

# ReSound

# ReSound

## User Guide

RESOUND CUSTOM  
AND REMOTE MICROPHONE  
HEARING INSTRUMENTS

*Manufactured or distributed by:*

**ReSound North America**

8001 Bloomington Freeway  
Bloomington, MN 55420  
phone: 1-888-735-4327

**ReSound Canada**

303 Supertest Road  
Toronto, Ontario M3J 2M4  
phone: 1-888-737-6863

**gnresound.com**  
**consumerhelp@gnresound.com**

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## **RESOUND CUSTOM AND REMOTE MICROPHONE HEARING INSTRUMENTS**

Congratulations on the purchase of your new fully digital ReSound hearing instruments!

ReSound's state-of-the-art hearing instrument technology and the customized set-up selected by your hearing healthcare professional will bring outstanding sound quality to your family, social and professional lives.

Your ReSound hearing instruments have been adjusted to your individual hearing loss. Please familiarize yourself with the information in this booklet. Proper understanding and use of your new ReSound hearing instruments will allow you to derive maximum hearing benefit.

Please refer to the Quick Reference insert for an illustration of your specific hearing instrument model as well as technical information and a convenient place for you and your hearing healthcare provider to record details about your hearing instrument.

*Note: Since this booklet covers multiple models of hearing instruments, the illustrations may vary slightly from your particular model.*

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## ADJUSTING TO A WORLD OF NEW SOUNDS

A hearing loss is typically acquired gradually over many years. You may have become accustomed to an everyday life with fewer sounds, which also means hearing less noise than people with normal hearing.

With your new hearing instruments you will experience many sounds that you may not have heard for years, such as:

- Clocks ticking
- Newspaper crinkling
- Children's voices
- Whispers and soft speech
- Car noises
- Bird songs
- Footsteps on the floor

It can take several months for your brain to become accustomed to all the “new” sounds around you. Your hearing healthcare professional will advise you how to best adapt to all of these sounds while using your new hearing instruments.

## TURNING YOUR HEARING INSTRUMENT ON AND OFF

Your ReSound hearing instrument is equipped with an on/off switch integrated into the battery compartment.

1. When the battery compartment is fully closed, the instrument is turned on and Program 1 is activated.
2. To turn the instrument off, open the battery door by lifting the tab at the edge of the battery door. Once the battery door opens, the instrument will be turned off.
3. Whenever you are not using the instrument, remember to turn it off to reduce battery consumption.

## SMARTSTART™ (SELECT MODELS)

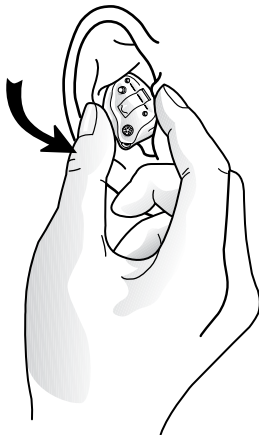
Generally, people prefer to turn on the hearing instrument once it is fully inserted in the ear. To facilitate this, your hearing healthcare professional can activate the SmartStart™ function.

SmartStart™ allows you to insert the instrument into the ear without annoying squealing sounds by delaying activation of the device by ten seconds after closing the battery door. During this 10-second period you will hear soft beeps.

## INSERTING THE HEARING INSTRUMENT (STANDARD CUSTOM MODELS)

To insert the hearing instrument into your ear:

1. Hold the instrument with your thumb and index finger, either on the sides (as shown) or above and below.
2. Place the sound outlet portion into your ear canal.
3. Insert the instrument into your ear canal with a gentle twisting movement.



*Note: This process can be made easier if you use the other hand to pull back gently on your ear while sliding the instrument into place.*

By experimenting, you may find a method that is easier for you. When properly inserted, the instrument should fit comfortably and securely in your ear. It is important that the custom shell fits correctly in your ear. If the hearing instrument irritates your ear in any way and prevents you from wearing your hearing instrument, please contact your hearing healthcare professional to have the custom shell modified. You should never attempt to modify the shape of the custom shell yourself.

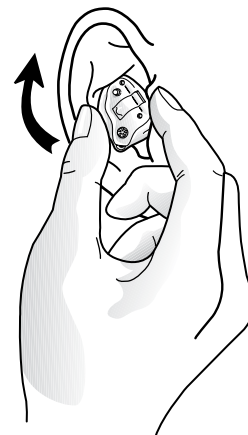
## REMOVING THE HEARING INSTRUMENT (STANDARD CUSTOM MODELS)

To remove the hearing instrument:

- Grasp the removal cord with your thumb and index finger and pull outward.

OR:

- Place your thumb on the bottom and index finger on the top of the instrument. Using a slight corkscrew motion, carefully remove the instrument from your ear.



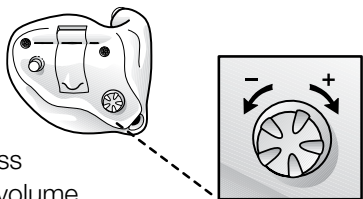
By experimenting, you may find a method that is easier for you. Consult your hearing healthcare professional if you have difficulty removing the hearing instrument.



**VOLUME CONTROL (SELECT MODELS)** 

Your ReSound hearing instrument may have an optional volume control. When wearing your hearing instrument, you can increase the volume by turning the volume control toward your face and reduce volume by turning it toward the back of your head.

For some models with volume controls, you will hear beeps that increase and decrease in loudness as you adjust your volume control. For these models,



when you reach the upper or lower limit of the volume control range, there will be a different type of beep with a lower pitch. When you reach the limit, even though the wheel will continue to rotate, no additional changes in volume will be heard.

For other models with volume controls, you will hear a change in volume as you adjust the control, but no beeps will be heard. When you reach the upper or lower limit of the volume control range, the wheel will not move any further.

**Learning volume control (select models)** 

On select models, your hearing healthcare professional may activate a learning volume control. This feature enables your hearing instrument to learn how you adjust the volume control in different listening environments. As it learns your volume preferences, the instrument eventually changes the volume for you automatically. This feature can be turned off or reset by your hearing healthcare professional.

**PROGRAM SELECTOR (SELECT MODELS)** 

Your ReSound hearing instrument may feature multiple programs. The selection of programs can be changed by your hearing healthcare professional.

Please refer to the diagram of your hearing instrument on the Quick Reference insert for the location of the program selector.

1. You can switch between programs by pushing the program selector once.
2. You will hear one or more beeps. The number of beeps indicates which program you have selected.
3. You can always return to Program 1 by turning your instrument off and then on again, or by placing it in stand-by mode (as described in the following section) and then returning to its standard mode.

*Note: You and your hearing healthcare professional may wish to record the various listening programs that have been programmed into your hearing instrument on the Quick Reference insert.*

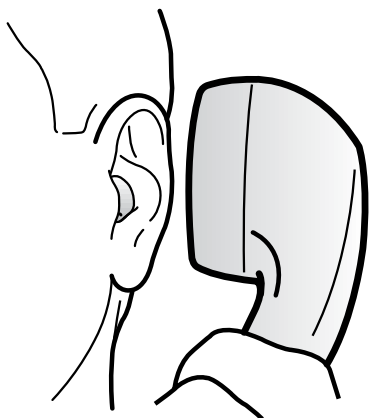
## STAND-BY MODE (SELECT MODELS)

In stand-by mode, your hearing instrument is muted. Because there is a small drain on the battery while in stand-by mode, this is not equivalent to turning off the instrument.

To put your instrument in stand-by mode, press and hold the program selector for five seconds. You will hear a series of beeps and stand-by mode will be activated. To return to standard mode, press the program selector once. Always allow at least five seconds before reactivating the hearing instrument once stand-by mode has been engaged.

## TELEPHONE USE

Telephone use may require some practice in order to maximize your performance. Experimenting with various hearing instrument features and proper positioning of the telephone will help you optimize the signal you hear on the telephone.



All ReSound hearing instruments are equipped with an adaptive digital feedback suppression system that is designed to reduce whistling (feedback) when an object, such as a telephone, is placed close to your hearing instrument. When using the telephone, we recommend that you hold it close to the microphone of the hearing instrument without laying it directly on the hearing instrument. If feedback occurs, hold the telephone still for several seconds as the digital feedback suppression system adapts to suppress the whistle.

Additional features that can facilitate telephone use, are described below. Consult your hearing healthcare professional to identify which options are available in your hearing instrument and are most appropriate for your needs.

### *Telecoil program*

Your ReSound hearing instrument may be equipped with a telecoil which picks up magnetic signals from a Hearing Aid Compatible telephone. If you have a telecoil, you can access it by using the program selector to choose the telecoil program. When you do so, the hearing instrument will pick up sounds coming from the telephone without creating feedback. While using the telecoil program, the receiver of the telephone should be held as shown in the accompanying diagram. You may need to reposition the telephone handset slightly to find the best reception.

### *Acoustic phone program*

An acoustic phone program is a listening program that is specially designed for telephone use. It works in combination with the digital feedback suppression system and does not utilize a telecoil. You can

access it by using the program selector to choose the acoustic phone program. Once the program is selected, hold the telephone close to the microphone of the hearing instrument as shown in the diagram on page 12. You may need to reposition the telephone handset slightly to find the best reception.

### **PhoneNow**

The PhoneNow function is available on some hearing instrument models and allows your hearing instrument to automatically switch to the telecoil or acoustic phone program when a telephone receiver is raised to the ear. When the telephone receiver is moved away from the ear, the hearing instrument automatically returns to the previous listening program. PhoneNow allows you to use the telephone in a normal manner. You will hear a beep whenever the PhoneNow feature automatically switches the hearing instrument into or out of your telephone program. Experiment with various telephone placements to find the best position for reliable PhoneNow activation and optimal hearing on the telephone.

#### *PhoneNow magnets*

While some telephone receivers produce a magnetic field strong enough to activate the PhoneNow feature, other telephone receivers require an additional magnet to be placed on the telephone receiver. The ideal placement of the magnet may vary with different phones. As a result, some experimentation may be required in order to identify the optimal magnet placement. Once you have identified the desired location for the magnet:

1. Clean the telephone receiver thoroughly.

2. Remove the paper backing from the adhesive pad on the magnet.



3. Place the adhesive side of the magnet against the phone and firmly press the magnet into place.



#### *PhoneNow precautions*

Keep magnets out of reach of pets, children and mentally challenged persons. Seek medical attention if a magnet is swallowed.

The magnet used to supplement the magnetic field of a telephone receiver may affect some medical devices or electronic systems. The manufacturer of any magnetically sensitive devices (ex: pacemakers) should advise you regarding appropriate safety precautions when using your hearing instrument and magnet in close proximity to the medical device or electronic system in question.

High distortion during dialing or telephone use may indicate that the telephone receiver is being adversely affected by the magnet. For better performance, relocate the magnet to another place on the telephone receiver.

#### **Cell phone**

If you use a cell phone you may experience a buzzing or clicking noise. This is caused by a strong signal generated by the cell phone. Consult with your hearing healthcare professional to see if there are options to improve the sound quality.

## USING ASSISTIVE LISTENING (TELE-LOOP) SYSTEMS



Many gathering places are equipped with assistive listening (tele-loop) systems, for example, schools, theaters and houses of worship. To take advantage of a tele-loop system, select the telecoil program. When the telecoil program has been selected, you will be able to hear a clean sound signal via the tele-loop system. If you are unable to hear the signal from the tele-loop while in the telecoil program, check to determine that the loop system is working properly.

If a school, theater or house of worship does not have a tele-loop system, try to sit as close as possible to the speaker and use one of the microphone programs.

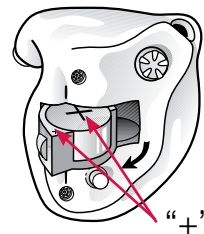
## LOW BATTERY WARNING

A low battery warning is automatically triggered whenever the battery voltage/power drops below a critical level. When this happens, the hearing instrument will emit soft beeps. These beeps will continue every five minutes until the instrument automatically switches off. The beeps can vary when using different battery brands. We recommend that you keep spare batteries on hand.

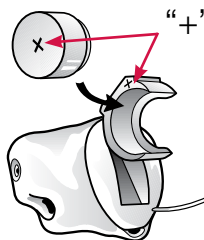
## CHANGING THE BATTERY

The batteries for the hearing instrument are quite small, which may cause difficulty in seeing the battery and battery door markings. A magnifying glass and good lighting may be helpful.

Open the battery door completely by lifting the tab at the edge of the battery door. After removing the old battery, insert the new one with the “+” (flat) side facing the “+” on the battery door.

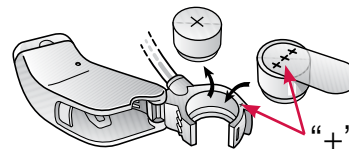


It should fit in like a puzzle piece. The battery door should close very easily. Never use force to close the door as this may damage your hearing instrument.

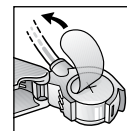


Always use the correct battery size. (Refer to the Quick Reference insert to identify the correct battery size for your hearing instrument model.)

Please note that a weak battery will affect the performance of your hearing instrument.



Removing the battery when you are not wearing the instrument will help prevent corrosion of the battery contacts and reduce battery consumption.



## **BATTERY WARNING INFORMATION**

Batteries contain dangerous substances and should be disposed of carefully in the interest of your safety and for the environment.

- Do NOT attempt to recharge batteries which are not specifically designated rechargeable as they may leak or explode.
- Do NOT attempt to dispose of batteries by burning them.
- Keep batteries away from small children, mentally challenged persons and pets.
- Do NOT place batteries in your mouth. If swallowed, see a physician immediately or call the National Button Battery Hotline collect at (202) 625-3333.

## **DAILY MAINTENANCE**

Keep your hearing instrument clean and dry. Wipe the case with a soft cloth or tissue after use to remove debris or moisture.

If the instrument has been exposed to high humidity or perspiration, enclose it in a ReSound ReStore® drying unit or a sealed container together with a drying agent (desiccant) overnight. Consult your hearing healthcare professional concerning which drying options are available for your use.

To avoid the need for unwarranted repairs:

- Never immerse your instrument in water or other liquids since this may cause permanent damage to the circuitry.
- Protect your hearing instrument from rough handling, and avoid dropping it on hard surfaces such as floors.
- Do not leave your instrument in or near direct heat or sunlight since excessive heat can damage the instrument or deform the casing.

**MAINTAINING THE MICROPHONE  
SOUND INLET (STANDARD CUSTOM  
MODELS)**

For proper function of the microphone, it is important to clean the sound inlet by using the soft brush provided with your hearing instrument to remove dust or other sound disturbing debris. Your hearing healthcare professional can instruct you on how to properly use this tool. Please refer to the illustration of your instrument in the Quick Reference insert to locate the sound inlet.

**MAINTAINING THE SOUND OUTLET  
(STANDARD CUSTOM MODELS, CUSTOM  
REMOTE MICROPHONE MODELS)**

Your ReSound hearing instrument may be equipped with a wax filter in the sound outlet. (Consult your hearing healthcare professional to determine if your instrument is equipped with such a filter.) This filter is located at the end of the sound outlet and prevents debris from getting into the hearing instrument. If the hearing instrument seems to have lost power and changing the battery does not help, the filter may be blocked and may need to be changed. Your hearing healthcare professional can instruct you on how to change the filter.

If your hearing instrument does not have a filter, earwax and/or other debris may collect in the sound outlet. The cleaning loop, provided with your hearing instrument, can easily be used to remove this material. Your hearing healthcare professional can instruct you on how to properly use this tool. When using this tool, be careful not to damage or pull the tubing placed at the opening of the sound outlet. If this

is pulled out, the hearing instrument will need to be returned for repair.

**MAINTAINING THE MICROPHONE TUBE  
AND SOUND INLET (ALL REMOTE  
MICROPHONE MODELS)**

In remote microphone models, the microphone tube contains the wiring to the microphone, which delivers the sound into the hearing instrument. It is important that the microphone tube fits correctly in your ear. If the microphone tube irritates your ear in any way and prevents you from wearing your hearing instrument, please contact your hearing healthcare professional. You should never attempt to modify the microphone tube yourself.

The microphone tube should be cleaned regularly. Use a damp cloth to clean the outside of your microphone tube and sound inlet.

- Do not immerse your hearing instrument in water when you are cleaning the microphone tube or sound inlet.
- Do not use alcohol or other chemical agents to clean the microphone tube or sound inlet.

Contact your hearing healthcare professional to change the microphone tube should it become stiff or brittle.

**MAINTAINING THE WAX FILTER (IOT  
REMOTE MICROPHONE MODELS ONLY)**

A wax filter is mounted at the end of the body of the IOT (Invisible Open Technology) remote microphone hearing instrument for protection against wax and

moisture. Use the small cleaning brush to gently brush away loose wax and debris from the end of the hearing instrument.

If the wax filter becomes blocked, it will need to be replaced. We recommend that you have your hearing healthcare professional change the wax filter for you. If your hearing healthcare professional instructs you to change the wax filter yourself, use the following removal and installation instructions.

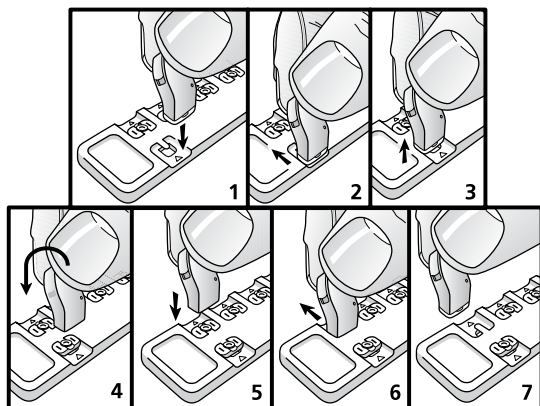
*Note: Do NOT reuse wax filters, as they may not re-attach securely.*

**To remove the used wax filter:**

1. Hold the body of the hearing instrument with the sound outlet pointing down.
2. Slide the prong on the wax filter package under the used wax filter.
3. Lift the hearing instrument straight up in order to remove the wax filter. Dispose of the old wax filter.

**To install a new wax filter:**

4. Hold the instrument's sound outlet over a new wax filter.
5. Push the body of the instrument straight down onto the new wax filter.
6. Slide the hearing instrument away from the package of replacement wax filters.
7. The new wax filter should now be in place.
8. Using your fingertip, push down on the newly attached wax filter to verify that it is securely attached.





availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

US Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. US Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

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

The use of a hearing aid is only part of hearing rehabilitation and may need to be supplemented by auditory training and instructions in lipreading. Consistent use of the aid is recommended. In most cases, infrequent use does not permit you to attain full benefit from it.

## **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 for evaluation and rehabilitation 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.

## **WARNING TO HEARING AID DISPENSERS**

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser 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:

- (i) Visible congenital or traumatic deformity of the ear.
- (ii) History of active drainage from the ear within the previous 90 days.
- (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days.
- (iv) Acute or chronic dizziness.
- (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- (vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 Hertz (Hz), 1,000 Hz and 2,000 Hz.
- (vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- (viii) Pain or discomfort in the ear.

## TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	POSSIBLE REMEDY
No Sound	<ul style="list-style-type: none"> <li>• Not turned on</li> <li>• Battery low/dead</li> <li>• Battery improperly inserted</li> <li>• Blocked sound inlet or outlet</li> <li>• Blocked wax filter</li> <li>• Broken microphone or microphone tube</li> </ul>	<ul style="list-style-type: none"> <li>• Turn on by closing the battery door</li> <li>• Replace battery</li> <li>• Insert battery properly</li> <li>• Clean sound inlet or outlet</li> <li>• Change wax filter, or consult your hearing healthcare professional</li> <li>• Consult your hearing healthcare professional</li> </ul>
Not loud enough	<ul style="list-style-type: none"> <li>• Battery low</li> <li>• Instrument loose</li> <li>• Microphone tube improperly inserted</li> <li>• Blocked sound inlet or outlet</li> <li>• Blocked wax filter</li> <li>• Change in hearing</li> <li>• Excessive earwax</li> <li>• Volume set too low</li> <li>• Hearing instrument settings not optimal</li> </ul>	<ul style="list-style-type: none"> <li>• Replace battery</li> <li>• Remove and reinsert</li> <li>• Remove and reinsert</li> <li>• Clean sound inlet or outlet</li> <li>• Change wax filter, or consult your hearing healthcare professional</li> <li>• Consult your hearing healthcare professional</li> <li>• Consult your hearing healthcare professional</li> <li>• Adjust the volume control and/or consult your hearing healthcare professional</li> <li>• Consult your hearing healthcare professional</li> </ul>
Whistles	<ul style="list-style-type: none"> <li>• Instrument and/or microphone tube improperly inserted</li> <li>• Poorly fitting instrument</li> <li>• Build-up of earwax</li> </ul>	<ul style="list-style-type: none"> <li>• Remove and reinsert</li> <li>• Consult your hearing healthcare professional</li> <li>• Consult your hearing healthcare professional</li> </ul>
Distorted or not clear	<ul style="list-style-type: none"> <li>• Battery low</li> <li>• Poorly fitting microphone tube</li> <li>• Hearing instrument damaged</li> <li>• Hearing instrument settings not optimal</li> </ul>	<ul style="list-style-type: none"> <li>• Replace battery</li> <li>• Consult your hearing healthcare professional</li> <li>• Consult your hearing healthcare professional</li> <li>• Consult your hearing healthcare professional</li> </ul>

If there are any other problems not mentioned in this guide, please contact your hearing healthcare professional.

## **WARRANTY AND REPAIRS**

ReSound grants you a comprehensive warranty on your hearing instrument from the date of original purchase. We pledge to secure functionality at least equivalent to the original hearing instrument. As a signatory to the United Nations Global Compact initiative, ReSound is committed to doing this in line with environment-friendly best practices. Hearing instruments therefore, at ReSound's discretion, may be replaced by new products or products manufactured from new or serviceable used parts, or repaired using new or refurbished replacement parts.

For repair or replacement, return the hearing instrument to your hearing instrument dispenser first. If this is not possible, send the instrument to ReSound North America, 8001 Bloomington Freeway, Bloomington, Minnesota 55420, or any other authorized service center. Proof of purchase may be required. Do not attempt to open the case of the hearing instrument since this will invalidate the warranty. Instruments not purchased from an authorized dispenser are not covered by this or any other warranty. This limited warranty does not apply to products damaged because of misuse, abuse, normal wear and tear, or repairs attempted or made by other than ReSound or an authorized service center.

The warranty period for your hearing instrument is designated on your warranty card, which is provided by your hearing instrument dispenser.

*Custom models are made in the U.S.A. of domestic and imported components.*

*IOT models are assembled in China of imported components with final pack-out and inspection conducted in the U.S.A.*