

# XF RIC

(Receiver-In-Canal)

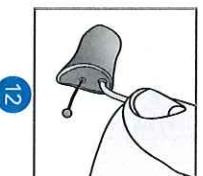
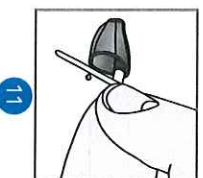
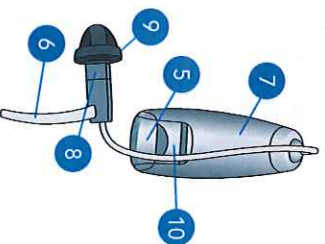
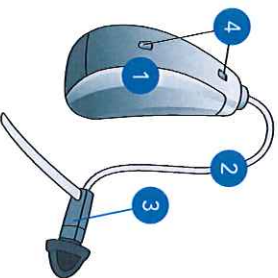
OPERATIONS MANUAL



**Features, Controls and Identification**

Your hearing system controls include:

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



## Preparation

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### Batteries

Your hearing system uses a battery as its power source. This battery size can be identified by the orange (13) 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.
4. Line up the battery's "+" sign (flat side of the battery) with the "+" on the battery door.
5. Close the battery door.

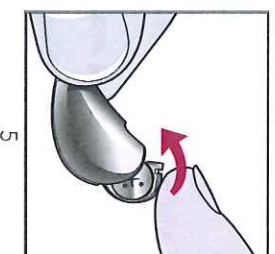
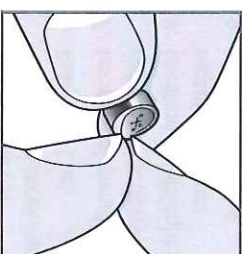
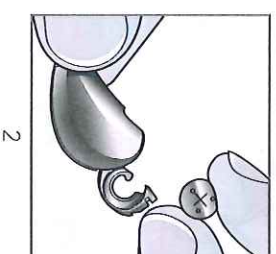
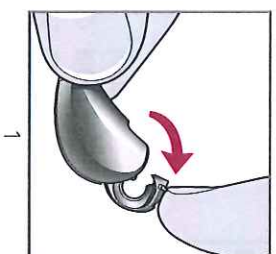
### Battery Indicators

An indicator will sound when the battery voltage is low. You have approximately 30 minutes\* to replace the battery. An indicator will 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.*

## Preparation

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## Preparation

### 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 care 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**

## Preparation

### 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 (fig. 1).
2. Wrap the hearing instrument over the top of your ear, carefully placing it behind your ear (fig. 2).
3. Place the retention lock inside the bowl of your ear (fig. 3).

#### To remove the earbud or earmold:

1. Remove the retention lock from the bowl of your ear.
2. Remove the hearing instrument from behind your ear.
3. Grasp the receiver with your thumb and forefinger. Gently pull out of your ear canal.

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



Figure 1

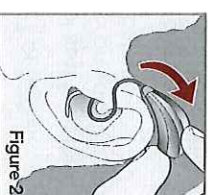


Figure 2

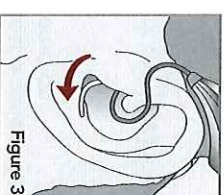
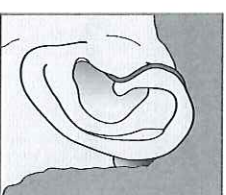


Figure 3



## Preparation

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### 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 care professional.
- If an actual allergic reaction occurs, alternative earmold materials are available; contact your hearing care professional.
- Severe swelling, discharge from the ear, excessive wax, or other unusual conditions warrant immediate consultation with a physician.

## Operation

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

### Adjusting Your Hearing System

Your hearing system is designed to work with the iPhone 5 or higher.

#### To adjust your hearing system with your iPhone:

- Ensure that the iPhone is running iOS 7 or higher.
- Download the TruLink Hearing Control app from the iTunes App Store or use the native iOS on your iPhone (see Pairing XF to the iPhone section below).


For more detailed information on hearing system functionality with the app, open the app and touch the 'r' icon. Detailed instructions are located here.

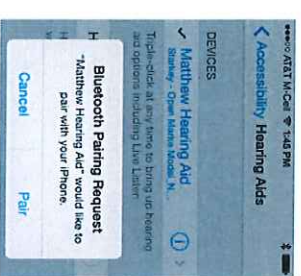
### Pairing XF to the iPhone

To adjust your hearing aids with your iPhone, you must 'pair' the two together so they can communicate. Please follow the instructions to 'pair' your iPhone and your hearing aids.



## Operation

1. Locate then tap the **Settings icon**  on your iPhone.
2. Within the Settings menu go to **General -> Accessibility -> Hearing Aids**
3. In this screen, Bluetooth appears 'Off'. There is no need to change the setting. The pairing process will determine setting automatically.
4. Open then close the battery door on your hearing aids (this puts the hearing aids into 'pairing' mode).
5. You will see your first name and hearing aid (e.g. "Matthew Hearing Aid") when the iPhone first discovers the hearing aids.
6. Tap on the Hearing Aid Name to connect the hearing aids to the iPhone.
7. You will see two pairing requests (one for each hearing aid). Select **Pair** for each request. These requests may be several seconds apart as the hearing aids are performing an authentication to the iPhone which could take 10-15 seconds.



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## Operation

You are now ready to use your iPhone to adjust your hearing aids. You can adjust either with the native iOS adjustments or with the TruLink app.

To access the native iOS hearing aid controls, triple-click the **Home button** on your phone. From this screen you can adjust the volume, select memory, or use your phone as a remote microphone.

Select **Start Live Listen** to stream input to the iPhone microphone directly into your hearing aids. Direct the iPhone microphone input toward the source of interest to provide additional input from that source. To minimize background noise and provide the best signal, place the phone as close to the source as possible.

**Right Volume/Left Volume** allows you to increase and decrease volume on each device individually.

**R+L Volume** allows you to adjust both devices simultaneously.

**Normal** indicates the name of a memory setting in the hearing aid. You can select from any memories shown in the list to change the hearing aids to that memory setting.

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### Instrument Care

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

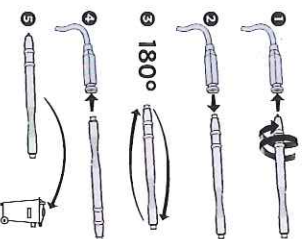
- Use a cleaning brush or soft cloth to clean debris from around the switches, microphone, and battery compartment; inspect the receiver, earbud or eartip and Wax Guard regularly.
- Never use water, solvents, cleaning fluids or oil to clean your instrument.

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

### Hear Clear™

RIC

The Hear Clear exclusive earwax protection system uses disposable wax guards. The innovative wax guards prevent earwax accumulation in the hearing aid receiver.



### Helpful Hints

- When not wearing your hearing system, open the battery door to allow any moisture to evaporate.
- When not in use, remove the batteries completely; place your hearing system 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
- Do not take apart your hearing instruments or insert the cleaning tools inside them.

### Service and Repair

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



## Hearing System Care

## Hearing System Care

### Troubleshooting Guide

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
Not Loud Enough	Low battery	Replace battery
	Blockage	Clean or replace Wax Guard as needed
	Hearing change	Contact your hearing care professional
Inconsistent Performance	Debris buildup	Clean both microphone and receiver with brush
	Low battery	Replace battery
	Blockage	Clean or replace Wax Guard as needed
Unclear, Distorted Performance	Low battery	Replace battery
	Blockage	Clean or replace Wax Guard as needed
	Defective hearing instrument	Contact your hearing care professional
Dead	Low battery	Replace battery
	Blockage	Clean or replace Wax Guard as needed

Your hearing care professional will recommend an appropriate schedule to help you adapt to your new hearing system. It will take practice, time and patience for your brain to adapt to the new sounds that your hearing system 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.

## Tips for Better Communication

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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 instruments can and cannot do
- Better hearing with hearing instruments is a learned skill combining desire, practice and patience

## Tips for Better Communication

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

Your hearing instruments 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 instruments 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 instruments should not be used on an aircraft unless specifically permitted by the flight personnel. Your iPhone should be put into Airplane mode or turned off.

**International Use\***

~~Your hearing instruments 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 devices, or other electronic devices may cause interference to your hearing instruments.~~

Delete

\*Applies to wireless hearing instruments only



## FDA Information

## FDA Information

### Required 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 otorhinolaryngologists. 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.

**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.

FCC Information

Notes

REGULATORY NOTICES

RIC 13

FCC ID: EOA-

IC ID: 6903A-

24HARDXF13

FCC NOTICE

This device complies with part 15 of the FCC rules and with RSS-210.

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 above are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration of Conformity can be obtained from the below addresses.

Starkey Hearing Technologies

6700 Washington Ave, South

Eden Prairie, MN 55344 USA

EC REP

Wm. F. Austin House, Bramhall Technology Park

Pepper Road, Hazel Grove, Stockport SK7 5BX

United Kingdom



Waste from electronic equipment must be handled according to local regulations



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Ce dispositif est conforme aux normes RSS-210. Son fonctionnement est assujéti aux deux conditions suivantes :  
(1) ce dispositif ne doit pas provoquer de perturbation et  
(2) ce dispositif doit accepter toute perturbation, y compris les perturbations qui peuvent entraîner un fonctionnement non désiré du dispositif.





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