

Instructions for use

miniRITE R

Oticon Opn S™

Oticon Opn Play™



Made for

iPhone | iPad | iPod

oticon
PEOPLE FIRST

Model overview

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

- Oticon Opn S 1 miniRITE R
- Oticon Opn S 2 miniRITE R
- Oticon Opn S 3 miniRITE R
- Oticon Opn Play 1 miniRITE R
- Oticon Opn Play 2 miniRITE R

The following speakers are available for the above models:

- Speaker 60
- Speaker 85
- Speaker 100 (Power Instrument)
- Power flex mould speaker 100 (Power Instrument)
- Power flex mould speaker 105 (Power Instrument)

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 further questions, please contact your hearing care professional.

| **About** | [Start-up](#) | [Handling](#) | [Options](#) | [Tinnitus](#) | [Warnings](#) | [More info](#) |

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

Intended use

The hearing aid is intended to amplify and transmit sound to the ear, and thereby compensate 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.

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.

In short

Charging

Charge the hearing aid every night.

The LED on the hearing aid will turn RED when the hearing aid is charging and GREEN when fully charged.

It takes 3 hours to fully charge the hearing aid.

ON/OFF

The hearing aid turns ON when you remove it from the charger. The hearing aid turns OFF when you place it in the charger.

Always leave the charger connected to a power source when the hearing aid is seated in the charging port. Switching off the charger will make the hearing aid turn on and start using battery.

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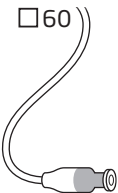
Your hearing aid, speaker and earpiece



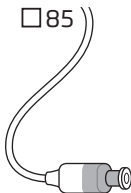
The hearing aids uses one of the following speakers:

Standard speakers

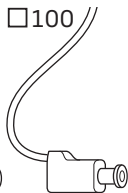
60



85



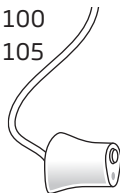
100



Power flex mould speakers

100

105



The standard speakers use 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**

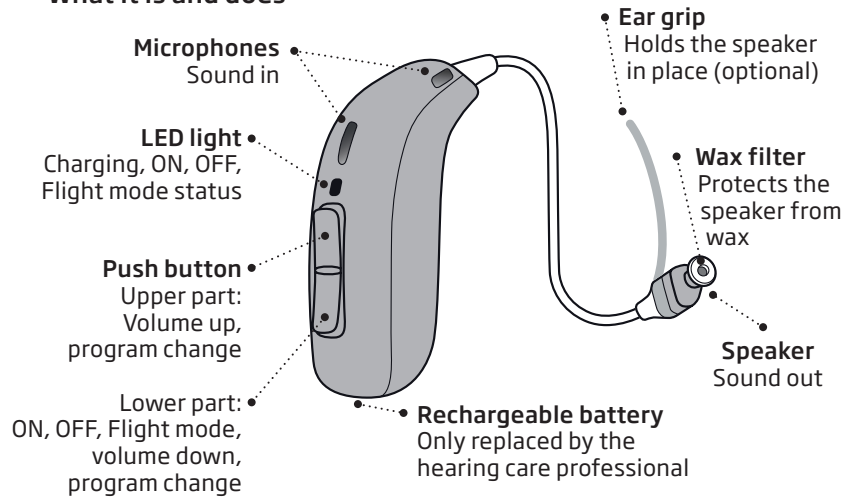
* only as open dome for speaker 60

** not for open dome

Please see details for replacing the dome in section "Replace dome or GripTip"

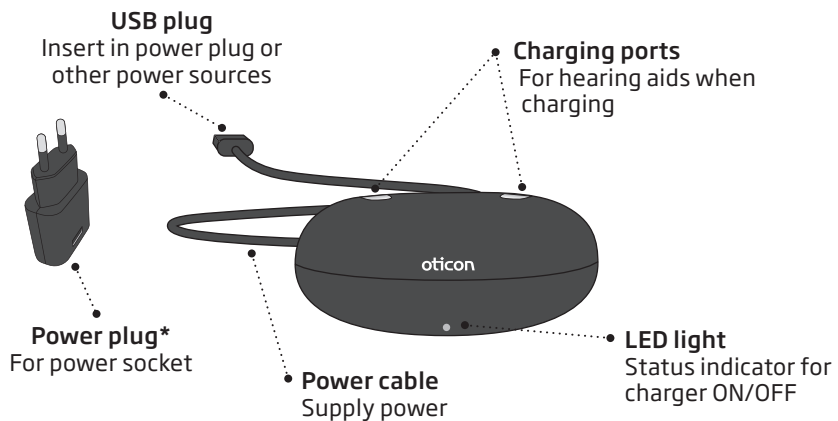
Hearing aid

What it is and does



Charger

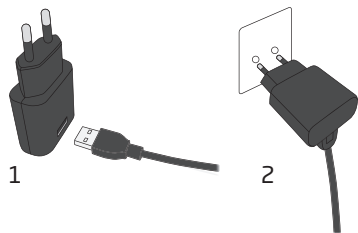
What it is and does



* Power plug will vary from country to country

Prepare charger

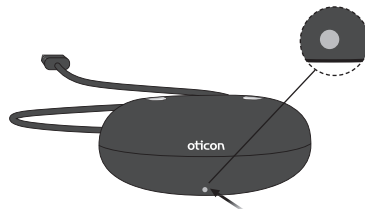
Connect to power source



1. Insert the USB plug into the power plug.
2. Insert the power plug into a power socket.

The charger will turn on automatically.

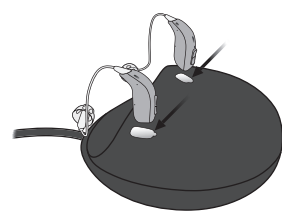
Charger is on



When the charger is connected to power, the green LED turns on.

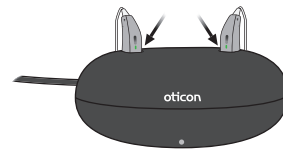
Charge the hearing aids

Place hearing aids in charger



Place the hearing aids in the charging ports as shown in the picture.

Charging



The hearing aids LEDs will turn on when the hearing aids are correctly placed in the charger.

Hearing aid LED charging status:
Red light = Charging
Green light = Fully charged

Charging time

Fully charge your hearing aid before first time use.

Charge your hearing aid every night. That ensures you start your day with a fully charged hearing aid.

Charging time may vary depending on the remaining capacity of the battery. If your hearing aid is completely drained the normal charging time is:

3 hours	1 hour	0.5 hour
Fully charged	50% charged	25 % charged

The charging process will automatically stop when the battery is fully charged. Leave the hearing aid in the charger when you do not use it. Remember to keep the charger connected to a power source.

Note charging time may vary between left and right hearing aid.

Battery performance

The daily battery performance varies depending on your individual use and hearing aid settings.

Streaming sound from e.g. TV, mobile phone or ConnectClip can influence daily battery performance.

If your hearing aid runs out of battery place it in the charger for a re-charge. Additional usage time cannot be achieved by trying to restart the hearing aid.

For best charging condition, the room temperature should be between +5°C to +35°C.

If you experience that your hearing aid does not perform a full day, it might be time to have the battery replaced. Contact your hearing care professional.

Turn hearing aid ON/OFF using charger

Your hearing aid automatically turns **ON** when removed from the charger.

The hearing aid LED turns **GREEN** after 6 seconds, confirming that it is ready for use. You may hear a start-up jingle.

Your hearing aid automatically turns **OFF** when placed in the charger and starts charging. The LED turns **RED**.

IMPORTANT NOTICE

Always leave the charger connected to a power source when the hearing aid is seated in the charging port. Switching off the charger will make the hearing aid turn on and start using battery.

Turn hearing aid ON/OFF using push button

The hearing aid can be turned ON and OFF using the push button.



ON:

Press and hold the lower part of the push button for approx. 2 seconds.

Release the button and wait until the hearing aid LED turns GREEN.

The hearing aid is now turned ON. You may hear a short start-up jingle.

OFF:

Press and hold the lower part of the button for approx. 3 seconds until the hearing aid LED turns RED and the hearing aid plays 4 descending tones.

Release the push button and the hearing aid is turned OFF.

See overview "Sound and LED indications".

Battery low indication

When the battery is running low, you will hear three short beeps. This will leave you approximately two hours before the hearing aid stops working. The beeps will be repeated every 30 minutes. Just before the battery runs out you will hear four descending tones.

If streaming audio to your hearing aid (from e.g. TV or mobile phone) you have approximately one hour before the hearing aid stops working, when you hear the three short beeps. Stopping streaming will prolong the battery performance.



Three beeps
= The battery is running low



Four descending tones
= The battery has run out

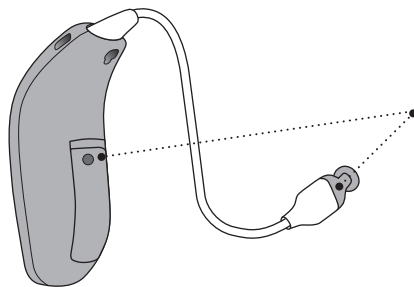
Optional LED

Red blinks, continuously repeated, to indicate battery low.

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 on the hearing aid itself and on 60 and 85 speakers as shown. Indicators (either L or R) can also be found on 100 speakers and some earpieces.



A **RED** indicator marks the **RIGHT** hearing aid.

A **BLUE** indicator marks the **LEFT** hearing aid.

Put on hearing aid

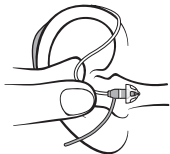
Step 1



Place the hearing aid behind your ear.

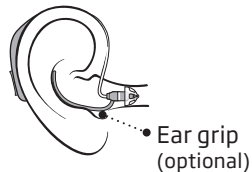
The speaker should always be used with an earpiece attached. Use only parts designed for your hearing aid.

Step 2



Hold the bend of the speaker wire between your thumb and index finger. The earpiece should point toward the opening of the ear canal.

Step 3

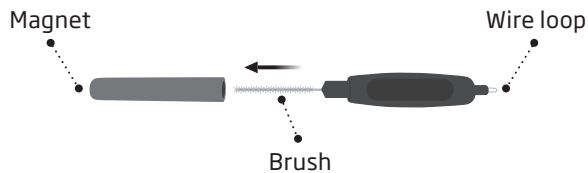


Gently push the earpiece into your ear canal until the speaker wire sits close to your head.

If the speaker has an ear grip, place it in the ear so it follows the contour of the ear.

Cleaning

The MultiTool contains a brush and wire loop for cleaning and removing earwax. If you need a new MultiTool, please contact your hearing care professional.



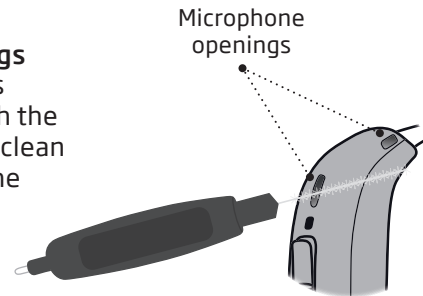
IMPORTANT NOTICE

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

When handling your hearing aid, hold it over a soft surface to avoid damage if you drop it.

Clean the microphone openings

Carefully brush away any debris from the openings. Gently brush the surface. Make sure the brush is clean and that it is not pressed into the openings.



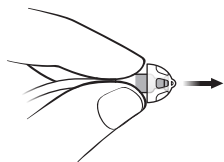
IMPORTANT NOTICE

Use a soft, dry cloth to clean the hearing aid. The hearing aid must never be washed or immersed in water or other liquids.

Replace standard earpieces

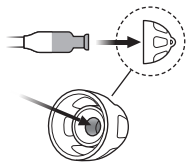
The standard earpiece (dome and Grip Tip) should not be cleaned. If the earpiece is filled with wax, replace it with a new one. Grip Tip needs to be replaced at least once a month.

Step 1



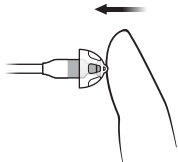
Hold on to the speaker and pull off the earpiece.

Step 2



Insert the speaker exactly into the middle of the earpiece to obtain a secure attachment.

Step 3



Push firmly to ensure that the earpiece is fastened securely.

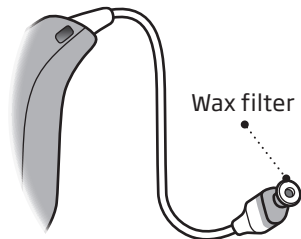
IMPORTANT NOTICE

If the earpiece is not on the speaker when removed from the ear, the earpiece may still be in the ear canal. Consult your hearing care professional for further instructions.

ProWax miniFit filter

The speaker has a white wax filter attached to the end where the earpiece is attached. The wax filter keeps wax and debris from damaging the speaker. Replace the filter when clogged, or if the hearing aid does not sound normal. Alternatively, contact your hearing care professional.

Remove the earpiece from the speaker before replacing the wax filter.

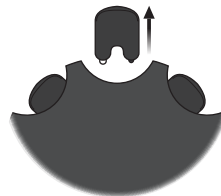


IMPORTANT NOTICE

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.

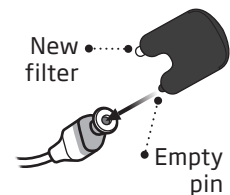
Replace ProWax miniFit filter

1. Tool



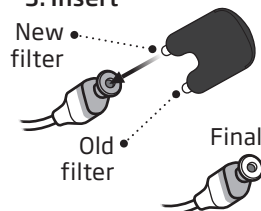
Remove the tool from the shell. The tool has two pins, one empty for removal and one with the new wax filter.

2. Remove



Push the empty pin into the wax filter in the speaker and pull it out.

3. Insert



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

Note:

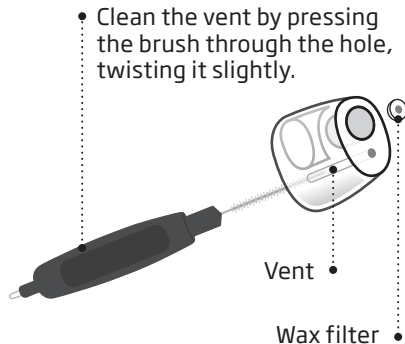
If you use a mould or LiteTip, your hearing care professional must replace the wax filter in the speaker.

Clean customised earpieces

The earpiece should be cleaned regularly.

The earpiece has a white wax filter*. The filter keeps wax and debris from damaging the speaker.

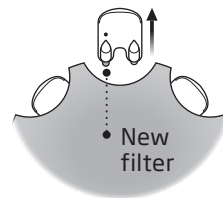
Replace the filter when clogged, or if the hearing aid does not sound normal. Alternatively, contact your hearing care professional.



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

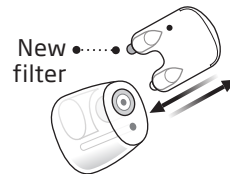
Replace ProWax filter

1. Tool



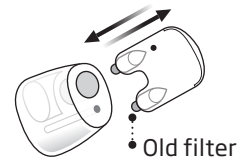
Remove the tool from the shell. The tool has two pins, one empty for removal and one with the new wax filter.

2. Remove



Push the empty pin into the wax filter in the earpiece and pull it out.

3. Insert



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

Storage of the hearing aid

The charger is the best storage for the hearing aid. Anytime your hearing aid is not in use, place it in the charger for charging. This will ensure your hearing aid is always charged.

To ensure the longest life of the rechargeable battery in the hearing aid do not expose to excessive heat. For example, do not leave the hearing aid in the sun in a window or in a car, even if the hearing aid is in the charger.

IMPORTANT NOTICE

Always leave the charger connected to a power source when the hearing aid is seated in the charging port. Switching off the charger will make the hearing aid turn on and start using power.

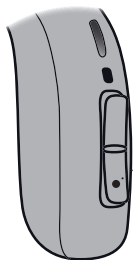
Long term storage (weeks, months)

Before storing the hearing aid for a longer period (more than 14 days) fully charge the hearing aid. Then turn the hearing aid off. This way the battery can be charged again.

It is necessary to fully charge the hearing aid every 6 months to protect the rechargeable battery. If a stored hearing aid is not charged within a 6 months time frame, the rechargeable battery will need to be replaced.

Flight mode

To activate and deactivate flight mode press and hold the push button (lower part) for 7 seconds.



Beep: The hearing aid plays 4 descending beeps followed by 4 beeps. This indicates that flight mode is activated or deactivated.

LED flight mode activated: A long red blink followed by green, red, red. The LED will blink green, red, red a few times. This confirms that flight mode is activated.

LED flight mode deactivated: A long red blink followed by two long green blinks. This confirms that flight mode is deactivated.

Pressing the button on one hearing aid will activate flight mode on both hearing aids.

When flight mode is activated, Bluetooth® is turned off. The hearing aid will still be working.

See overview "Sound and LED indications".

Optional features and accessories

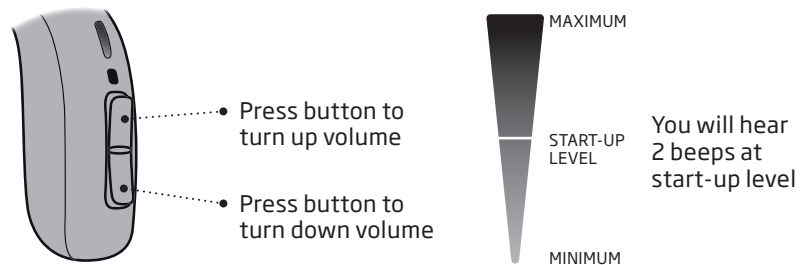
The features and accessories described in the following pages are optional. Please contact your hearing care professional to find out how your hearing aid is programmed.

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

Write down hearing situations in which you may need help.

Change volume

The push button allows you to adjust the volume. You will hear a beep when you turn the volume up or down.

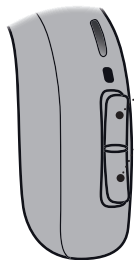


To be filled out by the hearing care professional

Volume change	<input type="checkbox"/> LEFT	<input type="checkbox"/> RIGHT	<input type="checkbox"/> Short press
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Change program





Your hearing aid can have up to 4 different programs.
These are programmed by your hearing care professional.



Press up or down
between programs.

Note that you can change continuously between programs - both up and down in the program order. For example, if you want to go from program 1 to 4, you can press the lower button once instead of pressing the upper button 3 times.

To be filled out by the hearing care professional

Program	Activation sound	When to use
1	 "1 beep"	
2	 "2 beeps"	
3	 "3 beeps"	
4	 "4 beeps"	

Change program	<input type="checkbox"/> LEFT	<input type="checkbox"/> RIGHT	<input type="checkbox"/> Short press	<input type="checkbox"/> Long press
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Mute

Use the mute function if you need to silence the hearing aid. Your hearing aid can be muted by using one of the following optional devices:

Oticon ON App
ConnectClip
Remote Control 3.0

How to unmute your hearing aid

The hearing aid can be unmuted using one of the optional devices or by applying a short press to the upper or lower part of the button on the hearing aid.

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 or visit: www.oticon.global/connectivity



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

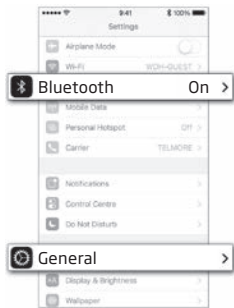
Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) identified in the badge, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with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

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

Apple, the Apple logo, iPhone, iPad, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.

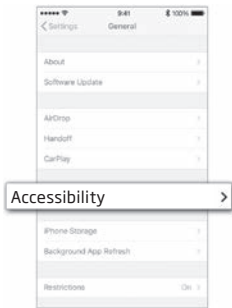
Pair with iPhone

1. Settings



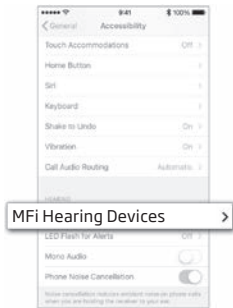
Open your iPhone and go to "Settings". Make sure Bluetooth is on. Then choose "General".

2. General



On the "General" screen, choose "Accessibility".

3. Accessibility



On the "Accessibility" screen, choose "MFi Hearing Devices".

4. Prepare

Pairing must occur within 3 minutes after the hearing aid is turned on.

Restart the hearing aid: Place it in the charger and remove it again, or use the push button (see section: Turn hearing aid ON/OFF using push button).

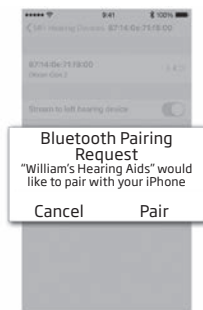
This will put the hearing aid in pairing mode.

5. Select



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

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, restart your hearing aids. The hearing aids will then automatically reconnect to your Apple device.

Wireless accessories and other options

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 paired with your mobile phone, you can use the hearing aid as a hands-free headset or as a remote microphone.

TV Adapter 3.0

Wireless transmitter of sound from TV and electronic audio devices. TV Adapter streams sound directly to your hearing aid.

Remote Control 3.0

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

Oticon ON App

Offers an intuitive and discreet way to control your hearing aid. For iPhone, iPad, iPod touch, and Android™ devices.

Phone Adaptor 2.0

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

For more information visit:
www.oticon.global/connectivity

Telecoil program

Telecoil 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.
























For more information contact your hearing care professional.




Sound and LED indications

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









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

For charger LED indication, see Charger Instruction for use.















Program status	<input type="checkbox"/> Sound	<input type="checkbox"/> LED	LED comments
Program 1	1 beep		Continuously repeated or repeated 3 times with small pauses
Program 2	2 beeps	 	
Program 3	3 beeps	  	
Program 4	4 beeps	   	
Wireless accessories incl. microphone	2 beeps	 	
Wireless accessories	2 beeps	 	
Flight mode	Sound	<input type="checkbox"/> LED	
Flight mode active	4 plus 4 beeps	   	
Flight mode deactive	4 plus 4 beeps	  	

 Green, short blink  Green, long blink  Red, short blink  Red, long blink

Continues on next page

On/Off	Sound	LED	LED comments
On	<input type="checkbox"/> Start-up jingle	<input type="checkbox"/>  	Shown one time
Off	<input type="checkbox"/> 4 descending tones	<input type="checkbox"/> 	
Volume	Sound	LED	
Preferred volume	<input type="checkbox"/> 2 beeps	<input type="checkbox"/> 	Shown one time
Minimum / maximum volume	<input type="checkbox"/> 3 beeps	<input type="checkbox"/> 	
Volume up / down	<input type="checkbox"/> 1 beep	<input type="checkbox"/> 	
Mute activated on ON App, ConnectClip or Remote Control 3.0		<input type="checkbox"/>  	Repeated three times

 Green, short blink  Green, long blink  Red, short blink  Red, long blink

Warnings	Sound	LED	LED comments
Battery low indication	<input type="checkbox"/> 3 beeps	<input type="checkbox"/>       	Continuously repeated
Battery shut down	<input type="checkbox"/> 4 descending tones		
Microphone service check needed	<input type="checkbox"/> 8 beeps repeated 4 times	<input type="checkbox"/>    	Repeated 4 times with small pauses
No light in the hearing aid LED when placed in the charger		Turned off	See Troubleshooting, solutions
The hearing aid LED blinks red when the hearing aid is placed in the charger		  	Continuously repeated. See Troubleshooting, solutions

 Red, short blink  Red, long blink

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 adults (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 a 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 adjustments

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 decide for which programs you may want to have Tinnitus SoundSupport activated. The sound generator can be activated in up to four different programs.

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.

miniRITE R

<input type="checkbox"/>	<p>A) How to change Tinnitus SoundSupport volume in each ear separately</p> <p>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.</p> <p>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.</p>
<input type="checkbox"/>	<p>B) How to change Tinnitus SoundSupport volume in both ears simultaneously</p> <p>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.</p> <p>To increase volume, use a short press on the upper part of the push button repeatedly.</p> <p>To decrease volume, use a short press on the lower part of the push button repeatedly.</p>

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 aid.

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 the 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", in the back of this booklet.
- Instruct your patient accordingly.

Tinnitus SoundSupport warnings

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 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 consult a medical, audiology, or other hearing care professional.

As with any device, misuse of the sound generator feature may cause potentially harmful effects. Care should be taken to prevent unauthorised use and to keep the device out of 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.

General warnings

You should familiarise yourself fully with the following general warnings before using your hearing aid for your personal safety and to ensure correct use.

Please note that 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 full benefit from it.

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

This hearing aid is supported by a non-removable rechargeable lithium-ion battery cell. Please ensure to charge the hearing aid and familiarise yourself with the safety and handling information related to rechargeable hearing aids.

Do not try to get access to the battery inserted in the hearing instrument. The battery must only be replaced by your hearing care professional.

Only charge the HI with an Oticon charger. Other chargers risk destroying the hearing aid and battery.

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

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 small parts

Hearing aids and their parts should be kept out of reach of children and anyone who might swallow these items or otherwise cause injury to themselves.

Fatality hazards and risk of swallowing Lithium-ion batteries or placing them in the ear or nose

Never swallow Lithium-ion batteries neither place them in the ear or the nose as this may lead to serious injury or death in as little as 2 hours. This can be due to chemical burn, which can cause permanent damage to the nose or ear or potentially lead to perforation of the inner organs. If a Lithium-ion battery is swallowed or placed in the ear or nose, seek emergency medical treatment immediately.

General warnings

Rechargeable battery

Do not attempt to open the hearing aid, as it may damage the battery.

Never attempt to replace the battery. If battery replacement is needed, please return your device to the supplier. The service guarantee is void if there are signs of tampering.

The safety of recharging batteries using a USB connector 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 IEC-60065, IEC-60950 until June 20, 2019) or equivalent safety standards.

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 internationally 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 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 a breast pocket.

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 fields.

General warnings

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 in selecting, fitting and using a hearing aid whose 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 on whether your hearing aid is a power instrument, see the model overview.

Possible side effects

Hearing aids and earpieces may cause an accelerated accumulation of earwax.

The otherwise non-allergenic materials used in hearing aids may in rare cases lead to a skin irritation or other side effects.

Please seek consultation with 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, and 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 contains Bluetooth. On board an aircraft, flight mode must be activated, unless Bluetooth is specially permitted by the flight personnel.

Connection to external equipment

The safety of the hearing aid when connected to external equipment (via auxiliary input cable, via USB cable, or directly), is determined by the external equipment. When connected to external equipment plugged into a wall outlet, this equipment must comply with IEC-62368 (or IEC-60065, IEC-60950 until June 20, 2019) or equivalent safety standards.

Troubleshooting guide

Troubleshooting for Charger, see Charger Instructions for use

Symptom	Possible causes	Solutions
No sound	Hearing aid is out of power	Charge the hearing aid
	Dead battery	Contact your hearing care professional
	Clogged earpieces (dome, Grip Tip, or mould)	Clean mould Replace wax filter, dome, or Grip Tip
Intermittent or reduced sound	Clogged sound outlet	Clean mould or replace wax filter, dome, or Grip Tip
	Moisture	Gently wipe the hearing aid and let it dry
	Hearing aid is out of power	Charge the hearing aid
Squealing noise	Hearing aid earpiece inserted incorrectly	Re-insert the earpiece
	Earwax accumulated in ear canal	Have ear canal examined by your doctor
Beeping	If your hearing aid plays 8 beeps, 4 times consecutively, your hearing aid needs a microphone service check	Contact your hearing care professional

If none of the above solutions work, consult your hearing care professional.

Troubleshooting guide

See the Charger Instructions for Use for trouble related to the charger

Symptom	Possible causes	Solutions
Hearing aid LED remains off when the hearing aid is placed in the charger	The charger is not switched on	Verify that the charger power supply is connected correctly
	The hearing aid or charger is either too warm or too cold	Move the charger and hearing aid to a location with a temperature between +5 °C to +40 °C
	Charging is incomplete. The room temperature exceeds +35 °C, which prolongs the charging time. The charger has stopped charging to protect the battery	Reinsert the hearing aid into the charger. This will complete the charging within approximately 15 minutes
	The hearing aid is not correctly inserted into the charger	Check the charger slots for foreign objects
The hearing aid LED blinks red when the hearing aid is placed in the charger	System error	Contact your hearing care professional
Pairing issue with Apple device	Bluetooth connection failed	1) Unpair your hearing aid (Settings→General→Accessibility→Hearing Devices→Devices→Forget this device). 2) Turn Bluetooth off and on again. 3) Turn off and turn back on the hearing aid. 4) Re-pair hearing aid (see chapter: "Pair with iPhone").
	Only one hearing aid paired	

If none of the above solutions work, consult your hearing care professional.

Water & 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.

Before charging the hearing aid make sure to wipe off any moisture.

Should your hearing aid come into contact with water and stop working, gently wipe off any water and let the hearing aid dry.

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.

Hearing aid: Conditions of use

Operating conditions	Temperature: +5°C to +40°C Relative humidity: 5% to 93%, non-condensing
Charging conditions	Temperature: +5°C to +40°C Relative humidity: 5% to 93%, non-condensing
Storage and transport conditions	Temperature and humidity should not exceed the following limits for extended periods during: Transport: Temperature: -20°C to +60°C Relative humidity: 5% to 93%, non-condensing Storage: Temperature: -20°C to +30°C Relative humidity: 5% to 93%, non-condensing

Information about Charger: Condition of use, see Charger Instruction for use

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.: _____

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, earpieces 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.

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 -40 dB μ A/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 2.4 GHz. The 2.4 GHz radio transmitter is weak and is always below 4 dBm e.i.r.p. 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 booklet.

Additional information can be found in the "Technical Data sheets" on www.oticon.global

USA and Canada

The hearing aid contains a radio module with the following certification ID numbers:

FCC ID: U28AUMRTRC
IC: 1350B-AUMRTRC

The device complies with Part 15 of the FCC Rules and with Industry Canada's licence-exempt RSSs.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This Class B digital apparatus complies with Canadian ICES-003.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined

by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the manufacturer or an experienced radio/TV technician for help.

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 Smørum
Denmark
www.oticon.global

CE 0543









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

 **Bluetooth®**



IP68

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 60529:1991/A1:2002. IP6X indicates total dust protection. IPX8 indicates the protection against the effects of continuous immersion in water.



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



TwinLink
NFMi + 2.4 GHz
The device contains two radio technologies, Near-Field Magnetic Induction (NFMi) which is binaural communication between two hearing aids and Bluetooth Low Energy (BLE) 2.4 GHz, which supports external electronic and digital devices.



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

Description of symbols used on the regulatory packaging label



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.

Tinnitus SoundSupport: Limitation on use			
<input type="checkbox"/>	No limitation on use		
	Program	Start-up volume (Tinnitus)	Max volume (Tinnitus)
<input type="checkbox"/>	1	Max _____ hours per day	Max _____ hours per day
<input type="checkbox"/>	2	Max _____ hours per day	Max _____ hours per day
<input type="checkbox"/>	3	Max _____ hours per day	Max _____ hours per day
<input type="checkbox"/>	4	Max _____ hours per day	Max _____ hours per day

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Settings overview for your hearing aid				
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	Tinnitus SoundSupport	<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	Beeps 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

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203247ZA / 2019.03.04 / Firmware 7.0