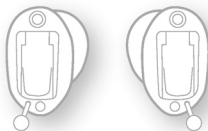




# Insio IX IIC, Insio IX CIC

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.



## **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 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 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.

## Getting to know your hearing aids

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



If you have problems pressing the controls of your hearing aids while wearing them, you can use a remote control to control your hearing aids. With a dedicated smartphone app you have even more control options.

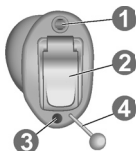
## Components and names

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

Note that the microphone and vent are individually positioned on your hearing aid to best suit your ear. The appearance of your hearing aids may therefore differ from that of those pictured.

### IIC

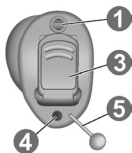
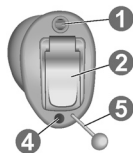
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- ① Microphone
  - ② Battery compartment
  - ③ Vent (optional)
  - ④ Removal cord
- 

### CIC

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- ① Microphone
  - ② Battery compartment
  - ③ Battery compartment (with optional push button function)
  - ④ Vent (optional)
  - ⑤ Removal cord
-

## Controls

With the controls you can, for example, adjust the volume or switch hearing programs. Your hearing aids either have a push button, or no control at all. For some hearing aids, the battery compartment also functions as a push button.

Your Hearing Care Professional has programmed your desired functions to the controls.

<b>Control</b>	<b>Left</b>	<b>Right</b>
Push button	<input type="radio"/>	<input type="radio"/>
Battery compartment with push button function	<input type="radio"/>	<input type="radio"/>
No control	<input type="radio"/>	<input type="radio"/>



You can also ask your Hearing Care Professional whether a remote control or a smartphone app to control your hearing aids is available.

<b>Push button function</b>	<b>L</b>	<b>R</b>
Press briefly:		
Program change	<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"/>
Press long:		
Standby/turn on	<input type="radio"/>	<input type="radio"/>

L = Left, R = Right

## Hearing programs

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2

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Read more in section "Changing the hearing program".



## Features

- Power-on delay** enables whistle-free insertion of hearing aids.  
Read more in section "Turning on and off".
- TwinPhone** transmits the telephone call into both ears when the telephone receiver is held to either ear.  
Read more in section "On the phone".
- The **tinnitus therapy feature** generates a sound to distract you from your tinnitus.
- The **e2e wireless** functionality enables simultaneous control of both hearing aids.  
Read more in section "Wireless functionality".

# 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:  10

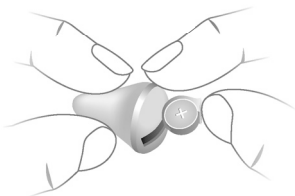
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- Always use the correct battery size for your hearing aids.
- Remove the batteries if you intend not to use the hearing aids for several days.
- Always carry spare batteries.
- Remove empty batteries immediately and follow your local recycling rules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

## Replacing batteries

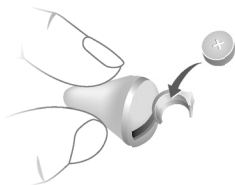
Removing the battery:

- ▶ 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 aids 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.

Via remote control:

- ▶ Follow the instructions in the remote control's user guide.

After turning on, the **previously** used volume and hearing program remain set.

When wearing the hearing aids, an alert tone can indicate when a hearing aid is being turned on or off.

When the **power-on delay** is activated, the hearing aids turn on after a delay of several seconds. During this time you can insert the hearing aids 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 aids

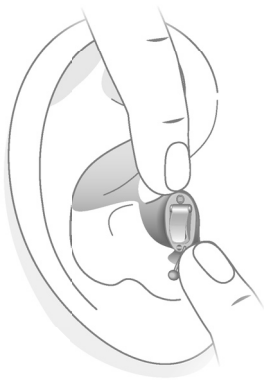
Your hearing aids have been fine-tuned for your right and left ear. The labeling on the hearing aids or the color of the hearing aid indicates the side:

- red or imprinted "R" = right ear
- blue or imprinted "L" = left ear

Inserting a hearing aid:

- ▶ Carefully push the hearing aid into the ear canal. Pay special attention to the removal cord indicating the bottom.
- ▶ Twist it slightly until it sits well.

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



**i**

- 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 ear piece, use the other hand to gently pull your earlobe downwards. This opens the ear canal and eases insertion of the ear piece.

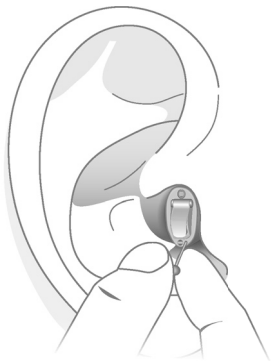
## Removing a hearing aid:



### NOTICE

Never pull on the battery compartment door or volume control wheel to remove the hearing aid. This could damage your hearing aid.

- ▶ Push lightly on the back of your ear to loosen the hearing aid.
- ▶ If your hearing aid is equipped with a removal cord, remove the hearing aid by pulling the removal cord towards the back of your head.
- ▶ For all other hearing aids: Grip the hearing aid in the ear canal with two fingers and pull it carefully out.



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, press the push button briefly or use a remote control.

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

## **Further adjustments (optional)**

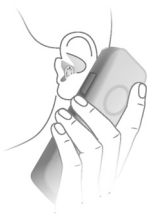
The controls of your hearing aids can also be used to change, for example, the sound balance or the tinnitus therapy signal level. Sound balance allows you to adjust the bass and treble to your preferences.

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 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.

## Hearing aids

### Drying and storage

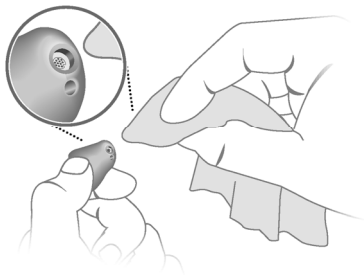
- ▶ Dry your hearing aids overnight.
- ▶ For longer periods of non-use, store your hearing aids in a dry environment with an open battery compartment and the batteries removed.
- ▶ Ask your Hearing Care Professional for more information.

## Cleaning

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

- ▶ Clean your hearing aids daily with a soft, dry tissue.

- ▶ Your hearing aids may have a wax protection. This prevents the ingress of earwax. Be careful not to damage the wax protection when cleaning your hearing aids.



- ▶ 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 aids 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.

### Wireless functionality

Your hearing aids may be equipped with wireless functionality. This provides synchronization between your two hearing aids:

- If you change the program or volume on one aid, the other one is automatically changed, too.
- Both hearing aids automatically adapt to the listening situation simultaneously.

Refer to section "Features" to see if your hearing aids are equipped with wireless functionality.

### Accessories

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

Some hearing aid types support CROS and BiCROS solutions for people with single-sided deafness.

Consult your Hearing Care Professional for further information.

## Symbols used in this document

### Symbols on the device or packaging

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

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Indicates possible property damage.

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Advice and tips on how to handle your device better.

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

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Indicates the legal manufacturer of the device.

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## Troubleshooting

### Problem and possible solutions

---

Sound is weak.

---

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



## **Problem and possible solutions**

---

Hearing aid emits whistling sounds.

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

Sound is distorted.

---

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

Hearing aid emits signal tones.

---

- Replace the empty battery.
- 

Hearing aid does not work.

---

- Turn the hearing aid 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 aids with wireless functionality:

Insio IX IIC, Insio IX CIC

Model: MIM003

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

## **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:

---

3: 6:

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### **Warranty**

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Date of purchase:

---

Warranty period in months:

---

### **Your Hearing Care Professional**

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 **Legal Manufacturer**

WSAUD A/S  
Nymøllevej 6  
3540 Lyngø  
Denmark

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