

I N S T R U C T I O N S   F O R   U S E

# Oticon ♦ Go Pro



BTE, BTE P, BTE P Omni



**oticon**  
PEOPLE FIRST

*Congratulations on your digital hearing instruments. Carefully follow these instructions when using and maintaining them. These instructions will help you get the most out of the instruments and ensure their continued high performance.*

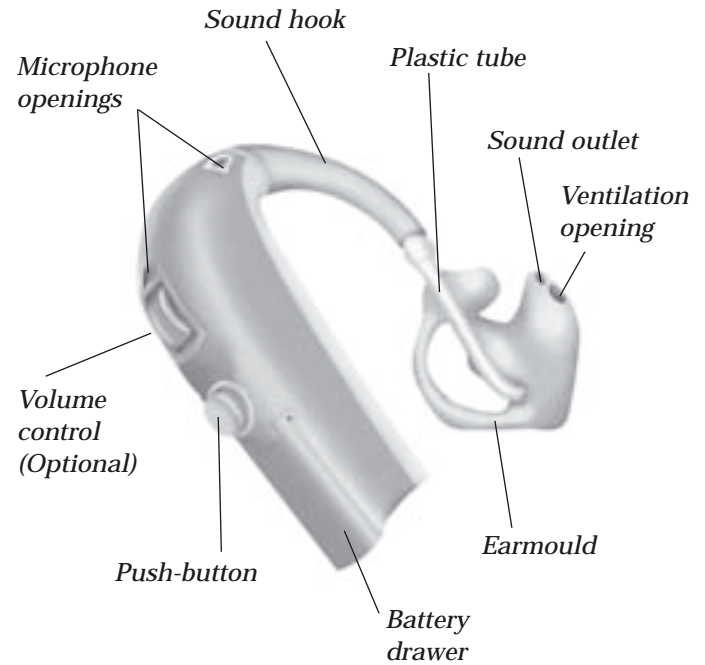
### **Important notice**

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.

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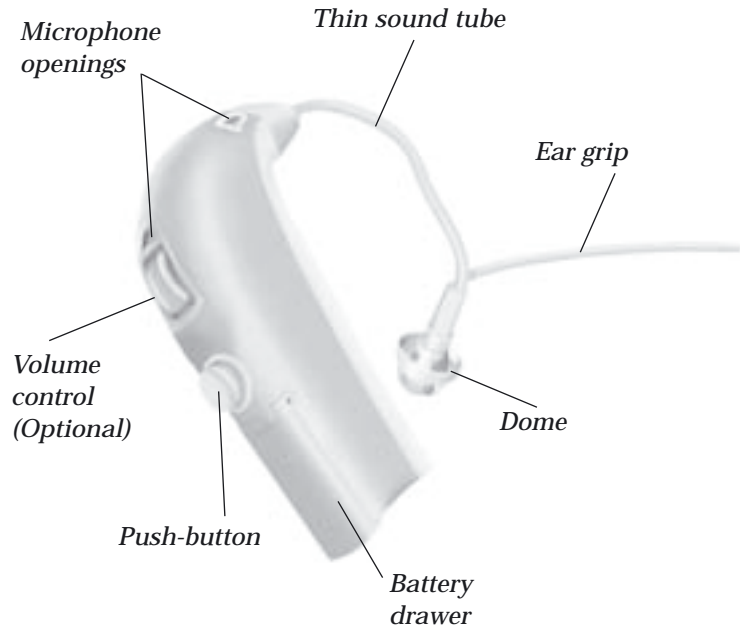
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# BTE



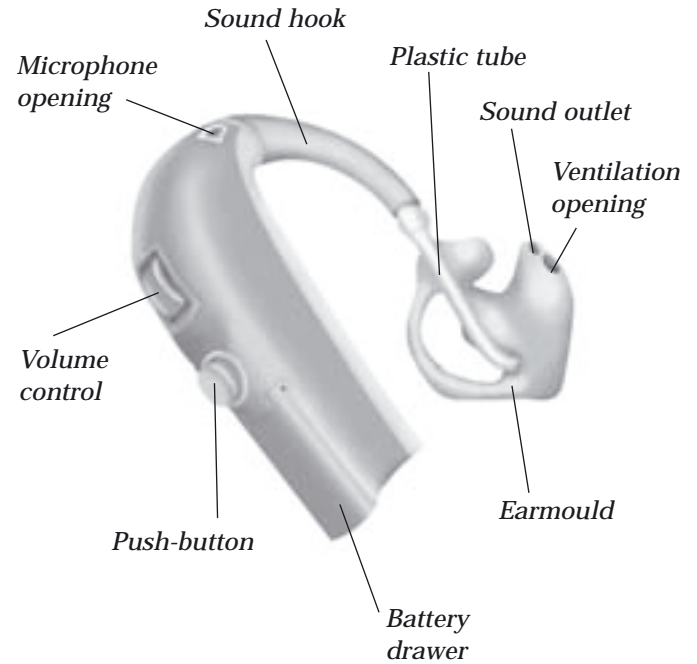
**Battery size: 13**

# **BTE** with thin sound tube



**Battery size: 13**

# BTE P Omni



**Battery size: 13**

## Turning your instruments ON and OFF

Turn **on** your hearing instrument by closing the battery drawer completely.

When the battery drawer is closed you will hear three beeps followed by a short series of beeps. This indicates that the battery is working.

Turn **off** your hearing instrument by opening the battery drawer slightly until a click is felt.

If you have dexterity problems an alternative way of turning off the hearing instrument is to place the base of the hearing instrument on a flat surface, gently press and drag the instrument as illustrated below. The battery drawer will slightly open (turning off the hearing instrument).

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



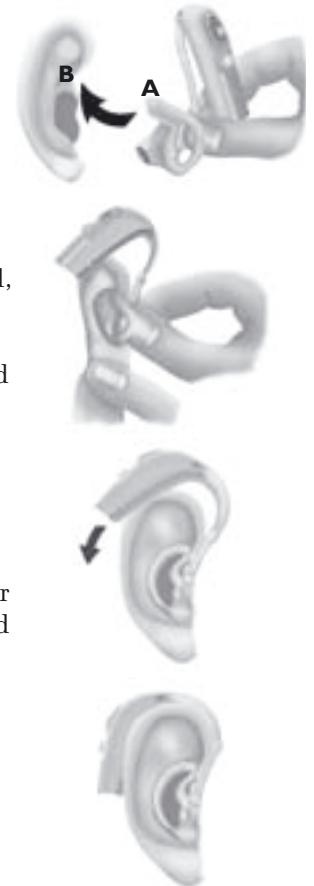
## Standby

A long push on the button (min. 3 seconds) will set the instrument in standby mode. To reactivate the instrument, push the button again.

Use the standby function if you need to silence the instrument while you have the instrument on.

## Putting on your hearing instruments

- Hold the earmould as shown.
- Gently pull down your earlobe and press the earmould in the direction of the ear canal.
- 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.
- 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.



## Inserting hearing instruments with a thin sound tube

Inserting your hearing instrument with a thin tube correctly every time, takes practice.

- A. Place the hearing instrument behind your ear.
- B. Hold the bend of the tube between your thumb and index finger. The dome should be pointing towards the ear canal opening. Gently push the dome into your ear canal until the sound tube sits close against the side of your head.
- C. Position the ear grip into the indentation above your ear lobe using your index finger.

Look in a mirror. If the sound tube is sticking out from your ear, the dome has not been placed correctly in the ear canal. If the ear grip is visibly sticking out from your ear it has not been positioned correctly. To remove the instrument pull the bend of the tube.

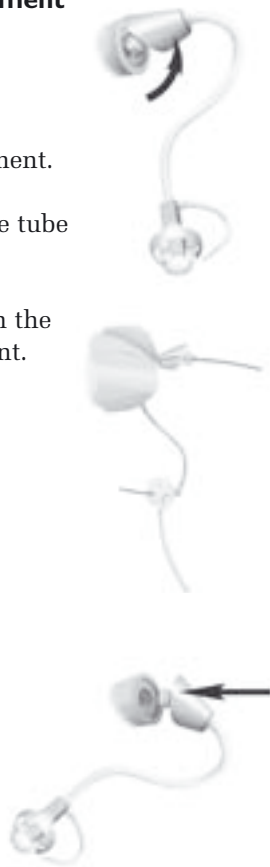




## Cleaning your hearing instrument with thin tube

### To remove cerumen from the thin tube:

- Click the tube off the instrument.
- Insert the cleaning tool in the tube all the way through.
- Remove the tool and click on the tube to the hearing instrument.



## Warnings

- Only use parts designed for Oticon 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 dome must be properly attached to the sound tube before inserting it in your ear. Failure to follow the instructions could result in injury.
- If the dome is not correctly attached and falls off in the ear: Please see your Hearing Care Professional or seek medical consultation.
- The tube should never be used without a dome attached.
- Do not use hearing aids 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. Clean your sound tube on a regular basis.
- Do not share your hearing aids or any of the parts with others.
- Ensure your hands are clean when handling the hearing instrument and its parts.




## Push-button

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

- When you switch between different programs, your hearing instruments will beep.
- Push shortly on the button to activate the program switch. The number of beeps will indicate which program you are using.



Your hearing instrument can have up to three programs.

|                                                                                   |                                                  |
|-----------------------------------------------------------------------------------|--------------------------------------------------|
|  | One beep, when you switch to <b>program 1</b>    |
|  | Two beeps, when you switch to <b>program 2</b>   |
|  | Three beeps, when you switch to <b>program 3</b> |

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

Program 1 \_\_\_\_\_

Program 2 \_\_\_\_\_

Program 3 \_\_\_\_\_

## Telecoil

The telecoil is meant for telephone conversations and for loop systems in e.g. theatres, churches or lecture rooms. The telephone needs to have a tele-loop.

The telecoil is activated by the push-button. When activated you will hear a certain number of beeps.

See the previous page to find out where the telecoil program is placed.



# Warnings

**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.**

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

## **Hearing instruments and batteries can be dangerous if swallowed**

- 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 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.
- Most Oticon 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.*

### **Misuse can result in sudden and permanent hearing loss**

- 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

### **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.

## **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.

## Optional – Volume Control

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

- Use your fingertip to turn the control.
- Rotating the control upwards gives more volume.
- Rotating the control downwards gives less volume.
- The preferred volume control level is indicated with a beep. This level has been programmed according to your preferences. Consult your Hearing Care Professional if you find this level too loud or too weak in most situations.

### **Note!**

If you find that you have to adjust the volume too often, your setting may need to be adjusted by your Hearing Care Professional.

Volume control





## Changing batteries

A worn-out battery should be removed immediately. When battery power is low, you will hear a series of short beeps. This indicates that it is time to change the battery. It is not an indication of malfunction. To replace the battery, follow these instructions:

- Open the battery drawer by pushing back the raised edge and remove the old battery. To remove the old battery, gently push with a pen.
- Remove the sticky label from the + side of the new battery
- Insert the new battery (size 13) so that its + sign faces the + sign printed on the inside of the battery drawer.

Any moisture on the battery surface should be wiped off before use. When you change batteries, it may take a couple of minutes before the new battery works with full effect.

To remove the battery – gently push with a pen



### Disposal:

- Check with your Hearing Care Professional about arrangements for battery disposal. There may be a system for disposing of them.
- Never try to charge non-rechargeable batteries.
- Never dispose of batteries with household waste. They cause environmental pollution.
- Never dispose of batteries by burning them. There is a risk that they will explode and cause serious injury.

### Tamper-resistant battery drawer (optional)

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

**Instructions:** To open the battery compartment, simply insert the end of a ballpoint pen or similar into the small recess and apply pressure in the direction of the arrow.



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

## DAI (Direct Audio Input)

If your hearing instrument is connected by means of a DAI shoe with an external sound source, like a walkman, discman or hand mic, the signals of these devices will be directly transferred to your hearing instrument.

It is necessary to remove the DAI shoe first before you are able to turn your hearing instrument off.

### Mounting of DAI

Start by clicking the DAI shoe onto the instrument. Then insert the DAI cord into the shoe.

When the DAI shoe is connected, the instrument will automatically switch to a combination of a DAI program and the microphone. If you would like the DAI program alone, you can switch to the next program by using the push button.



DAI-shoe

The two new programs will automatically place themselves after the standard programs, which your Hearing Care Professional has stored in your hearing instrument.

|         |  |                  |
|---------|--|------------------|
| Program |  | DAI + Microphone |
| Program |  | DAI              |

To release the shoe from the hearing instrument, click the grey button and pull back.

### **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.

## **FM**

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

### **Mounting of FM**

To use an FM receiver start by clicking the FM shoe onto the instrument. Then attach the FM receiver to the base of the FM shoe via the connector. When the FM receiver is connected, the instrument will automatically switch to a program 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 to the next program by using the push-button.

The two new programs will automatically place themselves after the standard programs, which your Hearing Care Professional has given you.

|         |  |                 |
|---------|--|-----------------|
| Program |  | FM + Microphone |
| Program |  | FM              |

To release the shoe from the hearing instrument, click the grey button and pull back.



## Daily care of 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 earmould openings since it may reduce the hearing instruments' efficiency.
- Open the battery compartments to allow air to circulate.

### Cleaning your earmoulds

The earmoulds should be washed regularly:

- Disconnect the earmould and tubing from the hearing instrument.
- Wash the earmould in lukewarm water using a mild soap. Do not use strong detergents.

*The hearing instruments themselves must never be washed!*

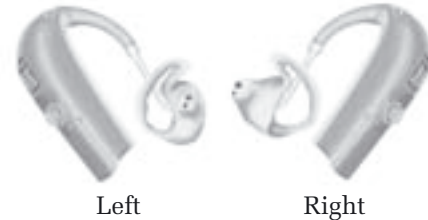


- Rinse with water.
- Dry the earmould.



- 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 instruments as shown in the drawing.



### Replacing the tubing

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



## **Avoiding heat, humidity and chemicals**

Your hearing instruments must never be exposed to extreme heat e.g. left inside a parked car in the sun or dried in microwave ovens. They must never be exposed to a lot of moisture e.g. steam baths, showers or heavy rain.

If your hearing instruments have been exposed to moisture or very humid conditions 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 instruments. Consult your Hearing Care Professional for further advice. Wipe the batteries carefully if moisture is present.

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

## **Using your hearing instruments**

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 hearing instruments before and the degree of your hearing loss.

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

#### **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, your Hearing Care Professional should be able to give you advice about assistive listening devices. If your hearing instruments have a telecoil program, you may benefit from this in combination with a loop system.

## 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 instruments. 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 in order to let the sound flow directly into the hearing instrument's microphone opening. This way, the hearing aid 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 on the telephone in order to ensure good understanding at the opposite "end of the line".

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



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

### **7. Wireless and mobile phones**

Your hearing instruments are designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However not all mobile phones are hearing instrument compatible. Use the microphone position unless you have a special loop for your mobile phone. The varying degree of disturbance can be due to the nature of your particular mobile phone.

### **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

| Effect                           | Cause                                  | Solution                                                                    |
|----------------------------------|----------------------------------------|-----------------------------------------------------------------------------|
| <b>Squealing noise</b>           | Ear wax accumulated in ear canal       | Have ear canal examined by your doctor                                      |
|                                  | Hearing instrument inserted improperly | Reinsert hearing instrument (pg. 13)                                        |
| <b>No sound</b>                  | Clogged sound outlet                   | Clean sound outlet (pg. 30)                                                 |
|                                  | Clogged microphone opening             | Clean microphone opening with a brush                                       |
|                                  | Worn-out battery                       | Replace battery (pg. 25)                                                    |
|                                  | Dirty or corroded battery contacts     | Open and close the battery drawer several times or replace battery (pg. 25) |
| <b>Whirring noise or beeping</b> | Dirty or corroded battery contacts     | Open and close the battery drawer several times or replace battery (pg. 25) |
|                                  | Dirty or corroded battery              | Clean battery surfaces with dry cloth or replace battery (pg. 25)           |
|                                  | Worn-out battery                       | Replace battery (pg. 25)                                                    |

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



## 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.

## Oticon 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: \_\_\_\_\_



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

*Oticon A/S  
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[www.hear-it.org](http://www.hear-it.org)  
[www.oticon.com](http://www.oticon.com)

