DANAVOX GN

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XC RIE RHI

Danavox Klar User guide

Receiver-in-Ear hearing aids, Rechargeable

GN Making Life Sound Better

Hearing aid information

Left hearing aid		Right hearing aid	
Serial number		Serial number	
Model number		Model number	
Battery type	☐ Rechargeable		

Dome/ earmould type	Closed dome ☐ Small ☐ Medium ☐ Large	Open dome ☐ Small ☐ Medium ☐ Large	Power dome ☐ Small ☐ Medium ☐ Large	☐ Tulip dome	☐ Earmould

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

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Introduction

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

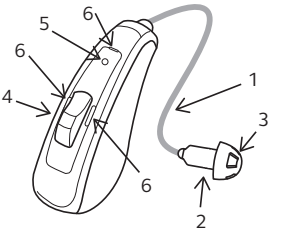
Generic air-conduction hearing aids are wearable sound-amplifying devices intended to compensate for impaired hearing. The fundamental operating principle of hearing aids is to receive, amplify, and transfer sound to the eardrum of a hearing impaired person.

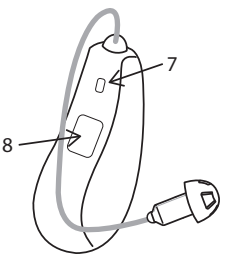
For devices including a Tinnitus Sound Generator module
The Tinnitus Sound Generator module is a tool to generate sounds to be used in a Tinnitus Management Program to temporarily relieve patients suffering from Tinnitus.

For devices including a dome
The dome is intended to be connected to a receiver tube on the hearing aid. The dome is intended to ensure that the sound outlet of the hearing aid is placed in the ear canal.
This accessory is intended to be used by the same age group as the hearing aid. The accessory is intended to be used by lay persons.

Your hearing aid

1. Receiver wire
2. Receiver
3. Dome (an open dome is shown)
4. Push button
5. LED (green light)
6. Microphone inlets
7. Left/right indicator
8. Serial number and model





Domes and earmoulds



Tulip dome



Closed dome



Open dome



Power dome

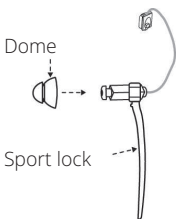


Custom earmould

The closed, open and power domes are available in different sizes. Tulip domes are one size. Domes are all light grey.

NOTE: Only use domes supplied by the manufacturer.

The sport lock helps keep your hearing aids in place when you are physically active.



Preparing your hearing aids for use

Charging the hearing aids

⚠ **WARNING:** Refer to the user guide for your hearing aid charger for a full instruction on how to use it.

NOTE: We recommend that you charge your hearing aids fully before using them.

⚠ Battery warnings

- Do not attempt to open the product or replace the battery. This will terminate the warranty.
- Rechargeable hearing aids are supported by a non-removable rechargeable lithium-ion battery cell. Exposure or ingestion can be seriously harmful.
- Never put your rechargeable hearing aid in your mouth.
- Never swallow lithium-ion batteries nor place them inside any part of the body as this may lead to fatal injuries in two hours or less. If a rechargeable hearing aid or a lithium-ion battery is swallowed or placed inside any part of the body, seek immediate medical attention.
- If the outer casing of your rechargeable hearing aid is broken, the rechargeable battery inside may leak. In this case, do not attempt to use the hearing aid – contact your hearing care professional.
- Battery leakage can cause chemical burns. If you get exposed to battery leakage material, rinse immediately with warm water. If you get chemical burns, redness, or skin irritation from battery leakage, seek medical attention.

- Batteries are harmful to the environment. Therefore, never try to burn them. Dispose of your used batteries according to your country's regulations or return them to a hearing care professional.
- When traveling, consult your airline about any rules for transportation of your hearing aid and charger. Your hearing aid charger contains a Li-Ion battery.

NOTE:

- Use of other chargers may invalidate any approval or warranty.
- To save battery power, turn off your hearing aids when they are not in use.

Low battery alert

When the batteries are low on power, the volume in your hearing aids will reduce and a melody will play every 15 minutes until there is no more power - then your hearing aids will turn off.

Low battery alert when paired with wireless accessories

NOTE:

- The battery will drain 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.

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

You can check the battery status by placing the hearing aid in the hearing aid charger (premium charger only). (Premium charger only). You can also check the battery status in the BeMore app.

Placing your hearing aids in your ears

How to tell left from right

CAUTION: If you have two hearing aids, they may be programmed differently. Do not swap them as this could damage your hearing.
Your hearing aids are colour-coded. Left = blue. Right = red.
If your hearing aids are not colour coded, ask your hearing care professional to add colour coding.



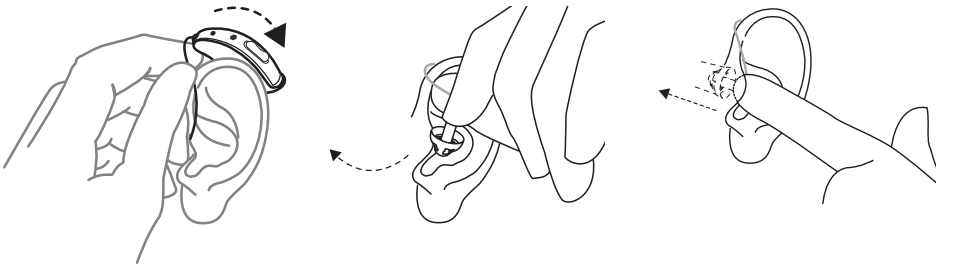
Left hearing aid (blue marking on the receiver)



Right hearing aid (red marking on the receiver)

Inserting the receiver dome into your ear

If your hearing aids have domes, follow these instructions:



1. Hang the hearing aid over the top of your ear.
2. Hold the receiver wire where it bends and gently place/push the receiver dome into your ear canal.
3. Push the dome far enough into your ear canal so that the receiver wire rests against your head. You can check in a mirror.

NOTE:

- If your hearing care professional has provided you with a sport lock next to the dome, ensure you place the sport lock into the indentation above your earlobe.
- To avoid whistling, ensure that the receiver wire and dome fit correctly into your ear. If you continue to experience whistling, check the troubleshooting guide for other possible reasons and solutions.

CAUTION: Never attempt to modify the shape of the receiver wire yourself.

Sport 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 sport lock to the receiver.



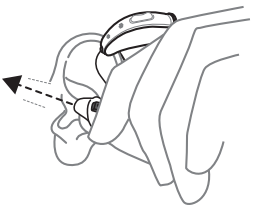
To insert a hearing aid with a sport lock:

1. Insert the hearing aid as usual
2. Tuck the sport lock into the bottom part of the indentation above your earlobe.

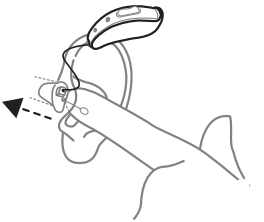
NOTE: Sport locks may become stiff, brittle or discoloured over time. Contact your hearing care professional for a replacement.

Inserting earmoulds into your ears

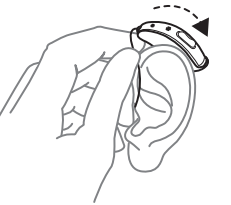
If your hearing aids have earmoulds, follow these instructions:



1. Hold the earmould between your thumb and index finger and position the sound outlet into your ear canal.



2. Slide the earmould into your ear with a gentle, twisting movement. Move the earmould up and down and press gently. Opening and closing your mouth may assist.



3. Place the hearing aid behind your ear and ensure it is secure. When properly inserted, your hearing aids should fit snugly and comfortably.

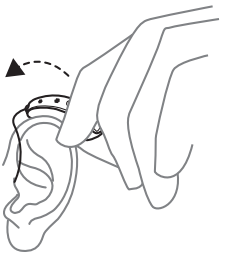
NOTE: When inserting an earmould, it may help to pull your ear up and back with the opposite hand.

CAUTION: Never attempt to modify the shape of the hearing aids, earmoulds, domes or receiver wires yourself.

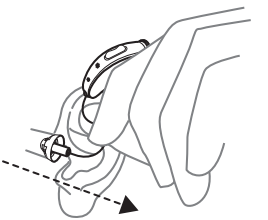
Removing your hearing aids from your ears

Removing receiver domes from your ears

If your hearing aids have domes, follow these instructions:



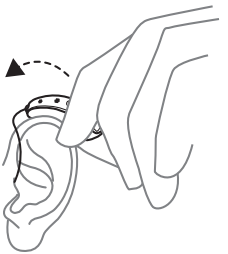
1. Lift the hearing aid off your ear.



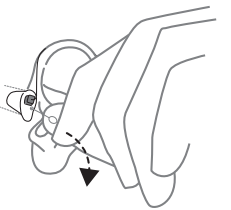
2. Hold the receiver wire with your thumb and index finger where it bends and pull the dome out of your ear canal.

Removing earmoulds from your ears

If your hearing aids have earmoulds, follow these instructions:



1. Lift the hearing aid from behind your ear. Let it hang beside your ear momentarily.



2. Using your thumb and index finger, gently pull the earmould (not the hearing aid or the wire) loose from your ear. If your earmould has a removal cord, pull it gently to assist. The removal cord is a separate line that is additionally attached to the earmould if requested. Remove the earmould completely by twisting it gently.

Using your hearing aids

Turning your hearing aids on and off

1. To turn on: Press and hold the button for 5 seconds
2. To turn off: Press and hold the button for 5 seconds

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

Your hearing aids also turn off automatically when you place them in the charger (while it is active), and they turn on automatically when you remove them from the charger.

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

Smart Start

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

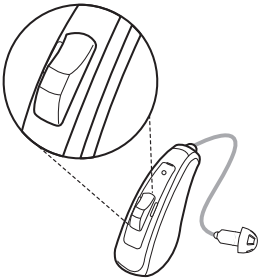
NOTE: If you do not want to use this function, ask your hearing care professional to deactivate it.

The push button

The push button gives access to the features that your hearing care professional and you decide to apply to your hearing aids. Per default, the push button allows you to use up to four different listening programs, and three wireless accessories programs.

- Short press the push button (beep) to switch between programs. You will then hear one or more beeps. The number of beeps indicates which program you have selected
- 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 program you left
- Press and hold for 5 seconds to turn your hearing aid on and off

When you turn the hearing aids off and then back on, they always return to the default setting (program one and pre-set 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 programs.

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:

Action	Default setting	New setting	New setting
Short press	Change program		
1 sec press	Activates streaming		

NOTE:

- Some features are configurable during your fitting session. Ask your hearing care professional about the best settings for you.
- For convenience, you may control your hearing aids from the BeMore app or the Remote Control 2.

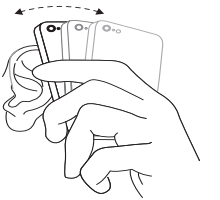
The LED light indicator

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

Action	**Light**
Turn on: Press and hold the button for 5 seconds	Green flash
Turn off: Press and hold the button for 5 seconds	Flashes green three times
Enter flight mode (optional): Press and hold the button for 9 seconds	Four times green double flashes

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:

- Hold the telephone up to your ear canal or hold it close to the hearing aid microphones as illustrated.
- 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.
- 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. See also "Wireless accessories", page 28.

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.

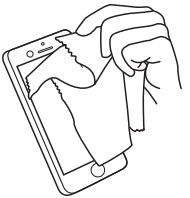
WARNING: The Phone Now magnet may affect sensitive medical devices/electronic systems. Seek advice from the manufacturers regarding appropriate safety measures when using the Phone Now solution near the sensitive device/equipment (pacemakers and defibrillators) in question. If the manufacturer cannot 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).

CAUTION:

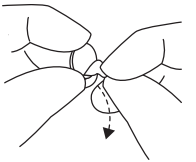
- If you experience frequent signal loss or noise during calls, move the magnet to another place on the telephone receiver.
- Only use original magnets supplied by the manufacturer.

Placing the Phone Now magnet

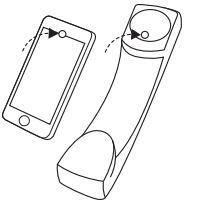
Place the magnet on your telephone receiver as follows:



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 the manufacturer.

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 a reliable Phone Now activation and a good hearing experience on the telephone.
- If your hearing aids have enabled the Comfort Phone functionality, 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.

Advanced options

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 aids with smartphone apps (optional)

The smartphone apps send and receive signals to and from the hearing aids via smartphones.

- Only use our compatible mobile device app with your hearing aids.
- Do not disable app notifications.
- Install updates to keep the app working correctly.
- The app must only be used with the hearing aids for which they are intended, and the manufacturer takes no responsibility if the app is used with other hearing aids.
- If you want a printed version of the user guide for the smartphone app, please go to our website (see the back page of this user guide) or consult customer support.

NOTE:

- For assistance with pairing and using these products with your hearing aids, contact your hearing care professional or visit our support site.
- If your Bluetooth® enabled Android smartphone does not stream directly to your hearing aids, you can use our phone clip for streaming capabilities.





Assist and Live Assist (optional)

Assist
If you have signed up to use 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 BeMore app.

For optimum performance, make sure the hearing aids are connected to the BeMore 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.

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

Flight Mode (optional)

Your hearing aids can be controlled from your mobile device 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.

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

Turning off wireless communication (enter Flight Mode)

1. Turn off your hearing aid.
2. Press the button for 9 seconds.

3. Your hearing aid will double-flash four times. If you are wearing your hearing aids at the time, you will hear double tones (♫♫) for about 10 seconds, meaning the hearing aid is now in Flight Mode.

Activating wireless communication (exit Flight Mode)

1. Turn your hearing aid off and then on.
2. Wireless communication will be activated after 10 seconds.

Wireless accessories

A variety of wireless accessories is available as an enhancement to your hearing aids. These accessories enable direct streaming of sound and speech to your hearing aids, enhancing your ability to hear and communicate in various everyday situations.

- **A TV streamer** streams audio from a TV and most other audio sources to your hearing aids at a volume that suits you.
- **A basic remote control** adjusts volume, mutes your hearing aids and changes programs.
- **An advanced remote control** adjusts volume, mutes your hearing aids, changes programs and displays your settings.
- **A phone clip** streams phone conversations and stereo sound to both hearing aids and doubles as a remote control.
- **A body-worn microphone** is a microphone that can be worn by others. It improves speech comprehension in noisy situations.
- **A wireless microphone.** It works like the **body-worn microphone**, but doubles as a table microphone. Furthermore, it has a built-in telecoil that allows it to connect with a teleloop system, a connector for a FM receiver, and a mini-jack input for wired streaming of audio from a computer or music player.
- **An app** which you can install on your mobile device to enable streaming and control directly from your mobile device. See "Advanced options", page 24.

Accessing wireless accessories

To access a wireless accessory that has already been paired with your hearing aids, press the push button for 2 seconds. The hearing aid will emit a sound to confirm the connection.



NOTE:

- Ask your hearing care professional for more information on the range of available wireless accessories.
- You should only use recommended wireless accessories with your wireless hearing aids. For information about how to pair your hearing aids with a wireless accessory, see the user guide for the relevant wireless accessory.

Cleaning and caring for 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.

To maintain your hearing aids, clean and disassemble them one at a time to prevent mixing them up.

- Keep your hearing aids dry and clean.
- Wipe the hearing aids with a soft cloth after use to remove grease or moisture.
- 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.
- Do not immerse your hearing aid in any liquid.
- Keep your hearing aids away from excessive heat and intense direct sunlight. The heat may deform the shell, damage the electronics and deteriorate the surface.
- Do not swim, shower or steam bathe while wearing your hearing aids.



CAUTION: Ear wax or other residue on your hearing aids can cause an infection. To avoid this, clean your hearing aids as instructed.

Daily maintenance

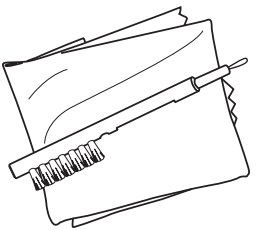
It is important to keep your hearing aid clean and dry. On a daily basis, clean the hearing aids using a soft cloth or tissue. In order to avoid damage due to humidity or excessive perspiration, the use of a drying kit is recommended.



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

Cleaning tools

- Soft cloth.
- Brush for cleaning. Use the brush on all surfaces and orifices. Also use your brush for daily cleaning.
- Wire loop. Use the wire loop to clean the earmould.



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, 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 a hearing care professional to help you clean them.

NOTE: The wire loop is only intended for earmoulds.

Changing your hearing aid domes

We recommend that your hearing care professional shows you how to change domes. You should change your domes every 3 months or more often according to the advice of your hearing care professional.

NOTE:

- Incorrect dome replacement can result in a dome being left in your ear when you remove your hearing aid.

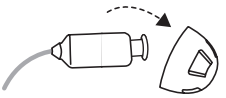


CAUTION:

- If you suspect that you have a dome, wax filter, or other object in your ear canal, consult a hearing care professional or a physician. These objects can be harmful and can cause an infection in your ear.
- Only use original consumables from the manufacturer, e.g. domes and wax filters.

Standard domes

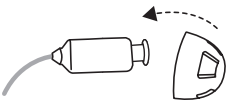
The illustrations show an open dome, but the procedure is the same for closed and power domes. Follow these instructions to replace your domes.



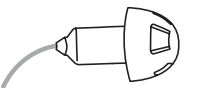
1. Remove the used dome by pulling it off the receiver and then discard it. This may require a bit of force.



3. Check that the dome is securely mounted by carefully lifting the lower part of the dome and verifying that the collar completely covers the ribbed end of the receiver.



2. Push the new dome over the ribbed end of the receiver.

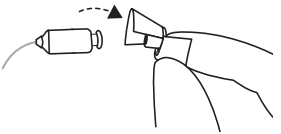


4. When placed correctly, the dome will appear slightly angled.

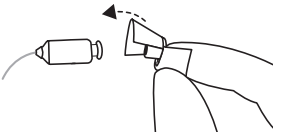
NOTE: Change the dome at least every three months. Ask your hearing care professional for advice.

Tulip domes

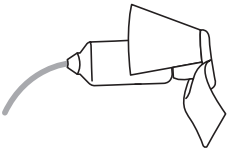
To change a tulip dome, follow these instructions:



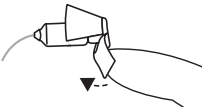
1. Remove the used dome by pulling it off the receiver and discard. This may require a bit of force.



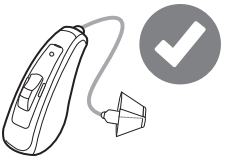
2. Push the largest petal back, then press the tulip dome over the ribbed end of the receiver.



3. Check that the tulip dome is securely mounted by verifying that the collar completely covers the ribbed end of the receiver.



4. Push the larger petal toward the receiver.



This illustration shows a correctly mounted tulip dome. Ensure the large petal is outside the small petal.

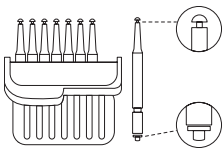
Changing the wax filter

To replace a wax filter, you will need your box of wax filter tools.

The wax filter is located at the inward end of the receiver or custom earmould.

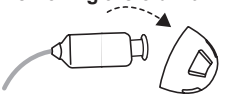
It helps keep earwax away from the components of your hearing aid. You must replace it on a regular basis. Consult your hearing care professional for advice on how often you need to replace it. It will depend on how much wax your ear produces.

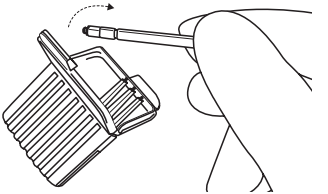
If you wear a dome, remove it before following this process for replacing the wax filter. See "Changing your hearing aid domes", page 33.



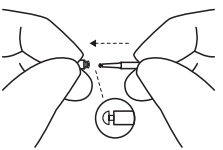
Box of 8 wax filter tools.
The wax filter tool has two functions: A removal tip to collect the used filter, and a replacement tip with a white filter.

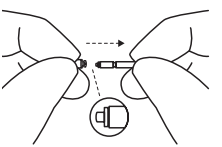
Removing the old wax filter





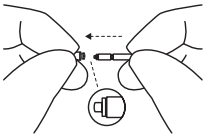
1. Remove the dome from the receiver.
2. Open the wax filter case and take out one of the tools. Each tool has a small hook (removal tip) in one end and a new wax filter in the other.



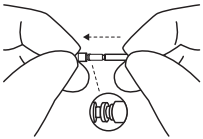


3. Insert the removal tip into the used wax filter and then pull the tool straight out. It is important to pull it straight and not in an angle.

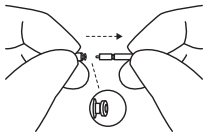
Inserting the new wax filter



1. Insert the other end of the tool into the sound outlet (the end with the replacement filter).



2. Gently press the replacement filter straight into the sound outlet until the outer ring is touching the sound outlet.



3. Pull the tool straight out. Your new wax filter will remain in place. Re-attach your dome or a replacement dome.

CAUTION: Only use original consumables from the manufacturer, e.g. domes and wax filters.

General warnings and cautions

WARNING:

- For safety reasons, use only the charger supplied with your hearing aids.
- Seek immediate medical help if a hearing aid, any of its parts, a battery, or a magnet is swallowed, as it can cause choking and harm your health.
- Keep hearing aids, their parts, batteries, and magnets away from pets, children, and people with cognitive, intellectual, or mental health challenges.
- Always supervise children or individuals with cognitive, intellectual, or mental health challenges when they are using their hearing aids. Hearing aids contain small pieces that can be dangerous if swallowed.
- Do not wear your hearing aids while being exposed to radiation. Some types of radiation, e.g. from MRI or CT scanners, can affect the settings in your hearing aids, causing malfunction and potentially damage to your hearing.
- Other types of radiation, such as burglar alarms, room surveillance systems, mobile phones, metal detectors, and radio equipment will not damage your hearing aids. However, they may briefly affect the sound quality in your hearing aids and may create undesired sounds.
- Never use your hearing aids in places with explosive gases such as mines, oil fields, or similar unless these areas are certified for hearing aid use. Using your hearing aids in places that are not certified for hearing aid use can be dangerous.
- Do not dry your hearing aids in an oven, microwave oven, or other heating equipment. This will cause them to melt and may cause burns to your skin.

- In general, exposure to loud sounds can damage your hearing. This could be loud music or loud environments. You can best protect your hearing by reducing exposure to loud sounds and environments or by using hearing protection.
- Only use accessories intended for use with your hearing aids. Consult your hearing aid professional for more information.
- External devices connected to the electrical input must be safe according to the requirements of IEC 60601-1:2005+A1:2012+A2:2020-1, IEC 60065, or IEC 60950-1, IEC 62368-1 as appropriate.
- Your hearing aids have been fitted to amplify soft and loud sounds according to your needs. If the amplification seems too loud or you suspect the hearing aid is malfunctioning (e.g. you hear distorted or unusual sound), contact your hearing care professional. A malfunctioning hearing aid can damage your hearing.
- No modification of this hearing aid is allowed.

Warning related to power hearing aids

- A power hearing aid can produce very loud sound to compensate for severe or profound hearing loss. There is a risk that the loud sound can further impair the user's hearing.

CAUTION:

- Use your hearing aids as your hearing care professional recommends. Incorrect use may damage your hearing.
- Do not use a broken or modified hearing aid. It may not work properly and may be harmful to your hearing. It may also cause scratches or sores due to sharp edges.
- Do not try to modify the shape of your hearing aid or accessories. This can cause skin reactions or sharp edges leading to scratches or sores.

- If you suspect that you have a dome, wax filter, or other object in your ear canal, consult a hearing care professional or a physician. These objects can be harmful and can cause an infection in your ear.
- If you have a sore or injury where your hearing aid touches your ear or head, continued use of the hearing aid may cause it to worsen or prevent it from healing. Consult a hearing care professional for assistance.
- Your hearing aids are tuned to your hearing. Do not allow others to use your hearing aids as this can damage their hearing.
- When using wireless functions, your hearing aid uses low-powered digitally coded transmissions to communicate with other wireless devices. It is possible, but not likely, that other electronic devices will be affected. If this happens, move the hearing aid away from the affected electronic device.

For hearing care professionals

WARNING:

- 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 to ensure the correct target for the fitted OSPL90.
- Special care should be exercised in selecting and fitting hearing aids with a maximum sound pressure level that exceeds 132 dB SPL or higher maximum OSPL 90 measured with an IEC 60711:1981 occluded ear simulator. The remaining hearing may risk further impairment.

CAUTION: Do not change the outer casing or any parts of a hearing aid unless appropriately protected against ESD.

Cyber security

Failing to follow these cautions can compromise the information security of your hearing aid and potentially cause hearing loss or tinnitus.



CAUTION:

- Only connect your hearing aid to a trusted computer or mobile device, or one used by a hearing care professional.
- For 3 minutes after turning on, your hearing aid is open to connections. Do not restart your hearing aid if requested by someone you don't trust as this may compromise the safety of your device.
- If your device plays the pairing sound at an unexpected time, this could indicate someone has gained access to your device.
- Only connect your hearing aid to the official mobile device app.
- Only apply remote fine tuning updates that you are expecting.
- Always use the latest available software update for your hearing aid.
- Only accept live assistance calls from a hearing care professional that you are expecting.

Troubleshooting

Issue	Potential cause	Potential solution
Feedback or "whistling"	Is your earmould or dome inserted correctly in your ear?	Re-insert it.
	Is the volume very loud?	Reduce the volume.
	Is the receiver wire broken or the earmould clogged?	Visit your hearing care professional.
	Are you holding an object (e.g. a hat or a telephone mouthpiece) close to the 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 turned off?	Turn it on.
	Is the hearing aid charged?	Charge the hearing aid. (See the user guide for your charger.)
	Is the receiver wire broken or the earmould clogged?	Visit your hearing care professional.
	Is your ear full of wax?	Visit your physician.
Sound is distorted, spluttering, or weak?	Is the receiver wire broken or the earmould clogged?	Consult your hearing care professional.

Issue	Potential cause	Potential solution
Battery drains very quickly.	Did you leave your hearing aid switched on for long periods of time?	Always turn off your hearing aids when you are not using them, or place them in the charger for charging. The battery will drain faster when you use wireless functions like streaming from your smart device or from your TV with our TV streamer.
	Is the hearing aid 3-4 years old?	Visit your hearing care professional.
Hearing aid is not charging	Is the hearing aid correctly inserted in the charger?	Reinsert the hearing aid in the charger. (See the user guide for your 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.)

FAQ on rechargeable batteries

Question	Answer
How should I prepare a new battery?	No preparation is required in a normal use situation. Simply charge your hearing aids as described in this user guide
Can I damage a battery by incorrect use?	Only if you expose it to extreme temperatures or excessive physical force

Question	Answer
Is it required to remove the hearing aids when fully charged?	No
Can I interrupt the charging of the hearing aids?	Yes
Should I use up all battery power before charging again?	No
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. When you remove 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 35 °C (95 °F)
Can I charge at high temperatures?	The operating temperature range for the charger and the hearing aids is 0 °C (+32 °F) to +40 °C (+104 °F)

Tinnitus management

Tinnitus Sound Generator module

Your hearing aids include the Tinnitus Sound Generator (TSG) module. The Tinnitus Sound Generator Module is a a tool to generate sounds to be used in a Tinnitus Management Program to temporarily relieve patients 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. 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 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 synchronisation, this functionality can be enabled by your hearing care professional. This will cause the Tinnitus Sound Generator to synchronise 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 synchronisation is enabled, your hearing care professional can also enable environmental monitoring synchronisation 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 is 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 intending to surround 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 most instances, the TSG module can also be set to mask the tinnitus sound, 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 the 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 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 the guardian for 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 ensure 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 counselling 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, perceived decrease in auditory function or increase in tinnitus perception, the user should discontinue use of the sound generator and seek medical evaluation.
- To prevent unintended usage by paediatric 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 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.

⚠ 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 one 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 paediatric 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 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.

Ambient conditions

Temperature test
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 use
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.

While charging, the ambient temperature should be within the limit values of +5 °C (41 °F) to +35 °C (95 °F).

CAUTION: During use, your hearing aids may reach temperatures up to +43 °C (+109 °F).

During transport or storage
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).

Warm-up time: (from −25 °C (−13 °F) when placed at 20 °C (68 °F)): 15 minutes.
Cool-down time: (from +60 °C (140 °F) when placed at 20 °C (68 °F)): 20 minutes.

Statement

This device complies with part 15 of the FCC 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. 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 following 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 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).
- Hereby, GN Hearing A/S declares that the radio equipment types LXR45 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/en.

- 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:

LXR45, FCC ID: X26LXR45, IC: 6941C-LXR45.

This device includes an RF transmitter that operates in the range of 2.4 GHz - 2.48 GHz.

Hearing aid variants

Availability of models may vary by country.

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

XC461-DRWC, XC361-DRWC

The nominal RF output power transmitted is: +0.82 dBm

Symbols

The symbols below are used in this user guide, on the device, or on the packaging.



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



Legal manufacturer.



Follow instructions for use. (Logo in blue)



Unique Device Identification.



Product is a Type B applied part.



IMDA label for Singapore.



Follow local regulations when disposing of electronic devices.



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



Date of manufacture.



Regulatory compliance mark for EU with notified body number.



Serial number.



Regulatory compliance mark for Australia and New Zealand.



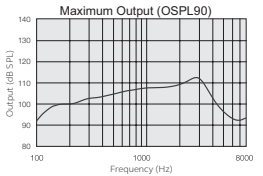
Equipment includes an RF transmitter.

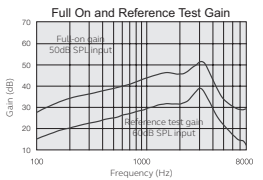
Technical specifications

RIE - LP receiver

Models: XC461-DRWC, XC361-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 IEC 60118-0: 2015		100-8000	Hz
Expected operating time		30	Hours



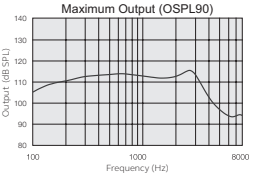


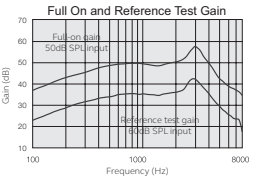
Data in accordance with ANSI S3.22-2014, IEC 60118-0:2015. Measured in a 2cc coupler.
*Expected operating time of the rechargeable battery depends on active features, the use of wireless accessories, hearing loss, battery age and sound environment.

RIE - MP receiver

Models: XC461-DRWC, XC361-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 IEC 60118-0: 2015		100-8060	Hz
*Expected operating time		30	Hours





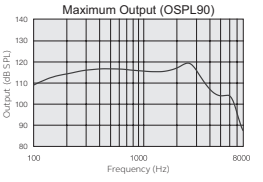
Data in accordance with ANSI S3.22-2014, IEC 60118-0:2015. Measured in a 2cc coupler.

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

RIE - HP receiver

Models: XC461-DRWC, XC361-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

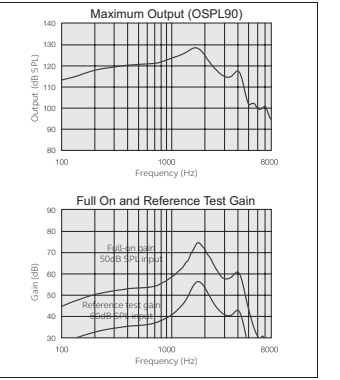


Data in accordance with ANSI S3.22-2014, IEC 60118-0:2015. Measured in a 2cc coupler.
*Expected operating time of the rechargeable battery depends on active features, the use of wireless accessories, hearing loss, battery age and sound environment.

RIE - UP receiver

Models: XC461-DRWC, XC361-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		23	dB SPL
1/3 Octave Equivalent input noise, w/o noise reduction	1600 Hz	9	dB SPL
Frequency range IEC 60118-0: 2015		130-4920	Hz
Expected operating time		30	Hours



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

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

Additional information

Acknowledgements

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Notes

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

GN Hearing A/S
Lautrupbjerg 7
DK-2750 Ballerup
Denmark

CE
0297

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

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