

# Standard Products

OPERATIONS MANUAL

**RIC** (Receiver-in-Canal)

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## Select Hearing Aid



Size 10 Battery - Yellow



Size 312 Battery - Brown



Size 312 Battery - Brown



Size 312 Battery - Brown



Size 312 Battery - Brown

## Select Hearing Aid Controls

- Automatic Volume Control p. 14
- Adjustable Volume Control p. 14
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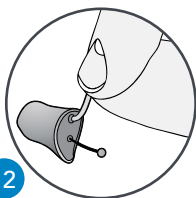
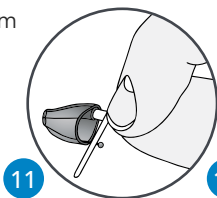
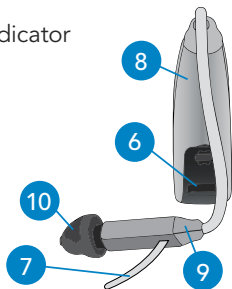
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## Features, Controls and Identification

### Your hearing aid controls include:

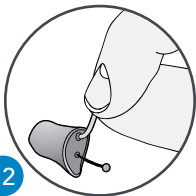
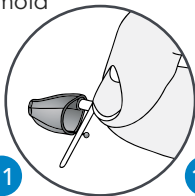
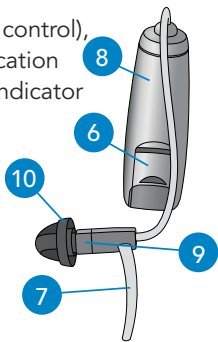
1. Hearing aid
2. Cable
3. Receiver
4. Microphones
5. Control Surface Switch
6. Battery Compartment (on/off control), Location of serial number, Location of left/right side hearing aid indicator
7. Retention Lock
8. Location of manufacturer's name and model name
9. Location of left/right side receiver indicator
10. Instant Fit Earbud
11. Custom Earmold (optional)
12. RIC Custom Power Earmold (optional)



## Features, Controls and Identification

Your hearing aid controls include:

1. Hearing Aid
2. Cable
3. Receiver
4. Microphones\*
5. Push Button Switch or Rotary Volume Control
6. Battery Compartment (on/off control), Location of serial number, Location of left/right side hearing aid indicator
7. Retention Lock
8. Location of manufacturer's name and model name
9. Location of left/right side receiver indicator
10. Instant Fit Earbud
11. Custom Earmold (optional)
12. RIC Custom Power Earmold (optional)



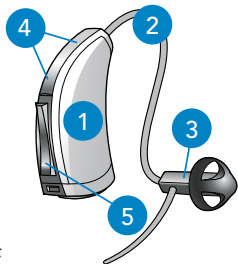
\*Look may vary

**IMPORTANT NOTE:** The micro RIC 312 includes a Multiflex Tinnitus Technology feature that can be enabled.

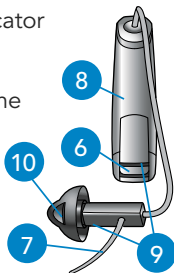
## Features, Controls and Identification

### Your hearing aid controls include:

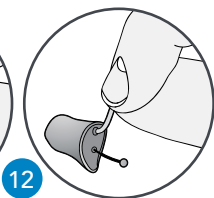
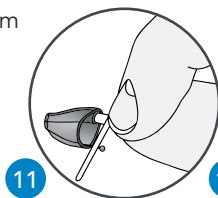
1. Hearing aid
2. Cable
3. Receiver
4. Microphones
5. Rocker Switch
6. Battery Compartment (on/off control), Location of serial number, Location of left/right side hearing aid indicator



7. Retention Lock
8. Location of manufacturer's name and model name
9. Location of left/right side receiver indicator
10. Instant Fit Earbud



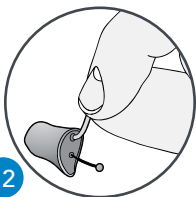
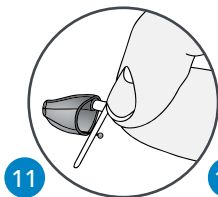
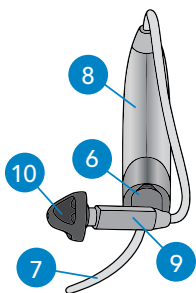
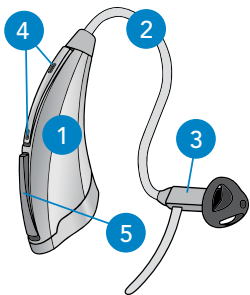
11. Custom Earmold (optional)
12. RIC Custom Power Earmold (optional)



## Features, Controls and Identification

### Your hearing aid controls include:

1. Hearing Aid
2. Cable
3. Receiver
4. Microphones
5. Push Button Switch
6. Battery Compartment (on/off control),  
Location of serial number
7. Retention Lock
8. Location of manufacturer's name and model name
9. Location of left/right side receiver indicator
10. Instant Fit Earbud
11. Custom Earmold
12. RIC Custom Power Earmold (optional)



### Batteries

Your hearing aid uses a battery as its power source. This battery size can be identified by the brown (312) or yellow (10) color code on the packaging.

To insert or replace the battery:

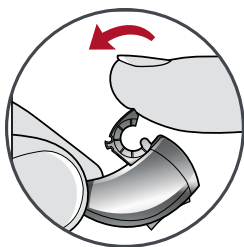
1. Use the nail grip on the battery door.
2. Open the battery door gently and remove the old battery.
3. Remove the tab from the new battery. Wait 3-5 minutes after removing tab before inserting battery.
4. Align the battery's "+" sign (flat side of the battery) with the "+" on the battery door.
5. Close the battery door.

### Battery Indicators

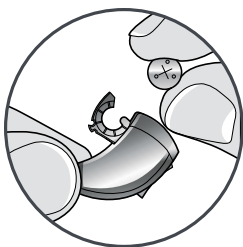
An indicator will sound when the battery voltage is low. You have approximately five minutes\* to replace the battery. An indicator may also sound just before the battery stops working.

*\* Actual time between low battery indicator and shut down will vary depending on environmental noise levels and brand of battery used.*

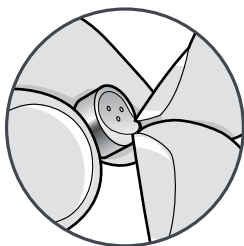




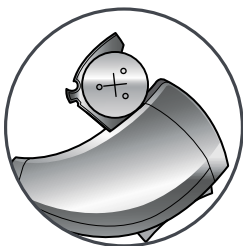
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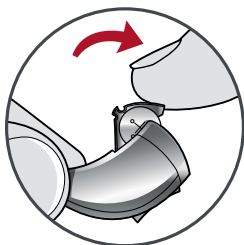
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- My hearing aid has a tamper resistant battery compartment. See below.

## Tamper Resistant Battery Compartment

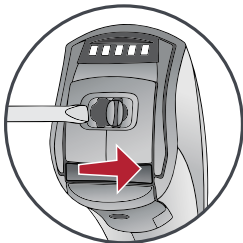
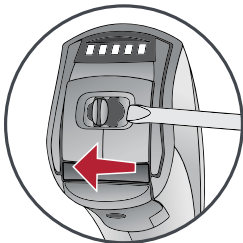
### To lock the battery door:

Use an appropriate tool to slide the recessed switch to the left until it “clicks” and the colored mark is visible.

### To unlock the battery door:

Slide the recessed switch to the right until it “clicks” and the colored mark disappears.

Locking the door is not required for operation.






## Helpful Hints

- NEVER FORCE THE BATTERY DOOR SHUT. This could result in serious damage; if the door will not close securely, check that the battery is inserted correctly.
- Do not open the battery door too far or damage is likely to occur.
- Dispose of used batteries immediately in the proper waste or recycling container.
- Batteries vary in size and performance. Your hearing professional is your best source for lifespan estimates and verification that you are using the proper size and type.

## WARNINGS

Batteries are dangerous if swallowed. To help prevent the accidental ingestion of batteries:

-  Keep out of reach of children and pets
-  Check your medications before taking them – batteries have been mistaken for pills
-  Never put batteries in your mouth, as they can easily be swallowed

**NATIONAL BUTTON BATTERY  
INGESTION HOTLINE: 202-625-3333**

## Insertion and Removal

### To insert the earbud or earmold:

1. Hold the cable at the bend in front of the receiver with your thumb and forefinger. Gently insert the receiver into your ear canal.
2. Wrap the hearing aid over the top of your ear, carefully placing it behind your ear.
3. Place the retention lock inside the bowl of your ear.



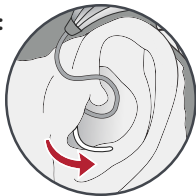
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### To remove the earbud or earmold:

- Remove the retention lock from the bowl of your ear.
- Remove the hearing aid from behind your ear.
- Grasp the receiver with your thumb and forefinger. Gently pull out of your ear canal.



3

Do not pull with the hearing aid case as this may damage the connection.



## Helpful Hints

- Minor irritation and inflammation may occur as your ear becomes accustomed to having an object in it; if so, please contact your hearing professional.
- If an actual allergic reaction occurs, alternative earmold materials are available; contact your hearing professional.
- Severe swelling, discharge from the ear, excessive wax or other unusual conditions warrant immediate consultation with a physician.

## On & Off

**To turn ON:** Insert a battery and completely close the battery door.

**To turn OFF:** Open the battery door until the battery is no longer touching the battery contacts.

Your hearing aid has a Power-On delay and may require a few seconds to power on. You may hear a tone series indicating that your hearing aid is fully powered on.

## Volume Control

### Automatic Volume Control

Your hearing aid has been set to a specific volume level by your hearing professional. If sounds are generally too loud or too soft, please contact your hearing professional for advice and adjustment.

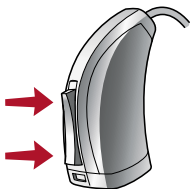
### Adjustable Volume Control

#### Push Button/Control Surface Volume Control

Your hearing aid uses the control surface/push button to control volume. To change volume, press then release the control surface/push button.

## Rocker Switch Volume Control

Your hearing aid uses the rocker switch to control volume. To increase volume, press then release the top part of the switch. To decrease volume, press then release the bottom part of the switch.



## Rotary Volume Control

Your hearing aid uses a rotary volume control to adjust volume. Turn the wheel up (higher number) to increase volume. Turn the wheel down (lower number) to decrease volume.



## Volume Settings

Some hearing aids can be set for the right hearing aid to increase the volume and the left hearing aid to decrease the volume. Ask your hearing professional if this setting would benefit you.

## Push Button/Rocker Switch/Control Surface Volume Control

Volume Level	Tone
Level 5 ( <b>More volume</b> )	Five beeps plus tone
Level 4	Four beeps
Level 3 ( <b>Power on volume level</b> )	Three beeps
Level 2	Two beeps
Level 1 (Less volume)	One beep plus tone

## Rotary Volume Control

Volume Level	Tone
Optimal volume setting	One beep

## Multimemory

Your hearing professional may be able to set up to four hearing programs for you. These additional programs are accessed by pressing the control surface/push button/rocker switch.

When you press the control surface/push button/rocker switch, you may hear an alert indicating the hearing aid has changed to the next program. Ask your hearing professional about your specific hearing programs.



## Combined Volume and Multimemory Control

Your hearing aid is set up to adjust volume and programs. To adjust volume, press then release the switch. To change programs, press and hold the switch. The hearing aid will cycle through the programs and present indicators. Release the switch when you are at the desired program.

## Telephone Use

Some hearing aids are equipped with tools to help you effectively communicate on the telephone. Ask your hearing professional about your telephone solution.

My hearing aids have the following telephone setting(s):

- Automatic Telephone. See next page.
- Automatic Telecoil. See next page.
- Telecoil and Manual Switching.  
(Program # \_\_\_\_\_).
- None

## Automatic Telephone and Automatic Telecoil

These options activate the telephone response automatically when used with a hearing aid compatible telephone. To use, place the telephone receiver on your ear as you normally would and the hearing aid will select the telephone setting. It might be necessary to move the telephone receiver slightly to find the best reception.

Once the telephone is removed from the ear, the hearing aid will switch back to the normal listening mode.

**NOTE:** Consult with your hearing professional if your hearing aid does not seem to switch to the telephone setting automatically.

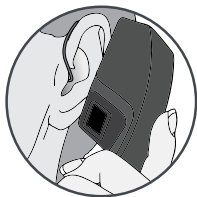
## Manual Switching

Manual switching allows you to switch the hearing aids to telephone mode when needed.

Ask your hearing professional which program you should access for manual telephone use.

## General Telephone Use

Some hearing aids work best by holding the phone close to,



but not fully covering your ear. In some instances, if you encounter whistling (feedback), tilt the receiver at an angle until the whistling stops. Additionally, the hearing aid in the non-phone ear (ear opposite the phone) may switch to a telephone setting to reduce background sounds. Your hearing professional can provide instructions and techniques for your specific needs.

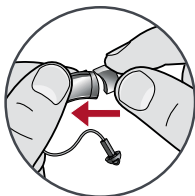
## Direct Audio Input (DAI)

- My hearing aid is set up for DAI use.
- My hearing aid is not set up for DAI use.  
See page 23.

Your hearing aid has full direct audio input (DAI) capability. This allows you to connect your hearing aid to an electronic sound source such as a wireless FM system, computer audio or an MP3 player. DAI can improve communication and sound quality when reverberation, distance and background noise compete with what you want to hear.

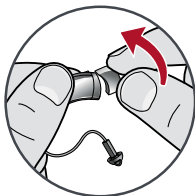
### To attach the DAI shoe:

Snap the DAI shoe on the bottom of the RIC.



### To access the battery with the DAI shoe attached:

Hold the RIC and DAI shoe and press the lower part of the DAI shoe, then open the battery door.



### To remove the DAI shoe:

Turn the RIC on the side. Grasp the RIC in one hand and the DAI shoe in the other. Gently bend at the seam between the DAI shoe and the hearing aid.

There are many FM systems available to help improve communication in challenging environments. Ask your hearing professional about personal FM systems.

## Introduction

Multiflex Tinnitus Technology can be used as a part of a tinnitus treatment program. Multiflex Tinnitus Technology plays a white noise through the hearing aid. The tinnitus stimulus is programmed according to your hearing loss, and your hearing professional can adjust the settings of the tinnitus stimulus to meet your needs.

- My hearing aid uses the switch for tinnitus stimulus control. See below.
- My hearing aid has combined volume and tinnitus stimulus control. See next page.
- My hearing aid has combined multimemory and tinnitus stimulus control. See next page.

## Multifunction Switch

Your switch can be set to perform different functions. Ask your hearing professional how your hearing aid is set.

## Tinnitus Stimulus Control

Your hearing aid uses the multifunction switch to control the tinnitus stimulus. Press then release the switch until the desired level is reached. Each press/release changes the volume one increment.

## **Combined Volume or Multimemory and Tinnitus Stimulus Control**

If your hearing aid is set up to adjust volume and tinnitus stimulus, adjust volume by pressing then releasing the switch until the desired volume level is reached.

If your hearing aid is set up to adjust multimemory and tinnitus stimulus, adjust memory by pressing then releasing the switch until the desired memory is reached.

To adjust the tinnitus stimulus, press and hold the switch. The hearing aid will cycle through the tinnitus stimulus levels. Release the switch when you are at the desired level.

## Wireless Accessories\*

There are several wireless accessories that allow you to control and maximize the full potential of your hearing aid. These include a remote control as well as wireless connection to your cell phone and entertainment system. Consult with your hearing professional to determine if your hearing aids have wireless capabilities and which accessories may be best for you.

*\*Wireless accessories are only compatible with hearing aids that have wireless technology.*

## Hearing Aid Care

Do your best to keep your hearing aid clean at all times. Heat, moisture and foreign substances can result in poor performance.

- Use a cleaning brush or soft cloth to clean debris from around the switches, microphone and battery compartment; inspect the receiver or earbud and wax guard regularly.
- Never use water, solvents, cleaning fluids or oil to clean your hearing aid.

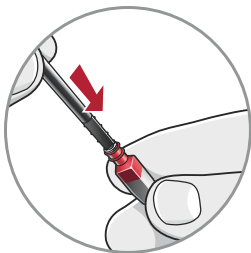
Your hearing professional can provide further information on additional maintenance procedures for your hearing aid if needed.

### **Hear Clear™ Receiver Wax Guards**

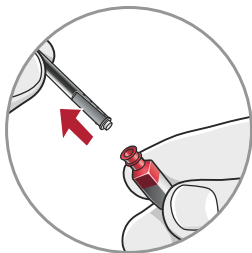
RIC hearing aids integrate disposable Hear Clear earwax protection. The innovative wax guards prevent earwax accumulation in the hearing aid receiver. When you need to replace your wax guards, please follow the instructions below.

1. Insert yellow end of the application stick into used wax guard in hearing aid.
2. Pull outward on stick to remove used wax guard.
3. Use opposite end of stick to firmly insert clean wax guard into hearing aid.
4. Pull outward to remove stick and discard.





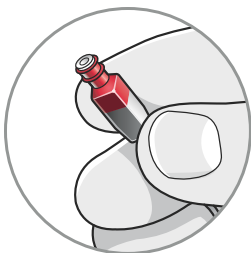
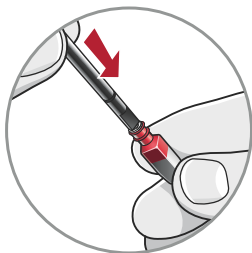
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## Helpful Hints

- When not wearing your hearing aid, open the battery door to allow any moisture to evaporate.
- When not in use, remove the batteries completely; place your hearing aid in the storage container and store:
  - In a dry, safe place
  - Away from direct sunlight or heat to avoid extreme temperatures
  - Where you can easily find them
  - Safely out of reach from children and pets
- Do not take apart your hearing aids or insert the cleaning tools inside them.

## Service and Repair

If, for any reason, your hearing aid does not operate properly, do NOT attempt to fix it yourself. Not only are you likely to violate any applicable warranties or insurance, you could easily cause further damage.

Should your hearing aid fail or perform poorly, check the guide on the next page for possible solutions. If problems continue, contact your hearing professional for advice and assistance. Many common problems may be solved right in your hearing professional's office or clinic.

## Troubleshooting Guide

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
Not Loud Enough	Low battery	Replace battery
	Blocked earmold/tubing/earbud	Clean or replace wax guard as needed
	Hearing change	Contact your hearing professional
	Debris buildup	Clean both microphone and receiver with brush
Inconsistent Performance	Low battery	Replace battery
	Blocked earmold/tubing/earbud	Clean or replace wax guard as needed
Unclear, Distorted Performance	Low battery	Replace battery
	Blocked earmold/tubing/earbud	Clean or replace wax guard as needed
	Defective hearing aid	Contact your hearing professional
Dead	Low battery	Replace battery
	Blocked earmold/tubing	Clean or replace wax guard as needed
	Crimped tubing	Contact your hearing professional

Your hearing professional will recommend an appropriate schedule to help you adapt to your new hearing aid. It will take practice, time and patience for your brain to adapt to the new sounds that your hearing aid provides. Hearing is only part of how we share thoughts, ideas and feelings. Reading lips, facial expressions and gestures can help the learning process and add to what amplification alone may miss.

Please review the following simple communication tips:

### For You

- Move closer to and look at the speaker
- Sit face-to-face in a quiet room
- Try different locations to find the best place to listen
- Minimize distractions
- Background noises may be frustrating at first; remember, you have not heard them for a while
- Let others know what you need; keep in mind that people cannot “see” your hearing loss
- Develop realistic expectations of what your hearing aids can and cannot do
- Better hearing with hearing aids is a learned skill combining desire, practice and patience

## For Your Family and Friends

Your family and friends are also affected by your hearing loss. Request that they:

- Get your full attention before beginning to speak
- Look at you or sit face-to-face in a quiet room
- Speak clearly and at a normal rate and level; shouting can actually make understanding more difficult
- Rephrase rather than repeat the same words; different words may be easier to understand
- Minimize distractions while speaking

## Safety Information

**INTENDED USE:** An air conduction hearing aid is a wearable sound-amplifying device that is intended to compensate for impaired hearing. Hearing aids are available in multiple gain/output levels appropriate to treat hearing losses ranging from mild to profound.

Your hearing aids are designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However, it is still possible that you may experience interference caused by power line disturbances, airport metal detectors, electromagnetic fields from other medical devices, radio signals and electrostatic discharges.

If you use other medical devices or wear implantable medical devices such as defibrillators or pacemakers and are concerned that your hearing aids might cause interference with your medical device, please contact your physician or the manufacturer of your medical device for information about the risk of disturbance.

Your hearing aids should not be worn during an MRI procedure or in a hyperbaric chamber. Your hearing aids are not formally certified to operate in explosive atmospheres such as may be found in coal mines or certain chemical factories. Your hearing aids are classified as a Type B applied part under the IEC 60601-1 medical device standard.

Your hearing aids should be stored within the temperature and humidity ranges of -40°C (-40°F) to +60°C (140°F) and 10%-95% rH.

Your hearing aids are designed to operate beyond the range of temperatures comfortable to you, from very cold up to 50°C (122°F).

## Use on Aircrafts\*

The optional wireless capabilities that may be featured in your hearing aids can be used on an aircraft as hearing aids are exempt from the rules applied to other personal electronic instruments on an aircraft.

## International Use\*

Your hearing aids are approved to operate at a radio frequency that is specific to your country or region and might not be approved for use outside your country or region. Be aware that operation during international travel may cause interference to other electronic instruments, or other electronic instruments may cause interference to your hearing aids.

*\*Applies to wireless hearing aids only.*

We are required by regulations to provide the following warnings:

**WARNING:** Use of wireless hearing aids directly next to other electronic equipment should be avoided because it could result in improper performance. If such use is necessary, note as to whether your hearing aids and the other equipment are operating normally.

**WARNING:** Use of accessories, components or replacement parts other than those provided by the manufacturer of your hearing aids could result in increased electromagnetic emissions and decreased electromagnetic immunity and could result in degradation of performance.

**WARNING:** If Portable Radio Frequency communications equipment is used closer than 30 cm (12 inches) from your hearing aid, degradation of the performance of your hearing aid could result. If this occurs, move away from the communications equipment.



## Required Hearing Aid Information

The following additional information is provided in compliance with U.S. Food and Drug Administration (FDA) regulations:

### **WARNING TO HEARING AID DISPENSERS:**

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser 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:

- i. Visible congenital or traumatic deformity of the ear.
- ii. History of active drainage from the ear within the previous 90 days.
- iii. History of sudden or rapidly progressive hearing loss within the previous 90 days.
- iv. Acute or chronic dizziness.
- v. Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- vi. Audiometric air-bone gap equal to or greater than 15 decibels at 500 Hertz (Hz), 1,000 Hz and 2,000 Hz.
- vii. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- viii. Pain or discomfort in the ear.

### **IMPORTANT NOTICE FOR PROSPECTIVE HEARING AID USERS:**

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhynolaringologists. The purpose of the medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lip reading. In most cases infrequent use of a hearing aid does not permit a user to attain full benefit from it.

Some hearing aid users have reported a buzzing sound in their hearing aid when they are using mobile phones, indicating that the mobile phone and hearing aid may not be compatible. According to the ANSI C63.19 standard (ANSI C63.19-2007 American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and Hearing Aids), the compatibility of a particular hearing aid and mobile phone can be predicted by adding the rating for the hearing aid immunity to the rating for the mobile phone emissions. For example, the sum of a hearing aid rating of 2 (M2/T2) and a telephone rating of 3 (M3/T3) would result in a combined rating that equals at least 5 would provide "normal use"; a combined rating of 6 or greater would indicate "excellent performance". See the Product Card included with your hearing aid for the exact M/T rating of your hearing aid.

### **CHILDREN WITH HEARING LOSS:**

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

## For hearing care professionals

### INDICATIONS FOR USE

The Multiflex Tinnitus Technology is a tool to generate sounds to be used in a Tinnitus Management Program to relieve patients suffering from tinnitus. The target population is primarily the adult population over 18 years of age.

The Multiflex Tinnitus Technology is targeted for healthcare professionals, which are treating patients suffering from tinnitus, as well as conventional hearing disorders. The fitting of the Multiflex Tinnitus Technology must be done by a hearing professional participating in a Tinnitus Management Program.

### DEVICE DESCRIPTION

Multiflex Tinnitus Technology is a software function that generates sound which is programmed into a hearing aid. The hearing aid may be used in one of three modes of operation: as a hearing aid, as a tinnitus treatment device, or as a hearing aid and tinnitus treatment device.

When enabled, the Multiflex Tinnitus Technology generates the sound and allows a patient's hearing care professional to design and program appropriate settings for an individually prescribed sound treatment plan. The treatment plan should be used in a tinnitus management program for relief of tinnitus.

Multiflex Tinnitus Technology generates a broadband white noise signal that varies in frequency and amplitude. These characteristics are adjustable by the hearing care professional and are specific to the prescribed therapy designed by the professional for the patient's needs and comfort.

The patient may have some control of the level or volume of the signal and the patient should discuss this adjustment as well as his or her comfort level and sound of the signal with their hearing care professional.

### WARNING TO HEARING CARE PRACTITIONER

A hearing care practitioner should advise a prospective sound generator user to consult promptly with a licensed physician (preferably an ear specialist) before using a sound generator if the hearing care practitioner determines through inquiry, actual observation, or review or any other available information concerning the prospective user that the prospective user has any of the following conditions:

- i. Visible congenital or traumatic deformity of the ear.
- ii. History of active drainage from the ear within the previous 90 days.
- iii. History of sudden or rapidly progressive hearing loss within the previous 90 days.
- iv. Acute or chronic dizziness.
- v. Unilateral hearing loss of sudden or recent onset within the previous 90 days.

**CAUTION:** If set to the maximum output level and worn for periods of time exceeding the recommendations below, the patient's exposure to sound energy has the potential to exceed noise exposure limits. This device is intended for use for a maximum of sixteen (16) hours a day when set at the maximum output level.

## For the patient

A tinnitus therapy device is an electronic device intended to generate noise of sufficient intensity and bandwidth to treat ringing in the ears. It can also be used as an aid in hearing external sounds and speech.

Multiflex Tinnitus Technology is a tool to generate sounds. It is recommended that this tool be used with appropriate counseling and/or in a tinnitus management program to relieve patients suffering from tinnitus.

### TINNITUS THERAPY CONCEPTS AND BENEFITS

Multiflex Tinnitus Technology can be used as a part of a tinnitus treatment program.

Multiflex Tinnitus Technology plays a white noise through the hearing aid.

Multiflex Tinnitus Technology is programmed according to your hearing loss and preference, and your hearing care professional can adjust the settings of Multiflex Tinnitus Technology to meet your needs.

Multiflex Tinnitus Technology may provide temporary relief of your tinnitus.

### PRESCRIPTION USE ONLY

**CAUTION:** Federal law restricts this instrument to sale by or on the order of a doctor, audiologist or other hearing care practitioner licensed to dispense aids in your state.

The use of any sound generating tinnitus therapy device should be only on the advice and in consultation with your audiologist or hearing care practitioner. Your hearing care professional will properly diagnose and fit the device to your personal needs and requirements. This should include its use in a prescribed tinnitus treatment program.

Your hearing care professional will also be able to offer the appropriate follow-up care. It is important that you follow your hearing care professional's advice and direction regarding such care.

**WARNING:** There are some potential concerns associated with the use of any sound generating tinnitus therapy device. Among them are the potential for worsening of tinnitus, a possible change in hearing thresholds, and possible skin irritation at the point of contact with the device.

Multiflex Tinnitus Technology has been designed to minimize these concerns. However, should you experience or notice any of the above conditions or any dizziness, nausea, headaches, or heart palpitations, you should immediately discontinue use of the device and seek a consultation with a medical, audiology, or other hearing care professional.

As with any device, misuse of the tinnitus therapy device could present some potentially harmful effects. Care should be taken to prevent the unauthorized use and to keep the device out of the reach of children and pets.

**CAUTION:** If set to the maximum output level and worn for periods of time exceeding the recommendations below, your exposure to sound energy has the potential to exceed noise exposure limits. You should not use your hearing aid for more than sixteen (16) hours a day if your hearing aid is set at the maximum output level, nor should you use your hearing aid if your hearing care professional has set the hearing aid at levels that exceed your comfort level.

## Important notice for prospective sound generator users

Good health practice requires that a person with tinnitus 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 a medical evaluation is to assure that all medically treatable conditions that may affect tinnitus are identified and treated before the sound generator instrument is used.

### TECHNICAL DATA

Multiflex Tinnitus Technology Maximum Output = 87 dB SPL (typical) when measured in a 2cc coupler per ANSI S3.22 or IEC 60118-7.

### **WIRELESS TECHNICAL DESCRIPTION**

Your hearing aids may contain a radio transceiver operating in the 902-928 MHz (North America) or 863-865 MHz (EU) frequency band with a maximum effective radiated power of -20 dBm with transmission modulation type of 342KFXD. The receiver section of the radio has a bandwidth of 300 kHz.

This hearing aid model has been tested to, and has passed, the following emissions and immunity tests:

- IEC 60601-1-2 radiated emissions requirements for a Group 1 Class B device as stated in CISPR 11.
- RF radiated immunity at a field level of 3 V/m between 80 MHz and 2.7 GHz.
- Immunity to power frequency magnetic fields at a field level of 3 A/m.
- Immunity to ESD levels of +/- 8 kV conducted discharge and +/- 15 kV air discharge.

### **REGULATORY NOTICES**

FCC ID: EOA-ZSERIES-HI

IC: 6903A-ZSERIESHI

FCC ID: EOA-3SER312

IC: 6903A-3SER312

FCC ID: EOA-IRIS-HA

IC: 6903A-3SER312

## FCC Notice

This device complies with part 15 of the FCC rules and with ISED Canada license-exempt RSS standard(s). 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 of the device.

Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

Hereby, Starkey Hearing Technologies declares that the products listed at [docs.starkeyhearingtechnologies.com](https://docs.starkeyhearingtechnologies.com) are in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. A copy of the Declaration of Conformity can be obtained from the below addresses or from [docs.starkeyhearingtechnologies.com](https://docs.starkeyhearingtechnologies.com).

### Starkey Hearing Technologies

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United Kingdom

Waste from electronic equipment  
must be handled according to  
local regulations



Consult Operations Manual





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