# Custom instruments

Sterling 8C CIC, Sterling 8C IIC

User Guide

**www.rexton.com**

REXTON

# Content


Welcome 4

Your hearing instruments 5

- Instrument type 5
- Getting to know your hearing instruments 5
- Components and names 6
- Controls 7
- Hearing programs 8
- Features 9

Batteries 10

- Battery size and handling tips 10
- Replacing batteries 11

Daily use 12

- Turning on and off 12
- Inserting and removing the hearing instruments 13
- Adjusting the volume 14
- Changing the hearing program 15
- Further adjustments (optional) 15

Special listening situations 16

- On the phone 16

Maintenance and care 17
Hearing instruments 17
Professional maintenance 18

Further information 19
Safety information 19
Wireless functionality 19
Accessories 19
Symbols used in this document 20
Troubleshooting 20
Country-specific information 22
Service and warranty 23

# Welcome

Thank you for choosing our hearing instruments to accompany you through everyday life. Like anything new, it may take you a little time to become familiar with them.

This guide, along with support from your Hearing Care Professional, will help you understand the advantages and greater quality of life your hearing instruments offer.

To receive the most benefit from your hearing instruments, it is recommended that you wear them every day, all day. This will help you get adjusted to them.

**CAUTION**

It is important to read this user guide and the safety manual thoroughly and completely. Follow the safety information to avoid damage or injury.

# Your hearing instruments

This user guide describes optional features that your hearing instruments may or may not have. Ask your Hearing Care Professional to indicate the features that are valid for your hearing instruments.

### Instrument type

Your hearing instruments are customized models that have been individually manufactured based on the anatomy of your ears. They are worn directly in the ear, either in the bowl of the ear or deep inside the ear canal. They are not intended for children under the age of 3 years or persons with a developmental age of under 3 years.

### Getting to know your hearing instruments

It is recommended to familiarize yourself with your new hearing instruments. With the instruments in your hand try using the controls and note their location on the instrument. This will make it easier for you to feel and press the controls while wearing the hearing instruments.

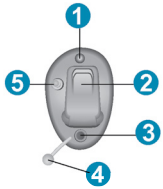
If you have problems pressing the controls of your hearing instruments while wearing them, you can use a remote control to control your instruments. With a dedicated smartphone app you have even more control options.

## Components and names

This user guide describes several types of hearing instruments. Use the following pictures to identify the type of hearing instrument that you use.

Note that the push button and vent are individually positioned on your hearing instrument to best suit your ear. The appearance of your hearing instruments may therefore differ from that of those pictured.

### CIC




1. Microphone
2. Battery compartment (with optional push button function)
3. Vent (optional)
4. Removal cord
5. Push button (optional)

### IIC

1. Vent (optional)
2. Battery compartment
3. Microphone
4. Removal cord

## Controls

With the controls you can, for example, adjust the volume or switch hearing programs. Your hearing instruments either have a push button, a battery compartment that also functions as a push button or they have no push button.

Your Hearing Care Professional has programmed your desired functions to the controls.

| Control | Left | Right |
|---|---|---|
| Push button | ☐ | ☐ |
| Battery compartment with push button function | ☐ | ☐ |
| No push button | ☐ | ☐ |

You can also ask your Hearing Care Professional whether a remote control or a smartphone app to control your instruments is available.

| Push button function | L | R |
|---|---|---|
| Press briefly: | | |
| Program change | ☐ | ☐ |
| Volume up | ☐ | ☐ |
| Volume down | ☐ | ☐ |
| Tinnitus Function: volume up | ☐ | ☐ |
| Tinnitus Function: volume down | ☐ | ☐ |
| Press long: | | |
| Standby/turn on | ☐ | ☐ |

L = Left, R = Right

## Hearing programs

| |
|---|
| 1 |
| 2 |
| 3 |
| 4 |
| 5 |
| 6 |

Read more in section "Changing the hearing program".

## Features

- **Power-on delay** enables whistle-free insertion of hearing instruments.

  Read more in section "Turning on and off".

- The **Tinnitus Function** generates a sound to distract you from your tinnitus.

- The **wireless** functionality enables simultaneous control of both hearing instruments.

  Read more in section "Wireless functionality".

# Batteries

When the battery is low the sound becomes weaker or you will hear an alert signal. The battery type will determine how long you have to replace the battery.

### Battery size and handling tips

Ask your Hearing Care Professional for recommended batteries.

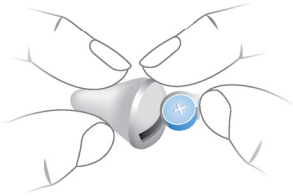
| Battery size: | 10 |
|---|---|

- Always use the correct battery size for your hearing instruments.
- Remove the batteries if you intend not to use the hearing instruments for several days.
- Always carry spare batteries.
- Remove empty batteries immediately and follow your local recycling rules for battery disposal.

## Replacing batteries

Removing the battery:

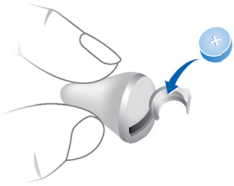
- Open the battery compartment.
- Remove the battery by hand.



Inserting the battery:

- If the battery has a protective film, remove it only when you are ready to use the battery.

- Insert the battery with the "+" symbol facing upwards.



- Carefully close the battery compartment. If you feel resistance, the battery is not inserted correctly.

  Do not attempt to close the battery compartment by force. It can be damaged.

# Daily use

## Turning on and off

You have the following options to turn your hearing instruments on or off.

Via battery compartment:

- Turning on: Close the battery compartment.

  The **default** volume and hearing program are set.

- Turning off: Open the battery compartment fully.

Via push button:

- Turning on or off: Press and hold the push button for several seconds. Refer to section "Controls" for the settings of your controls.

  After turning on, the **previously** used volume and hearing program remain set.

When wearing the hearing instruments, an alert tone can indicate when an instrument is being turned on or off.

When the **power-on delay** is activated, the hearing instruments turn on after a delay of several seconds. During this time you can insert the hearing instruments into your ears without experiencing unpleasant feedback whistling.

The "power-on delay" can be activated by your Hearing Care Professional.

## Inserting and removing the hearing instruments

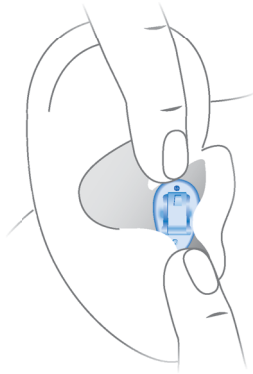
Your hearing instruments have been fine-tuned for your right and left ear. The labeling on the hearing instruments or the color of the hearing instrument indicates the side:

- red or imprinted "R" = right ear
- blue or imprinted "L" = left ear

Inserting a hearing instrument:

- ▶ Carefully push the hearing instrument into the ear canal. Pay special attention to the removal cord indicating the bottom.
- ▶ Twist it slightly until it sits well.

  Open and close your mouth to avoid accumulation of air in the ear canal.



- It may be helpful to insert the **right** hearing instrument with the **right** hand and the **left** hearing instrument with the **left** hand.
- If you have problems inserting the ear piece, use the other hand to gently pull your earlobe downwards. This opens the ear canal and eases insertion of the ear piece.

Removing a hearing instrument:

**NOTICE**

Never pull on the battery compartment door to remove the hearing instrument. This could damage your hearing instrument.

- Push lightly on the back of your ear to loosen the hearing instrument.
- Remove the hearing instrument by pulling the removal cord towards the back of your head.

Clean and dry your hearing instruments after usage. Read more in section "Maintenance and care".

## Adjusting the volume

Your hearing instruments automatically adjust the volume to the listening situation.

- If you prefer manual volume adjustment, press the push button.

  Refer to section "Controls" for the setting of your push button.

An optional signal can indicate the volume change.

### Changing the hearing program

Depending on the listening situation, your hearing instruments automatically adjust their sound.

Your hearing instruments may also have several hearing programs which allow you to change the sound, if needed. An optional signal tone can indicate the program change.

- To change the hearing program, press the push button briefly.

  Refer to section "Controls" for the setting of your controls. Refer to section "Hearing programs" for a list of your hearing programs.

The default volume is applied.

### Further adjustments (optional)

The controls of your hearing instruments can also be used to change, for example, the volume of the Tinnitus Function.

Refer to section "Controls" for the setting of your controls.

# Special listening situations

## On the phone

When you are on the phone, turn the receiver slightly so that it does not completely cover your ear.

### Telephone program

You may prefer a certain volume when using the phone. Ask your Hearing Care Professional to configure a telephone program.

- Switch to the telephone program whenever you are on the phone.

  If a telephone program is configured for your hearing instruments, it is listed in section "Hearing programs".

# Maintenance and care

To prevent damage it is important that you take care of your hearing instruments and follow a few basic rules, which will soon become a part of your daily routine.

## Hearing instruments

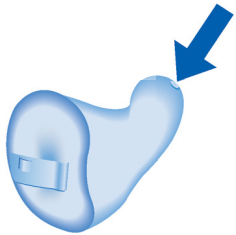
### Drying and storage

- Dry your hearing instruments overnight.
- For longer periods of non-use, store your hearing instruments in a dry environment with an open battery compartment and the batteries removed.
- Ask your Hearing Care Professional for more information.

### Cleaning

For hygiene reasons and to maintain functionality, clean your hearing instruments daily.

- Clean your hearing instruments daily with a soft, dry tissue.
- Your hearing instruments may have a wax protection. This prevents the ingress of earwax. Be careful not to damage the wax protection when cleaning your hearing instruments.



- Never use running water or immerse the devices in water.
- Never apply pressure while cleaning.

- Ask your Hearing Care Professional for recommended cleaning products, special care sets, or more information on how to keep your hearing instruments in good condition.

### Professional maintenance

Your Hearing Care Professional can perform a thorough professional cleaning and maintenance.

In the event that the wax protection or microphone protection (windscreen) needs to be replaced, this should be carried out by a professional.

Ask you Hearing Care Professional for your individual recommendation of maintenance intervals and for support.

# Further information

## Safety information

For more safety information, refer to the safety manual supplied with the device.

## Wireless functionality

Your hearing instruments may be equipped with wireless functionality. This provides synchronization between your two hearing instruments:

- If you change the program or volume on one instrument, the other one is automatically changed, too.
- Both hearing instruments automatically adapt to the listening situation simultaneously.

Refer to section "Features" to see if your hearing instruments are equipped with wireless functionality.

## Accessories

The type of available accessories depends on the instrument type. Examples are: a remote control, an audio streaming device, or a smartphone app for remote control.

Consult your Hearing Care Professional for further information.

## Symbols used in this document

| | |
|---|---|
| | Points out a situation that could lead to serious, moderate, or minor injuries. |
| | Indicates possible property damage. |
| | Advice and tips on how to handle your device better. |

## Troubleshooting

| Problem and possible solutions |
|---|
| Sound is weak. |
| ■ Increase the volume.<br>■ Gently close the battery compartment completely.<br>■ Clean the hearing instrument.<br>■ Replace the empty battery.<br>■ Ask your Hearing Care Professional to exchange the wax protection and/or the microphone cover. |
| Hearing instrument emits whistling sounds. |
| ■ Reinsert the hearing instrument until it fits securely.<br>■ Decrease the volume.<br>■ Clean the hearing instrument. |

| Problem and possible solutions |
| --- |
| Sound is distorted. |
| ■ Decrease the volume.<br>■ Replace the empty battery.<br>■ Clean the hearing instrument.<br>■ Ask your Hearing Care Professional to exchange the wax protection and/or the microphone cover. |
| Hearing instrument emits signal tones. |
| ■ Replace the empty battery. |
| Hearing instrument does not work. |
| ■ Turn the hearing instrument on.<br>■ Gently close the battery compartment completely.<br>■ Replace the empty battery.<br>■ Make sure the battery is inserted correctly.<br>■ Power-on delay is active. Wait several seconds and check again. |

Consult your Hearing Care Professional if you encounter further problems.

## Country-specific information

### USA and Canada

Certification information for hearing instruments with wireless functionality:

Sterling 8C CIC, Sterling 8C IIC

- HVIN: WP4N2
- Contains FCC ID: SGI-MIM001
- IC: 267AB-WP4N2

## Service and warranty

| Serial numbers |
| --- |
| Left: |
| Right: |

| Service dates | |
| --- | --- |
| 1: | 4: |
| 2: | 5: |
| 3: | 6: |

| Warranty |
| --- |
| Date of purchase: |
| Warranty period in months: |

| Your Hearing Care Professional |
| --- |

**Legal Manufacturer**
Sivantos GmbH
Henri-Dunant-Strasse 100
91058 Erlangen
Germany
Phone +49 9131 308 0

Document No. 03653-99T01-7600 EN
Order/Item No. 109 611 14
Master Rev01, 08.2018
© 08.2018, Sivantos GmbH. All rights reserved

www.rexton.com

CE
0123

REXTON