



# **TH Premium Advanced 6 ITC/HS LI** **TH Premium Advanced 6 ITE LI**

User Guide



Made for

 **iPhone | iPad | iPod**

# Content

<b>Welcome</b>	<b>4</b>
<b>Your hearing instruments</b>	<b>5</b>
Instrument type	5
Getting to know your hearing instruments	6
Components and names	6
Controls	6
Hearing programs	8
Features	8
<b>Daily use</b>	<b>9</b>
Charging	9
Turning on and off hearing instruments	10
Switching to standby mode	11
Inserting and removing the hearing instruments	12
Adjusting the volume	14
Changing the hearing program	14
Further adjustments (optional)	14
<b>Special listening situations</b>	<b>15</b>
On the phone	15
Audio streaming with iPhone	16
Audio streaming with Android phone	16
Airplane mode for hearing instruments	16

<b>Maintenance and care</b>	<b>18</b>
Cleaning	18
Drying	19
Storage	19
Professional maintenance	20
<b>Important safety information</b>	<b>21</b>
Safety information on power cells	21
<b>Further information</b>	<b>23</b>
Accessories	23
Operating, transport and storage conditions	23
Explanation of symbols	25
Troubleshooting	26
Country-specific information	27
Service and warranty	31

## 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.



The device may not look exactly like the guiding illustrations in these instructions. We reserve the right to make any changes we consider necessary.



### 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.



Before using your hearing instruments for the first time, fully charge them.

# 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 in the outer ear. The instruments are not intended for children under the age of 3 years or persons with a developmental age of under 3 years.

A power cell (lithium-ion rechargeable battery) is permanently built into your hearing instrument. This enables easy charging with your charger.

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

Your hearing instruments feature Bluetooth® Low Energy\* technology allowing for easy data exchange with your smartphone, and for seamless audio streaming with your iPhone\*\*.

\* The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc., and any use of such marks by the legal manufacturer of this product is under license. Other trademarks and trade names are those of their respective owners.

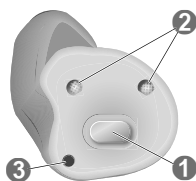
\*\* iPad, iPhone, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.

## Getting to know your hearing instruments

Please download the smartphone app for remote control features.

You can also ask your Hearing Care Professional about another remote control option.

## Components and names



1 Push button

3 Vent

2 Microphone opening

## Controls

With the push button you can, for example, switch hearing programs. The Hearing Care Professional has programmed your desired functions to the push button.



You can use the smartphone app for remote control.

<b>Push button function</b>	<b>L</b>	<b>R</b>
<b>Press briefly:</b>		
Program up	○	○
Volume up	○	○
Volume down	○	○
Tinnitus therapy signal level up	○	○
Tinnitus therapy signal level down	○	○
TV stream on/off	○	○
<b>Press for about 2 seconds:</b>		
Program up	○	○
Volume up	○	○
Volume down	○	○
Tinnitus therapy signal level up	○	○
Tinnitus therapy signal level down	○	○
TV stream on/off	○	○
<b>Press for more than 3 seconds:</b>		
Standby/turn on	○	○

L = Left, R = Right

## Hearing programs

---

1

---

2

---

3

---

4

---

5

---

6

---

Read more in section "Changing the hearing program".

## Features

- ☐ The **tinnitus therapy feature** generates a sound to distract you from your tinnitus.



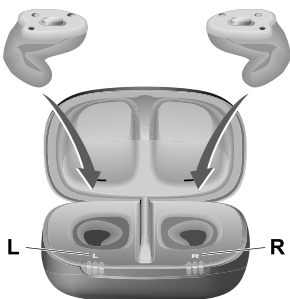
# Daily use

## Charging

Use Custom Charger Station to charge your hearing instruments.

Place your hearing instruments in the charger.

Follow the instructions in the charger's user guide. You can also find useful tips for charging in the charger's user guide.



## Turning on and off hearing instruments

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

### ► Turning on:

Take the instruments out of the charger.

The startup melody is played in your hearing instruments. The **default** volume and hearing program are set.

### ► Turning off in charger:

Place the hearing instruments in the charger.



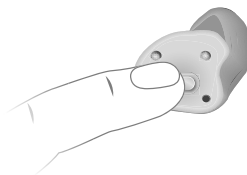
### Make sure the charger is on

- If the charger is turned off and you insert hearing instruments that are turned on, these are not automatically turned off and will not be recharged.
- If the charger is on and you insert hearing instruments that are turned on, these are automatically turned off and recharged.

### ► Turning off on push button:

Use the push button on the hearing instrument.

Simply press and hold for 10 seconds.



## Switching to standby mode

Via remote control, you can switch your hearing instruments to standby mode. This mutes the hearing instruments. When you leave standby mode, the **previously** used volume and hearing program are set.



- ▶ In standby mode, the hearing instruments are **not** turned off completely. They draw some power.

Therefore we recommend to use standby mode only for a short period of time.

- ▶ If you want to leave the standby mode but the remote control is not at hand:

Turn your hearing instruments off and on again by shortly placing them in the charger until one or more LEDs light up.

To do this, the charger must be powered. Wait until the hearing instruments play the startup melody. This may take several seconds. Note that the **default** volume and hearing program are set.

## Inserting and removing the hearing instruments

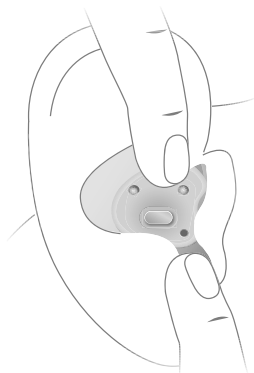
Your hearing instruments have been fine-tuned for your right and left ear. The labeling on the hearing instruments indicates the side:

- "R" = right ear
- "L" = left ear

Inserting a hearing instrument:

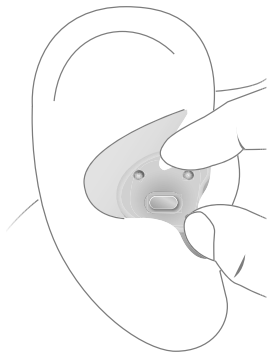
- ▶ Carefully push the hearing instrument into the ear canal.
- ▶ Twist it slightly until it sits well.

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



### Removing a hearing instrument:

- ▶ Push lightly on the back of your ear to loosen the hearing instrument.
- ▶ Grip the hearing instrument in the ear canal with two fingers and pull it carefully out.



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.

The default volume is applied.

## **Further adjustments (optional)**

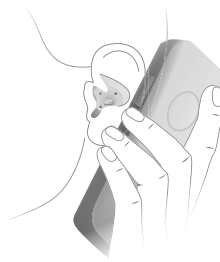
You can also use the hearing instrument controls to change other features, for example, the level of the tinnitus therapy signal.

Refer to section "Controls" for the setting of your controls.

## 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".

## Audio streaming with iPhone

Your hearing instruments are **Made for iPhone** hearing instruments. This means you can get phone calls and listen to music from your iPhone directly into your hearing instruments.

For more information about compatible iOS devices, pairing, audio streaming and other useful functions, contact your Hearing Care Professional.

## Audio streaming with Android phone

If your mobile phone supports Audio Streaming for Hearing Aids (ASHA), you can get phone calls and listen to music from your mobile phone directly into your hearing instruments.

For more information about compatible Android devices, pairing, audio streaming and other useful functions, contact your Hearing Care Professional.

## Airplane mode for hearing instruments

Airplane mode is when Bluetooth® of your hearing instruments is turned off. In areas where the use of Bluetooth technology is not allowed (e.g. on some airplanes), you can deactivate Bluetooth mode. This turns Bluetooth in your hearing instruments off temporarily. The hearing instruments still work without Bluetooth, however direct audio streaming will not be possible and other functions will not be available.



- To deactivate or activate the Bluetooth mode, use the smartphone app.

An alert tone indicates when Bluetooth mode is deactivated or activated.

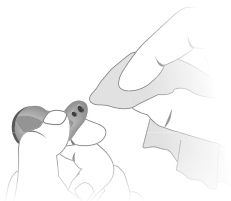
## Maintenance and care

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.

### Cleaning

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

- ▶ Clean your hearing instruments daily with a soft, dry tissue.
- ▶ Your hearing instruments may have a wax protection. This prevents the ingress of earwax. Be careful not to damage the wax protection when cleaning your hearing instruments.



- ▶ 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.



## Drying

- ▶ Dry your hearing instruments overnight.
- ▶ Ask your Hearing Care Professional for more information.

## Storage

Short-term storage (up to several days):

- ▶ Turn off your hearing instruments by placing them in the charger.

The charger must be on. If the charger is not on and you place your hearing instruments in the charger, the hearing instruments are **not** turned off.

- ▶ Note that when you turn off the hearing instruments via a remote control or smartphone app, the hearing instruments are **not** turned off completely. They are in standby-mode and still draw some power.

Long-term storage (weeks, months, ...):

- ▶ Fully charge your hearing instruments; then leave them in the charger with the lid closed. Once the hearing instruments are fully charged, the charger and the hearing instruments are turned off automatically.
- ▶ If you need to store your hearing instruments for more than 3 months, put them in the charger and make sure the charger is turned off.
- ▶ We recommend using drying products while storing the hearing instruments.

- For longer periods of non-use, store your hearing instruments in a dry environment.
- Observe the storage conditions in section "Operating, transport and storage conditions".

## **Professional maintenance**

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

In the event that the wax protection or microphone protection (windscreen) needs to be replaced, this should be carried out by a professional.

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

# Important safety information

## Safety information on power cells

This section contains important safety information regarding the power cell. For more safety information, refer to the safety manual supplied with the hearing instruments.



### WARNING

A power cell (lithium-ion rechargeable battery) is permanently built into your hearing instrument. Incorrect use of the power cell or the hearing instrument can cause the power cell to burst.

Risk of injury, fire or explosion!

- ▶ Follow the safety instructions for power cells in this section.
- ▶ Observe the operating conditions.
- ▶ Pay special attention to protect your hearing instruments from extreme heat (e.g. fire, microwave oven, inductive oven or other high-induction fields) and sunlight.
- ▶ Charge your hearing instruments only with the approved charger. Ask your Hearing Care Professional for support.
- ▶ Do not disassemble the power cell.



## **WARNING**

Incorrect use of the power cell or the hearing instrument can cause the power cell to burst.

Risk of injury, fire or explosion!

Replacement and repair have to be performed by Service Center only.

- ▶ Do not repair or replace the power cell yourself.
- ▶ Do not use the hearing instruments when their performance after charging reduces considerably.
- ▶ In the unlikely event of a power cell bursting or exploding, keep all combustible materials away.



## **NOTICE**

- ▶ To avoid environmental pollution, do not throw power cells, hearing instruments or charger into household trash.
- ▶ Recycle or dispose of power cells, hearing instruments or charger according to local regulations.

For more safety information than included in this user guide, refer to the safety manual supplied with the device.

## Further information

### 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.

Consult your Hearing Care Professional for further information.

### Operating, transport and storage conditions

Note that you have to charge the hearing instruments at least every 6 months. For details refer to section "Maintenance and care".

Operating conditions	Discharging	Charging
Temperature	0-50 °C 32-122 °F	10-35 °C 50-95 °F
Relative humidity	5-93 %	5-93 %
Atmospheric pressure	700-1060 hPa	700-1060 hPa

During extended periods of transport and storage, please observe the conditions below.

	<b>Storage</b>	<b>Transport</b>
Temperature	10-25 °C	-20-60 °C
(recommended)	50-77 °F	-4-140 °F
Temperature	10-40 °C	-20-60 °C
(maximum range)	50-104 °F	-4-140 °F
Relative humidity	20-80 %	5-90 %
(recommended)		
Relative humidity	10-80 %	5-90 %
(maximum range)		
Atmospheric	700-1060 hPa	700-1060 hPa
pressure		



### **WARNING**

Risk of injury, fire or explosion during shipment.

- Ship power cells, hearing instruments and/or charger according to local regulations.



## Explanation of symbols

### 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.



"Made for iPhone", "Made for iPad", and "Made for iPod" mean that an electronic accessory has been designed to connect specifically to iPhone, iPad, or iPod, 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 iPhone, iPad, or iPod may affect wireless performance.



### Charger data

Under the removable silicone lining in the lid of the charger is a label with symbols, serial number, CE mark and legal manufacturer of the charger. Lift the lining from the lid with your fingernail and pull it off. To reinsert, press around the edges.

## Troubleshooting

### Problem and possible solutions

---

Sound is weak.

---

- Increase the volume.
  - Charge the hearing instrument.
  - Clean or exchange the ear piece.
- 

Hearing instrument emits whistling sounds.

---

- Reinsert the ear piece until it fits securely.
  - Decrease the volume.
  - Clean or exchange the ear piece.
- 

Sound is distorted.

---

- Decrease the volume.
  - Charge the hearing instrument.
  - Clean or exchange the ear piece.
- 

Hearing instrument emits signal tones.

---

- Charge the hearing instrument.
- 

Hearing instrument does not work.

---

- Turn the hearing instrument on.
  - Charge the hearing instrument. Observe also the status LEDs on the charger.
- 

Consult your Hearing Care Professional if you encounter further problems.

## Country-specific information

### USA and Canada

Certification information for hearing instruments with wireless functionality:

TH Premium Advanced 6 ITC/HS LI

TH Premium Advanced 6 ITE LI

- HVIN: RFM005
- Contains FCC ID: 2AXDT-RFM005
- Contains IC ID: 26428-RFM005



[illegible]



20-01-2022 09:31:31

## **Service and warranty**

### **Serial numbers**

Left hearing instrument:

Right hearing instrument:

Charger:

### **Service dates**

1:

4:

2:

5:

3:

6:

### **Warranty**

Date of purchase:

Warranty period in months:

**Your Hearing Care Professional**

**Manufactured for:**

TruHearing Inc.  
12936 S. Frontrunner Blvd  
Draper, UT 84020  
United States

Information in this brochure is subject to  
change without notice.

La información que contiene este folleto  
está sujeta a cambios sin aviso.

Hearing instrument Made in China.  
Instrumento auditivo Hecho en China.

Document No. 04978-99T01-7600 EN  
Order/Item No. 210 176 87  
Master Rev01, 01.2022  
© 01.2022, TruHearing Inc. All rights reserved.

**[www.truhearing.com](http://www.truhearing.com)**