



HORIZON Go IX

User Guide

Made for



iPhone | iPad | iPod

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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 a RIC (Receiver-in-Canal) model. The receiver is placed within the ear canal and connected to the hearing aid via a receiver cable. 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 Charging Station R or the optional Travel Charger RIC or Charging+ Station R.

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

Your hearing aids feature Bluetooth® Low Energy* technology allowing for easy data exchange with your smartphone, and for seamless audio streaming with your iPhone** and for some Android smartphones that support Audio Streaming for Hearing Aids (ASHA).

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

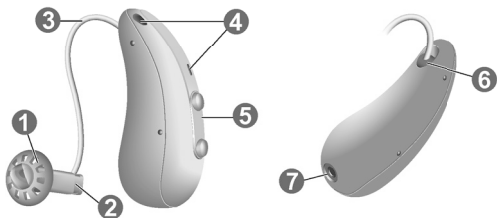
Getting to know your hearing aids

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

Components and names



-
- | | |
|--------------------------|--|
| ① Ear piece | ⑤ Rocker switch
(control, on/off switch) |
| ② Receiver | |
| ③ Receiver cable | ⑥ Side indicator
(red = right ear,
blue = left ear)
and receiver connection |
| ④ Microphone
openings | |
| | ⑦ Charging contacts |
-

You can use the following standard ear pieces:

Standard ear pieces	Size
<input type="radio"/> 	Sleeve 3.0 Vented/Closed/Power
<input type="radio"/> 	Eartip 3.0 Open
<input type="radio"/> 	Eartip 3.0 Tulip

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

Custom-made ear pieces

- | | |
|---|-------------|
| <input type="radio"/>  | Earmold 3.0 |
|---|-------------|

Controls

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

Rocker switch function	L	R
Press briefly:		
Program up/down	<input type="radio"/>	<input type="radio"/>
Volume up/down	<input type="radio"/>	<input type="radio"/>
Tinnitus therapy signal level up/down	<input type="radio"/>	<input type="radio"/>
TV stream on/off	<input type="radio"/>	<input type="radio"/>
Press for about 2 seconds:		
Program up/down	<input type="radio"/>	<input type="radio"/>
Volume up/down	<input type="radio"/>	<input type="radio"/>
Tinnitus therapy signal level up/down	<input type="radio"/>	<input type="radio"/>
TV stream on/off	<input type="radio"/>	<input type="radio"/>
Press lower button for more than 3 seconds:		
Turn on/off	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

L = Left, R = Right



You can also use a remote control to change hearing programs and adjust the volume of your hearing aids. With our smartphone app you have even more control options.

Hearing programs

1

2

3

4

5

6

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".

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

Daily use

To assure comfortable and easy use of your hearing aids they are equipped with an onboard control element.

In addition, we offer an app for Android as well as iPhones which makes handling your devices even easier. Contact your Hearing Care Professional for downloading and installing the smartphone app.

Inserting and removing the hearing aids

Your hearing aids have been fine-tuned for your right and left ear. Colored markers indicate the side:

- red marker = right ear
- blue marker = left ear

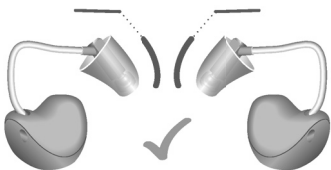


Inserting a hearing aid:

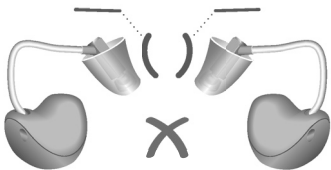
- ▶ For Sleeves, take care that the bend of the Sleeve is in line with the bend of the receiver cable.

See following illustrations:

Correct:



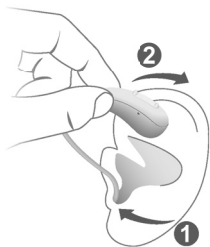
Incorrect:



- ▶ Hold the receiver cable at the bend closer to the ear piece.
- ▶ Carefully push the ear piece in the ear canal **1**.
- ▶ Twist it slightly until it sits well.

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

- ▶ Lift the hearing aid and slide it over the top of your ear **2**.





CAUTION

Risk of injury!

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



CAUTION

Risk of injury!

- ▶ Insert the ear piece carefully and not too deeply into the ear.

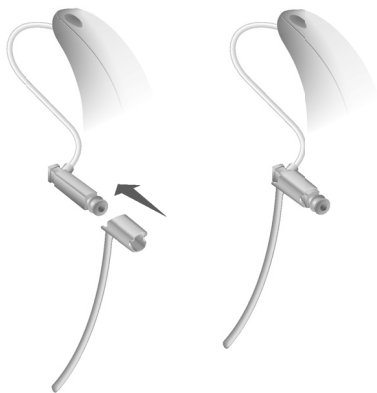


- It may be helpful to insert the **right** hearing aid with the **right** hand and the **left** hearing aid with the **left** hand.
- If you have problems inserting the ear piece, use the other hand to gently pull your earlobe downwards. This opens the ear canal and eases insertion of the ear piece.

The optional retention strand helps to securely retain the ear piece in your ear. To attach the optional retention strand:

Concha Lock Sleeve 3.0

- ▶ Align the Concha Lock Sleeve 3.0 with the receiver as shown in the picture. Then slide the Concha Lock Sleeve 3.0 over the receiver so that it fits securely.



Concha Lock 3.0

- ▶ Align the end of the retention strand with the flat end of the receiver.



- ▶ Then press the retention strand towards the receiver until it clicks into place.



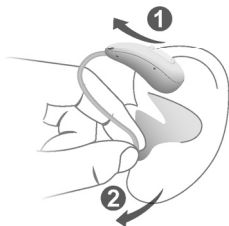
To position the retention strand:

- ▶ Bend the retention strand and position it carefully into the bottom of the bowl of your ear (refer to the picture).



Removing a hearing aid:

- ▶ Lift the hearing aid and slide it over the top of your ear ①.
- ▶ If your hearing aid is equipped with a custom shell or a mold, remove it by pulling the small removal cord toward the back of your head.
- ▶ For all other ear pieces: Grip the receiver in the ear canal with two fingers and pull it carefully out ②. Do not pull the receiver cable.





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".

Turning on and off

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

Via charger:

- ▶ Turning on: Take the hearing 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 connected to the power supply. For details refer to the charger's user guide.

Via rocker switch:

- ▶ Turning on: Press and hold the lower part of the rocker switch until the startup melody starts to play. Release the rocker switch while the melody is playing.



The **default** volume and hearing program are set.

- ▶ Turning off: Press and hold the lower part of the rocker switch for several seconds. A power down melody is played.



With **power-on delay** 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 configured by your Hearing Care Professional.

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 (via rocker switch or by shortly placing them in the charger until one or more LEDs light up). In this case, the **default** volume and hearing program are set.

Adjusting the volume

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

- ▶ If you prefer manual volume adjustment, press the upper part of the rocker switch to increase the volume or press the lower part to decrease the volume.

Refer to section "Controls" for the setting of your rocker switch.

An optional signal can indicate the volume change. Once the maximum or minimum volume has been reached, you may hear an optional signal tone.

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 rocker switch briefly.

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

The default volume is applied.

Further adjustments (optional)

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

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

Charging

You have the choice between different charger options:



① Charging Station R

③ Charging+ Station R

② Travel Charger RIC

- ▶ Place your hearing aids in the charger.
- ▶ Follow the instructions in the charger's user guide. You can also find useful tips for charging in the charger's user guide.



Before placing your hearing aids in the charger, clean the hearing aid charging contacts. Follow the instructions in the section "Maintenance and care".

Low power indication

You will hear an alert signal to indicate the power cell is running low. The signal will be repeated every 15 to 30 minutes depending on your settings. Depending on the usage of your hearing aids, you have approximately 1.5 hours to charge your hearing aids before they stop working.

Note that the power cell runtime is reduced if too many features are used simultaneously.

Charging tips

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.

How often do I need to charge the hearing aids?

We recommend charging the hearing aids daily, even if the power cell is not empty. Charge them overnight so you can be sure to start your day with fully-charged hearing aids.

How long does charging take?

A full charging cycle takes approximately 4 hours.

After 30 minutes, it is possible to use your hearing aids for up to 6 hours.

Charging times may vary due to the use of the hearing aids and the age of the power cell.



What happens if I forgot to charge?

Your hearing aids will automatically switch-off when the power cell is empty. Charge the hearing aids as soon as possible.

Hearing aids which have not been charged for over 6 months may be damaged due to an unrecoverable deep-discharge of the power cell. Deep-discharged power cells cannot be charged anymore and have to be replaced.

Special listening situations

On the phone

When you are on the phone, hold the telephone receiver slightly above your ear. The hearing aid and telephone receiver have to be aligned. Turn the receiver slightly so that the ear is not completely covered.



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".

Audio streaming with iPhone

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

Additionally, your hearing aids may offer hands-free calling with compatible iPhone and iPad devices.

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

Audio streaming with Android phone

If your mobile phone supports Audio Streaming for Hearing Aids (ASHA), you can get phone calls and listen to music from your mobile phone directly into your hearing aids.

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

Bluetooth

Your hearing aids are equipped with Bluetooth wireless technology to enable audio streaming from mobile phones or other compatible devices.

In an airplane, the use of Bluetooth functionality may be restricted, especially during take-off and landing. If this is the case, you can switch off Bluetooth wireless technology in your hearing aids via the smartphone app.

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

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.



Drying

You can 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 via the rocker switch or place them in the powered charger.

The charger must be connected to the power supply. If the charger is not connected to power supply 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. Turn them off via the rocker switch before storing them. We recommend using drying products while storing the hearing aids.

At 6 month intervals you will have to charge the hearing aids to avoid an unrecoverable deep-discharge of the power cell. Deep-discharged power cells cannot be charged anymore and they have to be replaced. We recommend recharging more frequently than 6 month intervals.

Observe the storage conditions in section "Operating, transport and storage conditions".

Ear pieces

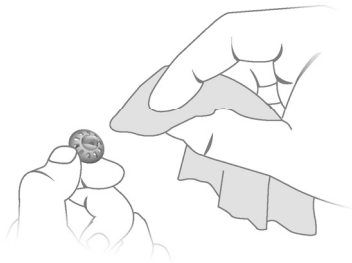
Cleaning

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

For all types of ear pieces:

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

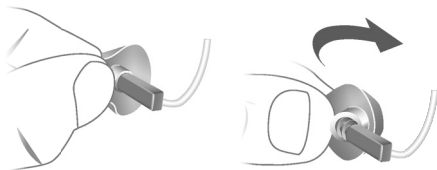
This prevents that cerumen becomes dry and hard.



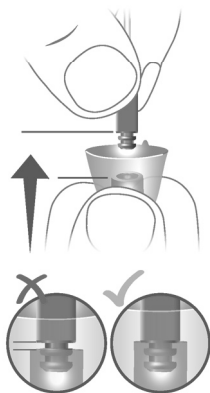
Exchanging

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. Be careful not to pull the receiver cable.



- ▶ 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.



Professional maintenance

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

Custom-made ear pieces and wax filters should be exchanged as needed by your Hearing Care Professional.

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

Important safety information



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.



WARNING

Risk of electric shock!

- ▶ Connect the charger only with a USB power supply which complies with IEC 60950-1 and/or IEC 62368-1.



WARNING

- ▶ Observe the operating 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 an 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 reduces considerably. Return the device to your Hearing Care Professional.
- ▶ Do not dispose of the device in fire or water.



WARNING

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.

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

Further information

Accessories

You can use a smartphone app to control your hearing aids remotely (available in many countries). This app allows you to adjust your hearing aids from your smartphone and even personalize your hearing experience.

Consult your Hearing Care Professional for further information.

Operating, transport, and storage conditions

The hearing aids operate in the following environmental conditions (also valid in between uses):

Operating conditions	Discharging	Charging
Temperature	0-50°C (32-122°F)	10-35°C (50-95°F)
Relative humidity	5-93%	5-93%
Atmospheric pressure	700-1060 hPa	700-1060 hPa

During extended periods of transport and storage, please observe the following conditions:

	Storage	Transport
Temperature (recommended)	10-25°C (50-77°F)	-20-60°C (-4-140°F)
Temperature (maximum range)	10-40°C (50-104°F)	-20-60°C (-4-140°F)
Relative humidity (recommended)	20-80%	5-90%
Relative humidity (maximum range)	10-80%	5-90%
Atmospheric pressure	700-1060 hPa	700-1060 hPa

Note that you have to charge the hearing aids at least every 6 months. We recommend to charge the hearing aids every 3 months. For details refer to section "Maintenance and care".

For other parts, such as the charger, other conditions may apply.



WARNING

Risk of injury, fire or explosion during shipment.

- ▶ Ship lithium batteries and hearing aids according to local regulations.

Disposal information

- ▶ To avoid environmental pollution, do not throw power cells or devices into household trash.
- ▶ Recycle or dispose of packaging, power cells and devices 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.

Made for

 iPhone | iPad | iPod

"Made for iPhone", "Made for iPad", and "Made for iPod" mean that an electronic accessory has been designed to connect specifically to iPhone, iPad, or iPod, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with iPhone, iPad, or iPod may affect wireless performance.

Troubleshooting for hearing aid

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.
-

Problem and possible solutions

Hearing aid does not work.

- Turn the hearing aid on.
 - Charge the hearing aid. Observe also the status LEDs on the charger.
-

Hearing aid does not charge.

- Check if the power supply of the charger is connected correctly.
 - Check if hearing aid is placed correctly in the charger.
 - Clean charging contacts of your hearing aid.
 - Clean charging contacts of your 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:

HORIZON Go IX

- HVIN: RFM003
- Contains FCC ID: 2AXDT-RFM003
- Contains IC: 26428-RFM003

Service and warranty

Serial numbers	Hearing aid	Receiver unit
----------------	-------------	---------------

Left:

Right:

Service dates

1:	4:
----	----

2:	5:
----	----

3:	6:
----	----

Warranty

Date of purchase:

Warranty period in months:

Your Hearing Care Professional

Manufactured for

hear.com LLC

396 Alhambra Circle, S-700

Miami, Florida 33134

USA

 **Legal Manufacturer**

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Order/Item No. 210 380 88

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