Instructions for use

BTE PP
BTE

Oticon Opn™
Oticon Opn S™
Oticon Opn Play™
Oticon Siya

Made for
iPhone | iPad | iPod
Model overview

This booklet is valid for Oticon Opn™, Oticon Opn S™, Oticon Opn Play™, and Oticon Siya families, in the following hearing aid models:

Oticon Opn FW6
- Oticon Opn 1 BTE13 PP GTIN: (01) 05707131340795
- Oticon Opn 2 BTE13 PP GTIN: (01) 05707131340818
- Oticon Opn 3 BTE13 PP GTIN: (01) 05707131340801

Oticon Opn S FW8
- Oticon Opn S 1 BTE PP GTIN: (01) 05707131374967
- Oticon Opn S 2 BTE PP GTIN: (01) 05707131374974
- Oticon Opn S 3 BTE PP GTIN: (01) 05707131374981

Oticon Opn Play FW8
- Oticon Opn Play 1 BTE PP GTIN: (01) 05707131374998
- Oticon Opn Play 2 BTE PP GTIN: (01) 05707131375001

Oticon Siya FW1
- Oticon Siya 1 BTE PP GTIN: (01) 05707131340887
- Oticon Siya 2 BTE PP GTIN: (01) 05707131340894
- Oticon Siya 1 BTE GTIN: (01) 05707131340887
- Oticon Siya 2 BTE GTIN: (01) 05707131340894
- LED light for visual indication. Not available for Oticon Siya.

The LED light helps caregivers, parents, and teachers to operate the hearing aid and to give instructions on relevant functions and modes (see relevant information throughout the booklet).
Introduction to this booklet

This booklet gives you guidance on how to use and maintain your new hearing aid. Please read the booklet carefully, including the Warnings section. This will help you to get the most out of your new hearing aid.

Your hearing care professional has adjusted the hearing aid to meet your needs. If you have additional questions, please contact your hearing care professional.

Intended use Oticon Opn, Oticon Opn S, and Oticon Siya

The hearing aid is intended to amplify and transmit sound to the ear, and thereby compensating for impaired hearing within mild to severe-to-profound hearing loss. This hearing aid is intended for use by adults and children older than 36 months.

Intended use Oticon Opn Play

The hearing aid is intended to amplify and transmit sound to the ear, and thereby compensate for impaired hearing within mild to severe hearing loss. This hearing aid is intended for use by infants, children and adults.

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

There are two different attachments and several different earpieces available for the hearing aid.

- With sound hook and mould earpiece
- With thin tube (Corda miniFit)

The thin tube uses one of the following earpieces:

**Standard earpieces:**
- Open dome
- Bass dome, single vent
- Bass dome, double vent
- Power dome
- Grip Tip
  - Available in small and large, left and right, with or without vent.

**Customised earpieces:**
- Micro mould
- LiteTip
- VarioTherm® micro mould
- VarioTherm® LiteTip

*VarioTherm is a registered trademark of Dreve

Dome sizes

- 5 mm
- 6 mm
- 8 mm
- 10 mm
- 12 mm

*not for open dome

Please see details for replacing the dome in chapter "Replace standard earpieces".
With sound hook and mould

What it is and does

- Sound hook
  - Brings sound into the ear
- Tube
  - Brings sound into the ear
- Mould
  - Holds the hearing aid in the ear
- Battery drawer
  - Contains the battery and functions as an on/off switch
- Push button
  - Mute, change volume and programs
- LED
  - (optional)
  - Program, volume, and battery status
- Nail grip
  - Open the battery drawer

With thin tube

What it is and does

- Microphone openings
  - Sound in
- Push button
  - Mute, change volume and programs
- LED
  - (optional)
  - Program, volume, and battery status
- Thin tube
  - Brings sound into the ear
- Battery drawer
  - Contains the battery. Functions as an on/off switch
- Nail grip
  - Open the battery drawer
Identify left and right hearing aid

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

You can find left/right colour indicators in the battery drawer. Indicators can also be found on Micro moulds and moulds (optional).

- A BLUE indicator marks the LEFT hearing aid
- A RED indicator marks the RIGHT hearing aid

IMPORTANT NOTICE

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

MultiTool for handling batteries and cleaning

The MultiTool contains a magnet that makes it easier to replace the battery in the hearing aid. It also contains a brush and wire loop for cleaning and removing earwax. If you need a new MultiTool, please contact your hearing care professional.
Turn the hearing aid ON and OFF
The battery drawer is also used to switch the hearing aid on and off. To save battery life, make sure your hearing aid is switched off when you are not wearing it. If you wish to return to the standard settings of the hearing aid, simply open and close the battery drawer (quick reset).

Optional LED
Two long green flashes indicate that the hearing aid is turned on.

Turn ON
Close the battery drawer with the battery in place

Turn OFF
Open the battery drawer

When to replace the battery
When it is time to replace the battery, you will hear three tones repeated in moderate intervals until the battery runs out.

* Bluetooth® will be turned off and it will not be possible to use wireless accessories.

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

Optional LED
Continuous red flashes indicate low battery.

Note: Batteries need to be replaced more often if you are streaming to your hearing aid.
How to replace the battery (size 13)

1. Remove
   - Fully open the battery drawer. Remove the battery.

2. Uncover
   - Remove the sticky label from the + side of the new battery.
   - Tip: Wait 2 minutes so that the battery can draw air, to ensure optimal functioning.

3. Insert
   - Insert the new battery into the battery drawer. Insert it from above, NOT from the side.
   - Make sure the + side is facing up.

4. Close
   - Close the battery drawer. The hearing aid will play a jingle through the earpiece.
   - Hold the earpiece close to your ear to hear the jingle.

Tip
- The MultiTool can be used to change the battery. Use the magnetic end to remove and insert batteries.
- The MultiTool is provided by your hearing care professional.

MultiTool
Put on the hearing aid with sound hook

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

The mould is customised for you and fits your ear shape. The moulds are unique for the left or the right ear.

Step 1

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

Step 2

Place the hearing aid behind your ear.

Caring for the hearing aid

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

Clean the microphone openings

Use the brush of the MultiTool to carefully brush debris away from the openings. Carefully brush the surface around the opening. Make sure that no parts of the MultiTool are squeezed into the microphone openings by force. This may destroy the hearing aid.

IMPORTANT NOTICE

Use a soft, dry cloth to clean the hearing aid. The hearing aid must never be washed or immersed in water or other liquids.
Clean the mould
The mould should be cleaned regularly. Use a soft cloth to clean its surface. Use the MultiTool wire loop to clean the opening.

Replace the tube
The tubing between the mould and the hearing aid should be replaced if it becomes yellow or stiff. Consult your hearing care professional about this.

Wash the mould
Step 1
Make sure you are able to identify which mould is for which hearing aid before disconnecting them from the hearing aid.

Step 2
Disconnect the tube and mould from the hook. Hold the hook firmly when pulling it off the tube. Otherwise the hearing aid may be damaged.

Step 3
Wash the mould and tube using mild soap. Rinse and dry completely before reconnecting to the hearing aid.
Put on hearing aid with thin tube
Read the following pages if your hearing aid has a thin tube.

**Step 1**
Place the hearing aid behind your ear.
The thin tube should only be used with an attached earpiece. Use only parts designed for your hearing aid.

**Step 2**
Hold the bend of the tube between your thumb and index finger. The earpiece should point towards the ear canal opening.

**Step 3**
Gently push the earpiece into your ear canal until the thin tube sits close to your head. If the thin tube has an ear grip, place it in the ear so it follows the contour of the ear.

Clean the thin tube
The thin tube should be cleaned to keep it clear of moisture and wax. If not cleaned, it may become blocked with wax, which stops sound from coming out.

**Step 1**
Pull the thin tube out of the hearing aid.

**Step 2**
Push the cleaning tool all the way through the thin tube.

**Step 3**
Reconnect the thin tube to the hearing aid.
Replace standard earpieces

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

Step 1
Hold on to the end of the thin tube and then pull off the earpiece.

Step 2
Insert the thin tube exactly into the middle of the earpiece to obtain a secure attachment.

Step 3
Push firmly to ensure that the earpiece is fastened securely.

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

The earpiece should be cleaned regularly. The earpiece has a white wax filter* that keeps wax and debris from damaging the hearing aid.

Replace the filter when clogged, or if the sound is not normal, or contact your hearing care professional.

Replace ProWax filter

1. Tool

2. Remove

3. Insert

Replace the tool from the shell. The tool has two pins: One empty for removal and one with the new wax filter.

Push the empty pin into the wax filter in the speaker. Pull out the wax filter.

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

IMPORTANT NOTICE

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

* VarioTherm Micro mould and LiteTip do not have a wax filter
**Flight mode**

When flight mode is activated, Bluetooth® is turned off. The hearing aid will still be working. Pressing the push button on one hearing aid will activate flight mode on both hearing aids.

**Optional LED**
The LED will flash green, red, red a few times. This confirms that flight mode is activated.

To activate and deactivate Press the push button for at least 7 seconds. A jingle confirms your action.

Opening and closing the battery drawer will also deactivate flight mode.

**Optional features and accessories**
The features and accessories described in the following pages are optional. Please contact your hearing care professional for more information about features and accessories.

If you experience difficult listening situations, a special program may be helpful. These are programmed by your hearing care professional.

Write down any hearing situations in which you may need help.
Change program

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

Optional LED
The number of green flashes indicate the selected program.

Press the push button to switch between programs.

The program cycle switches one program forward, for example program 1 to 2 or program 4 to 1.

To be filled out by the hearing care professional

<table>
<thead>
<tr>
<th>Program</th>
<th>Activation sound</th>
<th>When to use</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>🎵 “1 beep”</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>🎵🎵 “2 beeps”</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>🎵🎵🎵 “3 beeps”</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>🎵🎵🎵🎵 “4 beeps”</td>
<td></td>
</tr>
</tbody>
</table>

Program change: □ LEFT □ RIGHT □ Short press □ Long press
Change volume
The push button allows you to adjust the volume. You will hear a click when you increase or decrease the volume.

Optional LED
The LED will flash green to confirm changes in volume, and a long green flash at start-up level. The LED will show a red flash when the volume reaches the minimum or maximum level.

To be filled out by the hearing care professional

<table>
<thead>
<tr>
<th>Volume change</th>
<th>□ LEFT</th>
<th>□ RIGHT</th>
<th>□ Short press</th>
</tr>
</thead>
</table>

Press button to increase volume
Press button to decrease volume
You will hear 2 beeps at start-up level.
Mute

Use the mute function if you need to silence the hearing aid. The mute function only mutes the microphone(s) on the hearing aid.

Optional LED

Green and red flashes, continuously repeated, to indicate mute.

[Diagram of hearing aid with button marked]

Apply a long press (4 seconds) to either end of the button to mute the hearing aid.

To reactivate the hearing aid, push the button briefly.

IMPORTANT NOTICE

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

Use hearing aid with iPhone and iPad

Your hearing aid is Made for iPhone® and allows for direct communication and control with iPhone, iPad® or iPod touch®. For assistance in using these products with your hearing aid, please contact your hearing care professional.

For information on compatibility, please visit www.oticon.global/compatibility

Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) identified in the badge, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.

Please note that use of this Accessory with iPod, iPhone, or iPad may affect wireless performance.
Pair with iPhone

1. Settings

- Open your iPhone and go to “Settings”.
- Make sure Bluetooth is on. Then choose “General”.

2. General

- On the “General” screen, choose “Accessibility”.

3. Accessibility

- On the “Accessibility” screen, choose “MFi Hearing Devices”.

4. Prepare

- Open and close the battery drawer on both hearing aids, and place them close to your iPhone.
- The hearing aids remain in pairing mode for 3 minutes.

5. Select

- Your iPhone will detect the hearing aids for pairing.
- Detected devices will appear in your iPhone list. Choose your hearing aids.

6. Confirm pairing

- Confirm pairing. If you have two hearing aids, pairing confirmation is needed for each hearing aid.

When you turn off your hearing aids or Apple® device, they will no longer be connected. To connect them again, turn on your hearing aids by opening and closing the battery door. The hearing aids will then automatically reconnect to your Apple device.
Wireless accessories

As an enhancement to your wireless hearing aid, a range of accessories is available. These can enable you to hear and communicate better in many everyday situations.

ConnectClip
When ConnectClip is paired with your mobile phone, you can use the hearing aid as a hands-free headset. ConnectClip can also be used as a remote microphone.

TV Adapter 3.0
TV Adapter streams sound directly from TV and electronic audio devices to your hearing aid.

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

Remote Control 3.0
Offers the ability to change program, adjust volume, or mute your hearing aid.

Phone Adapter 2.0
Connects wirelessly to the ConnectClip allowing for hassle-free daily use of traditional phones.

Oticon ON App
Intuitive and discreet control of your hearing aid. For iPhone, iPad, iPod touch, and Android™ devices.

For more information visit www.oticon.global or contact your hearing care professional.

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Other options

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

**Autophone - optional for Oticon Opn and Oticon Siya**
Can automatically activate a phone program in the hearing aid, if you place a dedicated magnet on your phone.

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**CROS - optional for Oticon Opn S 1, Opn S 2 and Oticon Opn Play 1**
Solution for single-sided deafness. Your hearing aid can be paired with an Oticon CROS device that (wirelessly) transmits sound from the poorer ear to the better ear.

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

For more information, please contact your hearing care professional.

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**IMPORTANT NOTICE**
When the DAI is connected to an audio source plugged into a wall outlet, the audio source must comply with IEC 62368 or equivalent safety standards.
Tamper-resistant battery drawer

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

**IMPORTANT NOTICE**

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

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

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

Use this small tool provided by your hearing care professional.

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

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

To lock the battery drawer

Tool to unlock the battery drawer

Unlock the battery drawer
## Sound and LED indicators

Different sound and LED light indicators show the hearing aid status. The different setting options are listed on the following pages.

Your hearing care professional can set sound and LED indicators to match your preferences.

<table>
<thead>
<tr>
<th>Program</th>
<th>Sound</th>
<th>LED</th>
<th>LED comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1 tone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>2 tones</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>3 tones</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>4 tones</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wireless accessories</td>
<td>2 different tones</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wireless accessories incl. microphone</td>
<td>2 different tones</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flight mode</td>
<td>Sound</td>
<td>LED</td>
<td></td>
</tr>
<tr>
<td>Flight mode active</td>
<td>Short jingle</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flight mode inactive</td>
<td>Short jingle</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Green, short flash
- Green, long flash
- Red, short flash

Continuously flashing or repeated 3 times with small pauses
<table>
<thead>
<tr>
<th>On</th>
<th>Sound</th>
<th>LED</th>
<th>LED comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>On</td>
<td>jingle</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
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<th>Sound</th>
<th>LED</th>
<th>LED comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Startup volume</td>
<td>2 beeps</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minimum / maximum volume</td>
<td>3 beeps</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volume up / down</td>
<td>1 beep</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mute</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>On Sound LED LED comments</th>
<th>Volume Sound LED LED comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>On</td>
<td>Startup volume 2 beeps</td>
</tr>
<tr>
<td>Volume</td>
<td>Minimum / maximum volume 3 beeps</td>
</tr>
<tr>
<td></td>
<td>Volume up / down 1 beep</td>
</tr>
<tr>
<td></td>
<td>Mute</td>
</tr>
</tbody>
</table>

- Red, short flash
- Green, short flash
- Green, long flash
- Red, long flash

<table>
<thead>
<tr>
<th>Warnings</th>
<th>Sound</th>
<th>LED</th>
<th>LED comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low battery</td>
<td>3 alternate tones</td>
<td>□</td>
<td>Continuously repeated</td>
</tr>
<tr>
<td>Battery shut down</td>
<td>4 descending tones</td>
<td>□</td>
<td></td>
</tr>
<tr>
<td>Microphone service check needed</td>
<td>8 beeps repeated 4 times</td>
<td>□</td>
<td>Repeated 4 times with small pauses</td>
</tr>
</tbody>
</table>

- Red, short flash
- Green, short flash
- Green, long flash
- Red, long flash
Tinnitus SoundSupport™ (optional)

Intended use of Tinnitus SoundSupport

Tinnitus SoundSupport is a tool intended to generate sounds to provide temporary relief for patients suffering from tinnitus as part of a tinnitus management program.

The target population is the adult population (over 18 years old).

Tinnitus SoundSupport is targeted to licensed hearing care professionals (audiologists, hearing aid specialists, or otolaryngologists) who are familiar with the evaluation and treatment of tinnitus and hearing loss. Fitting of Tinnitus SoundSupport must be done by a hearing care professional participating in a tinnitus management program.

Guidelines for tinnitus sound generator users

These instructions contain information about Tinnitus SoundSupport, which may have been enabled in your hearing aids by your hearing care professional.

Tinnitus SoundSupport is a tinnitus management device intended to generate sound of sufficient intensity and bandwidth to help manage tinnitus.

Your hearing care professional will also be able to offer the appropriate follow-up care. It is important to follow his/her advice and directions regarding such care.

Prescription use only

Good health practice requires that the person reporting tinnitus have a medical evaluation by a licensed ear physician before using a sound generator. The purpose of such an evaluation is to ensure that any medically treatable condition that may cause tinnitus is identified and treated prior to using a sound generator.
Sound and volume adjustment

Tinnitus SoundSupport is programmed by your hearing care professional to match your hearing loss and preferences for tinnitus relief. It offers a number of different sound options. Together with your hearing care professional, you can select your preferred sound(s).

Tinnitus SoundSupport programs
Together with your hearing care professional, you can decide for which programs you may want to have Tinnitus SoundSupport activated. The sound generator can be activated in up to four different programs.

Mute
If you are in a program for which Tinnitus SoundSupport is activated, the mute functionality will mute only the environmental sounds, and not the sound from Tinnitus SoundSupport. See earlier chapter: “Mute”.

Volume adjustments with Tinnitus SoundSupport
When you select a hearing aid program for which Tinnitus SoundSupport is activated, your hearing care professional can only set the push button on your hearing aid to work as a volume control for the tinnitus relief sound.

Your hearing care professional will set the volume control for the sound generator in one of two ways:

A) Change volume in each ear separately or
B) Change volume in both ears simultaneously.
A) How to change Tinnitus SoundSupport volume in each ear separately
To increase volume (on one hearing aid only), use a short press on the upper part of the push button repeatedly until desired level is reached.
To decrease volume (on one hearing aid only), use a short press on the lower part of the push button repeatedly until desired level is reached.

B) How to change Tinnitus SoundSupport volume in both ears simultaneously
You can use one hearing aid to increase/decrease the sound in both hearing aids. When changing the volume in one hearing aid, the volume on the other hearing aid will follow.
To increase volume, use a short press on the upper part of the push button repeatedly.
To decrease volume, use a short press on the lower part of the push button repeatedly.

To be filled out by your hearing care professional.

Limitation on use time

Daily use
The volume levels of Tinnitus SoundSupport can be set to a level which could lead to permanent hearing damage when used for a prolonged period of time. Your hearing care professional will advise you of the maximum amount of time per day you should use Tinnitus SoundSupport. It should never be used at uncomfortable levels.

See table “Tinnitus SoundSupport: Limitation on use” in section “Your individual hearing aid settings” at the end of this booklet to learn how many hours per day you can safely use the relief sound in your hearing aids.
Important information for hearing care professionals about Tinnitus SoundSupport

Device description
Tinnitus SoundSupport is a module function that can be enabled in the hearing aids by a hearing care professional.

Maximum wearing time
The wearing time of Tinnitus SoundSupport will decrease as you increase the level above 80 dB(A) SPL. The fitting software will automatically display a warning when the hearing aid exceeds 80 dB(A) SPL. See “Max wearing time indicator” next to the tinnitus fitting graph in the fitting software.

The volume control is deactivated
By default, the volume control for the sound generator is deactivated in the hearing aid. Risk of noise exposure increases when the volume control is activated.

If the volume control is activated
A warning may be displayed if you activate the tinnitus volume control in the “Buttons & Indicators” screen. This occurs if the relief sound can be listened to at levels that may cause hearing damage. The “Max wearing time” table in the fitting software displays the number of hours the patient can safely use Tinnitus SoundSupport.

• Note the max wearing time for each program for which Tinnitus SoundSupport is activated.

• Write those values in the table “Tinnitus SoundSupport: Limitation on use”, found in the back of this booklet.

• Instruct your patient accordingly.
If your hearing care professional has activated the sound generator Tinnitus SoundSupport, please pay attention to the following warnings.

There are some potential concerns associated with the use of any sound generated by a tinnitus management device. Among them are the potential for worsening of tinnitus and/or a possible change in hearing thresholds.

Should you experience or notice a change in hearing or tinnitus, or any dizziness, nausea, headaches, heart palpitations or possible skin irritation at the point of contact with the device, you should immediately discontinue use of the device and seek a consultation with a medical, audiology, or other hearing care professional.

As with any device, misuse of the sound generator feature could present some potentially harmful effects. Care should be taken to prevent the unauthorised use and to keep the device out of the reach of children and pets.

Maximum wearing time
Always follow the maximum wearing time per day of the Tinnitus SoundSupport advised by your hearing care professional. Prolonged use may lead to worsening of your tinnitus or of your hearing loss.

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

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Furthermore, note that in most cases, infrequent use of a hearing aid does not permit a user to attain its full benefits.

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

Usage of hearing aids
Hearing aids should be used only as directed and adjusted by your hearing care professional. Misuse can result in sudden and permanent hearing loss. Never allow others to wear your hearing aid as incorrect usage could cause permanent damage to their hearing.

Choking hazards & risk of swallowing batteries and other small parts
Hearing aids, their parts, and batteries should be kept out of reach of children and anyone who might swallow these items or otherwise cause injury to themselves. Batteries have occasionally been mistaken for pills. Therefore, check your medicine carefully before swallowing any pills.
General warnings

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

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

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

Battery use

Always use batteries recommended by your hearing care professional. Low quality batteries may leak and cause bodily harm.

Never attempt to recharge your batteries, and never dispose of batteries by burning them. There is a risk that the batteries will explode.

Dysfunction

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

Active implants

The hearing aid has been thoroughly tested and characterised for human health according to international standards for human exposure (Specific Absorption Ratio - SAR), induced electromagnetic power and voltages into the human body.

The exposure values are well below international accepted safety limits for SAR, induced electromagnetic power and voltages into the human body defined in the standards for human health and coexistence with active medical implants, such as pacemakers and heart defibrillators.

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

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

In general, please follow the guidelines recommended by the manufacturers of implantable defibrillators and pacemakers on use with magnets.

Cochlear implants

If you are using a cochlear implant (CI) on one ear and a hearing aid on the other ear, make sure to always keep your CI antenna and magnets at a safe distance from your hearing aid. The magnetic field from the CI magnets may permanently damage the speaker unit in your hearing aid. Never place the devices closely together on a table e.g. when cleaning or changing batteries. Do not carry the CI system and the hearing aid together in the same box.

X-ray/CT/MR/PET scanning, and electrotherapy

Remove your hearing aid before X-ray, CT/MR/PET scanning, electrotherapy, surgery, etc. as your hearing aid may be damaged when exposed to strong electromagnetic fields.
Heat and chemicals
The hearing aid must never be exposed to extreme heat, e.g. left inside a parked car in the sun.
The hearing aid must not be dried in microwave ovens or other ovens.
The chemicals in cosmetics, hairspray, perfume, aftershave lotion, sunscreen lotion, and insect repellent can damage the hearing aid. Always remove your hearing aid before applying such products and allow time to dry before use.

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

For information of whether your hearing aid is a power instrument, see the model overview in the front of this booklet.

Possible side effects
Hearing aids and earpieces may cause an accelerated accumulation of earwax.
The non-allergenic materials used in hearing aids may in rare cases cause a skin irritation or other side effects. Please consult a physician if these conditions occur.

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

Use on aircraft
Your hearing aid has Bluetooth. On board an aircraft, flight mode must be activated, unless Bluetooth is permitted by the flight personnel.

Connection to external equipment
The safety of the use of hearing aids when connected to external equipment (with an auxiliary input cable, USB cable or directly) is determined by the external signal source. When connected to external equipment plugged into a wall outlet, this equipment must comply with IEC 62368 or equivalent safety standards.

Incompatible non-supplied accessories
Only use accessories, transducers or cables supplied by the manufacturer of this device. Incompatible accessories may result in increased emission or decreased immunity.

Modification of hearing aids is not allowed
Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.
**Troubleshooting**

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible causes</th>
<th>Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>No sound</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dead battery</td>
<td></td>
<td>Replace the battery</td>
</tr>
<tr>
<td>Clogged earpieces (dome, Grip Tip, mould or Micro mould)</td>
<td></td>
<td>Clean mould or Micro mould or replace wax filter</td>
</tr>
<tr>
<td>Hearing aid microphone muted</td>
<td></td>
<td>Unmute the hearing aid microphone</td>
</tr>
<tr>
<td><strong>Intermittent or reduced sound</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clogged sound outlet</td>
<td></td>
<td>Clean mould or Micro mould, replace wax filter or change dome or GripTip</td>
</tr>
<tr>
<td>Moisture</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Squealing noise</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hearing aid earpiece inserted incorrectly</td>
<td></td>
<td>Re-insert the earpiece</td>
</tr>
<tr>
<td>Earwax accumulated in ear canal</td>
<td></td>
<td>Have ear canal examined by your doctor</td>
</tr>
<tr>
<td>Ear has grown</td>
<td></td>
<td>Contact your hearing care professional</td>
</tr>
<tr>
<td><strong>Beeping/LED flashing (optional)</strong></td>
<td></td>
<td>Contact your hearing care professional</td>
</tr>
<tr>
<td>If your hearing aid plays 8 beeps, 4 times consecutively, and/or repeatedly flashes red 4 times with small pauses, your hearing aid needs a microphone service check</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Pairing issue with Apple device</strong></td>
<td></td>
<td>1) Unpair your hearing aid (Settings ➝ General ➝ Accessibility ➝ Hearing Devices ➝ Devices ➝ Forget this device). 2) Turn Bluetooth off and on again. 3) Open and close battery drawer on hearing aid. 4) Re-pair hearing aid (see chapter: “Pair with iPhone”)</td>
</tr>
<tr>
<td>Bluetooth connection failed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Only one hearing aid paired</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If none of the above solutions work, consult your hearing care professional.
Water and dust resistant (IP68)

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

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

IMPORTANT NOTICE

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

Conditions of use

| Operating conditions                      | Temperature: +1°C to +40°C  
Relative humidity: 5% to 93%, non-condensing |
| Storage and transport conditions          | Temperature and humidity shall not exceed the below limits for extended periods during transport and storage:  
Temperature: -25°C to +60°C  
Relative humidity: 5% to 93%, non-condensing |
International warranty

Your hearing aid is covered by an international limited warranty issued by the manufacturer for a period of 12 months from the date of delivery. This limited warranty covers manufacturing and material defects in the hearing aid itself, but not in accessories such as batteries, tubing, speakers, earmolds and filters, etc. Problems resulting from improper or incorrect handling or care, excessive use, accidents, repairs made by an unauthorised party, exposure to corrosive conditions, physical changes in your ear, damage due to foreign objects entering the device, or incorrect adjustments are NOT covered by the limited warranty and may void it. The above warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods. Your hearing care professional may have issued a warranty that goes beyond the clauses of this limited warranty. Please consult him/her for further information.

If you need service
Take your hearing aid to your hearing care professional, who may be able to sort out minor problems and adjustments immediately.

Warranty

Certificate

Name of owner: __________________________________________________
Hearing care professional: ____________________________________________
Hearing care professional’s address: ____________________________________
Hearing care professional’s phone: _____________________________________
Purchase date: _____________________________________________________
Warranty period: __________ Month: ________________________________
Model left: _______________ Serial no.: _______________________________
Model right: _______________ Serial no.: _______________________________
Technical information

The hearing aid contains two radio technologies, which are described below:

The hearing aid contains a radio transceiver using short-range magnetic induction technology working at 3.84 MHz. The magnetic field strength of the transmitter is very weak and is always below 15 nW (typically below -40 dBμA/m at a 10 metre distance).

The hearing aid also contains a radio transceiver using Bluetooth Low Energy (BLE) and a proprietary short-range radio technology both working at ISM band 2.4 GHz.

The radio transmitter is weak and always below 3 mW equal to 4.8 dBm in total radiated power.

The hearing aid complies with international standards concerning electromagnetic compatibility and human exposure.

Due to the limited space available on the hearing aid, relevant approval markings can be found in this document.

Additional information can be found in the “Technical Data sheet” on www.oticon.global

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

Declaration of Conformity is available from the manufacturer.

Manufactured by:
Oticon A/S
Kongebakken 9
DK-2765 Sørum
Denmark
www.oticon.global

Waste from electronic equipment must be handled according to local regulations.
Description of symbols used in this booklet

Warnings
Text marked with a warning symbol must be read before using the device.

Manufacturer
The device is produced by the manufacturer whose name and address are stated next to the symbol. Indicates the medical device manufacturer, as defined in EU Directives 90/385/EEC, 93/42/EEC and 98/79/EC.

CE mark
The device complies with Medical Device Directive 93/42/EEC. The four digit number indicates the identification of the notified body.

Electronic waste (WEEE)
Recycle hearing aids, accessories or batteries according to local regulations. Hearing aid users can also return electronic waste to their hearing care professional for disposal. Electronic equipment covered by Directive 2012/19/EU on waste and electrical equipment (WEEE).

Regulatory Compliance Mark (RCM)
The device complies with electrical safety, EMC and radio spectrum requirements for devices supplied to the Australian or New Zealand market.

IP code
Indicates the class of protections against harmful ingress of water and particulate matter according to EN 60529.
IP6X indicates total dust protection. IPX8 indicates the protection against the effects of continuous immersion in water.

Bluetooth logo
Registered trademark of Bluetooth SIG, Inc. where any use of such requires a license.

Made for Apple badges
Indicates that the device is compatible with iPhone, iPad and iPod touch.

Hearing loop
This logo incorporates the universal symbol for hearing assistance. The “T” signifies that a hearing loop is installed.

Description of additional symbols used on labels

Keep dry
Indicates a medical device that needs to be protected from moisture.

Caution symbol
Consult instructions for use for warnings and cautions.

Catalogue number
Indicates the manufacturer’s catalogue number so that the medical device can be identified.

Serial number
Indicates the manufacturer’s serial number so that a specific medical device can be identified.
Your individual hearing aid settings
To be filled out by your hearing care professional.

<table>
<thead>
<tr>
<th>Tinnitus SoundSupport: Limitation on use</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ No limitation on use</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program</th>
<th>Start-up volume (Tinnitus)</th>
<th>Max volume (Tinnitus)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Max _______ hours per day</td>
<td>Max _______ hours per day</td>
</tr>
<tr>
<td>2</td>
<td>Max _______ hours per day</td>
<td>Max _______ hours per day</td>
</tr>
<tr>
<td>3</td>
<td>Max _______ hours per day</td>
<td>Max _______ hours per day</td>
</tr>
<tr>
<td>4</td>
<td>Max _______ hours per day</td>
<td>Max _______ hours per day</td>
</tr>
</tbody>
</table>

Settings overview for your hearing aid

<table>
<thead>
<tr>
<th>Left</th>
<th>Right</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Yes</td>
<td>☐ No</td>
</tr>
<tr>
<td>☐ Yes</td>
<td>☐ No</td>
</tr>
<tr>
<td>☐ Yes</td>
<td>☐ No</td>
</tr>
<tr>
<td>☐ Yes</td>
<td>☐ No</td>
</tr>
</tbody>
</table>

Volume control indicators

<table>
<thead>
<tr>
<th>On</th>
<th>Off</th>
<th>Beeps at min/max volume</th>
<th>On</th>
<th>Off</th>
</tr>
</thead>
<tbody>
<tr>
<td>On</td>
<td>Off</td>
<td>Beeps when changing volume</td>
<td>On</td>
<td>Off</td>
</tr>
<tr>
<td>On</td>
<td>Off</td>
<td>Beeps at start-up volume</td>
<td>On</td>
<td>Off</td>
</tr>
</tbody>
</table>

Battery indicators

<table>
<thead>
<tr>
<th>On</th>
<th>Off</th>
<th>Low battery warning</th>
</tr>
</thead>
<tbody>
<tr>
<td>On</td>
<td>Off</td>
<td></td>
</tr>
</tbody>
</table>