

INSTRUCTIONS FOR USE

CIC / MIC / ITC / ITE



## 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.

Your new hearing instruments are designed to amplify and transmit sound to your ears and thereby improve your hearing in most situations. The amplification is uniquely adjusted and optimized to your personal hearing capabilities by the prescription performed by your Hearing Care Professional. To meet your needs, various functions may be configured to your hearing instruments. The actual configuration of your instruments are marked (ticked off) by your Hearing Care Professional in relevant sections of this manual. Also see last page for a complete overview of all functions configured to your hearing instrument(s). We recommend that you read this manual carefully to achieve the maximum benefit of your new hearing instruments.

If you have any questions to the use or maintenance of hearing instruments, please contact your Hearing Care Professional.

## **Indications for Use**

The intended use of your hearing instrument is to amplify and transmit sound to the ear and hereby compensate for impaired hearing.

Your hearing instrument is indicated for hearing losses within mild to severe-to-profound range.



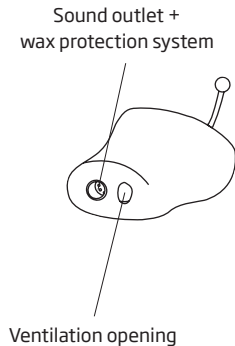
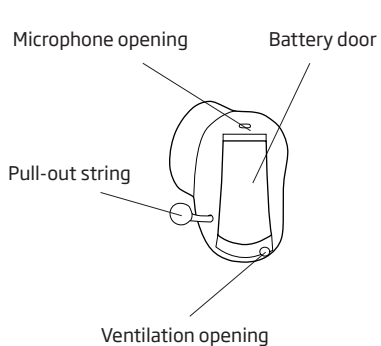
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## **IMPORTANT NOTICE**

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.

# Instrument View CIC/MIC



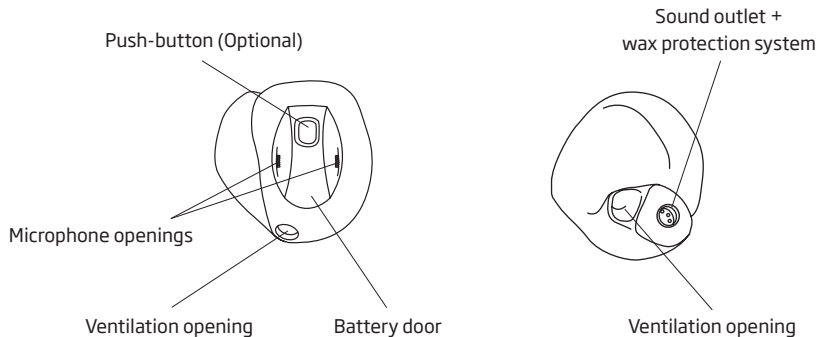
Battery size: 10

## **IMPORTANT NOTICE**

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



# Instrument View ITC

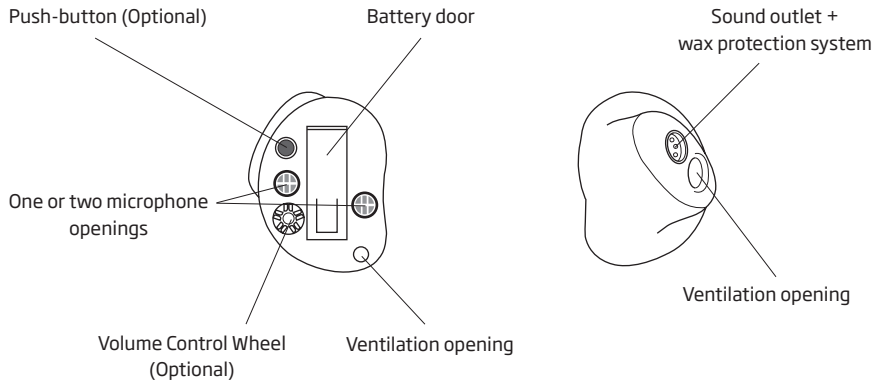


Battery size: 312

## **IMPORTANT NOTICE**

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

# Instrument View ITC Power

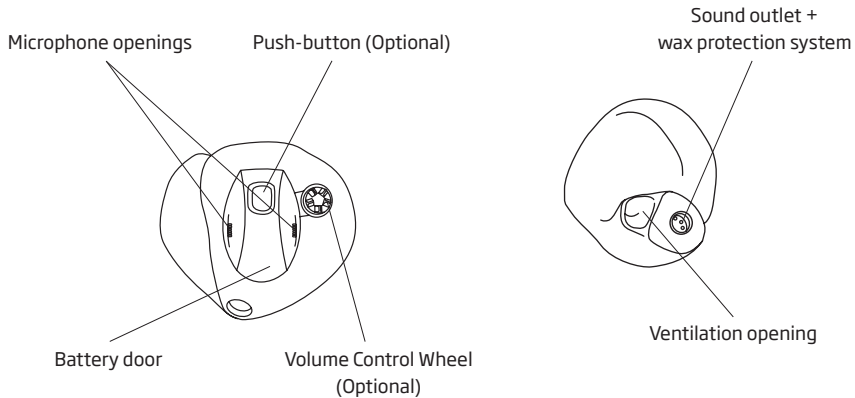


Battery size: 312

## **IMPORTANT NOTICE**

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

# Instrument View ITE



Battery size: 312



# Warnings

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

## 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 instruments as incorrect/wrongful usage could cause permanent damage to their hearing.

## Choking Hazards

- 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 instrument 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 carefully your medicine before swallowing any pills.

- Never put your hearing instruments or batteries in your mouth for any reason, as they are slippery and could be swallowed by accident.

### **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.

### **Active Implants**

- 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.

### **Explosives**

- The power source in your hearing instrument has insufficient energy to cause fire in normal conditions of use. The hearing instrument has not been tested for compliance with international standards concerning explosive atmospheres. It is recommended not to use your hearing instruments in areas where there is a danger of explosions.

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

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

### **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 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, for example for some mobile telephones, citizens band devices and shop alarm systems. If this occur increase the distance between the hearing instrument and the device.

## **Wax protection system**

Nowax:

- If the instrument is equipped with a NoWax wax protection system, follow the directions specified in the section “How to change NoWax filter”.

MicroWaxBuster or WaxBuster or WaxTrap:

- Never attempt to remove or replace the filter yourself.

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

## **Activating the hearing instrument for the first time**

A hearing instrument is a miniature electronic device that run on special batteries. To activate the hearing instrument, you must insert a fresh battery in the battery compartment.

The hearing instrument will start up when the battery door is closed. It will take a few seconds until sound is produced. A jingle is played while the start up process is running. Put on the hearing instruments upon closing the battery door. If the hearing instrument is held in the hand while activated, it may produce a whistling sound. This will stop when properly fitted on the ear.

## Changing batteries

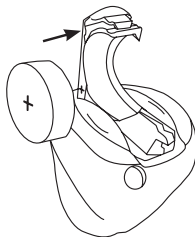
The correct battery size appears in the instrument overview in the first section of this document. Batteries perform differently. Ask your Hearing Care Professional for help choosing a high quality battery for your hearing instrument.

A worn out battery should be removed immediately.

You will hear 2 beeps when it is time to change the battery. This pre-warning will be repeated in moderate intervals until the battery runs out. The battery may run out shortly after a pre-warning or within the next couple of hours.

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.

Replace the battery.

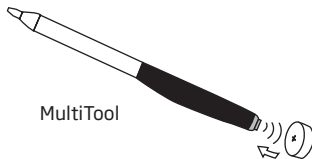


## To replace the battery, follow these instructions:

- 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 at the end of the MultiTool can be used to help you.
- 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 is 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 assist the handling of the batteries, the magnet placed at the end of the tool can be used.*



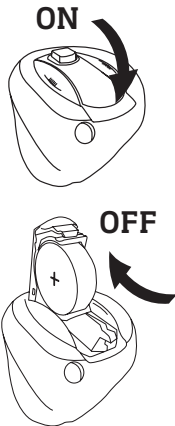
## Turning your instruments ON and OFF

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

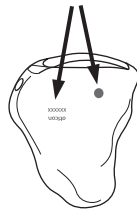
Open the battery compartment fully to allow air to circulate whenever you are not using your hearing instrument, especially at night or for longer periods of time!

## 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 shaped and 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.

Blue text or a blue dot marks the LEFT instrument.  
Red text or a red dot marks the RIGHT instrument.



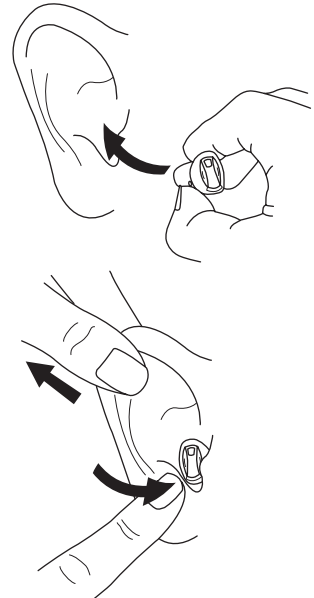


## Inserting your hearing instruments

Place the tip of the hearing instrument in your ear canal.

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

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

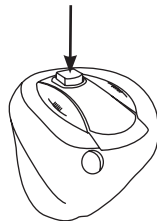


## Programs (Optional)







Your hearing instruments may have a push-button for switching between different programs.

Push briefly on the button to switch to the next program.



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.

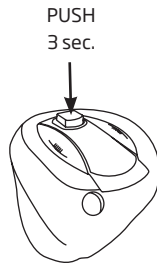
	One beep, when you switch to program 1
	Two beeps, when you switch to program 2
	Three beeps, when you switch to program 3
	Four beeps, when you switch to program 4

The programs available in your hearing instrument are listed in the Hearing program description on the last page.

## Mute (Optional)

Use the mute function if you need to silence the instrument while you have the instrument on. Push the button for a minimum of 3 seconds to mute the instrument.

To reactivate the instrument, push the button briefly again.



### **IMPORTANT NOTICE**

Do not use the mute function as a switch off as the hearing instrument still draws power from the battery in this mode.

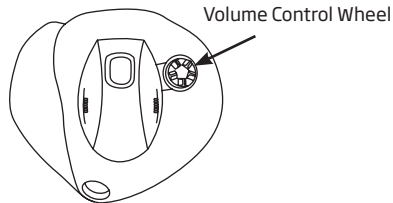
## Volume Control (Optional for ITE and ITC Power)



Your ITE instrument may have a Volume Control wheel. The Volume Control wheel can be turned with the tip of a finger and can be rotated infinitely both ways.



Volume Control Wheel



The Volume Control allows you to adjust the volume in specific listening situations to the level you feel comfortable with.

To **increase volume**, turn the wheel forward.

To **decrease volume**, turn the wheel towards the back of your head.

When the hearing instrument is turned on, it starts up at a preferred volume level.

When adjusting the volume control to the preferred level, this is indicated by a beep.

## 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 program.

See the Hearing Program Description on last page for where the telecoil program is placed.

*\*Requires a telephone with built in tele-loop. Tele-loop is a common standard for assisted listening and transmits the audio to the telecoil in the hearing instrument.*



## Caring for your hearing instruments

Your ear canal produces ear wax (cerumen) which may clog up the sound outlet or the ventilation opening of your hearing instrument. Therefore your hearing instrument may contain a filter or another device to prevent wax accumulation. Consult your Hearing Care Professional for instructions about the specific wax protection system in your hearing instruments.

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

### **Before retiring at night:**

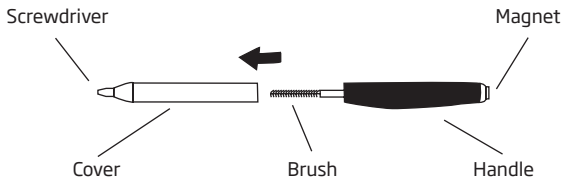
- Make sure that there is no ear wax in any of the ear mould openings since it may reduce the hearing instrument's efficiency.
- Open the battery door to allow air to circulate.



## Cleaning the instrument

A range of dedicated cleaning tools are prepared for the special purpose of cleaning your instruments. The MultiTool should be used to ensure the best care and performance of your hearing instruments.

### MultiTool



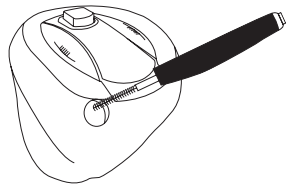
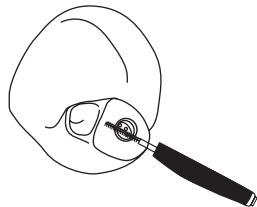
Replace the brush when necessary. Just pull it out of the tool and insert a new fresh brush. Press the new one firmly into the handle.

Brushes can be purchased from your Hearing Care Professional.

Use the cloth to wipe clean the surface of the instruments.

## Here is how . . .

- Use the brush to clean away any traces of wax from around the sound outlet.
- If microphone openings are clogged by dust or dirt, this will affect the performance of the instrument. Carefully brush away visible signs of debris from the openings while twisting the brush.
- Clean the ventilation openings by pressing the brush through the hole while twisting it slightly.
- Use the cloth to wipe clean the surface of the instrument.

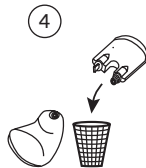
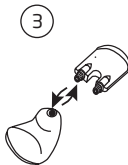
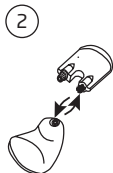
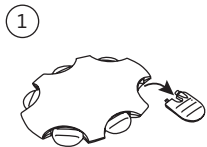


The hearing instrument itself must **never** be washed or immersed in water or other liquids!

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

## How to change NoWax filter

1. Remove the tool from the shell. The tool has two arms, one with the new filter and one with the removal tool.
2. Push the removal tool into the existing waxfilter and remove the used filter from the hearing instrument.
3. Push the new filter into the hearing instrument.
4. Throw out the used tool.



## **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, after shave 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 reinserting your hearing instrument. If you use lotion, be sure to wipe your hands dry before putting on your hearing instrument.

## **CARING FOR YOUR HEARING INSTRUMENT IMPORTANT NOTICE**

Only use parts designed for your hearing instruments.

- Do not use hearing instruments in ears with excessive ear wax accumulation or infection.
- Proper preventive care and maintenance will go a long way toward ensuring reliability and safe performance.
- Do not share your hearing aids with other people.
- Ensure your hands are clean when handling the hearing instrument.

## **Seven easy steps to better hearing**

Over the first days and weeks of using your hearing instruments, you will experience sounds that will be new to you, especially if you have not worn hearing instruments previously. Now is the time to experiment with listening to these new or long-forgotten sounds.

### **In the quiet of your home**

Try to acclimate 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 instrument 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 instrument comfortably all day long.

### **1. 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.

### **2. 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 TV programs.

If you find it difficult to listen to TV or radio, ask your Hearing Care Professional for more information regarding available accessories.

### **3. 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.

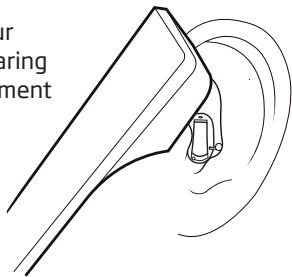


#### **4. Telecoil use in church, theatre, or cinema**

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.

#### **5. Using the telephone**

When using the telephone tilt the receiver edge lightly on your cheek-bone in order to let the sound flow directly into the hearing instrument microphone opening. This way, the hearing instrument 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 microphone of the telephone in order to ensure good understanding on the opposite “end of the line”.



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

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

Remember that the telecoil in hearing instrument may pick up disturbing signals from electronic devices, such as a 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 program.

## **6. 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 available accessories.

*\* Tele-loop is a common standard for assisted listening and transmits the audio to the telecoil in the hearing instrument.*

### **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.

## Common problems and their solutions

Symptom	Possible causes
No sound	Worn-out battery
	Clogged sound outlet
Intermittent or reduced sound	Clogged sound outlet
	Moisture
	Worn-out battery
Squealing noise	Hearing instrument inserted improperly
	Ear wax accumulated in ear canal

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

<b>Solutions</b>	
Change battery	pg. 15
Clean sound outlet or change NoWax	pg. 28 & 30
Clean sound outlet or change NoWax	pg. 28 & 30
Wipe battery and instrument with dry cloth	pg. 31
Change battery	pg. 15
Reinsert hearing instrument	pg. 19
Have ear canal examined by your doctor	

## International Warranty

Oticon 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:

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Dispenser:

---

Dispenser Address:

---

Dispenser Phone:

---

Purchase Date:

---

Warranty Period:

Month:

---

Model Left:

Serial no.:

---

Model Right:

Serial no.:

---

Battery Size:

---



Oticon A/S  
Kongebakken 9  
DK-2765 Smørum  
Denmark

CE 0543



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



		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

113305UK/10.11

Hearing program No.	Hearing program description
1	
2	
3	
4	

113305UK / 10.11

## People First

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



0000113305000001

**oticon**  
PEOPLE FIRST