

**Wireless  
Programmer**  
FittingLINK 3.0



Instructions for use

**oticon**  
PEOPLE FIRST

## **Introduction to this booklet**

This booklet guides you on how to use and maintain your new FittingLINK 3.0. Please read the booklet carefully including the “Warnings” section. This will help you get the most out of your new FittingLINK 3.0.

If you have additional questions about the use of your FittingLINK 3.0, please contact your supplier’s support function.

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

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## Intended use

FittingLINK 3.0 is intended as a programming interface to fitting software, for wireless transfer of fitting data from the device running the fitting software to the wireless hearing aids.

FittingLINK 3.0 is intended to be used by hearing care professionals.

## Compatibility

FittingLINK 3.0 is compatible with Oticon hearing aids with 2.4 GHz radio technology. It is backwards compatible and can be used with FittingLINK WP-2. For backwards compatibility refer to FittingLINK WP-2 "Instructions for Use" which can be found on: [www.oticon.global](http://www.oticon.global)



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## Package contents

You will find the following items in the package:

FittingLINK 3.0



Desk stand



Instructions for Use  
(this booklet)



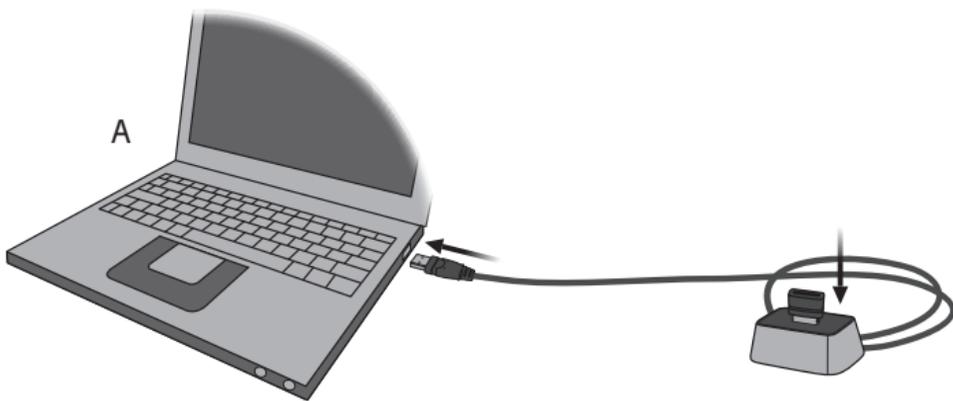
## Product overview



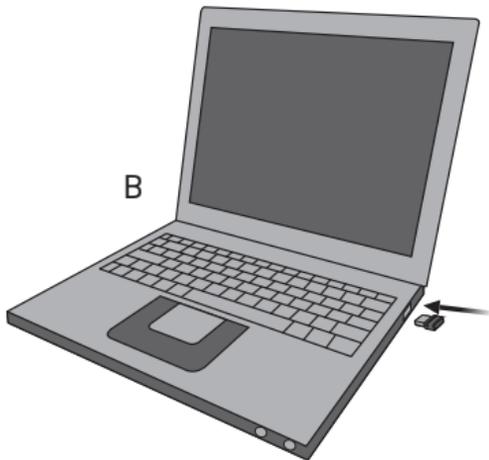
## Connect FittingLINK 3.0 to a PC

Before FittingLINK 3.0 can be used as your programming device for wireless hearing aids, Genie 2 must be installed on your PC. FittingLINK 3.0 must then be plugged into your PC in one of two ways:

You can choose to plug FittingLINK 3.0 in the desk stand and connect the USB cable from the desk stand to the PC [A]



or you can choose to plug FittingLINK 3.0 directly into a USB port on the PC [B].



We recommend that you keep FittingLINK 3.0 in the desk stand to ensure optimal performance.

When you have connected FittingLINK 3.0 and turn on your PC the first time, a small pop-up window will appear on the screen indicating that the applicable driver is being installed. Let the installation finish before you proceed.

The driver installation runs only the first time you turn on your PC or in case you unplug FittingLINK 3.0 and afterwards plug it into a different USB port than the one originally used.

## **FittingLINK 3.0 and your fitting software**

When you have connected FittingLINK 3.0 to your PC and you open Genie 2 for the first time, FittingLINK 3.0 will be detected as a programming device.

FittingLINK 3.0 is automatically added as an option on the “Detect” button in Genie 2.

## **How to use FittingLINK 3.0**

At the beginning of every programming session FittingLINK 3.0 needs to be paired to the client's hearing aids. See the "Pairing FittingLINK 3.0 with 2.4 GHz wireless hearing aids" section.

We recommend that you keep FittingLINK 3.0 in the desk stand to ensure optimal performance.

### **Operating range while pairing**

In order to ensure steady high performance it is necessary to keep the hearing aids within 30 centimetres of FittingLINK 3.0 during pairing.

### **Operating range while programming**

Once paired, the distance between FittingLINK 3.0 and your hearing aids can be up to 5 metres (in direct line of sight).

### **Operating range for test box verification**

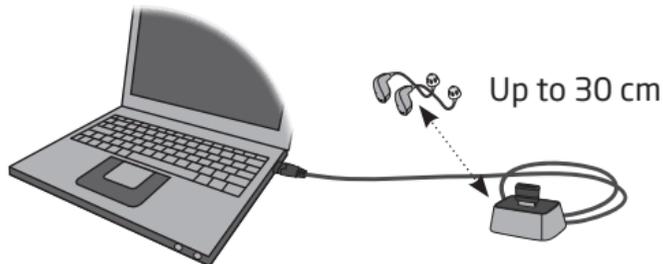
When performing coupler-based verification in a hearing aid test box, the distance between FittingLINK 3.0 and the hearing aids should be as short as possible and no more than 0.5 metres.

## Pairing FittingLINK 3.0 with 2.4 GHz wireless hearing aids

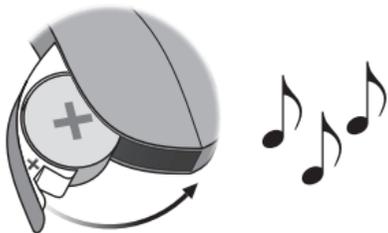
1. Turn on your PC
2. Open Genie 2
3. Attach speakers to the hearing aids



4. Insert new batteries in the battery drawer on the hearing aids.



5. Place the hearing aids and FittingLINK 3.0 within range. See the "Operating range while pairing" section.

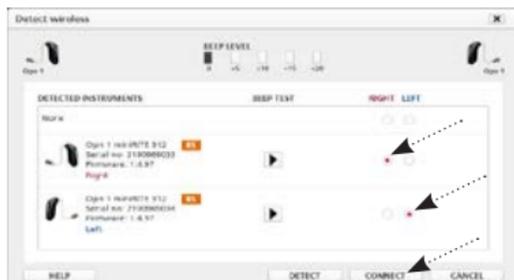


6. Close the battery drawer and wait for the startup jingle.

Now the hearing aids will be in pairing mode for 3 minutes.



7. Select FittingLINK 3.0 as your programming device and FittingLINK 3.0 will automatically detect all 2.4 GHz hearing aids in range.



8. In "Detect Wireless" select the relevant hearing aids from the instruments list and click "Connect" to begin the fitting.



9. When the fitting is finished enter "Save and Exit" and click "OK" to save and close the session.

**IMPORTANT NOTICE**

Please refer to the hearing aid's instructions for use for details on the functionality of the specific hearing aid solution.

# LED indicator

How to read the LED indicator

| Indication  | Description   |
|---|---|
|  | FittingLINK 3.0 active                                  |
|  | FittingLINK 3.0 inactive                                |
|  | FittingLINK 3.0 searching for in range FittingLINK WP-2 |
|  | FittingLINK 3.0 in pairing mode with FittingLINK WP-2   |
|  | Self test error   |

 Steady

 LED off

  Slow flash

 Fast flash

## **Taking care of your FittingLINK 3.0**

FittingLINK 3.0 and its accessories must be kept free of dirt and debris. Use a soft, dry cloth to clean FittingLINK 3.0.

We recommend that FittingLINK 3.0 is kept in the desk stand in between fitting sessions.

### **IMPORTANT NOTICE**

FittingLINK 3.0 must never be washed or immersed in water or other liquids.

## Troubleshooting

### **Locations where Bluetooth technology is not allowed**

FittingLINK 3.0 must not be used in locations where Bluetooth technology is not allowed. Please note that FittingLINK 3.0 is only active when the LED indicator is on, i.e. when used by Genie 2.

### **Interference**

Please note that active programming devices and wireless devices in general may create interference. If you experience decreased performance, relocate FittingLINK 3.0 or turn off the possible sources of interference.

### **The PC cannot find the driver for FittingLINK 3.0**

Genie 2 must be installed before the PC can find and install the driver for FittingLINK 3.0. After installing Genie 2, re-connect FittingLINK 3.0 to your PC and let the driver installation finish before you proceed.

## **Genie 2 does not recognise FittingLINK 3.0 as a programming device**

- Close Genie 2 and turn off your PC
- If FittingLINK 3.0 is plugged into the desk stand, unplug and reinsert the desk stand cable in the PC, and then unplug and reinsert FittingLINK 3.0 in the desk stand
- If FittingLINK 3.0 is plugged directly into the PC, unplug and reinsert it in the PC
- Turn on your PC
- Open Genie 2
- FittingLINK 3.0 should now be available as an option on the "Detect" button

If the problem continues, contact your supplier's support function.

## **Genie 2 fails to connect to the 2.4 GHz wireless hearing aids**

Check for possible sources of interference. See the “Interference” section.

Speakers must be attached to the hearing aids before they can be detected by FittingLINK 3.0, since the antenna is placed in the speaker wire.

Check that FittingLINK 3.0 and the hearing aids are within range.

If the issue is still not resolved:

- Open the battery drawer on the hearing aids
- Return to the “Pairing FittingLINK 3.0 with the hearing aids” section and start over from step 6

Make sure to click the “Detect” button in Genie 2 within 3 minutes from closing the battery drawer on the hearing aids.

If the problem continues, contact your supplier’s support function.

## **Failed connection to hearing aids when performing a test box verification**

- Consult Genie 2 “Help files”.

### **FittingLINK 3.0 LED indicator flashes blue**

Pairing mode with FittingLINK WP-2 has been activated.  
Simply wait for the signal to stop.

For further details see the FittingLINK WP-2 “Instructions for Use” which can be found on: [www.oticon.global](http://www.oticon.global)

### **FittingLINK 3.0 LED indicator flashes red**

- Contact your supplier’s support function.

## Warnings

You should familiarise yourself fully with the following general warnings and the entire contents of this booklet before using your FittingLINK 3.0 to ensure personal safety and correct use. Consult your supplier's support function if you experience unexpected operations or events with your FittingLINK 3.0.

### **Choking hazards and risk of swallowing small parts**

- Your FittingLINK 3.0 and its parts should be kept out of reach of children and anyone who might swallow these items or otherwise cause injury to themselves.

*If a small part is swallowed, see a doctor immediately.*

### **Interference**

- FittingLINK 3.0 has been thoroughly tested for interference according to the most stringent international standards. However, interference between FittingLINK 3.0 and other devices (e.g. some mobile telephones, citizens band devices and other wireless devices) may occur. If this occurs, increase the distance between FittingLINK 3.0 and the interfering device.

### **Connection to external equipment**

- The safety of the use of FittingLINK 3.0, when connected directly or via the desk stand to external equipment, is determined by the external equipment. When connected to equipment plugged into a wall outlet, this equipment must comply with IEC-60065, IEC-60950 or equivalent safety standards.

## International warranty

Your FittingLINK 3.0 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 device itself, but not in accessories such as e.g. batteries, cables, power supplies, etc. Problems arising from improper/incorrect handling or care, excessive use, accidents, repairs made by an unauthorised party, exposure to corrosive conditions, 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.

### **If you need service**

Please contact your supplier's support function, who may be able to assist in sorting out minor problems and adjustments immediately.

## Technical information

|                                       |   |
|---------------------------------------|---|
| Model                                 | BTD 800 USB   |
| Type                                  | FittingLINK 3.0   |
| Version                               | WP-3  |
| Operating conditions                  | Temperature: 5 °C to 40 °C<br>Humidity: 15% to 93%, non-condensing<br>Atmospheric pressure: 700 hPa to 1060 hPa |
| Storage and transportation conditions | Temperature: -25 °C to 70 °C<br>Humidity: 15% to 93%, non-condensing  |

FittingLINK 3.0 contains a radio transceiver using Bluetooth Low Energy (BLE) and a proprietary short range radio technology both working at 2.4 GHz. The 2.4 GHz radio transmitter is weak and always below +8.0 dBm EIRP in total radiated power.

FittingLINK 3.0 complies with international standards concerning electromagnetic compatibility and human exposure.

Due to the limited space available on FittingLINK 3.0 relevant approval markings can be found in this booklet.

Additional information can be found in the Technical Data sheet on [www.oticon.global](http://www.oticon.global)

### **USA and Canada**

This device is certified under:  
FCC ID: DMOCBBSKE  
IC: 2099D-BTD800

This 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, and
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.

To comply with RF exposure requirements, the device and the antenna for this device must be installed to ensure a minimum separation distance of 20 cm or more from a person's body. Other operation configurations should be avoided.

The manufacturer declares that this FittingLINK 3.0 is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

Declaration of Conformity is available from the manufacturer.



SBO Hearing A/S  
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[www.sbohearing.com](http://www.sbohearing.com)



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







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