

Silk Nx

User Guide | Master



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Welcome

Thank you for choosing our hearing instruments to accompany you through everyday life. Like anything new, it may take you a little time to become familiar with them.

This guide, along with support from your Hearing Care Professional, will help you understand the advantages and greater quality of life your hearing instruments offer.

To receive the most benefit from your hearing instruments, it is recommended that you wear them every day, all day. This will help you get adjusted to them.



CAUTION

It is important to read this user guide and the safety manual thoroughly and completely. Follow the safety information to avoid damage or injury.

Your hearing instruments



This user guide describes optional features that your hearing instruments may or may not have. Ask your Hearing Care Professional to indicate the features that are valid for your hearing instruments.

Instrument type

Your hearing instruments are worn directly in the ear canal. The instruments are not intended for children under the age of 3 years or persons with a developmental age of under 3 years.

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

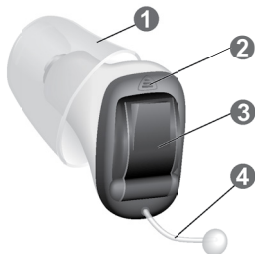
Getting to know your hearing instruments

Your hearing instruments have no controls.







You can also ask your Hearing Care Professional whether a smartphone app to control your instruments is available.

Components and names



- 1 Ear piece (Click Sleeve)
 - 2 Microphone
 - 3 Battery compartment (on/off switch)
 - 4 Removal cord
-

You can use the following standard ear pieces:

Standard ear pieces	Size
<input type="radio"/>  Click Sleeve (vented or closed)	
<input type="radio"/>  Click Dome™ single (open or closed)	
<input type="radio"/>  Click Dome semi-open	
<input type="radio"/>  Click Dome double	



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

Hearing programs

1

2

3

4

5

6

Read more in section "Changing the hearing program".

Features

- Power-on delay** enables whistle-free insertion of hearing instruments.
Read more in section "Turning on and off".
- The **tinnitus therapy feature** generates a sound to distract you from your tinnitus.

Batteries

When the battery is low the sound becomes weaker or you will hear an alert signal. The battery type will determine how long you have to replace the battery.

Battery size and handling tips

Ask your Hearing Care Professional for recommended batteries.

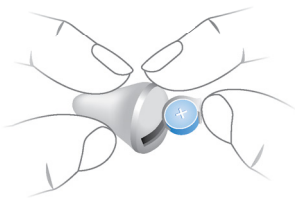
Battery size:	10
---------------	----

- Always use the correct battery size for your hearing instruments.
- Remove the batteries if you intend not to use the hearing instruments for several days.
- Always carry spare batteries.
- Remove empty batteries immediately and follow your local recycling rules for battery disposal.

Replacing batteries

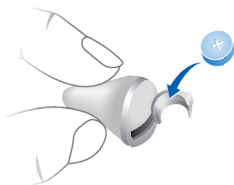
Removing the battery:

- ▶ Open the battery compartment.
- ▶ Remove the battery by hand.



Inserting the battery:

- ▶ If the battery has a protective film, remove it only when you are ready to use the battery.
- ▶ Insert the battery with the "+" symbol facing upwards.



- ▶ Carefully close the battery compartment. If you feel resistance, the battery is not inserted correctly. Do not attempt to close the battery compartment by force. It can be damaged.

Daily use

Turning on and off

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

Via battery compartment:

- ▶ Turning on: Close the battery compartment.
The **default** volume and hearing program are set.
- ▶ Turning off: Open the battery compartment fully.

When wearing the hearing instruments, an alert tone can indicate when an instrument is being turned on or off.

When the **power-on delay** is activated, the hearing instruments turn on after a delay of several seconds. During this time you can insert the hearing instruments into your ears without experiencing unpleasant feedback whistling.

The "power-on delay" can be activated by your Hearing Care Professional.

Inserting and removing the hearing instruments



CAUTION

Risk of injury!

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

Inserting a hearing instrument:

- ▶ Identify right and left hearing instrument so that you insert it in the correct ear. The labeling or the color of the hearing instrument indicates the side:
 - red color, imprinted "R" = right ear
 - blue color, imprinted "L" = left ear
- ▶ Take care that the flap of the Click Sleeve matches the line printed on the hearing instrument.

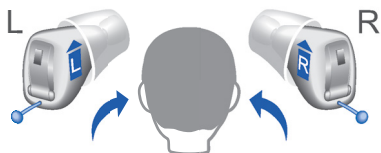
correct



incorrect

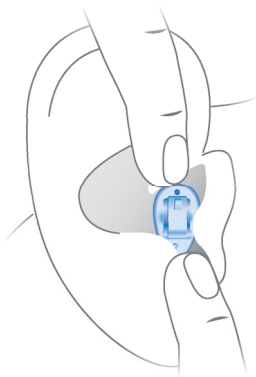


- ▶ Hold the hearing instrument correctly before inserting it: Pay special attention to the removal cord indicating the bottom. The arrow which is printed on the hearing instrument has to point upwards.



- ▶ Carefully push the hearing instrument into the ear canal.
- ▶ Twist it slightly until it sits well.

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



CAUTION

Risk of injury!

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



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

Removing a hearing instrument:



NOTICE

Never pull on the battery compartment door to remove the hearing instrument. This could damage your hearing instrument.

- ▶ Push lightly on the back of your ear to loosen the hearing instrument.
- ▶ Remove the hearing instrument by pulling the removal cord towards the back of your head.



CAUTION

Risk of injury!

- ▶ In very rare cases the ear piece could remain in your ear when removing the hearing instrument. If this happens, have the ear piece removed by a medical professional.

Clean and dry your hearing instruments after usage.
Read more in section "Maintenance and care".

Adjusting the volume

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

- ▶ If you prefer manual volume adjustment, use a remote control option.

An optional signal can indicate the volume change.

Changing the hearing program

Depending on the listening situation, your hearing instruments automatically adjust their sound.

Your hearing instruments may also have several hearing programs which allow you to change the sound, if needed. An optional signal tone can indicate the program change.

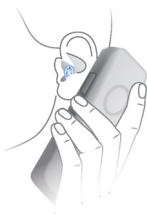
- ▶ To change the hearing program manually, use a remote control option.

Refer to section "Hearing programs" for a list of your hearing programs.

Special listening situations

On the phone

When you are on the phone, turn the receiver slightly so that it does not completely cover your ear.



Telephone program

You may prefer a certain volume when using the phone. Ask your Hearing Care Professional to configure a telephone program.

- ▶ Switch to the telephone program whenever you are on the phone.

If a telephone program is configured for your hearing instruments, it is listed in section "Hearing programs".

Maintenance and care

To prevent damage it is important that you take care of your hearing instruments and follow a few basic rules, which will soon become a part of your daily routine.

Hearing instruments

Drying and storage

- ▶ Dry your hearing instruments overnight.
- ▶ For longer periods of non-use, store your hearing instruments in a dry environment with an open battery compartment and the batteries removed.
- ▶ Ask your Hearing Care Professional for more information.

Cleaning

For hygiene reasons and to maintain functionality, clean your hearing instruments daily.

- ▶ Clean your hearing instruments daily with a soft, dry tissue.
- ▶ Never use running water or immerse the devices in water.
- ▶ Never apply pressure while cleaning.
- ▶ Ask your Hearing Care Professional for recommended cleaning products, special care sets, or more information on how to keep your hearing instruments in good condition.



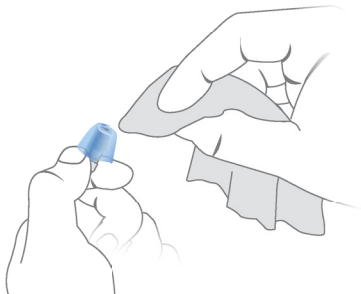
Ear pieces

Cleaning

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

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

This prevents that cerumen becomes dry and hard.



- ▶ Squeeze the tip of the ear piece.

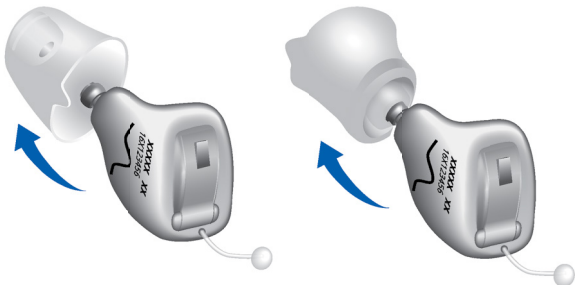


Exchanging

Exchange standard ear pieces approximately every three months. Replace them sooner if you notice cracks or other changes. The procedure for exchanging standard ear pieces depends on the type of ear piece. In section "Components and names", your Hearing Care Professional has marked your type of ear piece.

Exchanging Click Sleeves

- ▶ Grip the Click Sleeve with your fingers and pull it off. If you cannot grip it, turn it inside out and then pull it off.



- ▶ Take particular care that the new Click Sleeve clicks noticeably in place.



- ▶ When installing the new Click Sleeve, take care that the flap of the Click Sleeve matches the line printed on the device.

correct

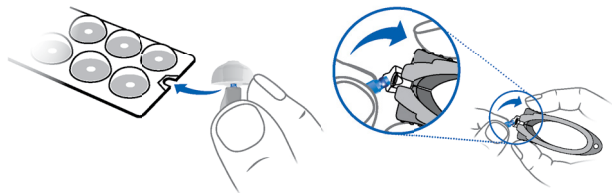


incorrect



Exchanging Click Domes

If you have problems removing the old Click Dome, use the removal tool or follow the instructions on the packaging of the Click Domes:



The removal tool is available as an accessory.

- ▶ Take particular care that the new Click Dome clicks noticeable in place.



Professional maintenance

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

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

Further information

Safety information

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

Accessories

The type of available accessories depends on the instrument type. Examples are: a remote control, an audio streaming device, or a smartphone app for remote control.

Some hearing instrument types support CROS and BiCROS solutions for people with single-sided deafness.

Consult your Hearing Care Professional for further information.

Symbols used in this document



Points out a situation that could lead to serious, moderate, or minor injuries.



Indicates possible property damage.



Advice and tips on how to handle your device better.

Troubleshooting

Problem and possible solutions

Sound is weak.

- Gently close the battery compartment completely.
 - Clean the hearing instrument.
 - Replace the empty battery.
 - Clean or exchange the ear piece.
-

Hearing instrument emits whistling sounds.

- Reinsert the hearing instrument until it fits securely.
 - Clean or exchange the ear piece.
-

Sound is distorted.

- Replace the empty battery.
 - Clean or exchange the ear piece.
-

Hearing instrument emits signal tones.

- Replace the empty battery.
-

Hearing instrument does not work.

- Turn the hearing instrument on.
 - Gently close the battery compartment completely.
 - Replace the empty battery.
 - Make sure the battery is inserted correctly.
 - Power-on delay is active. Wait several seconds and check again.
-

Consult your Hearing Care Professional if you encounter further problems.

Country-specific information

USA and Canada

Certification information for hearing instruments with wireless functionality:

Silk Nx

- Contains FCC ID: SGI-MIM001
- IC: 267AB-WP4N2

Risk mitigations (for internal use only)

M18_1/2 replace battery	9
M31_1/3, M48_1/3, M89_1/2 instrument with ear piece	11
M31_2/3 not too deeply HI.....	12
M31_3/3, M48_3/3, M89_2/2, M95_3/3 remain in ear HI.....	13
M103 cleaning	16

Service and warranty

Serial numbers

Left:

Right:

Service dates

1: 4:

2: 5:

3: 6:

Warranty

Date of purchase:

Warranty period in months:

Your Hearing Care Professional

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