



# USER GUIDE

## RECEIVER-IN-EAR HEARING INSTRUMENT



# ReSound



rediscover hearing





Hearing instrument type designations for models included in this user guide are: SY312, FCC ID: X26SY312, SY312e, FCC ID: X26SY312e and MRIE, FCC ID: X26MRIE. Please see page 8 for list of models.

## 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, and (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 in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

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





## Intended use

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

## List of countries:

Products without wireless functionality are intended for worldwide sales.

Products with wireless functionality are intended for sale in countries within European Economic Area as well as Switzerland.

**Specification of restrictions:** You are not allowed to operate the equipment within 20 km of the centre of Ny Ålesund, Norway.

The products are in compliance with the following regulatory requirements:

- In EU: the device conforms to the Essential Requirements according to Annex I of Council Directive 93/42/EEC for medical devices (MDD) and essential requirements and other relevant provisions of Directive 1999/5/EC (R&TTE).
- The declaration of conformity may be consulted at [www.resound.com](http://www.resound.com)
- In US: FCC CFR 47 Part 15, subpart C, section 15.249
- Other identified applicable international regulatory requirements in countries outside EU and US. Please refer to local country requirements for these areas.
- Products are categorized as receiver category 2 according to EN 300 440





## Introduction

Congratulations on the purchase of your new hearing instruments. ReSound's innovative sound technology and design, combined with the customised device programming selected by your hearing care professional, will make hearing a more enjoyable experience. Hearing instruments will enable you to hear sounds that you may not have heard in years because of your hearing loss. Practice and a positive attitude are important in learning to use hearing instruments. Your ReSound instruments have been adjusted according to your individual hearing loss and needs. Some people adjust quickly to wearing hearing instruments in their ears and hearing new sounds; other people may need more time.

Please read this manual carefully in order to wholly benefit from the use of your hearing instruments. With proper care, maintenance, and usage, your hearing instruments will aid you in better communication for many years. Ask your hearing care professional if you have any questions.

ReSound is a registered trade mark of ReSound A/S



Hearing instrument model: \_\_\_\_\_

- Model 60: Battery size 10  
 Model 61: Battery size 312  
 Model 62: Battery size 312

Receiver tube length: \_\_\_\_\_

Dome size: \_\_\_\_\_

Left serial number: \_\_\_\_\_

Right serial number: \_\_\_\_\_





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## RIE Mini-BTE

AL960-DR, AL760-DR, AL560-DR, ALT960-DR  
VO960-DR, VO760-DR

## RIE BTE

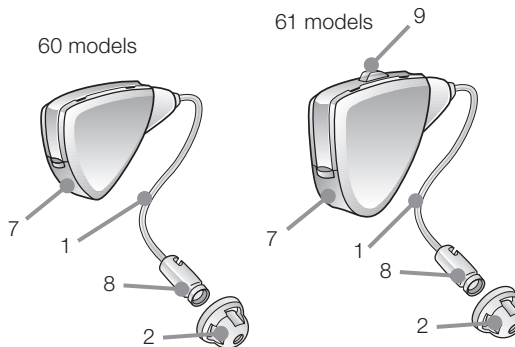
Type SY312: AL961-DRW, AL761-DRW, AL561-DRW, AL461-DRW, ALT961-DRW,

Type SY312e: VO961-DRW, VO761-DRW

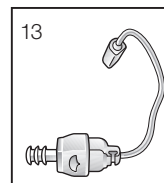
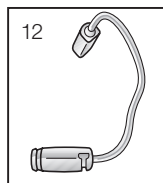
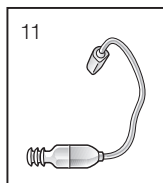
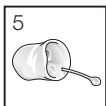
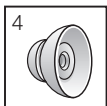
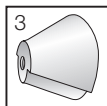
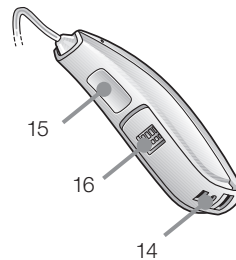
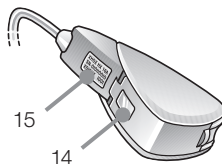
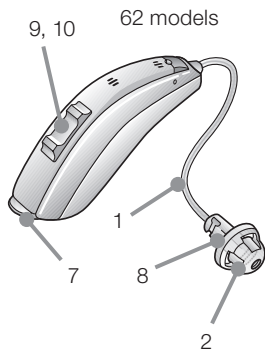
Type MRIE: AL962-DVIRW, AL762-DVIRW, AL562-DVIRW, AL462-DVIRW, ALT962-DVIRW,  
VO962-DRW, VO762-DRW

1. Receiver tube
2. Receiver Open Dome
3. Receiver Tulip Dome
4. Receiver Power Dome
5. RIE mould
6. Sports lock
7. Battery compartment
8. Receiver
9. Push button
10. Volume Control (optional)
11. S receiver tube
12. NP receiver tube
13. HP receiver tube
14. Left/right indicator
15. Model, and serial number
16. Direct audio input

8





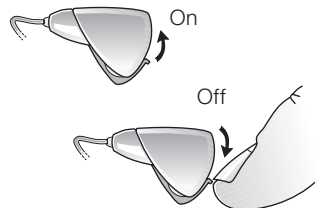




## Getting started

### *On/Off function*

1. When the battery door is closed, the hearing instrument turns on, and the default program will be activated.
2. To turn off the hearing instrument, open the battery door. Use your fingernail to pull it open.

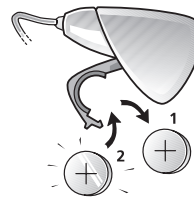


## SmartStart

Hearing instruments can be turned on once you have placed them on your ears. If you prefer to turn them on just prior to placing them on your ear, your hearing care professional can activate a function called SmartStart. This function will delay the time in which the hearing instruments turn on by ten seconds after the battery compartment is closed. With SmartStart, a beep will be heard for each second of the delay period.

## Inserting/Replacing the battery

1. Open the battery door completely by using your fingernail.
2. Remove the used battery, if present. Insert the new battery with the positive side in the correct position. Please refer to page 5 for information on appropriate battery type/size for your hearing instrument.
3. Gently close the battery door.





Tip:

1. Always use new Zinc-Air batteries that have a minimum remaining shelf life of one year.
2. Whenever the hearing instruments are not in use, remember to turn them off to avoid unnecessary battery consumption.

## Low battery indicator

Your hearing care professional can set your hearing instrument to give an acoustical indication when the battery is reaching its end of life. The hearing instrument will reduce amplification and emit a melody if battery power gets too low. This signal will recur every five minutes until the hearing instrument automatically switches off. It is recommended that you keep spare batteries on hand.

## Low battery indicator (instruments paired with accessories only)

Active usage of the ReSound Unite accessories (Remote Control, Phone Clip, TV Streamer and Mini Microphone) requires more battery power from the hearing instruments than when these are working on their own meaning that battery life is highly dependent on the amount of wireless accessory usage. When the battery in the hearing instrument has depleted to a level at which use of the ReSound Unite TV Streamer, Phone Clip and Mini Microphone cannot be supported, the hearing instrument will play two sets of descending tones. After this, your hearing instrument and ReSound Unite Remote Control will continue to work as usual, but you will not be able to use your ReSound Unite TV Streamer, Phone Clip and Mini Microphone. At some point the battery level will not support the remote control either and you will once again hear the descending tones. The hearing instruments will continue to work as usual. Once a new battery is inserted, full operation of the accessories will resume.



## Sports lock

The sports lock will be applied or adjusted by your hearing care professional.

## Inserting/Removing hearing instruments

*Insertion (custom RIE moulds)*

1. Hold the RIE mould between your thumb and index finger and position its sound outlet in your ear canal.
2. Slide the RIE mould all the way into your ear with a gentle, twisting movement.
3. Move the RIE mould up and down and gently press to ensure it is positioned correctly in the ear. Opening and closing your mouth can ease insertion.
4. Make sure the hearing instrument is seated behind the ear.



By experimenting, an easier method may be discovered. With proper insertion, hearing instruments should fit snugly but comfortably. If hearing instruments cause irritation of the ears, contact your hearing care professional.



Never attempt to modify the shape of the hearing instrument, RIE moulds, or tubing yourself.



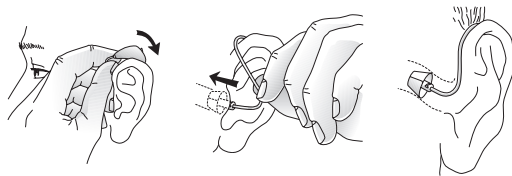
Tip: It may be helpful to pull the top of your ear back with your opposite hand during insertion to open the ear canal.





### *Insertion (domes)*

1. Hold the receiver tube where it bends, and gently push the dome into the ear canal. Push the dome far enough into the ear canal so that the receiver tube lies flush with the side of the head.
2. It is important that the tube and the dome fit correctly into your ear.
3. When the dome is placed correctly, you should not be able to see the receiver tube sticking out when facing a mirror.



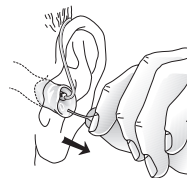
Note: You should never attempt to bend or modify the shape of the receiver tube.

### *Removal (RIE moulds)*

1. Grasp the removal string and pull the RIE mould outward.
2. Consult your hearing care professional if you have difficulties removing the hearing instrument.

### *Removal (domes)*

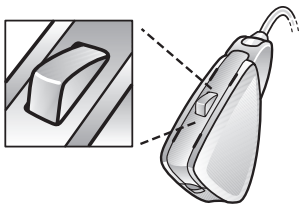
1. Hold the receiver tube with your thumb and forefinger and pull the tube outward.
2. Consult your hearing care professional if you have difficulties removing the hearing instrument.



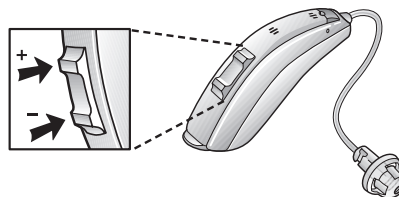


## Program and Multi-Function buttons

If you have a hearing aid with a program button or multi-function button, this will allow you to use up to four different listening programs, each of them suitable for certain situations.



*Program button (61 models only)*



*Multi-function button (62 models only)*

Your hearing care professional can fill out the following table for you.

Programme	Description of when to use
1	
2	
3	
4	





When using the program or multi-function buttons to switch programs, each press will move the instrument to the next program. For example, if it was in program 1 it will switch to program 2, if it was in program 2 it will switch to program 3 etc.

When you close the battery door and switch the instrument on, it will start in program 1. Press the program or multi-function buttons if you want to move to a different listening program.

If you have two hearing instruments with the synchronization function enabled, program changes to one instrument will automatically repeat in the second instrument. When a program change is made in one instrument, you will hear the same amount of confirmation beeps in the second instrument.

Your instrument has a fully automatic volume control. Therefore, it should not be necessary to control the volume manually.

However, in addition to controlling listening programs, the multi-function button (62 models only) provides you with the ability to adjust the amplification to your liking.

If you have two hearing instruments with the synchronization function enabled and you have the Multifunction Button set for volume control functionality, volume adjustments to one instrument will automatically repeat in the second instrument. When a volume control adjustment is made in one instrument, you will hear a confirmation beep. A beep in the second instrument will follow.

The multi-function button is designed to change the volume or listening programs of the hearing instrument, based on different ways it is pressed.





If necessary, your hearing care practitioner can change these settings and fill in the following table to indicate the new settings:

Multi-function button action	Default setting	New setting
Short press up	Increases volume	
Short press down	Decreases volume	
Long press up (3 seconds)	Changes programs	
Long press down (3 seconds)	Activates streaming	







## **Flight mode\* (Wireless models only)**

When boarding a flight or entering an area where RF transmitters are prohibited, wireless functionality must be deactivated, as it is not allowed to radiate radio signals during flights or in otherwise restricted areas.

### **For Alera wireless hearing instruments follow the following steps to enter and leave flight mode:**

It is possible to disable wireless operation by opening and closing the battery compartment of the hearing instrument while at the same time pressing the push button.

When disabled manually, wireless operation may be re-enabled by opening and closing the battery compartment normally, (i.e. without at the same time pressing the push button).

### **For Verso wireless hearing instruments follow the following steps to enter and leave flight mode:**

It is possible to disable wireless operation by performing the following sequence of operations. Note that this operation is the same for both hearing instruments with and without a program button.

1. Close the battery door (HI is turned on)
2. Open the battery door within 10 seconds of doing operation #1 (HI is turned off)
3. Close the battery door (HI is turned on 2nd time)

*\*For wireless models only*





4. Open the battery door within 10 seconds after doing operation #3 (WI is turned off 2nd time)
5. Close the battery door (HI is turned on 3rd time)

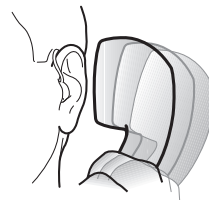
When disabled manually, it is possible to re-enable wireless operation by opening and closing the battery door. Ten seconds after this operation is completed, wireless operation will begin again.



## Telephone use

If your hearing instruments are fit with a receiver open dome or receiver tulip dome, you can probably use the telephone as you normally would by holding it up to your ear canal opening. If your hearing instruments are fit with a receiver power dome or RIE mould, finding the optimal position for holding a telephone while using a hearing instrument may require practice for some individuals, and one or more of the following suggestions may be helpful.

1. Hold the telephone as you would normally.
2. Hold the telephone towards the top of the ear (closer to where the microphones are located).
3. If whistling occurs, it may take a brief moment of holding the telephone in the same position before the hearing instrument adapts and reduces the feedback.
4. Any whistling may also be decreased by holding the telephone slightly away from the ear.
5. Depending on your individual needs, your hearing care professional may activate a programme specifically for telephone use.





## Listen to radio or TV

When listening to the TV or the radio, start out by listening to news commentators since they usually speak clearly, then try other programmes.

If you find it difficult to listen to TV or radio, your hearing care professional will be able to give you advice on available accessories to enhance your listening capabilities for TV and radio.

## Cellular phones

Your hearing instrument is designed to comply with the most stringent Standards of International Electro-magnetic Compatibility. However, not all cell phones are hearing instrument compatible. The varying degree of disturbance can be due to the nature of your particular cellular phone or of your wireless telephony service provider.

If you find it difficult to obtain a good result while using your cellular phone, your hearing care professional will be able to give you advice on available accessories to enhance listening capabilities.

## PhoneNow

The PhoneNow function, allows your hearing instrument to automatically switch to your telephone programme when a telephone receiver is raised to the ear. When the telephone receiver is removed from the ear, the hearing instrument automatically returns to the previous listening programme.

### *Placement of PhoneNow magnets*

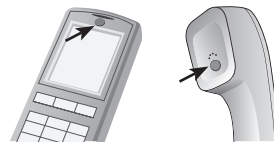
Place PhoneNow magnet on your telephone receiver to allow operation of the PhoneNow function. In order to place PhoneNow magnet properly:

20





1. Clean the telephone receiver thoroughly.
2. Hold the telephone vertically, in a position similar to when making a telephone call.
3. Place the magnets just below the telephone receiver. Make sure not to cover the microphone openings. If necessary, move the magnet to another position to improve ease of use and comfort while speaking.
4. If you are not satisfied with the strength of PhoneNow, you can reposition the PhoneNow magnet or add additional PhoneNow magnets.



#### *PhoneNow usage*

Telephones can be used in a normal manner. A short melody will indicate that the PhoneNow feature has automatically switched the hearing instrument to your telephone programme. Initially, you may need to move the telephone receiver slightly to find the best position for reliable PhoneNow activation and good hearing on the telephone.

If you have two hearing instruments with the synchronization function enabled, the volume of hearing instrument on the non-phone ear will be turned down.



Only use recommended cleaning agent to clean the telephone prior to placing the magnet on the phone in order to obtain best possible adherence.





### *PhoneNow precautions*

1. Keep magnets out of reach of pets, children and mentally challenged persons. If a magnet is swallowed, please seek advice from a medical practitioner.
2. The magnet used to supplement the magnetic field of a telephone receiver may affect some medical devices or electronic systems. The manufacturer of any magnetically sensitive devices (e.g. pacemakers) should advise you regarding appropriate safety precautions when using your hearing instrument and magnet in close proximity to the medical device or electronic system 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).
3. High distortion during dialing or phoning may mean that the magnet is not in the optimal position relative to the telephone receiver. To avoid the issue, please move the magnet to another place on the telephone receiver.
4. Only use magnets supplied by ReSound.

## **Telecoil (optional)**

If equipped, a telecoil can be activated by your hearing care professional and accessed through one of the additional programmes. A telecoil picks up a telephone's magnetic signal and converts it to sound. An optional telephone programme may help to improve speech understanding on the telephone. When using a telecoil programme, the receiver of the telephone may need to be held closer to the hearing instrument. The handset of the telephone may need to be moved to slightly different positions in order to find the best reception.





## Tele-loop systems

Many places, such as theatres, houses of worship, and schools are equipped with tele-loop systems. When using a telecoil programme with tele-loop systems, sound is picked up directly and may improve speech understanding. If there is no sound from the hearing instruments in a tele-loop system and with a telecoil programme activated, the tele-loop system may not be turned on or is not operating correctly. If a facility is not equipped with a tele-loop system, sitting as close as possible to the front may be helpful.

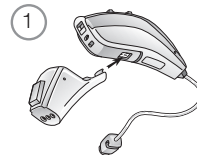
## Direct audio input (optional)

Use of direct audio input (DAI), which enables a direct connection of the hearing instruments to items such as television, radio, and remote microphones, may increase speech understanding for some individuals. The sound source is connected to the hearing instruments by a cable or a wireless FM system to the audio boot. This accessory connects to the bottom of the hearing instruments, and once properly clicked into place, the hearing instruments switch to DAI automatically.

## Connecting/Disconnecting audio boots

### *Connecting audio boots*

1. Align the tip of the audio boot with the groove just above the battery compartment and below the model number.

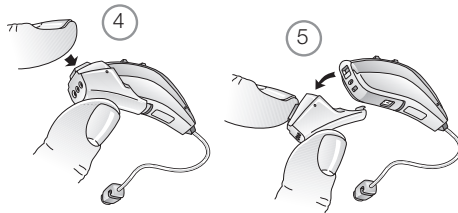
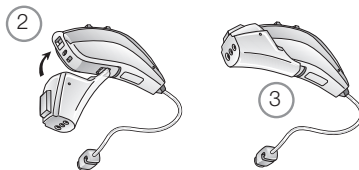




2. Once in place, move the boot in the direction of the battery compartment.
3. Gently click the audio boot onto the hearing instrument.

#### *Disconnecting audio boots*

4. Press and hold the button on the front side of the audio boot.
5. Gently remove the audio boot from the hearing instrument.



## **i** Care and maintenance

Your hearing instrument is protected by a layer of protective, hydrophobic nanocoat material. Please follow the following instructions to prolong the durability of your hearing instruments:

1. Keep your hearing instrument clean and dry. Wipe the case with a soft cloth or tissue after use to remove grease or moisture. Do not use water or solvents, as these can damage the hearing instrument(s).
2. Never immerse hearing instruments in water or other liquids, as liquids may cause permanent damage to the hearing instruments.





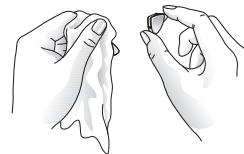


3. Avoid rough handling of hearing instruments or dropping them on hard surfaces or floors.
4. Do not leave hearing instruments in or near direct heat or sunlight, such as in a hot, parked car, as excessive heat can cause damage or deform the casing.
5. Do not wear your instrument while showering, swimming, in heavy rain or in a moist atmosphere such as a steam bath or sauna.
6. If your instrument does get wet, or if it has been exposed to high humidity or perspiration, it should be left to dry out overnight with the battery out and the battery compartment open. It is also a good idea to put the instrument and battery in a sealed container together with a drying agent (desiccator) overnight. Do not use the instrument until it is completely dry. Consult your hearing care professional as to which drying agent to use.
7. Remove your hearing instrument when applying such things as cosmetics, perfume, aftershave, hair spray, and suntan lotion. These might get into the instrument and cause damage.



### Daily maintenance

It is important to keep your hearing instrument clean and dry. On a daily basis, clean the hearing instruments using a soft cloth or tissue.





## The receiver tube

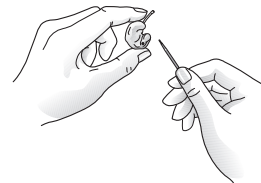
The receiver tube contains the wiring to the receiver which delivers the sound to the ear canal. It is important that the receiver tube and the receiver dome/RIE mould fits correctly in your ear. If the receiver tube or the receiver dome/RIE mould irritates your ear in any way and prevents you from wearing your hearing instrument, please contact your hearing care professional. You should never attempt to modify the shape of the receiver tube yourself. The receiver tube and the receiver dome/RIE mould should be cleaned regularly. Please see instructions in the next section.

### Cleaning the receiver tubes and domes

The receiver tube and the receiver dome should be cleaned regularly. Use a damp cloth to clean the receiver tube and receiver dome on the outside. Do not use water when you are cleaning the receiver tubes or the receiver domes. Please see instruction on page 30 or 31 for how to change the wax guard filter.

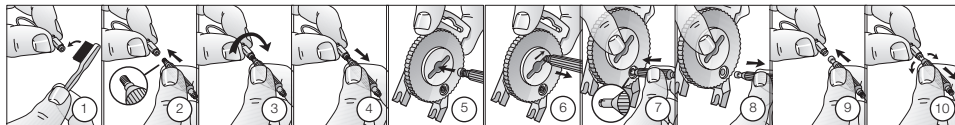
### Cleaning RIE moulds

1. Separate the mould from the receiver tube.
2. Clean the RIE mould using a mild soap, and rinse with lukewarm water.
3. After cleaning, dry RIE moulds thoroughly and remove any residual water and debris from the tubing utilising an air bulb and wire loop.





## Changing wax guard for receiver tube



*For NP receivers:*

1. Clean any debris from the old waxguard.
2. Insert the wand into the old waxguard.
3. Twist the wand with the waxguard in a clockwise direction to ensure it is attached to the wand.
4. Pull the wand and waxguard away from the tube/mould.
5. Insert the old waxguard into the center of the HF3 wheel.
6. Dispose of the old waxguard by drawing the wand to the narrow end of the center disposal area.
7. Insert the empty wand into a new waxguard on the HF3 wheel.
8. Pull the new waxguard attached to the wand away from the HF3 wheel.
9. Insert the wand into the receiver tube/mould.
10. Twist the wand to release the new waxguard onto the receiver tube/mould.

*For S and HP receivers:*

1. To remove the old wax guard, insert the removal side of the wax guard tool into the used wax guard so that the shaft of the tool is touching the rim of the wax guard. Slowly pull the wax guard straight out.
2. To insert the new wax guard, gently press the replacement side of the wax guard tool straight into the hole of the sound outlet until the outer ring lies flush with the outside of the receiver. Pull the tool straight out -the new wax guard will remain in place.



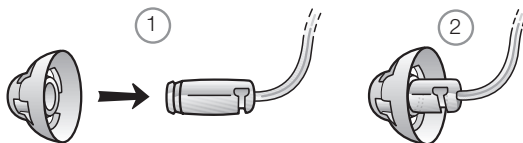


## How to apply domes

It is recommended that your hearing care professional change domes, as incorrect dome replacement could result in injury.

### *ReSound standard domes*

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

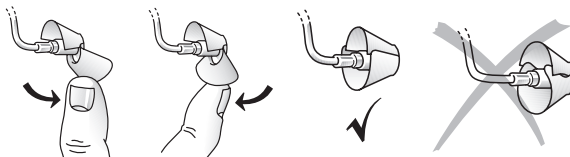




### *ReSound tulip domes*

Tulip domes are mounted in a similar manner to standard domes, but a few extra steps are required. Tulip domes consist of two “petals”. It is important to note that the largest petal is the outermost petal. To ensure this:

1. Push the largest petal away from the receiver tube using a finger. This bends the petal forward.
2. Then push the largest “petal” back, and it will be placed on top of the smaller petal.





## General precautions

1. Do not leave hearing instruments in the sun, near an open fire, or in a hot, parked car.
2. Do not wear hearing instruments while showering, swimming, in heavy rain, or in a moist atmosphere such as a steam bath or sauna.
3. Should the hearing instrument become moist, remove the battery and place the hearing instrument in a closed container with a drying agent. Your hearing care professional can provide options for drying containers or kits.
4. Remove the hearing instruments when applying items such as cosmetics, perfume, after-shave, hair spray, and suntan lotion.
5. 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 instrument away from the affected electronic device.
6. When using wireless functionality and the devices are affected by electromagnetic interference, move away from the source.
7. Use only original GN ReSound consumables e.g. tubes and domes.  
Never attempt to modify the shape of the hearing instrument, ear-moulds, or tubing yourself.
8. Do only connect ReSound hearing instruments to ReSound accessories intended and qualified to be used with ReSound hearing instruments.



## General warnings

1. Consult a hearing care professional if you discover a foreign object in your ear canal, if you experience skin irritation, or if excessive ear wax accumulates with the use of the hearing instrument.
2. Different types of radiation, from e.g. NMR, MRI, or CT scanners, may damage hearing instruments. It is recommended not to wear hearing instruments during these or other similar procedures. Other types of radiation, such as burglar alarms, room surveillance systems, radio equipment, mobile telephones,

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contain less energy and will not damage hearing instruments. However, they have the potential to momentarily affect the sound quality or temporarily create strange sounds from hearing instruments.

3. Do not wear hearing instruments in mines, oil fields, or other explosive areas unless those areas are certified for hearing instrument use.
4. Do not allow others to use your hearing instruments. This may cause damage to the hearing instruments or to the hearing of the other individual.
5. Instrument usage by children or mentally challenged persons should be supervised at all times to ensure their safety. The hearing instrument contains small parts that could be swallowed by children. Please be mindful not to leave children unsupervised with this hearing instrument.
6. Hearing instruments should be used only as prescribed by your hearing care professional. Incorrect use may result in hearing loss.
7. External devices connected to the electrical input must be safe according to the requirements of IEC 60601-1-1, IEC 60065, or IEC 60950-1, as appropriate (wired connection, f.ex. HI-PRO), SpeedLink).
8. If device is broken, do not use.
9. Be careful when boarding flights, to remember to deactivate the wireless functionality.  
Turn off your wireless functionality by using the flight mode in areas where radio frequency emission is prohibited.



Note:

- \* ReSound wireless devices operate in the frequency range of 2.4 GHz - 2.48 GHz.
- \* ReSound wireless devices include a RF transmitter that operates in the range of 2.4 GHz - 2.48 GHz.
- \* For use of wireless functionality only use ReSound Unite accessories. For further guidance regarding e.g. pairing, please refer to the user guide of the relevant ReSound Unite accessory.





## **For ReSound Alera TS with Tinnitus Sound Generator**

ReSound Alera TS hearing instrument models also include a Tinnitus Sound Generator function, a tool for generating sounds to be used in tinnitus management programs to relieve suffering from tinnitus. The Tinnitus Sound Generator can generate sounds adjusted to the specific therapeutic needs and your personal preference as determined by your hearing care professional. Depending on the selected hearing instrument program and the environment you are in, you will sometimes hear the therapeutic sound.

### *Important Notice to Prospective Users*

Good health practice requires that a person with a hearing loss and/or a tinnitus condition have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before using a hearing instrument and/or a sound generator, such as the ReSound Alera™ TS. The purpose of a medical evaluation is to ensure that all medically treatable conditions that may affect hearing and/or tinnitus are identified and treated before the hearing instrument and/or sound generator is used. The sound generator instrument is a tool to generate sounds to be used with appropriate counselling and/or in a tinnitus management programme to relieve patients suffering from tinnitus.

### *Prescription Use for Sound Generator Users*

Please use the device as prescribed by your hearing care professional. Should you develop any side effects from using the instrument, such as dizziness, nausea, headaches, perceived decrease in auditory function or increase in tinnitus perception, you should discontinue use of the device and seek medical evaluation. The target population is primarily the adult population over 18 years of age. This product may also be used with children 5 years of age or older. However, children and physically or mentally challenged users will require training by a hearing care professional or the guardian for the insertion and removal of the device.







#### *CAUTION– Tinnitus Sound Generator*

The maximum output of the Tinnitus Sound Generator feature falls into the range that can cause hearing loss according to OSHA regulations.

The user should not use the sound generator for more than eight (8) hours a day when this is set below 90db SPL. Above that level, the device should not be used for more than two hours per day. In no case should the sound generator be worn at uncomfortable levels. Children and physically or mentally challenged users will require guardian supervision while wearing the device.



#### *General warnings/or precautions*

Hearing instruments and 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 (especially children and pets) who might cause themselves injury.

#### *Technical specifications*

#### *AUDIO SIGNAL TECHNOLOGY*

Digital





## AVAILABLE SOUNDS

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

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

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



## Battery warning information

Batteries, although very small, contain dangerous substances, and should be disposed of carefully. This is for the safety of you and the environment. Please note:

1. Do not attempt to recharge batteries (Zinc Air) which are not specifically designated as rechargeable because they may leak or explode.
2. DO NOT attempt to dispose of batteries by burning them. Used batteries are harmful to the environment. Please dispose of them according to local regulations or return them to your hearing care practitioner.
3. DO NOT place batteries in your mouth. Consult a physician immediately if a battery has been swallowed, as they can be harmful to your health.
4. Keep batteries away from pets, children and mentally challenged persons.
5. Remove the batteries to prevent leakage when the hearing instruments are not in use for an extended period of time.





## Troubleshooting Guide

SYMPTOM	CAUSE
No sound	Not turned on
	Dead battery
	Battery door will not close
	Blocked RIE mould or tube
	Blocked wax filter
Not loud enough	Incorrect RIE mould placement
	Blocked RIE mould or dome
	Change in hearing sensitivity
	Excessive ear wax
	Volume set too low



## POSSIBLE REMEDY

Turn on by closing the battery door

Replace battery

Insert battery properly

Clean RIE mould or tube

Replace wax filter or consult your hearing care professional

Reinsert RIE mould

Clean RIE mould, replace dome, replace filter

Consult your hearing care professional

Consult your hearing care professional

Consult your hearing care professional





## Troubleshooting Guide

SYMPTOM	CAUSE
Excessive whistling / feedback	Incorrect RIE mould placement
	Incorrect dome placement
	Excessive ear wax
	Feedback control may need adjustment
	RIE mould tubing worn or damaged
	Hearing instrument settings not optimal
Sound distorted / not clear	Weak battery
	Improper RIE mould or dome fit
	Hearing instrument damaged
	Hearing instrument settings not optimal
Wireless does not work	Possible Root Cause - Device is in flight mode





## POSSIBLE REMEDY

Re-insert RIE mould carefully

Re-insert dome

Consult your hearing care professional

Consult your hearing care professional

Consult your hearing care professional

Consult your hearing care professional

Replace battery

Consult your hearing care professional

Consult your hearing care professional

Consult your hearing care professional

For devices with push button: Open and close the battery compartment.  
For devices without push button: Open and close the battery door twice within 10 seconds  
(if Root Cause is device in flight mode)

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





## Technical data

HEARING INSTRUMENT MODEL	MAXIMUM OUTPUT (2cc Coupler / IEC 60118-7)
<p><b>NP-Open</b> AL960-DR, AL760-DR, AL560-DR, ALT960-DR AL961-DRW, AL761-DRW, AL561-DRW, AL461-DRW, ALT961-DRW, AL962-DVIRW, AL762-DVIRW, AL562-DVIRW, ALT962-DVIRW, ALT762-DVIRW VO960-DR, VO760-DR, VO961-DRW, VO761-DRW, VO962-DRW, VO762-DRW,</p>	114 dB SPL (typical)
<p><b>NP</b> AL960-DR, AL760-DR, AL560-DR, ALT960-DR AL961-DRW, AL761-DRW, AL561-DRW, AL461-DRW, ALT961-DRW, AL962-DVIRW, AL762-DVIRW, AL562-DVIRW, ALT962-DVIRW, ALT762-DVIRW VO960-DR, VO760-DR, VO961-DRW, VO761-DRW, VO962-DRW, VO762-DRW</p>	114 dB SPL (typical)







## Technical data

HEARING INSTRUMENT MODEL	MAXIMUM OUTPUT (2cc Coupler / IEC 60118-7)
<b>HP-Open</b> AL960-DR, AL760-DR, AL560-DR, ALT960-DR AL961-DRW, AL761-DRW, AL561-DRW, AL461-DRW, ALT961-DRW, AL962-DVIRW, AL762-DVIRW, AL562-DVIRW, ALT962-DVIRW, ALT762-DVIRW	117 dB SPL (typical)
<b>HP</b> AL960-DR, AL760-DR, AL560-DR, ALT960-DR AL961-DRW, AL761-DRW, AL561-DRW, AL461-DRW, ALT961-DRW, AL962-DVIRW, AL762-DVIRW, AL562-DVIRW, ALT962-DVIRW, ALT762-DVIRW	117 dB SPL (typical)





## Technical data

HEARING INSTRUMENT MODEL	MAXIMUM OUTPUT (2cc Coupler / IEC 60118-7)
<b>S-Open</b> VO960-DR, VO760-DR, VO961-DRW, VO761-DRW, VO962-DRW, VO762-DRW	113 dB SPL (typical)
<b>S</b> VO960-DR, VO760-DR, VO961-DRW, VO761-DRW, VO962-DRW, VO762-DRW	113 dB SPL (typical)
<b>HP-Open</b> VO960-DR, VO760-DR, VO961-DRW, VO761-DRW, VO962-DRW, VO762-DRW	118 dB SPL (typical)
<b>HP</b> VO960-DR, VO760-DR, VO961-DRW, VO761-DRW, VO962-DRW, VO762-DRW,	119 dB SPL (typical)







## Warranty and repairs

ReSound provides a warranty on hearing instruments in the event of defects in workmanship or materials, as described in applicable warranty documentation. In its service policy, ReSound pledges to secure functionality at least equivalent to the original hearing instrument. As a signatory to the United Nations Global Compact initiative, ReSound is committed to doing this in line with environment-friendly best practices. Hearing instruments therefore, at ReSound's discretion, may be replaced by new products or products manufactured from new or serviceable used parts, or repaired using new or refurbished replacement parts. The warranty period of hearing instruments is designated on your warranty card, which is provided by your hearing care professional.

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


## Temperature test, transport and storage information

GN ReSound Hearing Instruments are subjected to various tests in temperature and damp heating cycling between -25 C and +70C according to internal and industry standards. During transport or storage, the temperature should not exceed the limit values of -20C to 60C and relative humidity of 90% RH, non condensing (for limited time). The air pressure between 500 and 1100 hPa is appropriate.







Be aware of information marked with the warning symbol

 **WARNING** points out a situation that could lead to serious injuries,  
**CAUTION** indicates a situation that could lead to minor and moderate injuries”

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

 Equipment includes RF transmitter

 Product is a Type B applied part





Please ask your local hearing care professional concerning disposal of your hearing instrument

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Any issues relating to the EU Medical Device Directive 93/42/EEC, or Council Directive 1999/5/EC on Radio Equipment and Telecommunications terminal equipment should be directed to ReSound A/S

# ReSound

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