



Mosaic S 6C, Mosaic S E1

.....
User Guide
.....

Content

Welcome	4
Your hearing instruments	5
Instrument type	5
Getting to know your hearing instruments	5
Components and names	6
Controls	8
Settings	9
Batteries	10
Battery size and handling tips	10
Replacing batteries	11
Daily use	12
Turning on and off	12
Inserting and removing the hearing instruments	13
Adjusting the volume	16
Changing the hearing program	17
Further adjustments (optional)	17
Special listening situations	18
On the phone	18

Maintenance and care	19
Hearing instruments	19
Ear pieces and tubes	20
Professional maintenance	22
Further information	23
Safety information	23
Wireless functionality	23
Accessories	23
Symbols used in this document	24
Troubleshooting	24
Country-specific information	26
Service and warranty	27

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 BTE (Behind-The-Ear) models. A tube delivers the sound from the hearing instrument into the ear. The instruments are not intended for children under the age of 3 years or persons with a developmental age of under 3 years.

Getting to know your hearing instruments

It is recommended to familiarize yourself with your new hearing instruments. With the instruments in your hand try using the controls and note their location on the instrument. This will make it easier for you to feel and press the controls while wearing the hearing instruments.



If you have problems pressing the controls of your hearing instruments while wearing them, you can ask your Hearing Care Professional about a remote control option.

Components and names

Your hearing instruments are either attached to an earhook and a custom-made ear piece or to a standard tube (Open Tube) and a standard ear piece (Open Tip).



❶ Ear piece (Open Tip)

❷ Retention strand
(optional)

❸ Tube (ThinTube)

❹ Adapter for ThinTube

❺ Earhook

❻ Microphone openings

❼ Push button (control)

❽ Battery compartment
(on/off switch)

You can use standard ear pieces together with a standard tube or custom-made ear pieces together with an earhook and tube.

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

Standard ear pieces / tubes		Size
☐		Open Tip open or closed
☐		Open Tip semi-open
☐		Open Tip double
☐	Open Tube	

Custom-made ear pieces

☐ Examples:



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 also use a remote control or a smartphone app to control your instruments.

Push button function	L	R
Press briefly:		
Program change	☐	☐
Volume up	☐	☐
Volume down	☐	☐
Tinnitus Function: volume up	☐	☐
Tinnitus Function: volume down	☐	☐
Press long:		
Standby/turn on	☐	☐

L = Left, R = Right

Settings

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 Function** generates a sound to distract you from your tinnitus.



The **wireless** functionality enables simultaneous control of both hearing instruments.

Read more in section "Wireless functionality".

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.

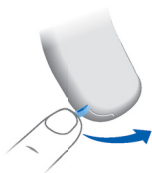
Battery size:	312
---------------	-----

- 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.



- ▶ Use the magnet stick to pull out the battery. The magnet stick is available as an accessory.



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 up (refer to the picture).



- ▶ 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 to the first catch.

Via push button:

- ▶ Turning on or off: Press and hold the push button for several seconds. Refer to section "Controls" for the settings of your controls.

After turning on, the **previously** used volume and hearing program remain set.

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

Your hearing instruments have been fine-tuned for your right and left ear. Colored markers indicate the side:

- red marker = right ear
- blue marker = left ear

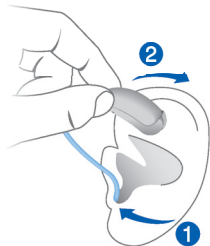


Inserting a hearing instrument:

- ▶ Hold the tube close to the ear piece.
- ▶ Carefully push the ear piece into the ear canal ①.
- ▶ Twist it slightly until it sits well.

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

- ▶ Lift the hearing instrument and slide it over the top of your ear ②.



CAUTION

Risk of injury!

- ▶ Insert the ear piece 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 ear piece, use the other hand to gently pull your earlobe downwards. This opens the ear canal and eases insertion of the ear piece.

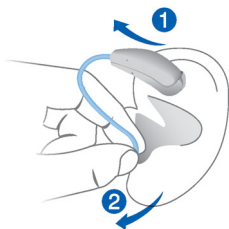
The optional retention strand helps to securely retain the ear piece in your ear. To position the retention strand:

- ▶ Bend the retention strand and position it carefully into the bottom of the bowl of your ear (refer to the picture).



Removing a hearing instrument:

- ▶ Lift the hearing instrument and slide it over the top of your ear ①.
- ▶ Hold the tube close to the ear piece and pull the ear piece out carefully ②.



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, press the push button briefly or use a remote control.

Refer to section "Controls" for the setting of the push button.

An optional signal tone can indicate the volume change. Once the maximum or minimum volume has been reached, you may hear an optional signal tone.

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, press the push button briefly.

Refer to section "Controls" for the setting of your controls. Refer to section "Settings" for a list of your hearing programs.

Further adjustments (optional)

The controls of your hearing instruments can also be used to change, for example, the volume of the Tinnitus Function.

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

Special listening situations

On the phone

When you are on the phone, hold the telephone receiver slightly above your ear. The hearing instrument and telephone receiver have to be aligned. Turn the receiver slightly so that the ear is not completely covered.



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 "Settings".

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.
- ▶ Ask your Hearing Care Professional for recommended drying products.
- ▶ For longer periods of non-use, store your hearing instruments with open battery compartment and batteries removed in a drying system to avoid the adverse effects of moisture.

Cleaning

Your hearing instruments have a protective coating. However, if not cleaned regularly you may damage the hearing instruments or cause personal injury.

- ▶ 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 and tubes

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

- For hearing instruments with a standard tube (Open Tube):

Clean the ear pieces daily, clean the tubes as required.

Exchange the ear pieces and tubes approximately every three to six months, or sooner if you notice cracks or other changes.

- For hearing instruments with earhook:

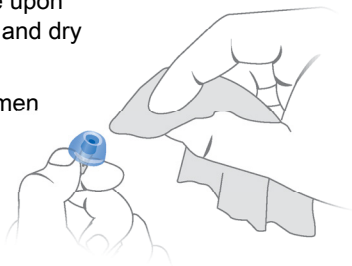
Clean the ear pieces daily.

Ask your Hearing Care Professional to clean the tubes or to exchange the ear pieces and tubes as needed.

Cleaning ear pieces

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

This prevents cerumen becoming dry and hardening.



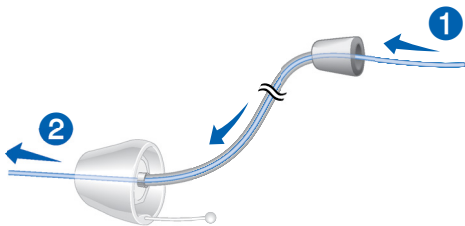
- ▶ Never use running water or immerse the ear piece in water.

Cleaning tubes

Never use running water or immerse the tube in water.

You can clean standard tubes (Open Tube) using a special cleaning wire. Ask your Hearing Care Professional for suitable cleaning wires.

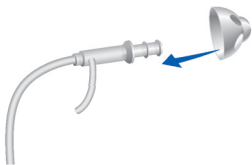
- ▶ Screw off the tube.
- ▶ Carefully insert the cleaning wire into the tube ①.
- ▶ Push the cleaning wire all the way through the tube ②.



- ▶ Wipe away any cerumen or debris that is dislodged from the tube.
- ▶ Completely remove the cleaning wire from the tube.
- ▶ Screw the tube onto the hearing instrument.

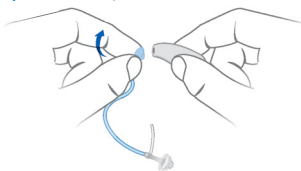
Exchanging standard ear pieces (Open Tip)

- Pull off the used ear piece and plug on the new ear piece.



Exchanging standard tubes (Open Tube)

- Unscrew the used tube and screw the new tube on.



Professional maintenance

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

Custom-made ear pieces and wax filters should be exchanged as needed by your Hearing Care Professional.

Ask your 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.

Wireless functionality

Your hearing instruments may be equipped with wireless functionality. This provides synchronization between your two hearing instruments:

- If you change the program or volume on one instrument, the other one is automatically changed, too.
- Both hearing instruments automatically adapt to the listening situation simultaneously.

Wireless functionality enables the use of a remote control.

Refer to section "Settings" to see if your hearing instruments are equipped with wireless functionality.

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.

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.

- Increase the volume.
- Replace the empty battery.
- Clean or exchange the tube and 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.
- Replace the empty battery.
- Clean or exchange the tube and the ear piece.

Hearing instrument emits signal tones.

- Replace the empty battery.

Problem and possible solutions

Hearing instrument does not work.

- Turn the hearing instrument on.
- Gently close 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

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



Legal Manufacturer

Sivantos GmbH
Henri-Dunant-Strasse 100
91058 Erlangen
Germany
Phone +49 9131 308 0

Document No. 03378-99T01-7600 EN

Order/Item No. 109 521 14

Master Rev01, 09.2017

© 11.2017, Sivantos GmbH. All rights reserved

www.rexton.com

CE
0123

REXTON 