

## Remote Control

User guide

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# Introduction

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 Remote Control is intended to be a wireless remote control for our wireless 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.

Contraindications: No known contraindications.

# Symbols

The symbols below are used in this user guide, on the device, or on the packaging.



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



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



Date of manufacture.



Legal manufacturer.



Regulatory compliance mark for EU.



Follow instructions for use.  
(Logo in blue)



Regulatory compliance mark for Australia and New Zealand.



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



Equipment includes an RF transmitter.



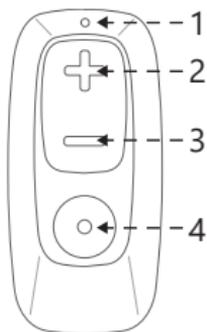
IMDA label for Singapore.



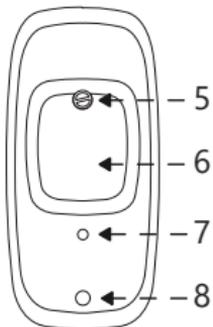
Follow local regulations when disposing of electronic devices.

# Your remote control

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



5. Screw to fasten battery cover
6. Battery compartment cover
7. Pinhole button for pairing
8. Hole for key ring

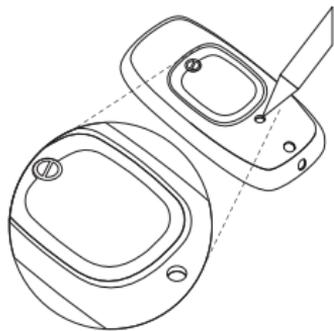


# How to use your remote control

## How to pair your remote control with your hearing aids

Before you can use your remote control, you need to pair it with your hearing aids by following the below procedure.

1. Press the pinhole button on the back of the remote control using an object that is small enough to easily fit inside the hole. Your remote control will be in pairing mode for 20 seconds.
2. Turn your hearing aids OFF and then ON, and place them approximately 5 cm/2" from the remote control to start the pairing.
3. You will hear a sound from your hearing aids when the pairing is successful.



4. Consult with your hearing care professional if you cannot hear the pairing notification.



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

## LED information

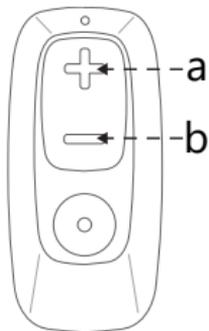
The button press indicator LED on your remote control will illuminate every time you press the volume or program button.

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

## Adjusting the volume in your hearing aids with your remote control

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.

- a. Press the upper part of the volume control (+) to increase the volume.
- b. Press the lower part of the volume control (-) to reduce the volume.



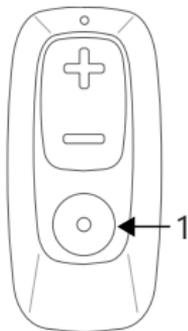
**NOTE:** Your hearing aids will return to your default volume setting when you turn them OFF and ON again, or if you change programs.

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

## Change programs in your hearing aids with the remote control

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.



## Streaming sound to your hearing aids with your remote control

You can 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.

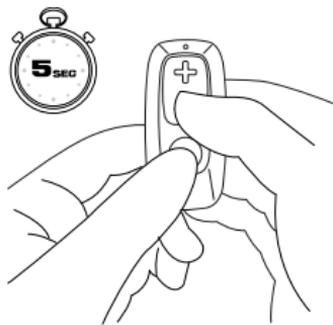
1. Press the program button and keep it pressed for at least one second or until you hear a sound. Your hearing aids will now start streaming sound from your wireless device.

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

## How to 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 LED 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 LED will only flash once.



**NOTE:** The button press indicator LED 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.

For the Remote Control used together with prescription hearing aids, contact your hearing care professional if your device is malfunctioning.

# How to replace the battery

## The battery

Use a **CR2032** battery for your remote control. This is a lithium-manganese dioxide battery and it is not rechargeable.

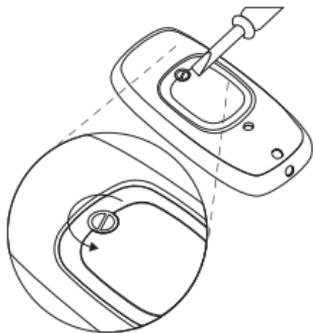
## Advice on battery handling

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

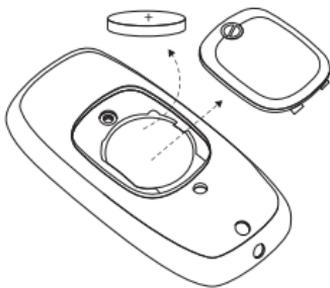
**NOTE:** Consult with your hearing care professional if you need information on how to dispose of your used battery.

**NOTE:** Always hold the new battery only by gripping the thin edge. Holding both the top and bottom flat surfaces may reduce battery life.

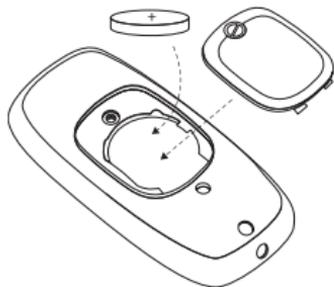
1. Use a flat top screw driver to loosen the screw on the battery cover, and carefully lift the top edge near the screw to remove the battery cover.



2. Remove the old battery and dispose of battery according to local requirements.



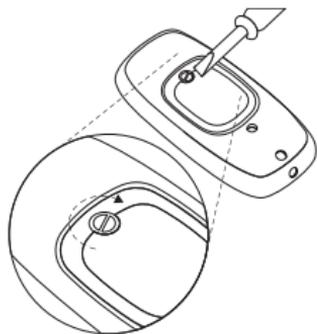
3. Place the new battery with the + sign facing upwards. Place the battery cover in its original location.



4. Use a flat top screw driver to fasten the screw.

**NOTE:** Do not over-tighten the screw.

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



## Battery warnings

- Keep your hearing aids and devices, along with any parts, batteries, and magnets, away from pets, children, and people with cognitive, intellectual, or mental health challenges.
- Seek immediate medical help if a hearing aid, a device, their parts, battery, or magnet is swallowed, as it can cause choking and harm your health.
- Batteries are harmful to 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.
- 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.
- Never recharge button cell batteries, as they can leak or explode.
- DEATH or serious injury can occur if ingested. A swallowed button cell or coin battery can cause Internal Chemical Burns in as little as 2 hours.

# Cleaning and maintenance

- Clean the remote control using a damp cloth. Never use household cleaning products (washing powder, soap, etc.), or alcohol to clean the device.
- Protect your remote control from excessive moisture (bathing, swimming) and heat (radiator, car dashboard). Protect the remote control against excessive shock and vibration.

# Troubleshooting

Issue	Potential cause	Potential solution
Button press indicator LED does not illuminate when pressing any button	The battery is dead	Change the battery
	The remote control is busy communicating with the hearing aids	Wait a few seconds and then try again
Button press indicator LED illuminates when pressing any button but there is no volume adjustment or program change	The remote control is out of range or signal is blocked	Move the remote control closer to the hearing aids

# Warnings and cautions



## General warnings

- Always supervise children or individuals with cognitive, intellectual, or mental health challenges using their devices
- Keep device and any cords and cables away from operating machinery.
- Do not use in areas where there are explosive hazards or where there is a danger of ignition of flammable gasses.
- X-ray radiation (including CT scans) and MRI scans may adversely affect the correct functioning of this device. It is recommend that you leave the remote control outside the scanning room.
- Avoid exposing your device to rain, moisture or other liquids to protect against damage to the device or injury to you.
- No modification of this device is allowed.
- If your Remote Control is broken, do not use it - contact your hearing care professional.

## Wireless warnings

- When using wireless functions, your device uses low-powered digitally coded transmissions to communicate with other wireless devices. It is possible, but not likely, that other electronic devices will be affected. If this happens, move the device away from the affected electronic device.
- 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.

## Wireless cautions

- Your hearing aids and this device were given a unique communication code during fitting. This ensures that the device will not affect hearing aids worn by others.
- High-powered electronic equipment, larger electronic installations, and metallic structures may significantly reduce the operating range.
- If the hearing aids do not respond to the device because of an unusual field disturbance, move away from the disturbing field.
- Do not use this device in locations where it is forbidden to use electronic devices.

- 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.
- The Remote Control may only be repaired by an authorized 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 minus 25 °C and 70 °C according to internal and industry standards.

Storage temperature: minus 20 °C and 60 °C.

## Technical specifications

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

# Warranties and repairs

The RC-3 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.

## Warranty covers

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.

## Warranty does not cover

Problems arising from improper handling or care, excessive use, accidents, repairs made by an unauthorised 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.

## Regional information

### European Union

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/en](http://www.declarations.resound.com/en).

For other identified applicable international regulatory requirements in countries outside the EU, refer to the local country requirements.

**NOTE:** This device operates in the frequency range between 2.4 and 2.48 GHz. This device includes a RF transmitter that operates in the range between 2.4 and 2.48 GHz.

## Copyright information

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Manufacturer according to  
EU Medical Device Regulation  
2017/745:



GN Hearing A/S  
Lautrupbjerg 7  
DK-2750 Ballerup  
Denmark



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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