ReSound LiNX Quattro™

User guide

Receiver-In-The-Ear hearing aids, rechargeable
Hearing aid charger

GN Making Life Sound Better

resound.com

Left Hearing Aid		Right Hearing Aid	
Serial number		Serial number	
Model number		Model number	
Receiver type	☐ Low Power ☐ Medium Power ☐ High Power ☐ Ultra Power	Receiver type	☐ Low Power ☐ Medium Power ☐ High Power ☐ Ultra Power
Receiver length	☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4	Receiver length	☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4

Open/ standard fitting:	☐ Small ☐ Medium ☐ Large	☐ Small ☐ Medium ☐ Large	☐ Tulip	☐ Earmould
	Open dome	Power dome	Tulip dome	RIE mould

Specific features supported by your hearing system:

Recharging on page 13 ☐
Smart Start on page 17 ☐
Phone Now on page 26 ☐
Tinnitus Sound Generator on page 37 ☐

Programme	Beep	Description
1	♪	
2	♪ ♪	
3	♪ ♪ ♪	
4	♪ ♪ ♪ ♪	

Hearing aid type designations for models included in this user guide are:

LXR45 FCC ID: X26LXR45, IC: 6941C-LXR45
Please see page 6 for a list of models referring to these types.

This device includes an RF transmitter which operates in the frequency band of 2.4 GHz – 2.48 GHz. Nominal RF output power transmitted is +0.82 dBm.

1 Introduction

Congratulations on the purchase of your new hearing aids. ReSound's innovative sound technology and design, combined with the customized programming selected by your hearing care professional, will make your hearing a more enjoyable experience.

Please read this manual carefully in order to fully benefit from the use of your hearing aids. With proper care, maintenance, and usage, your hearing aids will aid you in better communication for many years.

2 Intended use

Generic air-conduction hearing aids are wearable sound-amplifying devices intended to compensate for impaired hearing. The fundamental operating principle of hearing aids is to receive, amplify, and transfer sound to the eardrum of a hearing impaired person.

The hearing aid charger is intended to charge the hearing aids. The charger features a rechargeable lithium-ion battery and can be easily transported and used where ever you are. The charger is only intended to be used with the ReSound LiNX Quattro hearing aids.

3 Becoming accustomed to amplification

While purchasing hearing aids is a major step, it is only one step in a process toward more comfortable hearing. Successfully adapting to the amplification of your hearing aids takes time and consistent use.

You will enjoy more benefits from your ReSound hearing aids by taking the following actions:

- Wear the hearing aids regularly in order to get comfortable with using them
- It takes time to get used to hearing aids. Ask your hearing care professional to design a schedule tailored just for you
- As you get more comfortable with your hearing aids, increase the wearing time and wear them in multiple types of listening situations

It may take as long as several months for your brain to get used to all the “new” sounds around you. Following the above suggestions will give your brain time to learn how to interpret amplification and increase the benefits you get from using ReSound hearing aids.

4 Statement

This device complies with part 15 of the FCC rules and ICES-003 of the ISED rules.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference
2. This device must accept any interference received, including interference that may cause undesired operation

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules and ISED rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from the one in which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

Changes or modifications can void the user´s authority to operate the equipment

This device is designed not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission.

The products are in compliance with the following regulatory requirements:

- In EU: the device conforms to the Essential Requirements according to Annex I of Council Directive 93/42/EEC for medical devices (MDD)
- Hereby, GN ReSound A/S declares that the radio equipment types LXR45 IS in compliance with Directive 2014/53/EU
- The full text of the EU declaration of conformity is available at the following internet address: www.declarations.resound.com
- In US: FCC CFR 47 Part 15, subpart C
- Other identified applicable international regulatory requirements in countries outside the EU and US. Please refer to local country requirements for these areas
- In Canada: these hearing aids are certified under the rules of ISED
- Japanese Radio Law and Japanese Telecommunications Business Law Compliance. This device is granted pursuant to the Japanese Radio Law (電波法) and the Japanese telecommunications Business Law (電気通信事業法) This device should not be modified (otherwise the granted designation number will become invalid)

Mini Receiver In-the-Ear (RIE) hearing aids of type LXR45 with FCC ID: X26LXR45, IC number 6941C-LXR45 are available in the following variants:

RE961-DRWC RE761-DRWC RE561-DRWC

The identification number for the mentioned device models can be found on the stomach of the hearing aid as indicated in the illustrations on the following pages.

Resound hearing aid charger:

Model: C-1

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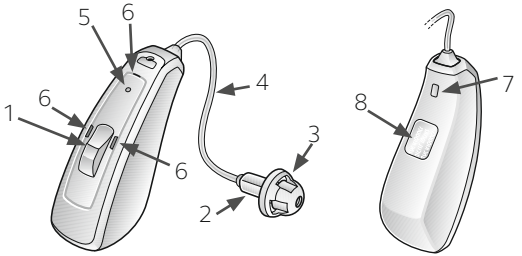
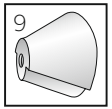
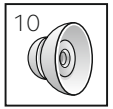
6 Get to know your hearing aids

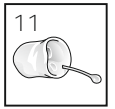
6.1 Your hearing aid - RIE

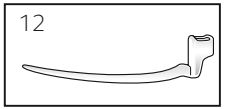
1. Push button
2. Receiver
3. Open dome
4. Receiver wire
5. LED light indicator
6. Microphones
7. Left/right indicator
8. Serial number and model
9. Tulip dome
10. Closed dome
11. RIE mould
12. Sports lock
13. Low Power (LP) receiver
14. Medium Power (MP) receiver
15. High Power (HP) receiver
16. Ultra Power (UP) receiver

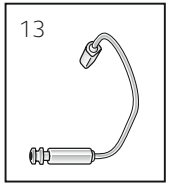


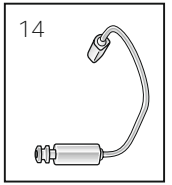


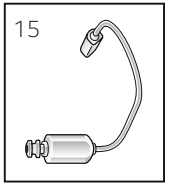


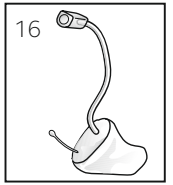






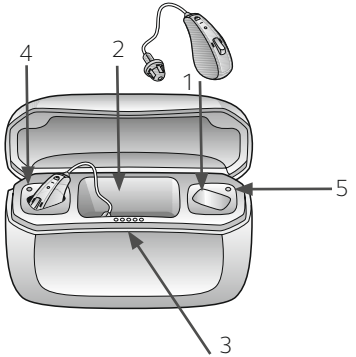


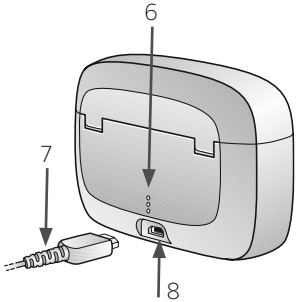




6.2 Hearing aid charger

1. Hearing aid charging bay
2. Receiver bay
3. Hearing aid battery indicator
4. Left indicator (blue)
5. Right indicator (red)
6. Charger battery indicator
7. Charging cable
8. Charging cable port (micro-USB)

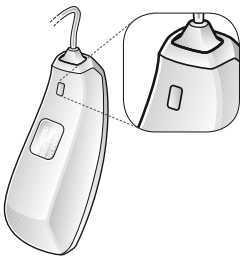




6.3 Recognizing left and right hearing aid

If you have two hearing aids, they may be tuned differently. One for your left ear, the other for your right. Do not swap them. The left hearing aid is marked with a blue indicator. The right hearing aid is marked with a red indicator.

Left *Right*



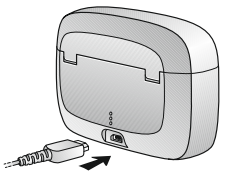
Left/Right indicator

NOTE: Your hearing care professional should mark your hearing aids with a coloured Left/Right indication: Left is blue and Right is red.

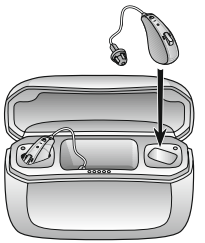
7 Getting started

Before use, it is recommended to fully charge your hearing aids.

7.1 How to charge your hearing aids



1. *Plug the supplied power adaptor into a power outlet and connect the charging cable to the hearing aid charger.*

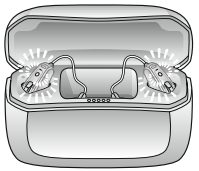


2. *Place both hearing aids in the charging bays. Right hearing aid goes into the charging bay marked with a red dot. Left hearing aid goes into the charging bay marked with a blue dot. The receivers go into the receiver bay.*

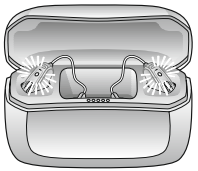
   If the receiver has a sports lock attached, be careful when inserting the hearing aid.

NOTE: Make sure your hearing aids are dry before inserting them in the charger.

1. During the charging process, the LED on the hearing aid slowly pulsates until the hearing aid is fully charged. When fully charged, the LED stays solid on until the hearing aid is removed from the charger.



When charging
Pulsating



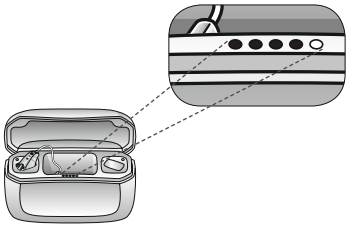
When fully charged
On – until removed

2. The five LEDs at the front of the charger indicate the battery level of the hearing aids. Upon insertion or removal of the hearing aids, the LEDs show the battery level of the hearing aid with the lowest battery level. The LEDs indicate the battery level for 10 seconds and then turn off. However, the hearing aids will continue to charge.

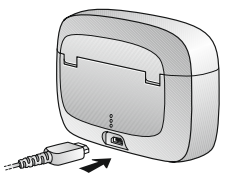
3. While charging, the hearing aid LED indicates the battery status. The hearing aids are fully charged within 3 hours.

Hearing aid battery indicators

LEDs	Battery level
●	0-20%
●●	20-40%
●●●	40-60%
●●●●	60-80%
●●●●●	80-100%



7.2 How to charge the charger

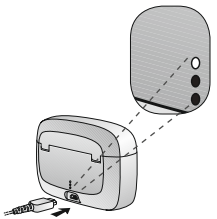


1. *Plug the supplied power adaptor into a power outlet and connect the charging cable to the hearing aid charger.*

The three LEDs at the back of the charger show the battery level of the hearing aid charger. One LED blinking red indicates that the charger battery level is low. In that case, recharge the charger. Three green LEDs indicate fully charged.

When the hearing aid charger is fully charged, it has a capacity of at least 3 full hearing aid charges before it needs to be plugged in and recharged.

LEDs	Battery level
●	LED is blinking red. Less than 10 % power reserve.
●	10 - 33% charged
●●	33 - 66% charged
●●●	66 - 100% charged



CAUTION: FOR SAFETY REASONS, ONLY USE THE CHARGER SUPPLIED BY RESOUND.

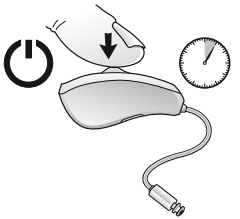
NOTE: When charging your hearing aid charger for the first time, let it charge for at least 3 hours, even if the battery LED indicator indicates that the battery is fully charged.

NOTE: It is safe to leave the charger connected overnight – the batteries in both the hearing aid charger and the hearing aids cannot be overcharged.

7.3 Turn on / Turn off

The hearing aids are automatically turned on when they are removed from the hearing aid charger. They can also be turned on and off manually by pressing the push button.

1. Turn on, press button for 5 seconds.
2. Turn off, press button for 5 seconds.



NOTE: When the hearing aid turns on, the LED lights up.
When the hearing aid turns off, the LED flashes 3 times.

NOTE: If the charger is not connected to a power socket, the hearing aids will turn off after 24 hours.
If the charger has run out of power, the hearing aids will be powered down, and you will have to turn on the hearing aids by manually pressing the push button for 5 seconds.

7.3.1 Smart Start

Smart Start delays the time before the hearing aid turns on after the hearing aid is removed from the hearing aid charger. With Smart Start, you will hear a beep for each second of the delay period (5 or 10 seconds delay).

NOTE: If you want your hearing aids to turn on immediately, ask your hearing care professional to deactivate Smart Start.

7.4 Insert/remove hearing aid

7.4.1 Insert receiver with dome

1. Hang the hearing aid over the top of the ear.
2. Hold the receiver wire, close to the receiver housing and gently place/push the dome into the ear canal.
3. Push the dome far enough into the ear canal so that the wire lies flush with the head (check with a mirror).

CAUTION: NEVER ATTEMPT TO MODIFY THE SHAPE OF THE HEARING AID, EARMOULDS, OR RECEIVER WIRES YOURSELF.

NOTE: To avoid whistling, it is important that the wire and the dome fit correctly into your ear. For other possible reasons, check with the Troubleshooting guide.

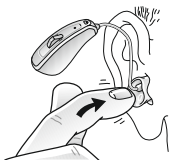
7.4.2 Remove receiver

1. Hold the receiver wire, close to the receiver with your thumb and index finger.
2. Gently pull to remove the receiver.

7.4.3 Insert earmould

1. Hold the earmould between your thumb and index finger and position its sound outlet in your ear canal.
2. Slide the earmould all the way into your ear with a gentle, twisting movement.
3. Turn the top part of the earmould gently backwards and forwards so that it tucks behind the fold of skin above your ear canal.
4. Move the earmould up and down and gently press it to place it correctly in the ear.
5. Make sure the hearing aid sits firmly behind the ear.

Slide and twist the earmould all the way into the ear canal.



Tuck the earmould behind the fold of skin above the ear canal.

Place the hearing aid firmly behind the ear.

With proper insertion, hearing aids should fit snugly but comfortably.

CAUTION: NEVER ATTEMPT TO MODIFY THE SHAPE OF THE HEARING AID, EARMOULDS, OR WIRING YOURSELF.

NOTE: It may be helpful to pull your ear up and outward with your opposite hand during insertion.
NOTE: By experimenting, you may discover an easier method.

7.4.4 Remove earmould

1. Lift the hearing aid from behind the ear.
2. Using your thumb and index finger, take hold of the earmould or the removal cord (not the hearing aid or the wire).
3. Gently, twist and pull the earmould to remove it from the ear.

7.4.5 Sports lock

If you lead an active life, your hearing aids may come loose. To avoid this situation, your hearing care professional can attach and adjust a sports lock to the receiver.

To insert a hearing aid with sports lock:

1. Insert the hearing aid as usual.
2. Tuck the sports lock in the concha.

CAUTION: Be careful not to bend the receiver wires when placing your hearing aids in the hearing aid charging bay.

NOTE: Sports locks may become stiff, brittle, or discoloured over time. Contact your hearing care professional regarding replacement of your sports lock.

NOTE: The sports lock comes in three different sizes: L (low power), M (medium power), and H (high power). See page 2 for receiver size.

NOTE: Your hearing care professional will help you replace your sports lock.

7.5 Operation of the hearing aid

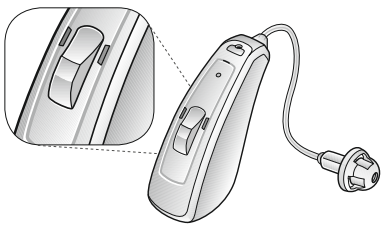
The hearing aids always start in programme 1 and with the preset volume.

7.5.1 Push button

The push button gives access to the features that your hearing care professional and you decide to apply to your hearing aids.

There are four different ways to use the push button:

Short press: Change programme
1 sec press: Enter streaming
5 sec press: On / off
9 sec press: Enter flight mode



NOTE: The short press and 1 sec press features are configurable during your fitting session. 5 and 9 second press cannot be changed.

Per default, the push button allows you to use up to four different listening programmes, and three wireless accessories programmes.

1. Short press the push button (beep) to switch between programmes.
   You will then hear one or more beeps. The number of beeps indicates which programme you have selected (one beep = programme one, two beeps = programme two, etc.)
2. Press and hold for 1 second (short melody) until streaming begins.
   If your hearing aids have been paired with more than one wireless device, pressing for one more second will switch to the next device.
   A short press will end streaming and start the programme you left.
3. Press and hold for 5 seconds to turn your hearing aid ON or OFF.
4. Press and hold for 9 seconds to enter flight mode. For more details, see Flight mode in section 8.3.

When you turn the hearing aids off and then back on, they always return to the default setting (programme one and preset volume).

Your hearing care professional can configure your push button so that you also can use it to control the volume as well as switch between listening programmes.

If necessary, your hearing care professional can change the default settings for the push button and fill in the following table with your new settings:

Push button action	Default setting	New setting	New setting
Short press	Change program		
1 sec press	Activates streaming		

NOTE: For convenience, you may control your hearing aids from the ReSoundSmart 3D app or the ReSound Remote Control 2.

Download on the App Store
GET IT ON Google Play

7.5.2 LED light indicator

Your hearing aid communicates with both sound and light whenever you change programme or turn it on or off.

Activity	Light
Turn on (long press for 5 secs)	Flash
Turn off (long press for 5 secs)	Flashes three times
Enter Flight mode (optional)	Four times double flashes

Flight mode means no wireless communication - not between the hearing aids and not between the hearing aids and your smartphone or wireless accessories.

7.6 Low battery indicator

If the battery level gets too low, your hearing aids reduce the volume, and play a melody every 15 minutes until there is no power left and they turn off.

7.6.1 Low battery indicator when paired with wireless accessories

The batteries drain faster when you use wireless functionalities like streaming from your smartphone or from your TV with our TV Streamer 2.

As the battery level is reduced, the different wireless functions stop working. A short melody indicates that battery power is too low.

The table below shows how the functionality shifts with the battery level.

Battery level	Signal	Hearing aid	Remote Control	Streaming
Fully charged		✓	✓	✓
Low		✓	✓	×
Recharge hearing aid		✓	×	×

You can check the battery status by placing the hearing aid in the hearing aid charger (please see page 14). The ReSound 3D Smart app also gives a status of the battery capacity.

8 Telephone use

Your hearing aid allows you to use your telephone as you normally do. Finding the optimal position for holding a telephone may require practice.

The following suggestions may be helpful:

1. Dependent on your fitting and hearing status, either hold the telephone up to your ear canal or hold it close to the hearing aid microphones as illustrated.
2. If whistling occurs, try holding the telephone in the same position for a few seconds as the hearing aid may be able to cancel the whistling.
3. Holding the telephone slightly away from the ear can also stop any whistling.

NOTE: Depending on your individual needs, your hearing care professional may activate a programme specifically for telephone use.

8.1 Phone Now

By placing a magnet on the telephone receiver, your hearing aids automatically switch the telephone programme on when the receiver is close to your ear.

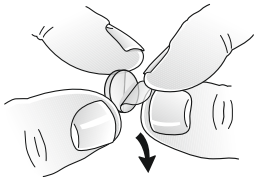
When you remove the receiver from your ear, the hearing aids automatically return to the previous listening programme.

NOTE: Ask your hearing care professional to enable Phone Now as one of your programmes.

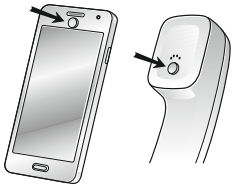
8.1.1 Place the Phone Now magnet

Follow these steps in order to place the Phone Now magnet properly:

Clean the telephone thoroughly.



Remove foil from magnet.



Place the magnet.

WARNING: IF A MAGNET IS SWALLOWED, SEEK IMMEDIATE ASSISTANCE FROM A MEDICAL PRACTITIONER.

NOTE: Ask your hearing care professional to enable Phone Now as one of your programmes.
NOTE: Do not cover the loudspeaker opening with the magnet.
NOTE: If Phone Now does not work to your satisfaction, moving the magnet to another position may improve ease of use and comfort while speaking.
NOTE: If the hearing aids do not switch to the telephone programme every time, you can reposition the Phone Now magnet or add additional magnets.
NOTE: Use a recommended cleaning agent.

8.1.2 How to use Phone Now

1. Lift the telephone to your ear.
2. When you hear a short melody, the phone programme is active.

NOTE: You may need to move the telephone receiver slightly to find the best position for reliable Phone Now activation and good hearing on the telephone.

NOTE: If your hearing aids have enabled the Comfort Phone functionality, the hearing aid on the non-phone ear automatically turns down the volume.

8.3 Flight mode (optional)

WARNING: When boarding a flight or entering an area where RF transmitters are prohibited, deactivate wireless functionality.

If you want to use Flight mode, make sure this is activated by your hearing care professional.

Follow these steps to turn on Flight mode:

1. Turn the hearing aid off.
2. Press the button for 9 seconds.
3. The hearing aid responds with four times double flashes. If you wear your hearing aids, you will hear double-dings (♫♫♫ etc.) for ten seconds.

Follow this step to deactivate Flight mode:

1. Turn the hearing aids off and then on.

NOTE: Both hearing aids must be set in Flight mode - even with synchronization enabled.

9 How to change domes

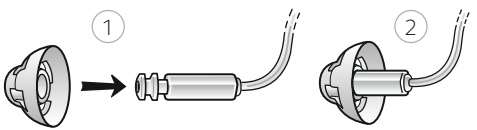
It is recommended that your hearing care professional shows you how to change the domes. Incorrect dome replacement could result in the dome being left in the ear when you remove the hearing aid.

CAUTION: Use only original ReSound consumables e.g. wires and domes.

9.1 Standard domes

Follow these steps to mount open domes or closed domes:

1. Push the new dome over the flanges.
2. Make sure that the new dome is properly and securely mounted.

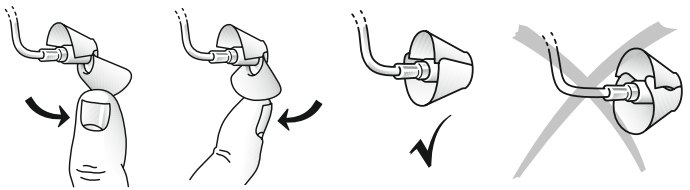


9.2 Tulip domes

The tulip domes are mounted in a similar manner to the standard domes, but a few extra steps are required. The tulip domes consist of two “petals”.

Follow these steps to mount domes:

1. Push the largest petal away from the wire using a finger. This bends the petal forward.
2. Push the new tulip dome over the flange.
3. Then push the largest petal backwards, and it will be placed on top of the smaller petal.



NOTE: Make sure that the new dome is properly and securely mounted.

9.3 The receiver

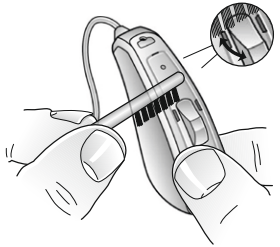
The receiver delivers the sound to the ear canal. It is important that the receiver and the dome/earmould fit correctly in your ear. If the receiver or the dome/earmould irritate your ear in any way and prevent you from wearing your hearing aid, please contact your hearing care professional.

You should never attempt to modify the shape of the receiver yourself. The receiver and the dome/RIE mould should be cleaned regularly.

10 Daily maintenance

It is important to keep your hearing aid clean and dry. On a daily basis, clean the hearing aids using a soft cloth or tissue. If the microphone inlets are clogged, gently brush across the microphone inlets with a small, clean brush.

WARNING: DO NOT USE FORCE TO PRESS THE HAIRS OF THE BRUSH INTO THE INLETS, BECAUSE THE MICROPHONES MAY BE DAMAGED.



CAUTION: DO NOT USE ALCOHOL OR OTHER SOLVENTS TO CLEAN YOUR HEARING AIDS; THE PROTECTIVE COATING WILL BE DAMAGED.

10.1 Cleaning earmoulds

1. Use a soft, dry cloth to wipe the earmould clean.

10.2 Cleaning the receiver wires and domes

The receiver wire and the receiver dome should be cleaned regularly.

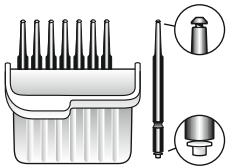
1. Use a damp cloth to wipe down the receiver wire and dome.

NOTE: Do not use water when you are cleaning the receiver wires or the receiver domes.

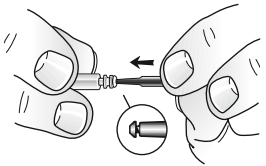
NOTE: Receiver wires may become stiff, brittle, or discoloured over time. Contact your hearing care professional regarding receiver changes.

10.3 Change wax guards

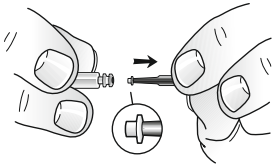
If you wear a dome, remove it before following this procedure. To replace wax guards:



Carrying box with eight wax guard tools.

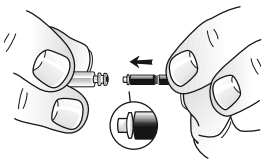


Insert the removal tip of the tool into the used wax guard so that the shaft touches the rim of the wax guard.

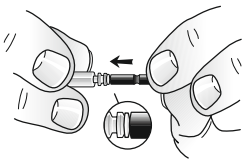


Slowly pull the wax guard straight out.

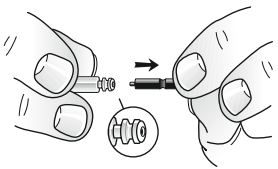
The wax guard tool has two functions: a removal tip to collect the used filter, and a replacement tip with a white filter. To insert the new wax filters, follow these steps:



Insert the replacement tip of the tool into the sound outlet.



Gently press the replacement tip straight into the sound outlet until the outer ring lies flush with the sound outlet.



Pull the tool straight out - the new wax guard will remain in place. Please remember to re-attach dome again, or a fresh dome.

NOTE: To ease removal and insertion, it may help to twist the wax guard tool.

10.4 Cleaning the hearing aid charger

1. Clean the outside of the charger using a dry, clean cloth.
2. Clean the receiver and charging bays using a clean cotton bud.

NOTE: Do not use liquid to clean the hearing aid charger.

10.5 Care and maintenance

Please follow the advices below to have the best user experience and to prolong the life of your hearing aids.

1. Keep your hearing aids dry and clean.
2. Wipe the hearing aids with a soft cloth after use to remove grease or moisture.
3. Do not wear your hearing aids when putting on cosmetics, perfume, aftershave, hairspray, suntan lotion etc. These might discolour the hearing aid or get into the hearing aid causing damage.
4. Do not immerse your hearing aid in any liquid.
5. Keep your hearing aids away from excessive heat and direct sunlight. The heat may deform the shell, damage the electronics and deteriorate the surfaces.
6. Do not swim, shower or steam bathe while wearing your hearing aids.

11 Wireless accessories

ReSound's wireless eco-system features a comprehensive range of seamlessly integrated wireless accessories. This allows you to control and stream high quality stereo sound and speech directly to your hearing aids.

Please find the list of available wireless accessories below:

ReSound TV Streamer 2 allows you to stream the audio from TV sets and virtually any other audio source to your hearing aids at a volume level that suits you.
ReSound Remote Control 2 allows you to adjust the volume or mute your hearing aids, change programmes, and see all your settings at a glance on its display.
ReSound Phone Clip + streams phone conversations and stereo sound directly to both hearing aids, and it doubles as a simple remote control.
ReSound Micro Mic is a body worn microphone for your friend or colleague. It significantly improves speech understanding in noisy situations.
ReSound Multi Mic works like the Micro Mic but doubles as a table microphone. Connects with loop and FM systems , and has a mini-jack input for streaming audio from a computer or music player.

NOTE: Ask your hearing care professional for more information on the range of ReSound wireless accessories.

NOTE: For use of wireless functionality only use ReSound wireless accessories. For further guidance regarding e.g. pairing, please refer to the user guide of the relevant ReSound wireless accessory.

11.1 Using ReSound Smart hearing aids with iPhone, iPad, and iPod touch (optional)

ReSound LiNX Quattro is Made for iPhone, and allows for direct communication and control with an iPhone, iPad, or iPod touch.

NOTE: For assistance with pairing and using these products with your ReSound hearing aids, please contact your hearing care professional or visit our support site at www.resound.com.

12 Intended use of smartphone apps

12.1 Using ReSound LiNX Quattro with smartphone apps (optional)

- Do not disable app notifications.
- Install updates to keep the app working correctly.
- Only use the app with hearing aids from ReSound. ReSound takes no responsibility if the app is used with other hearing aids.
- If you want a printed version of the smartphone app user guide, please go to our website at www.resound.com or consult customer support.

NOTE: For assistance with pairing and using these products with your ReSound hearing aids, please contact your hearing care professional or visit our support site at www.resound.com.
NOTE: If you have a Bluetooth enabled smartphone, you are able to answer the telephone if you use ReSound's Phone Clip +.

13 ReSound Assist (optional)

If you have signed up to use ReSound Assist, you can allow your hearing aids to be adjusted remotely without having to go to your hearing care professional: all you need is a smartphone with Internet enabled. This allows you to experience unprecedented freedom and flexibility:

1. Request assistance remotely to adjust your hearing aids to be a better fit for you.
2. Keep your hearing aids up to date with the latest software to ensure the best performance possible.

NOTE: Your hearing aids shut down during the install and update process.
NOTE: For optimum performance, make sure the hearing aids are connected to the ReSound Smart 3D app and placed close to the iPhone or Android smartphone before applying the changes.
NOTE: This service only works if your smartphone is connected to the Internet.
NOTE: Your hearing care professional will provide information regarding ReSound Assist, and how it works with the ReSound Smart 3D app.

14 Tinnitus Sound Generator module

Your ReSound hearing aid includes the Tinnitus Sound Generator (TSG) module, a tool for generating sounds to be used in tinnitus management programmes to relieve suffering from tinnitus.
The TSG can generate sounds adjusted to the specific therapeutic needs and your personal preference as determined by your doctor, audiologist, or hearing care professional.
Depending on the selected hearing aid programme and the environment you are in, you will sometimes hear the therapeutic sound resembling a continuous or fluctuating noise.

14.1 Indication for use of the TSG module

The Tinnitus Sound Generator Module 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. This product may also be used with children 5 years of age or older.

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

14.2 User instructions for the TSG module

14.2.1 Description of device

The Tinnitus Sound Generator (TSG) Module is a software tool that generates sounds to be used in tinnitus management programmes to relieve suffering from tinnitus.

14.2.2 Explanation of how the device functions

The TSG module is a frequency and amplitude shaped white-noise generator. Noise signal level and frequency characteristics can be adjusted to the specific therapeutic needs as determined by your doctor, audiologist or hearing care professional.

Your doctor, audiologist or hearing care professional can modulate the generated noise with the purpose of making it more pleasant. The noise can then resemble, for example, breaking waves on a shore.

Modulation level and speed can also be configured to your likes and needs. An additional feature can be enabled by your hearing care professional that allows you to select predefined sounds that simulate sounds from nature, such as breaking waves or running water.

If you have two wireless hearing aids that support ear-to-ear synchronization, this functionality can be enabled by your hearing care professional. This will cause the Tinnitus Sound Generator to synchronize the sound in both hearing aids.

If your tinnitus troubles you only in quiet environments, your doctor, audiologist or hearing care professional can set the TSG Module so that it becomes audible exclusively in such surroundings. The overall sound level can be adjusted via a volume control. Your doctor, audiologist or hearing care professional will review with you the need for having such a control.

For hearing aids where ear-to-ear synchronization is enabled your hearing care professional can also enable environmental monitoring synchronization so that the TSG noise level is automatically adjusted simultaneously in both hearing aids dependent on the background sound level. Additionally since the hearing aid has a volume control then the background noise level monitored by the hearing aid and the volume control can be used simultaneously to adjust the generated noise level in both hearing aids.

14.2.3 The scientific concepts that form the basis for the device

The TSG module provides sound enrichment with the aim of surrounding the tinnitus sound with a neutral sound, which is easily ignored. Sound enrichment is an important component of most approaches to tinnitus management, such as Tinnitus Retraining Therapy (TRT).

To assist habituation to tinnitus, this needs to be audible. The ideal level of the TSG module, therefore, should be set so that it starts to blend with the tinnitus, and so that you can hear both your tinnitus as well as the sound used.

In a majority of instances, the TSG module can also be set to mask the tinnitus sound, so to provide temporary relief by introducing a more pleasant and controllable sound source.

14.2.4 TSG volume control

The sound generator is set to a specific loudness level by the hearing care professional. When switching the sound generator on, the volume will have this optimal setting. Therefore, it might not be necessary to control the volume (loudness) manually. However, the volume control provides the ability to adjust the volume, or amount of stimulus, to the liking of the user.

The volume control is an optional feature in the TSG module used for adjusting the sound generator output level.

14.2.5 Using TSG with smartphone apps

The tinnitus sound generator control via hearing aid push buttons can be enhanced with wireless control from a TSG control app on a smartphone or mobile device. This functionality is available in supported hearing aids when a hearing care professional has enabled the TSG functionality during fitting of the hearing aid.

NOTE: To use smartphone apps, the hearing aid must be connected with the smartphone or mobile device.

14.3 Technical specifications

14.3.1 Audio signal technology

Digital.

14.3.2 Available sounds

White noise signal which can be shaped with the following configurations:
The white noise signal can be modulated in amplitude with an attenuation depth of up to 14 dB.

High-pass filter	Low-pass filter
500 Hz	2,000 Hz
750 Hz	3,000 Hz
1,000 Hz	4,000 Hz
1,500 Hz	5,000 Hz
2,000 Hz	6,000 Hz
-	8,000 Hz

14.3.3 ⚠ Prescription use of a Tinnitus Sound Generator hearing aid

The TSG module should be used as prescribed by your doctor, audiologist or hearing healthcare professional. In order to avoid permanent hearing damages, the maximum daily usage depends on the level of the generated sound.

Should you develop any side effects from using the sound generator, such as dizziness, nausea, headaches, perceived decrease in auditory function or increase in tinnitus perception, you should discontinue use of sound generator and seek medical evaluation.

The target population is primarily the adult population over 18 years of age. This product may also be used with children 5 years of age or older. However, children and physically or mentally challenged users will require training by a doctor, audiologist, hearing healthcare professional or the guardian for the insertion and removal of the hearing instrument containing the TSG module.

14.3.4 Important notice for prospective sound generator users

A tinnitus masker is an electronic device intended to generate noise of sufficient intensity and bandwidth to mask internal noises. It is also used as an aid in hearing external noises and speech.

Good health practice requires that a person with a tinnitus condition 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 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.

The sound generator instrument is a tool to generate sounds to be used with appropriate counseling and/or in a tinnitus management programme to relieve patients suffering from tinnitus.

14.4 ⚠ Tinnitus Sound Generator warnings

1. Sound generators should be used only as advised by your doctor, audiologist, or hearing care professional.
2. Sound generators are not toys and should be kept out of reach of anyone who might cause themselves injury (especially children and pets).
3. Sound generators can be dangerous if improperly used.

14.4.1 Tinnitus Sound Generator precautions

1. Should the user develop any side effects from using the sound generator, such as dizziness, nausea, headaches, perceived decrease in auditory function or increase in tinnitus perception, the user should discontinue use of the sound generator and seek medical evaluation.
2. The volume control is a feature in the TSG module used for adjusting the sound generator output level. To prevent unintended usage by paediatric or physically or mentally disabled users, the volume control must be configured to only provide a decrease of the sound generator output level.
3. Children and physically or mentally disabled users will require guardian supervision while wearing the TSG hearing aid.

14.4.2 Tinnitus Sound Generator warning to hearing care professionals

A hearing care professional should advise a prospective sound generator user to consult promptly with a licensed physician (preferably an ear specialist) before getting a sound generator.

If the hearing care professional 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:

1. Visible, congenital or traumatic deformity of the ear.
2. History of active drainage from the ear within the previous 90 days.
3. History of sudden or rapidly progressive hearing loss within the previous 90 days.
4. Acute or chronic dizziness.
5. Unilateral hearing loss of sudden or recent onset within the previous 90 days.
6. Audiometric air-bone gap equal to or greater than 15 dB at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.

7. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
8. Pain or discomfort in the ear.

CAUTION: The maximum output of the sound generator falls into the range that can cause hearing loss according to OSHA regulations. In accordance with NIOSH recommendations, the user should not use the sound generator for more than eight (8) hours a day when this is set to a level of 85 dB SPL or above. When the sound generator is set to levels of 90 dB SPL or above the user should not use the sound generator for more than two (2) hours per day. In no case should the sound generator be worn at uncomfortable levels.

15 General warnings

1. If a hearing aid is broken, do not use it.
2. Consult a hearing care professional:
   - If you think there may be a foreign object in your ear canal
   - If you experience skin irritation
   - If excessive earwax accumulates with the use of the hearing aid
3. Different types of radiation, e.g. from NMR, MRI or CT scanners, may damage hearing aids. It is recommended not to wear hearing aids during these or other similar procedures. Other types of radiation, such as burglar alarms, room surveillance systems, radio equipment, mobile telephones, contain less energy and will not damage hearing aids. However, they have the potential to momentarily affect the sound quality or temporarily create undesired sounds from hearing aids. Do not wear hearing aids in mines, oil fields, or other explosive areas unless those areas are certified for hearing aid use.

4. Do not allow others to use your hearing aids. This may cause damage to the hearing of the other individual or to the hearing aids.
5. Hearing aid usage by children or mentally disabled persons should be supervised at all times to ensure their safety. The hearing aid contains small parts that could be swallowed by children. Please be mindful not to leave children unsupervised with this hearing aid.
6. Hearing aids should be used only as prescribed by your hearing care professional. Incorrect use may result in sudden and permanent hearing loss.
7. When boarding a flight or entering an area where RF transmitters are prohibited, deactivate wireless functionality.
8. Turn off your wireless functionality by using the flight mode in areas where radio frequency emission is prohibited.

16 ⚠ General precautions - Wireless hearing aids

1. When wireless function is activated, the device uses low-powered digitally coded transmissions in order to communicate with other wireless devices. Although unlikely, nearby electronic devices may be affected. In that case, move the hearing aid away from the affected electronic device.
2. For use of wireless functionality only use ReSound wireless accessories. For further guidance, please refer to the User Guide of the relevant wireless accessory.
3. Only connect ReSound hearing aids to ReSound wireless accessories intended and qualified to be used with ReSound hearing aids.

17 ⚠ Phone Now warnings

1. Keep magnets out of reach of children, mentally disabled persons, and pets.
2. If a magnet is swallowed, seek immediate advice from a medical practitioner.
3. The Phone Now magnet may affect sensitive medical devices / electronic systems. Seek advice from the manufacturers regarding appropriate safety measures when using the Phone Now solution near the sensitive device / equipment (pacemakers and defibrillators) in question. If the manufacturer cannot issue a statement, we recommend keeping the magnet or a telephone equipped with the magnet 15 cm (6") away from magnetically sensitive devices (e.g. pacemakers).

17.1 ⚠ Phone Now precautions

1. If you experience frequent signal loss or noise during calls, move the Phone Now magnet to another place on the telephone receiver.
2. Only use magnets supplied by ReSound.

18 ⚠ Battery warnings for hearing aid and hearing aid charger

1. To save battery power, turn off your hearing aids when they are not in use.
2. Do not attempt to open the product or to replace the battery. This terminates the warranty.
3. The battery is built-in and cannot be replaced. Use of other batteries may present a risk of fire, explosion, or chemical burn.Dispose of rechargeable product according to local regulations. Please recycle when possible. Do not dispose the rechargeable product as household waste or attempt to burn it as it may explode.

⚠ WARNING: DO NOT ATTEMPT TO DISPOSE OF BATTERIES BY BURNING THEM. USED BATTERIES ARE HARMFUL TO THE ENVIRONMENT. PLEASE DISPOSE OF THEM ACCORDING TO LOCAL REGULATIONS OR RETURN THEM TO YOUR HEARING CARE PROFESSIONAL.

19 ⚠ Charger warnings

1. When you disconnect the power cord or any enhancement, grasp and pull the plug, not the cord.
2. Never use a damaged charger. A damaged and incorrectly reassembled charger can cause electric shock or fire when the product is subsequently used.
3. Do not attempt to disassemble the charger as it may expose you to dangerous electric shock, and cause the warranty to terminate.
4. Avoid charging your product in extremely high or low temperatures and do not use the charger outdoors or in damp areas.
5. Only recharge the hearing aid charger with the power supply unit that has been supplied together with the product.

20 ℹ Hearing aid expectations

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

Consistent use of the hearing aid is recommended. In most cases, infrequent use does not permit you to obtain full benefit from it.

The use of a hearing aid is only part of hearing rehabilitation and may need to be supplemented by auditory training and instructions in lip-reading.

21 ℹ Intended use of smartphone apps

The app must only be used with ReSound hearing aids for which they are intended, and ReSound takes no responsibility if the app is used with other hearing aids.

22 ⚠ Warnings to hearing care professionals

1. Special care should be exercised in selecting and fitting hearing aids with maximum sound pressure level that exceeds 132 dB SPL with an IEC 60711:1981 occluded ear simulator. The remaining hearing may risk further impairment.
2. External devices connected to the electrical input must be safe according to the requirements of IEC 60601-1, IEC 60065, or IEC 60950-1, as appropriate (wired connection, for example HI-PRO, SpeedLink)

23 ⚠ Warning to hearing care professionals (US only)

A hearing care professional 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 care professional 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:

3. Visible congenital or traumatic deformity of the ear.
4. History of active drainage from the ear within the previous 90 days.
5. History of sudden or rapidly progressive hearing loss within the previous 90 days.
6. Acute or chronic dizziness.
7. Unilateral hearing loss of sudden or recent onset within the previous 90 days.
8. Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.
9. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
10. Pain or discomfort in the ear.

24 ℹ Important notice for prospective hearing aid users (US only)

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 otorhinolaryngologists. The purpose of 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 a hearing care professional, as appropriate, for a hearing aid evaluation.

The audiologist or hearing care professional 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 hearing care professional 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 programme. Many hearing care professionals now offer programmes 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.

24.1 Children with hearing loss (US only)

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 because 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 hearing loss.

25 Technical specifications

RIE - LP receiver

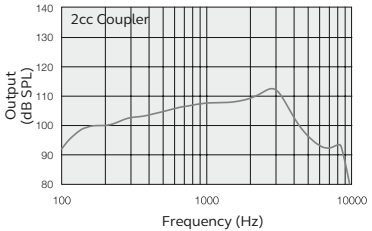
Models: RE961-DRWC, RE761-DRWC, RE561-DRWC

Reference test gain (60 dB SPL input)	HFA	32	dB
Full-on gain (50 dB SPL input)	Max. HFA	52 46	dB
Maximum output (90 dB SPL input)	Max. HFA	113 109	dB SPL
Total harmonic distortion	500 Hz 800 Hz 1600 Hz	0.5 0.8 0.5	%
Equivalent input noise, w/o Noise reduction		21	dB SPL
1/3 Octave Equivalent input noise, w/o Noise reduction	1600 Hz	9	dB SPL
Frequency range		100-9060	Hz
Expected operating time *		30	Hours

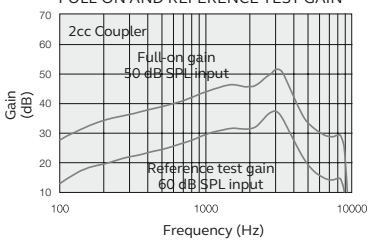
*Expected operating time of the rechargeable battery depends on active features, the use of wireless accessories, hearing loss, battery age and sound environment.

Data in accordance with ANSI S3.22-2014, IEC 60118-0:2015

MAXIMUM OUTPUT (OSPL 90)



FULL-ON AND REFERENCE TEST GAIN



RIE - MP receiver

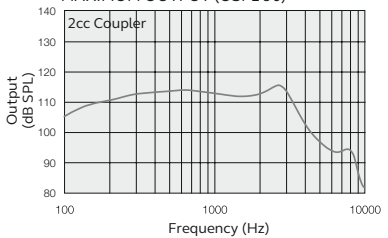
Models: RE961-DRWC, RE761-DRWC, RE561-DRWC

Reference test gain (60 dB SPL input)	HFA	36	dB
Full-on gain (50 dB SPL input)	Max. HFA	58 50	dB
Maximum output (90 dB SPL input)	Max. HFA	116 113	dB SPL
Total harmonic distortion	500 Hz 800 Hz 1600 Hz	0.3 0.4 0.7	%
Equivalent input noise, w/o Noise reduction		24	dB SPL
1/3 Octave Equivalent input noise, w/o Noise reduction	1600 Hz	11	dB SPL
Frequency range		100-9000	Hz
Expected operating time*		30	Hours

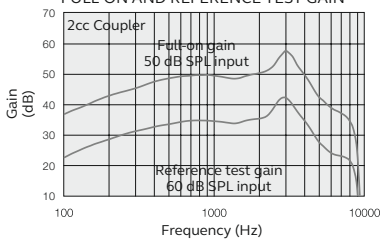
*Expected operating time of the rechargeable battery depends on active features, the use of wireless accessories, hearing loss, battery age and sound environment.

Data in accordance with ANSI S3.22-2014, IEC 60118-0:2015

MAXIMUM OUTPUT (OSPL 90)



FULL-ON AND REFERENCE TEST GAIN



RIE - HP receiver

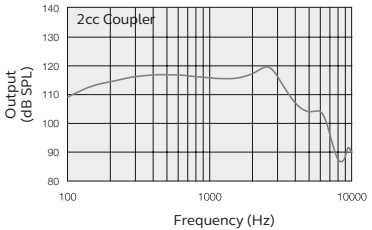
Models: RE961-DRWC, RE761-DRWC, RE561-DRWC

Reference test gain (60 dB SPL input)	HFA	40	dB
Full-on gain (50 dB SPL input)	Max. HFA	65 57	dB
Maximum output (90 dB SPL input)	Max. HFA	120 117	dB SPL
Total harmonic distortion	500 Hz 800 Hz 1600 Hz	0.3 0.7 0.5	%
Equivalent input noise, w/o Noise reduction		22	dB SPL
1/3 Octave Equivalent input noise, w/o Noise reduction	1600 Hz	10	dB SPL
Frequency range IEC 60118-0: 2015		100-6750	Hz
Expected operating time*		30	Hours

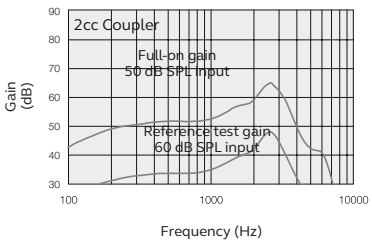
*Expected operating time of the rechargeable battery depends on active features, the use of wireless accessories, hearing loss, battery age and sound environment.

Data in accordance with ANSI S3.22-2014, IEC 60118-0:2015

MAXIMUM OUTPUT (OSPL 90)



FULL-ON AND REFERENCE TEST GAIN



RIE - UP receiver

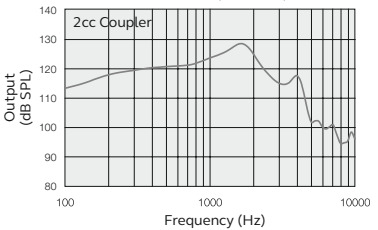
Models: RE961-DRWC, RE761-DRWC, RE561-DRWC

Reference test gain (60 dB SPL input)	HFA	47	dB
Full-on gain (50 dB SPL input)	Max. HFA	75 65	dB
Maximum output (90 dB SPL input)	Max. HFA	128 124	dB SPL
Total harmonic distortion	500 Hz 800 Hz 1600 Hz	1.0 1.6 0.1	%
Equivalent input noise, w/o Noise reduction		21	dB SPL
1/3 Octave Equivalent input noise, w/o Noise reduction	1600 Hz	9	dB SPL
Frequency range IEC 60118-0: 2015		100-4920	Hz
Expected operating time*		30	Hours

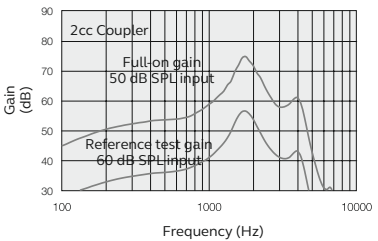
*Expected operating time of the rechargeable battery depends on active features, the use of wireless accessories, hearing loss, battery age and sound environment.

Data in accordance with ANSI S3.22-2014, IEC 60118-0:2015

MAXIMUM OUTPUT (OSPL 90)



FULL-ON AND REFERENCE TEST GAIN



26 Troubleshooting guide

SYMPTOM	CAUSE	POSSIBLE REMEDY
Feedback, “whistling”	Is the earmould or dome correctly inserted in the ear?	Put it in again.
	Is the volume very loud?	Reduce it.
	Is the receiver wire broken or the earmould clogged?	Replace or visit your hearing care professional.
	Are you holding an object (e.g. a hat, a telephone receiver) close to a hearing aid?	Move your hand away to create more space between the hearing aid and the object.
	Is your ear full of wax?	Visit your physician.
No Sound	Is the hearing aid on?	Switch it on.
	Is the hearing aid charged?	Place the hearing aid in the charger for charging.
	Is the hearing aid charger charged?	Plug the charger into a power outlet and connect the charger cable to the hearing aid charger.
	Is the receiver wire broken or the earmould clogged?	Visit your hearing care professional.
	Is your ear full of wax?	Visit your physician.

SYMPTOM	CAUSE	POSSIBLE REMEDY
Sound is distorted, splutter-ing or weak?	Is the receiver wire broken or the earmould clogged?	Visit your hearing care professional.
	Did your hearing aid get moist?	Dry the hearing aids with a dry cloth and let them dry out.
Battery drains very quickly	Did you leave your hearing aid switched on for long periods?	Switch off your hearing aid when you are not using them.
	Is the hearing aid old?	Visit your hearing care professional.
Hearing aid is not charging	Does the hearing aid sit correctly in the charger?	Reinsert the hearing aid in the charger.
	Is the hearing aid charger charged?	Plug the charger into a power outlet and connect the charger cable to the hearing aid charger.

26.1 Battery FAQ	
How should I prepare a new battery?	No preparation is required in a normal use situation. If required, charge the hearing aids in the charger and follow the battery level indicators on the charger. Alternatively, you can also see the battery level in the smartphone app.
Can I damage a battery by incorrect use?	No. The only exceptions would be use of excessive physical force or extreme temperatures.
Is it required to remove the hearing aids when fully charged?	No. You can, for example, leave your hearing aids in the charger overnight.
Do I need to charge the hearing aids fully before use?	No. A partial charging is fine and will not harm the hearing aids or the battery, but a full charge will provide the longest use time.
Can I interrupt the charging of the hearing aids and the hearing aid charger?	Yes. A partial charging causes no harm.
Should I use up all battery power before charging again?	No. Regular charging, for example, daily charging (overnight) is considered normal use. The batteries in the hearing aids and charger have no memory effect and can be recharged at any level of depletion.
Why do my hearing aids not turn on automatically, although they have been in the charger for an extended period of time?	If you leave your hearing aids in the charger for more than 24 hours, the charger will go into standby mode and turn off the power of the hearing aids. If the charger runs out of battery power during charging of the hearing aids, it will instruct the hearing aids to turn off power to preserve energy. When you retract the hearing aids from the charger, they will not turn on automatically as normally. Press the push button for 5 seconds to turn the hearing aids on manually.
Does the battery heat up when charging?	There is a slight temperature increase at the end of the charging process.
Can I charge at low temperatures?	If the hearing aid temperature is below 0 °C (32 °F), it will not charge immediately. Charging must take place between 0 °C (32 °F) and 40 °C (104 °F) .
Can I charge at high temperatures?	The operating temperature range for the charger and the hearing aids is 0 °C - 40 °C/ 32 °F - 104 °F.

27 Warranties and repairs

ReSound provides a warranty on hearing aids in the event of defects in workmanship or materials, as described in applicable warranty documentation. In its service policy, ReSound pledges to secure functionality at least equivalent to the original hearing aid. As a signatory to the United Nations Global Compact initiative, ReSound is committed to doing this in line with environment-friendly best practices. Hearing aids 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. The warranty period of hearing aids is designated on your warranty card, which is provided by your hearing care professional.

For hearing aids that require service, please contact your hearing care professional for assistance. ReSound hearing aids that malfunction must be repaired by a qualified technician. Do not attempt to open the case of hearing aids, as this will invalidate the warranty.

28 Temperature test, transport, and storage information

ReSound hearing aids are subjected to various tests in temperature and damp heating cycling between -25°C (-13°F) and +70°C (158°F) according to internal and industry standards.
During transport or storage, the temperature should not exceed the limit values of -20°C (-4°F) to +45°C (113°F) and relative humidity of 90% RH, non-condensing (for limited time). An air pressure between 500 hPa and 1,100 hPa is appropriate.

29 Advisories

The Advisories contain important information which must be fully understood, shared and followed at all times.

Non-compliance may lead to severe personal injuries and/or equipment damages.
Be aware of information marked with the following symbols:

WARNING points out a situation that could lead to serious injuries.

CAUTION indicates a situation that could lead to minor and moderate injuries.

Advice and tips on how to handle your hearing aid better.

Equipment includes an RF transmitter

PLEASE ASK YOUR LOCAL HEARING CARE PROFESSIONAL CONCERNING DISPOSAL OF YOUR HEARING AID AND HEARING AID CHARGER.

NOTE: Country specific regulations apply.

Follow instructions for use.

30 Acknowledgments

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Complies with
IMDA Standards
DA105282

Manufacturer according to EU Medical Device Directive 93/42/EEC
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CE 0297

Any issues relating to the EU Medical Device Directive 93/42/EEC or EU Radio Equipment Directive 2014/53/EU should be directed to GN ReSound A/S.
This CE-mark includes all text in this user manual that relates to the hearing aids.

CE

Any issues relating to the EU Medical Device Directive 93/42/EEC or EU Radio Equipment Directive 2014/53/EU should be directed to GN Hearing A/S.
This CE-mark includes all text in this user manual that relates to the hearing aid charger.

ReSound GN

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