

## Wireless accessories

Remote Control 3.0



Instructions for use

**oticon**  
PEOPLE FIRST

## **Introduction to this booklet**

This booklet guides you on how to use and maintain your new Remote Control 3.0. Please read the booklet carefully including the Warning section. This will help you get the most out of your new remote control.

If you have further questions about using your remote control, please contact your hearing care professional.

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

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## **Intended use**

Remote Control 3.0 is intended to assist users of wireless hearing aids to control functionality provided by their hearing solution.

Remote Control 3.0 is intended to be used by children (> 36 months) and adults together with their hearing solution.

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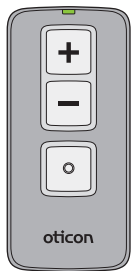
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## Package contents

You will find the following items in the package:

Remote Control 3.0



Batteries

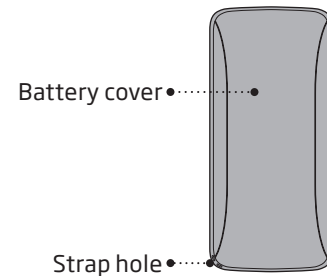
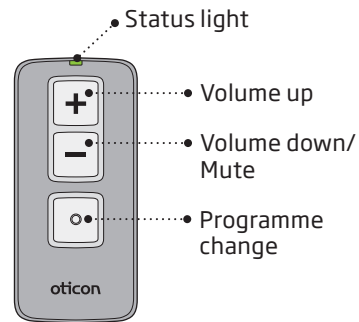


2 x AAAA

This booklet



## Product overview



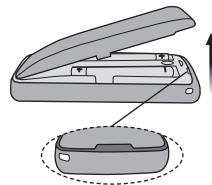
## Batteries

To activate the remote control you need to insert two AAAA batteries into the battery compartment. See the "Insert batteries" section.

Battery life will vary depending on the conditions of use. Standard use requires battery replacement approximately once a year.

## Insert batteries

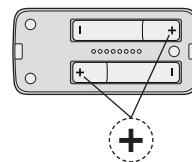
### 1 Remove



Gently remove the battery cover.

Remove any used batteries.

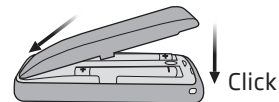
### 2 Insert



Place the new batteries in the battery compartment.

Make sure that the "+" sign on the battery matches with the "+" sign in the battery compartment.

### 3 Close



Insert the battery cover at the top.

Then press the battery cover down gently until it clicks into place.

The battery cover should never be forced. If force is required to click the battery cover into place, check the alignment and reposition the cover so that it clicks easily into place.

## **Pairing the remote control with your hearing aids**

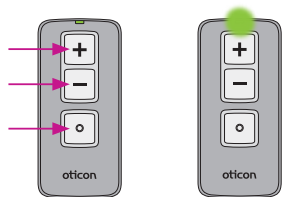
The remote control is a personal device intended to be used with one set of hearing aids. The remote control can operate up to two hearing aids at a time after pairing.

Before the remote control can be used with your hearing aids, the devices need to be paired.

You can choose to pair the remote control with either two hearing aids at the same time or with one hearing aid at a time. You need to repeat the pairing process if you choose to pair your hearing aids one at a time.

In the instructions on the next page a set of hearing aids is being paired with the remote control.

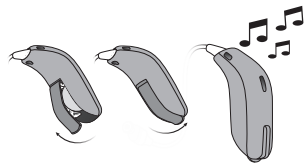
### 1. Prepare remote control for pairing



Press and hold all buttons for 5 seconds. The status LED will flash green twice.

The status LED will then glow green for about 10 seconds to confirm the remote is ready for pairing.

### 2. Put the hearing aids in pairing mode



Ensure that you have good batteries in the hearing aids.

Open the battery drawers of both hearing aids. Wait about five seconds and close the battery doors again.

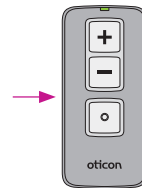
Wait for about 10 seconds - until the hearing aids are fully turned on and the power-on-jingle has been played.

The hearing aids will remain in pairing mode for 3 minutes.

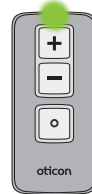
### 3. Pair the remote control with the hearing aids



Place both hearing aids within 20 centimetres of the remote control.



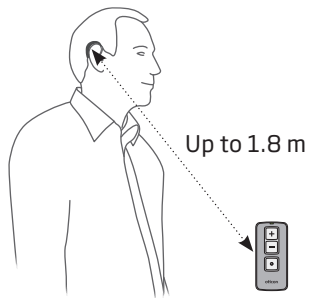
Briefly press any key on the remote control to make it automatically pair with the hearing aids.



When pairing is completed, the status light glows green for about 10 seconds.

## Operating range

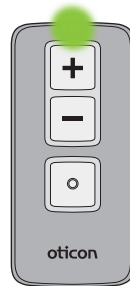
With the remote control you can operate your hearing aids from a distance of up to 1.8 metres. A direct line of sight between the remote control and your hearing aids is not required. If you have paired two hearing aids to the remote control, both will be adjusted at the same time.



## Confirmations

### Visible indications

The status light on the remote control will light up when a button is pressed.



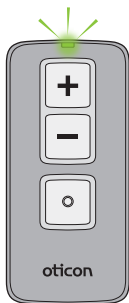
### Audible indications

You will hear a sound in your hearing aids which confirms the action performed.



## Battery low

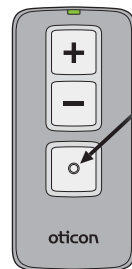
If the batteries are running low the status light will blink rapidly whenever a button is pressed. In this case replace the batteries at your earliest convenience.



## Change programme

The remote control can be used to change programme if your hearing care professional has made more than one programme available in your hearing aids.

Simply press the “•” button on the remote control to go through the hearing aid programmes. Each press will advance the hearing aids to the next programme in the cycle.



Press to change programme

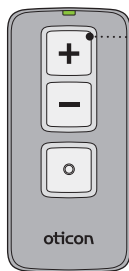
### IMPORTANT NOTICE

Please refer to your hearing aid's "Instructions for Use" for details on the functionality of your specific hearing aid solution.

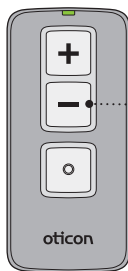
## Adjust volume

With the remote control you can adjust the volume of your hearing aids by using the volume control buttons.

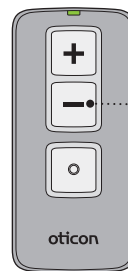
You will hear a short confirmation in your hearing aids when you turn the volume up or down.



Press "+" to increase volume (louder sound)



Press "-" to decrease volume (softer sound)



Press for 2 seconds

## Mute

Use the mute function if you need to silence the hearing aids while wearing them. Press and hold the volume down button for approximately 2 seconds until the status light turns off, to mute the hearing aids.

## Unmute

Briefly press any button on the remote control to unmute your hearing aids.

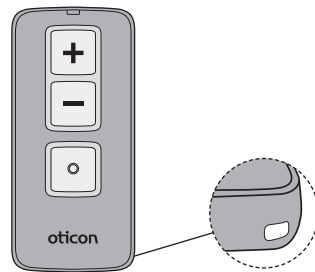
### IMPORTANT NOTICE

Please refer to your hearing aid's "Instructions for Use" for details on the functionality of your specific hearing aid solution.

## Strap hole

The remote control has a strap hole in the lower right corner.

Any suitable hand strap can be used.



## Taking care of your remote control

When changing the batteries or cleaning the remote control, hold it over a soft surface to avoid damage if you drop it.

## Australian warranty

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### IMPORTANT NOTICE

Use a soft, dry cloth to clean the remote control. It must never be washed or immersed in water or other liquids.

## Warnings

You should familiarise yourself fully with the following general warnings and the entire contents of this booklet before using your remote control to ensure personal safety and correct use. Consult your hearing care professional if you experience unexpected operations or events with your remote control.

### **Choking hazards and risk of swallowing batteries or other small parts**

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

*If a battery or other small parts are swallowed, see a doctor immediately.*

### **Cross control**

- Your Remote Control should be kept out of reach of children or anyone who might take control of the functionality, to ensure your personal safety and avoid incorrect use.

### **Use of straps**

- If a hand strap is used, make sure it is designed and suitable for the purpose. Never use a lanyard due to the risk of strangulation.

### **Battery use**

- Always use batteries recommended by your hearing care professional. Batteries of low quality may leak and cause bodily harm.
- Never attempt to recharge your batteries and never dispose of batteries by burning them. There is a risk that the batteries will explode.

### **Active implants**

- Caution must be taken with active implants.
- If you have an active brain implant, please contact the manufacturer of your implantable device for information about the risk of disturbance.

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

- Remove your remote control before X-ray/CT/MR/PET scanning, electrotherapy, surgery etc., as the remote control may be damaged when exposed to strong fields.

### **Possible side effects**

- The otherwise non-allergenic materials used in your remote control may in rare cases cause skin irritation or other side effects.

*Please seek consultation with a physician if these conditions occur.*

## Warnings

### Heat and chemicals

- Your remote control must never be exposed to extreme heat e.g. left inside a parked car in the sun.
- Your remote control must not be dried in microwave ovens or other ovens.
- The chemicals in cosmetics, hair spray, perfume, aftershave lotion, suntan lotion and insect repellent can damage your remote control. Always remove your remote control before applying such products and allow time to dry before use.

### Use in traffic

- Using the remote control while driving can distract you.
- Please refer to national traffic laws regarding the use of communication devices while in traffic.

### Use on aircraft

- Your remote control contains Bluetooth. The remote control should not be used on board an aircraft unless specifically permitted by the flight personnel.

### Interference

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

### Explosives

- The power source in your remote control has insufficient energy to cause fire in normal conditions of use. The remote control has not been tested for compliance with international standards concerning explosive environments. We recommend not to use your remote control in areas where there is a danger of explosions.

## International warranty

Your remote control is covered by an international limited warranty issued by the manufacturer for a period of 12 months from the date of delivery. This limited warranty covers manufacturing and material defects in the device itself, but not in accessories such as e.g. batteries, cables, power supplies, etc. Problems arising from improper/incorrect handling or care, excessive use, accidents, repairs made by an unauthorised party, exposure to corrosive conditions, damage due to foreign objects entering the device or incorrect adjustments are NOT covered by the limited warranty and may void it. The above warranty does not affect any legal rights that you might have under applicable

national legislation governing sale of consumer goods. 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 remote control to your hearing care professional, who may be able to sort out minor problems and adjustments immediately.

## Technical information

Model	RC-3A
Operating conditions	Temperature: 5 °C - 40 °C Humidity: 15% - 93 %, non-condensing Operating atmospheric pressure: 700 hPa to 1060 hPa
Storage and transportation conditions	Temperature: -25 - 70 °C Humidity: 15% -93%, non-condensing
Mechanical dimensions	75.3 x 35 x 12 mm; weight 32.7 g (incl. batteries)
Compatibility	Oticon hearing aids with 2.4 GHz radio technology
Battery type	2 x AAAA
Battery life at normal use	12 months
Typical transmission range	Up to 1.8 m
Status indicator	Green LED
Frequency	Licence free 2.4 GHz (ISM band)
Emission power	Max. 10 dBm EIRP

The remote control contains a radio transceiver using Bluetooth Low Energy (BLE) and a proprietary short range radio technology both working at 2.4 GHz. The 2.4 GHz radio transmitter is weak and always below 10 dBm e.i.r.p. in total radiated power.

The remote control complies with international standards concerning electromagnetic compatibility and human exposure.

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

### **USA and Canada**

This device is certified under:  
FCC ID: 2ACAHREMCTRO3  
IC: 11936A-REMCTRO3

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

Operation is subject to the following two conditions:

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

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.



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



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The manufacturer declares that this remote control is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. Declaration of conformity is available from the manufacturer.

179813AU / 2017.08.09



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



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