



REJOICE HEARING

S Y S T E M S

*Hearing Aid User Guide*



[www.Rejoicehearing.com](http://www.Rejoicehearing.com)  
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# Congratulations

**YOU'VE JUST TAKEN YOUR  
FIRST STEP BACK TOWARD THE  
CENTER OF THE CONVERSATION.**

*The next steps are simple, but they're important. In fact, with a little adjustment, proper care, light maintenance and dedicated wear, you'll be participating in life's important moments for many years to come. Please take the time to read this guide carefully. We're here to help, so feel free to contact Rejoice Hearing with any questions or concerns regarding your new hearing device.*

*Let's get started.*

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# MEET YOUR NEW HEARING SYSTEM

## The Components



## Getting Adjusted to Your New Device

Just like any other big change in your life, you can expect a short period of getting comfortable with your new hearing device. You'll suddenly hear things that maybe you haven't in years: a dripping faucet, a ticking clock, footsteps, traffic noises and even the sound of your own voice. This can be a little overwhelming at first, so we've put together a few helpful tips to ease your transition to better hearing.

1. **Be Patient** — This is by far the most important step. Understand how much you can handle and remember that the biggest journeys start with a single step.
2. **Start Slow** — Don't overdo it. Your first impulse may be to plug in your new device and head out into the crowd. But be cautious, you can surprise your hearing and risk becoming frustrated with the sounds you are adding back to your listening world. Start off wearing your device for no more than an hour at a time and do this throughout the day several times. Also, be sure to avoid noisy places at first.
3. **Work Your Way Up** — As you find yourself becoming more and more comfortable with your new level of hearing (this can take weeks, go at your own pace) you can extend your wear to longer periods of time.

- Mix it Up** — Try new places. As we mentioned, start in calm, quiet locations and work into slightly larger crowds, noisy traffic locations and so on. Remember, if it's too much, you're going too fast, but you can always remove the device.
- Ask For Help** — Let someone help you through these new challenges. You may need to talk about what you're hearing and what you're feeling. After potentially years of poor hearing, you may need some guidance to determine what works best for you.

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## GETTING STARTED

### Setting Up Your Device

Now that you know how to ease into your new device, let's set it up. It's easy and will only take a few minutes before you're ready to go. Your Rejoice RIC comes pre-assembled and ready to wear with the receiver already installed. You're ready to install the battery and begin.

#### 1. INSTALL THE BATTERY

Simply open the Battery Compartment Door using the nail grip on your device and let the door gently swing open. Select a brand-new #312 size battery, remove the tab and insert the battery positive (+) or flat side up and close the compartment door. The door will not close if the battery is not inserted correctly. Voila! You're halfway there.

**TIP:** When your device is not in use, make sure you open the Battery Compartment Door to avoid draining your battery's power so it lasts longer.

## 2. TRY IT ON

**NOTE:** **BLUE** speaker indicates **left ear**. **RED** speaker indicates **right ear**.

Your hearing aid(s) will be color coded inside the battery door or on the ear piece

Place the hearing aid over the top of your ear. Gently push the ear piece into your ear canal. Pull down and back on your earlobe to ease insertion.

## 3. SELECT THE PROGRAM

When you push the toggle switch on your Rejoice Hearing device you will hear a tone or beep. The number of beeps you hear indicates the program number.

**AutoSurround SHD program (1 beep)** This is your startup program. This program automatically adjusts your hearing aid settings when the environment changes.

**Conversation in Noise Program (2 beeps)** Use this program to help you hear conversation when there is a lot of background noise such as at a restaurant or a party.

**Music Program (3 beeps)** Use this program when you are listening to music.

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## 4. BATTERIES 101

### Type of Battery

Your hearing device requires one #312 type battery, which is a standard hearing aid battery available in many retail stores and also online from Rejoice Hearing.

**TIP:** We recommend zinc-air batteries, now mercury-free.

### Low Battery Indicator

When your device's battery reaches a low power level, you will hear two long beeps repeated every few minutes until the battery is replaced. We recommend that you always have backup batteries to avoid running out of power to your hearing device.

## Storing Your Batteries

When storing spare batteries, make sure you keep them in a dry, moisture-free location. **DO NOT** place batteries in a refrigerator or dehumidifying device, as the batteries could leak and harm your device. Also, avoid having batteries touch each other, even with the tab attached. Two batteries touching can cause them to discharge. To prolong battery life, do not remove the battery tab until ready to insert into hearing device.

**CAUTION:** BATTERIES CAN BE HARMFUL IF SWALLOWED. Be sure to keep batteries out of reach of small children, animals or persons of diminished mental capacity. In the event a battery is accidentally swallowed, seek prompt medical attention at the nearest emergency center, or call the National Button Battery Hotline at (202) 625-3333.

## DAY-TO-DAY OPERATIONS

### Turning Your Device On/Off

Your hearing device is automatically powered on whenever the Battery Compartment Door is closed. To turn the device off, simply open the door and leave it open until you are ready to use it again. As we mentioned before, leaving the Battery Compartment Door open when not in use will dramatically lengthen the life of your battery.

**NOTE:** Your hearing device is programmed with a brief power-on delay. It's normal to take a few seconds for the device to become active.

### Switching between Programs

A Program Control toggle is found above the battery door:

- To switch programs, push the toggle with your finger.
- Program 1 has one beep, Program 2 has two beeps, Program 3 has three beeps, and on some devices there is a Program 4 with four beeps.
- Pushing the toggle on one hearing aid changes the program in both hearing aids.

Toggle Switch



## Using the Telephone

Most often, when answering a telephone with your RIC device, it's best to hold the phone close to your ear without fully covering it. If you start hearing a whistle or buzz of feedback noise, tilt the receiver slightly at an angle until the feedback ends. After some trial and error, this will all become second nature.

**NOTE:** Cell phones differ in their performance with hearing devices. Therefore, please try this device with your cell phone or, if you are purchasing a new phone, be sure to try it with your hearing device prior to purchase. For any additional guidance, contact your cell phone provider and ask for a copy of the booklet entitled "Hearing Aid Compatibility with Digital Wireless Cell Phones."

## DEVICE MAINTENANCE & TLC

It is important to maintain your hearing device so that it will give you many years of optimal performance. We highly recommend you follow these tips to keep your system clean and working properly.

### The Hearing Aid Domes

Your device's domes need to be changed regularly so that you can continue to enjoy the best possible audio experience. Most people should change their domes about once every three months. If you have very waxy ears you may need to change them every month.

Replacement domes are available through Rejoice Hearing and we recommend that you always keep spares just as you do with your spare batteries.

**TIP:** If a replacement ear tip is not immediately available, your current tip can be cleaned. Simply remove it from the speaker assembly and soak it in rubbing alcohol or hydrogen peroxide for 2 minutes. Then, rinse with soap and water and allow to fully dry and then reconnect it to the speaker link. We recommend contacting Rejoice Hearing for genuine replacement accessories.



Be sure to inspect your device's domes often and make sure they are free of tears, cuts or other damage. If you see any damage to the tip, remove and replace it immediately, as a damaged tip could possibly come off in your ear. If a tip is lost in your ear, do not be alarmed, simply contact your physician for immediate removal.

## Even Your Hearing Device Needs Rest

**At night:** open the Battery Compartment Door, remove the battery and place your device in its protective case. By leaving the battery door and the protective case open, you allow any moisture in the device to evaporate and help keep it in optimal shape.

**For Long-Term Storage:** clean your device, remove the battery and store it in its protective case in a cool, dry area to reduce potential corrosion.

**TIP:** For ideal performance, store your device in a dehumidifier. **DO NOT** place batteries in the dehumidifier as the batteries could leak and damage your device.

**WARNING!** Water, shock, drop and excessive heat can damage your device and void the warranty.

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## TROUBLESHOOTING

Device not working properly? Take a look below for possible solutions. If you've tried troubleshooting with our Frequently Asked Questions below and the problem hasn't been fixed, do not attempt to take the device apart or do anything more than the simple possible solutions we have included below, as you may terminate your warranty. Simply contact Rejoice Hearing for assistance and we'll get you back up and running as fast as we can.

### Frequently Asked Questions

**NOTE:** many times the problem in sounds not being right are solved by replacing your battery and/or replacing/cleaning your device's dome.

Several dome sizes are included with your order. You may try different domes to determine which is most comfortable.

**Q. My hearing aid stopped working and I can't hear anything. What is wrong?**

- A. First make sure a new battery is in the battery compartment and that the tape has been pulled off the battery to activate it. Then securely close the battery door. After a few seconds, cup your hand around the device to see if it whistles, which indicates the device is working. If it whistles but you still cannot hear anything with it in your ear, then it is likely wax that is plugging the tip. Remove the tip and soak it in rubbing alcohol or hydrogen peroxide for up to 2 minutes. Rinse with soap and water and brush with the soft dry cleaning brush provided with your hearing aid. Dry thoroughly. If these steps do not solve your problem, our customer service department will be happy to assist you.

**Q. How do I change the programs on the hearing aid?**

- A. Just push the toggle button on the hearing aid. **One beep** is the **AutoSurround SHD** setting, **two beeps** is the **conversation in noise** setting, and **three beeps** is the **music setting**. It is that simple to use. Two long beeps mean you need to change the battery.

**Q. How long do batteries last? Where can I get more?**

- A. Each battery typically lasts about a week, though batteries may last slightly more or less depending on actual device usage. **LEAVING THE BATTERY DOOR OPEN** when not in use will extend the life of your battery. Replacement #312 hearing aid batteries can be purchased through Rejoice Hearing and are also found in many retail stores. We are happy to ship batteries to your door so you never have to worry about running out of batteries.

**Q. Does one size hearing aid fit all?**

- A. Our hearing aids come with several different sized domes to help you find your perfect fit. If you need a different size, please contact customer service and we will work with you to obtain the best fit. There are also different types of domes: open fit, closed fit and power domes. Your hearing loss determines which dome is right for you. Please note what kind of domes are included with your hearing aids so you can order the correct replacements.

**Q. Should I wear my hearing aid all the time?**

- A. We recommend starting slowly and building up over time. It will take a little time to get used to hearing everything so be patient and give your brain time to adjust to all the new sound. Always remove your hearing aid at night and open the battery door to preserve your battery life.

## **Q. Can I use my hearing aid while on the phone?**

A. Certainly. You may need to adjust the angle of your phone's receiver to avoid some minor feedback, but once you find the sweet spot, it will become second nature.

## **Q. Can I wear the device in the shower? Pool? Rainstorm?**

A. The device is **NOT WATERPROOF** and should be removed before any situations that might compromise the internal technology and cause the hearing aid to not work properly. Water damage is not covered by the warranty, nor is crush or chew damage.

## **Q. What if I want to return my device?**

A. No problem. We know you will hear a world of difference during your thirty-day trial period, but if you are not completely satisfied, you may return your device for a full refund. We highly recommend giving yourself a couple of weeks to get used to the device, but if you still want to return it, just contact customer service or your physician's or audiologists' office if that is where you purchased your hearing aid.

If you have any questions or issues, please contact our customer support team. We want you to be happy with your Rejoice Hearing device.

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## **THE FINE PRINT:**

### **Hearing-Related Safety Applications**

Although your hearing instrument is warranted, reflecting its design quality and reliability, fail-safe reliability is not implied. The hearing instrument should not be relied upon as a primary safety system in any application where injury or loss of life may result from failure of the hearing device to properly operate. No redundancy or back-up is available in either the power source or the individual and collective circuit functions of the instrument.

### **Important Notice From the FDA For Prospective Hearing Aid Users**

Good health practice advises 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 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 may 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.

## **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.

Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user. (This provision is required only for those hearing aids with a maximum sound pressure capability greater than 132 decibels (dB).)

## 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.

## Service and Warranty

Your sound processor and speaker link (together, "Hearing System") includes a one-year limited warranty against defects in material and workmanship. Please ask your hearing care professional about the duration. All claims must be submitted to Manufacturer **WITH** the merchandise and **WITHIN** the warranty period. Manufacturer will repair or replace any defective merchandise covered by this warranty at Manufacturer's sole discretion during the Term of the manufacturer's warranty period. All warranties are void if the merchandise (or any part thereof) has been misused, abused, tampered with, or modified in any way, or if the serial number is altered, effaced or removed, or if any unauthorized repairs have been made to the merchandise. Additionally, this warranty will be void if the Speaker is used without an approved tip or wax guard.

The domes used with your Hearing System are considered maintenance or service items and are excluded from the manufacturer's limited warranty.

Manufacturer shall not be liable for any special, indirect, incidental or consequential damages in connection with the use of the merchandise or for the breach of any of the obligations owed to the purchaser, or any customer of the purchaser, if any. In the event legal liability of Manufacturer is established for any cause or reason whatsoever, including, without limitation for breach of warranty, the sole and exclusive liability of Manufacturer and the exclusive remedy of purchaser or any customer of the purchaser shall be the recovery of an amount not exceeding the original price charged by Manufacturer to the purchaser for the merchandise.

**MANUFACTURER MAKES NO WARRANTY, EITHER EXPRESSED OR IMPLIED, THAT THE MERCHANDISE IS MERCHANTABLE OR FIT OR SUITABLE FOR ANY PARTICULAR USE OR PURPOSE. Manufacturer MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, EXCEPT AS IS EXPRESSLY SET FORTH HEREIN, ALL SUCH OTHER WARRANTIES BEING HEREBY DISCLAIMED.**

In the event your Hearing System needs repair, please contact Rejoice Hearing at 1-844-473-5642 or contact your hearing care professional.

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## YOUR HEARING DIARY

To help you make this new change a positive experience, we recommend you keep a list of all the ups and downs of the transition to your new hearing device. Take note of the moments that are working the most, those that aren't and anything else you think would help when discussing with your doctor.

Good luck, you're about to hear a world of difference.

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