

Quick guide

ReSound Nexia
Rechargeable ITC/ITE

My hearing aid information

Product: ReSound Nexia

Model: NX ITC-DWC/NX ITE-DWC

Serial number (**R**):

_____

Serial number (**L**):

_____

Battery size: Lithium-ion

Programs:

(if set up by your hearing care professional)

PROGRAM	WHEN TO USE	BEEPS
1		1
2		2
3		3
4		4

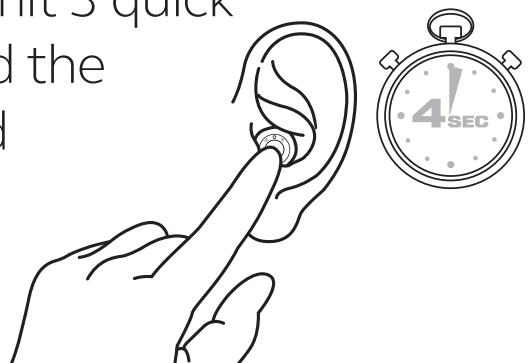
What you need to know

Getting started: On/Off function

Your hearing aids are automatically turned on when they are removed from the hearing aid charger.

To manually turn your hearing aid ON: Push and hold the button on the hearing aid for at least 4 seconds. The LED will light up for two seconds and the hearing aid turns on. Your hearing aids always start in program 1 at the pre-set volume.

To manually turn your hearing aid OFF: Push and hold the button on the hearing aid for at least 4 seconds. The LED will emit 3 quick flashes and the hearing aid turns off.



Get to know your hearing aid

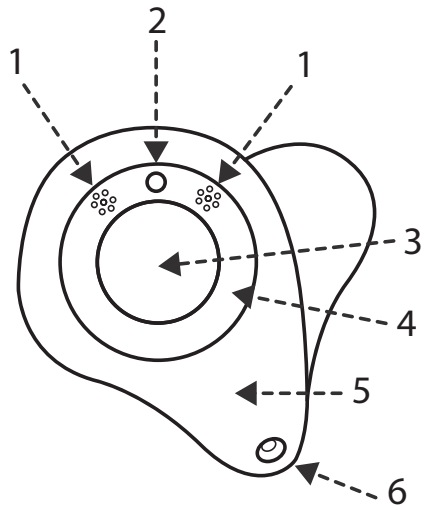
Frontview

1. Microphone sound inlets
2. LED green indicator light. Off during normal use
3. Pushbutton
4. Filter ring
5. Faceplate
6. Vent

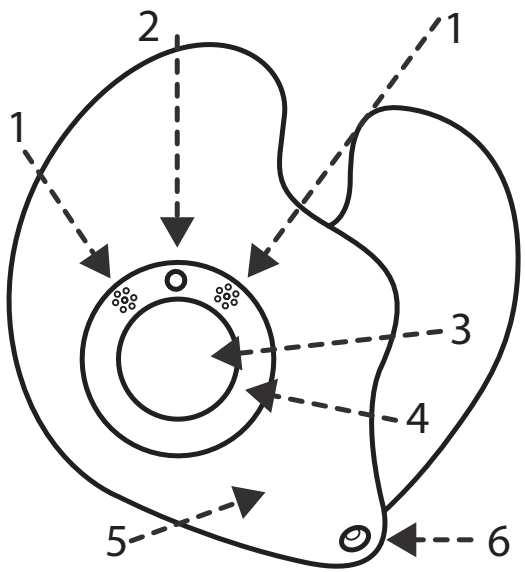
Sideview

5. Faceplate
7. Wax filter

ITC model



ITE model





Flight mode:

Some airlines prohibit the use of wireless hearing aids (RF transmitters) onboard.

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 push button for 9 seconds.
3. The hearing aid responds with four times double flashes and double-dings for ten seconds.

To deactivate Flight mode:

1. Turn the hearing aids off and then on.

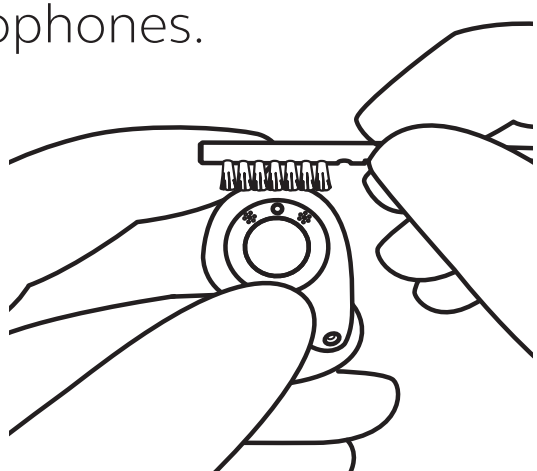
Regular care & maintenance

It is important to keep your hearing aids clean and dry on a daily basis. Use the supplied cleaning tools.

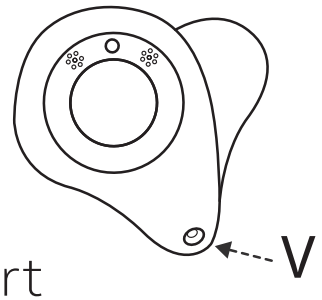
1. Wipe your hearing aids with the cloth.



2. Swipe the small brush across the microphones.



3. Use the supplied cleaning wire to clean the vent that goes through the hearing aid (V). Insert the wire from the outside of the hearing aid to push out any debris.



NOTE

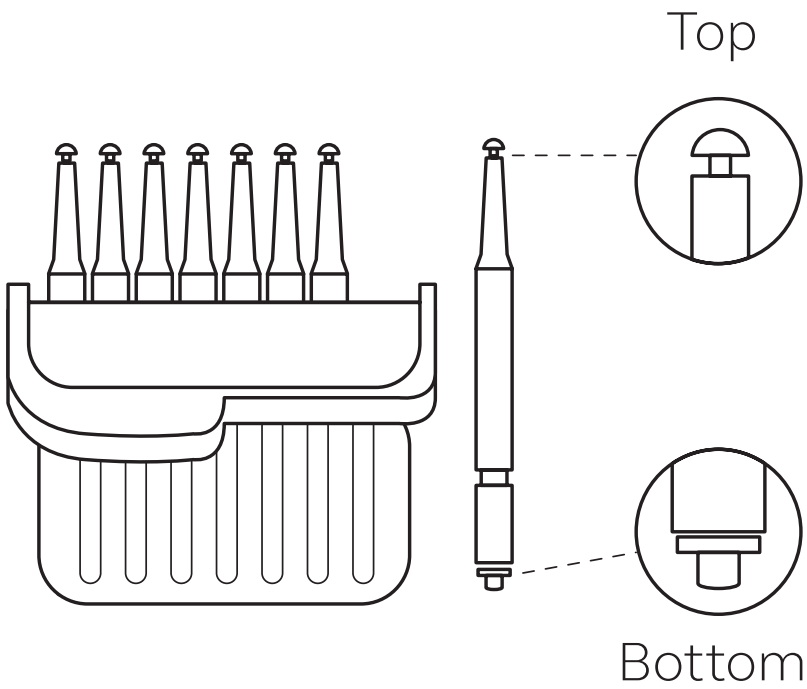
- Never try to put the bristles of the small brush or the cleaning wire into the microphone inlets. This can damage your hearing aids.

Replacing the wax guards

Custom hearing aids may have wax guards that protect against wax and moisture. It is recommended that these be changed as needed. Consult your hearing care professional for advice on how often you need to change. This will depend on how much wax your ears produce.

Using the wax guard tool

The top end of the tool is for removal of the old wax guard from the sound outlet opening. The sound outlet is found in the part of the hearing aid that goes into the ear. The bottom end holds the new wax guard which is to replace the removed wax guard.



Box with wax guard tools

1. To remove the old wax guard, insert the removal end of the wax guard tool into the used wax guard so that the shaft of the tool is touching the rim of the wax guard. Slowly pull the wax guard straight out.

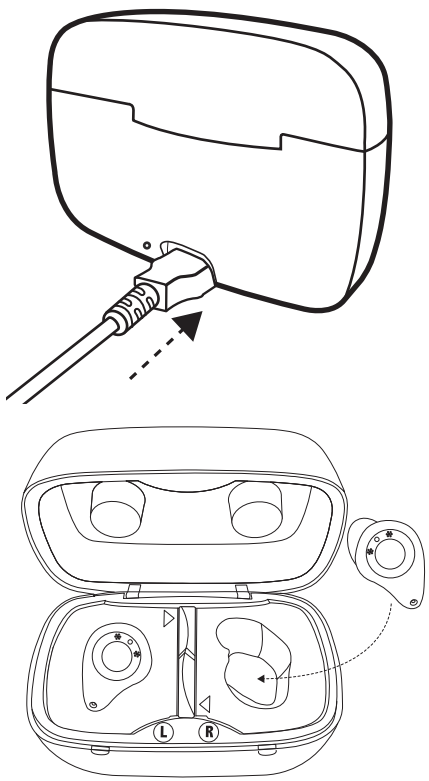
2. To insert the new wax guard, gently press the replacement end of the wax guard tool straight into the hole of the sound outlet until the outer ring lies flush with the outside of the receiver. Pull the tool straight out - the new wax guard should remain in place.

NOTE: Pressing on the new wax guard with the flat side of the wax guard tool can ensure that the wax guard is correctly in place.

How to charge your hearing aids

Fully charge your hearing aids before using them the first time

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



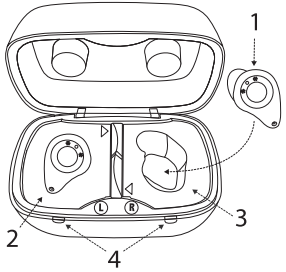
2. Place the left hearing aid into the charging bay marked “L” (left). Place the right hearing aid into the charging bay marked “R” (right). The LED will light up when the lid is closed, indicating that charging has been initiated.

Charger light patterns		
Location	LED blink pattern	LED indicates
Back	Green (constant).	Powered.
Front	Green (constant).	Hearing aid is fully charged. Each hearing aid has its own LED indicator.
	Green, slow pulse (2 seconds On, 2 seconds Off).	Charging. May apply to either or both sides.
	Slow pulse on a single green LED and constant green on other LED.	One hearing aid being charged and one hearing aid fully charged.
	Fast blinking (1/2 second On, 1/2 second Off).	Error - See “Troubleshooting”, page 21.

Be sure to bring your custom-made charger along with your custom hearing aids to all follow-up appointments.

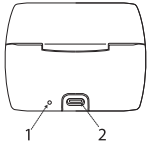
Hearing aid charger

1. Hearing aid
2. Hearing aid in charging location
3. The insert tray
4. Green LED charging indicators



Back view of charger

1. Green LED power indicator
2. USB-C cable socket



Beep/tone indicators

BEEP/TONE	INDICATION	ACTION REQUIRED
Ding, ding, ding, dong	Low battery	Charge battery
Ding (5 or 10)	Hearing aid is starting up	After dings cease, hearing aid is turned on
Ding-ding, ding-ding, etc.	Hearing aid is in flight mode	Use in flight mode if desired, or turn the hearing aids off and then on
Ripple tone	Hearing aid is in streaming mode	Use with wireless accessory or press the push button to exit streaming mode

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

Troubleshooting

SYMPTOM	CAUSE	POSSIBLE REMEDY
Feedback, "whistling"	Is the hearing aid inserted correctly in the ear?	Re-insert it.
	Is the hearing aid in the correct ear?	Check for the red marker on the right hearing aid and the blue marker on the left hearing aid.
	Is the volume very loud?	If you have increased the volume, try reducing it.
	Are you holding an object (e.g. a hat or a phone) 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 hearing care professional or physician to have your ears checked for wax. Some people experience more wax after being fitted with hearing aids.
No sound	Is the hearing aid turned on?	Turn it on. See "Turning your hearing aids on and off"
	Is the hearing aid charged?	Place the hearing aid in the charger for charging. (See the user guide for your charger.)
	Is your ear full of wax?	Visit your physician.
Sound is distorted or weak?	Is the wax guard clogged?	Replace it with a new one. See "Replacing the wax guards",
	Is the microphone filter ring dirty?	The filter ring on the faceplate may need replacement.
Battery drains very quickly	Did you leave your hearing aid turned on for long periods of time?	Always place your hearing aids in the charger for recharging when you are not using them, e.g. during the night, or switch them off.
	Is the hearing aid 3-4 years 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 plugged into a power source?	Plug the charger into a power source. (See the user guide for your charger.)
Still having an unresolved issue?		Consult your hearing care professional.

For more information

Refer to the user guide included in your hearing aid box.

Your hearing care professional can be reached at:

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_____

_____

_____

View ReSound hearing aid tutorial videos at youtube.com/resoundus.

Manufacturer according to FDA:

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