ReSound GN

User guide

ReSound Remote Control

GN Making Life Sound Better

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Your remote control

Introduction

Thank you for choosing our products. We hope this remote control will make it easier and more pleasant for you to use your hearing aids.

This user guide contains instructions on how to use the remote control. For information on how to use your hearing aids, consult the user guide for your hearing aids.

Intended purpose

The ReSound Remote Control is intended to be a wireless remote control for wireless ReSound hearing aids. The remote control can adjust the hearing aid in accordance with the settings selected by the hearing care professional.

Target group/user profile: The remote control is intended to be used by lay persons.

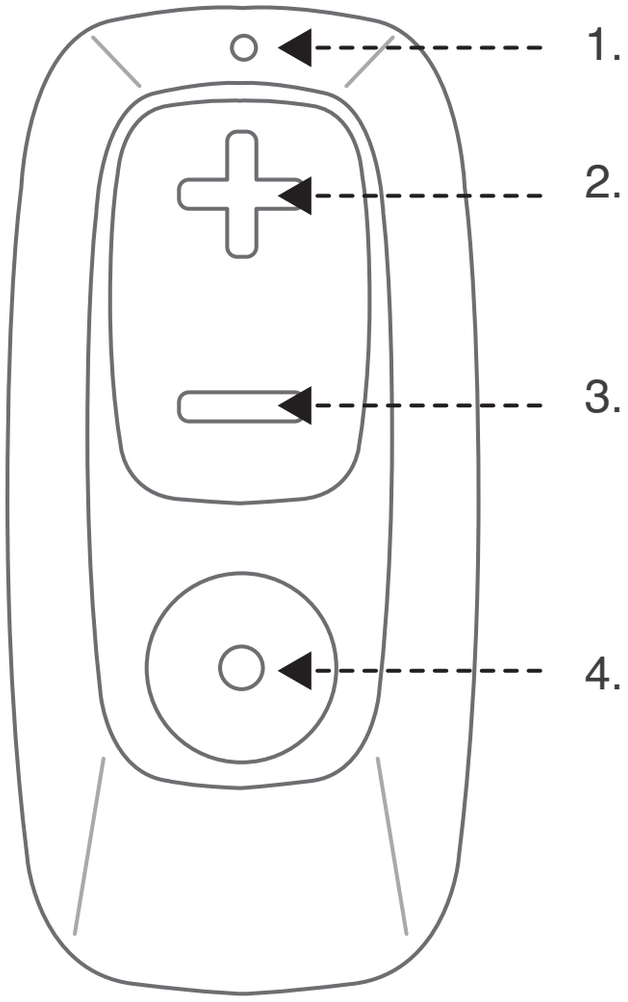
Therapeutic indications: The accessory has no therapeutic indications in itself.

Contra-indications: No known contra-indications.

Your remote control

Seen from the front:

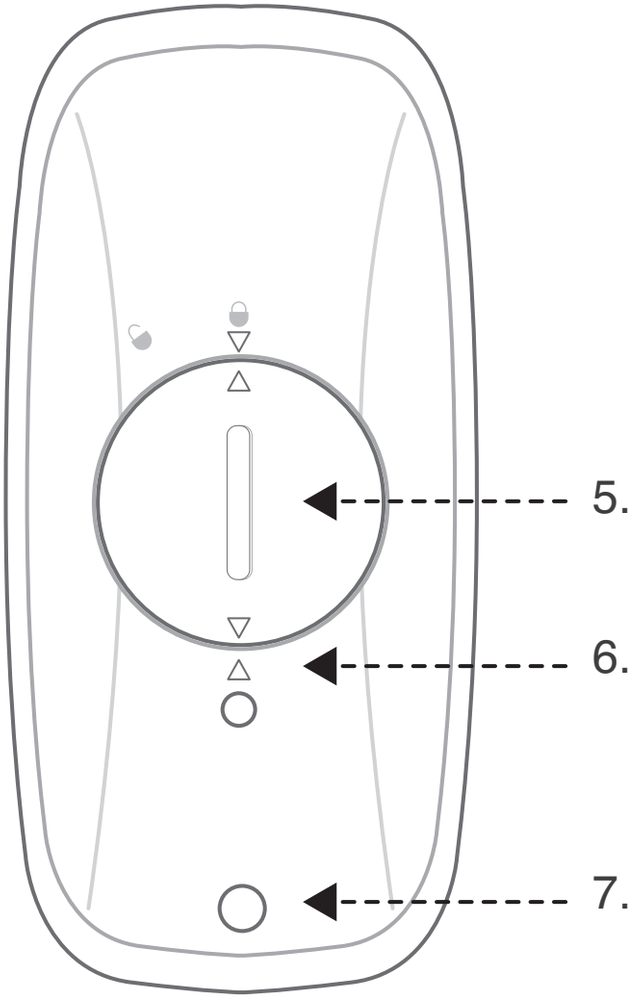
1. Button press indicator
2. Volume up button
3. Volume down button
4. Program selection button



Seen from behind:

5. Battery compartment
6. Pinhole button for pairing
7. Hole for key ring

NOTE: The small symbols help you ensure that the battery compartment cover is safely closed.

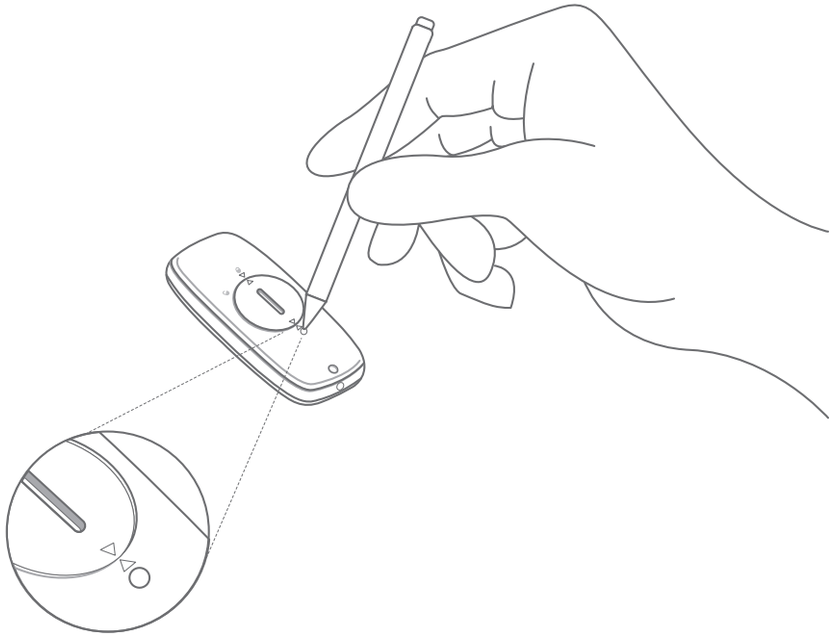


How to use your remote control

Pair your remote control with your hearing aids

Before you can start using your remote control, you need to pair it with your hearing aids. Just follow this simple procedure:

1. Press the pin hole button on the back of the remote control using a pointy object. After pressing the pinhole button, your remote control will remain in pairing mode for 20 seconds.



2. Turn your hearing aids off and then on again, and keep them close to the remote control.

3. Once the pairing is done, you will hear a sound indicator on your hearing aids.

4. Your remote control is now ready for use.

NOTE: Your hearing care professional may have paired the remote control for you.

WARNING: Contact your hearing care professional if you experience skin irritation while using your remote control.

NOTE: Only connect the remote control to connections for which it is explicitly intended.

Visual indicators

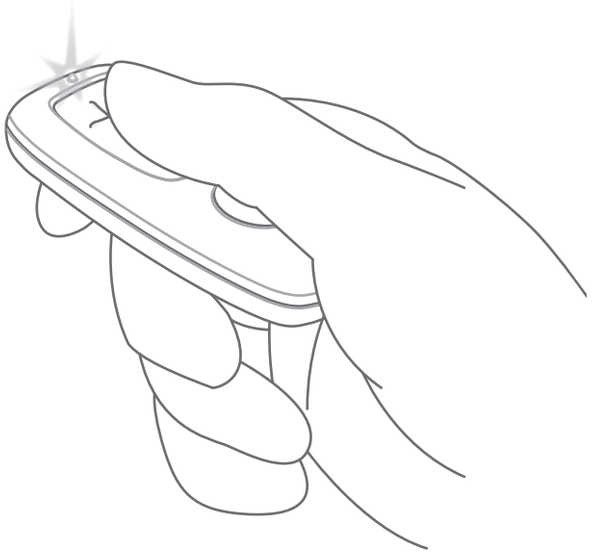
The button press indicator on your remote control will light up every time you press the volume or program button.

When the remote control is in pairing mode, the button press indicator will blink every two seconds.

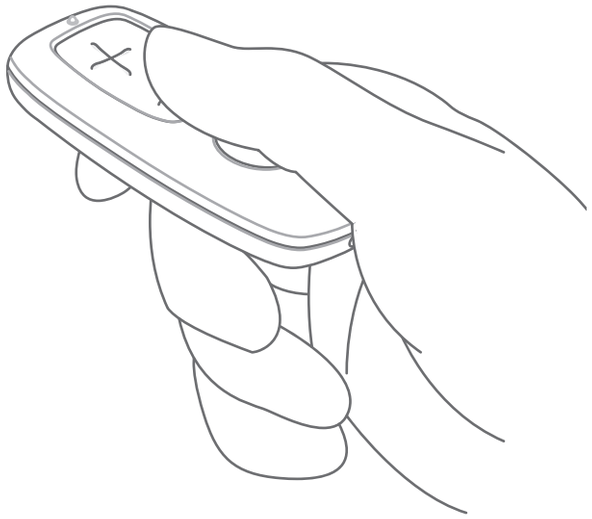
Adjust the volume in your hearing aids

Your hearing aids adjust the sound automatically, but sometimes you may want to adjust it manually. If this is the case, follow these simple steps:

1. Press the upper part of the volume control (+) to increase the volume.



2. Press the lower part of the volume control (-) to reduce the volume.

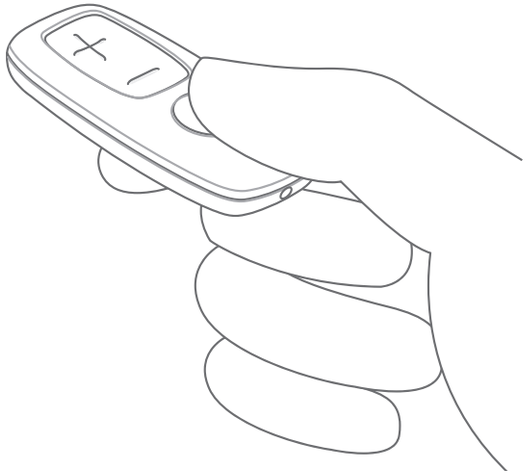


NOTE: Your hearing aids will return to your default volume setting when you turn them off and on again, or if you change programs.

NOTE: You can also mute your hearing aids by pushing the volume down button (-) for more than one second. To unmute again, simply press any button.

Change programs in your hearing aids

1. Press the program button to change programs.

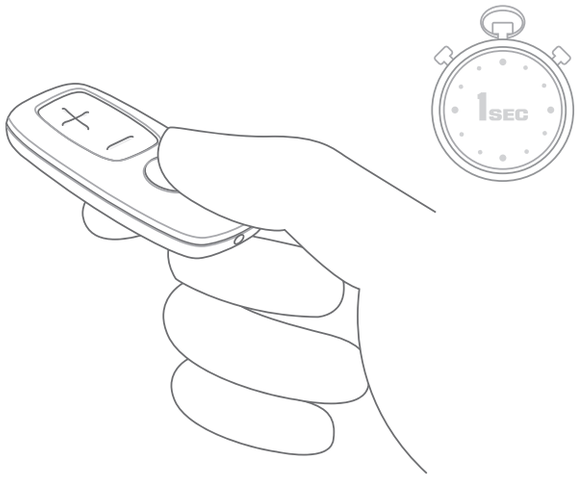


NOTE: Your hearing aids will return to your default listening program when you turn them off and on again.

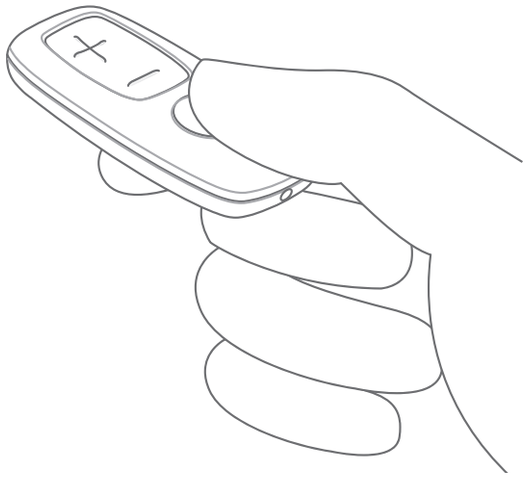
Start streaming sound to your hearing aids

You can also stream sound directly to your hearing aids if your hearing care professional has made a streaming program available for you. To activate your streaming program:

1. Press the program button and keep it pressed for at least **one** second or until you hear a sound indicator. Your hearing aids will now start streaming sound from your wireless accessory.



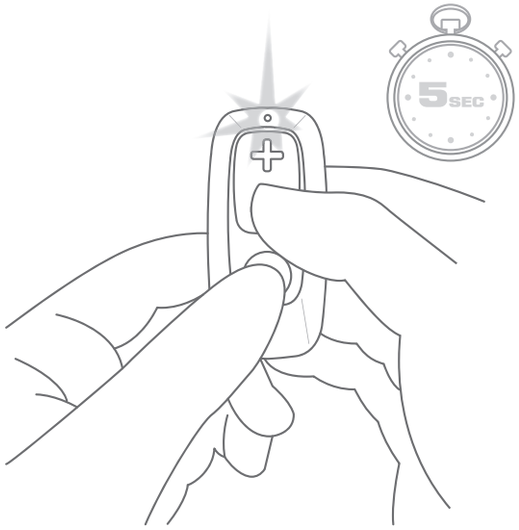
2. To return to the listening program you were using before, just tap the program button.



Lock your remote control

You can lock your remote control to avoid unwanted operation e.g. while carrying it in your pocket.

1. Press the program and volume down (-) buttons at the same time, and keep them pressed for **five** seconds. The button press indicator on top of the remote control will flash three times.



2. To unlock your remote control, repeat step one. When unlocking, the button press indicator will only flash once.

NOTE: The button press indicator will flash three times every time you press any button on the remote while it is locked, but there will be no change in volume level or program choice.

How to replace the battery

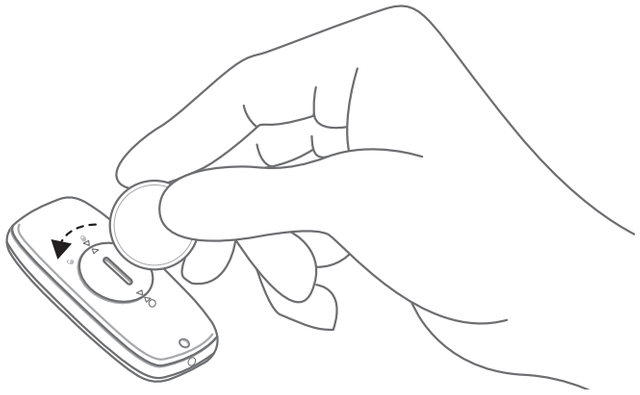
The battery

Use a **button cell CR2032** battery for your remote control.

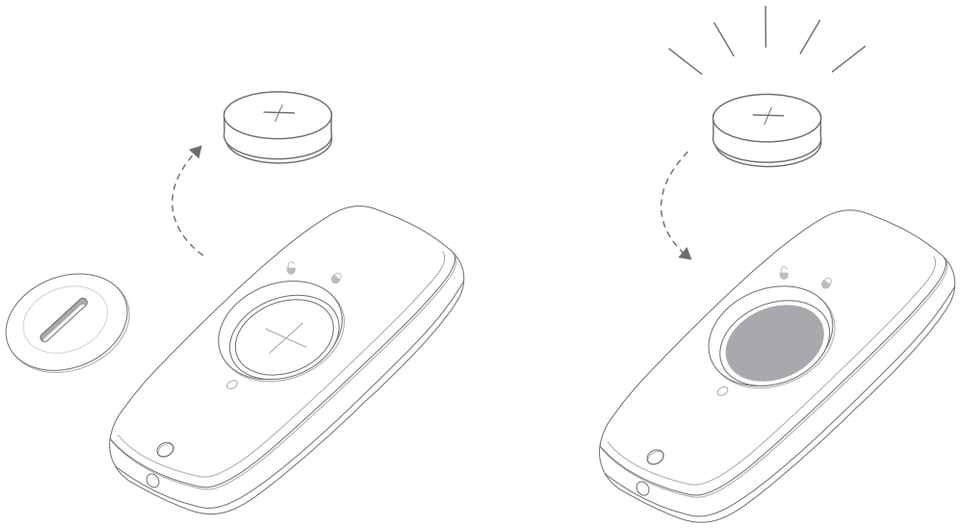
Replace the battery

NOTE: Always use new batteries recommended to you by your hearing care professional.

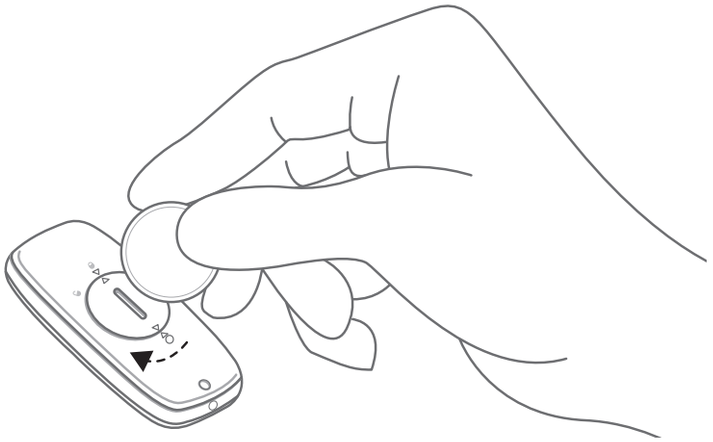
1. Turn the battery compartment cover counterclockwise using a coin to open it.



2. Place the battery as shown in the illustration. Make sure that the + sign faces upwards.



3. Replace the battery compartment cover and turn it clockwise using a coin to close it. Check that the battery compartment cover lies level with the rest of the remote control and the arrows line up.Your remote control is now ready for use.

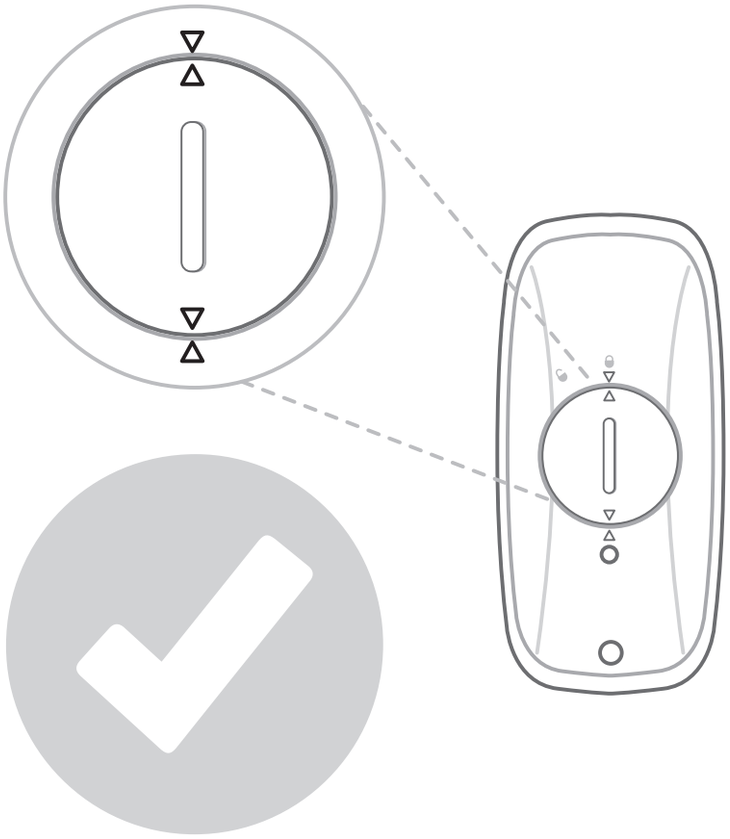


NOTE: When you close the battery compartment cover, make sure that the arrows on the battery compartment cover point towards the small arrows on the housing- otherwise it will not be safely closed.

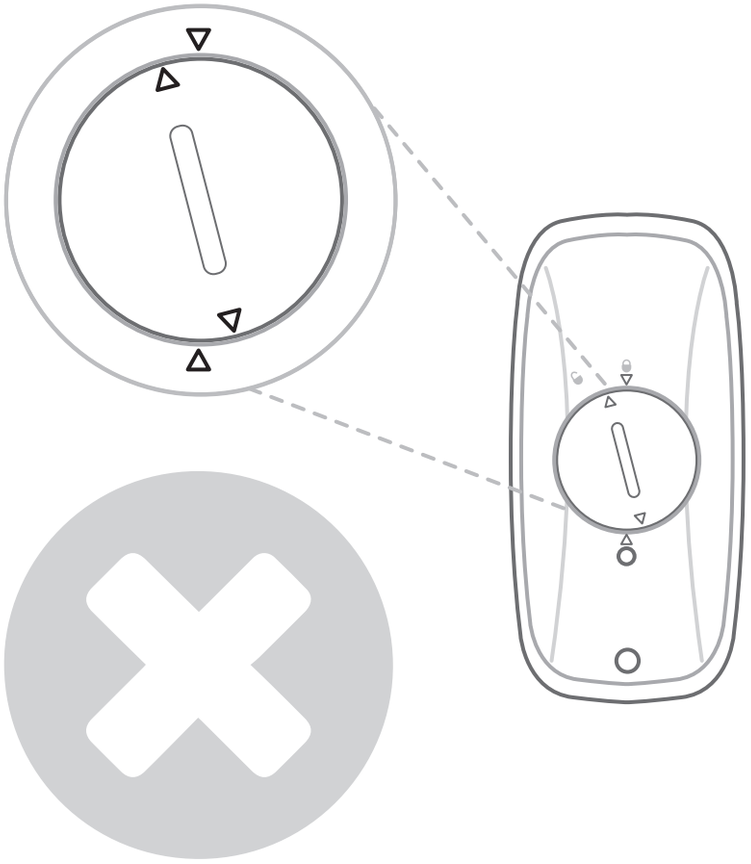
NOTE: If you are not sure that the battery compartment is safely closed, ask your hearing care professional for help.

How to check that the battery compartment is safely closed

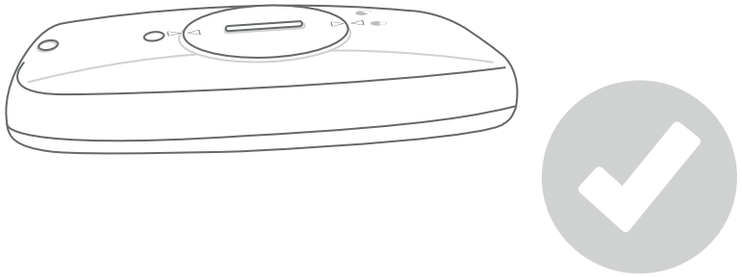
Check the small arrows to see if your battery compartment is safely closed. They should look like this:



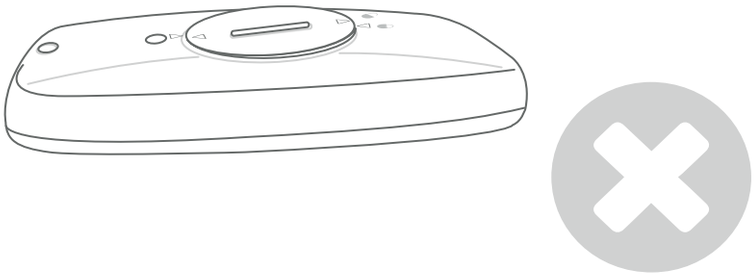
This battery compartment is **not** safely closed - the small arrows are not properly aligned:



Hold your remote control sideways and check that the cover lies level with the rest of the housing.



If the battery compartment cover does not lie level, it is not safely closed.



⚠ Battery warnings

Your remote control is powered by a button cell battery. Read this safety information carefully before you start using your remote control:

1. Batteries can be dangerous for your health if they are swallowed:
   - Never put batteries in your mouth, because button cell batteries can cause chemical burns.
   - Keep used and new batteries away from children, mentally disabled people and pets.
2. If you suspect that a battery has been swallowed, contact a doctor or hospital immediately. If swallowed, this type of battery can cause severe internal burns in as little as two hours, which can be fatal.
3. Batteries can leak – therefore you must remove the battery from the remote control if you are not going to use it for a long time.
4. Batteries are harmful for the environment. Therefore, never try to burn them – dispose of your used batteries according to your country's regulations or return them to your hearing care professional.
5. Keep the battery compartment cover away from children, mentally disabled people and pets, as it can be dangerous if they swallow it.
6. If you cannot close the battery compartment safely and securely, stop using the remote control and keep it away from children and pets.

7. Never recharge button cell batteries, as they can leak or explode.

Cleaning and maintenance

How to clean your remote control

1. Clean the remote control using a dry cloth. Never use household cleaning products (washing powder, soap, etc.), or alcohol to clean the device.
2. Always keep your remote control over a soft surface when cleaning it and changing batteries. This way you can avoid dropping it on the floor.
3. Protect your remote control from excessive moisture (bathing, swimming) and heat (radiator, car dashboard).
4. Protect the remote control against excessive shock and vibration.

WARNING: Never use water or any other liquid to clean your remote control, as this can damage it.

NOTE: Consult your hearing care professional if you need information on how to dispose of your remote control.

Troubleshooting

Issue	Potential cause	Potential solution
Button press indicator does not light up when pressing any button	The battery is dead	Change the battery
	The battery is not placed correctly	Place it correctly
	The remote control is busy communicating with the hearing aids	Wait a few seconds before pressing again
Button press indicator lights up when pressing any button but there is no volume adjustment or program change	The remote control is out of range, e.g. in your pocket	Move the remote control closer to you and try again after a few seconds

Warnings

⚠ General warnings

1. Never expose your remote control to extreme heat or high humidity.
2. Do not use your remote control while driving.
3. Do not use in areas where there are explosive hazards or where there is a danger of ignition of flammable gasses.
4. X-ray radiation (e.g. CT scans, MRI scans) may adversely affect the correct functioning of this device. We recommend that you switch the device OFF before undergoing X-ray procedures and keep it outside the room.
5. Keep this remote control away from children under 3 years.
6. Keep your remote control away from operating machinery.
7. If the product overheats, if the product has been dropped or damaged, if the product has a damaged cord or plug, or if the product has been dropped in a liquid, discontinue use and contact your hearing care professional.
8. Avoid exposing your product to rain, moisture or other liquids to protect against damage to the product or injury to you.

9. Your remote control 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 remote control away from the affected electronic device.
10. The remote control may be interfered with by other equipment. When using your remote control, and it is affected by electromagnetic interference, move away from the source.

⚠ General precautions

1. When boarding a flight or entering an area where RF transmitters are prohibited, deactivate wireless functionality. See your hearing aids' user guide for information on how to set your hearing aids in flight mode, because this will deactivate wireless transmission in both hearing aids and remote control.
2. If the hearing aids do not respond to the device because of an unusual field disturbance, move away from the disturbing field.
3. Do not use this device in locations where it is forbidden to use electronic devices.
4. Your hearing aids and this device were given a unique communication code during the fitting. This ensures that the device will not affect hearing aids worn by others.
5. High-powered electronic equipment, larger electronic installations and metallic structures may significantly reduce the operating range.

6. Opening or modifying the remote control might damage it. If problems occur which cannot be resolved by following the remedy guidelines in the troubleshooting section of this user guide, consult your hearing care professional.
7. The remote control may only be repaired by an authorised service centre.

Regulatory information

Information on temperature, transport and storage

Your remote control is subject to various tests in temperature and damp heating cycling between -20°C and +60°C according to internal and industry standards.

Warranty

Your remote control is covered by a limited warranty issued by the manufacturer for a period of 12 months from the day of the original purchase. Please notice that extended warranties may apply in your country. Please contact your local hearing care professional for more information.

What is covered by the warranty:

Any electrical component, that because of workmanship, manufacturing or design defects fails to function properly under normal use during life of this warranty will be replaced or repaired at no charge for parts or labour when returned to the point of purchase.

If it is determined that repair is not feasible, the entire unit may be replaced with an equivalent unit upon mutual agreement of the hearing care professional and the customer.

What is not covered by this warranty:

Problems arising from improper handling or care, excessive use, accidents, repairs made by an unauthorized party, exposure to corrosive conditions or damage due to foreign objects entering the device are NOT covered by the limited warranty and may void it. The above warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer products. Your hearing care professional may have issued a warranty that goes beyond the clauses of this limited warranty. Consult your hearing care professional for further information.

Europe

This product, Model: RC-3, is in compliance with the following regulatory requirements:

In EU: The device conforms to the General Safety and Performance Requirements according to Annex I of the EU Medical Device Regulation 2017/745 (MDR).

Hereby, GN Hearing A/S declares that the radio equipment type RC-3 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.declarations.resound.com.

For other identified applicable international regulatory requirements in countries outside the EU and US, please refer to the local country requirements for those areas.

NOTE: This device operates in the frequency range of 2.4 GHz – 2.48 GHz. This device includes a RF transmitter that operates in the range of 2.4 GHz – 2.48 GHz.

US and Canada

Model: RC-3: FCC ID: **X26RC-3** , IC: **6941C-RC3**

This device complies with Part 15 of the FCC Rules and ISED Rules. In US: FCC CFR 47 Part 15, subpart C.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules 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 the receiver.
- Connect the equipment into an outlet on a circuit different from that to 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.

Japan

Japanese Radio Law and Japanese Telecommunications Business Law Compliance: This device has been certified 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).

Symbols

Be aware of information marked with the warning symbol:

WARNING: Points out a situation that could lead to serious injuries.

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

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

Equipment includes an RF transmitter.

Follow instructions for use.

Legal manufacturer.

Product is a Type B applied part.

Please ask your local hearing care professional concerning disposal of your hearing aids and accessories.

NOTE: Country-specific regulations may apply.

Complies with ACMA requirements.

Complies with
IMDA Standards
DA108167

Technical specifications

Operating range:	Up to 3 metres
Wireless technology:	2.4 GHz
Operating temperature:	0-55° C
Nominal RF output power transmitted:	4 dBm

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Manufacturer according to
EU Medical Device
Regulation 2017/745:

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resound.com

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 EU Member State in which the user and/or patient is established.

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