

USER GUIDE

CUSTOM MODELS:

CIC

REMOTE MICROPHONE

MINI-CANAL

ITC (IN-THE-CANAL) & ITE (IN-THE-EAR)



ReSound

rediscover hearing

Hearing instrument type designations for models included in this user guide are: BO312, FCC ID: X26BO312, BO13, FCC ID: X26BO13, and PH13, FCC ID: X26PH13 and **FCC ID: X26PH312**. Please see page 10 and 16 for list of models referring to both types.

Statement:

This device complies with Part 15 of the FCC Rules.

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.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates,

uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from the one in which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications can void the user's authority to operate the equipment

Intended use

Generic air-conduction hearing instruments are wearable sound-amplifying devices intended to compensate for impaired hearing. The fundamental operating principle of hearing instruments is to receive, amplify, and transfer sound to the ear drum of a hearing impaired person.

List of countries:

Products without wireless functionality are intended for worldwide sales.

Products with wireless functionality are intended for sale in countries within the European Economic Area as well as Switzerland.

Specification of restrictions: You are not allowed to operate the equipment within 20 km of the centre of Ny Ålesund, Norway.

The products are in compliance with the following regulatory requirements:

- In the EU: the device conforms to the Essential Requirements according to Annex I of Council Directive 93/42/EEC for medical devices (MDD) and essential requirements and other relevant provisions of Directive 1999/5/EC (R&TTE). The declaration of conformity may be consulted at www.resound.com
- In US: FCC CFR 47 Part 15, subpart C, section 15.249.
- Other identified applicable international regulatory requirements in countries outside the EU and US. Please refer to local country requirements for these areas.
- Products are categorized as class 2 receiver according to EN 300 440
- In Canada these hearing instruments are certified under models: PH312/IC: 6941C-PH312, BO13/IC: 6941C-BO13, BO312/IC: 6941C-BO312, PH13/IC: 6941C-PH13.
- This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

- Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

In Japan, this device has been granted a designation number by Ministry of Internal Affairs and Communications under „Ordinance concerning Technical Regulations Conformity Certification etc. of Specified Radio Equipment (特定無線設備の技術基準適合証明等に関する規則)“Article 2-1-xx“This device should not be modified (otherwise the granted designation number will be invalid)“

Introduction

Congratulations on the purchase of your new hearing instruments. ReSound's innovative sound technology and design, combined with the customised device programming selected by your hearing care professional, will make hearing a more enjoyable experience. Hearing instruments will enable you to hear sounds that you may not have heard in years because of your hearing loss. Practice and a positive attitude are important in learning to use hearing instruments. Your ReSound instruments have been adjusted according to your individual hearing loss and needs. Some people adjust quickly to wearing hearing instruments in their ears and hearing new sounds; other people may need more time.

Please read this manual carefully in order to wholly benefit from the use of your hearing instruments. With proper care, maintenance, and usage, your hearing instruments will aid you in better communication for many years. Ask your hearing care professional if you have any questions.

ReSound is a registered trade mark of ReSound A/S

Hearing instrument model: _____

Battery size: _____ Receiver tube length: _____ Dome size: _____

Left serial number: _____ Right serial number: _____

CONTENTS

Statement	2	Inserting/removing hearing instruments	20	Care and maintenance	36
Intended use	4	Operation of the hearing instrument	25	Daily maintenance	37
List of countries	4	Volume control (optional).	25	Replacing wax filters.	38
Introduction	6	Programme button (optional).	27	General precautions.	40
Description of the hearing instruments	10	Flight mode	29	General warnings	41
Getting started	16	Telephone use	30	Battery warning Information	43
On/Off function	16	Telecoil	31	Troubleshooting guide	44
SmartStart	17	Listen to radio or TV	31	Technical data	52
Inserting/Replacing the battery	18	Cellular phones	32	Warranty and repairs	55
Low battery indicator	19	PhoneNow	32	Temperature test, transport and storage information.	56
		Tele-loop systems	35		

Custom remote mic hearing instrument models with size 10A battery are available in the following variants:

**AL 910-MP, AL 910-M, AL 710-MP,
AL 710-M, AL 510-MP, AL 510-M**

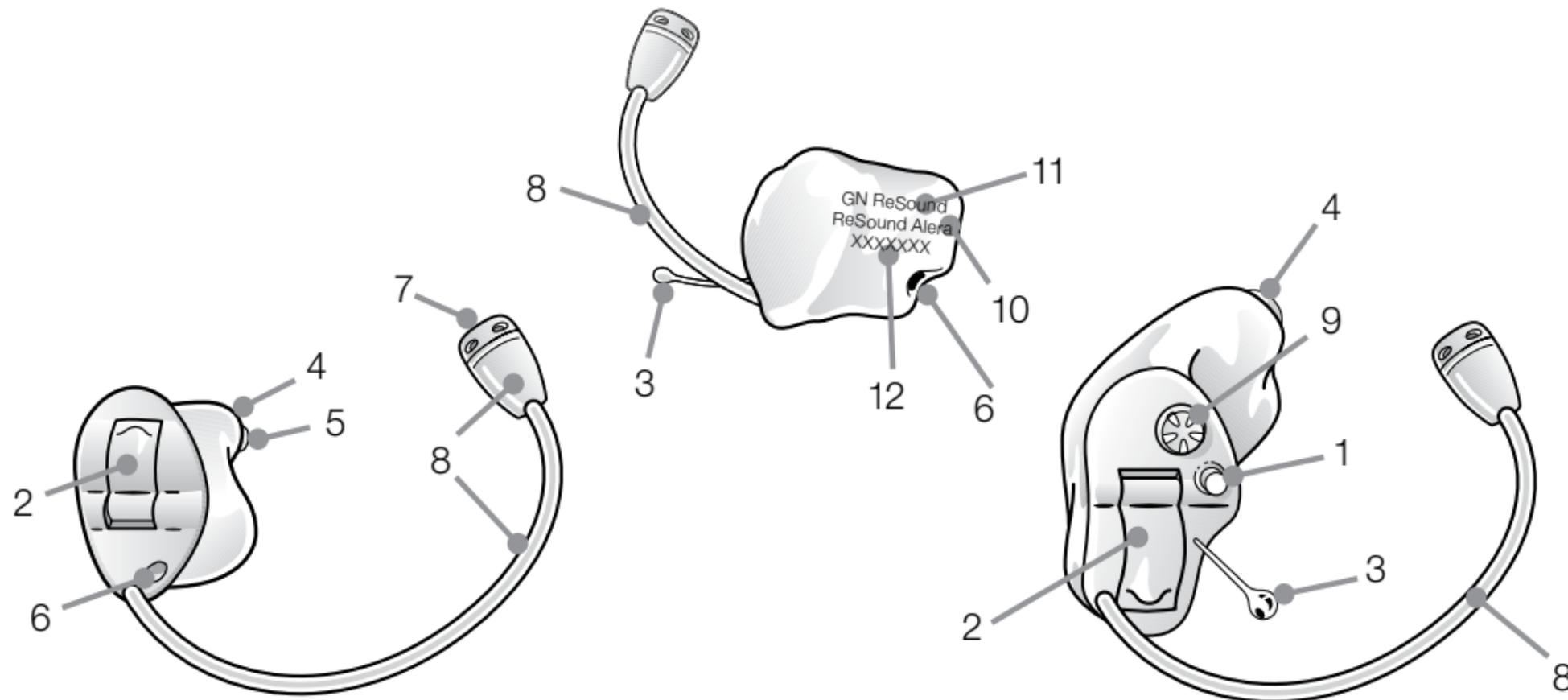
Custom remote mic hearing instrument models with size 312 battery (type BO312) are available in the following variants:

**AL 930-MUW, AL 930-MPW, AL 930-MW, AL 930-MU,
AL 930-MP, AL 930-M
AL 730-MUW, AL 730-MPW, AL 730-MW,
AL 730-MU, AL 730-MP, AL 730-M
AL 530-MUW, AL 530-MPW, AL 530-MW, AL 530-MU,
AL 530-MP, AL 530-M**

Custom remote mic hearing instrument models with size 13 battery (type BO13) are available in the following variants:

**AL 950-MUW, AL 950-MPW, AL 950-MW, AL 950-MU,
AL 950-MP, AL 950-M
AL 750-MUW, AL 750-MPW, AL 750-MW,
AL 750-MU, AL 750-MP, AL 750-M
AL 550-MUW, AL 550-MPW, AL 550-MW, AL 550-MU,
AL 550-MP, AL 550-M**

1. Programme button (*optional*)
2. Battery compartment and On/Off switch
3. Removal cord (*optional*)
4. Sound outlet
5. Wax filter
6. Venting
7. Microphone sound inlet(s)
8. Remote microphone and tubing (*for remote microphone devices*)
9. Volume control (*optional*)
10. Model
11. Manufacturer
12. Serial number



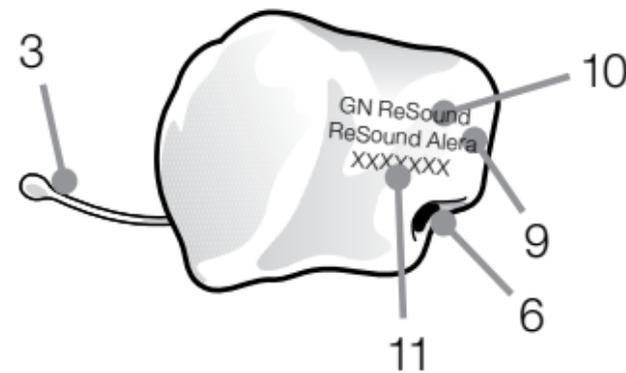
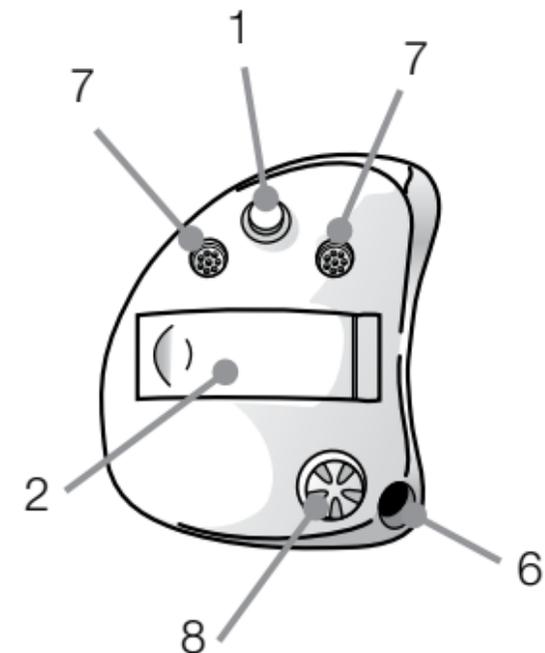
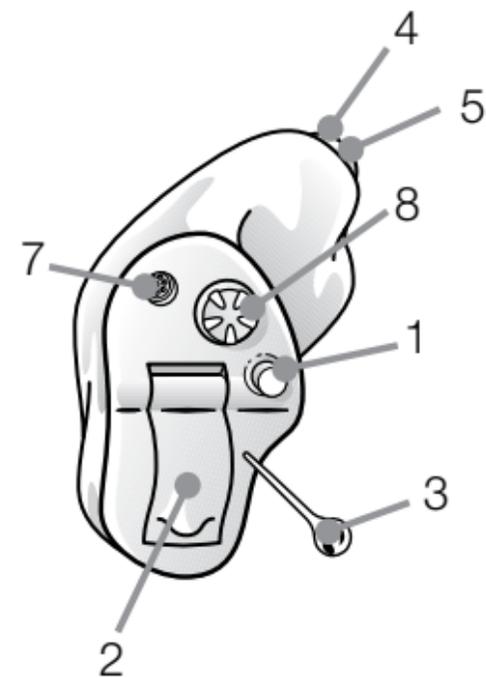
Completely-in-the-canal (CIC) and mini-canal (MC) hearing instruments with size 10A battery are available in the following variants:

**AL910 - AL910-P - AL920 - AL920-P
AL710 - AL710-P - AL720 - AL720-P
AL510 - AL510-P - AL520 - AL520-P
AL410 - AL410-P - AL420 - AL420-P**

In-the-canal (ITC) hearing instruments with size 312 battery (type PH312) are available in the following variants:

**AL930 - AL930-P - AL930-D - AL930-DP
AL730 - AL730-P - AL730-D - AL730-DP
AL530 - AL530-P - AL530-D - AL530-DP
AL430 - AL430-P - AL430-D - AL430-DP**

1. Programme button (*optional*)
2. Battery compartment and On/Off switch
3. Removal cord (*optional*)
4. Sound outlet
5. Wax filter
6. Venting
7. Microphone sound inlet(s)
8. Volume control (*optional*)
9. Model
10. Manufacturer
11. Serial number



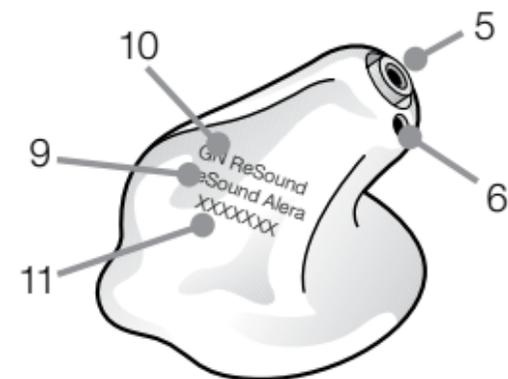
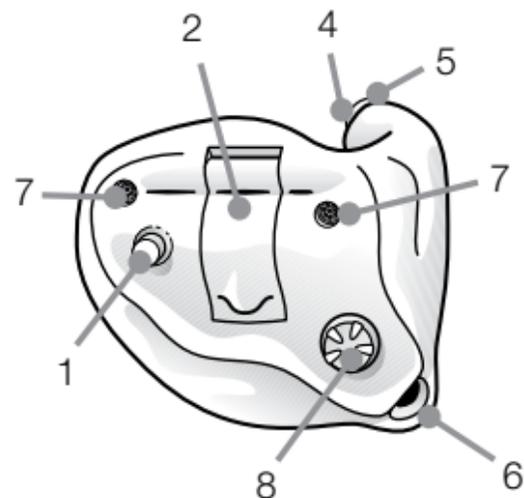
Continued from previous page - In-the-Ear models with 312 battery (type PH312) are available in the following variants:

AL930-W - AL930-DW - AL-930-PW - AL930-DPW
AL730-W - AL730-DW - AL-730-PW - AL730-DPW
AL530-W - AL530-DW - AL-530-PW - AL530-DPW
AL430-W - AL430-DW - AL-430-PW - AL430-DPW
AL940 - AL940-P - AL940-D - AL940-DP
AL740 - AL740-P - AL740-D - AL740-DP
AL540 - AL540-P - AL540-D - AL540-DP
AL440 - AL440-P - AL440-D - AL440-DP
AL940-W - AL940-DW - AL940-PW - AL940-DPW
AL740-W - AL740-DW - AL-740-PW - AL740-DPW
AL540-W - AL540-DW - AL-540-PW - AL540-DPW
AL440-W - AL440-DW - AL-440-PW - AL440-DPW

In-the-Ear (ITE) hearing instruments with size 13 battery (type PH13) are available in the following variants:

AL950 - AL950-P - AL950-D - AL950-DP
AL950-W - AL950-PW - AL950-DW - AL950-DPW
AL750 - AL750-P - AL750-D - AL750-DP
AL750-W - AL750-PW - AL750-DW - AL750-DPW
AL550 - AL550-P - AL550-D - AL550-DP
AL550-W - AL550-PW - AL550-DW - AL550-DPW
AL450 - AL450-P - AL450-D - AL450-DP
AL450-W - AL450-PW - AL450-DW - AL450-DPW

1. Programme button (*optional*)
2. Battery compartment and On/Off switch
3. Removal Cord (*optional*)
4. Sound outlet
5. Wax filter
6. Venting
7. Microphone sound inlet(s)
8. Volume control (*optional*)
9. Model
10. Manufacturer
11. Serial number



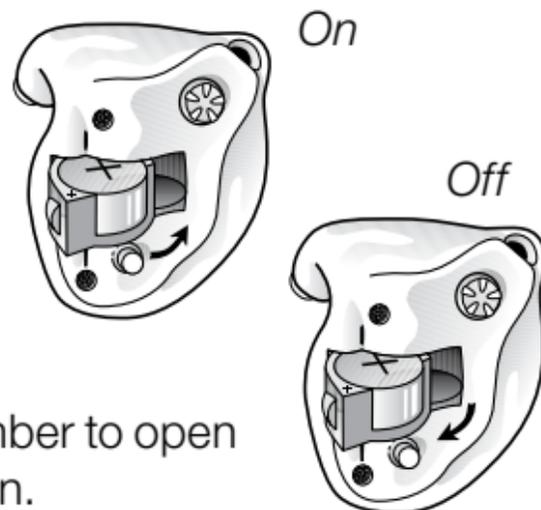
Getting started

On/Off function

1. When the battery door is closed, the hearing instrument will turn on, and the default program will be activated.
2. To turn the hearing instrument off, open the battery door. Many individuals can use their fingernail to pull it open.



Tip: Whenever the hearing instruments are not in use, remember to open the battery doors to avoid unnecessary battery consumption.



SmartStart

Hearing instruments can be turned on once you have placed them on your ears. If you prefer to turn them on just prior to placing them in your ears, your hearing care professional can activate a function called SmartStart. This function will delay the time in which the hearing instruments turn on by several seconds after the battery compartment is closed. With SmartStart, a beep will be heard for each second of the delay period.

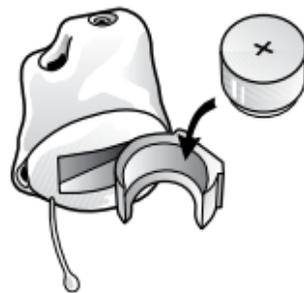
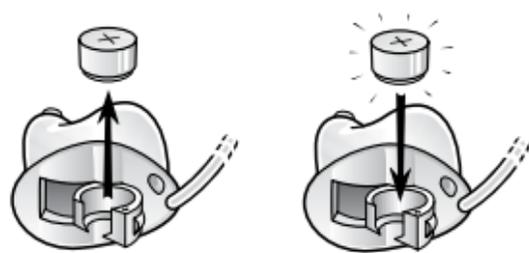
Inserting/Replacing the battery

Open the battery door completely by using your fingernail.

1. Remove the used battery if present. Insert the new battery with the positive side in the correct position. The battery door has a '+' indicator to help determine the correct insertion.
2. Always use new Zinc-Air batteries that have a minimum remaining shelf life of 1 year
3. Gently close the battery door.



Tip: Remove the batteries to prevent battery leakage or corrosion when the hearing instruments are not in use for an extended period of time.



Low battery indicator

Your hearing care professional can activate a low battery indicator in your hearing instruments. The hearing instrument will reduce amplification and emit a beep signal if battery power gets too low. This signal will recur every five minutes until the hearing instrument automatically switches off. The low battery indicator can vary slightly, depending on the type of battery used. It is recommended that you keep spare batteries on hand.

Low battery indicator (instruments paired with accessories only)

Active usage of the ReSound Unite accessories (Remote Control, Phone Clip and Unite TV) requires more battery power from the hearing instruments than when these are working without accessories which means that battery life is highly dependent on the amount of wireless accessory usage. When the battery in the hearing instrument has depleted to a level at which use of the ReSound Unite TV and Phone Clip cannot be supported, the hearing instrument will play two sets of descending tones. After this, your hearing instrument and ReSound Unite Remote

Control will continue to work as usual, but you will not be able to use your ReSound Unite TV and Phone Clip. At some point the battery level will also be too low to support the remote control as well and you will once again hear the descending tones. The hearing instruments will continue to work as usual. Once a new battery is inserted, full operation of the accessories will resume.

Inserting/Removing hearing instruments

Insertion (remote microphone)

1. Hold the hearing instrument between your thumb and index finger, either above and below or on the sides.
2. Place the sound outlet portion into your ear canal. Turn the top part of the earmould gently backwards and forwards so that it tucks behind the fold of skin above your ear canal.



3. Insert the hearing instrument into your ear canal. Opening and closing your mouth may ease insertion.
4. Gently push the microphone into the creased area of the ear that is located above the microphone entrance, and make sure the tubing is in place.

Insertion (CIC, mini-canal, ITC, and ITE)

1. Hold the hearing instrument between your thumb and index finger, either above and below or on the sides.
2. Place the sound outlet portion into your ear canal. Turn the top part of the hearing instrument gently backwards and forwards so that it tucks behind the fold of skin above your ear canal.
3. Insert the hearing instrument into your ear canal. Opening and closing your mouth may ease insertion.



By experimenting, an easier method may be discovered. With proper insertion, hearing instruments should fit snugly but comfortably. If the hearing instruments cause irritation of the ears, contact your hearing care professional.



Never attempt to modify the shape of the hearing instrument yourself.



Tip: It may be helpful to pull your ear up and outward with your opposite hand during insertion.

Removal options (CIC, remote microphone, and mini-canal)

1. Hold the removal cord with your thumb and index finger and pull outward.
2. Hold the edges of the hearing instrument with your thumb and forefinger and pull outward while slightly rotating your hand forward.
3. If remote microphone hearing instruments do not have a removal cord, gently pull outward with the microphone tubing.



Removal (ITC and ITE)

1. Hold the edges of the hearing instrument with your thumb and forefinger.
2. Pull outward while slightly rotating your hand forward.



Note: Consult your hearing care professional if you have difficulty removing the hearing instruments.

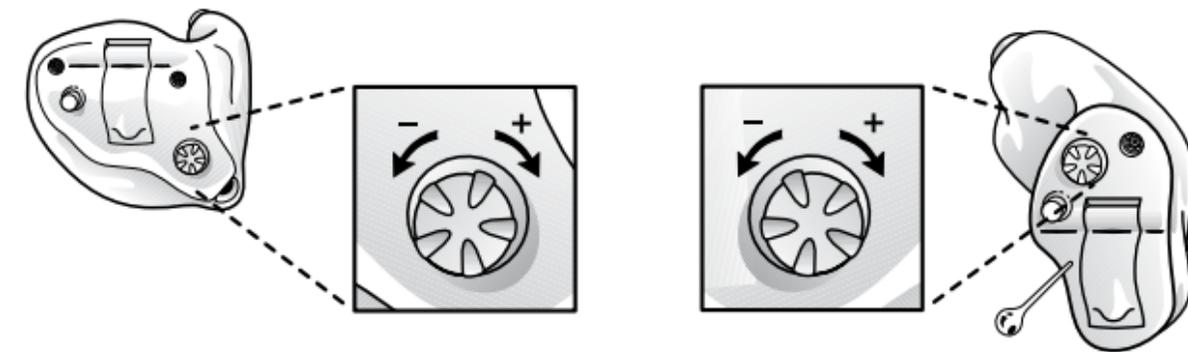


Operation of the hearing instrument

Volume control (Optional)

The volume control will allow the volume of hearing instruments to be increased or decreased.

1. To increase the volume, rotate the volume control forward (towards your face when you are wearing the hearing instruments).
2. To decrease the volume, rotate the volume control backward (away from your face).



Please note that when you turn the volume all the way down (until the volume control wheel stops rotating), the device will be turned

off. To reboot the device, turn the volume back up by rotating the volume control forward.

If you prefer not to use the volume control, your hearing care professional can deactivate it.

When volume is increased or decreased, a beep signal will be heard for each incremental change. When the upper or lower limits of the volume range are reached, a beep signal with a longer duration will be heard.

Programme button (Optional)

Depending on your experience level with hearing instruments, individual hearing needs, and the type of listening environments you experience, your hearing care professional may activate additional programmes in the hearing instrument. If additional programmes have been activated, the following list explains how they work.

1. You can switch between programmes by pushing the push button once.
2. You will then hear one or more beeps. The number of beeps indicates which programme you have selected (one beep=programme one, two beeps=programme two, etc.).
3. When the hearing instruments are turned off and then back on, the hearing instrument always returns to the default setting (programme one).

Programme	Description of when to use
1	
2	
3	
4	

Flight mode*

When boarding a flight wireless functionality must be deactivated, as it is not allowed to radiate radio signals during flights.

For devices with push button: It is possible to disable wireless operation by opening and closing the battery compartment of the hearing instrument while at the same time pressing the push button. When disabled manually, wireless operation may be re-enabled by opening and closing the battery compartment normally, (i.e. without at the same time pressing the push button).

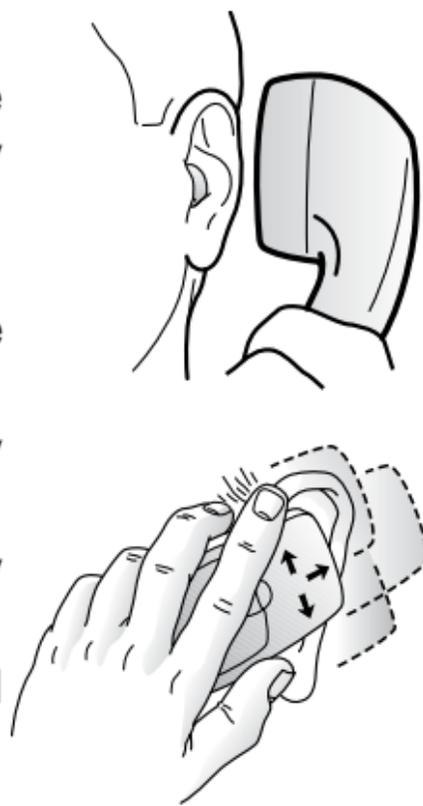
For devices without push button: It is possible to disable wireless operation by opening and closing the battery door twice within 10 seconds. Repeat this procedure to enable wireless again.

**Instruments paired with ReSound Unite accessories only*

Telephone use

Finding the optimal position for holding a telephone may require practice for some individuals, and one or more of the following suggestions may be helpful.

- Hold the telephone as you would normally.
- Hold the telephone towards the top of the ear (closer to where the microphones are).
- If whistling occurs, holding the telephone in the same position may help the hearing instrument to eliminate the feedback.
- Any whistling may also be decreased by holding the telephone slightly away from the ear.
- Depending on your individual needs, your hearing care professional may activate a programme specifically for telephone use.



Telecoil *(optional on some ITC, ITE , and remote microphone models)*

If equipped, a telecoil can be activated by your hearing care professional and accessed through one of the additional programmes. A telecoil picks up a telephone's magnetic signal and converts it to sound. An optional telephone programme may help to improve speech understanding on the telephone. When using a telecoil programme, the receiver of the telephone may need to be held closer to the hearing instrument. The handset of the telephone may need to be moved to slightly different positions in order to find the best reception.

Listen to radio or TV

When listening to the TV or the radio, start out by listening to news commentators since they usually speak clearly, then try other programmes.

If you find it difficult to listen to TV or radio, your hearing care professional will be able to give you advice on available accessories to enhance your listening capabilities for TV and radio.

Cellular phones

Your hearing instrument is designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However, not all cell phones are hearing instrument compatible. The varying degree of disturbance can be due to the nature of your particular cellular phone or of your wireless telephony service provider.

If you find it difficult to obtain a good result while using your cellular phone, your hearing care professional will be able to give you advice on available accessories to enhance listening capabilities.

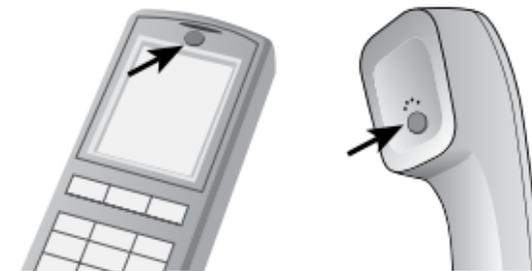
PhoneNow

The PhoneNow function, allows your hearing instrument to automatically switch to your telephone programme when a telephone receiver is raised to the ear. When the telephone receiver is removed from the ear, the hearing instrument automatically returns to the previous listening programme.

Placement of PhoneNow magnets

In order to place PhoneNow magnets properly:

1. Clean the telephone receiver thoroughly.
2. Hold the telephone vertically, in a position similar to when making a telephone call.
3. Place the magnets just below the telephone receiver. If necessary, move the magnet to another position to improve ease of use and comfort while speaking.
4. Only use a recommended cleaning agent to clean the telephone prior to placing the magnet on the phone.



PhoneNow usage

Telephones can be used in a normal manner. A short melody will indicate that the PhoneNow feature has automatically switched the hearing instrument to your telephone programme. Initially, you may need to move the telephone receiver slightly to find the best position for reliable PhoneNow activation and good hearing on the telephone.

PhoneNow precautions



1. Keep magnets out of reach of pets, children and individuals who are mentally challenged. If a magnet is swallowed, please seek advice from a medical practitioner.
2. The magnet used to strengthen the magnetic field of a telephone receiver may affect functionality of some medical devices or electronic systems. Always keep the magnet or a telephone equipped with the magnet at least 30 cm (12") away from pacemakers, credit cards and other magnetically sensitive devices.

3. High distortion during dialing or phoning may mean that the magnet is not in the optimal position relative to the telephone receiver. To avoid the issue, please move the magnet to another place on the telephone receiver.
4. Only use magnets supplied by GN ReSound.

Tele-loop systems

Many places, such as theatres, houses of worship, and schools are equipped with tele-loop systems. When using a telecoil programme with tele-loop systems, sound is picked up directly and may improve speech understanding. If there is no sound from the hearing instruments in a tele-loop system and with a telecoil programme activated, the tele-loop system may not be turned on or is not operating correctly. If a facility is not equipped with a tele-loop system, sitting as close as possible to the front may be helpful.

Care and maintenance



Proper handling

The face plate of your hearing instrument is protected by a layer of protective, hydrophobic nanocoat material. However, please follow the following instructions to further prolong the durability of your hearing instruments.

1. Never immerse hearing instruments in water or other liquids, as liquids may cause permanent damage to the hearing instruments.
2. Avoid rough handling of hearing instruments or dropping them on hard surfaces or floors.
3. Do not leave hearing instruments in or near direct heat or sunlight, as excessive heat can cause damage or deform the casing.
4. Hair spray, make-up, etc. may damage hearing instruments, and they should be removed prior to the application of cosmetics.

Daily maintenance



It is important to keep your hearing instrument clean and dry. On a daily basis, clean the hearing instruments using a soft cloth or tissue. Remove any wax or debris from hearing instruments using a brush and/or a wire loop. In order to avoid damage due to humidity or excessive perspiration, the use of a drying kit is recommended.

Replacing wax filters

Custom hearing instruments may have wax filters that protect against wax and moisture. It is recommended that these are changed as needed.

To change these filters, the following steps are needed:

1. Brush the sound outlet area with the sound outlet pointed down.
2. Insert the threaded end of the wax filter tool into the used wax filter, and gently rotate clockwise.
3. Gently pull until the used filter is removed.
4. Discard the used filter in the slot located in the wax filter kit by pressing it into the center, sliding it to one end of the slot, and pull until the filter is discarded.

5. Flip the wax filter tool around, locate a new filter in the dial, and press the tip of the tool into the center of the dial.
6. Gently pull the new filter out of the dial.
7. Align the new filter to the sound outlet.
8. Press the new filter into the opening, and simultaneously pull and rock back and forth until the new wax filter is in place.

 Tip: Pressing on the new filter with the flat side of the wax filter tool can ensure that the filter is correctly in place.

 Note: If a different type of wax filter is used for your hearing instruments, or if your hearing instruments do not utilise wax filters, consult your hearing care professional for guidance.

General precautions



1. Do not leave hearing instruments in the sun, near an open fire, or in a hot, parked car.
2. Do not wear hearing instruments while showering, swimming, in heavy rain, or in a moist atmosphere such as a steam bath or sauna.
3. Should the hearing instrument become moist, remove the battery and place the hearing instrument in a closed container with a drying agent. Your hearing care professional can provide options for drying containers or kits.
4. Remove the hearing instruments when applying items such as cosmetics, perfume, after shave, hair spray, and suntan lotion.
5. When wireless function is activated, the device uses low-powered digitally coded transmissions in order to communicate with other wireless devices. Although unlikely, nearby electronic devices may be affected. In that case, move the hearing instrument away from the affected electronic device.
6. When using wireless functionality and the devices are affected by electromagnetic interference, move away from the source.

General warnings



1. Consult a hearing care professional if you discover a foreign object in your ear canal, if you experience skin irritation, or if excessive ear wax accumulates with the use of the hearing instrument.
2. Different types of radiation, for example, from NMR, MRI or CT scanners, may damage hearing instruments. It is recommended not to wear hearing instruments during these or other similar procedures. Other types of radiation, such as burglar alarms, room surveillance systems, radio equipment, mobile telephones, contain less energy and will not damage hearing instruments. However, they have the potential to momentarily affect the sound quality or temporarily create strange sounds from hearing instruments.
3. Do not wear hearing instruments in mines, oil fields, or other explosive areas unless those areas are certified for hearing instrument use.
4. Do not allow others to use your hearing instruments. This may cause damage to the hearing instruments or to the hearing of the other individual.

5. Due to choking hazards, hearing instrument usage by children or individuals who are mentally challenged should be supervised at all times.
6. Hearing instruments should be used only as prescribed by your hearing care professional. Incorrect use may result in hearing loss.
7. Warning to hearing care professionals: Special care should be exercised in selecting and fitting hearing instruments with maximum sound pressure level that exceeds 132dB SPL with an IEC 60711:1981 occluded ear simulator. There may be a risk of impairment of the remaining hearing.
8. Be careful when boarding flights to deactivate the wireless functionality.
9. Keep magnets out of reach of pets, children and individuals who are mentally challenged. If a magnet is swallowed, please seek advice from a medical practitioner.
10. Turn off your wireless functionality by using the flight mode in areas where radio frequency emission is prohibited.
11. Only connect ReSound hearing instruments to ReSound accessories intended and qualified to be used with ReSound hearing instruments.

12. For use of wireless functionality only use ReSound Unite accessories. For further guidance please refer to the user guide of the relevant ReSound Unite accessory.
13. Warning: If device is broken, DO NOT USE.

Battery warning information 

Batteries, although very small, contain dangerous substances, and should be disposed of carefully. This is for the safety of you and the environment. Please note:

1. DO NOT attempt to recharge standard zinc air batteries. They may leak or explode.
2. DO NOT attempt to dispose of batteries by burning them.
3. DO NOT place batteries in your mouth. Consult a physician immediately if a battery has been swallowed, as they can be harmful to your health.
4. Keep batteries away from pets, children and individuals who are mentally challenged.

TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	POSSIBLE REMEDY
No sound	<ul style="list-style-type: none">• Not turned on• Dead battery• Battery door will not close• Blocked wax filter	<ul style="list-style-type: none">• Turn on by closing the battery door• Replace battery• Insert battery properly• Replace wax filter or consult your hearing care professional

TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	POSSIBLE REMEDY
Not loud enough	<ul style="list-style-type: none">• Incorrect earmould placement• Blocked sound outlet filter• Change in hearing sensitivity• Excessive ear wax• Volume set too low	<ul style="list-style-type: none">• Reinsert hearing instrument carefully• Change filter or consult your hearing care professional• Consult your hearing care professional• Consult your physician• Increase the volume control if available or consult your hearing care professional

TROUBLESHOOTING GUIDE

SYMPTOM

CAUSE

POSSIBLE REMEDY

Excessive
whistling / feedback

- Incorrect hearing instrument placement
- Excessive ear wax
- Feedback control may need to be adjusted
- Hearing instrument settings not optimal

- Re-insert hearing instrument carefully
 - Consult your hearing care professional
 - Consult your hearing care professional
 - Consult your hearing care professional
-

TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	POSSIBLE REMEDY
Sound distorted / not clear	<ul style="list-style-type: none">• Weak battery• Improper hearing instrument fit• Hearing instrument damaged• Hearing instrument settings not optimal	<ul style="list-style-type: none">• Replace battery• Consult your hearing care professional• Consult your hearing care professional• Consult your hearing care professional
Wireless does not work	<ul style="list-style-type: none">• Possible Root Cause - Device is in flight mode	<ul style="list-style-type: none">• For devices with push button: Open and close the battery compartment. For devices without push button: Open and close the battery door twice within 10 seconds (if Root Cause is device in flight mode)

TECHNICAL DATA *(Custom remote mic)*

Hearing Instrument Model	Maximum output (2ccCoupler / IEC 60118-7)
AL910-M, AL710-M, AL510-M AL910-MP, AL710-MP, AL510-MP	112 dB SPL (typical) 117 dB SPL (typical)
AL930-M, AL730-M, AL530-M, AL930-MW, AL730-MW, AL530-MW AL930-MP, AL730-MP, AL530-MP, AL930-MPW, AL730-MPW, AL530-MPW AL930-MU, AL730-MU, AL530-MU, AL930-MUW, AL730-MUW, AL530-MUW	112 dB SPL (typical) 117 dB SPL (typical) 128 dB SPL (typical)
AL950-M, AL750-M, AL550-M, AL950-MW, AL750-MW, AL550-MW AL950-MP, AL750-MP, AL550-MP, AL950-MPW, AL750-MPW, AL550-MPW AL950-MU, AL750-MU, AL550-MU, AL950-MUW, AL750-MUW, AL550-MUW	112 dB SPL (typical) 117 dB SPL (typical) 128 dB SPL (typical)

TECHNICAL DATA *(CIC, mini-canal, ITC and ITE)*

Hearing Instrument Model	Maximum output (2ccCoupler / IEC 60118-7)
AL910, AL710, AL510, AL410	112dB SPL (typical)
AL910-P, AL710-P, AL510-P, AL410-P	116dB SPL (typical)
AL920, AL720, AL520, AL420	112dB SPL (typical)
AL920-P, AL720-P, AL520-P, AL420-P	116dB SPL (typical)
AL930, AL730, AL530, AL430 AL930-D, AL730-D, AL530-D, AL430-D AL930-W. AL930-DW, AL730-W. AL730-DW, AL530-W. AL530-DW, AL430-W. AL430-DW	114dB SPL (typical)
AL930-P, AL730-P, AL530-P, AL430-P AL930-DP, AL730-DP, AL530-DP, AL430-DP AL-930-PW, AL930-DPW, AL-730-PW, AL730-DPW, AL-530-PW, AL530-DPW, AL-430-PW, AL430-DPW	117dB SPL (typical)

TECHNICAL DATA *(ITCs and ITEs)*

Hearing Instrument Model	Maximum output (2ccCoupler / IEC 60118-7)
AL940, AL740, AL540, AL440, AL940-D, AL740-D, AL540-D, AL440-D AL940-W, AL940-DW, AL740-W, AL740-DW, AL540-W, AL540-DW, AL440-W, AL440-DW	117dB SPL (typical)
AL940-P, AL740-P, AL540-P, AL440-P, AL940-DP, AL740-DP, AL540- DP, AL440-DP, AL-940-PW, AL940-DPW, AL-740-PW, AL740-DPW, AL-540-PW, AL540-DPW, AL-440-PW, AL440-DPW	129dB SPL (typical)
AL950, AL750, AL550, AL450, AL950-D, AL750-D, AL550-D, AL450-D, AL950-W, AL750-W, AL550-W, AL450-W, AL950-DW, AL750-DW, AL550-DW, AL450-DW	117dB SPL (typical)
AL950-P, AL750-P, AL550-P, AL440-P, AL950-DP, AL750-DP, AL550- DP, AL450-DP, AL950-PW, AL750-PW, AL550-PW, AL450-PW, AL950-DPW, AL750-DPW, AL550-DPW, AL450-DPW	129dB SPL (typical)

Warranty and repairs

ReSound provides a warranty on hearing instruments in the event of defects in workmanship or materials, as described in applicable warranty documentation.

In its service policy, ReSound pledges to secure functionality at least equivalent to the original hearing instrument.

As a signatory to the United Nations Global Compact initiative, ReSound is committed to doing this in line with environment-friendly best practices. Hearing instruments therefore, at ReSound's discretion, may be replaced by new products or products manufactured from new or serviceable used parts, or repaired using new or refurbished replacement parts.

The warranty period of hearing instruments is designated on your warranty card, which is provided by your hearing care professional.

For hearing instruments that require service, please contact your hearing care professional for assistance.

ReSound hearing instruments that malfunction must be repaired by a qualified technician. Do not attempt to open the case of hearing instruments, as this will invalidate the warranty.

Temperature test, transport and storage information

GN ReSound Hearing Instruments are subjected to various tests in temperature and damp heating cycling between -25 C and +70C according to internal and industry standards.

During transport or storage, the temperature should not exceed the limit values of -20C to 60C and relative humidity of 90% RH, non condensing (for limited time). The air pressure between 500 and 1100 hPa is appropriate.

Notes

Notes

Notes

Be aware of information marked with the warning symbol



WARNING points out a situation that could lead to serious injuries,
CAUTION indicates a situation that could lead to minor and moderate injuries.



Advice and tips on how to handle your hearing instrument better.



Equipment includes RF transmitter.



Product is a Type B applied part.



Please ask your local hearing care professional concerning disposal of your hearing instrument



Faceplate/Electronics by: ReSound A/S

Any issues relating to the EU Medical Device Directive 93/42/EEC, or Council Directive 1999/5/EC on Radio Equipment and Telecommunications terminal equipment should be directed to ReSound A/S

Worldwide Headquarters

ReSound A/S
Lautrupbjerg 7
DK-2750 Ballerup, Denmark
Tel.: +45 45 75 11 11
Fax: +45 45 75 11 19
www.resound.com

United Kingdom

GN ReSound Ltd.
Kirtlington Business Centre
Portway
Kirtlington
Oxon OX5 3JA
Tel.: +44 1869 352 800
Fax: +44 1869 343 466
www.gnresound.co.uk

Australia

GN ReSound Pty. Ltd.
Unit R1 Regents Park Estate
391 Park Road
Regents Park NSW 2143
Tel.: (free) 1800 658 955
Fax: +61 2 9743 7472
www.gnresound.com.au

New Zealand

GN ReSound (NZ) Ltd.
12 Parkway Drive
Mairangi Bay
Auckland
Tel.: (free) 0800 900 126
Fax: (free) 0800 007 695
www.gnresound.co.nz

ReSound



rediscover hearing