

INSTRUCTIONS FOR USE

IIC-CIC



Introduction to this booklet

This booklet guides you in how to use and maintain your new hearing instrument. Please read the booklet carefully including the **Warnings section**. This will help you to achieve the full benefit of your new hearing instrument.

Your Hearing Care Professional has adjusted the hearing instrument to meet your needs. If you have additional questions, please contact your Hearing Care Professional.

| **About** | [Start up](#) | [Handling](#) | [Options](#) | [Warnings](#) | [More info](#) |

For your convenience, this booklet contains a navigation bar to help you navigate easily through the different sections.

On some pages, you will find a link to the Oticon web page. Type the link into your internet browser for additional information and instructional videos.

Intended use

The hearing instrument is intended to amplify and transmit sound to the ear and thereby compensate for impaired hearing. The hearing instruments are not intended to be used by infants/children < 36 months.

The hearing instrument compensate for mild to moderate hearing loss.

IMPORTANT NOTICE

The hearing instrument amplification is uniquely adjusted and optimised to your personal hearing capabilities during the instrument fitting performed by your Hearing Care Professional.

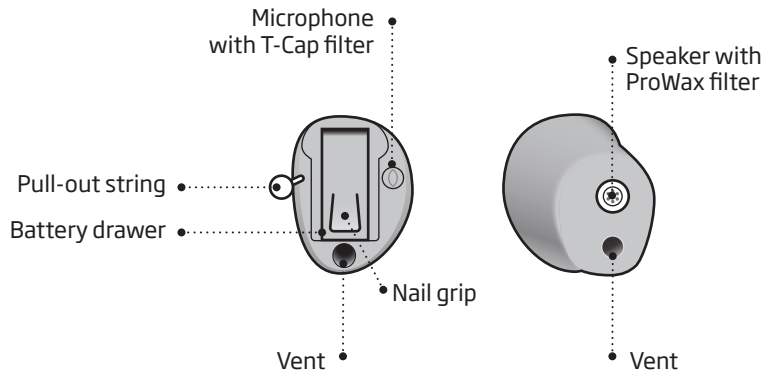
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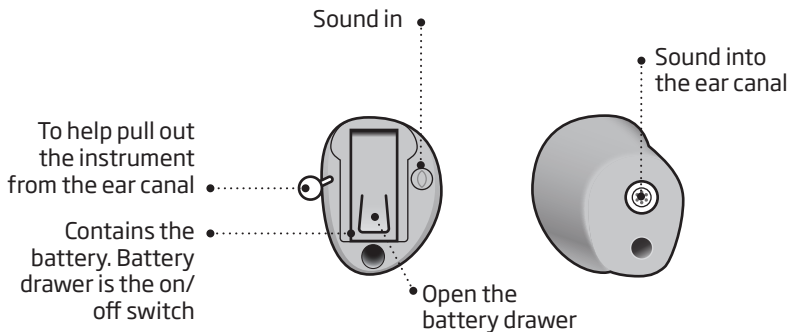
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Instrument overview (CIC shown)

What it is



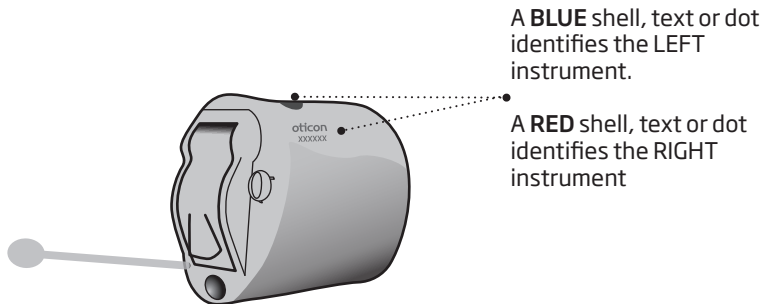
What it does



Components may be positioned differently on your instruments.

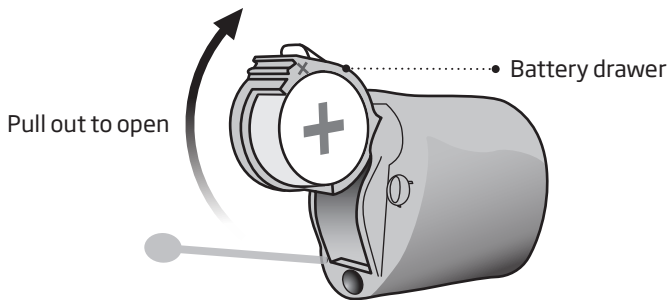
Identify left and right instrument

It is important to distinguish between the left and the right instrument as they might be shaped and programmed differently.



Battery (size 10)

Your hearing instrument is a miniature electronic device that runs on special batteries. To activate the hearing instrument, you must insert a new battery in the battery drawer. See how in the “Replace the battery” section.

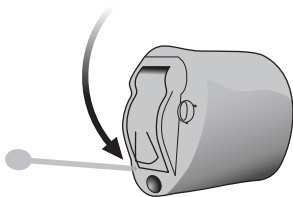


Turn the hearing instrument on and off

The battery drawer is also used to switch the hearing instrument on and off. To preserve the battery, make sure your instrument is switched off when you are not wearing it.

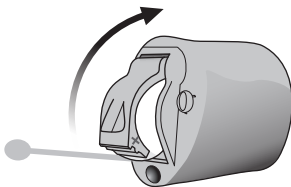
Turn ON

Close the battery drawer with the battery in place.



Turn OFF

Open the battery drawer



When to replace a battery

When it is time to replace the battery you will hear two beeps repeated in moderate intervals until the battery runs out.



Two beeps

= The battery is running low



Four beeps

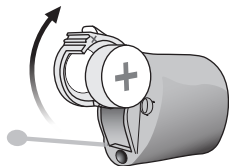
= The battery has run out

Battery maintenance tip

To make sure the hearing instrument is always working, bring spare batteries with you or replace the battery before you leave home.

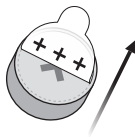
Replace the battery

1. Remove



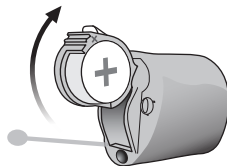
Fully open the battery drawer by pulling the nailgrip up. Remove the battery.

2. Uncover



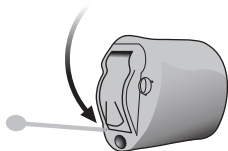
Remove the sticky label from the + side of the new battery. Leave the battery uncovered for 2-5 minutes before inserting.

3. Insert



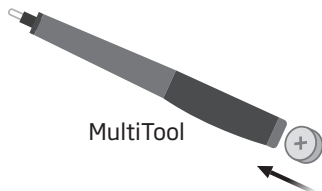
Insert the new battery into the battery drawer. Match the + of the battery with the + on the battery drawer.

4. Close



Close the battery drawer. The instrument will play a jingle when it starts up. Hold the instrument close to your ear to hear the jingle.

Tip



The MultiTool can be used for battery change. Use the magnetic end to remove and insert batteries.

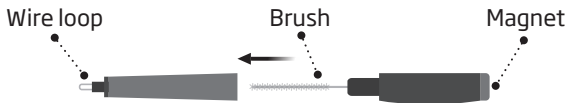
The MultiTool is provided by your Hearing Care Professional.

Caring for your hearing instrument

When handling your hearing instrument, hold it over a soft surface to avoid damage if you drop it.

The MultiTool

Inside the MultiTool there is a brush and a wire loop for cleaning ear wax from the instrument. The brush can be replaced.

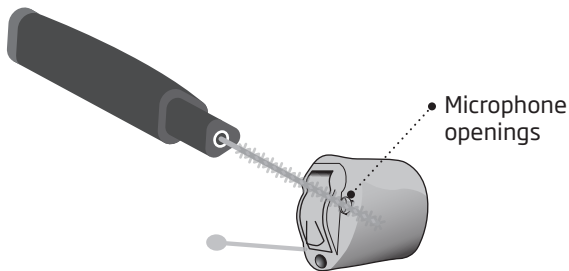


IMPORTANT NOTICE

Your MultiTool has a built-in magnet. Keep the MultiTool 30 cm away from credit cards and other magnetically sensitive devices.

Cleaning the instrument

Carefully brush away debris from the microphone openings.
Gently brush the surface.

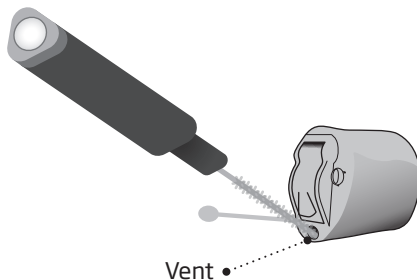


IMPORTANT NOTICE

Use a soft, dry cloth to clean the hearing instrument. It must never be washed or immersed in water or other liquids.

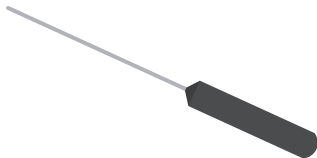
Cleaning the vent

Clean the vent by pressing the brush through the vent while twisting it slightly.



Small vent cleaner

If the vent is very small, a special tool may be required.
Please consult your Hearing Care Professional.



Filter replacement

If you experience reduced sound quality, it is time to change the filters.

Please refer to the following pages for instructions on how to replace the filters.

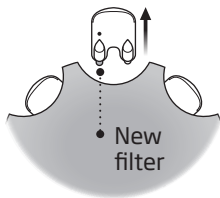
IMPORTANT NOTICE

Always use the same type of wax filter as was originally supplied with the instrument. This is provide by your Hearing Care Professional.

If you are in any doubt about the use or replacement of wax filters, contact your Hearing Care Professional.

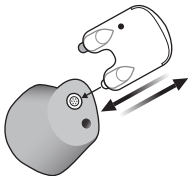
Replace ProWax filter

1. Tool



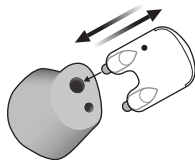
Remove the tool from the shell. The tool has two pins, one empty for removal and one with the new ProWax filter.

2. Remove



Push the empty pin into the ProWax filter in the instruments speaker and pull it out.

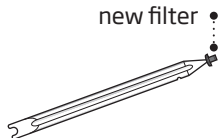
3. Insert



Insert the new ProWax filter using the other pin. Remove the tool and throw it out.

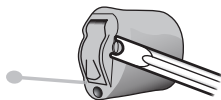
Replace T-Cap filter

1. Tool



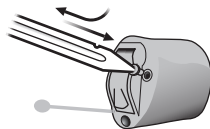
Remove the tool from the packaging. The tool has two ends, one for removal and one with the new T-Cap filter.

2. Remove



Push the tool fork under the top edge of the used T-Cap filter and lift it out.

3. Insert



Insert the new T-Cap filter and remove the tool by twisting it slightly. Throw the tool out after use.

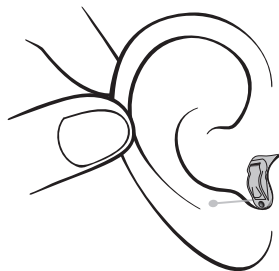
Insert the hearing instrument

Step 1



Hold the instrument with the coloured dot facing upwards. Place the tip of the instrument in your ear canal.

Step 2



Gently pull the top of your ear outwards and push the hearing instrument into the ear canal, twisting slightly if necessary. Follow the natural contour of the ear canal.

Remove the hearing instrument

Hold the hearing instrument by the pull-out string (if available). Gently pull the instrument from the ear canal.

If your instrument doesn't have a pull-out string, you can remove it by pulling on the edge of the instrument.

IMPORTANT NOTICE

DO NOT use the battery door as a handle to insert or remove your instruments. It is not designed for this purpose.

Optional features and accessories

The features and accessories described on the following pages are optional. Please contact your Hearing Care Professional to find out how your hearing instrument is programmed.

If you experience difficult listening situations, a special program may be helpful. These are programmed by your Hearing Care Professional.

Write down hearing situations where you may need help.

☐ **Wireless accessories** (optional)

As an enhancement to your wireless hearing instrument a broad range of wireless accessories are available.

ConnectLine

ConnectLine is a family of products that allows you to receive audio signals from TVs, phones, music players, PCs or an external microphone wirelessly through your hearing instrument.

Remote Control

The Remote Control offers an opportunity to change program, adjust or mute the volume in your hearing instruments.





For detailed information on wireless accessories contact your Hearing Care Professional or visit **www.oticon.com**.

☐ **Change program or volume** (optional)

If you have ConnectLine Streamer or Remote Control, you can change programs and adjust the volume of your instruments.

Please contact your Hearing Care Professional for more information.

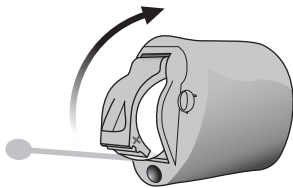
To be filled out by the Hearing Care Professional

Program	Sound you will hear when activated	When to use
1	 "1 beep"	
2	 "2 beeps"	
3	 "3 beeps"	
4	 "4 beeps"	

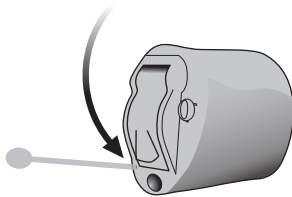
Quick reset

If you wish to return to the standard settings of the instrument programmed by your Hearing Care Professional, simply open and then close the battery drawer.

Open



Close



Warnings

For your personal safety and to ensure correct use, you should familiarise yourself fully with the following general warnings before using your hearing instrument.

Please note that a hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Furthermore, note that in most cases, infrequent use of a hearing instrument does not permit a user to attain full benefit from it.

Consult your Hearing Care Professional if you experience unexpected operations or events with your hearing instrument.

Usage of hearing instruments

- Hearing instruments should be used only as directed and adjusted by your Hearing Care Professional. Misuse can result in sudden and permanent hearing loss.
- Never allow others to wear your hearing instrument, as incorrect use could cause permanent damage to their hearing.

Choking hazards & risk of swallowing batteries or other small parts

- Hearing instruments, their parts, and batteries should be kept out of reach of children and anyone who might swallow these items or otherwise cause injury to themselves.
- Batteries have occasionally been mistaken for pills. Therefore, check your medicine carefully before swallowing any pills.
- Most hearing instruments can be supplied with a tamper-resistant battery drawer upon request. This is strongly recommended for infants, small children and people with learning difficulties.
- Children below 36 months must always use a tamper-resistant battery drawer. This option is available in BTE, miniBTE, RITE and miniRITE instruments.

If a battery or hearing instrument is swallowed, see a doctor immediately.

Warnings

Battery use

- Always use batteries recommended by your Hearing Care Professional. Batteries of low quality may leak and cause bodily harm.
- Never attempt to recharge your batteries and never dispose of batteries by burning them. There is a risk that the batteries will explode.

Dysfunction

- Be aware of the possibility that your hearing instrument may stop working without notice. Keep this in mind when you depend on warning sounds (e.g. when you are in traffic). The hearing instruments may stop functioning, for instance if the batteries have expired or if the tubing is blocked by moisture or ear wax.

Active implants

- Caution must be taken with active implants. In general, follow the guidelines recommended by manufacturers of implantable defibrillators and pacemakers regarding use with mobile phones and magnets.
- Your hearing instrument has a wireless transmission. Please keep the hearing instrument at least 15 cm away from the implant, e.g. do not carry it in a breast pocket.
- When the hearing instruments are mounted on or in the ears, the distance between the hearing instruments and the implant is larger than 15 cm.
- The MultiTool (which has a built-in magnet) should be kept more than 30 cm away from the implant, e.g. do not carry it in a breast pocket.
- If you have an active brain implant, please contact the manufacturer of your implantable device for information about the risk of disturbance.

Warnings

Explosives

- The power source in your hearing instrument has insufficient energy to cause fire in normal usage conditions. The hearing instrument has not been tested for compliance with international standards concerning explosive environments.

It is recommended not to use your hearing instrument in areas where there is a danger of explosions.

X-ray, CT, MR, PET scanning and electrotherapy

- Remove your hearing instrument during, for example, X-ray, CT/MR/PET scanning, electrotherapy or surgery as your instrument may be damaged when exposed to strong fields.

Avoiding heat and chemicals

- Your hearing instrument must never be exposed to extreme heat, e.g., left inside a parked car in the sun.
- Your hearing instrument must not be dried in microwave ovens or other ovens.
- The chemicals in cosmetics, hair-spray, perfume, aftershave lotion, suntan lotion and insect repellent can damage your hearing instrument. Always remove your hearing instrument before applying such products and allow time to dry before reinserting it.

Possible side effects

- Hearing instruments, moulds or domes may cause an accelerated accumulation of ear wax.
- The otherwise non-allergenic materials used in hearing instruments may in rare cases cause a skin irritation or any other unusual condition.

Please seek consultation with a physician if these conditions occur.

Interference

- Your hearing instrument has been thoroughly tested for interference, according to the most stringent international standards. However, interference with your hearing instrument and other devices may occur, (e.g., some mobile telephones, citizens band systems, and shop alarm systems). If this occurs, increase the distance between the hearing instrument and the device.

Avoiding moisture

Your hearing instrument must never be exposed to steam baths, showers or heavy rain, etc.

Should your hearing instrument come in contact with water and stop working, please follow these guidelines:

1. Gently wipe off any water.
2. Open the battery drawer, remove the battery and gently wipe off any water in the battery drawer.
3. Let the hearing instrument dry with the battery drawer left open for approximately 30 minutes.
4. Insert a new battery.

IMPORTANT NOTICE

Do not wear your hearing instrument while showering or participating in water activities. Do not immerse your hearing instrument in water or other liquids.

Conditions

Operating conditions	Temperature: +1°C to +40°C Relative humidity: 5% to 93%, non-condensing
Storage and transportation conditions	Temperature and humidity shall not exceed the below limits for extended periods during transportation and storage: Temperature: -25°C to +60°C Relative humidity: 5% to 93%, non-condensing

Troubleshooting guide

Symptom	Possible causes
No sound	Worn-out battery
	Clogged speaker
	Clogged microphone
Intermittent or reduced sound	Clogged speaker
	Moisture
	Worn-out battery
Squealing noise	Hearing instrument not inserted properly
	Ear wax accumulated in ear canal

If none of the above solutions work, consult your Hearing Care Professional for assistance.

Solutions

Replace the battery

Clean speaker or replace ProWax

Clean microphone or replace filter (T-Cap)

Clean speaker or replace ProWax

Wipe battery and instrument with a dry cloth

Replace the battery

Re-insert the hearing instrument

Have ear canal examined by your doctor

Warranty certificate

Name of owner: _____

Dispenser: _____

Dispenser address: _____

Dispenser phone: _____

Purchase date: _____

Warranty period: _____ Month: _____

Model left: _____ Serial no.: _____

Model right: _____ Serial no.: _____

Battery size: _____

International warranty

Your hearing instrument is covered by an international limited warranty issued by the manufacturer for a period of 12 months from the date of delivery. This limited warranty covers manufacturing and material defects in the hearing instrument itself, but not accessories such as batteries, tubing, ear wax filters etc. Problems arising from improper handling or care, excessive use, accidents, repairs made by an unauthorised party, exposure to corrosive conditions, physical changes in your ear, damage due to foreign objects entering the device, or incorrect adjustments 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 the sale of consumer goods. Your Hearing Care Professional may have issued a warranty that goes beyond the clauses of this limited warranty. Please consult him/her for further information.

If you need service

Take your hearing instrument to your Hearing Care Professional, who may be able to sort out minor problems and adjustments immediately.

Mobile phone

Some hearing instrument users have reported a buzzing sound in their hearing instrument when they are using mobile phones, indicating that the mobile phone and hearing instrument may not be compatible.

The ANSI C63.19 standard determines the prediction of compatibility between a specific hearing instrument and a mobile phone by: adding the numerical value of the rating for the hearing instrument immunity to the numerical value of the rating for the mobile phone emissions. A sum of 4 would indicate that the combination of wireless device and hearing instrument is usable; a combined rating that equals at least 5 would provide normal use;

a combined rating of 6 or greater would indicate excellent performance.

Whereas all hearing instruments have acoustic coupling, only the larger instruments have the physical space for telecoil (inductive) coupling. These two types of coupling have different rating scales (M1-M4 for acoustic coupling and T1-T4 for telecoil coupling, respectively) and both ratings are therefore relevant when predicting the compatibility of a particular hearing instrument.

For a hearing instrument with both acoustic coupling and telecoil coupling with a rating of M4/T2 and with a telephone rating of M3/T3, the combined

rating is 7 (M4 + M3) for the acoustic coupling and 5 (T2 + T3) for the telecoil coupling. According to the guidelines given above, both types of coupling will therefore be acceptable, with the acoustic coupling indicating excellent performance and the telecoil coupling indicating normal use.

The above equipment performance measurements, categories and system classifications are based upon the best information available, but it cannot be guaranteed that all users will be satisfied.

The immunity of this hearing instrument is M4.

IMPORTANT NOTICE

The performance of individual hearing instruments may vary with individual mobile phones. Therefore, please try this hearing instrument with your mobile phone or, if you are purchasing a new phone, be sure to try it with your hearing instrument prior to purchase.

For additional guidance, please ask your mobile phone provider for the booklet entitled "Hearing Aid Compatibility with Digital Wireless Cell Phones."

Technical information

The hearing instrument contains a radio transmitter using short-range magnetic induction technology working at 3.84 MHz. The magnetic field strength of the transmitter is $< -42 \text{ dB}\mu\text{A/m @ 10m}$.

The emission power from the radio system is well below international emission limits for human exposure. For comparison, the radiation of the hearing instrument is lower than unintended electromagnetic radiation from, for example, halogen lamps, computer monitors, dishwashers, etc. The hearing instrument complies with international standards concerning Electromagnetic Compatibility.

Due to the limited space available on the instrument, all relevant approval markings are found in this document.

Additional information can be found in the Product Information sheet on [Oticon.com](https://www.oticon.com).

IIC & CIC wireless instruments contain a module with:

FCC ID: U28FU2CICWL
IC: 1350B-FU2CICWL

The device complies with Part 15 of the FCC rules and RSS-210 of Industry Canada.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Oticon declares that this hearing instrument is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Declaration of Conformity is available from the manufacturer.



Manufactured by:
Oticon A/S
Kongebakken 9
DK-2765 Smørum
Denmark
www.oticon.com

CE 0543 0682



Waste from electronic equipment must be handled according to local regulations.



E2831

Settings overview for your hearing instrument					
Left			Right		
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Volume control	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Program shift	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Mute	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Volume control indicators					
<input type="checkbox"/> On	<input type="checkbox"/> Off	Beeps at min /max volume	<input type="checkbox"/> On	<input type="checkbox"/> Off	
<input type="checkbox"/> On	<input type="checkbox"/> Off	Clicks when changing volume	<input type="checkbox"/> On	<input type="checkbox"/> Off	
<input type="checkbox"/> On	<input type="checkbox"/> Off	Beeps at preferred volume	<input type="checkbox"/> On	<input type="checkbox"/> Off	
Battery indicators					
<input type="checkbox"/> On	<input type="checkbox"/> Off	Low battery warning	<input type="checkbox"/> On	<input type="checkbox"/> Off	

People First

People First is our promise
to empower people
to communicate freely,
interact naturally and
participate actively



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oticon
PEOPLE FIRST