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User Guide
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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 worn directly in the ear canal. The instruments 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 ask your Hearing Care Professional whether a remote control or a smartphone app to control your instruments is available.

Components and names

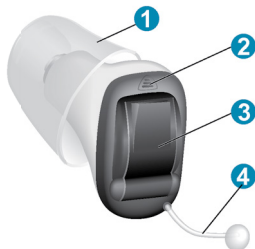
This user guide describes several types of hearing instruments. Use the following pictures to identify the type of hearing instrument that you use.

ITC







- 1 Ear piece (Click Sleeve)
- 2 Battery compartment (on/off switch)
- 3 Push button
- 4 Microphone
- 5 Removal cord (optional)

CIC



- 1 Ear piece (Click Sleeve)
- 2 Microphone
- 3 Battery compartment (on/off switch)
- 4 Removal cord

You can use the following standard ear pieces:

Standard ear pieces	Size
<input type="checkbox"/> 	Click Sleeve (vented or closed)
<input type="checkbox"/> 	Click Dome™ single (open or closed)
<input type="checkbox"/> 	Click Dome semi-open
<input type="checkbox"/> 	Click Dome double

You can easily exchange the standard ear pieces. Read more in section "Maintenance and care".

Controls

With the controls you can, for example, switch hearing programs. Your hearing instruments either have a push button or no control.

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

Control	Left	Right
Push button	<input type="checkbox"/>	<input type="checkbox"/>
No control	<input type="checkbox"/>	<input type="checkbox"/>

Push button function	L	R
Press briefly:		
Program change	<input type="checkbox"/>	<input type="checkbox"/>
Press long:		
Standby/turn on	<input type="checkbox"/>	<input type="checkbox"/>

L = Left, R = Right

Settings

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.

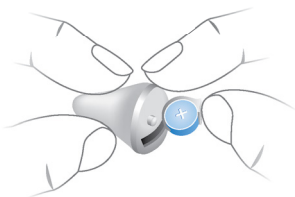
Battery size: 312 10

- 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

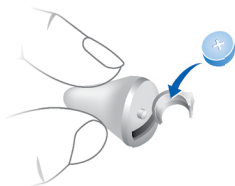
Removing the battery:

- ▶ 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.

Via remote control:

- ▶ Follow the instructions in the remote control's user guide.
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



CAUTION

Risk of injury!

- ▶ Always wear the hearing instrument with an ear piece.
- ▶ Make sure that the ear piece is completely attached.

Inserting a hearing instrument:

- ▶ Identify right and left hearing instrument so that you insert it in the correct ear. The labeling on the hearing instruments indicates the side:

"R" = right ear

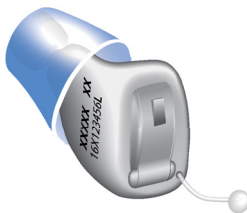
"L" = left ear

- ▶ Take care that the flap of the Click Sleeve points towards the printed text on the hearing instrument.

correct

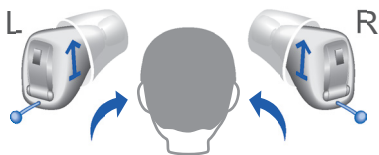


false



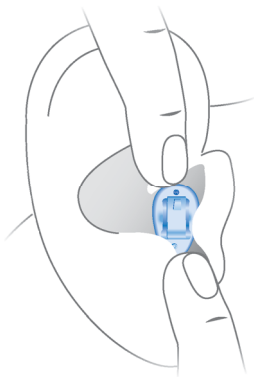
- ▶ Hold the hearing instrument correctly before inserting it: Pay special attention to the removal cord indicating

the bottom. If an arrow is printed on the hearing instrument, it has to point upwards.



- ▶ Carefully push the hearing instrument into the ear canal.
- ▶ Twist it slightly until it sits well.

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



i

- 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.



CAUTION

Risk of injury!

- ▶ In very rare cases the ear piece could remain in your ear when removing the hearing instrument. If this happens, have the ear piece removed by a medical professional.

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, use a remote control. Follow the instructions in the remote control's user guide.

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.

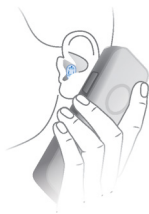
- ▶ To change the hearing program, press the push button briefly or use a remote control.

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

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 "Settings".

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.
- ▶ Ask your Hearing Care Professional for recommended drying products.
- ▶ For longer periods of non-use, store your hearing instruments with open battery compartment and batteries removed in a drying system to avoid the adverse effects of moisture.

Cleaning

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

- ▶ Clean your hearing instruments daily with a soft, dry tissue.
- ▶ 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.



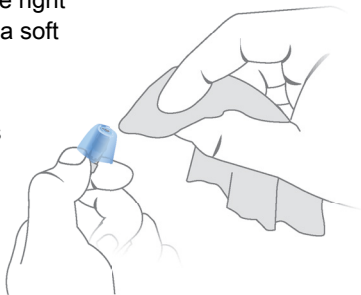
Ear pieces

Cleaning

Cerumen (ear wax) may accumulate on the ear pieces. This may affect sound quality. Clean the ear pieces daily.

- ▶ Clean the ear piece right after removal with a soft and dry tissue.

This prevents that cerumen becomes dry and hard.



- ▶ Squeeze the tip of the ear piece.

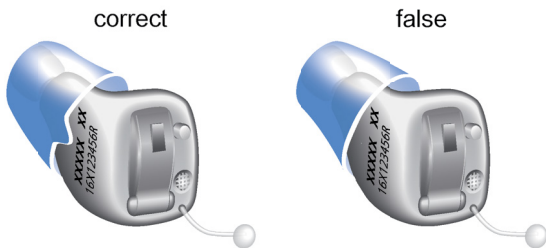


Exchanging

Exchange standard ear pieces approximately every three months. Replace them sooner if you notice cracks or other changes. The procedure for exchanging standard ear pieces depends on the type of ear piece. In section "Components and names", your Hearing Care Professional has marked your type of ear piece.

Exchanging Click Sleeves

- ▶ Grip the Click Sleeve with your fingers and pull it off.
- ▶ When installing the new Click Sleeve, take care that the flap of the Click Sleeve points towards the printed text on the hearing instrument.

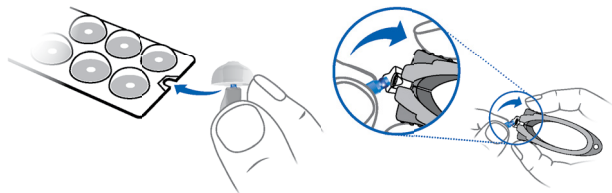


- ▶ Take particular care that the new Click Sleeve clicks noticeably in place.



Exchanging Click Domes

If you have problems removing the old Click Dome, use the removal tool or follow the instructions on the packaging of the Click Domes:



The removal tool is available as an accessory.

- ▶ Take particular care that the new Click Dome clicks noticeable in place.



Professional maintenance

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

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.

Wireless functionality enables the use of a remote control.

Refer to section "Settings" 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.

- Gently close the battery compartment completely.
 - Clean the hearing instrument.
 - Replace the empty battery.
 - Clean or exchange the ear piece.
-

Hearing instrument emits whistling sounds.

- Reinsert the hearing instrument until it fits securely.
 - Clean or exchange the ear piece.
-

Sound is distorted.

- Replace the empty battery.
 - Clean or exchange the ear piece.
-

Hearing instrument emits signal tones.

- Replace the empty battery.
-

Problem and possible solutions

Hearing instrument does not work.

- Turn the hearing instrument on.
 - Gently close the battery compartment completely.
 - Replace the empty battery.
 - Make sure the battery is inserted correctly.
 - Power-on delay is active. Wait several seconds and check again.
-

Consult your Hearing Care Professional if you encounter further problems.

Country-specific information

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**

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