Galaxy Standard Products
Operations Manual

RIC (Receive-In-Canal) Rechargeable
mRIC (Micro Receive-In-Canal) Rechargeable

INTRODUCTION TO YOUR STARKEY HEARING AID

Hearing aid models covered in this user guide:

- RIC RT (include image)
- mRIC R (include image)

Charging accessories covered in this user guide:

- StarLink Mini Charger (include image)
- StarLink Premium Mini Charger* (include image)
- StarLink Charger (include image)

*The Premium Charger contains an on-board, non-removable, rechargeable lithium-ion battery. This charger is available as a portable charger for standard-style rechargeable hearing aids.

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Features, Controls, and Identification

1. Hearing Aid
2. Cable
3. Receiver
4. Microphones
5. Rocker Switch
6. Location of left/right side hearing aid indicator
   Red is for **Right Ear** / **Blue** is for **Left Ear**
7. Retention Lock
8. Location of manufacturer's name and model name
9. Location of left/right side receiver indicator
10. Charging contacts
11. Location of serial number
12. Instant fit earbud
13. Custom earmold (optional)
14. RIC custom power earmold (optional)

FIGURE 1 RIC-RT

mRIC Overview (header)

Features, Controls, and Identification

1. Hearing Aid
2. Cable
3. Receiver
4. Microphones
5. Switch
6. Location of left/right side hearing aid indicator
   Red is for **Right Ear** / **Blue** is for **Left Ear**
7. Retention Lock
8. Location of manufacturer's name and model name
9. Location of left/right side receiver indicator
10. Charging contacts
11. Location of serial number
12. Instant fit earbud
13. Custom earmold (optional)
14. mRIC custom power earmold (optional)

FIGURE 2 MRIC-R

StarLink Mini Charger Overview (header)*

Features, Controls, and Identification

1. Cleaning brush
2. Earbud/earmold reservoir
3. Charging ports
4. Hearing aid charging LEDs
5. USB-C port

*StarLink Mini Charger requires external power source (i.e. wall outlet) to charger hearing aids.

StarLink Premium Mini Charger Overview (header)

Features, Controls, and Identification

1. Cleaning brush
2. Earbud/earmold reservoir
3. Charging ports
4. Hearing aid charging LEDs
5. USB-C port

StarLink Charger Overview (header)*

Features, Controls, and Identification

1. Cleaning brush
2. Earbud/earmold reservoir
3. Charging ports
4. Hearing aid charging LEDs
5. USB-C port

*StarLink Charger requires external power source (i.e. wall outlet) to charge hearing aids.

Preparation (header)

Charging Your Hearing Aids – StarLink and StarLink Mini Charger

- An indicator will sound when the battery voltage in your hearing aids is low. You have approximately 30 minutes* of battery life remaining.
    - An indicator may also sound just before the battery stops working.
- Place your hearing aids in the charging port with the earbuds resting inside the reservoir.
- Your hearing aids will turn off automatically and begin to charge:
    - StarLink and StarLink Mini Charger must be connected to an external power source (i.e. wall outlet)
- Your hearing aids will automatically power on when removed from the charger.

Number of Solid White Lights	HA Battery Level
•	25% < X < 50%
••	50% < X < 75%
•••	75% < X < 100%
••••	100%

- Various fault states can result in LED blinking scenarios. Remove hearing aids from charger, wait until LED turns off and reinsert aids. If fault state continues, reach out to your hearing professional.
- Charing occurs whether the charger lid is open or closed.
- Your hearing aids will be completely charged in under 3 ½ hours.
- It is safe to keep your hearing aids in the charger after they are fully charged and any time you are not wearing them.
- If you will not be wearing your hearing aids for an extended period of time (i.e. weeks):
    - Remove the USB-C from the charger and/or external power source (i.e. wall outlet) **OR**
    - Remove the hearing aids from the charger and turn them off (i.e. press and hold the switch for 3 seconds or consult with your hearing professional regarding your hearing aid controls) **OR**
    - Place the hearing aids in the charger reservoir for storage.
        - Do not place the hearing aids back on the charging ports.

*Actual time between low battery indicator and shut down will vary depending on environmental noise levels and your use of the product.

Preparation (header)

Charging Your Hearing Aids – StarLink Premium Mini Charger

- An indicator will sound when the battery voltage in your hearing aids is low. You have approximately 30 minutes* of battery life remaining.
    - An indicator may also sound just before the battery stops working.
- Place your hearing aids in the charging port with the earbuds resting inside the reservoir.
- Your hearing aids will turn off automatically and begin to charge:
    - StarLink Premium Mini Charger's onboard battery must be charger, otherwise charger must be connected to an external power source (i.e. wall outlet).
- Your hearing aids will automatically power on when removed from the charger.

Number of Solid White Lights	HA Battery Level
•	25% < X < 50%
••	50% < X < 75%
•••	75% < X < 100%
••••	100%

- Various fault states can result in LED blinking scenarios. Remove hearing aids from charger, wait until LED turns off and reinsert aids. If fault state continues, reach out to your hearing professional.
- Charing occurs whether the charger lid is open or closed.
- Your hearing aids will be completely charged in under 3 ½ hours.
- It is safe to keep your hearing aids in the charger after they are fully charged and any time you are not wearing them.
- If you will not be wearing your hearing aids for an extended period of time (i.e. weeks):
    - Remove the USB-C from the charger and/or external power source (i.e. wall outlet) **OR**
    - Remove the hearing aids from the charger and turn them off (i.e. press and hold the switch for 3 seconds or consult with your hearing professional regarding your hearing aid controls) **OR**
    - Place the hearing aids in the charger reservoir for storage.
        - Do not place the hearing aids back on the charging ports.
- When charging without the charger USB-C, the LEDs will turn off when the hearings aids are fully charged.
- To refresh the charger LEDs when the charger is not plugged-into an external power source (i.e. wall outlet), remove the hearing aids from the charging port for 3 seconds and then replace them in the charger. Refresh lasts 10 seconds only, then LEDs will turn off again.

*Actual time between low battery indicator and shut down will vary depending on environmental noise levels and your use of the product.

Preparation (header)

Charging Your Charger – StarLink Premium Mini Charger

Charging the StarLink Premium onboard battery

- Connect USB-C cord to external power source (i.e. wall outlet)

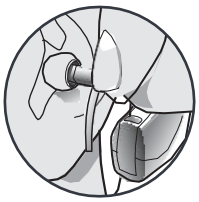
Number of Solid White Lights	Charger Onboard Battery Level
•	25% < X < 50%
••	50% < X < 75%
•••	75% < X < 100%
••••	100%

Preparation (header)

Hearing Aid Insertion and Removal

To insert the earbud or earmold:

1. Hold the cable at the bend in front of the receiver with your thumb and forefinger. Gently insert the receiver into your ear canal.
2. Wrap the hearing aid over the top of your ear, carefully placing it behind your ear.
3. Place the retention lock inside the bowl of your ear.



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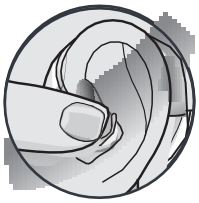
To remove the earbud or earmold:

1. Remove the retention lock from the bowl of your ear
2. Remove the hearing aid from behind your ear
3. Grasp the receiver with your thumb and forefinger. Gently pull out of your ear canal.



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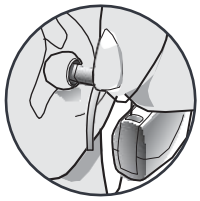

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Do not pull with the hearing aid case, as this may damage the connection.

Preparation (header)

Hearing Aid Helpful Hints

- Minor irritation and/or inflammation may occur as your ear becomes accustomed to having an object in it; if so, please contact your hearing professional. There are several different sizes of earbuds and custom earmolds that may be more comfortable.
- If an actual allergic reaction occurs, alternative earmold materials are available; contact your hearing professional.
- Severe swelling, discharge from the ear, excessive wax or other unusual conditions warrant immediate consultation with a physician.

Operation (header)

Hearing Aid On & Off

On – The hearing aids will power on automatically after removing them from the charger ports. The hearing aid will delay in powering on, allowing enough time to insert the hearing aid into the ear.

On – If the hearing aid is manually powered off, pressing the switch will power it on. The hearing aid will delay in powering on, allowing enough time to insert the hearing aid into the ear.

OFF – The hearing aids will power off automatically when placed on the charger ports.

- The StarLink and StarLink Mini Charger will require an external power source (i.e. wall outlet) to charge the hearing aids.
- StarLink Premium Mini Charger's onboard battery must be charged, otherwise charger must be connected to an external power source (i.e. wall outlet).

OFF – The hearing aids can be powered off manually by pressing the switch for 3 seconds.

Auto On/Off

Your hearing aid may support the ability to automatically go into a low-powered state to conserve battery*. This control can be configured by your hearing professional or via the My Starkey app. Place your hearing aid on a flat, stable surface (i.e. a table) with your earmold or earbud facing upwards and it will go into a low-powered state after about 15 minutes. To resume normal hearing aid function, pick up your hearing aid and place it in your ear. Your hearing aid will detect this motion and switch back on again. You may hear a tone indicating that your hearing aid is powered on.

**Going into a low-powered state helps conserve battery consumption when used with rechargeable hearing*

User Controls

Ask your hearing professional how your hearing aid's user control can be personally customized.

User Control Actions

- **Short Press:** Press and release the control
- **Long Press:** Press and hold the control for 3 seconds or greater
- **Tap Gesture:** Firmly tap twice on your hearing aid*

User Control Functions

- **BiCROS Balance Control:** Fine-tune the balance between your hearing aid and transmitter (CROS/BiCROS).
- **Edge Mode+:** Identify and create a temporary, real-time adjustment tailored for challenging environments.
- **Manual Alert:** Initiate an alert text message by the My Starkey app on your smartphone.
- **Program Control:** Configure multiple memories within hearing aid.
- **Multiflex Tinnitus Level:** Adjust tinnitus stimulus played through hearing aid.
- **Mute:** Silence the hearing aid while wearing.
- **Power On/Off:**
- **Program Change:** Cycle through programs optimized for specific environments
- **Start/Stop Accessory Streaming:** Control streamed audio from a 2.4GHz accessory.
- **Volume:** Regulate the volume of environment sounds, or accessory stream if an accessory stream is present

Operation (header)

Assigned User Control Settings

	Short Press (1 second)	Long Press (3 seconds)	Tap Gesture*
Balance Control			
Edge Mode			
Manual Alert			
Multiflex Tinnitus Level			
Mute			
Power On/Off			
Program Change			
Start/Stop Accessory Streaming			
Volume Control			

*Hearing aid model dependent

Telephone Use

Your hearing aids are designed to work with a smartphone for telephone calls (see page X).

If you prefer to use a landline phone, your hearing care professional can provide instructions and customize your hearing aids to a particular telephone setting.

Mobile Phone Use

The My Starkey app lets you easily connect your Galaxy hearing aids to Apple and Android devices.

Smartphone Compatibility
(insert QR code: https://www.starkey.com/hearing-aids/apps/thrive-hearing-control/compatibility)

When the hearing aid is paired and powered on, incoming phone calls will route automatically to your hearing aid. When your hearing aid is not powered on, incoming calls route only to your smartphone.

Pairing Your Hearing Aid with an iOS Device

To adjust your hearing aid with your iOS device, you must pair the two together so they can communicate. Please follow the instructions to pair your iOS device and your hearing aid.

1. Ensure Bluetooth is enabled on your iOS device. Within the Settings menu go to Bluetooth and toggle to On.
2. Turn your hearing aids off and back on. This puts the hearing aids in pairing mode.
3. Within the Settings menu go to *Accessibility > Hearing Devices*.
    - You will see your hearing aid name (i.e. "Chris Hearing Aids") when the iOS device first discovers your hearing aids.
    - If your name does not appear in the "Devices" list within 5-7 seconds, tap *Accessibility* in the upper left corner, then tap *Hearing Devices*.
4. Tap on the hearing aid name to connect your hearing aids to the iOS device.
5. You will see two pairing requests (one for each hearing aid). Select *Pair* for each request. These requests may be several seconds apart.
6. When pairing is complete, your hearing aid name will change from black to blue.

You can now adjust your hearing aids with your iOS device with either the native iOS controls or the My Starkey app.

- To access the native iOS hearing aid controls, triple- click the **Home** button (iPhone 8 or earlier) or the side button (iPhone X and newer) on your iOS device.
- From this screen you can adjust the volume, select memory or use your iOS device as a remote microphone.
- Select **Start Live Listen** to stream the iOS device microphone input directly into your hearing aid. Point the iOS device microphone toward the audio source.
- To minimize background noise and provide the best signal, place the iOS device as close to the source as possible.
- For additional configuration options, please consult Apple support.

Right Volume/Left Volume allows you to increase and decrease volume for each hearing aid individually.

Turn off **Adjust Independently** to make changes to both hearing aids simultaneously.

Normal indicates the name of a memory setting in the hearing aid. You can select from any memories shown in the list to change the hearing aid to that memory setting.

Pairing Your Hearing Aid with an Android Device

To adjust your hearing aid with your Android device, you must pair the two together so they can communicate. Please follow the instructions to pair your device and your hearing aid.

1. Tap the Settings icon on your device.
2. Ensure Bluetooth is On.
3. Turn your hearing aids off and back on. This puts the hearing aids in pairing mode.
4. When the hearing aids are discovered, you will see your first name followed by Hearing Aid ("Michelle's Hearing Aid") under Available Devices. You will see this for each device.
5. Tap the hearing aid name to connect each hearing aid to the device.

Accessories (header)

Accessories

There are several accessories that allow you to control and maximize the full potential of your hearing aids.

(insert QR code: https://www.starkey.com/hearing-aids/accessories)

Consult with your hearing professional to determine which accessories may be best for you.

Hearing Aid Care (header)

Hearing Aid Care

Keep your hearing aids clean. Heat, moisture and foreign substances can result in poor performance.

- Use a cleaning brush or soft cloth to clean debris from around the user control and microphone; inspect the receiver, earbud and wax guard regularly.

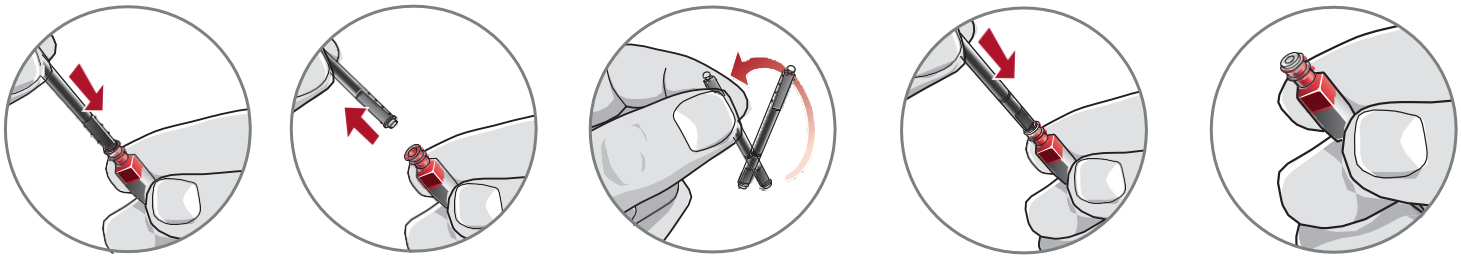
- Never use water, solvents, cleaning fluids or oil to clean your hearing aid.

Your hearing professional can provide further information on additional maintenance procedures for your hearing aid, if needed.

Hear Clear Receiver Wax Guards

RIC hearing aids integrate disposable Hear Clear earwax protection. The innovative wax guards prevent earwax accumulation in the hearing aid receiver. When you need to replace your wax guards, please follow these instructions:

1. Insert empty end of the application stick straight into used wax guard in hearing aid.
2. Pull **straight** out (do not twist) on stick to remove used wax guard.
3. Use opposite end of stick to firmly insert clean wax guard straight into hearing aid.
4. Pull **straight** out (do not twist) to remove stick and discard.



Helpful Hints

Do not take apart your hearing aids or insert the cleaning tools inside them (doing so will void the warranty).

When not in use, remove the batteries completely, please store your hearing aid in the storage container:

- In a dry, safe place
- Away from direct sunlight and heat to avoid extreme temperatures
- Where you can easily find them
- Safely out of reach from children and pets

Charger Care

Keep your charger clean. Heat, moisture, and foreign materials can result in poor performance.

- Using the provided cleaning brush keeps the charging ports clear of debris.
- Do not sue water, solvents, or cleaning fluids to clean the charging ports.
- Keep lid closed as much as possible to avoid dust and debris build up.
- Store your charger in a clean and dry location, such as a dresser or shelf rather than the bathroom or kitchen.to ensure the longest life of your rechargeable hearing aid batteries and the onboard battery for the StarLink Premium Mini Charger:
    - Fully charge hearing aid batteries every night.
    - Do not expose to excess heat (i.e. do not store on a window sill or in a hot car).

Service and Repair

If, for any reason, your hearing aid and/or charger does not operate properly, do NOT attempt to fix it yourself. Not only are you likely to violate any applicable warranties or insurance, you could easily cause further damage.

Should your hearing aid and/or charger fail or perform poorly, check the guide on the next page for possible solutions. If problems continue, contact your hearing professional for advice and assistance. Many common problems may be solved right in your hearing professional's office or clinic.

Troubleshooting Guides (header)

RIC-RT Troubleshooting Guide

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
Not Loud Enough	Blocked earmold/ tubing/earbud	Clean or replace wax guard as needed
	Hearing change	Contact your hearing professional
	Debris buildup	Clean both microphone and receiver with brush
Inconsistent Performance	Restart required	Place in charger until charging begins and then remove-this will power cycle your hearing aids
	Blocked earmold/ tubing/earbud	Clean or replace wax guard as needed
Unclear, Distorted Performance	Restart required	Place in charger until charging begins and then remove-this will power cycle your hearing aids
	Blocked earmold/ tubing/earbud	Clean or replace wax guard as needed
	Defective hearing aids	Contact your hearing professional
Dead Hearing Aid	Charge required	Place in your charger until the LEDs stop blinking and become solid
	Blocked earmold/tubing	Clean or replace wax guard as needed
	Crimped tubing	Contact your hearing professional

StarLink and StarLink Mini Charger Troubleshooting Guide

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
All 4 Indicator lights blink SOS	Incorrect hearing aid orientation	Reposition your hearing aids on the charging port with the earbud resting in charger reservoir. There is not a right and left port, your hearing aid will charge in either port.
	Charger is not plugged into an external power source (i.e. wall outlet)	Connect the power supply cord to your charger and plug into an external power source (i.e. wall outlet). The hearing aid charging LEDs will turn on for a few seconds to indicate connection to the power source. If they do not, contact your hearing professional.
Left indicator light blinking SOS	Fault occurred	Left hearing aid has a fault that is preventing charging
Right indicator light blinking SOS	Fault occurred	Right hearing aid has a fault that is preventing charging
Hearing aids whistling in the charger	Charger is not plugged into an external power source (i.e. wall outlet)	Your charger may not be plugged into an adequate external power source (i.e. wall outlet). Test another wall outlet or power supply to ensure charger is powered. If you do not have access to an external power source, push and hold the hearing aid's user control for three seconds to turn off.
	Incorrect hearing aid orientation/insertion	Reposition your hearing aids in the charging ports. Confirm that the charging LED begins to glow.

If fault conditions continue, contact your hearing professional.

StarLink Premium Mini Charger Troubleshooting Guide

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
No LED indicator when hearing aids are inserted into the charging port	Incorrect orientation	Reposition your hearing aids in the port with the earbud resting in charger reservoir. There is not a right and left port, your hearing aid will charge in either port.
	Dead on-board battery	Connect the USB-C to your charger and plug it into the wall. The on-board battery LEDs will turn on for a few seconds to indicate connection to the power source.
	Charger is not plugged into an external power source (i.e. wall outlet)	
Left indicator light blinking SOS	Fault occurred	Left hearing aid has a fault that is preventing charging
Right indicator light blinking SOS	Fault occurred	Right hearing aid has a fault that is preventing charging

While charging cordless, no LEDs are illuminated	Power save mode	To refresh LEDs, remove a hearing aid from the charging port for 3 seconds and then reinsert it into the charging port. Both the charging port LEDs and the on-board battery LEDs will illuminate for 10 seconds.
Hearing aids whistling in the charger	Charger is not plugged into an external power source (i.e. wall outlet)	Your charger may not be plugged into an adequate external power source (i.e. wall outlet). Test another wall outlet or power supply to ensure charger is powered. If you do not have access to an external power source, push and hold the hearing aid's user control for three seconds to turn off.
	Incorrect hearing aid orientation/insertion	Reposition your hearing aids in the charging ports. Confirm that the charging LED begins to glow.

If fault conditions continue, contact your hearing professional.

Tips for Better Communication (header)

Your hearing professional will recommend an appropriate schedule to help you adapt to your new hearing aid. It will take practice, time and patience for your brain to adapt to the new sounds that your hearing aid provides. Hearing is only part of how we share thoughts, ideas and feelings. Reading lips, facial expressions and gestures can help the learning process and add to what amplification alone may miss.

Please review the following simple communication tips:

For You

- Move closer to and look at the speaker.
- Sit face-to-face in a quiet room.
- Try different locations to find the best place to listen.
- Minimize distractions.
- Background noises may be frustrating at first; remember, you have not heard them for a while.
- Let others know what you need; keep in mind that people cannot "see" your hearing loss.
- Develop realistic expectations of what your hearing aids can and cannot do.
- Better hearing with hearing aids is a learned skill combining desire, practice and patience.

For Your Family and Friends

Your family and friends are also affected by your hearing loss. Request that they:

- Get your full attention before beginning to speak.
- Look at you or sit face-to-face in a quiet room.
- Speak clearly and at a normal rate and level; shouting can actually make understanding more difficult.
- Rephrase rather than repeat the same words; different words may be easier to understand.
- Minimize distractions while speaking.

Safety Information

INTENDED USE: An air conduction hearing aid is a wearable sound-amplifying device intended to compensate for impaired hearing Hearing aids are available in multiple gain/output levels appropriate to treat hearing losses ranging from mild-to-profound.

Your hearing aids are designed to operate in public and residential environments and are designed to comply with international Electromagnetic Compatibility emissions and immunity standards for medical devices However, it is still possible that you may experience interference caused by power line disturbances, airport metal detectors, electromagnetic fields from other medical devices, radio signals and electrostatic discharges.

If you use other medical devices or wear implantable medical devices such as defibrillators or pacemakers and are concerned that your hearing aids might cause interference with your medical device, please contact your physician
or the manufacturer of your medical device for information about the risk of disturbance.

Your hearing aids should not be worn during an MRI procedure or in a hyperbaric chamber.

Your hearing aids are classified as a Type B applied part under the IEC 60601-1 medical device standard.

Your hearing aids are not formally certified to operate in explosive atmospheres such as may be found in coal mines or certain chemical factories.

Your hearing aids and charger should be transported and stored within the temperature and humidity ranges of -10°C (14°F) to +45°C (113°F) and 10%-95% rH.

The charging temperature range is between 0°C (32°F) and 40°C (104°F).

Your hearing aids are designed to operate beyond the range of temperatures comfortable to you, from 0°C (32°F) to 40°C (104°F).

Cautions:

- If the charger is hot, do not touch it until cool.
- If the product is not working, do not disassemble. Due to a shock hazard, please send in for repair.
- Keep out of reach from children. Do not ingest anything in the package, including desiccant, cleaning tool, etc.
- Any cords and AC adapters must be approved or listed by a Nationally Recognized Testing Laboratory.

Use on Aircrafts

The optional wireless capabilities that may be featured in your hearing aids can be used on an aircraft as hearing aids are exempt from the rules applied to other personal electronic instruments on an aircraft.

International Use

Your hearing aids are approved to operate at a radio frequency that is specific to your country or region and might not be approved for use outside your country or region. Be aware that operation during international travel may cause interference to other electronic instruments, or other electronic instruments may cause interference to your hearing aids.

We are required by regulations to provide the following warnings:

WARNING: Use of wireless hearing aids directly next to other electronic equipment should be avoided because it could result in improper performance. If such use is necessary, note as to whether your hearing aids and the other equipment are operating normally.

WARNING: Use of accessories, components or replacement parts other than those provided by the manufacturer of your hearing aids could result in increased electromagnetic emissions and decreased electromagnetic immunity and could result in degradation of performance.

WARNING: If Portable Radio Frequency communications equipment is used closer than 30 cm (12 inches) from your hearing aid, degradation of the performance of your hearing aid could result. If this occurs, move away from the communications equipment.

DO NOT OPEN HEARING AID OR CHARGER, NO USER-SERVICEABLE PARTS INSIDE

The Starlink Charger has a rating of IP 5X per IEC 60529. This means that the Starlink Charger is protected from dust.

The service life of the Starlink Charger is 3 years.

Required Hearing Aid Information

The following additional information is provided in compliance with U.S. Food and Drug Administration (FDA) regulations:

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.

IMPORTANT NOTICE FOR PROSPECTIVE HEARING AID USERS:

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 a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhynolaringologists. The purpose of the medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to 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 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.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. 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. Use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lip reading. In most cases infrequent use of a hearing aid does not permit a user to attain full benefit from it.

Some hearing aid users have reported a buzzing sound in their hearing aid when they are using mobile phones, indicating that the mobile phone and hearing aid may not be compatible. According to the ANSI C63.19 standard (ANSI C63.19-2007 American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and Hearing Aids), the compatibility of a particular hearing aid and mobile phone can be predicted by adding the rating for the hearing aid immunity to the rating for the mobile phone emissions. For example, the sum of a hearing aid rating of 2 (M2/T2) and a telephone rating of 3 (M3/T3) would result in a combined rating that equals at least 5 would provide "normal use"; a combined rating of 6 or greater would indicate "excellent performance." See your Quick Start Guide included with your hearing aids for their exact M/T ratings.

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.

Required Multiflex Tinnitus Information for Hearing Professionals

INDICATIONS FOR USE

The Multiflex Tinnitus Technology is a tool to generate sounds to be used in a Tinnitus Management Program to relieve patients suffering from tinnitus. The target population is primarily the adult population over 18 years of age.

The Multiflex Tinnitus Technology is targeted for healthcare professionals, which are treating patients suffering from tinnitus, as well as conventional hearing disorders. The fitting of the Multiflex Tinnitus Technology must be done by a hearing professional participating in a Tinnitus Management Program.

INSTRUMENT DESCRIPTION

Multiflex Tinnitus Technology is a software function that generates sound which is programmed into a hearing aid. The hearing aid may be used in one of three modes of operation: as a hearing aid, as a tinnitus treatment instrument or as a hearing aid and tinnitus treatment instrument.

When enabled, the Multiflex Tinnitus Technology generates the sound and allows a patient's hearing professional to design and program appropriate settings for an individually prescribed sound treatment plan. The treatment plan should be used in a tinnitus management program for relief of tinnitus.

Multiflex Tinnitus Technology generates a broadband white noise signal that varies in frequency and amplitude. These characteristics are adjustable by the hearing professional and are specific to the prescribed therapy designed by the professional for the patient's needs and comfort.

The patient may have some control of the level or volume of the signal and the patient should discuss this adjustment as well as his or her comfort level and sound of the signal with their hearing professional.

WARNING TO HEARING CARE PRACTITIONER

A hearing care practitioner should advise a prospective sound generator user to consult promptly with a licensed physician (preferably an ear specialist) before using a sound generator if the hearing care practitioner determines through inquiry, actual observation or review or 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.

CAUTION: If set to the maximum output level and worn for periods of time exceeding the recommendations below, the patient's exposure to sound energy has the potential to exceed noise exposure limits. This hearing aid is intended for use for a maximum of sixteen (16) hours a day when set at the maximum output level.

For the Patient

A tinnitus therapy instrument is an electronic instrument intended to generate noise of sufficient intensity and bandwidth to treat ringing in the ears. It can also be used as an aid in hearing external sounds and speech.

Multiflex Tinnitus Technology is a tool to generate sounds. It is recommended that this tool be used with appropriate counseling and/or in a tinnitus management program to relieve patients suffering from tinnitus.

TINNITUS THERAPY CONCEPTS AND BENEFITS

Multiflex Tinnitus Technology can be used as a part of a tinnitus treatment program.

Multiflex Tinnitus Technology plays a white noise through the hearing aid. Multiflex Tinnitus Technology is programmed according to your hearing loss and preference, and your hearing professional can adjust the settings of Multiflex Tinnitus Technology to meet your needs.

Multiflex Tinnitus Technology may provide temporary relief of your tinnitus.

PRESCRIPTION USE ONLY

CAUTION: Federal law restricts this hearing aid to sale by or on the order of a doctor, audiologist or other hearing care practitioner licensed to dispense hearing aids in your state.

The use of any sound generating tinnitus therapy instrument should be only on the advice and in consultation with your audiologist or hearing care practitioner. Your hearing professional will properly diagnose and fit the hearing aid to your personal needs and requirements. This should include its use in a prescribed tinnitus treatment program.

Your hearing professional will also be able to offer the appropriate follow-up care. It is important that you follow your hearing professional's advice and direction regarding such care.

WARNING: There are some potential concerns associated with the use of any sound generating tinnitus therapy instrument. Among them are the potential for worsening of tinnitus, a possible change in hearing thresholds, and possible skin irritation at the point of contact with the hearing aid.

Multiflex Tinnitus Technology has been designed to minimize these concerns. However, should you experience or notice any of the above conditions or any dizziness, nausea, headaches or heart palpitations, you should immediately

Discontinue use of the hearing aid and seek a consultation with a medical, audiology or other hearing professional.

As with any hearing aid, misuse of the tinnitus therapy instrument could present some potentially harmful effects. Care should be taken to prevent the unauthorized use and to keep the hearing aid out of the reach of children and pets.

CAUTION: If set to the maximum output level and worn for periods of time exceeding the recommendations below, your exposure to sound energy has the potential to exceed noise exposure limits. You should not use your hearing aid for more than sixteen (16) hours a day if your hearing aid is set at the maximum output level, nor should you use your hearing aid if your hearing professional has set the hearing aid at levels that exceed your comfort level.

Important Notice for Prospective Sound Generator Users

Good health practice requires that a person with tinnitus have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before using a sound generator. 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 tinnitus are identified and treated before the sound generator instrument is used.

TINNITUS TECHNICAL DATA

Multiflex Tinnitus Technology Maximum Output = 87 dB SPL (typical) when measured in a 2cc coupler per ANSI S322 or IEC 60118-7.

WIRELESS TECHNICAL DESCRIPTION

Your hearing aids contain a radio transceiver utilizing Bluetooth® Low Energy wireless technology operating in the 2.4-2.4835 GHz frequency band with a maximum effective radiated power of -2.5 dBm (RIC RT) or -7.8 dBm (mRIC) using GFSK transmission modulation. The receiver section of the radio has a bandwidth of 1.5 MHz. The RIC RT hearing aid also contains a radio transceiver utilizing Near Field Magnetic Induction operating on 10.281 MHz with maximum induced magnetic field strength of -5 dBuA/m at a measurement distance of 10 meters with 8-DPSK transmission modulation. The receiver section of the NFMI radio has a bandwidth of 400 kHz.

This hearing aid model has been tested to, and has passed, the following emissions and immunity tests:

- IEC 60601-1-2 radiated emissions requirements for a Group 1 Class B device as stated in CISPR 11
- RF radiated immunity at a field level of 10 V/m between 80 MHz and 27 GHz as well as higher field levels from communications devices as stated in Table 9 of IEC 60601-1-2
- Immunity to power frequency magnetic fields at a field level of 30 A/m and proximity magnetic fields as stated in Table 11 of IEC 60601-1-2
- Immunity to ESD levels of +/- 8 kV conducted discharge and +/- 15 kV air discharge

The Starlink Charger has been tested to, and has passed, the following emissions and immunity tests:

- IEC 60601-1-2 radiated and conducted emissions requirements for a Group 1 Class B device as stated in CISPR 11.
- Harmonic distortion and voltage fluctuations affecting the power input source as stated in Table 2 of IEC 60601-1-2.
- RF radiated immunity at a field level of 10 V/m between 80 MHz and 27 GHz as well as higher field levels from communications devices as stated in Table 9 of IEC 60601-1-2.
- Immunity to power frequency magnetic fields at a field level of 30 A/m and proximity magnetic fields as stated in Table 11 of IEC 60601-1-2.
- Immunity to ESD levels of +/- 8 kV conducted discharge and +/- 15 kV air discharge.
- Immunity to Electrical fast transients on the power input at a level of +/- 2 kV at a 100 Hz repetition rate.
- Immunity to Surges on the power input of +/- 1 kV line to line.
- Immunity to conducted disturbances induced by RF fields on the power input as stated in Table 6 of IEC 60601-1-2.
- Immunity to voltage dips and interruptions on the power input as stated in Table 6 of IEC 60601-1-2.

WIRELESS NOTICES

Genesis RIC RT

FCC ID: EOA-24GENMACRO

Genesis MRIC

FCC ID: EOA-24GENMICRO

FCC NOTICE

This hearing aid complies with part 15 of the FCC rules.
Operation is subject to
the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

EU NOTICE

Hereby, Starkey Hearing Technologies declares that the RIC is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. A copy of the Declaration of Conformity can be obtained from the address below or from docs.starkeyhearingtechnologies.com.

Starkey Hearing Technologies

6700 Washington Ave South

Eden Prairie, MN 55344 USA

EC REP

Starkey Laboratories (Germany) GmbH

Weg beim Jäger 218-222

22335 Hamburg

Germany

Class II Device

Waste from electronic equipment must be handled according to local regulations

Consult Operations Manual

INSTRUCTIONS FOR DISPOSAL OF OLD ELECTRONICS

Starkey Hearing Technologies encourages, the EU requires, and your local community laws may require, that your hearing aids and charger be disposed of via your local electronics recycling/disposal process.

The instructions below are provided for the benefit of disposal/recycling personnel. Please include this manual when disposing of your hearing aids and/or charger.

FOR DISPOSAL/RECYCLING PERSONNEL ONLY

These products contain Lithium Ion Polymer batteries. For instructions on removing the battery from the hearing aids, please visit docs.starkeyhearingtechnologies.com. To remove the battery from the Starlink Charger:

- Remove the four skid pads on the bottom of the charger base to access fasteners.
- Remove fasteners using a Phillips head screwdriver.
- Disassemble the charger base from the bezel to expose the battery cell.
- Cut the THREE battery wire leads ONE AT A TIME close to the battery cell to avoid shorting.
- Pry battery from base using a wide flat blade making sure not to puncture the battery cell.

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