

Made for iPhone<sup>®</sup> RIC and BTE  
(Receiver-In-Canal)  
(Behind-The-Ear)



OPERATIONS MANUAL

## Overview

RIC 13 Overview .....	4
BTE 13 Overview .....	6

## Preparation

Batteries/Battery Indicators .....	8–13
RIC 13 Insertion and Removal .....	14
BTE 13 Insertion and Removal .....	16
Instant Fit Earbud or Custom Eartip for BTE .....	18

## Operation

On & Off .....	21
Adjusting Your Hearing System .....	21
Pairing with an iOS Device .....	22
Telephone Use .....	27

## Hearing System Care

Instrument Care .....	28
Hear Clear Receiver Wax Guards .....	29
Standard Tubing/Thin Tubing .....	30–33
Service and Repair .....	33
Troubleshooting Guide .....	34

## Tips for Better Communication

## Safety Information

## FDA Information

## FCC Information

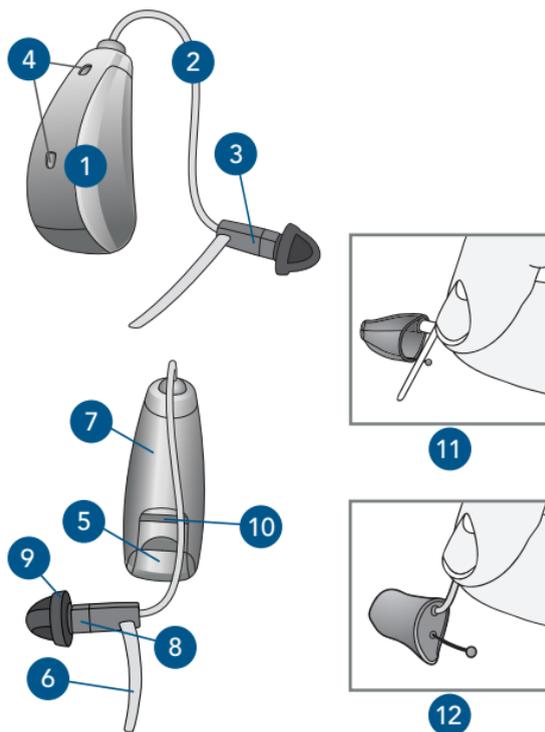
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Made for iPhone RIC and BTE, and TruLink are compatible with iPhone 6, iPhone 6 Plus, iPhone 5s, iPhone 5c, iPhone 5, iPhone 4s, iPad Air, iPad Air 2, iPad (4th generation), iPad mini with Retina display, iPad mini, iPad mini 3, and iPod touch (5th generation).

## Features, Controls and Identification

### Your RIC hearing system controls include:

1. Hearing Instrument
2. Cable
3. Receiver
4. Microphones
5. Battery Compartment, Location of serial number (inside battery compartment)
6. Retention Lock
7. Location of manufacturer's name and model name
8. Location of left/right side receiver indicator
9. Instant Fit Earbud
10. Location of left/right side device indicator
11. Custom Earmold (optional)
12. RIC Custom Power Earmold (optional)



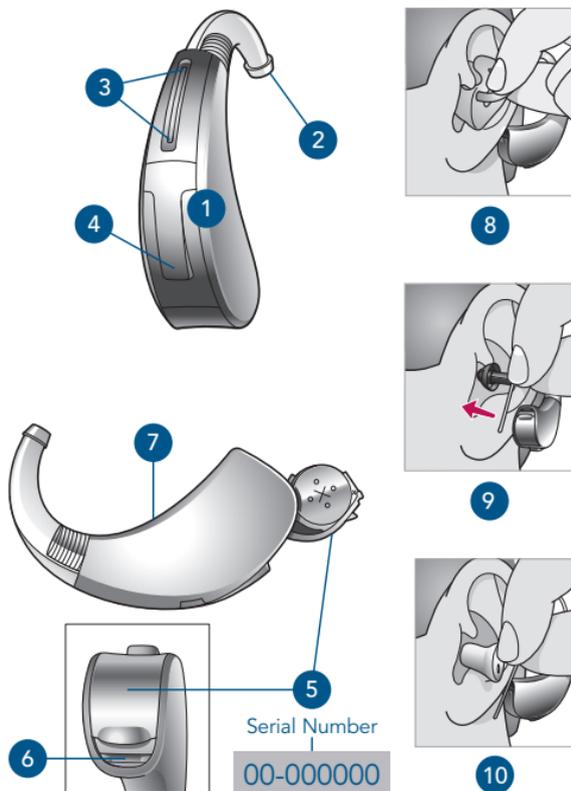
## Features, Controls and Identification

### Your BTE hearing system controls include:

1. Hearing Instrument
2. Earhook
3. Microphones
4. Push Button (memory control)
5. Battery Compartment, Location of serial number (inside battery compartment)
6. Location of left/right side indicator
7. Location of manufacturer's name and model name

### Comfort Fit Solutions:

8. Standard Earmold with tubing
9. Universal thin tube with Instant Fit Earbud
10. Universal thin tube with Custom Eartip



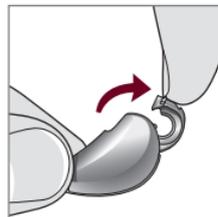
## Batteries

Your hearing system uses a battery as its power source. This battery size can be identified by the orange (13) color code on the packaging.

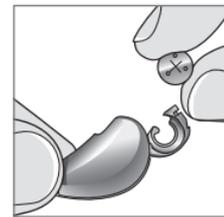
### To insert or replace the battery:

1. Use the nail grip on the battery door.
2. Open the battery door gently and remove the old battery.
3. Remove the tab from the new battery.
4. Line up the battery's "+" sign (flat side of the battery) with the "+" on the battery door.
5. Close the battery door.

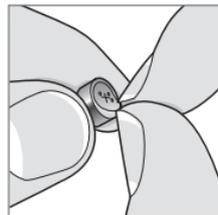
## RIC 13



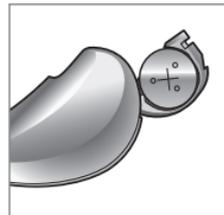
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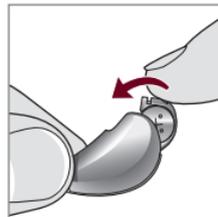
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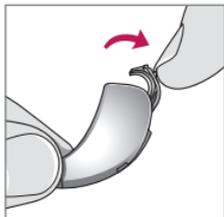
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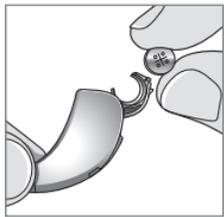
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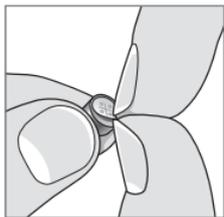
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**BTE 13**

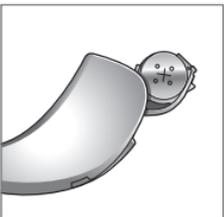
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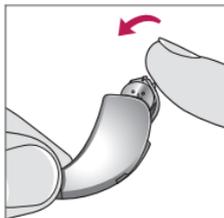
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3



4



5

**Battery Indicators**

An indicator will sound when the battery voltage is low. You have approximately 30 minutes\* to replace the battery. An indicator may also sound just before the battery stops working.

*\*Actual time between low battery indicator and shutdown will vary depending on environmental noise levels and battery brand.*

## Helpful Hints

- **NEVER FORCE THE BATTERY DOOR SHUT. This could result in serious damage. If the door will not close securely, check that the battery is inserted correctly.**
- Do not open the battery door too far or damage is likely to occur.
- Dispose of used batteries immediately in the proper waste or recycling container.
- Batteries vary in size and performance. Your hearing care professional is your best source for lifespan estimates and verification that you are using the proper size and type.

## Warnings

- ⚠ Batteries are dangerous if swallowed. To help prevent the accidental ingestion of batteries:
  - ⚠ Keep out of reach of children and pets
  - ⚠ Check your medications before taking them – batteries have been mistaken for pills
  - ⚠ Never put batteries in your mouth, as they can easily be swallowed
- ⚠ **National Button Battery Ingestion Hotline: 202-625-3333**

## RIC 13 Insertion and Removal

### To insert the earbud or earmold:

1. Hold the cable at the bend in front of the receiver with your thumb and forefinger. Gently insert the receiver into your ear canal (Fig. 1).
2. Wrap the hearing instrument over the top of your ear, carefully placing it behind your ear (Fig. 2).
3. Place the retention lock inside the bowl of your ear (Fig. 3).

### To remove the earbud or earmold:

1. Remove the retention lock from the bowl of your ear.
2. Remove the hearing instrument from behind your ear.
3. Grasp the receiver with your thumb and forefinger. Gently pull out of your ear canal. Do not pull with the hearing instrument case as this may damage the connection.



Figure 1



Figure 2



Figure 3

## BTE 13 Insertion and Removal

### To insert the Custom Earmold:

1. Hold the Custom Earmold with your thumb and forefinger on the outer side near the tubing (Fig. 1).
2. Tilt your hand slightly forward and gently insert the canal tip of the Custom Earmold into your ear canal (Fig. 2).
3. Rotate the Custom Earmold backward (Fig. 2).
4. Softly press the Custom Earmold into place with your fingertip (Fig. 3).
5. Carefully place the BTE behind your ear wrapping the earhook over the top of your ear (Fig. 4).

### To remove the Custom Earmold:

Take the instrument from behind your ear and gently pull the Custom Earmold outward. Pulling lightly down on the earlobe may help loosen the Custom Earmold as it is removed.



Figure 1

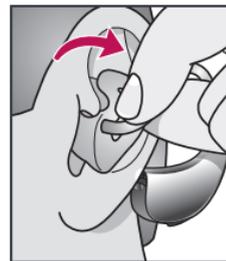


Figure 2

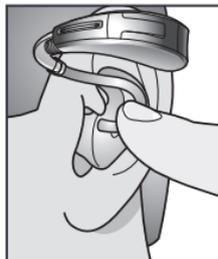


Figure 3



Figure 4

## Instant Fit Earbud or Custom Eartip for BTE 13

### To insert the Instant Fit Earbud or Custom Eartip:

1. Insert the Instant Fit Earbud/Custom Eartip into your ear canal (Fig. 1).
2. Gently wrap the BTE over your ear until it rests securely behind your ear (Fig. 2).
3. Place the lock in the concha bowl of your ear (Fig. 3).

### To remove the Instant Fit Earbud or Custom Eartip:

1. Remove the lock from the concha bowl of your ear.
2. Remove the hearing instrument from behind your ear.
3. Gently grasp the tubing at the opening of the ear canal and pull outward.

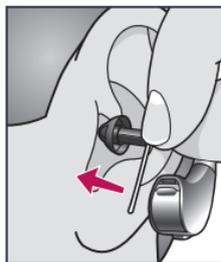


Figure 1

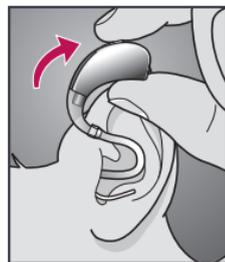


Figure 2

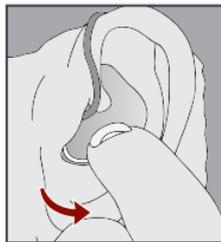


Figure 3

## Helpful Hints

- Minor irritation and inflammation may occur as your ear becomes accustomed to having an object in it; if so, please contact your hearing care professional.
- If an actual allergic reaction occurs, alternative earmold materials are available; contact your hearing care professional.
- Severe swelling, discharge from the ear, excessive wax or other unusual conditions warrant immediate consultation with a physician.

## On & Off

**To turn ON:** Insert a battery and completely close the battery door.

**To turn OFF:** Open the battery door until the battery no longer touches the battery contacts.

Your instrument has a Power-On delay and may require a few seconds to power on. You may hear a tone series indicating that your device is powered on.

## Adjusting Your Hearing System

Your Made for iPhone hearing system and TruLink™ are compatible with iPhone 6, iPhone 6 Plus, iPhone 5s, iPhone 5c, iPhone 5, iPhone 4s, iPad Air, iPad Air 2, iPad (4th generation), iPad mini with Retina display, iPad mini, iPad mini 3 and iPod touch (5th generation).

## To adjust your hearing system with your iOS device:

- Ensure that the iOS device is running iOS 7.1 or higher.
- Download the TruLink Hearing Control app from the App Store<sup>SM</sup> or use the native iOS on your device (see Pairing Your Hearing System to the iOS Device section below).

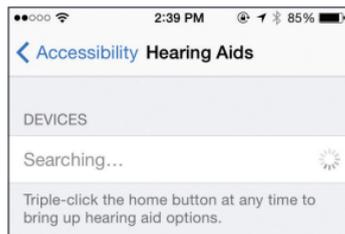
For more detailed information on hearing system functionality with the app, open the app and touch the **i** icon. Detailed instructions are located there.

## Pairing Your Hearing Aids to the iOS Device

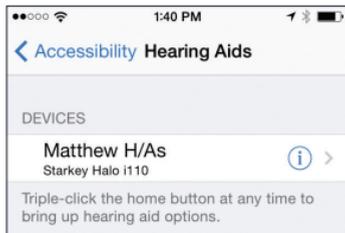
To adjust your hearing aids with your iOS device, you must 'pair' the two together so they can communicate. Please follow the instructions to 'pair' your iOS device and your hearing aids.

**IMPORTANT:** Before completing the following steps, ensure Bluetooth® is enabled on your iOS device. Within the Settings menu, go to **Bluetooth** and toggle to **On**.

1. Locate then tap the **Settings icon**  on your iOS device.
2. Within the Settings menu go to **General > Accessibility > Hearing Aids**.
3. While the iOS device searches for the hearing aids, open and close the battery door on your hearing aids (this puts the hearing aids into 'pairing' mode).

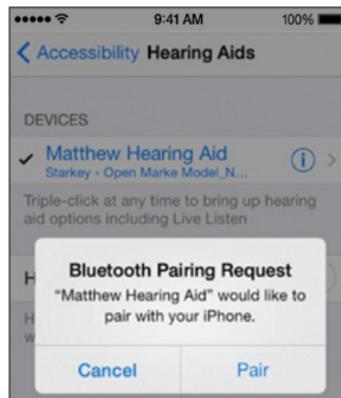


- 4a. If your name does not appear in the "Devices List" within 5-7 seconds, tap **Accessibility** in the upper left corner, then tap **Hearing Aids**.
- 4b. You will see your first name and hearing aid (e.g. "Matt Hearing Aids" or "Matthew H/As" depending on the length of the first name) when the iOS device first discovers the hearing aids.



5. Tap on the **Hearing Aid Name** to connect the hearing aids to the iOS device.

6. You will see two pairing requests (one for each hearing aid). Select **Pair** for each request. These requests may be several seconds apart.



7. Pairing is complete.

You are now ready to use your iOS device to adjust your hearing aids. You can adjust either with the native iOS controls or with the TruLink app.

To access the native iOS hearing aid controls, triple-click the **Home button** on your iOS device. From this screen you can adjust the volume, select memory or use your iOS device as a remote microphone.

Select **Start Live Listen** to stream the iOS device microphone input directly into your hearing aids. Point the iOS device microphone toward the audio source. To minimize background noise and provide the best signal, place the iOS device as close to the source as possible.

**Right Volume/Left Volume** allows you to increase and decrease volume for each hearing aid individually.

**R+L Volume** allows you to adjust both hearing aids simultaneously.

**Normal** indicates the name of a memory setting in the hearing aid. You can select from any memories shown in the list to change the hearing aids to that memory setting.

### Telephone Use

Your hearing instruments are designed to work with iPhone. When the hearing instruments are paired and powered on, incoming phone calls will route automatically to your hearing instruments. When your hearing instruments are not powered on, incoming calls route only to iPhone.

You may be prompted to select between iPhone and the hearing instruments prior to placing an outgoing call, if the hearing instruments are powered on.

## Instrument Care

Do your best to keep your hearing instrument clean at all times. Heat, moisture and foreign substances can result in poor performance.

- Use a cleaning brush or soft cloth to clean debris from around the switches, microphone and battery compartment; inspect the receiver, earbud or eartip, and wax guard regularly.
- Never use water, solvents, cleaning fluids or oil to clean your instrument.

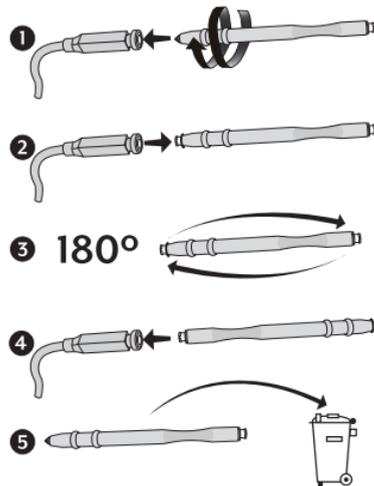
Your hearing care professional can provide further information on additional maintenance procedures for your hearing system if needed.

## Hear Clear™ Receiver Wax Guards

(RIC ONLY)

The Hear Clear earwax protection system uses disposable wax guards. They prevent earwax accumulation in the hearing aid receiver.

### REPLACEMENT STEPS



## Standard Tubing

(BTE ONLY)

1. Separate the Custom Earmold from the BTE by gently pulling the tubing away from the earhook (Fig. 1).

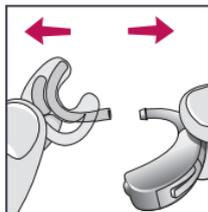


Figure 1

- Use a soft, damp cloth or a cleaning brush to clean debris from the Custom Earmold
- Wash the Custom Earmold with warm soapy water
- Never use solvents

2. Slide the Custom Earmold tubing onto the BTE earhook when completely dry (Fig. 2).

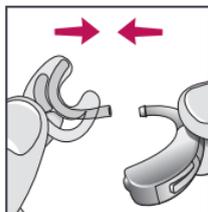


Figure 2

Your hearing care professional can provide further information on additional maintenance procedures for your hearing instrument, if needed.

## Thin Tubing

(BTE ONLY)

1. Unscrew the tubing from the tip of the hearing instrument (Fig. 1).
2. Thread the cleaner through the tubing, starting at the end just removed from the hearing instrument, until it extends from the other end of the tubing.
3. Brush the debris off prior to removing the cleaner.
4. Clean the Earbud/Eartip with a dry cloth or brush.
5. If necessary, the Earbud/Eartip may be washed in warm, soapy water. Remove the Earbud/Eartip from the tubing prior to washing. Allow the Earbud/Eartip to dry overnight.

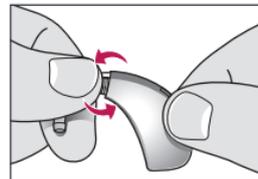


Figure 1

### Helpful Hints

- When not wearing your hearing system, open the battery door to allow any moisture to evaporate.
- (BTE ONLY): Make sure the Custom Earmold/Earbud/Eartip and tubing are completely dry before reconnecting to your hearing instrument earhook.
- When not in use, remove the batteries completely; place your hearing system in the storage container and store:
  - In a dry, safe place
  - Away from direct sunlight or heat to avoid extreme temperatures
  - Where you can easily find them
  - Safely out of reach of pets and children
- Do not take apart your hearing aid or insert the cleaning tools inside them.

### Service and Repair

If, for any reason, your hearing system does not operate properly, do NOT attempt to fix it yourself. Not only are you likely to violate any applicable warranties or insurance, you could easily cause further damage.

Should your hearing system fail or perform poorly, check the guide on the next page for possible solutions. If problems continue, contact your hearing care professional for advice and assistance. Many common problems may be resolved in your hearing care professional's office.

## Troubleshooting Guide

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
Not Loud Enough	Low battery	Replace battery
	Blocked earmold/tubing/earbud	Clean or replace wax guard as needed
	Hearing change	Contact your hearing care professional
	Debris buildup	Clean both microphone and receiver with brush
Inconsistent Performance	Low battery	Replace battery
	Blocked earmold/tubing/earbud	Clean or replace wax guard as needed
Unclear, Distorted Performance	Low battery	Replace battery
	Blocked earmold/tubing/earbud	Clean or replace wax guard as needed
	Defective hearing instrument	Contact your hearing care professional
Dead	Low battery	Replace battery
	Blocked earmold/tubing	Clean or replace wax guard as needed
	Crimped tubing	Contact your hearing care professional

Your hearing care professional will recommend an appropriate schedule to help you adapt to your new hearing system. It will take practice, time and patience for your brain to adapt to the new sounds that your hearing system provides. Hearing is only part of how we share thoughts, ideas and feelings. Reading lips, facial expressions and gestures can help the learning process and add to what amplification alone may miss.

Please review the following simple communication tips:

### For You

- Move closer to and look at the speaker
- Sit face-to-face in a quiet room
- Try different locations to find the best place to listen
- Minimize distractions
- Background noises may be frustrating at first; remember, you have not heard them for a while
- Let others know what you need; keep in mind that people cannot “see” your hearing loss
- Develop realistic expectations of what your hearing instruments can and cannot do
- Better hearing with hearing instruments is a learned skill combining desire, practice and patience

### For Your Family and Friends

Your family and friends are also affected by your hearing loss. Request that they:

- Get your full attention before beginning to speak
- Look at you or sit face-to-face in a quiet room
- Speak clearly and at a normal rate and level; shouting can actually make understanding more difficult
- Rephrase rather than repeat the same words; different words may be easier to understand
- Minimize distractions while speaking

### Safety Information

**INTENDED USE:** An air conduction hearing aid is a wearable sound-amplifying device intended to compensate for impaired hearing. Hearing aids are available in multiple gain/output levels appropriate to treat hearing losses ranging from mild to profound.

Your hearing instruments are designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However, it is still possible that you may experience interference caused by power line disturbances, airport metal detectors, electromagnetic fields from other medical devices, radio signals and electrostatic discharges.

If you use other medical devices or wear implantable medical devices such as defibrillators or pacemakers and are concerned that your hearing instruments might cause interference with your medical device, please contact your physician or the manufacturer of your medical device for information about the risk of disturbance.

Your hearing instruments should not be worn during an MRI procedure or in a hyperbaric chamber. Your hearing instruments are not formally certified to operate in explosive atmospheres such as coal mines or certain chemical factories. Your hearing instruments are classified as a Type B applied part under the IEC 60601-1 medical device standard.

Your hearing instruments should be stored within the temperature and humidity ranges of -40°C (-40°F) to +60°C (140°F) and 10 to 95 percent relative humidity.

Your hearing instruments are designed to operate beyond the range of temperatures comfortable to you, from very cold up to 50°C (122°F).

### Use on Aircrafts

The optional wireless capabilities that may be featured in your hearing instruments should not be used on an aircraft unless specifically permitted by the flight personnel. Your iOS device should be put into **Airplane Mode** or turned off.

### International Use

Be aware that operation during international travel may cause interference to other electronic devices, or other electronic devices may cause interference to your hearing instruments.

## Required Information

The following additional information is provided in compliance with U.S. Food and Drug Administration (FDA) regulations:

### **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.

### **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 which 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 affirming 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 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. Use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lip reading. In most cases, infrequent use of a hearing aid does not permit a user 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.

## REGULATORY NOTICES

### RIC 13

FCC ID: EOA-24HALOXF13

IC ID: 6903A-24HALOXF13

### BTE 13

FCC ID: EOA-24HALOBTE13

IC ID: 6903A-24HALOBTE13

### FCC NOTICE

This device complies with part 15 of the FCC rules and with RSS-210. 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 of the device.

Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

Hereby, Starkey® Hearing Technologies declares that the products listed above are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration of Conformity can be obtained from the below addresses.

### Starkey Hearing Technologies

6700 Washington Ave. South

Eden Prairie, MN 55344 USA

EC	REP
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Wm. F. Austin House, Bramhall Technology Park

Pepper Road, Hazel Grove, Stockport SK7 5BX

United Kingdom



Waste from electronic equipment must be handled according to local regulations.



CE  
0086

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

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