

Pure 312 Nx, Pure 13 Nx

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 a RIC (Receiver-in-Canal) model. The receiver is placed within the ear canal and connected to the instrument via a receiver cable. The instruments are not intended for children under the age of 3 years or persons with a developmental age of under 3 years.

The wireless functionality enables advanced audiological features and synchronization between your two hearing instruments.

Your hearing instruments feature Bluetooth® low energy* technology allowing for easy data exchange with your smartphone, and for seamless audio streaming with your iPhone**.

* The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc., and any use of such marks by the legal manufacturer of this product is under licenses. Other trademarks and trade names are those of their respective owners.

** iPhone is a trademark of Apple Inc., registered in the U.S. and other countries.

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.

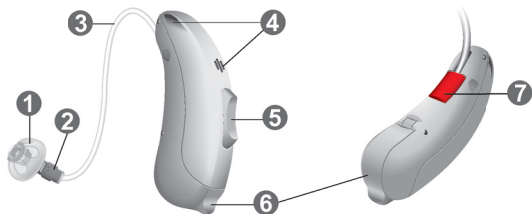


If you have problems pressing the controls of your hearing instruments while wearing them, you can use a remote control to control your instruments. With a dedicated smartphone app you have even more control options.

Components and names

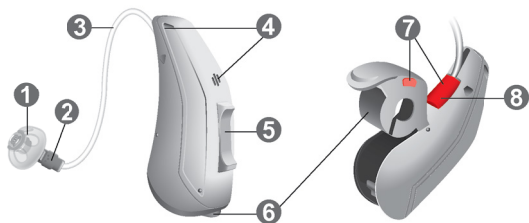
This user guide describes several types of hearing instruments. Use the following pictures to identify the type of hearing instrument that you use.

Pure 312 Nx



-
- | | |
|---------------------------|---|
| ① Ear piece | ⑥ Battery compartment (on/off switch) |
| ② Receiver | ⑦ Side indicator (red = right ear, blue = left ear) and receiver connection |
| ③ Receiver cable | |
| ④ Microphone openings | |
| ⑤ Rocker switch (control) | |
-

Pure 13 Nx



-
- | | |
|---------------------------|---|
| ① Ear piece | ⑥ Battery compartment (on/off switch) |
| ② Receiver | ⑦ Side indicator (red = right ear, blue = left ear) |
| ③ Receiver cable | ⑧ Receiver connection |
| ④ Microphone openings | |
| ⑤ Rocker switch (control) | |
-

You can use the following standard ear pieces:

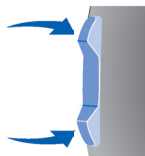
Standard ear pieces	Size
A small, clear, cylindrical sleeve with a flange at one end.	Click Sleeve (vented or closed)
A clear dome-shaped piece with a central opening and a small stem.	Click Dome™ single (open or closed)
A clear dome-shaped piece with a semi-circular opening and a small stem.	Click Dome semi-open
A clear dome-shaped piece with two circular openings and a small stem.	Click Dome double

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

Custom-made ear pieces	
A custom-made, clear, shell-shaped piece with a small stem.	Custom shell
A custom-made, clear, mold-shaped piece with a small stem and a red circular mark.	Click Mold™

Controls

With the rocker switch you can, for example, adjust the volume or switch hearing programs. Your Hearing Care Professional has programmed your desired functions to the rocker switch.



Rocker switch function	L	R
Press briefly:		
Program up/down	☐	☐
Volume up/down	☐	☐
Tinnitus therapy signal level up/down	☐	☐
Press for about 2 seconds:		
Program up/down	☐	☐
Volume up/down	☐	☐
Tinnitus therapy signal level up/down	☐	☐
Press for more than 3 seconds:		
Standby/turn on	☐	☐
Activate/deactivate airplane mode	☐	☐

L = Left, R = Right



You can also use a remote control to change hearing programs and adjust the volume or your hearing instruments. With our smartphone app you have even more control options.

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 therapy feature** generates a sound to distract you from your tinnitus.

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	☐ 13
---------------	---------------------------	--------------------------

- 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.



- Use the magnet stick to pull out the battery. The magnet stick is available as an accessory.



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 up (refer to the picture).



- 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 to the first catch.

Via rocker switch:

- ▶ Turning on or off: Press and hold the rocker switch for several seconds. Refer to section "Controls" for the settings of the rocker switch.

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. Colored markers indicate the side:

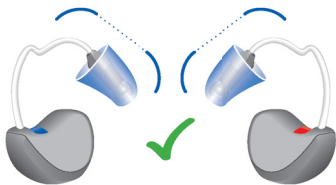
- red marker = right ear
- blue marker = left ear



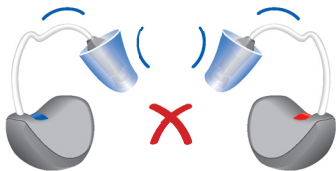
Inserting a hearing instrument:

- For Click Sleeves, take care that the bend of the Click Sleeve is in line with the bend of the receiver cable.

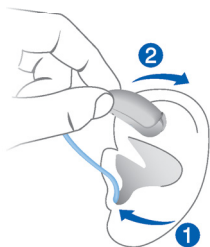
Correct:



False:



- ▶ Hold the receiver cable at the bend closer to the ear piece.
- ▶ Carefully push the ear piece in the ear canal ①.
- ▶ Twist it slightly until it sits well.
Open and close your mouth to avoid accumulation of air in the ear canal.
- ▶ Lift the hearing instrument and slide it over the top of your ear ②.



CAUTION

Risk of injury!

- ▶ Insert the ear piece carefully and not too deeply into the ear.



- 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.

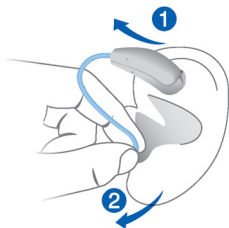
The optional retention strand helps to securely retain the ear piece in your ear. To position the retention strand:

- Bend the retention strand and position it carefully into the bottom of the bowl of your ear (refer to the picture).



Removing a hearing instrument:

- ▶ Lift the hearing instrument and slide it over the top of your ear ①.
 - ▶ If your hearing instrument is equipped with a custom shell or a Click Mold, remove it by pulling the small removal cord toward the back of your head.
 - ▶ For all other ear pieces: Grip the receiver in the ear canal with two fingers and pull it carefully out ②.
- Do not pull the receiver cable.



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, press the rocker switch.

Refer to section "Controls" for the setting of the rocker switch.

An optional signal tone can indicate the volume change. Once the maximum or minimum volume has been reached, you may hear an optional signal tone.

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 rocker switch.

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

Further adjustments (optional)

You can also use the hearing instrument controls to change other features, for example, the level of the tinnitus therapy signal.

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

Special listening situations

On the phone

When you are on the phone, hold the telephone receiver slightly above your ear. The hearing instrument and telephone receiver have to be aligned. Turn the receiver slightly so that the ear is not completely covered.



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".

Audio streaming with iPhone

Your hearing instruments are **Made for iPhone** hearing instruments. This means you can get phone calls and listen to music from your iPhone directly into your hearing instruments.

For more information about compatible iOS devices, pairing, audio streaming and other useful functions, contact your Hearing Care Professional.

Airplane mode

In areas where the use of Bluetooth technology is not allowed (e.g. on some airplanes), you can activate the airplane mode. This turns Bluetooth in your hearing instruments off temporarily. The hearing instruments still work without Bluetooth, however direct audio streaming will not be possible and other functions will not be available.

- To activate or deactivate the airplane mode, use the smartphone app or use the controls of your hearing instruments.

Refer to section "Controls" for more information.

An alert tone indicates when airplane mode is activated or deactivated.

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

Your hearing instruments have a protective coating. However, if not cleaned regularly you may damage the hearing instruments or cause personal injury.

- ▶ 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

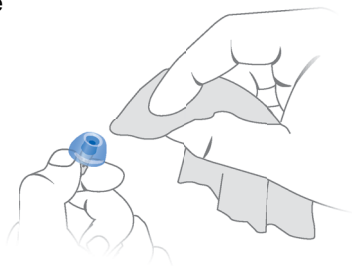
Cleaning

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

For all types of ear pieces:

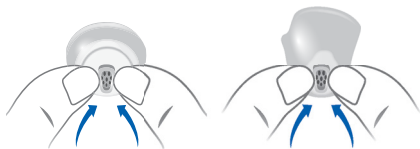
- Clean the ear piece right after removal with a soft and dry tissue.

This prevents that cerumen becomes dry and hard.



For Click Domes or Click Sleeves:

- Squeeze the tip of the ear piece.

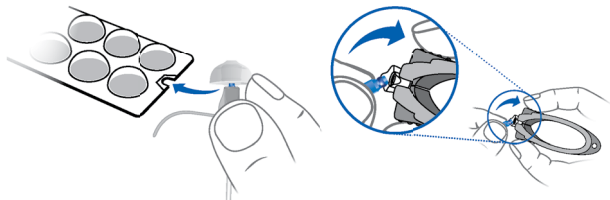


Exchanging

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 Domes

- To remove the old Click Dome, use the removal tool or follow the instructions on the packaging of the Click Domes. Be careful not to pull the receiver cable.



The removal tool is available as an accessory.

- Take particular care that the new Click Dome clicks noticeable in place.
- Check the firm fit of the new Click Dome.



Exchanging Click Sleeves

- ▶ Turn the Click Sleeve inside out.
- ▶ Grasp the Click Sleeve and the receiver (not the receiver cable) with your fingers and pull the Click Sleeve off.
- ▶ Take particular care that the new Click Sleeve clicks noticeably in place.



Professional maintenance

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

Custom-made ear pieces and wax filters should be exchanged as needed by your Hearing Care Professional.

Ask your 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.

Accessories

You can use the myControl App for convenient remote control of your hearing instruments. The app also allows you to deactivate signal tones, to create individual sound profiles and many more functions.

You can also use a 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.



"Made for iPhone" means that an electronic accessory has been designed to connect specifically to iPhone and has been certified by the developer to meet

Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with iPhone may affect wireless performance.

Troubleshooting

Problem and possible solutions

Sound is weak.

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

Hearing instrument emits whistling sounds.

- Reinsert the ear piece until it fits securely.
 - Decrease the volume.
 - Clean or exchange the ear piece.
-

Sound is distorted.

- Decrease the volume.
 - 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

USA and Canada

These hearing instruments with wireless functionality are certified under:

- **USA** FCC ID:
 - SGI-RIC001 (Pure 13 Nx)
 - SGI-RIC002 (Pure 312 Nx)
- **Canada:**
 - 267AB-RIC001 (Pure 13 Nx)
 - 267AB-RIC002 (Pure 312 Nx)

Service and warranty

Serial numbers	Instrument	Receiver unit
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Left:		
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Right:		
--------	--	--

Service dates

1:	4:
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2:	5:
----	----

3:	6:
----	----

Warranty

Date of purchase:

Warranty period in months:

Your Hearing Care Professional



Legal Manufacturer

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