

USER MANUAL
RIC – HEARING SYSTEMS
RIXX G5
RIXX G4

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WELCOME

Thank you for choosing our hearing instruments to accompany you through everyday life. Like anything new, it may take you a little time to become familiar with them.

This guide, along with support from your Hearing Care Professional, will help you understand the advantages and greater quality of life your hearing instruments offer.

To receive the most benefit from your hearing instruments, it is recommended that you wear them every day, all day. This will help you get adjusted to them.



CAUTION

It is important to read this user guide and the safety manual thoroughly and completely. Follow the safety information to avoid damage or injury.

YOUR HEARING INSTRUMENTS



This user guide describes optional features that your hearing instruments may or may not have.

Ask your Hearing Care Professional to indicate the features that are valid for your hearing instruments.

INSTRUMENT TYPE

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

GETTING TO KNOW YOUR HEARING INSTRUMENTS





It is recommended to familiarize yourself with your new hearing instruments. With the instruments in your hand try using the controls and note their location on the instrument. This will make it easier for you to feel and press the controls while wearing the hearing instruments.

COMPONENTS AND NAMES




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

You can use standard or custom-made ear pieces.

Standard ear pieces		Size
<input type="checkbox"/>		Click Dome, Open or Closed
<input type="checkbox"/>		Click Dome Semi-open
<input type="checkbox"/>		Click Dome Double
<input type="checkbox"/>		Click Sleeve, Open or Closed

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

Custom-made ear pieces	
<input type="checkbox"/>	 CLIC MOULD

CONTROLS

With the push button you can, for example, switch hearing programs. The Hearing Care Professional has programmed your desired functions to the push button.



You can also ask your Hearing Care Professional whether a remote control or a smartphone app to control your instruments is available.

Push button function	L	R
Press briefly:		
Program change	<input type="checkbox"/>	<input type="checkbox"/>
Press long:		
Standby/turn on	<input type="checkbox"/>	<input type="checkbox"/>

L = Left, R = Right

HEARING PROGRAMS

1

2

3

4

5

6

Read more in section "Changing the hearing program".

FEATURES



Power-on delay enables whistle-free insertion of hearing instruments.

Read more in section "Turning on and off".



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

BATTERIES

When the battery is low the sound becomes weaker or you will hear an alert signal. The battery type will determine how long you have to replace the battery.

BATTERY SIZE AND HANDLING TIPS

Ask your Hearing Care Professional for recommended batteries.

Battery size:	10
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- Always use the correct battery size for your hearing instruments.
- Remove the batteries if you intend not to use the hearing instruments for several days.
- Always carry spare batteries.
- Remove empty batteries immediately and follow your local recycling rules for battery disposal.

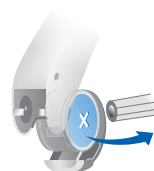
REPLACING BATTERIES

Removing the battery:

- Open the battery compartment.



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



Inserting the battery:

- If the battery has a protective film, remove it only when you are ready to use the battery.
- Insert the battery with the "+" symbol facing up (refer to the picture).



- Carefully close the battery compartment. If you feel resistance, the battery is not inserted correctly.

Do not attempt to close the battery compartment by force. It can be damaged.

DAILY USE

TURNING ON AND OFF

You have the following options to turn your hearing instruments on or off.

Via battery compartment:

- Turning on: Close the battery compartment.
The **default** volume and hearing program are set.
- Turning off: Open the battery compartment to the first catch.

Via push button:

- Turning on or off: Press and hold the push button for several seconds. Refer to section "Controls" for the settings of your controls.

After turning on, the **previously used** volume and hearing program remain set.

When wearing the hearing instruments, an alert tone can indicate when an instrument is being turned on or off.

When the **power-on delay** is activated, the hearing instruments turn on after a delay of several seconds. During this time you can insert the hearing instruments into your ears without experiencing unpleasant feedback whistling.

The "power-on delay" can be activated by your Hearing Care Professional.

INSERTING AND REMOVING THE HEARING INSTRUMENTS

Your hearing instruments have been fine-tuned for your right and left ear.

Colored markers indicate the side:

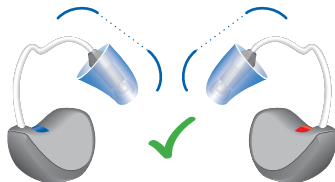
- red marker = right ear
- blue marker = left ear



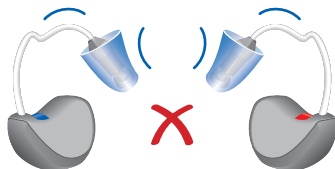
Inserting a hearing instrument:

- When using Click Sleeves: Ensure that the curve of the Click Sleeve corresponds with the bend in the receiver cable.

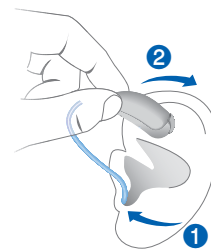
Correct:



Incorrect:



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



CAUTION

Risk of injury!

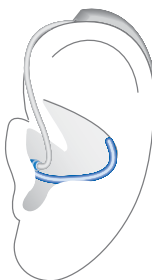
- Insert the ear piece carefully and not too deeply into the ear.



- It may be helpful to insert the **right** hearing instrument with the **right** hand and the **left** hearing instrument with the **left** hand.
- If you have problems inserting the ear piece, use the other hand to gently pull your earlobe downwards. This opens the ear canal and eases insertion of the ear piece.

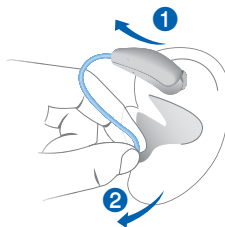
The optional retention strand helps to securely retain the ear piece in your ear. To position the retention strand:

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



Removing a hearing instrument:

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



CAUTION

Risk of injury!

- In very rare cases the ear piece could remain in your ear when removing the hearing instrument. If this happens, have the ear piece removed by a medical professional.

Clean and dry your hearing instruments after usage. Read more in section "Maintenance and care".

SPECIAL LISTENING SITUATIONS

ADJUSTING THE VOLUME

Your hearing instruments automatically adjust the volume to the listening situation.

- If you prefer manual volume adjustment, use a remote control option.

An optional signal can indicate the volume change.

CHANGING THE HEARING PROGRAM

Depending on the listening situation, your hearing instruments automatically adjust their sound.

Your hearing instruments may also have several hearing programs which allow you to change the sound, if needed. An optional signal tone can indicate the program change.

- To change the hearing program, press the push button briefly.

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

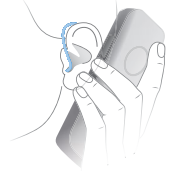
The default volume is applied.



You can also ask your Hearing Care Professional whether a remote control or a smartphone app to control your instruments is available.

ON THE PHONE

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



TELEPHONE PROGRAM

You may prefer a certain volume when using the phone. Ask your Hearing Care Professional to configure a telephone program.

- Switch to the telephone program whenever you are on the phone.

If a telephone program is configured for your hearing instruments, it is listed in section "Hearing programs".

MAINTENANCE AND CARE

To prevent damage it is important that you take care of your hearing instruments and follow a few basic rules, which will soon become a part of your daily routine.

HEARING INSTRUMENTS

DRYING AND STORAGE

- Dry your hearing instruments overnight.
- For longer periods of non-use, store your hearing instruments in a dry environment with an open battery compartment and the batteries removed.
- Ask your Hearing Care Professional for more information.

CLEANING

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

- Clean your hearing instruments daily with a soft, dry tissue.
- Never use running water or immerse the devices in water.
- Never apply pressure while cleaning.
- Ask your Hearing Care Professional for recommended cleaning products, special care sets, or more information on how to keep your hearing instruments in good condition.



EAR PIECES

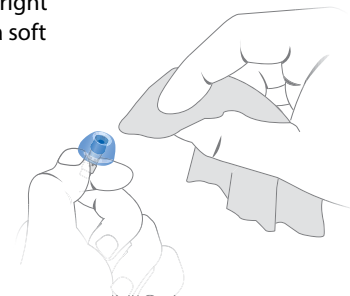
CLEANING

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

For all types of ear pieces:

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

This prevents that cerumen becomes dry and hard.



For Click Domes or Click Sleeves:

- Push the tips of the ear pieces together.

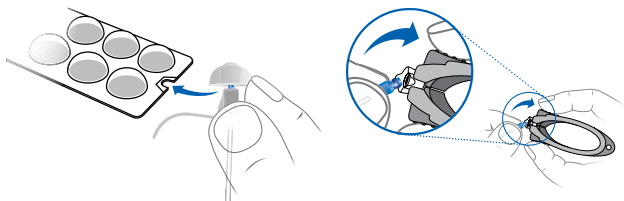


EXCHANGING

Exchange standard ear pieces approximately every three months. Replace them sooner if you notice cracks or other changes. The procedure for exchanging standard ear pieces depends on the type of ear piece. In section "Components and names", your Hearing Care Professional has marked your type of ear piece.

EXCHANGING CLICK DOMES

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



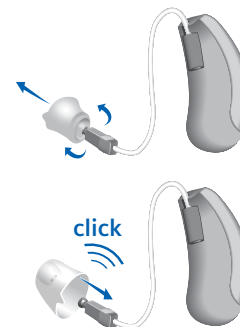
The removal tool is available as an accessory.

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



EXCHANGING CLICK SLEEVES

- Turn the Click Sleeve inside out.
- Hold the Click Sleeve and the receiver (not the receiver cable) tightly with your fingers and pull the Click Sleeve off.
- Take particular care to ensure that the new Click Sleeve clicks noticeably into place.



PROFESSIONAL MAINTENANCE

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

Custom-made ear pieces and wax guards should be exchanged as needed by a professional.

Ask your Hearing Care Professional for your individual recommendation of maintenance intervals and for support.

FURTHER INFORMATION

SAFETY INFORMATION

For more safety information, refer to the safety manual supplied with the device.

ACCESSORIES

The type of available accessories depends on the instrument type. Examples are: a remote control or a smartphone app for remote control.

Consult your Hearing Care Professional for further information.

SYMBOLS USED IN THIS DOCUMENT



Points out a situation that could lead to serious, moderate, or minor injuries.



Indicates possible property damage.



Advice and tips on how to handle your device better.

TROUBLESHOOTING

Problem and possible solutions

Sound is weak.

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

Problem and possible solutions

Hearing instrument emits whistling sounds.

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

Sound is distorted.

- Decrease the volume.
- Replace the battery.
- Clean or exchange the ear piece.

Hearing instrument emits signal tones.

- Replace the battery.

Hearing instrument does not work.

- Turn the hearing instrument on.
- Gently close the battery compartment completely.
- Replace the battery.
- Make sure the battery is inserted correctly.
- Power-on delay is active. Wait several seconds and check again.

Consult your Hearing Care Professional if you encounter further problems.

SERVICE AND WARRANTY

Serial numbers	Instrument	Receiver unit
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Left: _____

Right: _____

Service dates

1: _____ 4: _____

2: _____ 5: _____

3: _____ 6: _____

Warranty

Date of purchase: _____

Warranty period in months: _____

Your Hearing Care Professional



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