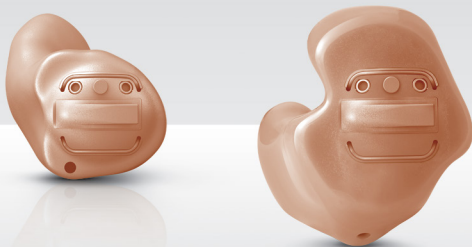


# Custom instruments

Insio Nx ITC, Insio Nx ITE  
User Guide



Made for

 iPhone | iPad | iPod

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# Welcome

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

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

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



## **CAUTION**

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

# Your hearing instruments



This user guide describes optional features that your hearing instruments may or may not have. Ask your Hearing Care Professional to indicate the features that are valid for your hearing instruments.

## Instrument type

Your hearing instruments are customized models that have been individually manufactured based on the anatomy of your ears. They are worn directly in the ear, either in the bowl of the ear or deep inside the ear canal. They are not intended for children under the age of 3 years or persons with a developmental age of under 3 years.

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

Your hearing instruments feature Bluetooth® low energy\* technology allowing for easy data exchange with your smartphone, and for seamless audio streaming with your iPhone\*\*.

\* The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc., and any use of such marks by the legal manufacturer of this product is under licenses. Other trademarks and trade names are those of their respective owners.

\*\* iPad, iPhone, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.

## Getting to know your hearing instruments

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

**i**

If you have problems pressing the controls of your hearing instruments while wearing them, you can use a smartphone app to control your instruments.

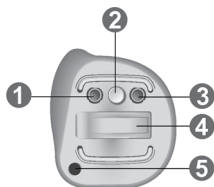
## Components and names

This user guide describes several types of hearing instruments. Use the following pictures to identify the type of hearing instrument that you use.

Note that the push button and vent are individually positioned on your hearing instrument to best suit your ear. The appearance of your hearing instruments may therefore differ from that of those pictured.

### ITC (In The Canal)

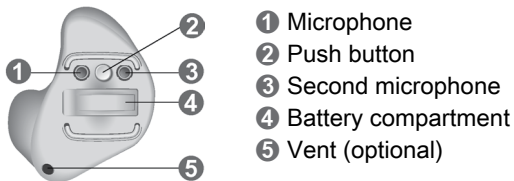
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- ① Microphone
  - ② Push button
  - ③ Second microphone
  - ④ Battery compartment
  - ⑤ Vent (optional)
-

## ITE (In The Ear)

---



## Controls

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



You can use a smartphone app for remote control.

<b>Push button function</b>	<b>L</b>	<b>R</b>
<b>Press briefly:</b>		
Program up	<input type="radio"/>	<input type="radio"/>
Volume up	<input type="radio"/>	<input type="radio"/>
Volume down	<input type="radio"/>	<input type="radio"/>
Tinnitus therapy signal level up	<input type="radio"/>	<input type="radio"/>
Tinnitus therapy signal level down	<input type="radio"/>	<input type="radio"/>
TV stream on/off	<input type="radio"/>	<input type="radio"/>
<b>Press for about 2 seconds:</b>		
Program up	<input type="radio"/>	<input type="radio"/>
Volume up	<input type="radio"/>	<input type="radio"/>
Volume down	<input type="radio"/>	<input type="radio"/>
Tinnitus therapy signal level up	<input type="radio"/>	<input type="radio"/>
Tinnitus therapy signal level down	<input type="radio"/>	<input type="radio"/>
TV stream on/off	<input type="radio"/>	<input type="radio"/>
Activate/deactivate airplane mode	<input type="radio"/>	<input type="radio"/>
<b>Press for more than 3 seconds:</b>		
Standby/turn on	<input type="radio"/>	<input type="radio"/>

L = Left, R = Right



## Hearing programs

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1

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2

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3

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4

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5

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6

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Read more in section "Changing the hearing program".

## Features

- Power-on delay** enables whistle-free insertion of hearing instruments.  
Read more in section "Turning on and off".
  
- The **tinnitus therapy feature** generates a sound to distract you from your tinnitus.

# Batteries

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

## Battery size and handling tips

Ask your Hearing Care Professional for recommended batteries.

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Battery size:

312

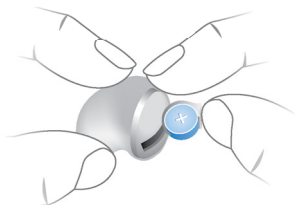
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- Always use the correct battery size for your hearing instruments.
- Remove the batteries if you intend not to use the hearing instruments for several days.
- Always carry spare batteries.
- Remove empty batteries immediately and follow your local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

## Replacing batteries

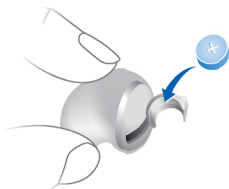
Removing the battery:

- ▶ Open the battery compartment.
- ▶ Remove the battery by hand.



Inserting the battery:

- ▶ If the battery has a protective film, remove it only when you are ready to use the battery.
- ▶ Insert the battery with the "+" symbol facing upwards.



- ▶ Carefully close the battery compartment. If you feel resistance, the battery is not inserted correctly. Do not attempt to close the battery compartment by force. It can be damaged.

# Daily use

## Turning on and off

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

Via battery compartment:

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

Via push button:

- ▶ Turning on or off: Press and hold the push button for several seconds. Refer to section "Controls" for the settings of your controls.  
After turning on, the **previously** used volume and hearing program remain set.

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

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

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

## Inserting and removing the hearing instruments

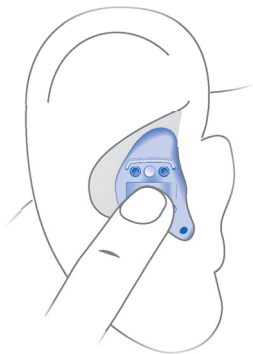
Your hearing instruments have been fine-tuned for your right and left ear. The labeling on the hearing instruments indicates the side:

- "R" = right ear
- "L" = left ear

Inserting a hearing instrument:

- ▶ Carefully push the hearing instrument 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.



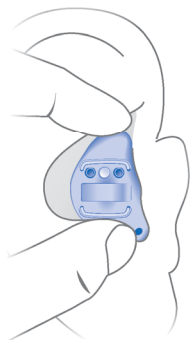
## Removing a hearing instrument:



### **NOTICE**

Never pull on the battery compartment door to remove the hearing instrument. This could damage your hearing instrument.

- ▶ Push lightly on the back of your ear to loosen the hearing instrument.
- ▶ Grip the hearing instrument in the ear canal with two fingers and pull it carefully out.



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

## **Adjusting the volume**

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

- ▶ If you prefer manual volume adjustment, press the push button.

Refer to section "Controls" for the setting of your push button.

An optional signal can indicate the volume change.

## **Changing the hearing program**

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

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

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

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

The default volume is applied.

## **Further adjustments (optional)**

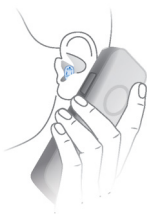
You can also use the hearing instrument controls to change other features, for example, the level of the tinnitus therapy signal.

Refer to section "Controls" for the setting of your controls.

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



## **Audio streaming with iPhone**

Your hearing instruments are **Made for iPhone** hearing instruments. This means you can get phone calls and listen to music from your iPhone directly into your hearing instruments.

For more information about compatible iOS devices, pairing, audio streaming and other useful functions, contact your Hearing Care Professional.

## **Airplane mode**

In areas where the use of Bluetooth technology is not allowed (e.g. on some airplanes), you can activate the airplane mode. This turns Bluetooth in your hearing instruments off temporarily. The hearing instruments still work without Bluetooth, however direct audio streaming will not be possible and other functions will not be available.

- ▶ To activate or deactivate the airplane mode, use the smartphone app or use the controls of your hearing instruments.

Refer to section "Controls" for more information.

An alert tone indicates when airplane mode is activated or deactivated.

# Maintenance and care

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

## Hearing instruments

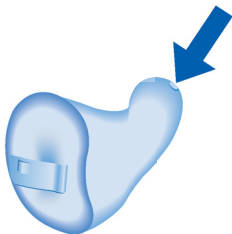
### Drying and storage

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

### Cleaning

For hygiene reasons and to maintain functionality, clean your hearing instruments daily.

- ▶ Clean your hearing instruments daily with a soft, dry tissue.
- ▶ Your hearing instruments may have a wax protection. This prevents the ingress of earwax. Be careful not to damage the wax protection when cleaning your hearing instruments.



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



## **Professional maintenance**

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

In the event that the wax protection or microphone protection (windscreen) needs to be replaced, this should be carried out by a professional.

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

# Further information

## Safety information

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

## Accessories

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

Consult your Hearing Care Professional for further information.

## Symbols used in this document



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



Indicates possible property damage.



Advice and tips on how to handle your device better.

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Made for



iPhone | iPad | iPod

"Made for iPhone", "Made for iPad", and "Made for iPod" mean that an electronic accessory has been designed to connect specifically to iPhone, iPad, or iPod, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its

compliance with safety and regulatory standards. Please note that the use of this accessory with iPhone, iPad, or iPod may affect wireless performance.

## Troubleshooting

### Problem and possible solutions

---

Sound is weak.

---

- Increase the volume.
  - Gently close the battery compartment completely.
  - Clean the hearing instrument.
  - Replace the empty battery.
  - Ask your Hearing Care Professional to exchange the wax protection and/or the microphone cover.
- 

Hearing instrument emits whistling sounds.

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- Reinsert the hearing instrument until it fits securely.
  - Decrease the volume.
  - Clean the hearing instrument.
- 

Sound is distorted.

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- Decrease the volume.
  - Replace the empty battery.
  - Clean the hearing instrument.
  - Ask your Hearing Care Professional to exchange the wax protection and/or the microphone cover.
- 

Hearing instrument emits signal tones.

---

- Replace the empty battery.
-

## **Problem and possible solutions**

---

Hearing instrument does not work.

---

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

Consult your Hearing Care Professional if you encounter further problems.

## **Country-specific information**

### **USA and Canada**

Certification information for hearing instruments with wireless functionality:

Insio Nx ITC, Insio Nx ITE

- HVIN: WP4N1
- Contains FCC ID: SGI-RFM001
- IC: 267AB-WP4N1

## **Service and warranty**

### **Serial numbers**

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Left:

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Right:

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### **Service dates**

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1: 4:

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2: 5:

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3: 6:

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### **Warranty**

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Date of purchase:

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Warranty period in months:

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### **Your Hearing Care Professional**

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**Legal Manufacturer**

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