

## BTE 13 PP

Alta2  
Nera2  
Ria2



Instructions for use

**oticon**  
PEOPLE FIRST

## Model overview

This booklet is valid for Oticon BTE13 PP (Fitting level 105) in the following hearing aid families and models:

- Alta2 Pro
- Nera2 Pro
- Ria2 Pro
- Alta2
- Nera2
- Ria2

## Introduction to this booklet

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

Your hearing care professional has adjusted the hearing aid 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.

## Intended use

The hearing aid is intended to amplify and transmit sound to the ear and thereby compensate for impaired hearing. This power hearing aid is intended to be used by adults and children older than 36 months with moderate-to-severe up to severe-to-profound hearing loss.

### IMPORTANT NOTICE

The hearing aid amplification is uniquely adjusted and optimised to your personal hearing capabilities during the hearing aid fitting performed by your hearing care professional.

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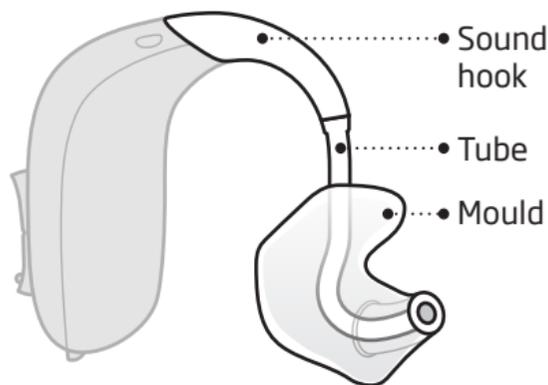
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## Identify your hearing aid style and earpiece

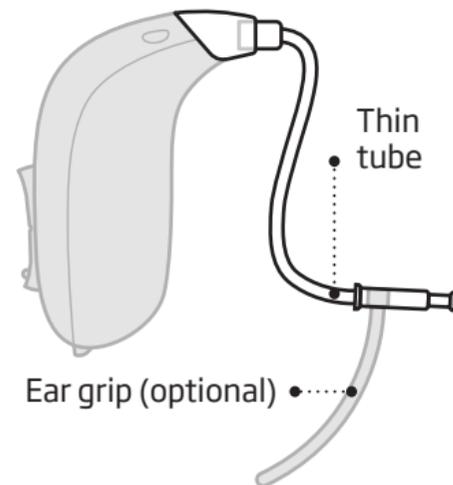
There are two different attachments and several different earpieces which classify your hearing aid style.

Please identify your attachment and earpiece. This will make it easier for you to navigate through this booklet.

- Sound hook and mould**  
A hearing aid with a sound hook will have a mould as an earpiece.



- Thin tube (Corda miniFit)**



### Earpieces

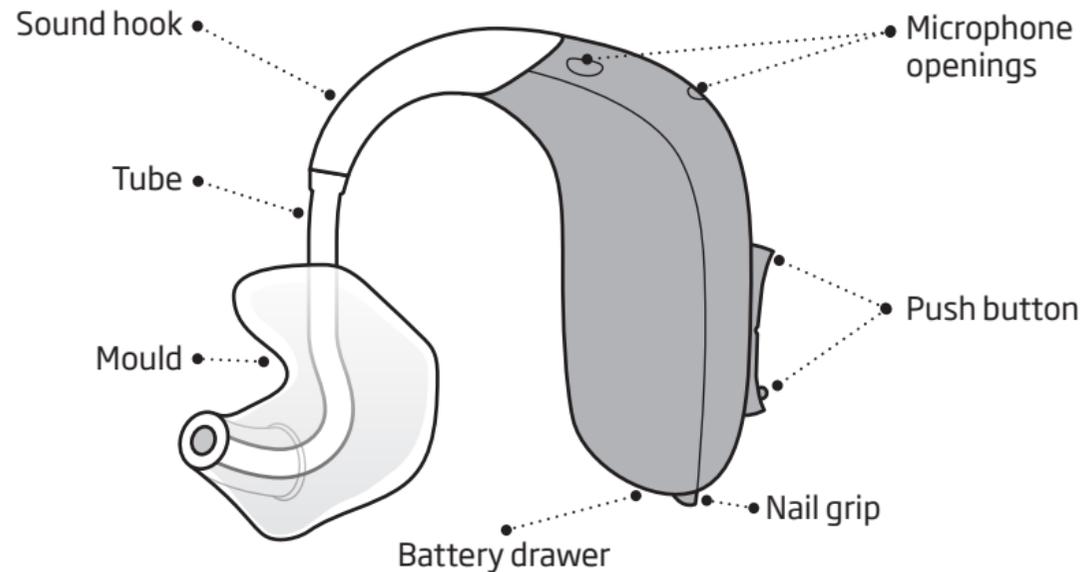
A hearing aid with a thin tube will have one of the following earpieces:

- Dome\* (Bass dome shown)
- GripTip\*
- Micro mould

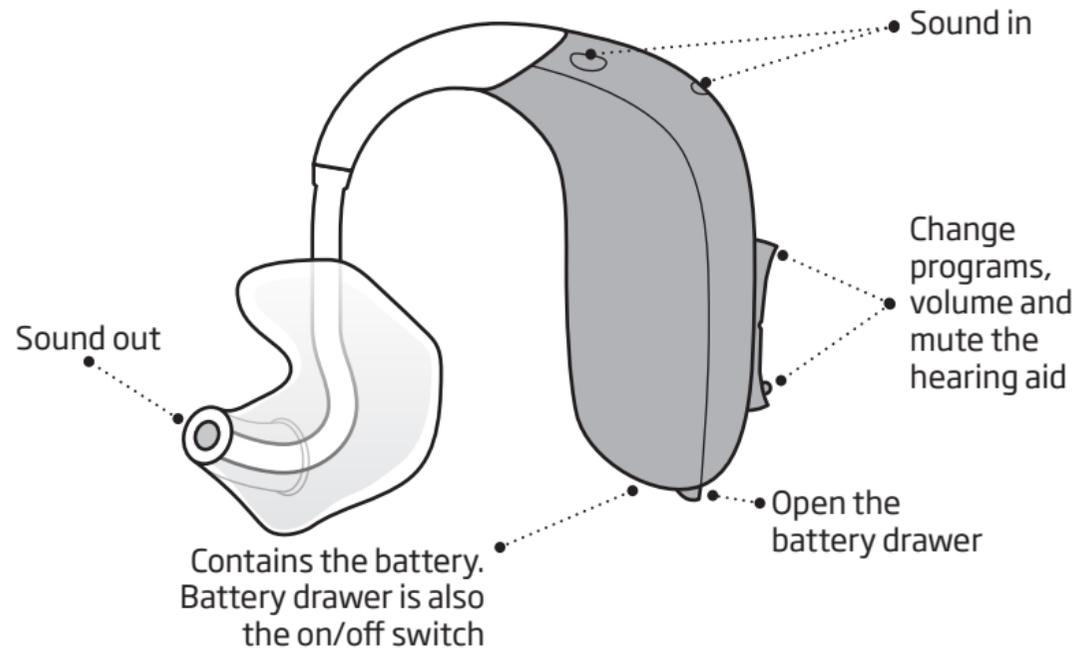
\* Please see details for replacing the dome or Grip Tip in section: "Replace dome or GripTip".

## Sound hook and mould

### What it is

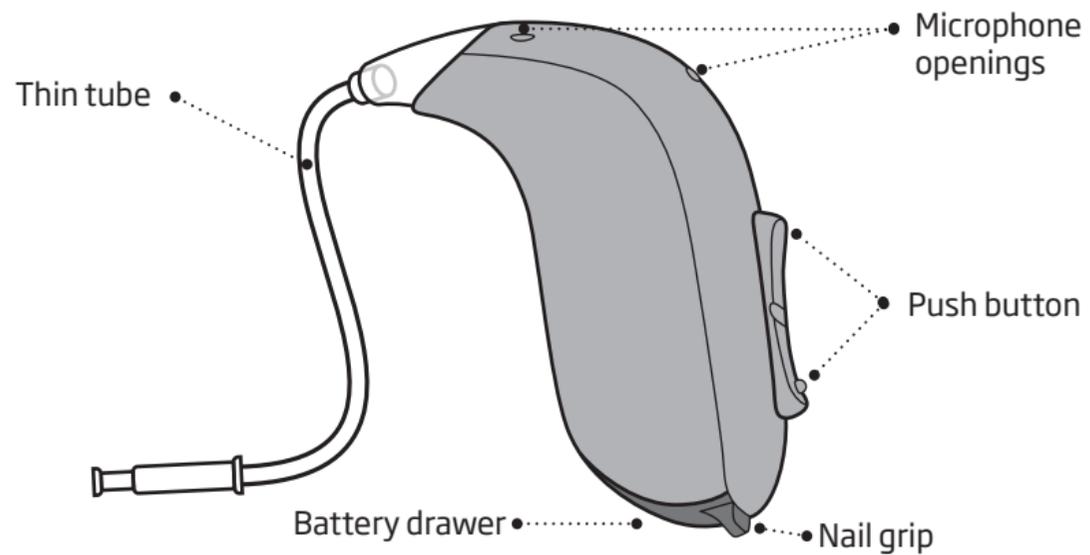


### What it does

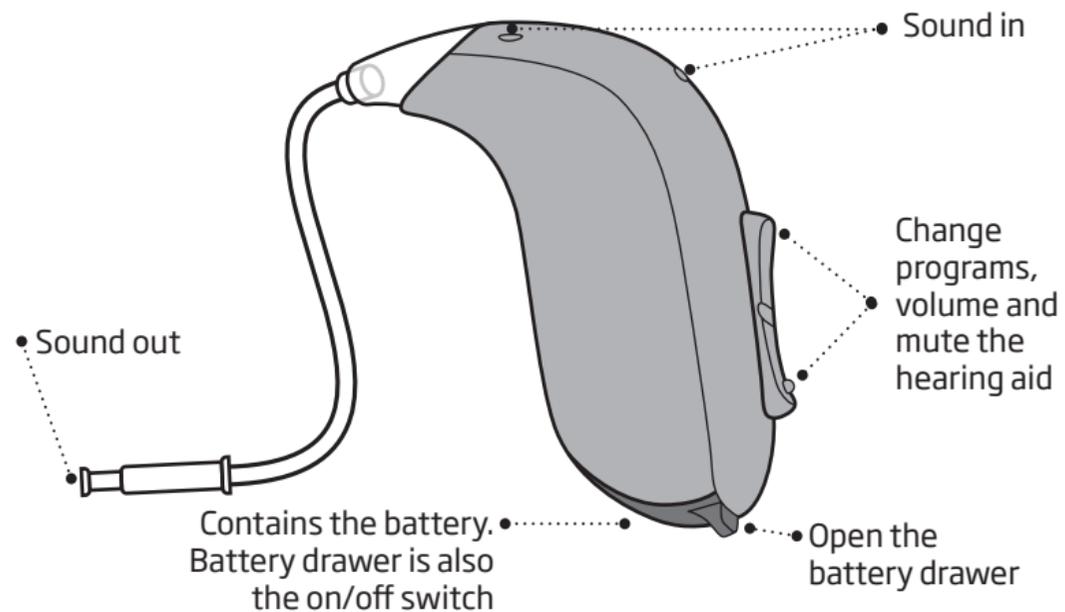


## Thin tube (Corda miniFit)

### What it is

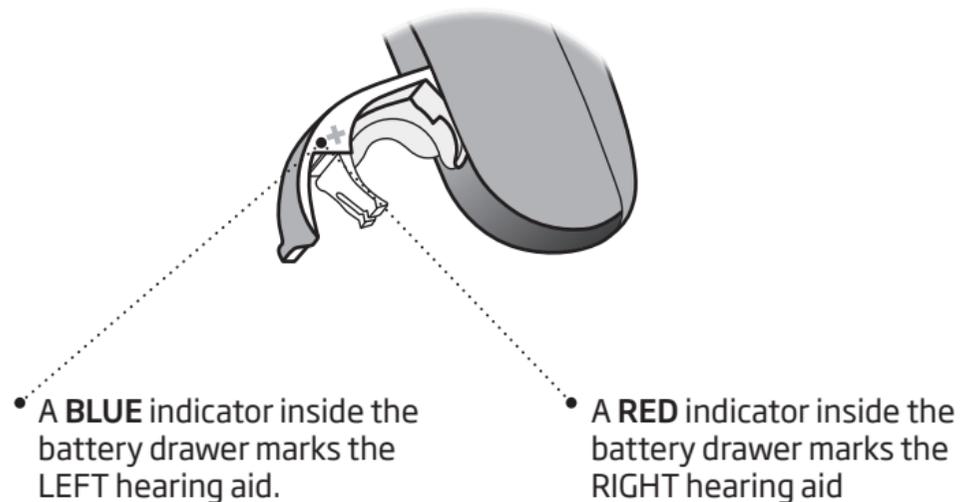


### What it does



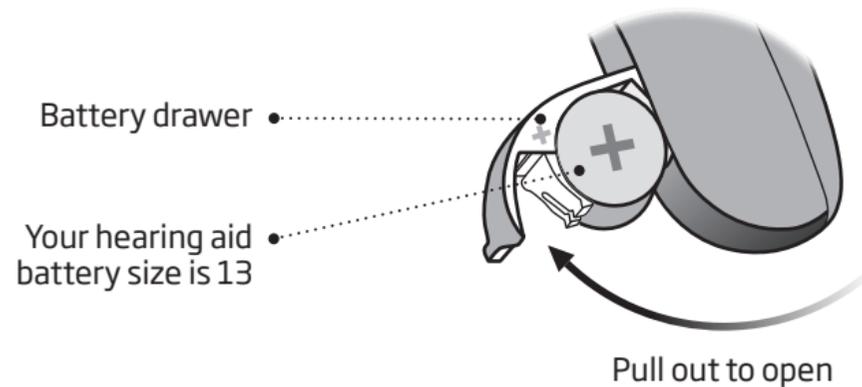
## Identify left and right hearing aid

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



## Battery (size 13)

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



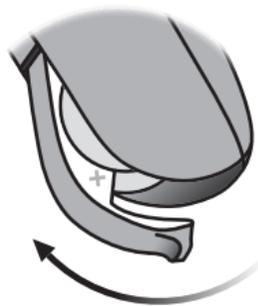
## Turn the hearing aid on and off

The battery drawer is also used to switch the hearing aid on and off. To preserve the battery, make sure your hearing aid 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 the 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

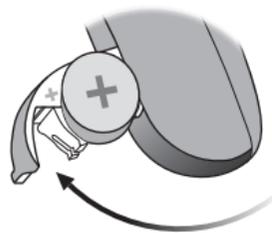
### Battery maintenance tip

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

Note: The batteries need to be replaced more often if you are streaming audio or music to your hearing aids.

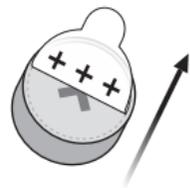
## How to replace the battery

### 1. Remove



Fully open the battery drawer. Remove the battery.

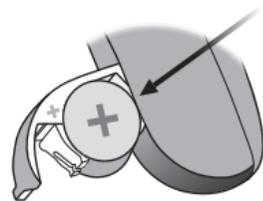
### 2. Uncover



Remove the sticky label from the + side of the new battery.

Tip:  
Wait 2 minutes so that the battery can draw air, to make sure to function optimally.

### 3. Insert



Insert the new battery into the battery drawer. Insert it from above, NOT from the side. Make sure the + side faces up.

### 4. Close



Close the battery drawer. The hearing aid will play a jingle through the earpiece.

Hold the earpiece 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.

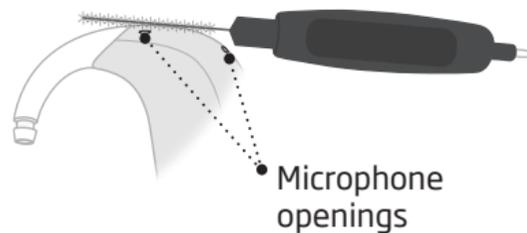
The MultiTool is provided by your hearing care professional.

## Caring for your hearing aid

When handling your hearing aid, hold it over a soft surface to avoid damage in case you drop it.

### Clean the microphone openings

Carefully brush away debris from the openings. Gently brush the surface. Make sure the brush is not pressed in to the openings.

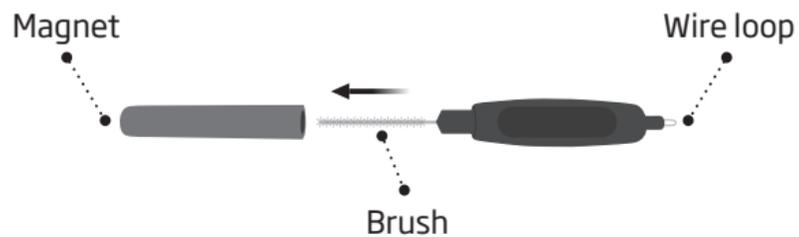


#### IMPORTANT NOTICE

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

## The MultiTool

The MultiTool contains a brush and a wire loop for cleaning ear wax from the mould. The brush can be replaced and purchased from your hearing care professional.



#### IMPORTANT NOTICE

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

## Sound hook with mould

Read the following pages if you have a hearing aid with a sound hook and a mould.

The mould is customised for you and fits your ear.



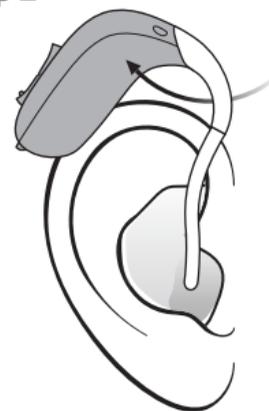
## Put on the hearing aid with mould

Step 1



Gently pull your ear outwards and press the mould in the direction of the ear canal, twisting slightly.

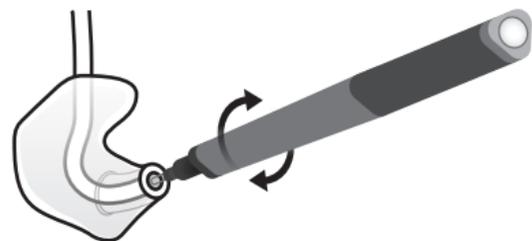
Step 2



Place the hearing aid behind your ear.

## Clean the mould

The mould should be cleaned regularly. Use a soft cloth to clean the surface of the mould. Use the MultiTool wire loop to clean the opening.



## Replace the tube

The tubing between the mould and the hearing aid should be replaced when it becomes yellow or stiff. Consult your hearing care professional in relation to this.

## Wash the mould

### Step 1



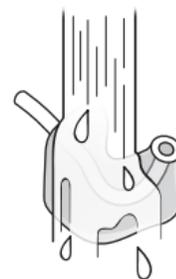
Make sure you are able to identify which mould is for which hearing aid before disconnecting them from the hearing aids.

### Step 2



Disconnect the tube and mould from the hook. Hold the hook firmly, when pulling off the tube. Otherwise the hearing aid may be damaged.

### Step 3

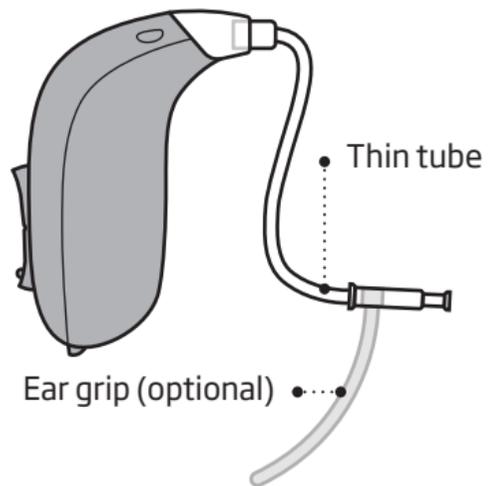


Wash the mould and tube using mild soap. Rinse and dry completely before reconnecting to the hearing aid.

## Thin tube (Corda miniFit)

Read the following pages if your hearing aid has a thin tube (Corda miniFit) with either a dome, Grip Tip or Micro mould as earpiece.

Corda miniFit is a thin tube that brings the sound into your ear. The thin tube should always be used with an ear piece attached. Use only parts designed for your hearing aid.



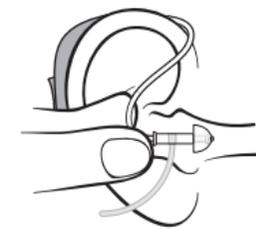
## Put on the hearing aid with thin tube

### Step 1



Place the hearing aid behind your ear.

### Step 2



Hold the bend of the tube between your thumb and index finger. The earpiece should point towards the ear canal opening.

### Step 3



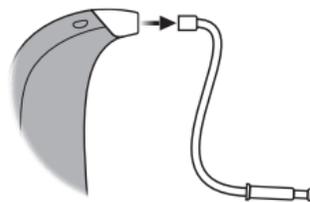
Gently push the earpiece into your ear canal until the thin tube sits close against the side of your head.

If the thin tube has an ear grip, place it in the ear so it follows the contour of the ear.

## Clean the thin tube

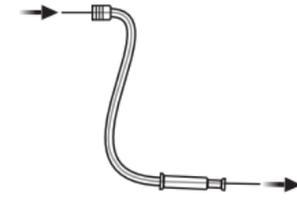
The thin tube should be cleaned to keep it clear from moisture and wax. If not cleaned it could become blocked with wax which means no sound will be able to come out.

Step 1



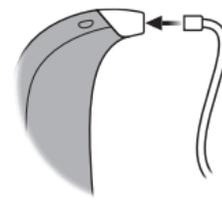
Pull the thin tube out of the hearing aid

Step 2



Push the cleaning tool all the way through the thin tube.

Step 3



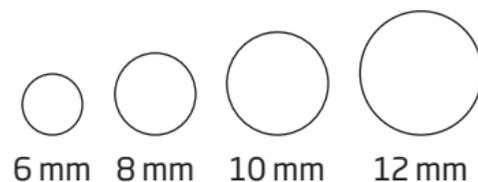
Reconnect the thin tube to the hearing aid.

## Standard earpieces for thin tube

There are 3 different types of domes. Both domes and Grip Tip are made of soft rubber material. Identify your earpiece type and size below.

-  Bass dome, single vent
-  Bass dome, double vent
-  Power dome
-  Grip Tip

Available in small and large, left and right, with or without vent.



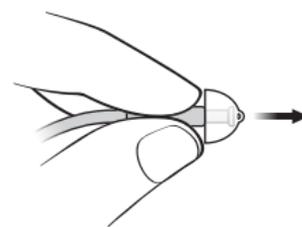
### IMPORTANT NOTICE

If the earpiece is not on the thin tube when removed from the ear, the earpiece may still be in the ear canal. Consult your hearing care professional for further instructions.

## Replace dome or Grip Tip

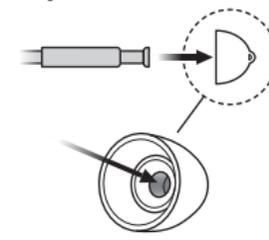
The standard earpiece (dome or Grip Tip) should not be cleaned. If the earpiece is filled with wax, replace it with a new one. Grip Tips should be replaced at least once a month.

### Step 1



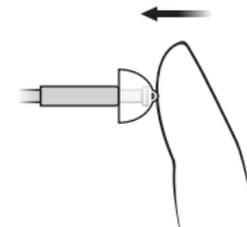
Hold on to the end of the thin tube and then pull off the dome.

### Step 2



Insert the thin tube exactly into the middle of the earpiece to obtain a secure attachment.

### Step 3



Push firmly to ensure that the dome is fastened securely.

## Customised earpieces for thin tube

Micro moulds are available in two different materials.

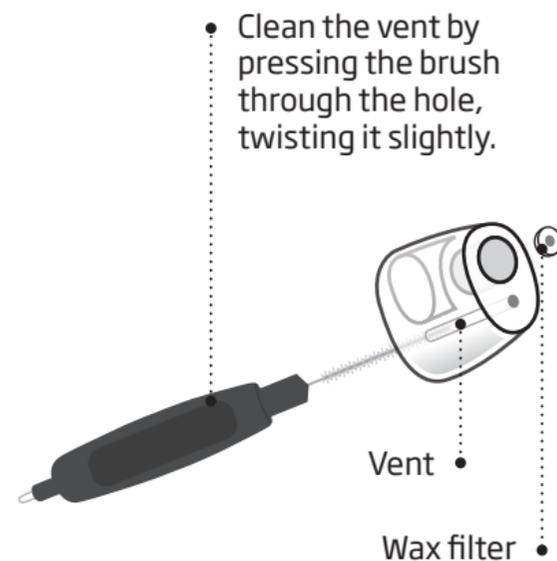


• Micro mould

## Clean Micro mould

The Micro mould should be cleaned regularly.

The Micro mould has a white wax filter that must be replaced when clogged, or if the hearing aid does not sound normal.

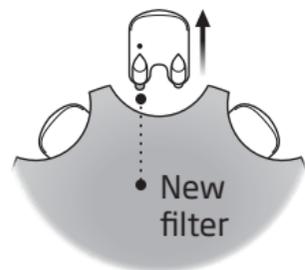


### IMPORTANT NOTICE

Always use the same type of wax filter as was originally supplied with the hearing aid. If you are in any doubt about the use or replacement of wax filters, contact your hearing care professional.

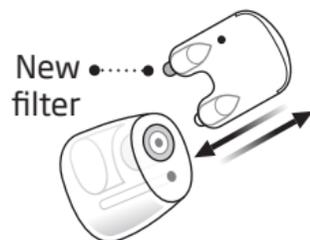
## Replace ProWax filter

### 1. Tool



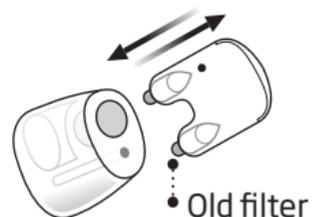
Remove the tool from the shell. The tool has two pins, one empty for removal and one with the new wax filter.

### 2. Remove



Push the empty pin into the wax filter in the Micro mould and pull it out.

### 3. Insert



Insert the new wax filter using the other pin, remove the tool, and throw it out.

## 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 aid 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.*

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## Mute the hearing aid

Use the mute function if you need to silence the hearing aid while wearing it.



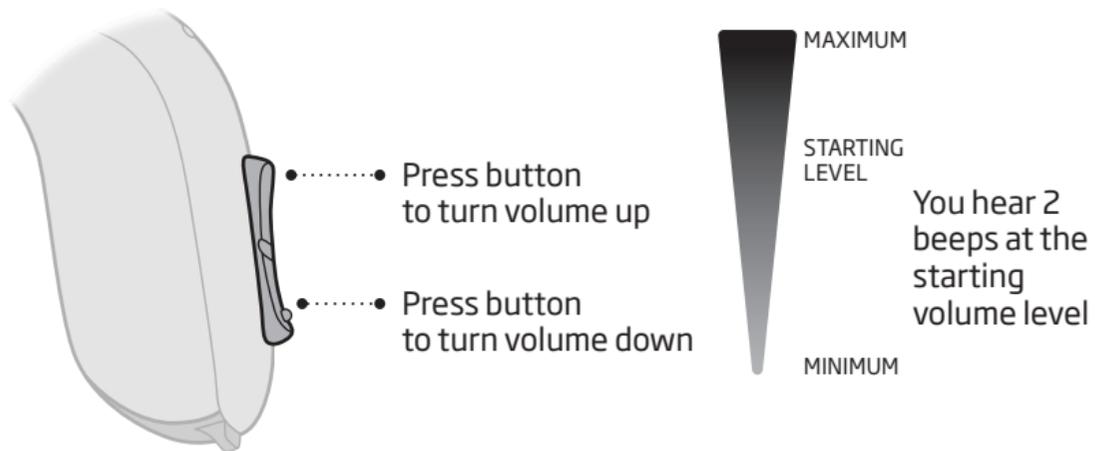
Apply a very long press to either end of the button to mute the hearing aid.  
To reactivate the hearing aid, push the button briefly.

### IMPORTANT NOTICE

Do not use the mute function as an off switch, as the hearing aid still draws current from the battery in this mode.

## **Change volume**

The push button allows you to adjust the volume.  
You will hear a click when you turn the volume up or down.



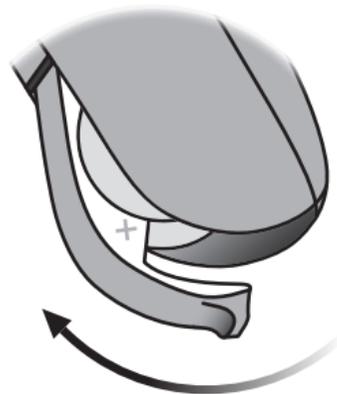
**To be filled out by the hearing care professional**

Volume change	<input type="checkbox"/> LEFT	<input type="checkbox"/> RIGHT	<input type="checkbox"/> Short press
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## **Quick reset**

If you wish to return to the standard settings of the hearing aid programmed by your hearing care professional, simply open and then close the battery drawer.

**Open**

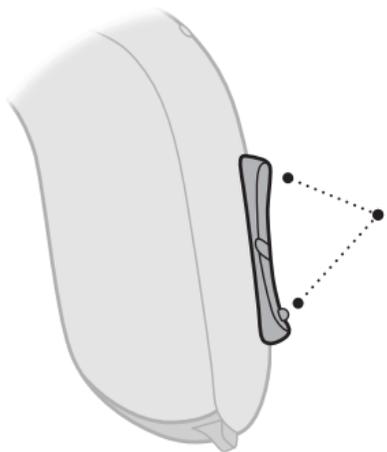


**Close**



## **Change programs**

Your hearing aid can have up to 4 different programs. These are programmed by your hearing care professional.



Press up or down  
between programs

Note that you can change continuously between programs - both up and down in the program order. If for example you want to go from program 1 to 4, you can press the down button once instead of pressing the up button 3 times.

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"	

Program change:

LEFT

RIGHT

Short press

Long press

## Other options



### Telecoil

Telecoil helps you hear better when using a telephone with a built-in loop or when you are in buildings with teleloop systems such as theatres, churches or lecture rooms. This symbol or a similar sign is shown wherever a teleloop has been installed.



### Autophone

The autophone can automatically activate a phone program in the hearing aid, if you place a dedicated magnet on your phone.

### Direct Audio Input (DAI)

DAI allows your hearing aid to receive signals directly from external sources such as TV, radio, music players, etc. The DAI adaptor is mounted to your hearing aid and via a cable connected to an external sound source.

For detailed information on these options contact your hearing care professional or visit [www.oticon.global](http://www.oticon.global)

#### **IMPORTANT NOTICE**

Only connect hearing aids with DAI to electrically powered devices that comply with EN 60950-1, EN 60065 or equivalent safety standards. The external signal source determines the safety of hearing aids with DAI.

## Wireless accessories

As an enhancement to your wireless hearing aid 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 aid.

### **Remote Control**

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

### **FM**

Your hearing aid supports the option of attaching an FM system. The FM system allows you to receive speech or audio signals directly to your hearing aid from a dedicated transmitter.

For detailed information on wireless accessories contact your hearing care professional or visit **[www.oticon.global](http://www.oticon.global)**

## □ Tamper-resistant battery drawer

To keep the battery out of reach of infants, small children and people with learning difficulties, a tamper-resistant battery drawer should be used.

### IMPORTANT NOTICE

Avoid excessive force to open the battery drawer when in the locked position. Do not force the battery drawer beyond its fully opened position. Make sure to insert the battery correctly.

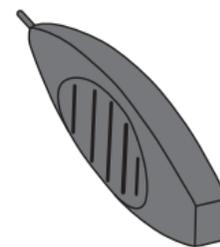
Please contact your hearing care professional if you suspect the tamper-resistant effectiveness and locking ability are damaged.

To lock the battery drawer



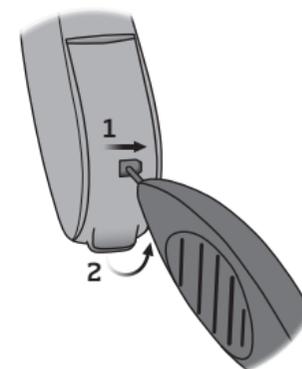
Close the battery door completely and make sure it is locked.

Tool to unlock the battery drawer



Use this small tool provided by your Hearing Care Professional.

Unlock the battery drawer



Insert the tip of the tool into the small hole at the back of the battery drawer.

1. Move it to the right and hold it
2. Open the battery drawer

## Warnings

You should familiarise yourself fully with the following general warnings before using your hearing aid for your personal safety and to ensure correct usage.

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 aid does not permit a user to attain its full benefits.

Consult your hearing care professional if you experience unexpected operations or events with your hearing aid.

### **Usage of hearing aids**

Hearing aids 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 aid as incorrect usage could cause permanent damage to their hearing.

### **Choking hazards & risk of swallowing batteries and other small parts**

Hearing aids, 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 aids 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 younger than 36 months must always use a tamper-resistant battery drawer. Please talk to your hearing care professional about the availability of this option.

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

### **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 aid may stop working without notice. Keep this in mind when you depend on warning sounds (e.g. when you are in traffic). The hearing aids may stop functioning, for instance if the batteries have expired or if the tubing is blocked by moisture or earwax.

### **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.

The Autophone magnet and MultiTool (which has a built-in magnet) should be kept a least 30 cm away from the implant, e.g. do not carry it in a breast pocket.

## Warnings

If you have an active brain implant, please contact the manufacturer of your implantable device for information about the risk of disturbance.

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

Remove your hearing aid before X-ray, CT/MR/PET scanning, electrotherapy, surgery, etc. as your hearing aid may be damaged when exposed to strong fields.

### **Heat and chemicals**

The hearing aid must never be exposed to extreme heat, e.g. left inside a parked car in the sun.

The hearing aid must not be dried in microwave ovens or other ovens.

The chemicals in cosmetics, hairspray, perfume, aftershave lotion, suntan lotion, and insect repellent can damage the hearing aid. Always remove your hearing aid before applying such products and allow time to dry before use.

### **Power instrument**

Special care should be exercised when selecting, fitting and using a hearing aid when the maximum sound pressure capability exceeds 132 dB SPL (IEC 711), as there may be risk of impairing the remaining hearing of the hearing aid user.

### **Possible side effects**

Hearing aids and earpieces may cause an accelerated accumulation of earwax.

The otherwise non-allergenic materials used in hearing aids may in rare cases cause skin irritation or other side effects.

*Please consult a physician if these conditions occur.*

### **Interference**

The hearing aid has been thoroughly tested for interference, in accordance with the most stringent international standards. However, interference between the hearing aid and other devices (e.g. some mobile telephones, citizens band systems, shop alarm systems and other devices) may occur. If this occurs, increase the distance between the hearing aid and the interfering device.

### **Connection to external equipment**

The safety of the hearing aid when connected to external equipment (via auxiliary input cable, via USB cable, or directly), is determined by the external equipment. When connected to external equipment plugged into a wall outlet, this equipment must comply with IEC-60065, IEC-60950 or equivalent safety standards.

## Troubleshooting guide

Symptom	Possible causes	Solutions
<b>No sound</b>	Dead battery	Replace the battery
	Clogged tube or earpieces (mould, Micro mould, Grip Tip or dome)	Clean tube, mould, Micro mould or replace wax filter Consider to replace dome or Grip Tip
<b>Intermittent or reduced sound</b>	Clogged sound outlet	Clean mould Clean Corda miniFit (thin tube), replace dome, Grip Tip or replace wax filter
	Moisture	Wipe battery with a dry cloth and/or dry tube
	Dead battery	Replace the battery
	Clogged damping filter in sound hook	Contact your hearing care professional for assistance
<b>Squealing noise</b>	Hearing aid earpiece inserted incorrectly	Re-insert earpiece
	Ear wax accumulated in ear canal	Have ear canal examined by your doctor

If none of the above solutions works, consult your hearing care professional for assistance.

## Water resistant

Your hearing aid is water resistant, which means it is designed to be worn in all daily life situations. Therefore, you do not have to worry about sweat or getting wet in the rain. Should your hearing aid come in contact with water and stop working, please follow these guidelines:

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

### IMPORTANT NOTICE

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

## Conditions of use

<b>Operating conditions</b>	Temperature: +1°C to +40°C Relative humidity: 5% to 93%, non-condensing
<b>Storage and transportation conditions</b>	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

## Warranty certificate

Name of owner: \_\_\_\_\_

Hearing care professional: \_\_\_\_\_

Hearing care professional's address: \_\_\_\_\_

Hearing care professional's phone: \_\_\_\_\_

Purchase date: \_\_\_\_\_

Warranty period: \_\_\_\_\_ Month: \_\_\_\_\_

Model left: \_\_\_\_\_ Serial no.: \_\_\_\_\_

Model right: \_\_\_\_\_ Serial no.: \_\_\_\_\_

Battery size: \_\_\_\_\_

## International warranty

Your hearing aid 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 aid 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 aid to your hearing care professional, who may be able to sort out minor problems and adjustments immediately.

## Technical information

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

The hearing aid complies with international standards concerning radio transmitters, electro-magnetic compatibility and human exposure.

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

### USA and Canada

The hearing aid contains a radio module with the following certification ID numbers:

FCC ID: U28FU2BTEPP  
IC: 1350B-FU2BTEPP

The device complies with Part 15 of the FCC Rules and with Industry Canada's licence-exempt RSSs.

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.

This Class B digital apparatus complies with Canadian ICES-003.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined

by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the manufacturer or an experienced radio/TV technician for help.

The manufacturer declares that this hearing aid is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU (RED).

Declaration of Conformity is available from the manufacturer.



Manufactured by:  
Oticon A/S  
Kongebakken 9  
DK-2765 Smørum  
Denmark  
[www.oticon.global](http://www.oticon.global)

CE 0543



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



IP58

### Description of symbols used in this booklet

	<b>Warnings</b> Text marked with a warning symbol must be read before using the device.
	<b>Manufacturer</b> The device is produced by the manufacturer whose name and address are stated next to the symbol. Indicates the medical device manufacturer, as defined in EU Directives 90/385/EEC, 93/42/EEC and 98/79/EC.
	<b>CE mark</b> The device complies with Medical Device Directive 93/42/EEC. The four digits number indicates the identification of the notified body.
	<b>Electronic waste (WEEE)</b> Recycle hearing aids, accessories or batteries according to local regulations. Hearing aid users can also return electronic waste to their hearing care professional for disposal. Electronic equipment covered by Directive 2012/19/EU on waste and electrical equipment (WEEE).
	<b>Regulatory Compliance Mark (RCM)</b> The device complies with electrical safety, EMC and radio spectrum requirements for devices supplied to the Australian or New Zealand market.
	<b>IP code</b> Indicates the class of protections against harmful ingress of water and particulate matter according to EN 60529:1991/A1:2002. IP5X indicates dust protection. IPX8 indicates the protection against the effects of continuous immersion in water.

### Description of symbols used on the regulatory packaging label

	<b>Keep dry</b> Indicates a medical device that needs to be protected from moisture.
	<b>Caution symbol</b> Consult instructions for use for warnings and cautions.
	<b>Catalogue number</b> Indicates the manufacturer's catalogue number so that the medical device can be identified.
	<b>Serial number</b> Indicates the manufacturer's serial number so that a specific medical device can be identified.

Settings overview for your hearing aid				
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

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