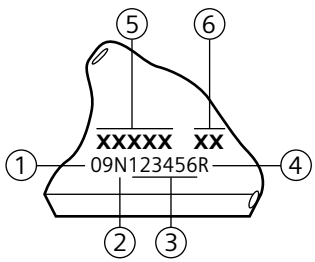


Fig. 1B: ITC/HS hearing instrument

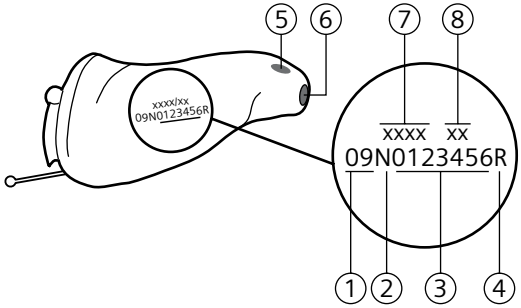


Fig. 1C: CIC hearing instrument

CIC

1. 09: year manufactured
2. N: facility code where instrument was manufactured
3. Serial number
4. L or R: left or right ear instrument
5. Color-coded dots –
- On a neutral colored hearing instrument, a red dot indicates the right ear.
- On a neutral colored hearing instrument, a blue dot indicates the left ear.

6. Receiver
7. Manufacturer/Distributor
8 Model

Record the serial number in the front of this manual for future reference. Your hearing instrument was custom made and its appearance may vary from the ones pictured.

Refer to the feature card for an explanation of the external controls on your hearing instrument.

Identifying the left and right hearing instrument(s)

The left hearing instrument will have a blue serial number, and the right hearing instrument will have a red serial number.

Changing the battery

Refer to the feature card or check with your Audiologist or Hearing Care Provider to determine the battery size for your hearing instrument.

Before using your hearing instrument, place the battery into the battery compartment door. Using the fingernail of either your thumb or index finger, pull the tab on the battery compartment door outward until the door swings open all the way (fig. 2).

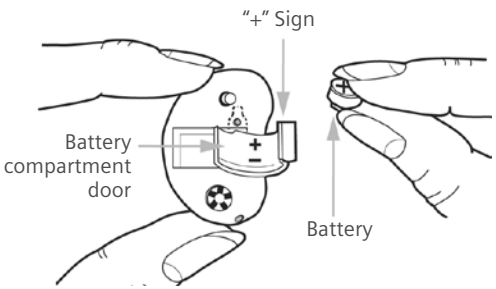


Fig. 2: Opening the battery compartment

Place the proper size battery into the battery compartment door, observing the correct polarity. The "+" sign on the battery must match the "+" sign stamped on the top of the battery compartment door (fig. 3).

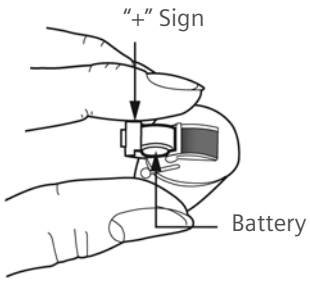


Fig. 3: Changing the battery

Gently close the battery compartment door. Avoid forcing the door shut. If it does not close easily, check to see if the battery was inserted properly. Once the battery is in its proper position, your instrument is ready to operate.

Your hearing instrument may be programmed to inform you when the battery should be replaced.

Refer to the low battery indicator information in the Operation section (page 22) of this manual for further information.

Battery tips

- If a battery is accidentally swallowed, seek medical attention immediately, or call the National Battery Hotline collect at (202) 625-3333. Quebec residents, call le Centre Antipoison at (800) 463-5060.
- Always use the recommended battery size for your hearing instrument. The battery size information for your hearing instrument is located on the feature card.
- Remove the battery from your instruments when not in use. This prevents possible damage from expansion or leakage of the battery, if the instruments are not fully turned off.
- Always carry spare batteries in the event that your current battery goes dead. Place each spare battery in an individual, non-metallic container to prevent contact with other batteries or metal objects, such as keys or coins.
- Follow your local recycling rules for battery disposal.

Turning the hearing instrument on or off

To turn the hearing instrument on, insert a battery into the hearing instrument and completely close the door.

To turn the hearing instrument off, open the battery door.

Siemens hearing instruments may also be programmed to allow you to turn them on and off using the program button. Refer to the Operation section (page 25) for further information.

Inserting and removing

Hold the instrument between your thumb and index finger. With the face of the instrument toward the outside, place the canal portion into your ear. Gently work the instrument into its proper position by slightly twisting until it is firmly seated. Lightly press inward for a secure and comfortable fit (fig. 4).

Fig. 4: Inserting the hearing instrument

If you have difficulty inserting the hearing instrument, try pulling the ear up and back for an easier insertion.

To remove the hearing instrument, push lightly on the back of the ear to help loosen it. Then, using your index finger, carefully pull the hearing instrument from your ear.

Inserting and removing–CIC hearing instrument

Hold the hearing instrument between your thumb and index finger. With the face of the hearing instrument toward the outside, paying special attention to the removal strand to indicate the bottom, place the hearing instrument in your ear canal. Gently work it into its proper position by slightly twisting until it is firmly seated.

For CICs, the instrument should sit deep in your ear canal. Do not force it deeper than it will comfortably fit.

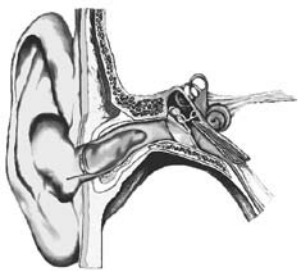


Fig. 5: Proper location of the CIC hearing instrument

The nylon strand has been provided to allow removal of the CIC hearing instrument. Firmly grasp its bead and slowly, gently pull the hearing instrument out of your ear. It often helps to push lightly on the back of your ear to loosen the instrument. Using the removal strand, the hearing instrument should pull out easily. If you experience difficulty removing the instrument and it remains lodged in your ear, contact your Audiologist or Hearing Care Provider immediately.

CAUTION! Do not insert any item into your ear to remove the hearing instrument. Do not pull on the battery compartment door to remove the instrument, as this could cause damage to the instrument.

Operating Your Hearing Instrument–Optional Features

Refer to the feature card included with this manual to determine the optional features your hearing instrument is equipped with. Optional features are listed on the left column of the feature card, see below (fig. 6):

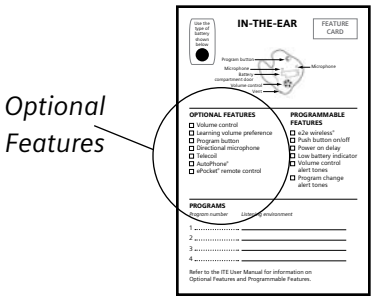


Fig. 6: FEATURE CARD
Optional features section circled

Remote Control

You may have received an optional remote control with your hearing instrument. They can be used to change the memory and volume of your hearing system.

For further information refer to the remote control instruction manual.

Tek® Wireless Enhancement

You may have received the optional Tek (fig. 7) Wireless Enhancement with your hearing instrument. Tek Connect can be used to change the program and volume of your hearing system. In addition, other adjustments can also be made to sound quality.

Fig. 7: Tek Connect remote control

For detailed information and instructions refer to the Tek instruction manual or ask your Audiologist or Hearing Care Provider.

Changing the volume

Your Siemens hearing instrument is fully automatic. However, it may be equipped with an optional volume control for manual adjustment.

To increase the volume, place your index finger gently against the volume control wheel and rotate it clockwise. To reduce the volume, rotate the wheel counterclockwise (fig. 8).

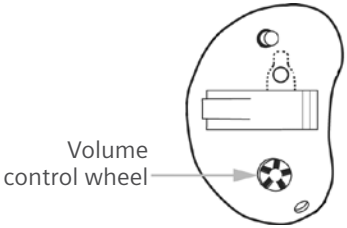


Fig. 8: Adjusting the volume

You may hear soft beeps each time you change the volume and a three beep warning when the volume limit has been reached. These tones can be enabled or disabled by your Audiologist or Hearing Care Provider.

You may have received an optional remote control with your hearing instrument. Press the Volume Up (+) button on the remote to increase the volume. Press the Volume Down (-) button on the remote to reduce the volume.

Learning volume preference feature (if applicable)

You hearing instrument may have a learning volume control. The learning volume preference feature retains information on when and how you adjust the volume on your Siemens hearing instruments programmed for manual adjustment. Over time, your hearing system will automatically adjust to that preferred volume in each listening program. For more information about this feature, speak with your Audiologist or Hearing Care Provider.

SoundLearning™ feature (if applicable)

The SoundLearning feature retains information on when and how you adjust the volume on your Siemens hearing instruments programmed for manual adjustment. Over time, your hearing system will automatically adjust to that preferred volume in each listening program. The SoundLearning preference also retains your sound quality preferences independently for loud and soft sounds. For more information about this feature, speak with your Audiologist or Hearing Care Provider.

Changing the program

Your Siemens hearing instrument may have up to 5 memories, also called hearing programs. Each program is different and designed to help you hear better in specific listening situations. The four programs are selected with the program button of your hearing instrument (fig. 9).

When initially turned on (after the battery compartment door is closed), the microphone is ON and ready for general use. The default is Program 1. Your Audiologist or Hearing Care Provider will provide you with the number of programs most appropriate for your needs. Each time you press the program button on the instrument, the instrument changes to the next program. The program change may be confirmed by alerting tones or beeps that correlate to the program you are in. That means if you select Program 3, then the hearing instrument beeps 3 times.

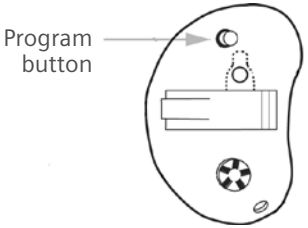


Fig. 9: Changing the program

Your Audiologist or Hearing Care Provider may list your personal programs on the feature card (fig. 10).

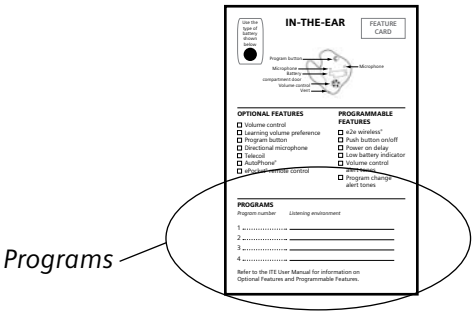


Fig. 10: FEATURE CARD
Personal program section circled

The optional remote control can also be used to change the program.

Directional microphone system

According to your hearing needs, your Siemens hearing instrument can be adjusted to focus on sounds in front of you (directional mode) for when you are having a face-to-face conversation in a noisy environment. The hearing system can also be adjusted for when you are in more quiet environments and want to hear the sounds around you (omnidirectional). Your Audiologist or Hearing Care Provider may program the operation of the directional microphone system to function automatically or in conjunction with the remote control based on your particular hearing requirements.

Telecoil

Your Siemens Hearing instrument may be equipped with a T-coil (telecoil) for telephone use. It may be programmed to work in a specific listening program in conjunction with the program button. In the T-coil mode, place the telephone receiver close to your hearing instrument for best reception. By trying various positions of the telephone receiver, you will discover what works best for you. Your Audiologost or Hearing Care Provider can advise you on the proper use of the T-coil.

Note: In order for the telecoil to function properly, your telephone must be "hearing aid compatible". Check your telephone's instruction manual to find out whether your phone has this capability.

AutoPhone®

The AutoPhone option allows the telecoil to automatically engage when a “hearing aid compatible” telephone handset is brought close to the hearing instrument. To operate, bring the telephone handset close to the hearing instrument. The telecoil will automatically engage to the presence of the electromagnetic signal from the telephone. When you are finished speaking on the phone, move the handset away from the hearing instrument and the microphone mode will re-establish itself.

AutoPhone magnet accessory

There is an AutoPhone magnet accessory available for your telephone that can be used with the AutoPhone feature of your hearing instrument. Ask your Audiologist or Hearing Care Provider about this accessory and if it is appropriate for your individual hearing care needs.

You must use the original magnet provided with your hearing instrument. Using other magnets may cause irreversible damage to the electronics of your hearing instrument.

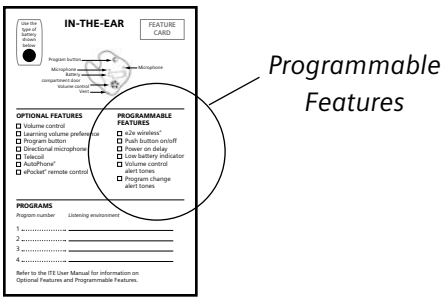
Note: When magnets are properly cared for, they are safe to use and can last a lifetime. However, the following guidelines should be followed while using these magnets.

⚠ WARNING

- Magnets can pose risks to electronics and magnetic storage media when placed in close proximity.
- Be careful not to place magnets near computers, color monitors, television sets, floppy disks, video/audio tape, and other electronic equipment.
- Magnets may interfere with the operation of life support systems, such as pacemakers, magnetic valves, etc.
- Make certain to maintain a distance of at least 4 inches between the magnet and the area of your support system.
- Keep magnets out of the reach of children or pets.
- If accidentally swallowed, seek medical attention.

Operating Your Hearing Instrument–Programmable Features

Refer to the feature card included with this manual to determine the programmable features your hearing instrument is equipped with. Programmable features are listed on the right column of the feature card (fig 11):



Programmable Features

Fig. 11: FEATURE CARD
Programmable features section circled

Wireless Functionality

Your hearing instrument may be equipped with wireless functionality. This provides synchronization between two hearing instruments. If you change the program or volume on one instrument, the other is automatically changed. In addition, wireless technology automatically adjusts the system to change both hearing instruments simultaneously to adapt to different listening situations. The wireless functionality also enables use of an optional remote control.

Note: The performance of the e2e wireless® could be temporarily affected when in close proximity to electromagnetic noise sources, such as a computer monitor or television. Move away from the noise source if you experience difficulty.

Technical information for e2e wireless function:

Operating frequencies: flow = 115 kHz, fhigh = 120 kHz; Rated H-field strengh (maximum): –11,5 dB µA/m at 3 meters.

This Category II radiocommunication device complies with Part 15 of the FCC Rules and Industry Canada Standard RSS-310. Operation is subject to the following two conditions: (1) this device may not cause interference,and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This Class B digital apparatus II radiocommunication device complies with Part 15 of FCC Rules and Industry Canada Standard RSS-210. Operation is subject to the following two conditions: (1) this device may not cause interference,and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

The above applies to CIELO® 2, ARTIS® 2, ACURIS® and CENTRA®. All other remote control compatible receiver-in-canal hearing instruments use e2e wireless 2.0.

Technical information for e2e 2.0 wireless function:

FCC: SGI-WL002ITE IC: 267AB-WL002

Operating frequency : Fc = 3.28 MHz; Maxium field strength: –7 dB µA/m at 10m meters.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Push Button on/off

Your Siemens hearing instruments may be programmed to allow you to turn them on and off using the program button. To turn the instrument off using the program button, press and hold the button for 3–5 seconds. To turn it back on, press and hold the program button for 3–5 seconds. Please note that after having turned the hearing instrument off using the program button, you must wait approximately 10 seconds for the system to reset before turning it back on again by using the program button.

Power on delay

Your hearing instruments may be equipped with an advanced power on delay feature. This feature delays sound from entering your hearing instruments when they are first turned on so that you may insert the instruments into your ears without experiencing unpleasant feedback (whistling).

Low battery indicator

Your hearing instrument may be programmed to inform you when the battery should be replaced for best performance. You may hear an intermittent series of beeps and/or experience low amplification power or volume. Change the battery immediately if either of these should occur.

Volume control alert tones

Your hearing instrument may be programmed to inform you of changes to volume. You may hear soft beeps each time you change the volume and a three beep warning when the volume limit has been reached. Once the maximum or minimum volume has been reached, further changes in that direction will have no effect.

Program change alert tones

Your hearing instrument may be programmed to inform you of changes to the program. The program change may be confirmed by alert tones or beeps that correlate to the program you are in. That means if you select Program 3, the hearing instrument will beep 3 times.

Listening Tips

- Give yourself time to become accustomed to your new hearing instruments. During this period, you may prefer to wear your hearing instruments for only a portion of the day, and then gradually increase your usage throughout your normal routine each day.
- You may find that a quiet environment is more comfortable in the beginning of the adjustment period. Gradually introduce new listening environments as your ears become accustomed to hearing instrument amplification.
- If you are a new hearing instrument user, be aware that there are sounds, both pleasant and unpleasant, that you may not have heard in a long time.
- Ask the people with whom you are conversing to attract your attention before speaking to you. If you don't understand what someone has said, ask the speaker to slow down or say it in another way, but not to shout.
- In noisy or difficult environments, you may find it easier to understand speech by facing the speaker. Focus on reading lips and observing facial expressions and body language. Be aware that in some situations, it may be too noisy to understand what is being said.

- Encourage one person to speak at a time when you are engaging in group conversation.
- Listen to radio and television programs as you normally would.
- Experiment finding the best place to sit for optimum hearing in public places like the theater, school auditoriums, religious services, etc. If possible, choose a seat that is far away from any source of distracting noise, such as a fan or an open window, and where you have a good view of the person speaking.

Maintenance and Care

Hearing instruments should be cleaned daily. You can wipe them with a tissue or a soft cloth. Do not use water, alcohol, benzene, or any other liquid or household cleaning agent to clean your instruments as it may cause damage to them.

Always store your hearing instruments inside the case. A soft carrying pouch is also included for your convenience when traveling.

Remove the batteries to prevent damage from corrosion when storing hearing instruments for an extended period.

Store the instruments in a dry area, preferably at room temperature. If you perspire heavily or live in an area of high humidity, you may find it beneficial to use a DRI-AID™ kit when the instruments are not in use. This product can be purchased from your Audiologist or Hearing Care Provider.

⚠ **CAUTION**

Never immerse your hearing instruments in water!

Note: Your hearing instrument is sensitive to extreme heat, high humidity, strong magnetic fields (>0.1T), X-rays and mechanical stress.

- Do not expose your hearing instrument to extreme temperature or high humidity.
- Do not leave it in direct sunlight.
- Do not wear it in the shower or when you apply makeup, perfume, aftershave, hairspray or suntan lotion.
- Do not wear your hearing instruments when you are exposed to short-waves, a strong magnetic field, a high frequency field or X-rays.
- Do not place your hearing instruments in a microwave oven.

Cleaning instructions for hearing instruments fitted with integrated wax protection

Cerumen (ear wax) on the wax protection system may affect sound quality. Listen for any changes in how your hearing instrument is performing. If wax has built up, it can be easily removed with the Siemens cleaning cloth or a soft tissue. Do not use water, alcohol, benzene or any other liquid or household cleaning agent/liquid to clean your instruments and C-Grid wax protection systems as it may cause damage.

Note: Never use sharp objects for cleaning, as they may damage the wax protection system. Never use running water or immerse the instrument in water. Never use pressure or rotating action while cleaning.

Performance Checklist

Problem	Cause	Possible Solution
Instrument has no sound or sound is weak	Weak or dead battery	Insert new battery
	Battery polarity reversed	Make sure battery is inserted correctly
	Volume too low	Turn up volume control
	Instrument clogged with wax	Clean instrument or change wax protection system
	Power-on delay is active	Wait 15 seconds and check again
Instrument whistles	Improper seating in ear	Try reinserting the receiver until it fits securely
	Volume too high	Lower volume control
	Clogged with wax or excessive wax in ears	Clean instrument OR contact your Audiologist or Hearing Care Provider
Sound is distorted or intermittent	Volume too high	Lower volume control
	Weak battery	Replace battery
"Buzzing" or "Engine" sound	Battery compartment not completely closed	Gently close the battery compartment completely
	Weak battery	Replace battery
	Instrument in telecoil mode	Set program button to microphone program
	Power-on delay is active	Wait 15 seconds and check again
Pulsing noise in T-coil mode	Remote control too close	Use remote at least 4 inches from hearing instruments

If the solutions in this checklist do not address a particular issue you are having with your hearing instruments, consult your Audiologist or Hearing Care Provider.

Health Considerations

If soreness or skin irritation develops, discontinue wearing your hearing instrument, and bring the instrument to your Hearing Care Professional. Minor fit adjustments can often correct this condition. If soreness persists, discontinue wearing the hearing instrument and see your physician.
If excessive earwax accumulates when wearing your hearing instruments, consult your Audiologist or Hearing Care Provider.

Important Notices

Children with hearing loss

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an Audiologist, since hearing loss may cause problems in language development and the educational and social growth of a child.

An Audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

Important notice for prospective hearing instrument wearers

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing hearing instruments. 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 hearing instruments are purchased.

Following the medical evaluation, the physician will give you a written statement that your hearing loss has been medically evaluated and that you may be considered a candidate for hearing instruments.

The physician will refer you to an Audiologist or Hearing Care Provider, as appropriate, for a hearing instrument evaluation.

The Audiologist or Hearing Care Provider will conduct a hearing instrument evaluation to assess your ability to hear with and without hearing instruments. The hearing instrument evaluation will enable the Audiologist or Hearing Care Provider to select and fit hearing instruments for 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. Many Audiologists or Hearing Care Providers now offer programs that permit you to wear a hearing instrument for a period of time for a nominal fee after which you may decide if you want to purchase the hearing instrument.

Only those fully informed adults who have either obtained medical evaluation from a licensed physician or signed a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician may purchase hearing instruments. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

Warning to Audiologists or Hearing Care Providers

An Audiologist or Hearing Care Provider should advise a prospective hearing instrument user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing instrument if the Audiologist or Hearing Care Provider 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:

- Visible congenital or traumatic deformity of the ear.
- Acute or chronic dizziness.
- 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 of sudden or recent onset within the previous 90 days.
- Audiometric air-bone gap equal to or greater than 15 decibels (dB) at 500 Hertz (Hz), 1000 Hz, and 2000 Hz.
- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- Pain or discomfort in the ear.

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

A hearing instrument will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.

The use of hearing instruments is only part of hearing rehabilitation and may need to be supplemented by auditory training and instructions in lip reading. Consistent use of amplification is recommended. In most cases, infrequent use of hearing instruments does not permit the wearer to attain the full benefit of amplification.

Warranty and Service

Your Siemens custom hearing instrument, with the exception of the battery, is covered by a comprehensive warranty. All covered instrument parts received for warranty service at an authorized Siemens Service Center will be repaired or replaced with new or reconditioned components, without charge, to meet the performance specifications for that model.

This warranty does not cover malfunctions due to unusual wear and tear or mistreatment of the instrument such as physical shock, excessive wax build-up, or tampering with the instrument, any of which voids all warranties. Your Audiologist or Hearing Care Provider may charge a service fee for processing warranty service.

Warranty service must only be performed by an authorized Siemens Service Center. Service performed by unauthorized service depots voids this warranty and repairs so necessitated will be done on a parts and labour cost basis.

Please refer to the warranty card included with your hearing instruments for warranty period effective dates.

Your Siemens custom hearing instruments may have additional loss and damage coverage. Please consult your Audiologist or Hearing Care Provider to determine if this is applicable to your hearing instruments.

Procedure

In case of malfunction or loss, take your Siemens hearing instrument and/or proof of purchase to the Audiologist or Hearing Care Provider from whom the unit was purchased. If factory service or replacement is needed, your Audiologist or Hearing Care Provider will forward the unit to an authorized Siemens Service Center.

Extended warranty programs

Siemens offers extended warranty and service programs for your hearing instruments. Please consult with your Audiologist or Hearing Care Provider for more details on these programs.

IMPORTANT

This warranty gives you specific legal rights and you may have other rights which may vary from location to location. For more information, contact your local Department of Consumer Affairs.

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