

OTICON | **Chili**
BTE 13 SP



Instructions for use

oticon
PEOPLE FIRST

Thank you

Thank you for choosing our product as your means to better hearing.

To support your efforts, we have put great care and attention into making sure that your new hearing instruments are of the highest quality and that they are easy to use and maintain.

We recommend that you read this manual carefully to achieve the maximum benefit of your new hearing instruments.

Congratulations on your decision to actively improve your hearing with today's most advanced hearing technology in the market.

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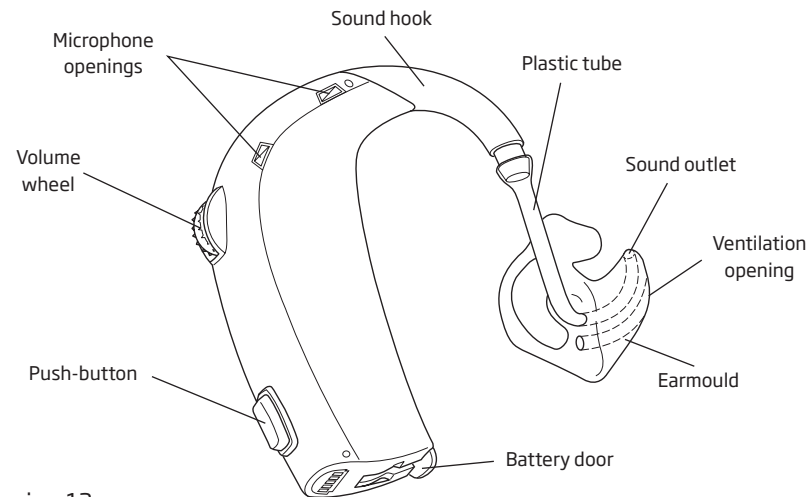
IMPORTANT NOTICE

Please familiarise yourself with the entire contents of this booklet before using your hearing instruments. It contains instructions and important information about the use and handling of your hearing instruments and batteries.

CAUTION

The BTE 13 SP is a powerful hearing instrument. In case you are fitted with BTE 13 SP, never allow others to wear your hearing instruments as incorrect or wrongful usage could cause permanent damage to their hearing.

Instrument View - BTE 13 SP



Battery size: 13

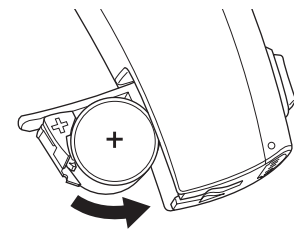
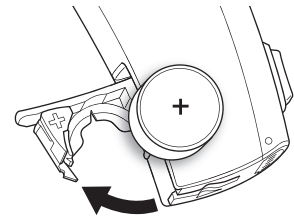
Changing batteries

Your hearing instrument battery size is 13. Batteries perform differently. Ask your hearing care professional for help choosing the right battery quality for your hearing instrument.

A worn out battery should be removed immediately and disposed of according to local regulations. When the battery power is low, you will hear 2 beeps. This pre-warning starts when the battery has only a few hours of operation left. The pre-warning will be repeated in moderate intervals to indicate it is time to change the battery.

If the battery runs out the instrument turns off. When that happens, 4 beeps are played to indicate that the instrument is no longer operating.

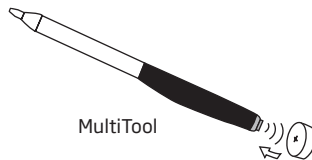
This is not an indication of a malfunction.



To replace the battery, follow these instructions:

- Open the battery door completely by pushing the raised edge on the bottom of the instrument. To assist with the handling of the batteries, the magnet placed at the end of the MultiTool can be used.
- Remove the sticky label from the + side of the new battery.
- The new battery may be inserted by using the magnetic end of the MultiTool. Ensure that the positive (+) marking faces the positive (+) sign printed on the battery door. Close the battery door.

If any moisture on the battery surface, it should be wiped off before use. When you change the battery, it will take a few seconds before the battery works to full capacity.



Turning your instrument ON and OFF

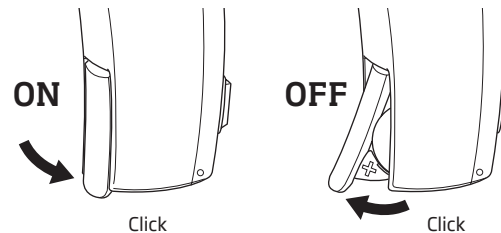
Turn **ON** your hearing instrument by closing the battery door completely with the battery in place. When the battery door is closed the instrument will start up by playing a jingle. This indicates that the battery is working and the instrument is operating.

Turn **OFF** your hearing instrument by opening the battery door slightly until a “click” is felt.

To preserve the battery, make sure your hearing instrument is switched off when you are not wearing it.

IMPORTANT NOTICE

Open the battery compartment fully to allow air to circulate whenever you are not using your hearing instrument, especially at night!

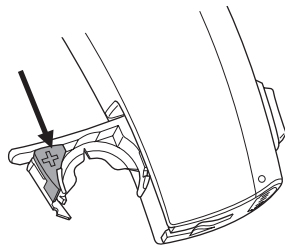


Left/Right ear marking

Hearing instruments are fitted to the uniqueness of each ear, which means if you have two instruments then your left hearing instrument is programmed differently from your right. That is why it is important to distinguish between the left hearing instrument and the right.

In order to easily identify whether it is the left ear or right ear instrument, colour markings may be applied inside the battery door.

Blue marks the LEFT instrument.
Red marks the RIGHT instrument.

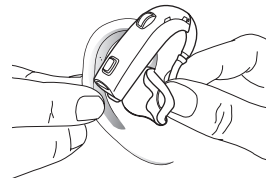
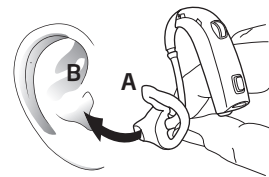


Putting on your instrument

Place the tip of the earmould in your ear canal, twisting slightly, making sure that the top part of the earmould (A) is pushed behind and under the fold (B) of your ear.

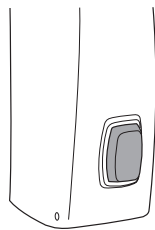
Gently pull up your ear and press the earmould in the direction of the ear canal.

With the earmould positioned correctly in your ear, place the hearing instrument behind your ear by lifting its lower part and sliding it over the top of your ear.



Push-button





Your hearing instrument has a push-button for switching between different programs.



Programs (Optional)

Your hearing instrument can have up to 4 different programs.

When switching between the different programs, your hearing instrument will beep. The number of beeps will indicate which program you are using.

	One beep, when you switch to program 1
	Two beeps, when you switch to program 2
	Three beeps, when you switch to program 3
	Four beeps, when you switch to program 4

Press the button to go to the next program e.g from P1-P2.

Below you can see a description of the programs available in your hearing instrument.

Prg. 1: _____

Prg. 2: _____

Prg. 3: _____

Prg. 4: _____

Using 2 instruments

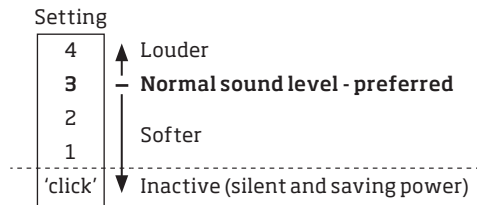
If you have two instruments the push-button on one instrument can be programmed to change the program on both hearing instruments (Binaural Coordination). This means, when you adjust the program for one instrument, it automatically adjusts the other.

Volume Control



The volume wheel may be activated. The volume wheel allows you to adjust the volume in specific situations to the level you feel comfortable with.

The volume wheel has markings 1, 2, 3 and 4 and a 'click' position:



The normal volume wheel setting is 3. When adjusting the volume to the normal level you will hear a double beep.

If you turn the wheel below 1 you can feel a 'click' and the instrument will become inactive and silent. Use the inactive setting if you need to silence the instrument while you have the instrument on.

Remember to adjust the volume to the normal setting 3 either before or after putting the instrument on to assure good audibility.

IMPORTANT NOTICE

Do not use the inactive 'click' position as a switch off as the hearing aid still draws power from the battery in this mode.

Volume Control and ConnectLine (Optional)



Make sure to set the volume control on the instrument in the 1 to 4 range to enable use of the Streamer for remote control, phone calls and TV/music streaming. Streaming cannot be initiated while the instrument volume control is set to the inactive 'click' position.

If you use the Streamer to adjust the regular hearing instrument listening volume, the resulting volume will no longer match the indications on the volume wheel. Turning the volume control to the inactive 'click' position and back into the 1-4 range or turning the instrument off and back on will reset the volume to the setting indicated on the volume wheel.

When adjusting the volume to the preferred level you will hear a double beep.

During audio streaming, adjust the volume on the Streamer. The Streamer will control the volume independently of the setting of the volume wheel.

Stand-by (Optional)



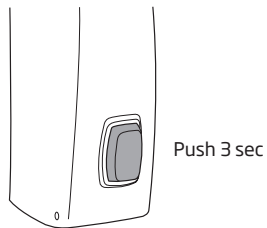
Push the button for a minimum of 3 seconds to set the instrument in stand-by mode.

To reactivate the instrument, push the button briefly again.

Use the stand-by function if you need to silence the instrument while you have the instrument on.

Using 2 instruments

If you have two instruments, the push-button on one instrument can be programmed to set both hearing instruments on stand-by.



IMPORTANT NOTICE

Do not use the stand-by function as a switch off as the hearing aid still draws power from the battery in this mode.

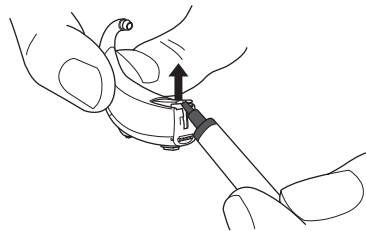
Tamper-resistant battery door (Optional)



This is strongly recommended for infants, small children and people with learning difficulties.

The battery door is designed only to be opened by using a tool. Use the MultiTool to unlock the door by inserting it into the channel in the bottom of the hearing instrument and push on the door to open.

Important: Do not force the battery door beyond its fully opened position. Insert the battery correctly. Excessive force can deform the battery door, which will reduce its tamper resistant effectiveness.



Telecoil (Optional)



The telecoil is a receiver for audio signals transmitted from an inductive loop installation. The telecoil is meant for telephone conversations and for loop systems in e.g. theatres, churches or lecture rooms.

The telecoil is activated by the push-button as switching between programs. When activated, you will hear a certain number of beeps corresponding to the telecoil programme.

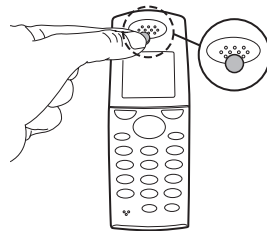
See "Programs" for where the telecoil programme is placed.

Auto Phone (Optional)

Your hearing instrument may have a built-in Auto Phone functionality. When the hearing instrument is close to a telephone receiver, the Auto Phone will activate a Phone Programme. When the Phone Programme is activated you will hear a number of beeps.

When you end your telephone conversation, the hearing instrument will automatically return to the previous programme.

Not all telephones can activate the Auto Phone. The telephone receiver must have a special magnet fitted. Please follow the separate instructions for mounting the magnet, which is available from your Hearing Care Professional.



WARNING

If you use an Auto Phone magnet:

- Keep magnets out of reach of children and pets. If a magnet is swallowed, see a doctor immediately.
- Do not wear the magnet in a breast pocket and always keep it 30 cm away from active implantable devices. Preferably, use the telephone with magnet on the opposite side than a pacemaker or other active implantable devices.
- Keep the magnet 30 cm away from credit cards and other magnetically sensitive devices.

DAI (Direct Audio Input)

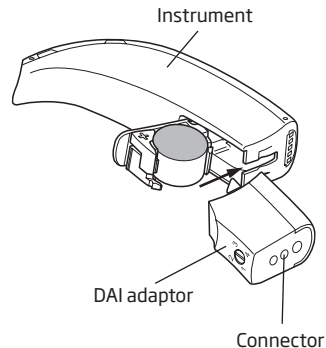
If your hearing instrument is connected by means of a DAI adaptor with an external sound source, like a media player/MP3 or hand mic, the signals of these devices will be directly transferred to your hearing instrument.

Mounting of the DAI adaptor

Start by opening the battery door, slide the DAI adaptor onto the instrument.

Then insert the DAI cord into the adaptor.

When the DAI adaptor is connected, the instrument will automatically switch to a combination of a DAI programme and the microphone input of the instrument.



If you would like the DAI programme alone, you can switch to the next programme by using the programme switch button.

As long as the DAI adaptor is connected to the instrument two programs will automatically be added after the standard programs, which have been programmed into your hearing instrument by your Hearing Care Professional.

IMPORTANT NOTICE

When the DAI is connected to mains-operated equipment, this equipment must comply with IEC-60065, IEC-60601 or equivalent safety standards.

FM

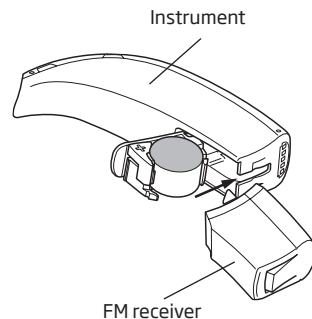
An FM receiver enables the hearing instrument to receive signals directly from an external wireless FM transmitter.

Mounting of the FM receiver

Start by opening the battery door. Slide the FM receiver onto the instrument.

As long as the FM receiver is connected to the instrument two FM programs will automatically be added after the standard programs, which have been programmed into your instrument by your Hearing Care Professional.

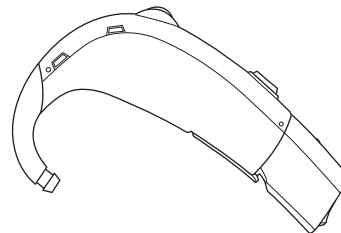
When the FM receiver is connected and turned on, the instrument will automatically switch to a programme that receives signals from the microphone in combination with an external wireless FM transmitter.



If you would like to receive input from the FM transmitter alone, you can switch forwards to the next FM programme by using the programme switch button.

With the FM receiver mounted, the push button of the hearing instrument can at any time be used to switch back and forth between standard programs and FM programs.

For detailed instructions on handling and use of the FM receiver, refer directly to the dedicated receiver guide.



Caring for your hearing instrument

Your ear canal produces ear wax (cerumen) which may clog up the sound outlet or the ventilation opening of your earmould. To prevent wax accumulation causing a change in performance, the guidelines in this section should be followed.

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

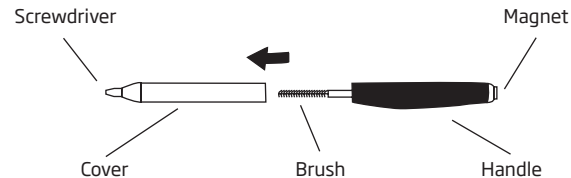
Before retiring at night:

- Make sure that there is no ear wax in any of the earmould openings since it may reduce the hearing instrument's efficiency.
- Open the battery door to allow air to circulate.

Cleaning the instrument

The multi-purpose tool contains a brush for the special purpose of cleaning your instruments. This should be used to ensure the best care and performance of your hearing instruments.

MultiTool



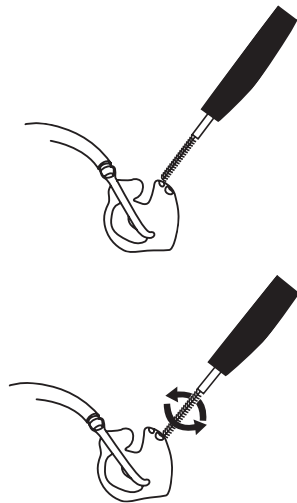
Cleaning the earmoulds

- Clean away any traces of wax from around the sound outlet with the brush.
- Clean the ventilation opening by pressing the brush through the hole while twisting it slightly.

Use the cloth to clean the surface of the instrument.

Replace the brush when necessary. Just pull it out of the handle and insert a new fresh brush. Press the new one firmly into the handle.

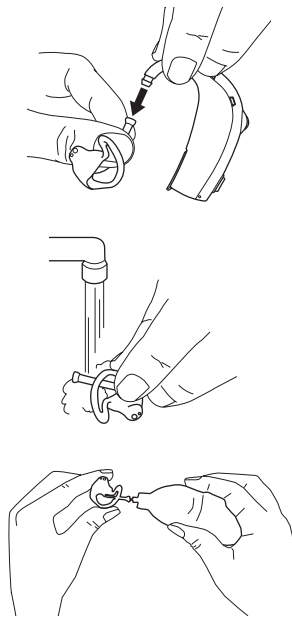
Brushes can be purchased from your Hearing Care Professional.



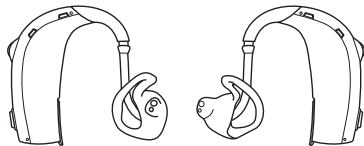
Washing the earmoulds

The earmoulds should be washed regularly:

- Disconnect the earmould and the tubing from the sound hook of the hearing instrument.
- Wash the earmould in lukewarm water using a mild soap. Do not use strong detergents.
- Rinse with water.
- Dry the earmould.
- Any water drops inside the earmould or tubing should be blown out. A special device for this purpose (an earmould blower) is available from your Hearing Care Professional.



- Make sure the earmould and tubing are completely dry before they are reconnected to the hearing instrument. Be careful that left ear earmould and tubing are connected to the hearing instrument with left ear marking and vice versa for the right ear instrument.



Replacing the tubing

The tubing in the earmould should be replaced when it becomes yellow or stiff. Consult your Hearing Care Professional in relation to this.

IMPORTANT NOTICE

The hearing instrument itself must **never** be washed or immersed in water or other liquids!

IMPORTANT NOTICE

- Only use parts designed for your hearing instruments.
- The cleaning tools should only be used for cleaning the tubing when it is detached from the hearing instrument and not on the ear.
- The tube should never be used without the earmould attached.
- Proper preventive care and maintenance will go a long way toward ensuring reliability and safe performance. Clean your sound tube on a regular basis.
- Do not share your hearing aids or any of the parts with other people.
- Ensure your hands are clean when handling the hearing instrument and its parts.

Avoiding heat, humidity and chemicals

Your hearing instrument must never be exposed to extreme heat e.g. left inside a parked car in the sun. They must never be exposed to a lot of moisture e.g. steam baths, showers or heavy rain. Nor must they be dried in microwave ovens or other ovens.

Wipe the batteries carefully if moisture is present as it may affect their performance. Using an anti-humidity kit can help to avoid these problems and may even extend the life of your hearing instrument. Consult your Hearing Care Professional for further advice.

The chemicals in cosmetics, hairspray, perfume, aftershave lotion, suntan lotion and insect repellent can damage your hearing instrument. You should always remove your hearing instrument before applying such products and allow time for the product to dry before refitting your hearing instrument. If you use lotion, be sure to wipe your hands dry before putting on your hearing instrument.

Seven easy steps to better hearing

It takes time to adjust to a new hearing instrument. How long this adjustment takes differs from person to person. It will depend on a number of factors, such as whether you have had a hearing instrument before and the degree of your hearing loss.

1. In the quiet of your home

Try to accustom yourself to all the new sounds. Listen to the many background sounds and try to identify each sound. Bear in mind that some sounds will seem different from what you are used to. You may have to learn to identify them again. Note that in time you will get accustomed to the sounds in your environment - if not please contact your Hearing Care Professional.

If using the hearing instruments makes you tired, take them off for a little while and have a rest. Gradually, you will begin to be able to listen for longer periods of time. Soon, you will be able to wear your hearing instruments comfortably all day long.

2. Conversation with another person

Sit with someone else in a quiet room. Face each other so you can read facial expressions easily. You may experience new speech sounds, which can seem a little disturbing in the beginning. However, after the brain has adapted to the new speech sounds, you should hear speech clearer.

3. Listen to radio or TV

When listening to the TV or the radio, start out by listening to news commentators since they usually speak clearly, then try other programs.

If you find it difficult to listen to TV or radio, ask your Hearing Care Professional for more information regarding the Oticon ConnectLine system and other available accessories.

4. In group conversations

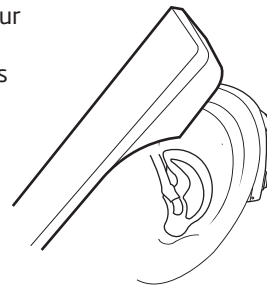
Group situations are usually accompanied by a greater degree of background noise, and are, therefore, naturally more difficult to cope with. In such situations, therefore, focus your attention on the person you want to hear. If you miss a word, ask the speaker to repeat.

5. Telecoil use in church, theatre or cinema

An increasing number of churches, theatres and public buildings often have loop systems installed. These systems send out wireless sound to be received by the telecoil in your hearing instrument. Typically, a sign will let you know whether the place has a telecoil. Ask your Hearing Care Professional for details.

6. Using the telephone

When using the telephone, tilt the receiver edge lightly on your cheek-bone and position the phone slightly over the ear close to the hearing instruments microphone. The sound then flows directly into the hearing instruments microphone opening. This way, the hearing instruments will not whistle and you ensure the best conditions to understand the conversation. When you have the receiver in this position, remember to speak directly into the mouthpiece on the telephone in order to ensure good understanding on the other “end of the line”.



If you find it difficult to use the telephone, ask your Hearing Care Professional for more information regarding the Oticon ConnectLine system and other available accessories.

If your hearing instrument has a telecoil (and your telephone has a built in tele-loop) you can switch into telecoil programme in order to improve the sound reception further.

Remember that the telecoil in your hearing instruments may pick up disturbing signals from electronic devices, such as fax machines, computers, televisions or similar. Make sure that the hearing instrument has a distance of 2 - 3 meters to such devices when using the telecoil programme.

7. Wireless and mobile phones

Your hearing instrument is designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However not all mobile phones are hearing instrument compatible. The varying degree of disturbance can be due to the nature of your particular mobile phone.

If you find it difficult to obtain a good result while using your mobile telephone, ask your Hearing Care Professional for more information regarding the Oticon ConnectLine system and other available accessories.

Use your hearing instruments all day long

The best way to ensure better hearing is to practice listening until you can wear your hearing instruments comfortably all day. In most cases, you will not get the full benefit of the hearing instruments if you use them infrequently.

Your hearing instruments will not restore normal hearing. Nor will they prevent or improve a hearing impairment resulting from a physiological condition. What they will give you, however, is help towards making better use of the hearing ability that you have. If you have two hearing instruments always wear both.

The most important benefits of wearing two hearing instruments are:

- Your ability to localize sounds will improve.
- It will be easier to understand speech in noisy surroundings.
- You will experience a fuller, more comfortable sound picture.

Common problems and their solutions		
Symptom	Possible causes	Solutions
No sound	Worn-out battery	Change battery pg. 7
	Clogged sound outlet	Clean earmould pg. 30 & 31
Intermittent or reduced sound	Clogged sound outlet	Clean earmould pg. 30 & 31
	Moisture	Wipe battery and instrument with dry cloth pg. 34
	Worn-out battery	Change battery pg. 7
	Clogged damping filter in hook	Contact your Hearing Care Professional for assistance
Squealing noise	Hearing instrument inserted improperly	Reinsert hearing instrument pg. 11
	Ear wax accumulated in ear canal	Have ear canal examined by your doctor

If none of the above solutions solves the problem, ask your Hearing Care Professional for assistance.

International Warranty

Your hearing instruments are covered by a 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, earwax filters etc.

Problems arising from improper handling or care, excessive use, accidents, repairs made by an unauthorized 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 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 well be able to sort out minor problems and adjustments on the spot.

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: 13 _____

Product approval, precautions and markings

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 dB μ 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 instruments all relevant approval markings are found in this document.

The hearing instrument contains a module with:

FCC ID: U28FUSPR01

IC: I350B-FUSPR01

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.

Warnings

You should familiarise yourself fully with the following general warnings and the entire contents of this booklet before using your hearing instrument.

Hearing instruments and batteries can be dangerous if swallowed or used improperly. Such actions can result in severe injury, permanent hearing loss, or can even be fatal.

- Hearing instruments, their parts, and batteries are not toys and should be kept out of reach of children and anyone who might swallow these items or otherwise cause injury to themselves.
- Never change the battery or adjust the controls of the hearing instruments in front of infants, small children or people with learning difficulties.
- Discard batteries carefully in a place where infants, small children or people with learning difficulties cannot reach them.
- Batteries have occasionally been mistaken for pills. Therefore check your medicine carefully before swallowing any pills.
- Never put your hearing instrument or batteries in your mouth for any reason, as they are slippery and could be swallowed by accident.

- Most hearing instruments can be supplied with a tamper-resistant battery compartment upon request. This is strongly recommended for infants, small children, and people with learning difficulties.

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

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/wrongful usage could cause permanent damage to their hearing.

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. They may explode and cause serious injury.
- Never dispose of batteries by burning them. There is a risk that they will explode and cause serious injury.

Dysfunction in hearing instruments

- Hearing instruments may stop functioning, for instance if the batteries have expired or if the tubing is blocked by moisture or earwax. You should be aware of this possibility, in particular when you are in traffic or otherwise dependent on warning sounds.

Interference

- Your hearing instrument has been thoroughly tested for interference, according to the most stringent international standards. But new technical developments constantly bring new products into society, and some may emit electromagnetic radiation, leading to unforeseen interference in hearing instruments. Examples include induction cooking appliances, shop alarm systems, mobile telephones, fax machines, personal computer devices, X-rays, Computer tomography etc.
- Your hearing instruments are designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However, your hearing instrument may cause interference with other medical devices. Such interference can also be caused by radio signals, power line disturbances, airport metal detectors, electromagnetic fields from other medical devices and electrostatic discharges.

Possible side effects

- Hearing instruments may cause an accelerated accumulation of cerumen (ear wax).
- The otherwise non-allergenic materials used in hearing instruments may in rare cases cause a skin irritation.

Consult a doctor if you experience any of these side effects.

Safety requirements regarding Direct Audio Input (DAI)

- The safety of hearing instruments with DAI (Direct Audio Input) is determined by the external signal source. When the DAI is connected to mains-operated equipment, this equipment must comply with IEC-60065, IEC-60601 or equivalent safety standards.

Warning to hearing instrument dispenser and user

- Special care should be exercised in selecting, fitting and using a hearing instrument where maximum sound pressure capability exceeds 132 dB SPL (IEC 711) as there may be risk of impairing the remaining hearing of the hearing instrument user.
- The included case for instrument storage has a built-in magnet. If you have an implantable device, such as pacemakers or defibrillators, the instrument case should not be carried in a chest pocket or near to the chest.

Hereby, Oticon A/S declare 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 at:



Manufactured by:

Oticon A/S

Kongebakken 9

DK-2765 Smørum

Denmark

www.oticon.global

CE 0543 0682



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



E2831



oticon
PEOPLE FIRST