

ReSound Key

User guide

ReSound Behind-The-Ear power hearing aids

GN Making Life Sound Better

resound.com

Hearing aid information

Left hearing aid		Right hearing aid	
Serial number		Serial number	
Model number		Model number	
Battery type	☐ High Power BTE Size 13	☐ Super Power BTE Size 675	

Program	Beep	Description
1	One beep	
2	Two beeps	
3	Three beeps	
4	Four beeps	

FDA warnings and cautions (US only)

WARNING: People younger than 18 should go to a doctor before using this
People younger than 18 years old need specialized care, and using this without a medical evaluation may worsen impairment or disability. A hearing aid user who is younger than 18 should have a recent medical evaluation from a doctor, preferably an ear-nose-throat doctor (an ENT). Before using this, a doctor should determine that the use of a hearing aid is appropriate.

WARNINGS to Hearing Aid Dispensers
You should advise a prospective hearing aid user to consult promptly with a doctor, preferably an ear specialist such as an ENT, before dispensing a hearing aid if you determine 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:

- Visible deformity of the ear, either congenital or traumatic
- Fluid, pus, or blood coming out of the ear within the previous 6 months
- Pain or discomfort in the ear
- History of excessive ear wax or suspicion that something is in the ear canal
- Dizziness, either recent or long-standing
- Sudden, quickly worsening, or fluctuating hearing loss within the previous 6 months

- Hearing loss or ringing (tinnitus) only in one ear or noticeable difference in hearing between ears
- Audiometric air-bone gap equal to or greater than 15 dB at 500 Hz, 1000 Hz, and 2000 Hz.

Outputs over 132 dB SPL:
You should exercise special care in selecting and fitting a hearing aid with a maximum output that exceeds 132 dB SPL because it may impair the remaining hearing of the hearing aid user.

Sound pressure level in the ears of children:
The developed sound pressure level in the ears of children can be substantially higher than in average adults.It is recommended to perform an RECD measurement in order to ensure the correct target for the fitted OSPL90.

⚠ **CAUTION:**

This is not hearing protection
You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.

The sound output should not be uncomfortable or painful
You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.

You might need medical help if a piece gets stuck in your ear
If any part of your hearing aid, like the eartip (dome), gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part further into your ear, injuring your eardrum or ear canal, possibly seriously.

NOTE:

What you might expect when you start using your hearing aid

- A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss.
- People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices.
- If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially in situations that make you tired from listening – for example, noisy environments.

Tell FDA about injuries, malfunctions, or other adverse events

- To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them "adverse events", and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc. Instructions for reporting are available at https://www.fda.gov/Safety/MedWatch, or call 1-800-FDA-1088. You can also download a form to mail to FDA.

Hearing loss in people younger than 18

- People younger than 18 should see a doctor first, preferably an ear-nose-throat doctor (an ENT), because they may have different needs than adults.
- The doctor will identify and treat medical conditions as appropriate.
- The doctor may refer the person to an audiologist for a separate test, a hearing aid evaluation.
- The hearing aid evaluation will help the audiologist select and fit the appropriate hearing aid.

A person who is younger than 18 years old with hearing loss should have a medical evaluation by a doctor, preferably an ENT, before buying a hearing aid. The purpose of a medical evaluation is to identify and treat medical conditions that may affect hearing but that a hearing aid won't treat on its own.

Following the medical evaluation and if appropriate, the doctor will provide a written statement that the hearing loss has been medically evaluated and the person is a candidate for a hearing aid. The doctor may refer the person to an audiologist for a hearing aid evaluation, which is different from the medical evaluation and is intended to identify the appropriate hearing aid.

The audiologist will conduct a hearing aid evaluation to assess the person's ability to hear with and without a hearing aid. This will enable the audiologist to select and fit a hearing aid for the person's individual needs. An audiologist can also provide evaluation and rehabilitation since, for people younger than 18, hearing loss may cause problems in language development and educational and social growth. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of hearing loss in people younger than 18.

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Introduction

Thank you for choosing ReSound hearing aids. We recommend that you use your hearing aids every day. This way you will fully benefit from them.

NOTE: Read this booklet carefully before you start using your hearing aids.

Intended use

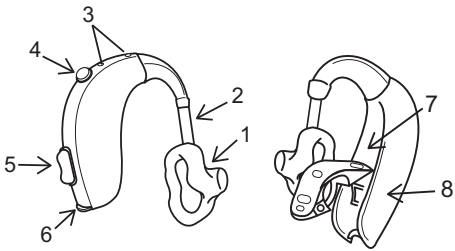
Generic air-conduction hearing aids are wearable sound-amplifying devices intended to compensate for impaired hearing. The fundamental operating principle of hearing aids is to receive, amplify, and transfer sound to the eardrum of a hearing impaired person.

For devices including a Tinnitus Sound Generator module
The Tinnitus Sound Generator module is a tool to generate sounds to be used in a Tinnitus Management Program to temporarily relieve patients suffering from Tinnitus.

Your hearing aid

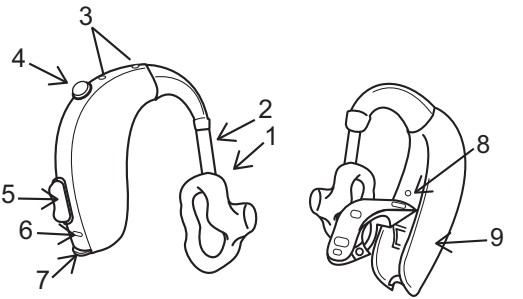
Model 88 - High Power BTE

1. Earmold
2. Tube
3. Microphone inlets
4. Program button
5. Volume control
6. Battery compartment
7. Left/Right identification
8. Manufacturer



Model 98 - Super Power BTE

1. Earmold
2. Tube
3. Microphone inlets
4. Program button
5. Volume control
6. Battery door lock
7. Battery compartment
8. Left/Right identification
9. Manufacturer



NOTE: You can find information on your hearing aid's serial number and model inside the battery compartment.

How to get your hearing aid ready for use

Battery warnings

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

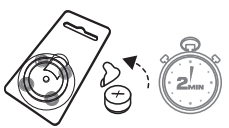
1. Keep hearing aid batteries away from pets, children, and people with cognitive, intellectual, or mental health challenges.
2. Never put a hearing aid battery in your mouth.
3. Never swallow batteries nor place them inside any part of the body, as the battery can cause serious injuries. If a battery has been swallowed or placed inside any part of the body, seek immediate medical attention.
4. Do not recharge zinc-air batteries. They may leak or explode.
5. Do not attempt to dispose of batteries by burning them.
6. Used batteries are harmful to the environment. Please dispose of them according to local regulations or return them to your hearing care professional.
7. Batteries may leak. Remove the battery if you leave the hearing aids unused for longer periods.
8. If the batteries are not inserted correctly, the device will not work and the batteries may build up heat. If this happens, please remove the batteries.

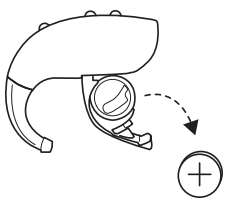
NOTE:

- Always use new zinc-air batteries that have a minimum remaining shelf life of one year.
- To save battery power, turn off your hearing aids when they are not in use.

How to change the battery

1. Prepare the new battery. Remove the protective foil to activate the battery. Wait for **two minutes** before inserting the battery into the hearing aid.
2. Open the battery door completely using your fingernail.
3. Remove the used battery.
4. Insert the new battery with the positive side (+) facing upwards. Always insert the battery in the door, never directly into the hearing aid.
5. Close the battery door.







NOTE: Please observe the following:

- To save battery power, turn off your hearing aids when they are not in use.
- At night, switch off the hearing aid and open the battery door completely to allow moisture to evaporate. This prolongs the hearing aid's lifespan.
- If the hearing aid frequently loses connection with wireless accessories, contact your hearing care professional for a list of appropriate batteries.

Battery door lock

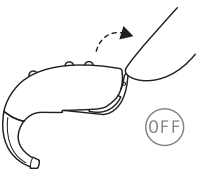
If the hearing aid is going to be used by a child or a mentally disabled person, you can ask your hearing care professional to make a battery door lock available for you. You can turn the hearing aid on and off as you usually do, but you will have to unlock the battery door every time you need to change the battery.

How to use the battery door lock

For model 88:

To lock the battery door:

1. Open the battery door to the OFF position.



2. Use the tool provided with your battery door lock to push the slider from the left side to the right side.

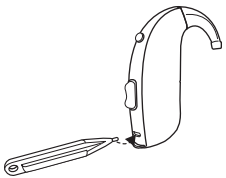


To unlock the battery door simply repeat the same procedure but pushing the slider to the right instead. You can now change the battery as described in How to change the battery.

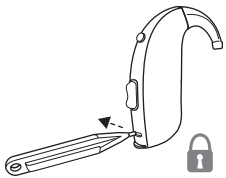
For model 98:

To lock the battery door:

1. Insert the tool straight into the battery door lock.



2. Slide lock to the left. An indication mark shows that the battery door is in the locked position (you will be able to see a white dot).



To unlock the battery door simply repeat the same produce but sliding the lock to the right instead. You can now change the battery as described in How to change the battery.

Low battery warning

When the batteries are low on power, your hearing aids' volume goes down, and they play a melody every 15 minutes, until they are empty and turn off.

NOTE: Keep extra batteries with you.

Low battery alert when paired with wireless accessories (optional)

NOTE:

Your batteries will run out faster when you use wireless functions like streaming from your smart device or from your TV with our TV streamer. As the battery power declines, the wireless functions stop working. A short melody will play every five minutes to let you know that the battery power is low. The table below shows the functionality with different battery charge levels.

If the hearing aids are experiencing frequent loss of connection to wireless accessories, contact your hearing care professional for a list of low impedance batteries.

Battery level	Signal	Hearing aid	Remote control	Streaming
Fully charged		✓	✓	✓
Low	 4 even tones	✓	✓	x
Depleted	 3 even tones and 1 longer tone	✓	x	x

These will work again when you insert a new battery.

How to place the hearing aids in your ears

How to tell left from right

If you have two hearing aids, they may be programmed differently. One for your left ear, the other for your right. Do not swap them. Please pay attention to this when cleaning, storing, and inserting the hearing aids.

You might want to ask your hearing care professional to mark your hearing aids with a colored Left and Right indication: Left is blue and Right is red.

Inserting earmolds into your ears

1. Hold the earmold between your thumb and index finger and position its sound outlet in your ear canal.
2. Slide the earmold all the way into your ear with a gentle, twisting movement.
3. Turn the top part of the earmold gently backwards and forwards so it tucks behind the fold of skin above your ear canal. Move the earmold up and down and gently press to place it correctly in the ear.
4. Place the hearing aid firmly behind the ear and make sure it sits securely. When properly inserted, your hearing aids should fit snugly and comfortably.







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

CAUTION: Never attempt to modify the shape of the hearing aid, earmolds, or tubing yourself.

How to remove the hearing aids from your ears

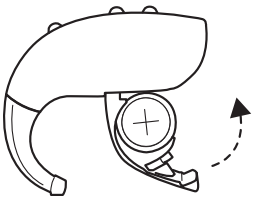
1. Lift the hearing aid from behind the ear. Let it hang momentarily beside your ear
2. Using your thumb and index finger, take hold of the earmold (not the hearing aid or the tubing)
3. Gently twist and pull the earmold to remove it from the ear

How to use your hearing aids

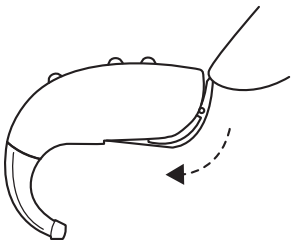
Turning your hearing aids on and off

Once you have placed the hearing aids on your ears, you can turn them on.

Your hearing aids always start in program 1 at the pre-set volume.



To turn your hearing aid on, close the battery door.



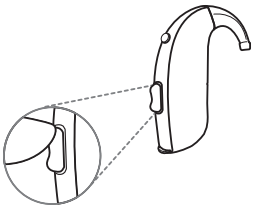
To turn the hearing aid off, open the battery door (with your fingernail).

How to adjust the volume

Your hearing aid automatically adjusts the volume depending on your listening situation.

However, if your hearing aid has a volume control, you can adjust the volume according to your preferences.

1. To increase the volume, briefly press the **top** part of the button.
2. To reduce the volume, briefly press the **bottom** part of the button.



When you change the volume, the hearing aid responds with a beep. When you reach the upper or lower limits, the hearing aid responds with a low-pitched beep.

You can also adjust the volume by means of your ReSound Remote Control 2 or the ReSound Smart 3D™ app.

Your hearing aid can be programed with an additional function for the volume control on "down button long press":

- Minimum volume: volume will immediately reduce to lowest setting, or
- Mute: the hearing aid will be muted.

To resume normal volume, "down button long press".

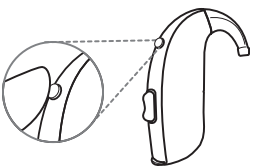
NOTE:

- If you have two hearing aids with the Synchronized Volume Control function enabled, volume control adjustments to one hearing aid automatically repeats in the second hearing aid. When you change the volume in one of the hearing aids, it responds with one or more beeps. A beep in the second hearing aid follows.
- Your hearing care professional can disable the volume control or replace it with a non-functional cover.

How to change program

Your hearing aid has a push button which allows you to select from several listening programs.

Push the button to change program. You will then hear one or more beeps. The number of beeps indicates which program you have selected (one beep = program 1, two beeps = program 2 and so on).



You can also change programs using a ReSound Remote Control 2 or the ReSound Smart 3D™ app.

NOTE:

- If you have two hearing aids with synchronization enabled, changing the program on one hearing aid automatically applies the change to the second hearing aid as well. The same number of beeps will then sound in the second hearing aid.

- When you turn the hearing aids off and on again, they always start up in program 1 and at your pre-set volume level.

Telecoil

Your hearing aid may have a telecoil. The Telecoil function may help to improve understanding of speech with Hearing Aid Compatible (HAC) telephones and in theaters, cinemas, houses of worship, etc. that have a teleloop installed.

When you select the Telecoil program, your hearing aid picks up signals from the teleloop or HAC telephone. Your hearing care professional can activate the Telecoil program.

NOTE:

- The telecoil does not work without a teleloop (that is, an induction loop), or a HAC telephone.
- If you are having trouble hearing with the telecoil, ask you hearing care professional to adjust the program.
- If there is no sound from your hearing aids in a teleloop system with an active Telecoil function, the teleloop system may not be turned on or may not be operating correctly.
- The sound from the teleloop and the hearing aids' microphones can be mixed according to your preference. Ask your hearing care professional for more details.

teleloop systems

To use teleloop systems, follow these steps:

1. Switch your hearing aid to the Telecoil program.

2. Find a good spot. Reception is not clear in all locations, it depends on the teleloop. Look for signs or find another spot .
3. If needed, adjust the volume.
4. When you leave, switch to program 1.

HAC telephone

Some smartphones are hearing aid compatible (HAC). The HAC phone establishes a small hearing loop that your hearing aids can connect to. The telecoil picks up the HAC phone's signal and converts it to sound.

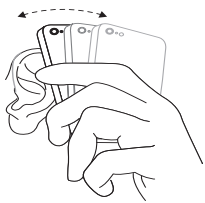
To use a HAC phone, follow these steps:

1. Switch your hearing aid to the Telecoil program.
2. Pick up the phone and make a call or answer a call.
3. Hold the phone close to the hearing aid and tilt it slightly outwards.
4. Listen to the dial tone and move the telephone to get the best reception.
5. If needed, adjust the volume.
6. When you hang up, switch back to your preferred program.

NOTE:

- If the phone has a poor telecoil signal, use the microphone program. To avoid whistling, do not hold the handset too tightly against your ear.
- Ask your hearing care professional to enable the Telecoil program in your hearing aids.
- If you see a “M3”, “M4”, “T3”, or “T4” on the box, then the smartphone is HAC compliant. If you find it difficult to obtain a good result while using your smartphone, your hearing care professional will be able to give you advice on available wireless accessories to enhance listening capabilities. Ask your hearing care professional for advice regarding HAC smartphones.

Using a telephone



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

The following suggestions may be helpful:

1. Hold the telephone up to your ear canal or hold it close to the hearing aid microphones as illustrated.
2. If you hear whistling, try holding the telephone in the same position for a few seconds. The hearing aid may be able to cancel the whistling.
3. You can also try holding the telephone slightly away from the ear.

NOTE:

- Depending on your needs, your hearing care professional may activate a function specifically for telephone use.

Mobile phones

Your hearing aids comply with the most stringent Standards of International Electromagnetic Compatibility. Any degree of disturbance can be due to the nature of your particular mobile phone or of your wireless telephone service provider.

NOTE: If you find it difficult to get a good result while using your mobile phone, your hearing care professional can give you advice on available wireless accessories to enhance listening capabilities.

Phone Now (optional)

If you place a magnet on the telephone receiver, your hearing aids will automatically switch the telephone program 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 program.

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

Phone Now warnings

- If a magnet is swallowed, seek immediate advice from a medical practitioner.
- Keep magnets out of reach of pets, children, and mentally disabled persons.
- 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 30 cm (12”) away from magnetically sensitive devices (e.g., pacemakers).

⚠ Phone Now precautions

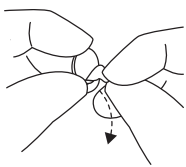
- If you experience frequent signal loss or noise during calls, move the magnet to another place on the telephone receiver.
- Only use magnets supplied by ReSound.

Placing the Phone Now magnet

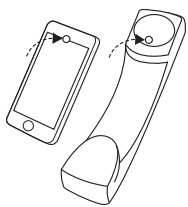
Place the magnet on your telephone receiver as follows:



1. Clean the surface thoroughly. Use a recommended cleaning agent.



2. Remove the foil from the magnet.



3. Place the magnet on the phone.

CAUTION:

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

How to use Phone Now

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

NOTE:

- You may need to move the telephone receiver slightly to find the best position for reliable Phone Now activation and a good hearing experience on the telephone.
- If your hearing aids have the Comfort Phone functionality enabled, the hearing aid on the non-phone ear automatically attenuates.
- Do not cover the phone loudspeaker opening with the magnet.
- If the function does not work to your satisfaction, moving the magnet to another position may improve ease of use and comfort.
- If your hearing aids do not switch to the telephone program consistently, try repositioning the magnet or adding additional magnets.
- Use a recommended cleaning agent.

Direct Audio Input

You can connect a DAI (Direct Audio Input) adapter to the bottom of your hearing aid. Once connected, the hearing aid automatically switches to DAI. The sound is then sent directly to your hearing aid using a cable or a wireless FM system.

If you want to be able to hear what happens around you, you can combine the DAI input with the sounds picked up by your hearing aid's microphones.

NOTE: Your hearing aid's battery will drain faster if you use the DAI functionality.

Connecting a DAI adapter



1. Align the tip of your DAI adapter with the groove on top of the battery door.

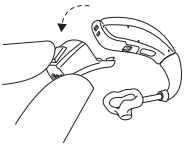


2. Move the adapter towards the battery door.



3. Click the adapter onto the hearing aid.

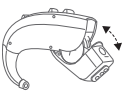
Disconnecting a DAI adapter



- Remove the adapter from the hearing aid and press the small latch downwards.

Battery door with integrated DAI

For some models, your hearing care professional can replace the standard battery door with a battery door that has an integrated DAI adapter.



To use the DAI functionality when you have this type of adapter, simply select the DAI program in your hearing aid.

⚠ Important points for FM

- Do not use two transmitters on the same FM channel.
- Do not use water or fluids for cleaning the FM click-on (DAI) receiver.
- Do not use an FM transmitter in locations where it is forbidden to use electronic devices, for instance in airplanes/oil rigs.
- Be aware that FM signals might also be picked up and overheard by other receivers.
- Before using the system in another country, contact your hearing care professional to make sure your radio channel is permitted in that country.
- Your FM boot and transmitter may only be repaired by an authorized service center.

Advanced options

ReSound Assist and ReSound Assist Live (optional)

ReSound Assist
If you have signed up to use ReSound Assist available with your hearing aids, you can allow your hearing aids to be adjusted remotely without having to visit your hearing care professional.

All you need is a compatible mobile device with internet enabled. This allows you to:

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

This service only works if your mobile device is connected to the internet. Your hearing care professional will provide information regarding this option, and how it works with the ReSound Smart 3D™ app.

For optimum performance, make sure the hearing aids are connected to the ReSound Smart 3D™ app and placed close to the iPhone, iPad, iPod touch, or the Android™ smartphone before applying the changes.

NOTE: Your hearing aids shut down during the installation and update process.

ReSound Assist Live
This service also includes ReSound Assist Live. With this service you can get face-to-face assistance from your hearing care professional from home.





Using your hearing aids with iPhone, iPad, and iPod touch (optional)

The advanced models of our hearing aids are Made for iPhone®, iPad® , and iPod touch®, which allow for direct audio streaming and control from these devices.

Streaming from an Android™ smartphone

Some Android smartphones can stream audio directly to the advanced models of our hearing aids. Your device must be running Android 10 or newer and it must have the Android Streaming for Hearing Aids feature as well.

NOTE: For assistance with pairing and using these products with your hearing aids, contact your hearing care professional.

Using your hearing aid with smartphone apps (optional)

Our smartphone apps are intended to be used with our wireless hearing aids. The smartphone apps send and receive signals from the hearing aids via smartphones.

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

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

NOTE: If your Bluetooth® enabled Android smartphone does not stream directly to your hearing aids, you are able to answer the telephone if you use ReSound Phone Clip+.

Flight Mode (optional)

Your hearing aids can be controlled from your smartphone or Remote Control, an option that can be added by your hearing care professional. However, in some areas you are requested to turn off wireless communication.

CAUTION: When boarding a flight or entering an area where RF transmitters are prohibited, wireless functionality must be deactivated.

Turning off wireless communication (enter Flight Mode)

1. Open and close the battery door on each hearing aid three times within 10 seconds.
2. A 10-second double tone (♫♫) means the hearing aid is now in Flight Mode.

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

Activating wireless communication (exit Flight Mode)

1. Open and close the battery door on each hearing aid once.
2. Wireless communication will be activated after 10 seconds.

NOTE: It is important to wait an additional 15 seconds after wireless function resumes before opening and closing the battery compartment again for any reason. Flight mode will resume if you open and close the battery compartment during this 15 second window.

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** allows you to adjust the volume, mute your hearing aids, and change programs.
- **ReSound Remote Control 2** allows you to adjust the volume or mute your hearing aids, change programs, and see 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 **ReSound 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.
- For use of wireless functionality only use ReSound wireless accessories. For further guidance, please refer to the user's guide of the relevant ReSound wireless accessory.

How to clean and maintain your hearing aids

Care and maintenance

Please follow the advice 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. Open the battery door to dry your hearing aids when you are not wearing them.
3. Wipe the hearing aids with a soft cloth after use to remove grease or moisture.
4. Do not wear your hearing aids when putting on cosmetics, perfume, aftershave, hairspray, suntan lotion, etc. These might discolor the hearing aid or get into the hearing aid causing damage.
5. Do not immerse your hearing aid in any liquid.
6. Keep your hearing aids away from excessive heat and direct sunlight. intense direct sunlight. The heat may deform the shell, damage the electronics, and deteriorate the surface.
7. Do not swim, shower, or take steam baths while wearing your hearing aids.

Daily maintenance

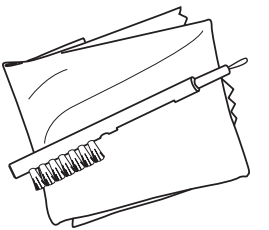
It is important to keep your hearing aid clean and dry. On a daily basis, clean the hearing aids using a soft cloth or tissue. In order to avoid damage due to humidity or excessive perspiration, the use of a drying kit is recommended.



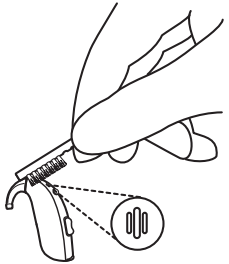
WARNING: Always turn your hearing aids off while cleaning and maintaining them.

Cleaning tools

1. Soft cloth.
2. Brush for cleaning. Use the brush on all surfaces and orifices. Also use your brush for daily cleaning and battery handling.
3. Wire loop. Use the wire loop to clean the earmold.
4. Magnet. Use the magnet to lift and replace the battery.



If the microphone inlets are clogged, gently brush across the microphone inlets with the brush.



WARNING: Do not use force to press the bristles on the small brush into the inlets because the microphones may be damaged.

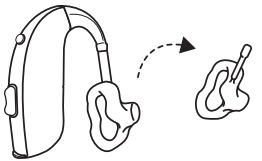
CAUTION: Do not use alcohol or other solvents to clean your hearing aid or the protective coating will be damaged.

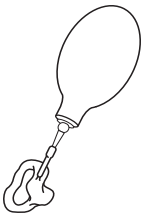
NOTE: Do not use the wire loop to clean the microphone inlets. If the microphone inlets remain clogged after brushing the exterior, ask your hearing care professional to help you clean them.

NOTE: The wire loop is only intended for earmolds.

The earmold

1. Remove the earmold and tubing from the hearing aids prior to cleaning.
2. Clean the earmold using a mild soap, and rinse with lukewarm water.
3. After cleaning, dry the earmolds thoroughly and remove any residual water and debris from the tubing utilizing a small blower and wire loop.





NOTE: Your earmold tubing may become stiff, brittle or discolored over time. Contact your hearing care professional regarding tube changes.

How to clean a metal hook

1. Remove the earmold and tubing from the metal hook.
2. Use a damp cloth to wipe the metal hook clean.
3. Use a mild soap to clean the tube and the earmold. Rinse with lukewarm water.

4. Dry thoroughly and use the air bulb to blow any left over water out of the tube and earmold.

NOTE: Do not use alcohol or other cleaning solvents to clean the metal hook as this could damage its protective covering.

General warnings and precautions

⚠ General warnings

1. Consult a hearing care professional if you think there may be a foreign object in your ear canal, if you experience skin irritation, or if excessive earwax accumulates with the use of the hearing aid.
2. Different types of radiation, from, for example, 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, and 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 the hearing aids.
3. 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.
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 careful 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. Turn off your wireless functionality by using the flight mode in areas where radio frequency emission is prohibited.
8. If a hearing aid is broken, do not use it.

9. A power hearing aid can produce very loud sound to compensate for a severe or profound hearing loss. Therefore, there is risk of further impairing the remaining hearing.
10. External devices connected to the electrical input must be safe according to the requirements of IEC 60601-1, IEC 60065, EN/IEC 62368-1, or IEC 60950-1, as appropriate (wired connection, for example HI-PRO, SpeedLink).

NOTE:

For use of wireless functionality, only use supported wireless accessories. For further guidance regarding pairing etc., please refer to the user's guide for the relevant wireless accessory.

General precautions

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. Use only original consumables from ReSound (e.g., tubes and molds).
3. Only connect your hearing aids to accessories intended and qualified to be used with your hearing aids.

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 will not allow you to get its full benefits.
- 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.

Troubleshooting

Issue	Potential cause	Potential solution
Feedback, "whistling"	Is your earmold inserted correctly in the ear?	Put it back in.
	Is the volume very loud?	Reduce the volume.
	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 doctor.
No sound	Is the hearing aid turned off?	Turn it on.
	Is the hearing aid in telecoil mode?	Switch to the microphone program.
	Is there a battery in the hearing aid?	Insert a new battery
	Is the battery still good?	Replace with a new battery
	Is the plastic tube or earmold clogged or broken?	Consult your hearing care professional.
	Is your ear full of wax?	Visit your doctor.

Issue	Potential cause	Potential solution
Sound is distorted, spluttering, or weak?	The battery is dead	Replace it with a new one
	Is the battery dirty?	Clean it or replace it with a new one
	Is the plastic tube or earmold clogged or broken?	Consult your hearing care professional.
	Did your hearing aid get damp?	Use a desiccant (drying kit).
Battery runs out very quickly	Did you leave your hearing aid turned on for long periods of time?	Always turn off your hearing aid when you are not using it (e.g., at night).
	Is the battery old?	Check the date on the battery package.

Tinnitus Management

Tinnitus Sound Generator module

Your ReSound hearing aids include the Tinnitus Sound Generator (TSG) module. The Tinnitus Sound Generator (TSG) Module is a software tool that generates sounds to be used in tinnitus management programs to relieve suffering from tinnitus. The TSG can generate sounds adjusted to your personal preference and your specific therapeutic needs as determined by your doctor, audiologist, or hearing care professional. Depending on the selected hearing aid program and the environment you are in, you may hear the therapeutic sound of a continuous or fluctuating noise.

Indications for use of the TSG module - (US only)

The Tinnitus Sound Generator module is a tool to generate sounds to be used in a Tinnitus Management Program to temporarily 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.

TheTinnitus 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.

If deemed feasible by the hearing professional, subsequent fittings of the Tinnitus Sound Generator module may be performed remotely and in real time while having live communication via live audio, video, and chat on the user's dedicated app.

User instructions for the TSG module

Description of the device

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

Explanation of how the device works

The TSG module is a frequency and amplitude shaped white-noise generator. The 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 in order to make 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 only troubles you 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 using 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, 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.

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.

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 tinnitus sound generator volume can only be adjusted within the range set by the hearing care professional.

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

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.

TSG - Technical specifications

Audio signal technology: Digital.

Available sounds

White noise signal which can be shaped with the following configurations:

High-pass filter	Low-pass filter
500 Hz	2000 Hz
750 Hz	3000 Hz
1000 Hz	4000 Hz
1500 Hz	5000 Hz
2000 Hz	6000 Hz
-	8000 Hz

The white noise signal can be modulated in amplitude with an attenuation depth of up to 14 dB.

⚠ 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 damage, the maximum daily usage depends on the level of the generated sound.

To adjust TSG, please consult your hearing care professional.

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 the sound generator and seek medical evaluation.

Children and physically or mentally challenged users will require training by a doctor, audiologist, hearing care professional, or guardian in the insertion and removal of the hearing aid containing the TSG module.

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 program to relieve patients suffering from tinnitus.

Warning information

WARNING:

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

CAUTION:

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

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), 1000 Hz, and 2000 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 compliance with NIOSH recommendations, the user should not use the sound generator for more than eight (8) hours a day when it 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 it for more than two (2) hours per day. In no case should the sound generator be worn at uncomfortable levels.

⚠ 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. Discontinue use of the sound generator and consult promptly with a licensed physician if you experience any of the following conditions:
   a. Visible congenital or traumatic deformity of the ear.
   b. History of active drainage from the ear within the previous 90 days.
   c. History of sudden or rapidly progressive hearing loss within the previous 90 days.
   d. Acute or chronic dizziness.
   e. Unilateral hearing loss of sudden or recent onset within the previous 90 days.
   f. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
   g. Pain or discomfort in the ear.
3. Discontinue use of the sound generator and consult promptly with your hearing care professional, if you experience changes in the tinnitus perception, discomfort, or interrupted speech perception, while using the Tinnitus Sound Generator.
4. The volume control is a feature in the TSG module used for adjusting the sound generator output level. To prevent unintended usage by pediatric, or physically or mentally disabled users, the volume control must be configured to only provide a decrease of the sound generator output level.
5. Children, and physically or mentally disabled users will require guardian supervision while wearing the TSG hearing aid.

6. Adjustment of the Tinnitus Sound Generator settings, using a smartphone app, should only be performed by the parent or legal guardian in cases where the user is minor. Use of the ReSound Assist for remote settings of the tinnitus sound generator, should only be performed by the parent or legal guardian in cases where the user is minor.

Regulatory information

Warranties and repairs

The manufacturer 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, the manufacturer pledges to secure functionality at least equivalent to the original hearing aid. As a signatory to the United Nations Global Compact initiative, the manufacturer is committed to doing this in line with environment-friendly best practices. Hearing aids therefore, at the manufacturer'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.

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.

Temperature test, transport, and storage information

Our 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 normal operation the temperature should not exceed the limit values of 0 °C (+32 °F) to +45 °C (+113 °F) at a relative humidity of 90%, non-condensing. An atmospheric pressure between 500 hPa and 1100 hPa is appropriate.

During transport or storage, the temperature should not exceed the limit values of -20 °C (-4 °F) to +60° C (+140 °F) at a relative humidity of 90% RH, non-condensing (for a limited time).

Non-clinical testing (US only)

The devices covered within this user guide have undergone tests for the relevant non-clinical performance testing and biological endpoints in accordance with standards identified below:

- Electrical safety testing is performed according to IEC 60601-1:2005 + A1:2012+A2:2020, IEC 60601-2-66:2019, IEC 60601-1-11 Edition 2.0 2015-1, IEC 62133-2 Edition 1.0 2017- 02 and IEC 62368-1:2018/COR1:2020.
- Electromagnetic compatibility (EMC) testing is performed according to IEC 62479:2010, ANSI IEEE C63.19-2019 and IEC 60601-1-2:2014+A1:2020.
- Radio and Telecommunication testing is performed to be in compliance with applicable parts of the FCC rules in title 47 of the CFR.
- Electroacoustic testing is performed according to ANSI/ASA S3.22-2014 and ANSI/CTA 2051:2017
- Usability Engineering was performed in compliance with IEC 62366-1:2015

The devices covered in this user guide passed all tests for the relevant non-clinical performance testing and biological endpoints, namely cytotoxicity (ISO 10993-05:2009), sensitization, and intracutaneous reactivity (ISO 10993-10:2010).

Similarly, usability testing and software verification and validation demonstrated mitigation of risks to an acceptable level as well as reasonable assurance of safe and effective device performance.

Clinical data (US only)

Devices have been evaluated clinically through equivalence to equivalent devices and similar devices on the market with similar intended purpose, e.g., to compensate for hearing impairment by amplifying and transmitting sound to the ear.

Based on technical and clinical data presented for the device in question, the equivalent predecessor, and generally similar devices, it is concluded to support the clinical performance expressed in user needs and claims.

The clinical data leaves no questions open regarding clinical performance and is for this reason deemed sufficient.

Statement

This device complies with part 15 of the FCC rules and ISED rules. Its 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 according to 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:

- Redirect or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver
- Connect the equipment to an outlet or a circuit that is different from the one to 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.

The products are in compliance with the following regulatory requirements:

- In the EU: The device conforms to the Essential Requirements according to Annex I of Council Directive 93/42/EEC for medical devices (MDD).
- GN ReSound A/S hereby declares that the radio equipment types BEB80 and LOB90 are 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 the 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 has been certified 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).

Type designations

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

BEB80, FCC ID: X26BEB80, IC: 6941C-BEB80
LOB90, FCC ID: X26LOB90, IC: 6941C-LOB90

This device includes an RF transmitter which operates in the frequency band of 2.4 GHz – 2.48 GHz.

Hearing aid variants

High Power Behind-the-Ear (BTE) hearing aids of type **BEB80** with FCC ID X26BEB80, IC number 6941C-BEB80, and size 13 battery are available in the following variants:

*KE488-DWH, KE388-DWH, KE288-DWH

Nominal RF output power transmitted is: - 2 dBm.

Super Power Behind-the-Ear (SP BTE) hearing aids type **LOB90** with FCC ID X26LOB90, IC number 6941C-LOB90, and size 675 battery are available in the following variants:

*KE498-DW, KE398-DW, KE298-DW

Nominal RF output power transmitted is: +1 dBm.

*) Key 4 variants are not available in Canada.

Symbols

WARNING: Points out a situation that could lead to serious injuries.

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

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

Follow instructions for use.

Equipment includes an RF transmitter.

Product is a Type B applied part.

Date of manufacture.

Do not dose of your hearing aids and batteries with ordinary household garbage. Your hearing aids and batteries should be disposed of at sites intended for electronic waste or returned to your hearing care professional for safe disposal.
Please ask your local hearing care professional about the disposal of your hearing aid.
NOTE: There may be specific regulations in your country.

Legal manufacturer.

℞ ONLY By prescription only (US).

Complies with ACMA requirements.

Complies with IMDA Standards DA105282 Complies with IMDA requirements.

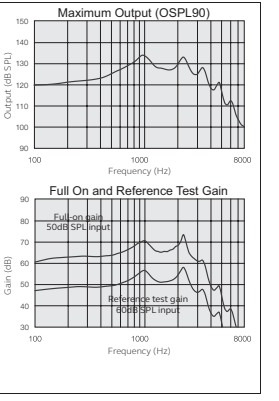
UDI Unique Device Identification.

Technical specifications

High Power BTE

Models: KE488-DWH, KE388-DWH, KE288-DWH

Reference test gain (60 dB SPL input)	HFA	53	dB
Full-on gain (50 dB SPL input)	Max. HFA	73 67	dB
Maximum output (90 dB SPL input)	Max. HFA	134 130	dB SPL
Total harmonic distortion	500 Hz 800 Hz 1600 Hz 3200 Hz	2.8 0.4 0.4 0.1	%
Telecoil sensitivity (1 mA/m input) HFA - SPLIV @ 31.6 mA/m (ANSI) Full-on telecoil sensitivity @ 1 mA/m	Max. HFA HFA	103 114 98	dB SPL
Equivalent input noise, w/o noise reduction 1/3 Octave Equivalent input noise, w/o noise reduction		22 12	dB SPL
Frequency range IEC 60118-0: 2015		100-4940	Hz
Current Drain (Quiescent/Operating)		1.18/1.4	mA



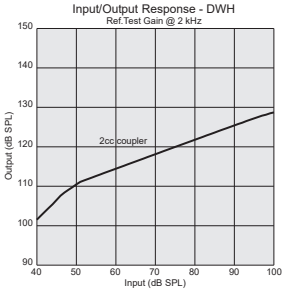
Data in accordance with ANSI S3.22-2014, IEC 60118-0:2015. Measured in a 2cc coupler.

High Power BTE (US only)

Additional technical data

Latency, mid frequency delay (2 kHz)	5.1	ms
Attack/release time (2 kHz syllabic)	12 / 70	ms

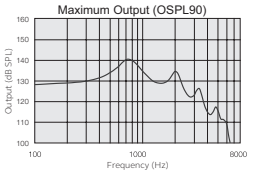
Input/Output response, measured in a 2cc coupler at the reference test gain @ 2 KHz



Super Power BTE

Models: KE498-DW, KE398-DW, KE298-DW

Reference test gain (60 dB SPL input)	HFA	53	dB
Full-on gain (50 dB SPL input)	Max. HFA	83 67	dB
Maximum output (90 dB SPL input)	Max. HFA	141 130	dB SPL
Total harmonic distortion	500 Hz 800 Hz 1600 Hz 3200 Hz	4.2 0.5 0.7 0.2	%
Telecoil sensitivity (1 mA/m input) HFA - SPLIV @ 31.6 mA/m (ANSI) Full-on telecoil sensitivity @ 1 mA/m	Max. HFA HFA	113 113 98	dB SPL
Equivalent input noise, w/o noise reduction 1/3 Octave Equivalent input noise, w/o noise reduction		27 8	dB SPL
Frequency range IEC 60118-0: 2015		100-5200	Hz
Current Drain (Quiescent/Operating)		1.3/3.3	mA



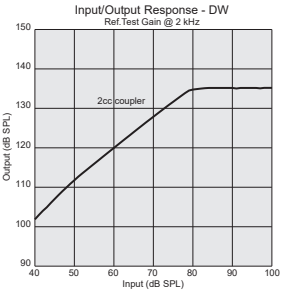
Data in accordance with ANSI S3.22-2014, IEC 60118-0:2015. Measured in a 2cc coupler.

Super Power BTE (US only)

Additional technical data

Latency, mid frequency delay (2 kHz)	5.1	ms
Attack/release time (2 kHz syllabic)	12 / 70	ms

Input/Output response, measured in a 2cc coupler at the reference test gain @ 2 KHz



Additional information

Acknowledgements

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Manufacturer according to EU Medical Device Directive 93/42/EEC:

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DK-2750 Ballerup
Denmark

Manufacturer according to FDA:

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ReSound Government Services
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USA
1-800-392-9932
resound.com/veterans

Manufacturer according to Health Canada:

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Any serious incident that has occurred in relation to the device should be reported to the Legal manufacturer GN ReSound A/S and the competent authority of the EU Member State in which the user and/or patient is established.

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