

ReSound

ReSound

User Guide

***ReSound X-plore™
Completely-in-the-Canal (CIC)
or Mini Canal (MC)***

*XE10, XE10-P, XE10-B, XE10-BP,
XE20, XE20-P*

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16602811 Rev.A



X-plore™
ReSound

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ReSound X-plore™

Congratulations on the purchase of your new fully digital ReSound hearing instruments!

ReSound's state-of-the-art hearing instrument technology and the customized set-up selected by your hearing healthcare professional will bring outstanding sound quality to your family, social and professional life.

Your ReSound X-plore™ hearing instruments have been adjusted to your individual hearing loss. Please familiarize yourself with the information in this booklet. Proper understanding and use of your new ReSound hearing instruments will allow you to derive maximum hearing benefit.

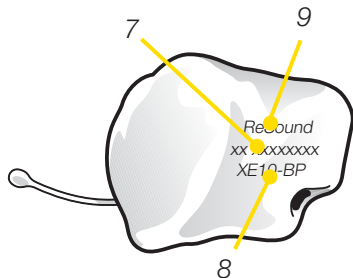
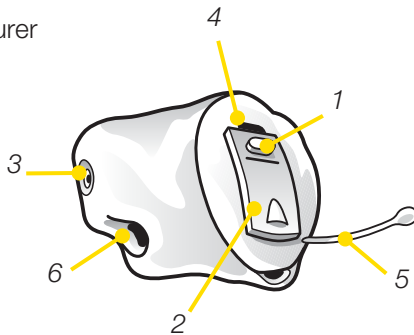
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ReSound X-plore is a trademark of ReSound.

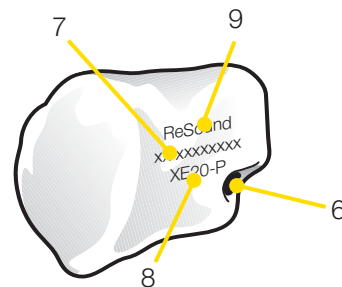
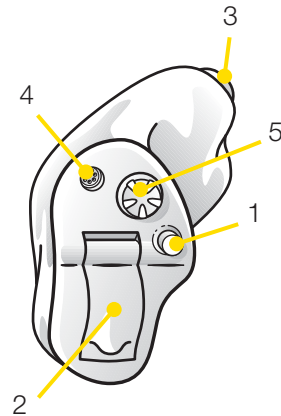
ReSound X-plore Completely-in-the-Canal (CIC) Hearing Instruments

1. Program selector (*XE10-B and XE10-BP only*)
2. Battery compartment and on/off switch
3. Sound outlet
4. Microphone sound inlet
5. Removal cord
6. Air vent
7. Serial number
8. Model
9. Manufacturer



ReSound X-plore Mini Canal (MC) Hearing Instruments

1. Program selector
2. Battery compartment and on/off switch
3. Sound outlet
4. Microphone sound inlet
5. Volume control (*Optional*)
6. Air vent
7. Serial number
8. Model
9. Manufacturer



Adjusting to a World of New Sounds

A hearing loss is typically acquired gradually over many years. You may have become accustomed to an everyday life with fewer sounds, which also means hearing less noise than people with normal hearing.

With your new hearing instruments you will experience many sounds that you may not have heard for years.

- The clock ticking
- Turning pages of the newspaper
- Children's voices
- Whispers and soft speech
- Car noise
- Bird song
- The sound of your own footsteps

It can take several months for your brain to get used to all the “new” sounds around you. Your hearing healthcare professional will advise you how to best adapt to all of these sounds while using your new hearing instruments.

How to Turn Your Hearing Instrument On and Off

Your ReSound X-plore hearing instrument is equipped with an on/off switch integrated into the battery compartment.

1. When the battery compartment is fully closed, the instrument is turned on and Program 1 is activated.
2. To turn the instrument off, open the battery door by using your fingernail. Once the battery door opens, the instrument will be turned off.
3. Whenever you are not using the instrument, remember to turn it off to reduce battery consumption.

Generally, people prefer to turn on the hearing instrument once it is fully inserted in the ear. If you prefer not to have the instrument on while placing it in your ear, your hearing healthcare professional can activate the SmartStart™ function.

SmartStart™

SmartStart™ allows you to insert the instrument into the ear without annoying squealing sounds. It delays the switch-on time by ten seconds after closing the battery door. During this 10 second period you will hear soft beeps.

Inserting the Hearing Instrument

To insert the hearing instrument into your ear:

1. Hold the instrument with your thumb and index finger, either on the sides (as shown) or above and below.
2. Place the sound outlet portion into your ear canal.
3. Insert the instrument into your ear canal with a gentle twisting movement.



Note:

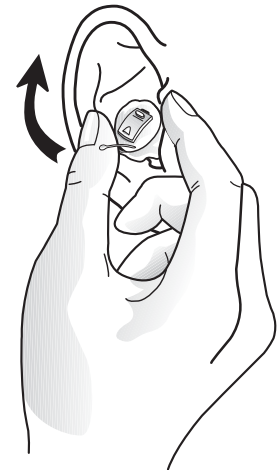
This process can be made easier if you use the other hand to pull back gently on your ear while sliding the instrument into place.

By experimenting, you may find a method that is easier for you. When properly inserted, the instrument should fit comfortably and securely in your ear. It is important that the custom shell fits correctly in your ear. If the hearing instrument irritates your ear in any way and prevents you from wearing your hearing instrument, please contact your hearing healthcare professional to have the custom shell modified. You should never attempt to modify the shape of the custom shell yourself.

Removing the Hearing Instrument

To remove the hearing instrument:

1. Grasp the removal cord with your thumb and index finger and pull outward, or
2. Place your thumb on the bottom and index finger on the top of the instrument. Using a slight corkscrew motion, carefully remove the instrument from your ear.

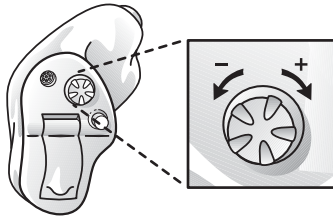


By experimenting, you may find a method that is easier for you. Consult your hearing healthcare professional if you have difficulty removing the hearing instrument.

Volume Control on the Mini Canal (Optional)

If you have a Mini Canal hearing instrument, you may have an optional volume control. When wearing your hearing instrument, you can increase the volume by turning the volume control toward your face and reduce volume by turning it toward the back of your head.

For each volume step, you will hear a beep indicating the change. The loudness of the beeps will increase as you turn the volume up and decrease as you turn it down. If you reach the upper or lower limit of the volume control range, there will be a different type of beep with a lower pitch.



Program Selector

(Standard on XE10-B, XE10-BP, XE20, XE20-P)

Some ReSound X-plore models feature multiple programs. The selection of programs can be changed by your hearing healthcare professional.

1. You can switch between programs by pushing the program selector once.
2. You will then hear one or more beeps. The number of beeps indicates which program you have selected.
3. You can always return to Program 1 by turning your instrument off and then on again, or by placing it in stand-by mode (see the next section) and then returning to its standard mode.

Your Program Environments:

(To be completed together with your hearing healthcare professional)

Program	Description of when to use
1	
2	
3	
4	

Stand-by Mode *(Select models)*

In stand-by mode, your hearing instrument is muted. Because there is a small drain on the battery while in stand-by mode, this is not equivalent to turning the instrument off.

To put your instrument in stand-by mode, press and hold the program selector for five seconds. You will hear a series of beeps and stand-by mode will be activated. To return to standard mode, press the program selector once. Always allow at least five seconds before reactivating the hearing instrument once stand-by mode has been engaged.

Telephone Use

You can use the telephone with your hearing instruments. Using the telephone while using your hearing instruments may require some practice.

On occasion, you may notice a whistling (feedback) when the telephone is held close to the hearing instrument. To reduce the potential for this problem, your hearing instrument is equipped with an adaptive

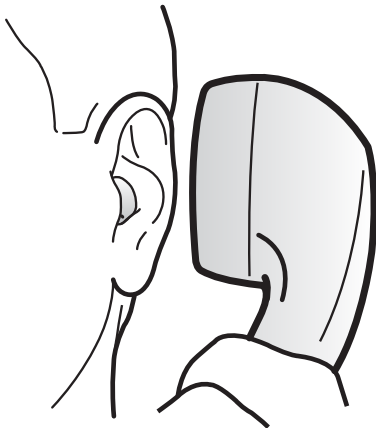
digital feedback suppression system which greatly reduces the chance of feedback in this scenario. Hold the phone close to the hearing instrument as shown in the accompanying illustration, but not directly on it. If there is feedback, it may take a few seconds for the instrument to adapt.

Cellular Phone

If you use a cellular phone you may experience a buzzing or clicking noise. This is caused by a strong signal generated by the cellular phone. Consult with your hearing healthcare professional to see if there are options to improve the sound quality.

Low Battery Warning

A low battery warning is automatically triggered whenever the battery voltage/power drops below a critical level. When this happens, the hearing instrument will emit soft beeps. These beeps will continue every five minutes until the instrument automatically switches off. The beeps can vary when using different battery brands. We recommend that you keep spare batteries on hand.

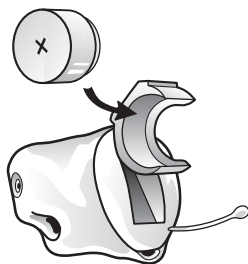


Changing the Battery

The batteries for the hearing instrument are quite small, which may cause difficulty in seeing the battery and battery door markings. A magnifying glass and good lighting may be helpful.

Open the battery compartment completely using your fingernail, as described earlier. After removing the old battery, insert the new one with the “+” (flat) side facing the “+” on the battery door.

It should fit in like a puzzle piece. The battery door should close very easily. Never use force to close the door as this may damage your hearing instrument.



Always use a size 10A battery. Please note that a weak battery will affect the performance of your hearing instrument. Removing the battery when you are not wearing the instrument will help prevent corrosion of the battery contacts and reduce battery consumption.

Battery Warning Information

Batteries contain dangerous substances and should be disposed of carefully in the interest of your safety and for the environment.

- Do NOT attempt to recharge batteries which are not specifically designated rechargeable as they may leak or explode.
- Do NOT attempt to dispose of batteries by burning them.
- Keep batteries away from small children, mentally challenged persons and pets.
- Do NOT place batteries in your mouth. If swallowed, see a physician immediately or call the National Button Battery Hotline collect at (202) 625-3333.

Daily Maintenance

Keep your hearing instrument clean and dry. Wipe the case with a soft cloth or tissue after use to remove debris or moisture.

If your instrument has been exposed to high humidity or perspiration, enclose it in a drying unit or a sealed container together with a drying agent (desiccant) overnight. Consult your hearing healthcare professional concerning which drying options are available for your use.

To avoid the need for unwarranted repairs:

- Never immerse your instrument in water or other liquids since this may cause permanent damage to the circuitry.
- Protect your hearing instrument from rough handling, and avoid dropping it on hard surfaces such as floors.
- Do not leave your instrument in or near direct heat or sunlight since excessive heat can damage the instrument or deform the casing.

Maintaining the Microphone Sound Inlet

For proper function of the microphone, it is important to clean the sound inlet to remove dust or other sound disturbing debris. The soft brush, provided with your hearing instrument, can be used for this purpose. Your hearing healthcare professional can instruct you on how to properly use this tool.

Maintaining the Sound Outlet

Your ReSound X-plore hearing instrument may be equipped with a sound outlet filter (consult your hearing healthcare professional). This filter is located at the end of the sound outlet and prevents debris from getting into the hearing instrument. If the hearing instrument seems to have lost power and changing the battery does not help, the filter may be blocked and needs to be changed. Your hearing healthcare professional can instruct you on how to change the filter.

If your hearing instrument does not have a filter, earwax and/or other debris may collect in the sound channel. The cleaning loop, provided with your hearing instrument, can easily be used to remove this material. Your hearing healthcare professional can instruct you on how to properly use this tool. When using this tool, be careful not to damage or pull the tubing placed at the opening of the sound outlet. If this is pulled out, the hearing instrument will need to be returned for repair.

General Precautions

- Do not leave your hearing instrument in the sun, near an open fire or in a hot, parked car.
- Do not wear your instrument while showering, swimming, in heavy rain or in a moist atmosphere such as a steam bath or sauna.
- Should your hearing instrument become wet or moist, use the drying kit that your hearing healthcare professional has recommended. Do not place the hearing instrument in a very warm place to remove moisture (for example, the oven) or use a hair dryer. Excessive direct or indirect heat can damage the instrument.
- Remove your hearing instrument when applying such things as cosmetics, perfume, aftershave, hair spray, and suntan lotion. These might get into the instrument and cause damage.

General Warnings

- Consult your hearing healthcare professional if you discover a foreign object in your ear canal, you experience skin irritation or excessive earwax accumulates with the use of the hearing instrument.
- Different types of radiation, for example, from NMR, MRI or CT scanners, may damage the hearing instrument. Therefore, do not wear the hearing instrument during these or other corresponding scanning procedures. Other types of radiation (burglar alarms, room surveillance systems, radio equipment, mobile telephones, etc.) contain less energy and will not damage the hearing instrument. They could, however, momentarily affect the sound quality or create strange sounds from the hearing instruments.
- Do not wear the hearing instrument in mines or other explosive areas, unless those areas are certified for hearing instrument use.
- Keep the instruments away from children under the age of three. Hearing instruments contain small parts that may present a choking hazard.

Important Notice for Prospective Hearing Aid Users

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists, or otorhinolaryngologists. The purpose of the medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

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

The use of a hearing aid is only part of hearing rehabilitation and may need to be supplemented by auditory training and instructions in lipreading. Consistent use of the aid is recommended. In most cases, infrequent use does not permit you to attain full benefit from it.

Children with Hearing Loss

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

Warning to Hearing Aid Dispensers

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser 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:

- (i) Visible congenital or traumatic deformity of the ear.
- (ii) History of active drainage from the ear within the previous 90 days.
- (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days.
- (iv) Acute or chronic dizziness.
- (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days.

- (vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 Hertz (Hz), 1,000 Hz and 2,000 Hz.
- (vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- (viii) Pain or discomfort in the ear.

Technical Data

*Maximum Output
(2cc Coupler / ANSI S3.22-2003)*

XE10	108 dB SPL <i>(Typical)</i>
XE10-P	113 dB SPL <i>(Typical)</i>
XE10-B	108 dB SPL <i>(Typical)</i>
XE10-BP	114 dB SPL <i>(Typical)</i>
XE20	108 dB SPL <i>(Typical)</i>
XE20-P	113 dB SPL <i>(Typical)</i>

Troubleshooting Guide

SYMPTOM	CAUSE	POSSIBLE REMEDY
No Sound	<ul style="list-style-type: none"> • Not turned on • Battery low/dead • Battery improperly inserted • Blocked sound inlet or outlet • Blocked earwax/cerumen filter 	<ul style="list-style-type: none"> • Turn on by closing the battery door • Replace battery • Insert battery properly • Clean sound inlet or outlet • Change earwax/cerumen filter
Not loud enough	<ul style="list-style-type: none"> • Battery low • Instrument loose • Blocked sound inlet or outlet • Blocked earwax/cerumen filter • Change in hearing • Excessive earwax • Volume set too low 	<ul style="list-style-type: none"> • Replace battery • Reinsert carefully • Clean sound inlet or outlet • Change earwax/cerumen filter • Consult your hearing healthcare professional • Consult your hearing healthcare professional • Adjust the volume control and/or consult your hearing healthcare professional
Whistles	<ul style="list-style-type: none"> • Instrument improperly inserted • Poorly fitting instrument • Build-up of earwax 	<ul style="list-style-type: none"> • Remove and reinsert • Consult your hearing healthcare professional • Consult your hearing healthcare professional
Sound not clear or distorted	<ul style="list-style-type: none"> • Battery low • Poorly fitting instrument • Hearing instrument damaged • Hearing instrument settings not optimal 	<ul style="list-style-type: none"> • Replace battery • Consult your hearing healthcare professional • Consult your hearing healthcare professional • Consult your hearing healthcare professional

If there are any other problems not mentioned in this guide, please contact your hearing healthcare professional.

Warranty and Repairs

ReSound grants you a comprehensive warranty on your hearing instrument from the date of original purchase. We will repair or replace the hearing instrument, at our discretion, when examination during the warranty period proves it to be defective in workmanship or materials.

For repair or replacement, return the hearing instrument to your hearing instrument dispenser first. If this is not possible, send the instrument to ReSound North America, 8001 Bloomington Freeway, Bloomington, Minnesota 55420, or any other authorized service center. Proof of purchase may be required. Do not attempt to open the case of the hearing instrument since this will invalidate the warranty. Instruments not purchased from an authorized dispenser are not covered by this or any other warranty. This limited warranty does not apply to products damaged because of misuse, abuse, normal wear and tear, or repairs attempted or made by other than ReSound or an authorized service center.

The warranty period for your hearing instrument is designated on your warranty card, which is provided by your hearing instrument dispenser.