

Reach iX-CIC Li

USER GUIDE



REXTON

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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. Follow the instructions in the charger's user guide.

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.

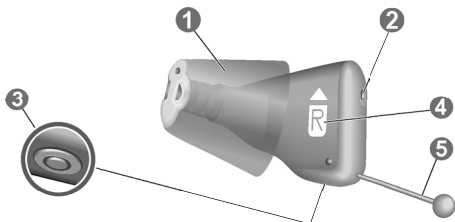
The wireless functionality enables advanced audiological features and synchronization between your two hearing aids.

GETTING TO KNOW YOUR HEARING AIDS

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




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

COMPONENTS AND NAMES



- | | |
|----------------------|------------------------------------------------------|
| ① Ear piece | ④ Side indicator
(R = right ear,
L = left ear) |
| ② Microphone opening | |
| ③ Charging contacts | ⑤ Removal cord |

You can use the following standard ear piece:

Standard ear pieces		Size
<input type="checkbox"/>		Sleeve 3.0 Vented/Closed/Power
<input type="checkbox"/>		Eartip 3.0 Open (optional)
<input type="checkbox"/>		Eartip 3.0 Tulip (optional)

You can easily exchange the standard ear pieces. Read more in section "Maintenance and care".

Custom-made ear pieces



Earmold 3.0

HEARING PROGRAMS

1

2

3

4

5

6

Read more in section "Changing the hearing program".

FEATURES



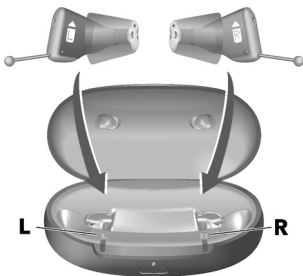
The **tinnitus therapy feature** generates a sound to distract you from your tinnitus.

DAILY USE

CHARGING

Use IF CIC Travel Charger 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 HEARING AIDS

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



CAUTION

Risk of injury!

- ▶ Always wear the hearing aid with an ear piece.
- ▶ Make sure that the ear piece is completely attached.

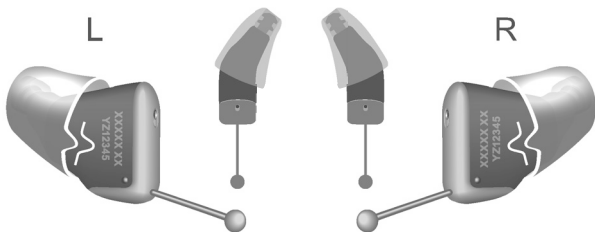
Inserting a hearing aid:

- ▶ 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:

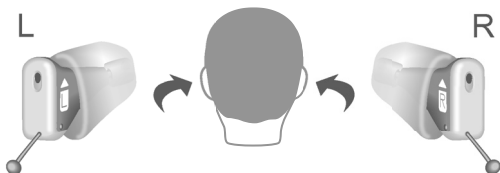
red color, imprinted "R" = right ear

blue color, imprinted "L" = left ear

- ▶ Take care that the flap of the Sleeve matches the line printed on the hearing aid.



- ▶ Hold the hearing aid correctly before inserting it: Pay special attention to the removal cord indicating the bottom. The arrow which is printed on the hearing aid has to point upwards.



- ▶ 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".

FREQUENTLY ASKED QUESTIONS

You may have some questions on how to best charge your hearing aids. Read the questions and answers below. If you have more questions, your Hearing Care Professional will help you.



Why do my hearing aids not turn on when I take them out of the charger?

Check the following:

- The charger is off. Press and hold the button for 5 seconds to turn on the charger. Refer to the section "Turning the charger on or off".
- The charger's internal battery is too low. Connect the charger to an electrical outlet.

Now take your hearing aids out of the charger.



How can I turn off my hearing aids without charging them?

- ▶ Place the hearing aids in the charger. Ensure that they are inserted correctly (status LEDs light up). The hearing aids are automatically turned off and start charging.
- ▶ Disconnect the charger from the electrical outlet.
- ▶ Press and hold the button for 5 seconds to turn off the charger. Charging stops.



What should I pay attention to when charging?

The hearing aids and charger must be clean and dry. Observe the operation conditions in section "Operating, transport, and storage conditions". Avoid charging at high temperatures, as this can shorten the life span and capacity of the power cell.

If you use the charger in a very warm environment, note that it will stop charging if the hearing aids or the charger's temperature exceeds 42 °C (107 °F). The LED of the hearing aid and/or of the charger LED will pulsate orange during the cooling phase. Charging resumes automatically after the device has cooled down. Do not touch the hearing aids until the front LEDs are pulsing green, the hearing aids may be hot.

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".

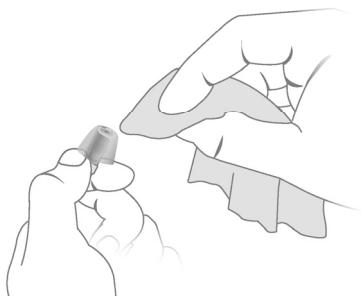
EAR PIECES

CLEANING

Cerumen (ear wax) may accumulate on the ear pieces. This may affect sound quality. Clean the ear pieces daily.

- Clean the ear piece right after removal with a soft and dry tissue.

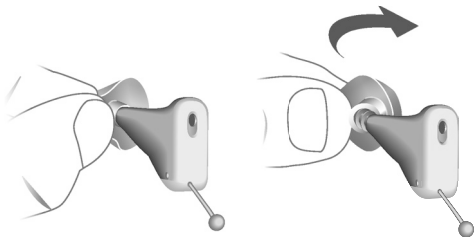
This prevents that cerumen becomes dry and hard.



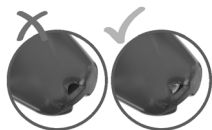
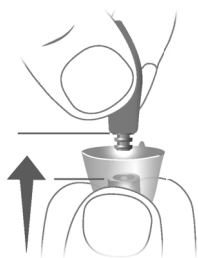
EXCHANGING

Exchange standard ear pieces approximately every three months. Replace them sooner if you notice cracks or other changes. The procedure for exchanging standard ear pieces depends on the type of ear piece. In section "Components and names", your Hearing Care Professional has marked your type of ear piece.

- ▶ To remove the old Eartip or Sleeve, follow the illustration below.



- ▶ Take particular care that the new Eartip or Sleeve covers the retention rings of the receiver fully.
- ▶ Check the firm fit of the new Eartip or Sleeve. The Eartip or Sleeve fits correct when the wax guard is visible.



- ▶ When installing the new Eartip or Sleeve, take care that the flap of the Eartip or Sleeve matches the line printed on the device.

correct



incorrect



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 disassemble the device.
- 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.

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

- Do not repair or replace the lithium-ion rechargeable battery yourself.
- In the unlikely event of a lithium-ion rechargeable battery bursting or exploding, keep all combustible materials away.

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

SAFETY INFORMATION FOR HEARING AIDS

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".

Operating conditions	Discharging	Charging
Temperature	0 to 50 °C (32 to 122 °F)	10 to 35 °C (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:

	Storage	Transport
Temperature (recommended)	10 to 25 °C (50 to 77 °F)	-20 to 60 °C (-4 to 140 °F)
Temperature (maximum range)	10 to 40 °C (50 to 104 °F)	-20 to 60 °C (-4 to 140 °F)
Relative humidity (recommended)	20 to 80 %	5 to 90 %
Relative humidity (maximum range)	10 to 80 %	5 to 90 %
Atmospheric 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.

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

Symbols on the device or packaging



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.

TROUBLESHOOTING

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.
-

Hearing aid emits signal tones.

- Charge the hearing aid.
-

Hearing aid does not work.

- 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:

Reach iX-CIC Li

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

 **Legal Manufacturer**

WSAUD A/S
Nymøllevej 6
3540 Lyngø
Denmark

Document No. 05644-99T01-7600 EN

Order/Item No. 210 365 82

Master Rev01, 10.2023

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