

# CIC Li 8

User Guide

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# Welcome

Thank you for choosing our hearing aids 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 aids offer.

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



The device may not look exactly like the guiding illustrations in these instructions. We reserve the right to make any changes we consider necessary.



## 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.



Before using your hearing aids for the first time, fully charge them.

## **Indications for use**

The hearing aids are indicated for individuals older than 36 months with a range of hearing loss from minimal (10 dB HL) to severe (90 dB HL) and all hearing loss configurations. They are to be programmed by licensed hearing care professionals (audiologists, hearing aid specialists, otolaryngologists) who are trained in hearing (re)habilitation.

# Your hearing aids



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

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

## Hearing aid type

Your hearing aids are worn in the outer ear. The hearing aids are not intended for children under the age of 3 years or persons with a developmental age of under 3 years.

A power cell (lithium-ion rechargeable battery) is permanently built into your hearing aid. This enables easy charging with your charger.

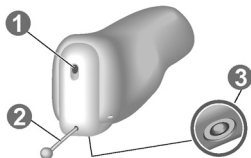
The wireless functionality enables advanced audiological features and synchronization between your two hearing aids.

## Getting to know your hearing aids

Please download a smartphone app (Audio Service App) for remote control features.

You can also ask your Hearing Care Professional about another remote control option.

## Components and names



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❶ Microphone opening

❸ Charging contacts

❷ Removal cord

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## Hearing programs

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Read more in section "Changing the hearing program".

## Features



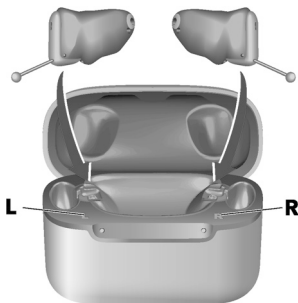
The **tinnitus therapy feature** generates a sound to distract you from your tinnitus.

# Daily use

## Charging

Use Travel Charger Custom CIC to charge your hearing aids. Follow the instructions in the charger's user guide, where you will also find useful tips on charging.

Place your hearing aids in the charger as shown:



## Turning on and off

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

- Turning on: Take the aids out of the charger.

The startup melody is played in your hearing aids. The **default** volume and hearing program are set.

- Turning off: Place the hearing aids in the charger.

Note that the charger must be on.

## Switching to standby mode

Via remote control, you can switch your hearing aids to standby mode. This mutes the hearing aids. When you leave standby mode, the **previously** used volume and hearing program are set.

Note:

- In standby mode, the hearing aids are **not** turned off completely. They draw some power.

Therefore we recommend to use standby mode only for a short period of time.

- If you want to leave standby mode, but the remote control is not at hand: Turn your hearing aids off and on again (by shortly placing them in the charger until one or more LEDs light up). Wait until the startup melody is played in your hearing aids. This may take several seconds. Note that the **default** volume and hearing program are set.

## Inserting and removing the hearing aids

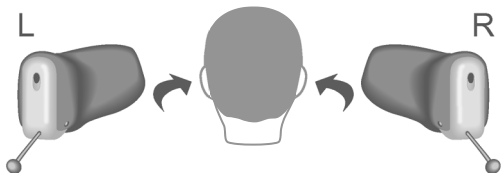
Inserting a hearing aid:

- Identify right and left hearing aid so that you insert it in the correct ear. The labeling or the color of the hearing aid indicates the side:

red color or imprinted "R" = right ear

blue color or imprinted "L" = left ear

- Hold the hearing aid correctly before inserting it: Pay special attention to the removal cord indicating the bottom.



- Carefully push the hearing aid into the ear canal.



- Twist it slightly until it sits well.



Open and close your mouth to avoid accumulation of air in the ear canal.



#### 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 aid with the **right** hand and the **left** hearing aid with the **left** hand.
- If you have problems inserting the hearing aid, use the other hand to gently pull your earlobe downwards. This opens the ear canal and eases insertion of the hearing aid.

Removing a hearing aid:

- ▶ Push lightly on the back of your ear to loosen the hearing aid.
- ▶ Remove the hearing aid by pulling the removal cord towards the back of your head.



### **CAUTION**

Risk of injury!

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

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

## **Adjusting the volume**

Your hearing aids 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 aids automatically adjust their sound.

Your hearing aids 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 manually, use a remote control option.

Refer to section "Hearing programs" for a list of your hearing programs.

The default volume is applied.

# Special listening situations

## On the phone

When you are on the phone, turn the receiver slightly so that it does not completely cover your ear.



## 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 aids, it is listed in section "Hearing programs".

# Maintenance and care

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

## Cleaning

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

- ▶ Clean your hearing aids daily with a soft, dry tissue.
- ▶ Never use running water or immerse the devices in water.
- ▶ Never apply pressure while cleaning.
- ▶ Do not use alcoholic solvent on the charging contacts.
- ▶ To avoid corrosion, use a soft and dry tissue to wipe off sweat or liquid from the charging contacts or hearing aids before inserting them in the charger.
- ▶ Ask your Hearing Care Professional for recommended cleaning products, special care sets, or more information on how to keep your hearing aids in good condition.



## NOTICE

- ▶ In the unlikely event corrosion becomes visible on the surface of the charging contacts and cannot be wiped off, discontinue wearing the device and contact your Hearing Care Professional.

## Drying

Use conventional products to dry your hearing aids. Ask your Hearing Care Professional for recommended drying products and for individual instructions on when to dry your hearing aids.

## Storage

- Short-term storage (up to several days): Turn off your hearing aids by placing them in the charger.

The charger must be on. If the charger is not on and you place your hearing aids in the charger, the hearing aids are **not** turned off.

Note that when you turn off the hearing aids via a remote control or smartphone app, the hearing aids are **not** turned off completely. They are in standby-mode and still draw some power.

- Long-term storage (weeks, months, ...): First, fully charge your hearing aids. Leave them in the charger with the lid closed. Once the hearing aids are fully charged the charger and the hearing aids are turned off automatically.

We recommend using drying products while storing the hearing aids.

If you need to store your hearing aids for more than 3 months, put them in the charger and make sure the charger is turned off.

Observe the storage conditions in section "Operating, transport and storage conditions".

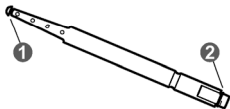
## Changing the wax guard

The wax guard helps protect the hearing aid from earwax. The following images show the wax guard and its components:

- Wax guards in a box.



- Wax guard holder and other components.



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**1** Removal hook

**2** New wax guard

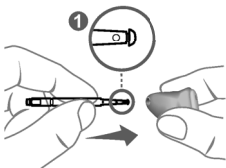
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Do the following to change the wax guard in your hearing aid:

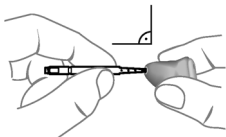
- Open the wax guard box and take the wax guard changer out.



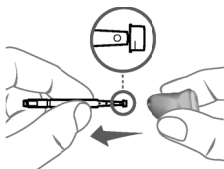
- Insert the removal hook in the used wax guard.



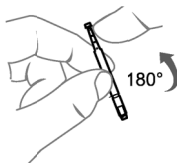
- Keep the holder at the right angle.



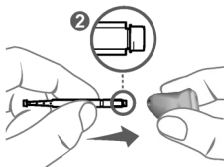
- Pull out the used wax guard.



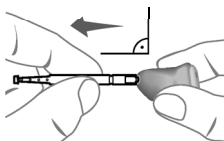
- Turn the wax guard holder around.



- Insert the new wax guard into the opening of the sound outlet and press it gently.



- Pull out the holder.



- Dispose the used wax guard with the holder.

## **Professional maintenance**

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

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

# Important safety information

## Safety information on lithium-ion rechargeable batteries



### **WARNING**

A lithium-ion rechargeable battery is permanently built into your device. Incorrect use of the device can cause the lithium-ion rechargeable battery to burst.

Risk of injury, fire or explosion!

► Follow the safety instructions for lithium-ion rechargeable battery in this section.

- Observe the operating conditions. Refer to the section "Operating, transport, and storage conditions".
- Pay special attention to protect your device from extreme heat (e.g. fire, microwave oven, induction oven or other high induction fields) and sunlight.
- Charge your hearing aids only with the approved charger. Ask your Hearing Care Professional for support.
- Do not use the device in explosive atmospheres.
- Do not use devices that are deformed or obviously damaged.

- Do not use the device when its performance after charging decreases considerably. Return the device to your Hearing Care Professional.
- Do not dispose of the device in fire or water.

In any of the above cases, return your device to the Hearing Care Professional.

### **Safety information for hearing aids**

Replacement and repair have to be performed by a professional. Therefore:

- In the unlikely event of a lithium-ion rechargeable battery bursting or exploding, keep all combustible materials away.

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

## Further information

### Accessories

The type of available accessories depends on the hearing aid type. Examples are: a remote control, an audio streaming device, or a smartphone app for remote control.

Consult your Hearing Care Professional for further information.

### Operating, transport and storage conditions

Note that you have to charge the hearing aids at least every 6 months. For details refer to section "Maintenance and care".

| <b>Operating conditions</b> | <b>Discharging</b>           | <b>Charging</b>              |
|-----------------------------|------------------------------|------------------------------|
| Temperature                 | 0 to 50 °C<br>(32 to 122 °F) | 10 to 35 °C<br>(50 to 95 °F) |
| Relative humidity           | 5 to 93 %                    | 5 to 93 %                    |
| Atmospheric pressure        | 700 to 1060 hPa              | 700 to 1060 hPa              |

During extended periods of transport and storage, please observe the conditions below:

|                                      | <b>Storage</b>                | <b>Transport</b>               |
|--------------------------------------|-------------------------------|--------------------------------|
| Temperature<br>(recommended)         | 10 to 25 °C<br>(50 to 77 °F)  | -20 to 60 °C<br>(-4 to 140 °F) |
| Temperature<br>(maximum range)       | 10 to 40 °C<br>(50 to 104 °F) | -20 to 60 °C<br>(-4 to 140 °F) |
| Relative humidity<br>(recommended)   | 20 to 80 %                    | 5 to 90 %                      |
| Relative humidity<br>(maximum range) | 10 to 80 %                    | 5 to 90 %                      |
| Atmospheric<br>pressure              | 700 to 1060 hPa               | 700 to 1060 hPa                |



### **WARNING**

Risk of injury, fire or explosion during shipment.

- Ship lithium batteries and hearing aids according to local regulations.



### **NOTICE**

To avoid potential degradation of radio performance, your device should be separated by at least 25 cm (10 inches) to other radio communications equipment.



## **WARNING**

Risk of electric shock!

- ▶ Connect the charger only with a USB power supply which complies with EN 62368-1.

## **Disposal information**



## **NOTICE**

- ▶ To avoid environmental pollution, do not throw power cells, hearing aids or charger into household trash.
- ▶ Recycle or dispose of power cells, hearing aids or charger according to local regulations.

## **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.



CE compliance label, confirms compliance with certain European Directives, refer to section "Conformance information".



Indicates the legal manufacturer of the device.

## Symbols on the device or packaging



Indicates the manufacturer's part number to identify the device.



Indicates the manufacturing date of the device.



Indicates the serial number of the device.

## Troubleshooting for hearing aids

### Problem and possible solutions

Sound is weak.

- Increase the volume.
- Charge the hearing aid.
- Clean or exchange the ear piece.

Hearing aid 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.
- Charge the hearing aid.
- Clean or exchange the ear piece.

## **Problem and possible solutions**

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Hearing aid emits signal tones.

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- Charge the hearing aid.
- 

Hearing aid does not work.

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- Turn the hearing aid on.
  - Charge the hearing aid. Observe also the status LEDs on the charger.
- 

Consult your Hearing Care Professional if you encounter further problems.

## **Country-specific information**

### **USA and Canada**

Certification information for hearing aids with wireless functionality:

CIC Li 8

Model: MIM003

- Contains FCC ID: 2AXDT-MIM003
- Contains IC: 26428-MIM003





## **Service and warranty**

### **Serial numbers**

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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