

User guide

Receiver-In-The-Ear hearing aids, rechargeable
Hearing aid charger

Beltone **Amaze™**

Left Hearing Aid		Right Hearing Aid	
Serial number		Serial number	
Model number		Model number	
Receiver type	<input type="checkbox"/> Low Power <input type="checkbox"/> Medium Power <input type="checkbox"/> High Power <input type="checkbox"/> Ultra Power	Receiver type	<input type="checkbox"/> Low Power <input type="checkbox"/> Medium Power <input type="checkbox"/> High Power <input type="checkbox"/> Ultra Power
Receiver length	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	Receiver length	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4

Specific features supported by your hearing system:

- Recharging on page 17 ☐
 Delayed Activation on page 21 ☐
 Auto-Phone on page 30 ☐
 Tinnitus Breaker Pro on page 41 ☐

Open/ standard fitting:	<input type="checkbox"/> Small <input type="checkbox"/> Medium <input type="checkbox"/> Large	<input type="checkbox"/> Small <input type="checkbox"/> Medium <input type="checkbox"/> Large	<input type="checkbox"/> Tulip	<input type="checkbox"/> Earmold
	Open dome	Power dome	Tulip dome	RIE mold

FDA warnings and cautions (US only)

WARNING: People younger than 18 should go to a doctor before using this. People younger than 18 years old need specialized care and using this without a medical evaluation may worsen impairment or disability. A hearing aid user who is younger than 18 should have a recent medical evaluation from a doctor, preferably an ear-nose-throat doctor (an ENT). Before using this, a doctor should determine that the use of a hearing aid is appropriate.



WARNINGS to Hearing Aid Dispensers

You should advise a prospective hearing aid user to consult promptly with a doctor, preferably an ear specialist such as an ENT, before dispensing a hearing aid if you determine through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- Visible deformity of the ear, either congenital or traumatic
- Fluid, pus, or blood coming out of the ear within the previous 6 months
- Pain or discomfort in the ear
- History of excessive ear wax or suspicion that something is in the ear canal
- Dizziness, either recent or long-standing
- Sudden, quickly worsening, or fluctuating hearing loss within the previous 6 months
- Hearing loss or ringing (tinnitus) only in one ear or noticeable difference in hearing between ears
- Audiometric air-bone gap equal to or greater than 15 dB at 500 Hz, 1000 Hz, and 2000 Hz.

Outputs over 132 dB SPL:

You should exercise special care in selecting and fitting a hearing aid with a maximum output that exceeds 132 dB SPL because it may impair the remaining hearing of the hearing aid user.

Sound pressure level in the ears of children:

The developed sound pressure level in the ears of children can be substantially higher than in average adults. It is recommended to perform an RECD measurement in order to ensure the correct target for the fitted OSPL90.

External devices must be safe

External devices connected to the electrical input must be safe according to the requirements of IEC 60601-1, IEC 60065, or IEC 60950-1, as appropriate (wired connection, for example HI-PRO, SpeedLink).



CAUTION:

This is not hearing protection

You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.

The sound output should not be uncomfortable or painful

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.

You might need medical help if a piece gets stuck in your ear

If any part of your hearing aid, like the ear tip (dome), gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part further into your ear, injuring your eardrum or ear canal, possibly seriously.



NOTE:

What you might expect when you start using your hearing aid

- A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss.
- People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices.
- If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially in situations that make you tired from listening – for example, noisy environments.

Tell FDA about injuries, malfunctions, or other adverse events

- To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them “adverse events”, and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc. Instructions for reporting are available at <https://www.fda.gov/Safety/MedWatch> or call 1-800-FDA-1088. You can also download a form to mail to FDA.

Hearing loss in people younger than 18

- People younger than 18 should see a doctor first, preferably an ear-nose-throat doctor (an ENT), because they may have different needs than adults.
- The doctor will identify and treat medical conditions as appropriate.
- The doctor may refer the person to an audiologist for a separate test, a hearing aid evaluation.
- The hearing aid evaluation will help the audiologist select and fit the appropriate hearing aid.

A person who is younger than 18 years old with hearing loss should have a medical evaluation by a doctor, preferably an ENT, before buying a hearing aid. The purpose of a medical evaluation is to identify and treat medical conditions that may affect hearing but that a hearing aid won't treat on its own.

Following the medical evaluation and if appropriate, the doctor will provide a written statement that the hearing loss has been medically evaluated and the person is a candidate for a hearing aid. The doctor may refer the person to an audiologist for a hearing aid evaluation, which is different from the medical evaluation and is intended to identify the appropriate hearing aid.

The audiologist will conduct a hearing aid evaluation to assess the person's ability to hear with and without a hearing aid. This will enable the audiologist to select and fit a hearing aid for the person's individual needs. An audiologist can also provide evaluation and rehabilitation since, for people younger than 18, hearing loss may cause problems in language development and educational and social growth. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of hearing loss in people younger than 18.

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1 Introduction

Congratulations on the purchase of your new hearing aids. Beltone's innovative sound technology and design, combined with the customized programming selected by your hearing care professional, will make your hearing a more enjoyable experience.

Please read this manual carefully in order to fully benefit from the use of your hearing aids. With proper care, maintenance, and usage, your hearing aids will aid you in better communication for many years.

2 Intended use

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

The hearing aid charger is intended to charge the hearing aids. The charger features a rechargeable lithium-ion battery and can be easily transported and used where ever you are. The charger is only intended to be used with the Beltone Amaze hearing aids.

3 Becoming accustomed to amplification

While purchasing hearing aids is a major step, it is only one step in a process toward more comfortable hearing. Successfully adapting to the amplification of your hearing aids takes time and consistent use.

You will enjoy more benefits from your Beltone hearing aids by taking the following actions:

- Wear the hearing aids regularly in order to get comfortable with using them
- It takes time to get used to hearing aids. Ask your hearing care professional to design a schedule tailored just for you
- As you get more comfortable with your hearing aids, increase the wearing time and wear them in multiple types of listening situations

It may take as long as several months for your brain to get used to all the “new” sounds around you. Following the above suggestions will give your brain time to learn how to interpret amplification and increase the benefits you get from using Beltone hearing aids.

4 Statement

This device complies with part 15 of the FCC rules and ICES-003 of the ISED rules.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference
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 and ISED 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

The products are in compliance with the following regulatory requirements:

- In EU: the device conforms to the Essential Requirements according to Annex I of Council Directive 93/42/EEC for medical devices (MDD)
- Hereby, Beltone A/S declares that the radio equipment type LXR45 IS in compliance with Directive 2014/53/EU
- The full text of the EU declaration of conformity is available at the following internet address:
www.beltone-hearing.com/en/declarations.
- In US: FCC CFR 47 Part 15, subpart C
- Other identified applicable international regulatory requirements in countries outside the EU and US. Please refer to local country requirements for these areas
- In Canada: these hearing aids are certified under the rules of ISED
- Japanese Radio Law and Japanese Telecommunications Business Law Compliance. This device is granted pursuant to the Japanese Radio Law (電波法) and the Japanese telecommunications Business Law (電気通信事業法) This device should not be modified (otherwise the granted designation number will become invalid)

Hearing aid type designations for models included in this user guide are:

LXR45 FCC ID: X26LXR45, IC: 6941C-LXR45

This device includes an RF transmitter which operates in the frequency band of 2.4 GHz – 2.48 GHz. Nominal RF output power transmitted is +0.82 dBm.

Mini Receiver In-the-Ear (RIE) hearing aids of type **LXR45** with FCC ID: X26LXR45, IC number 6941C-LXR45 are available in the following variants:

AMZ1763-DRWC AMZ963-DRWC AMZ663-DRWC

The identification number for the mentioned device models can be found on the stomach of the hearing aid as indicated in the illustrations on the following pages.

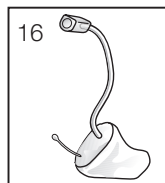
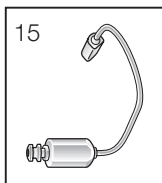
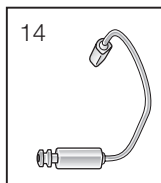
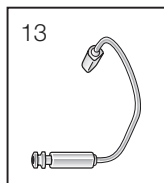
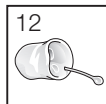
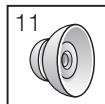
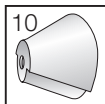
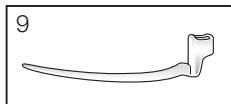
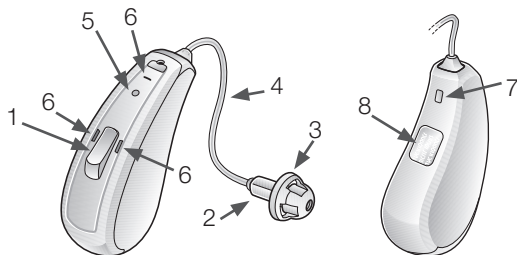
Hearing aid charger of type **C-1** are available in the following variants:

- GN Hearing Aid Charger (part no. 20623200)

5 Get to know your hearing aids

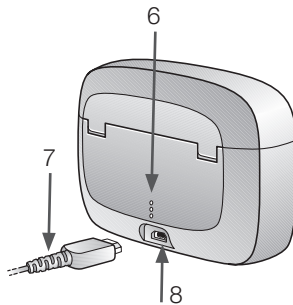
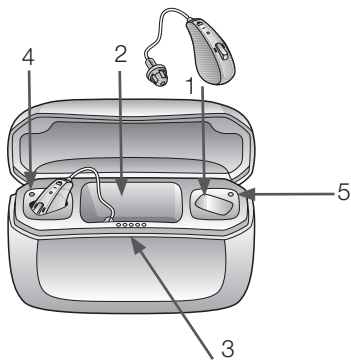
5.1 Your hearing aid - RIE

1. Push button
2. Receiver
3. Open dome
4. Receiver wire
5. LED light indicator
6. Microphones
7. Left/right indicator
8. Serial number and model
9. Sports lock
10. Tulip dome
11. Closed dome
12. RIE mold
13. Low Power (LP) receiver
14. Medium Power (MP) receiver
15. High Power (HP) receiver
16. Ultra Power (UP) receiver



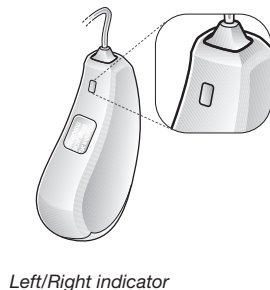
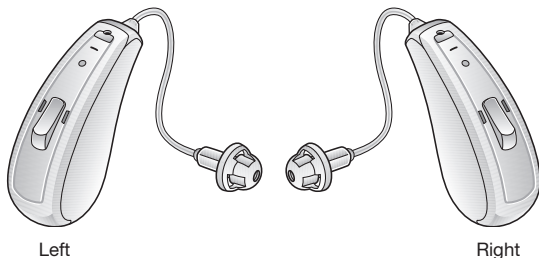
5.2 Hearing aid charger

1. Hearing aid charging bay
2. Receiver bay
3. Hearing aid battery indicator
4. Left indicator (blue)
5. Right indicator (red)
6. Charger battery indicator
7. Charging cable
8. Charging cable port (micro-USB)



5.3 Recognizing left and right hearing aid

If you have two hearing aids, they may be tuned differently. One for your left ear, the other for your right. Do not swap them. The left hearing aid is marked with a blue indicator. The right hearing aid is marked with a red indicator.

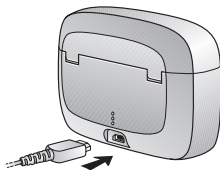


NOTE: Your hearing care professional should mark your hearing aids with a colored Left/Right indication: Left is blue and Right is red.

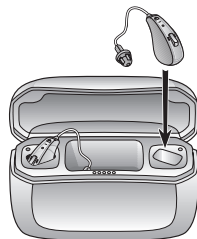
6 Getting started

Before use, it is recommended to fully charge your hearing aids.

6.1 How to charge your hearing aids



1. Plug the supplied power adaptor into a power outlet and connect the charging cable to the hearing aid charger.



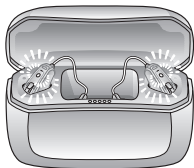
2. Place both hearing aids in the charging bays. Right hearing aid goes into the charging bay marked with a red dot. Left hearing aid goes into the charging bay marked with a blue dot. The receivers go into the receiver bay.

If the receiver has a sports lock attached, be careful when inserting the hearing aid.

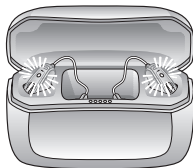


NOTE: Make sure your hearing aids are dry before inserting them in the charger.

1. During the charging process, the LED on the hearing aid slowly pulsates until the hearing aid is fully charged. When fully charged, the LED stays solid on until the hearing aid is removed from the charger.



When charging
Pulsating



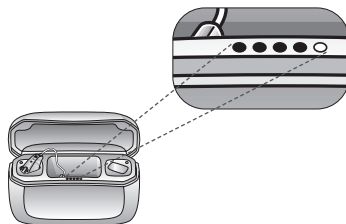
When fully charged
On – until removed

2. The five LEDs at the front of the charger indicate the battery level of the hearing aids. Upon insertion or removal of the hearing aids, the LEDs show the battery level of the hearing aid with the lowest battery level. The LEDs indicate the battery level for 10 seconds and then turn off. However, the hearing aids will continue to charge.

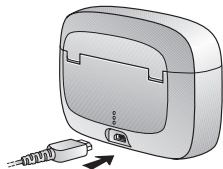
3. While charging, the hearing aid LED indicates the battery status. The hearing aids are fully charged within 3 hours.

Hearing aid battery indicators

LEDs	Battery level
●	0-20%
● ●	20-40%
● ● ●	40-60%
● ● ● ●	60-80%
● ● ● ● ●	80-100%



6.2 How to charge the charger

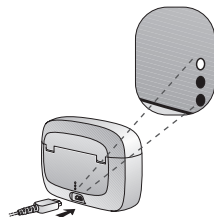


1. Plug the supplied power adaptor into a power outlet and connect the charging cable to the hearing aid charger.

The three LEDs at the back of the charger show the battery level of the hearing aid charger. One LED blinking red indicates that the charger battery level is low. In that case, recharge the charger. Three green LEDs indicate fully charged.

When the hearing aid charger is fully charged, it has a capacity of at least 3 full hearing aid charges before it needs to be plugged in and recharged.

LEDs	Battery level
●	LED is blinking red. Less than 10 % power reserve.
●	10 - 33% charged
● ●	33 - 66% charged
● ● ●	66 - 100% charged



CAUTION: FOR SAFETY REASONS, ONLY USE THE CHARGER SUPPLIED BY GN HEARING.



NOTE: When charging your hearing aid charger for the first time, let it charge for at least 3 hours, even if the battery LED indicator indicates that the battery is fully charged.

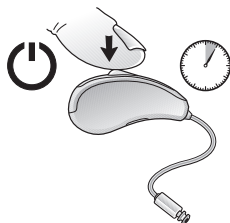


NOTE: It is safe to leave the charger connected overnight – the batteries in both the hearing aid charger and the hearing aids cannot be overcharged.

6.3 Turn on / Turn off

The hearing aids are automatically turned on when they are removed from the hearing aid charger. They can also be turned on and off manually by pressing the push button.

1. Turn on, press button for 5 seconds.
2. Turn off, press button for 5 seconds.



NOTE: When the hearing aid turns on, the LED lights up.
When the hearing aid turns off, the LED flashes 3 times.



NOTE: If the charger is not connected to a power socket, the hearing aids will turn off after 24 hours.

If the charger has run out of power, the hearing aids will be powered down, and you will have to turn on the hearing aids by manually pressing the push button for 5 seconds.

6.3.1 Delayed Activation

Delayed Activation delays the time before the hearing aid turns on after the hearing aid is removed from the hearing aid charger. With Delayed Activation, you will hear a beep for each second of the delay period (5 or 10 seconds delay).

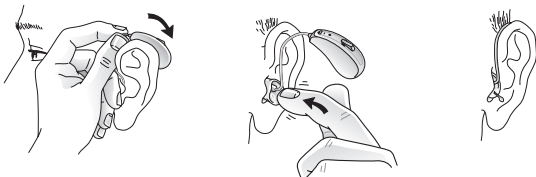


NOTE: If you want your hearing aids to turn on immediately, ask your hearing care professional to deactivate Delayed Activation.

6.4 Insert/remove hearing aid

7.4.1 Insert receiver with dome

1. Hang the hearing aid over the top of the ear.
2. Hold the receiver wire, close to the receiver housing and gently place/push the dome into the ear canal.
3. Push the dome far enough into the ear canal so that the wire lies flush with the head (check with a mirror).



CAUTION: NEVER ATTEMPT TO MODIFY THE SHAPE OF THE HEARING AID, EARMOLDS, OR RECEIVER WIRES YOURSELF.



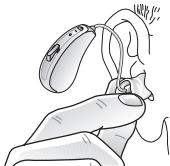
NOTE: To avoid whistling, it is important that the wire and the dome fit correctly into your ear. For other possible reasons, check with the Troubleshooting guide.

6.4.2 Remove receiver

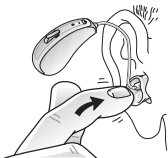
1. Hold the receiver wire, close to the receiver with your thumb and index finger.
2. Gently pull to remove the receiver.

6.4.3 Insert earmold

1. Hold the earmold between your thumb and index finger and position its sound outlet in your ear canal.
2. Slide the earmold all the way into your ear with a gentle, twisting movement.
3. Turn the top part of the earmold gently backwards and forwards so that it tucks behind the fold of skin above your ear canal.
4. Move the earmold up and down and gently press it to place it correctly in the ear.
5. Make sure the hearing aid sits firmly behind the ear.



Slide and twist the earmold all the way into the ear canal.



Tuck the earmold behind the fold of skin above the ear canal.



Place the hearing aid firmly behind the ear.

With proper insertion, hearing aids should fit snugly but comfortably.



CAUTION: NEVER ATTEMPT TO MODIFY THE SHAPE OF THE HEARING AID, EARMOLDS, OR WIRING YOURSELF.



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

NOTE: By experimenting, you may discover an easier method.

6.4.4 Remove earmold

1. Lift the hearing aid from behind the ear.
2. Using your thumb and index finger, take hold of the earmold or the removal cord (not the hearing aid or the wire).
3. Gently, twist and pull the earmold to remove it from the ear.

6.4.5 Sports lock

If you lead an active life, your hearing aids may come loose. To avoid this situation, your hearing care professional can attach and adjust a sports lock to the receiver.

To insert a hearing aid with sports lock:

1. Insert the hearing aid as usual.
2. Tuck the sports lock in the concha of your ear.



CAUTION: Be careful not to bend the receiver wires when placing your hearing aids in the hearing aid charging bay.



NOTE: Sports locks may become stiff, brittle, or discolored over time. Contact your hearing care professional regarding replacement of your sports lock.



NOTE: The sports lock comes in three different sizes: L (low power), M (medium power), and H (high power). See page 2 for receiver size.

NOTE: Your hearing care professional will help you replace your sports lock.

6.5 Operation of the hearing aid

The hearing aids always start in program 1 and with the preset volume.

6.5.1 Push button

The push button gives access to the features that your hearing care professional and you decide to apply to your hearing aids.

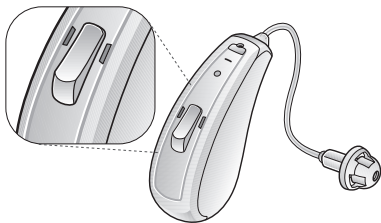
There are four different ways to use the push button:

Short press: Change program

1 sec press: Enter streaming

5 sec press: On / off

9 sec press: Enter flight mode





NOTE: The short press and 1 sec press features are configurable during your fitting session. 5 and 9 second press cannot be changed.

Per default, the push button allows you to use up to four different listening programs, and three wireless accessories programs.





1. Short press the push button (beep) to switch between programs.
You will then hear one or more beeps. The number of beeps indicates which program you have selected (one beep = program one, two beeps = program two, etc.)
2. Press and hold for 1 second (short melody) until streaming begins.
If your hearing aids have been paired with more than one wireless device, pressing for one more second will switch to the next device.
A short press will end streaming and start the program you left.
3. Press and hold for 5 seconds to turn your hearing aid ON or OFF.
4. Press and hold for 9 seconds to enter flight mode. For more details, see Flight mode in section 7.2.

When you turn the hearing aids off and then back on, they always return to the default setting (program one and preset volume).

Your hearing care professional can configure your push button so that you also can use it to control the volume as well as switch between listening programs.

If necessary, your hearing care professional can change the default settings for the push button and fill in the following table with your new settings:

Push button action	Default setting	New setting	New setting
Short press	Change program		
1 sec press	Activates streaming		

Program	Beep	Description
1		
2		
3		
4		



NOTE: For convenience, you may control your hearing aids from the HearMax app or the Remote Control 2.



6.5.2 LED light indicator

Your hearing aid communicates with both sound and light whenever you change program or turn it on or off.

Activity	Light
Turn on (long press for 5 secs)	Flash
Turn off (long press for 5 secs)	Flashes three times
Enter Flight mode (optional)	Four times double flashes

Flight mode means no wireless communication - not between the hearing aids and not between the hearing aids and your smartphone or wireless accessories.

7.6 Low battery indicator

If the battery level gets too low, your hearing aids reduce the volume, and play a melody every 15 minutes until there is no power left and they turn off.

6.6.1 Low battery indicator when paired with wireless accessories

The batteries drain faster when you use wireless functionalities like streaming from your smartphone or from your TV with TV Link 2.

As the battery level is reduced, the different wireless functions stop working. A short melody indicates that battery power is too low.

The table below shows how the functionality shifts with the battery level.

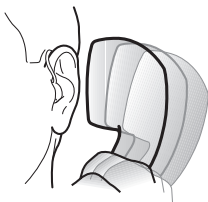
Battery level	Signal	Hearing aid	Remote Control	Streaming
Fully charged		✓	✓	✓
Low		✓	✓	x
Recharge hearing aid		✓	x	x

You can check the battery status by placing the hearing aid in the hearing aid charger (please see page 18). The HearMax app also gives a status of the battery capacity.

7 Telephone use

Your hearing aid allows you to use your telephone as you normally do. Finding the optimal position for holding a telephone may require practice. One or more of the following suggestions may be helpful:

1. Dependent on your fitting and hearing status, either hold the telephone up to your ear canal or hold it close to the hearing aid microphones as illustrated.
2. If whistling occurs, try holding the telephone in the same position for a few seconds as the hearing aid may be able to cancel the whistling.
3. Holding the telephone slightly away from the ear can also stop any whistling.



NOTE: Depending on your individual needs, your hearing care professional may activate a program specifically for telephone use.

7.1 Auto-Phone

By placing a magnet on the telephone receiver, your hearing aids automatically switch the telephone program on when the receiver is close to your ear.

When you remove the receiver from your ear, the hearing aids automatically return to the previous listening program.



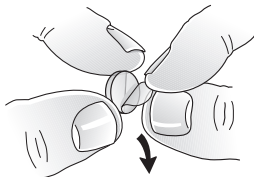
NOTE: Ask your hearing care professional to enable Auto-Phone as one of your programs.

7.1.1 Place the Auto-Phone magnet

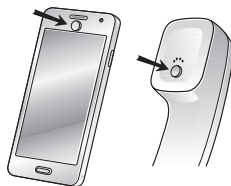
Follow these steps in order to place the Auto-Phone magnet properly:



Clean the telephone thoroughly.



Remove foil from magnet.



Place the magnet.



WARNING: IF A MAGNET IS SWALLOWED, SEEK IMMEDIATE ASSISTANCE FROM A MEDICAL PRACTITIONER.



NOTE: Ask your hearing care professional to enable Auto-Phone as one of your programs.

NOTE: Do not cover the loudspeaker opening with the magnet.

NOTE: If Auto-Phone does not work to your satisfaction, moving the magnet to another position may improve ease of use and comfort while speaking.

NOTE: If the hearing aids do not switch to the telephone program every time, you can reposition the Auto-Phone magnet or add additional magnets.

NOTE: Use a recommended cleaning agent.

7.1.2 How to use Auto-Phone

1. Lift the telephone to your ear.
2. When you hear a short melody, the phone program is active.



NOTE: You may need to move the telephone receiver slightly to find the best position for reliable Auto-Phone activation and good hearing on the telephone.



NOTE: If your hearing aids have enabled the Asymmetrical Phone functionality, the hearing aid on the non-phone ear automatically turns down the volume.

7.2 Flight mode (optional)



WARNING: When boarding a flight or entering an area where RF transmitters are prohibited, deactivate wireless functionality.

If you want to use Flight mode, make sure this is activated by your hearing care professional.

Follow these steps to turn on Flight mode:

1. Turn the hearing aid off.
2. Press the button for 9 seconds.
3. The hearing aid responds with four times double flashes. If you wear your hearing aids, you will hear double-dings (♪♪♪♪ etc.) for ten seconds.

Follow this step to deactivate Flight mode:

1. Turn the hearing aids off and then on.



NOTE: Both hearing aids must be set in Flight mode - even with synchronization enabled.

8 How to change domes

It is recommended that your hearing care professional shows you how to change the domes. Incorrect dome replacement could result in the dome being left in the ear when you remove the hearing aid.

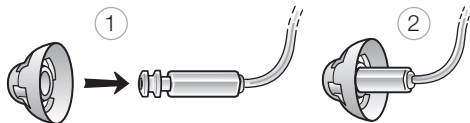


CAUTION: Use only our original consumables e.g. wires and domes.

8.1 Standard domes

Follow these steps to mount open domes or closed domes:

1. Push the new dome over the flanges
2. Make sure that the new dome is properly and securely mounted

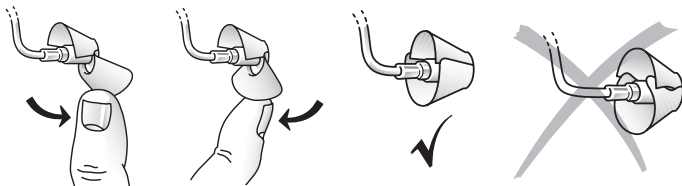


8.2 Tulip domes

The tulip domes are mounted in a similar manner to the standard domes, but a few extra steps are required. The tulip domes consist of two “petals”.

Follow these steps to mount domes:

1. Push the largest petal away from the wire using a finger. This bends the petal forward.
2. Push the new tulip dome over the flange.
3. Then push the largest petal backwards, and it will be placed on top of the smaller petal.



NOTE: Make sure that the new dome is properly and securely mounted.

8.3 The receiver

The receiver delivers the sound to the ear canal. It is important that the receiver and the dome/RIE mold fit correctly in your ear. If the receiver or the dome/RIE mold irritate your ear in any way and prevent you from wearing your hearing aid, please contact your hearing care professional.

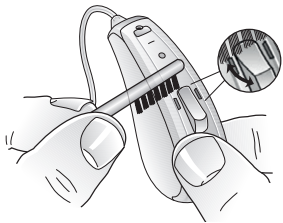
You should never attempt to modify the shape of the receiver yourself. The receiver and the dome/RIE mold should be cleaned regularly.

9 Daily maintenance

It is important to keep your hearing aid clean and dry. On a daily basis, clean the hearing aids using a soft cloth or tissue. If the microphone inlets are clogged, gently brush across the microphone inlets with a small, clean brush.



WARNING: DO NOT USE FORCE TO PRESS THE HAIRS OF THE BRUSH INTO THE INLETS, BECAUSE THE MICROPHONES MAY BE DAMAGED.



CAUTION: DO NOT USE ALCOHOL OR OTHER SOLVENTS TO CLEAN YOUR HEARING AIDS; THE PROTECTIVE COATING WILL BE DAMAGED.

9.1 Cleaning earmolds

1. Use a soft, dry cloth to wipe the RIE earmold clean.

9.2 Cleaning the receiver wires and domes

The receiver wire and the receiver dome should be cleaned regularly.

1. Use a damp cloth to wipe down the receiver wire and dome.



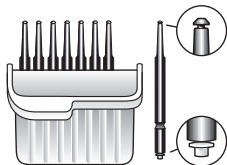
NOTE: Do not use water when you are cleaning the receiver wires or the receiver domes.



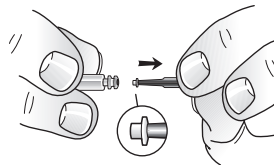
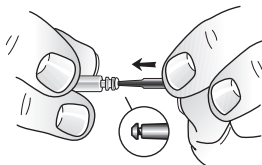
NOTE: Receiver wires may become stiff, brittle, or discolored over time. Contact your hearing care professional regarding receiver changes.

9.3 Changing wax guards

If you wear a dome, remove it before following this procedure. To replace wax guards:

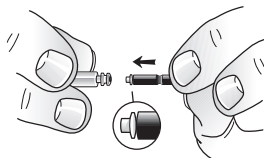


Carrying box with eight wax guard tools. Insert the removal tip of the tool into the used wax guard so that the shaft touches the rim of the wax guard.

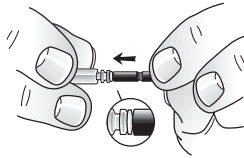


Slowly pull the wax guard straight out.

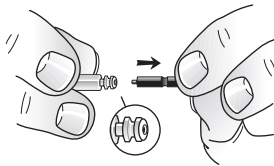
The wax guard tool has two functions: a removal tip to collect the used filter, and a replacement tip with a white filter. To insert the new wax filters, follow these steps:



Insert the replacement tip of the tool into the sound outlet.



Gently press the replacement tip straight into the sound outlet until the outer ring lies flush with the sound outlet.



Pull the tool straight out - the new wax guard will remain in place. Please remember to re-attach dome again, or a fresh dome.



NOTE: To ease removal and insertion, it may help to twist the wax guard tool.

9.4 Cleaning the hearing aid charger

1. Clean the outside of the charger using a dry, clean cloth.
2. Clean the receiver and charging bays using a clean cotton swab.



NOTE: Do not use liquid to clean the hearing aid charger.

9.5 Care and maintenance

Please follow the advices below to have the best user experience and to prolong the life of your hearing aids.

1. Keep your hearing aids dry and clean.
2. Wipe the hearing aids with a soft cloth after use to remove grease or moisture.
3. Do not wear your hearing aids when putting on cosmetics, perfume, aftershave, hairspray, suntan lotion etc. These might discolor the hearing aid or get into the hearing aid causing damage.
4. Do not immerse your hearing aid in any liquid.
5. Keep your hearing aids away from excessive heat and direct sunlight. The heat may deform the shell, damage the electronics and deteriorate the surfaces.
6. Do not swim, shower or steam bathe while wearing your hearing aids.

10 Wireless accessories

Our wireless eco-system features a comprehensive range of seamlessly integrated wireless accessories. This allows you to control and stream high quality stereo sound and speech directly to your hearing aids.

Please find the list of available wireless accessories below:

TV Link 2 allows you to stream the audio from TV sets and virtually any other audio source to your hearing aids at a volume level that suits you.

Remote Control 2 allows you to adjust the volume or mute your hearing aids, change programs, and see all your settings at a glance on its display.

Phone Link 2 streams phone conversations and stereo sound directly to both hearing aids, and it doubles as a simple remote control.

myPal Micro is a body worn microphone for your friend or colleague. It significantly improves speech understanding in noisy situations.

myPal Pro works like the myPal Micro but doubles as a table microphone. Connects with loop and FM systems , and has a mini-jack input for streaming audio from a computer or music player.



NOTE: Ask your hearing care professional for more information on the range of our wireless accessories.

NOTE: For use of wireless functionality only use our wireless accessories. In order to bring the hearing aids into pairing mode turn the hearing aids off and then on. Alternatively place them in the charger and let them stay for 5 seconds and then remove them. For further guidance, please refer to the user guide of the relevant wireless accessory.

10.1 Using Beltone Amaze hearing aids with iPhone, iPad, and iPod touch (optional)

Beltone Amaze is Made for iPhone, and allows for direct communication and control with an iPhone, iPad, or iPod touch.



NOTE: For assistance with pairing and using these products with your Beltone hearing aids, please contact your hearing care professional or visit our support site at www.beltone.com.

11 Intended use of smartphone apps

11.1 Using Beltone Amaze with smartphone apps (optional)

- Do not disable app notifications.
- Install updates to keep the app working correctly.
- Only use the app with hearing aids from Beltone. Beltone takes no responsibility if the app is used with other hearing aids.
- If you want a printed version of the smartphone app user guide, please go to our website at www.beltone.com or consult customer support.



NOTE: For assistance with pairing and using these products with your Beltone hearing aids, please contact your hearing care professional or visit our support site at www.beltone.com.

NOTE: If you have a Bluetooth enabled smartphone, you are able to answer the telephone if you use Beltone's Phone Link 2.

12 Remote Care (optional)

If you have signed up to use Remote Care, you can allow your hearing aids to be adjusted remotely without having to go to your hearing care professional: all you need is a smartphone with Internet enabled.

This allows you to experience unprecedented freedom and flexibility:

1. Request assistance remotely to adjust your hearing aids to be a better fit for you.
2. Keep your hearing aids up to date with the latest software to ensure the best performance possible.



NOTE: Your hearing aids shut down during the install and update process.

NOTE: For optimum performance, make sure the hearing aids are connected to the HearMax app and placed close to the iPhone or Android smartphone before applying the changes.

NOTE: This service only works if your smartphone is connected to the Internet.

NOTE: Your hearing care professional will provide information regarding Remote Care, and how it works with the HearMax app.

13 Tinnitus Breaker Pro module **R ONLY**

Your Beltone hearing aid includes the Tinnitus Breaker Pro (TBP) module, a tool for generating sounds to be used in tinnitus management programs to temporarily relieve suffering from tinnitus.

The TBP can generate sounds adjusted to the specific therapeutic needs and your personal preference as determined by your doctor, audiologist, or hearing care professional.

Depending on the selected hearing aid program and the environment you are in, you will sometimes hear the therapeutic sound resembling a continuous or fluctuating noise.

13.1 Indication for use of the TBP module

The Tinnitus Breaker Pro Module is a tool to generate sounds to be used in a Tinnitus Management Program to temporarily relieve patients suffering from Tinnitus. The target population is primarily the adult population over 18 years of age. This product may also be used with children 5 years of age or older.

The Tinnitus Breaker Pro module is targeted for healthcare professionals, which are treating patients suffering from Tinnitus, as well as conventional hearing disorders. The fitting of the Tinnitus Breaker Pro module must be done by a hearing professional participating in a Tinnitus Management Program.

13.2 User instructions for the TBP module

13.2.1 Description of device

The Tinnitus Breaker Pro (TBP) Module is a software tool that generates sounds to be used in tinnitus management programs to temporarily relieve suffering from tinnitus.

13.2.2 Explanation of how the device functions

The TBP module is a frequency and amplitude shaped white-noise generator. Noise signal level and frequency characteristics can be adjusted to the specific therapeutic needs as determined by your doctor, audiologist or hearing care professional.

Your doctor, audiologist or hearing care professional can modulate the generated noise with the purpose of making it more pleasant. The noise can then resemble, for example, breaking waves on a shore.

Modulation level and speed can also be configured to your likes and needs. An additional feature can be enabled by your hearing care professional that allows you to select predefined sounds that simulate sounds from nature, such as breaking waves or running water.

If you have two wireless hearing aids that support ear-to-ear synchronization, this functionality can be enabled by your hearing care professional. This will cause the Tinnitus Breaker Pro to synchronize the sound in both hearing aids.

If your tinnitus troubles you only in quiet environments, your doctor, audiologist or hearing care professional can set the TBP Module so that it becomes audible exclusively in such surroundings. The overall sound level can be adjusted via a volume control. Your doctor, audiologist or hearing care professional will review with you the need for having such a control.

For hearing aids where ear-to-ear synchronization is enabled your hearing care professional can also enable environmental monitoring synchronization so that the TBP noise level is automatically adjusted simultaneously in both hearing aids dependent on the background sound level. Additionally since the hearing aid has a volume control then the background noise level monitored by the hearing aid and the volume control can be used simultaneously to adjust the generated noise level in both hearing aids.

13.2.3 The scientific concepts that form the basis for the device

The TBP module provides sound enrichment with the aim of surrounding the tinnitus sound with a neutral sound, which is easily ignored. Sound enrichment is an important component of most approaches to tinnitus management, such as Tinnitus Retraining Therapy (TRT).

To assist habituation to tinnitus, this needs to be audible. The ideal level of the TBP module, therefore, should be set so that it starts to blend with the tinnitus, and so that you can hear both your tinnitus as well as the sound used.

In a majority of instances, the TBP module can also be set to mask the tinnitus sound, so to provide temporary relief by introducing a more pleasant and controllable sound source.

13.2.4 TBP volume control

The sound generator is set to a specific loudness level by the hearing care professional. When switching the sound generator on, the volume will have this optimal setting. Therefore, it might not be necessary to control the volume (loudness) manually. However, the volume control provides the ability to adjust the volume, or amount of stimulus, to the liking of the user.

The tinnitus sound generator volume can only be adjusted within the range set by the hearing care professional.

The volume control is an optional feature in the TSG module used for adjusting the sound generator output level.

13.2.5 Using TBP with smartphone apps

The Tinnitus Breaker Pro control via hearing aid push buttons can be enhanced with wireless control from a TBP control app on a smartphone or mobile device. This functionality is available in supported hearing aids when a hearing care professional has enabled the TBP functionality during fitting of the hearing aid.



NOTE: To use smartphone apps, the hearing aid must be connected with the smartphone or mobile device.

13.3 Technical specifications

13.3.1 Audio signal technology

Digital.

13.3.2 Available sounds

White noise signal which can be shaped with the following configurations:

The white noise signal can be modulated in amplitude with an attenuation depth of up to 14 dB.

High-pass filter	Low-pass filter
500 Hz	2,000 Hz
750 Hz	3,000 Hz
1,000 Hz	4,000 Hz
1,500 Hz	5,000 Hz
2,000 Hz	6,000 Hz
-	8,000 Hz

13.3.3 *Prescription use of a Tinnitus Breaker Pro hearing aid*

The TBP module should be used as prescribed by your doctor, audiologist or hearing healthcare professional. In order to avoid permanent hearing damages, the maximum daily usage depends on the level of the generated sound. To adjust TBP, please consult your hearing healthcare professional.

Should you develop any side effects from using the sound generator, such as dizziness, nausea, headaches, perceived decrease in auditory function or increase in tinnitus perception, you should discontinue use of sound generator and seek medical evaluation.

The target population is primarily the adult population over 18 years of age. This product may also be used with children 5 years of age or older. However, children and physically or mentally challenged users will require training by a doctor, audiologist, hearing healthcare professional or the guardian for the insertion and removal of the hearing instrument containing the TBP module.

13.3.4 Important notice for prospective sound generator users

A tinnitus masker is an electronic device intended to generate noise of sufficient intensity and bandwidth to mask internal noises. It is also used as an aid in hearing external noises and speech.

Good health practice requires that a person with a tinnitus condition have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before using a sound generator. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists.

The purpose of medical evaluation is to assure that all medically treatable conditions that may affect tinnitus are identified and treated before the sound generator instrument is used.

The sound generator instrument is a tool to generate sounds to be used with appropriate counseling and/or in a tinnitus management program to temporarily relieve patients suffering from tinnitus.

13.4 Tinnitus Breaker Pro warnings

1. Sound generators should be used only as advised by your doctor, audiologist, or hearing care professional.
2. Sound generators are not toys and should be kept out of reach of anyone who might cause themselves injury (especially children and pets).
3. Sound generators can be dangerous if improperly used.

13.4.1 *Tinnitus Breaker Pro precautions*

1. Should the user develop any side effects from using the sound generator, such as dizziness, nausea, headaches, perceived decrease in auditory function or increase in tinnitus perception, the user should discontinue use of the sound generator and seek medical evaluation.
2. Discontinue use of the sound generator and consult promptly with a licensed physician if you experience one of the following conditions:
 - a. Visible congenital or traumatic deformity of the ear.
 - b. History of active drainage from the ear within the previous 90 days.
 - c. History of sudden or rapidly progressive hearing loss within the previous 90 days.
 - d. Acute or chronic dizziness.
 - e. Unilateral hearing loss of sudden or recent onset within the previous 90 days.
 - f. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
 - g. Pain or discomfort in the ear.
3. Discontinue use of the sound generator and consult promptly with your hearing care professional, if you experience changes in the tinnitus perception, discomfort or interrupted speech perception while using the tinnitus sound generator.
4. The volume control is a feature in the TBP module used for adjusting the sound generator output level. To prevent unintended usage by paediatric or physically or mentally disabled users, the volume control must be configured to only provide a decrease of the sound generator output level.
5. Children and physically or mentally disabled users will require guardian supervision while wearing the TBP hearing aid.
6. Adjustment of the tinnitus sound generator settings, using a smartphone app, should only be performed by the parent or legal guardian in cases where the user is minor. Use of the Beltone Assist for remote settings of the tinnitus sound generator, should only be performed by the parent or legal guardian in cases where the user is minor.

13.4.2 *Tinnitus Breaker Pro warning to hearing care professionals*

A hearing care professional should advise a prospective sound generator user to consult promptly with a licensed physician (preferably an ear specialist) before getting a sound generator.

If the hearing care professional determines through inquiry, actual observation, or review of any other available information concerning the prospective user that the prospective user has any of the following conditions:

1. Visible, congenital or traumatic deformity of the ear.
2. History of active drainage from the ear within the previous 90 days.
3. History of sudden or rapidly progressive hearing loss within the previous 90 days.
4. Acute or chronic dizziness.
5. Unilateral hearing loss of sudden or recent onset within the previous 90 days.
6. Audiometric air-bone gap equal to or greater than 15 dB at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.
7. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
8. Pain or discomfort in the ear.



CAUTION: The maximum output of the sound generator falls into the range that can cause hearing loss according to OSHA regulations. In accordance with NIOSH recommendations, the user should not use the sound generator for more than eight (8) hours a day when this is set to a level of 85 db SPL or above. When the sound generator is set to levels of 90 db SPL or above the user should not use the sound generator for more than two (2) hours per day. In no case should the sound generator be worn at uncomfortable levels.

14 General warnings

1. If a hearing aid is broken, do not use it.
2. Consult a hearing care professional:
 - If you think there may be a foreign object in your ear canal
 - If you experience skin irritation
 - If excessive earwax accumulates with the use of the hearing aid
3. Different types of radiation, e.g. from NMR, MRI or CT scanners, may damage hearing aids. It is recommended not to wear hearing aids 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 aids. However, they have the potential to momentarily affect the sound quality or temporarily create undesired sounds from hearing aids.
4. Do not wear hearing aids in mines, oil fields, or other explosive areas unless those areas are certified for hearing aid use. Do not allow others to use your hearing aids.
5. Hearing aid usage by children or mentally disabled persons should be supervised at all times to ensure their safety. The hearing aid contains small parts that could be swallowed by children. Please be mindful not to leave children unsupervised with this hearing aid.
6. Hearing aids should be used only as prescribed by your hearing care professional. Incorrect use may result in sudden and permanent hearing loss.
7. When boarding a flight or entering an area where RF transmitters are prohibited, deactivate wireless functionality.
8. Turn off your wireless functionality by using the flight mode in areas where radio frequency emission is prohibited.



For use of wireless functionality only use our accessories. For further guidance regarding e.g. pairing, please refer to the user guide of the relevant wireless accessory.

15 General precautions - Wireless hearing aids

1. 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 aid away from the affected electronic device.
2. For use of wireless functionality only use our wireless accessories. For further guidance, please refer to the User Guide of the relevant wireless accessory.
3. Only connect Beltone hearing aids to our wireless accessories intended and qualified to be used with Beltone hearing aids.

16 Auto-Phone warnings

1. Keep magnets out of reach of children, mentally disabled persons, and pets.
2. If a magnet is swallowed, seek immediate advice from a medical practitioner.
3. The Auto-Phone magnet may affect sensitive medical devices / electronic systems. Seek advice from the manufacturers regarding appropriate safety measures when using the Auto-Phone solution near the sensitive device / equipment (pacemakers and defibrillators) in question. If the manufacturer cannot issue a statement, we recommend keeping the magnet or a telephone equipped with the magnet 30 cm (12") away from magnetically sensitive devices (e.g. pacemakers).

16.1 Auto-Phone precautions

1. If you experience frequent signal loss or noise during calls, move the Phone Now magnet to another place on the telephone receiver.
2. Only use magnets supplied by Beltone.

17 Battery warnings for hearing aid and hearing aid charger

1. To save battery power, turn off your hearing aids when they are not in use.
2. Do not attempt to open the product or to replace the battery. This terminates the warranty.
3. The battery is built-in and cannot be replaced. Use of other batteries may present a risk of fire, explosion, or chemical burn. Dispose of rechargeable product according to local regulations. Please recycle when possible. Do not dispose the rechargeable product as household waste or attempt to burn it as it may explode.



WARNING: DO NOT ATTEMPT TO DISPOSE OF BATTERIES BY BURNING THEM. USED BATTERIES ARE HARMFUL TO THE ENVIRONMENT. PLEASE DISPOSE OF THEM ACCORDING TO LOCAL REGULATIONS OR RETURN THEM TO YOUR HEARING CARE PROFESSIONAL

18 Charger warnings

1. When you disconnect the power cord or any enhancement, grasp and pull the plug, not the cord.
2. Never use a damaged charger. A damaged and incorrectly reassembled charger can cause electric shock or fire when the product is subsequently used.
3. Do not attempt to disassemble the charger as it may expose you to dangerous electric shock, and cause the warranty to terminate.
4. Avoid charging your product in extremely high or low temperatures and do not use the charger outdoors or in damp areas.
5. Only recharge the hearing aid charger with the power supply unit that has been supplied together with the product.

19 Hearing aid expectations

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.

Consistent use of the hearing aid is recommended. In most cases, infrequent use does not permit you to obtain full benefit from it.

The use of a hearing aid is only part of hearing rehabilitation and may need to be supplemented by auditory training and instructions in lip-reading.

20 Intended use of smartphone apps

The app must only be used with Beltone hearing aids for which they are intended, and Beltone takes no responsibility if the app is used with other hearing aids.

21 Non-clinical testing (US only)

The devices covered within this user guide have undergone tests for the relevant non-clinical performance testing and biological endpoints in accordance with standards identified below:

- Electrical safety testing is performed according to IEC 60601-1:2005 + A1:2012+A2:2020, IEC 60601-2-66:2019, IEC 60601-1-11 Edition 2.0 2015-1, IEC 62133-2 Edition 1.0 2017- 02 and IEC 62368-1:2018/COR1:2020.
- Electromagnetic compatibility (EMC) testing is performed according to IEC 62479:2010, ANSI IEEE C63.19-2019 and IEC 60601-1-2:2014+A1:2020.
- Radio and Telecommunication testing is performed to be in compliance with applicable parts of the FCC rules in title 47 of the CFR.
- Electroacoustic testing is performed according to ANSI/ASA S3.22-2014 and ANSI/CTA 2051:2017
- Usability Engineering was performed in compliance with IEC 62366-1:2015

The devices covered in this user guide passed all tests for the relevant non-clinical performance testing and biological endpoints, namely cytotoxicity (ISO 10993-05:2009), sensitization, and intracutaneous reactivity (ISO 10993-10:2010).

Similarly, usability testing and software verification and validation demonstrated mitigation of risks to an acceptable level as well as reasonable assurance of safe and effective device performance.

22 Clinical data (US only)

Devices have been evaluated clinically through equivalence to equivalent devices and similar devices on the market with similar intended purpose, e.g., to compensate for hearing impairment by amplifying and transmitting sound to the ear.

Based on technical and clinical data presented for the device in question, the equivalent predecessor, and generally similar devices, it is concluded to support the clinical performance expressed in user needs and claims.

The clinical data leaves no questions open regarding clinical performance and is for this reason deemed sufficient.

23 Technical specifications

RIE - LP receiver

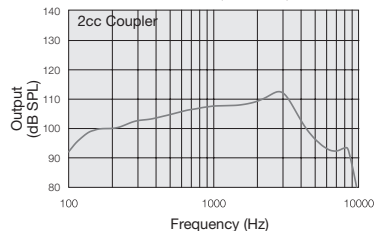
Models: AMZ1763-DRWC, AMZ963-DRWC, AMZ663-DRWC

Reference test gain (60 dB SPL input)	HFA	32	dB
Full-on gain (50 dB SPL input)	Max. HFA	52 46	dB
Maximum output (90 dB SPL input)	Max. HFA	113 109	dB SPL
Total harmonic distortion	500 Hz 800 Hz 1600 Hz	0.5 0.8 0.5	%
Equivalent input noise, w/o Noise reduction		21	dB SPL
1/3 Octave Equivalent input noise, w/o Noise reduction	1600 Hz	9	dB SPL
Frequency range		100-9060	Hz
Expected operating time *		30	Hours

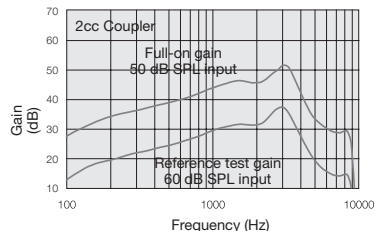
*Expected operating time of the rechargeable battery depends on active features, the use of wireless accessories, hearing loss, battery age and sound environment.

Data in accordance with ANSI S3.22-2014, IEC 60118-0:2015

MAXIMUM OUTPUT (OSPL 90)



FULL-ON AND REFERENCE TEST GAIN

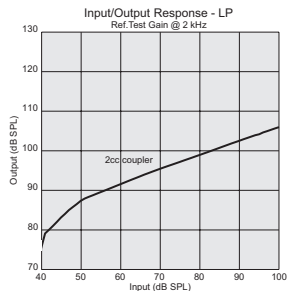


RIE - LP receiver (US Only)

Additional technical data

Latency, mid frequency delay (2 kHz)	5.1	ms
Battery current drain, LP (Battery type Rechargeable)	0.5	mA
Attack/release time (2 kHz syllabic)	12 / 70	ms

Input/Output response, measured in a 2cc coupler at the reference test gain @ 2 KHz



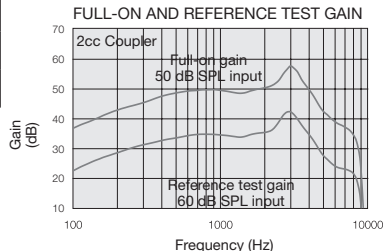
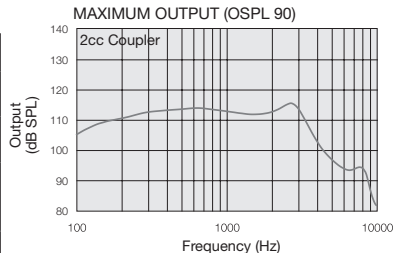
RIE - MP receiver

Models: AMZ1763-DRWC, AMZ963-DRWC, AMZ663-DRWC

Reference test gain (60 dB SPL input)	HFA	36	dB
Full-on gain (50 dB SPL input)	Max. HFA	58 50	dB
Maximum output (90 dB SPL input)	Max. HFA	116 113	dB SPL
Total harmonic distortion	500 Hz 800 Hz 1600 Hz	0.3 0.4 0.7	%
Equivalent input noise, w/o Noise reduction		24	dB SPL
1/3 Octave Equivalent input noise, w/o Noise reduction	1600 Hz	11	dB SPL
Frequency range		100-9000	Hz
Expected operating time*		30	Hours

*Expected operating time of the rechargeable battery depends on active features, the use of wireless accessories, hearing loss, battery age and sound environment.

Data in accordance with ANSI S3.22-2014, IEC 60118-0:2015

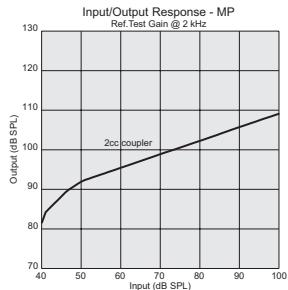


RIE - MP receiver (US Only)

Additional technical data

Latency, mid frequency delay (2 kHz)	5.1	ms
Battery current drain, MP (Battery type Rechargeable)	0.5	mA
Attack/release time (2 kHz syllabic)	12 / 70	ms

Input/Output response, measured in a 2cc coupler at the reference test gain @ 2 KHz



RIE - HP receiver

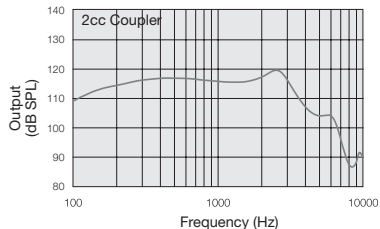
Models: AMZ1763-DRWC, AMZ963-DRWC, AMZ663-DRWC

Reference test gain (60 dB SPL input)	HFA	40	dB
Full-on gain (50 dB SPL input)	Max. HFA	65 57	dB
Maximum output (90 dB SPL input)	Max. HFA	120 117	dB SPL
Total harmonic distortion	500 Hz 800 Hz 1600 Hz	0.3 0.7 0.5	%
Equivalent input noise, w/o Noise reduction		22	dB SPL
1/3 Octave Equivalent input noise, w/o Noise reduction	1600 Hz	10	dB SPL
Frequency range IEC 60118-0: 2015		100-6750	Hz
Expected operating time*		30	Hours

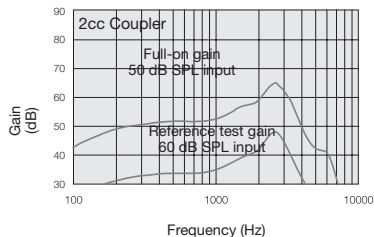
*Expected operating time of the rechargeable battery depends on active features, the use of wireless accessories, hearing loss, battery age and sound environment.

Data in accordance with ANSI S3.22-2014, IEC 60118-0:2015

MAXIMUM OUTPUT (OSPL 90)



FULL-ON AND REFERENCE TEST GAIN

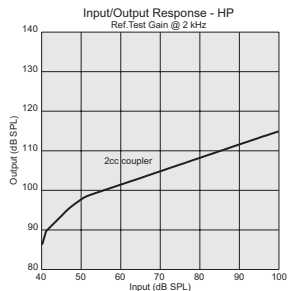


RIE - HP receiver (US Only)

Additional technical data

Latency, mid frequency delay (2 kHz)	5.1	ms
Battery current drain, HP (Battery type Rechargeable)	0.5	mA
Attack/release time (2 kHz syllabic)	12 / 70	ms

Input/Output response, measured in a 2cc coupler at the reference test gain @ 2 KHz



RIE - UP receiver

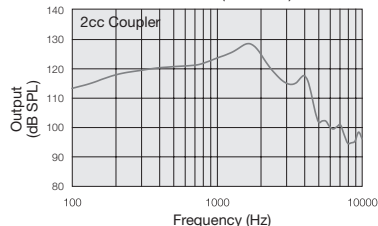
Models: AMZ1763-DRWC, AMZ963-DRWC, AMZ663-DRWC

Reference test gain (60 dB SPL input)	HFA	47	dB
Full-on gain (50 dB SPL input)	Max. HFA	75 65	dB
Maximum output (90 dB SPL input)	Max. HFA	128 124	dB SPL
Total harmonic distortion	500 Hz 800 Hz 1600 Hz	1.0 1.6 0.1	%
Equivalent input noise, w/o Noise reduction		21	dB SPL
1/3 Octave Equivalent input noise, w/o Noise reduction	1600 Hz	9	dB SPL
Frequency range IEC 60118-0: 2015		100-4920	Hz
Expected operating time*		30	Hours

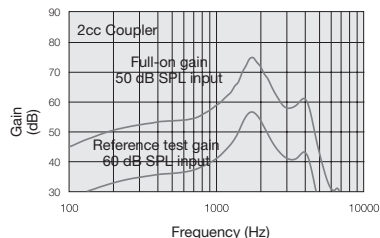
*Expected operating time of the rechargeable battery depends on active features, the use of wireless accessories, hearing loss, battery age and sound environment.

Data in accordance with ANSI S3.22-2014, IEC 60118-0:2015

MAXIMUM OUTPUT (OSPL 90)



FULL-ON AND REFERENCE TEST GAIN

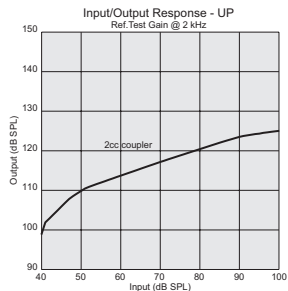


RIE - UP receiver (US Only)

Additional technical data

Latency, mid frequency delay (2 kHz)	5.1	ms
Battery current drain, UP (Battery type Rechargeable)	0.5	mA
Attack/release time (2 kHz syllabic)	12 / 70	ms

Input/Output response, measured in a 2cc coupler at the reference test gain @ 2 KHz



24 Troubleshooting guide

SYMPTOM	CAUSE
Feedback, "whistling"	Is the earmold or dome correctly inserted in the ear?
	Is the volume very loud?
	Is the receiver wire broken or the earmold clogged?
	Are you holding an object (e.g. a hat, a telephone receiver) close to a hearing aid?
	Is your ear full of wax?
No Sound	Is the hearing aid on?
	Is the hearing aid charged?
	Is the hearing aid charger charged?
	Is the receiver wire broken or the earmold clogged?
	Is your ear full of wax?

POSSIBLE REMEDY
Put it in again.
Reduce it.
Replace or visit your hearing care professional.
Move your hand away to create more space between the hearing aid and the object.
Visit your physician.
Switch it on.
Place the hearing aid in the charger for charging.
Plug the charger into a power outlet and connect the charger cable to the hearing aid charger.
Visit your hearing care professional.
Visit your physician.

SYMPTOM	CAUSE
Sound is distorted, spluttering or weak?	Is the receiver wire broken or the earmold clogged?
	Did your hearing aid get moist?
Battery drains very quickly	Did you leave your hearing aid switched on for long periods?
	Is the hearing aid old?
Hearing aid is not charging	Does the hearing aid sit correctly in the charger?
	Is the hearing aid charger charged?

POSSIBLE REMEDY
Visit your hearing care professional.
Dry the hearing aids with a dry cloth and let them dry out.
Switch off your hearing aid when you are not using them.
Visit your hearing care professional.
Reinsert the hearing aid in the charger.
Plug the charger into a power outlet and connect the charger cable to the hearing aid charger.

24.1 Battery FAQ

How should I prepare a new battery?

Can I damage a battery by incorrect use?

Is it required to remove the hearing aids when fully charged?

Do I need to charge the hearing aids fully before use?

Can I interrupt the charging of the hearing aids and the hearing aid charger?

Should I use up all battery power before charging again?

Why do my hearing aids not turn on automatically, although they have been in the charger for an extended period of time?

Does the battery heat up when charging?

Can I charge at low temperatures?

Can I charge at high temperatures?

No preparation is required in a normal use situation. If required, charge the hearing aids in the charger and follow the battery level indicators on the charger. Alternatively, you can also see the battery level in the smartphone app.
No. The only exceptions would be use of excessive physical force or extreme temperatures.
No. You can, for example, leave your hearing aids in the charger overnight.
No. A partial charging is fine and will not harm the hearing aids or the battery, but a full charge will provide the longest use time.
Yes. A partial charging causes no harm.
No. Regular charging, for example, daily charging (overnight) is considered normal use. The batteries in the hearing aids and charger have no memory effect and can be recharged at any level of depletion.
<p>If you leave your hearing aids in the charger for more than 24 hours, the charger will go into standby mode and turn off the power of the hearing aids.</p> <p>If the charger runs out of battery power during charging of the hearing aids, it will instruct the hearing aids to turn off power to preserve energy.</p> <p>When you retract the hearing aids from the charger, they will not turn on automatically as normally. Press the push button for 5 seconds to turn the hearing aids on manually.</p>
There is a slight temperature increase at the end of the charging process.
If the hearing aid temperature is below 0 °C (32 °F), it will not charge immediately. Charging must take place between 0 °C (32 °F) and 40 °C (104 °F) .
The operating temperature range for the charger and the hearing aids is 0 °C - 40 °C/ 32 °F - 104 °F.

25 Warranties and repairs

Beltone provides a warranty on hearing aids in the event of defects in workmanship or materials, as described in applicable warranty documentation. In its service policy, Beltone pledges to secure functionality at least equivalent to the original hearing aid. As a signatory to the United Nations Global Compact initiative, Beltone is committed to doing this in line with environment-friendly best practices. Hearing aids therefore, at Beltone'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 aids is designated on your warranty card, which is provided by your hearing care professional.

For hearing aids that require service, please contact your hearing care professional for assistance. Beltone hearing aids that malfunction must be repaired by a qualified technician. Do not attempt to open the case of hearing aids, as this will invalidate the warranty.

26 Temperature test, transport, and storage information

Beltone hearing aids are subjected to various tests in temperature and damp heating cycling between -25°C (-13°F) and +70°C (158°F) according to internal and industry standards.

During transport or storage, the temperature should not exceed the limit values of -20°C (-4°F) to +60°C (140°F) and relative humidity of 90% RH, non-condensing (for limited time). An air pressure between 500 hPa and 1,100 hPa is appropriate.

27 Advisories

The Advisories section contains important information which must be fully understood, shared and followed at all times.

Non-compliance may lead to severe personal injuries and/or equipment damages.
Be aware of information marked with the following symbols:



WARNING points out a situation that could lead to serious injuries.



CAUTION indicates a situation that could lead to minor and moderate injuries.



NOTE: Advice and tips on how to handle your hearing aid better.



Equipment includes an RF transmitter



PLEASE ASK YOUR LOCAL HEARING CARE PROFESSIONAL CONCERNING
DISPOSAL OF YOUR HEARING AID AND HEARING AID CHARGER.



Follow instructions for use.



Complies with ACMA requirements.



Legal Manufacturer.



Date of Manufacture.



Unique Device Identifier



By prescription only (US)

Complies with
IMDA Standards
DA105282

Complies with IMDA requirements

28 Acknowledgments

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Manufacturer according to
EU Medical Device Directive
93/42/EEC:



Hearing aids

Beltone A/S
Lautrupbjerg 7
DK-2750 Ballerup
Denmark

Manufacturer according to
EU Medical Device Directive
93/42/EEC and Health Canada:

Hearing aid charger

GN Hearing A/S
Lautrupbjerg 7
DK-2750 Ballerup
Denmark

Manufacturer according
to FDA:

Beltone
8001 E Bloomington Freeway
Bloomington, MN 55420
USA
1-800-BELTONE
beltone.com

Manufacturer according
to Health Canada:

Hearing aids

Beltone Canada
2 East Beaver Creek Road, Building 3
Richmond Hill, ON L4B 2N3
Canada
1-800-387-3744
beltone.ca



Any serious incident that has occurred in relation to the device should be reported to the Legal manufacturer Beltone A/S and the competent authority of the Member State in which the user and/or patient is established.



Any serious incident that has occurred in relation to the device should be reported to the Legal manufacturer GN Hearing A/S and the competent authority of the Member State in which the user and/or patient is established.