

RIC handling and troubleshooting



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Selecting miniReceiver 3.0 length

The miniReceiver 3.0 is available in 6 lengths: 0, 1, 2, 3, 4, 5 to provide a cosmetically appealing solution for mild to severe hearing loss.

Measuring for correct size

1. Use the Measuring Gauge for EarWear 3.0 (white tool)
2. Place the measuring gauge over the ear of the wearer
3. Read the number that comes closest to the upper portion of the ear canal opening.
This number corresponds with the length of the miniReceiver 3.0 to use
4. Repeat on the opposite side



Measure for correct size



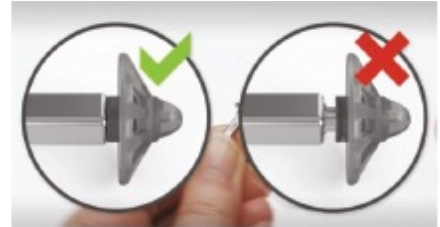
Proper fit: enters at top of canal



Incorrect fit: enters mid-canal; too long

How to place an eartip/sleeve on a miniReceiver 3.0

1. Grasp the receiver tip and eartip/sleeve – note the two retention rings on the end of the receiver tip
2. Line up the cylinder inside the eartip/sleeve with the end of the receiver tip
3. Press the eartip/sleeve past the first retention ring
4. Continue to press the eartip/sleeve past the second retention ring and ensure the eartip/sleeve is placed by slightly tugging



RIC troubleshooting (new or replacement hearing aids)

Weak, dead or no sound confirmed with listening check:

- Confirm acceptable battery/power level
 - Battery Operated Aids: Try a new battery from a different pack
 - Rechargeable Aids: Be sure to use the power supply and cable included with the charger. If aid is new or back from repair, leave in the charger for 15 minutes for power cell activation
- Verify light behavior exhibited while charging
click [here](#) to be directed to charging troubleshooting document
- Even though there appears to be no sound, try detecting the hearing aid/s in the software. After successful detection, select “New Fitting” and apply First Fit. If applicable, previous user settings can be applied once hearing aid function has been confirmed
- Check to be sure the Hearing Aid Firmware is current via Service menu (Service > Update Firmware of Hearing Aids). Update Firmware if prompted
- Run Electroacoustic Analysis / Test Box (EAA) if available

If the solution can be determined as a hearing aid or a charger, please only return the impacted device/s for repair.

If the solution is unclear, please include the hearing aid/s and charger together to allow testing and remediation of the concern.



RIC cleaning and troubleshooting (for hearing aids in for a follow-up service)

Weak, dead or no sound confirmed with listening check:

- Confirm acceptable battery/power level:
 - Battery Operated Aids: Try a new battery from a different pack
 - Rechargeable Aids: Be sure to use the power supply and cable included with the charger. Leave in the charger for at least 15 minutes if the battery level is low
- Be sure to use the power supply included with the charger
- Verify light behavior exhibited while charging
click [here](#) to be directed to charging troubleshooting document
- Check components for debris and clean
- Check microphone ports for debris; clean with brush or mild suction if necessary
- Check wax guard for debris; clean with brush or mild suction if necessary
- Replace components as needed
 - Replace the eartip or sleeve
 - Replace the wax guard at the tip of the receiver and/or the earmold
 - Replace the receiver
- Even if there appears to be no sound, try detecting the hearing aid/s in the software. After successful detection, select "New Fitting" and apply First Fit. If applicable, previous user settings can be applied once hearing aid function has been confirmed
- Check to be sure the Hearing Aid Firmware is current via Service menu (Service > Update Firmware of Hearing Aids). Update Firmware if prompted
- Run Electroacoustic Analysis / Test Box (EAA) if available

If the solution can be determined as a hearing aid or a charger, please only return the impacted device/s for repair.

If the solution is unclear, please include the hearing aid/s and charger together to allow testing and remediation of the concern.



Replacing the wax guard

Wax Guard 3.0 miniReceiver (NanoCare), Wax Guard 3.0 HP Receiver (CeruStop XL) for HP and Wax Guard Custom Molds (QuickGuard) for some earmolds:

- Insert the bare end of the black stick into the receiver bore to extract the current wax guard – push in to retrieve it, then pull straight out to remove it from the aid. Flip the stick around so that the new wax guard can be placed by inserting and twisting it into the receiver bore. Once in place, simply pull the stick straight out, leaving the new wax guard in place
- Some earmold assemblies include a wax guard at the tip of the receiver, plus a wax guard at the tip of the earmold

Replacing the receiver

- To remove the miniReceiver 3.0 from the hearing aid, place thumb on top of the hearing aid for leverage then lift the receiver up. Click the new receiver in place
- To remove a broken receiver wire from an aid, remove pins, lift off top housing, remove the module by lifting the lower portion of the module up and out, push the receiver connector out. Reassemble the housing

Test settings for electroacoustic analysis (EAA)

- From the Fitting Software menu at the top of the session page, select Fitting > Test Settings
- Ensure the hearing aid is not in wearing position
- Click the slider control to activate “Full-on gain Setting”
- Accept the pop-up message that the hearing aid is not in the wearing position by selecting “OK”
- Run the hearing aid test box on a full-on gain test. When prompted by the test box, adjust the reference test gain by moving the gain slider (if indicated) to match the required gain displayed on the test box monitor
- Verify the test box settings match the specifications noted on the product data sheet



Checking wireless communication (communication between hearing aids via NFMI)

If using the ConnexxAir programmer, and the hearing aid/s successfully detect, the wireless antennae is functional. To check wireless communication between the aids, be sure to turn off the ConnexxAir programmer.

If using Noahlink Wireless programmer, wireless communication can be tested while connected to the fitting software.

Follow these steps to confirm communication between the hearing aids

- Verify alert tones are enabled in the software for volume and program change, as desired. It may be necessary to uncheck and recheck this option if alerts are not heard as expected
- Verify volume control coupling is enabled in software, as desired
- Be sure to have both hearing aids ear distance apart and properly oriented (i.e. as if in wearing position) to confirm wireless communication
- Listen to the right hearing aid as the volume and/or program is changed in left hearing aid. Repeat the check by listening to the left hearing aid as the volume and/or program is changed in the right hearing aid

If the solution can be determined as a hearing aid or a charger, please only return the impacted device/s for repair.

If the solution is unclear, please include the hearing aid/s and charger together to allow testing and remediation of the concern.