

# Instructions for use



BTE PP  
BTE

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

Made for

iPhone | iPad | iPod

**oticon**  
life-changing technology

## Model overview

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

- ☐ BTE
- ☐ BTE PP

### Oticon Opn FW 6

- |                                       |                           |
|---------------------------------------|---------------------------|
| <input type="checkbox"/> Oticon Opn 1 | GTIN: (01) 05707131340795 |
| <input type="checkbox"/> Oticon Opn 2 | GTIN: (01) 05707131340818 |
| <input type="checkbox"/> Oticon Opn 3 | GTIN: (01) 05707131340801 |

### Oticon Opn S FW 8

- |   |                           |
|---|---------------------------|
| <input type="checkbox"/> Oticon Opn S 1 | GTIN: (01) 05707131374967 |
| <input type="checkbox"/> Oticon Opn S 2 | GTIN: (01) 05707131374974 |
| <input type="checkbox"/> Oticon Opn S 3 | GTIN: (01) 05707131374981 |

**Oticon Opn Play FW 8**

- ☐ Oticon Opn Play 1
- ☐ Oticon Opn Play 2

GTIN: (01) 05707131374998

GTIN: (01) 05707131375001

**Oticon Siya FW 1**

- ☐ Oticon Siya 1
- ☐ Oticon Siya 2

GTIN: (01) 05707131340887

GTIN: (01) 05707131340894

**Oticon Ruby FW 1**

- ☐ Oticon Ruby 1
- ☐ Oticon Ruby 2

GTIN: (01) 05707131378491

GTIN: (01) 05707131378507

- ☐ LED light for visual indication. Not available for Oticon Siya and Oticon Ruby.

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.

| **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

<b>Intended use</b>	The hearing aid is intended to amplify and transmit sound to the ear.
<b>Indications for use</b>	Impaired hearing within mild to severe-to-profound hearing loss.
<b>Oticon Opn Play Intended user</b>	Infants, children and adults.
<b>Intended user</b>	Adults and children older than 36 months.
<b>User environment</b>	Indoor and outdoor.
<b>Contraindications</b>	Users of active implants must pay special attention when using the hearing aid. For more information read the <b>Warnings</b> section.
<b>Clinical benefits</b>	The hearing aid is designed to provide better speech understanding to help ease communication with the aim of improving quality of life.

**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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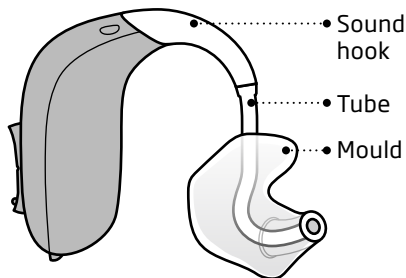
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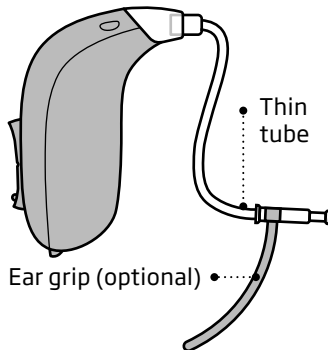
## Your hearing aid and earpiece

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

### Dome sizes



5 mm\*



6 mm



8 mm



10 mm



12 mm\*\*

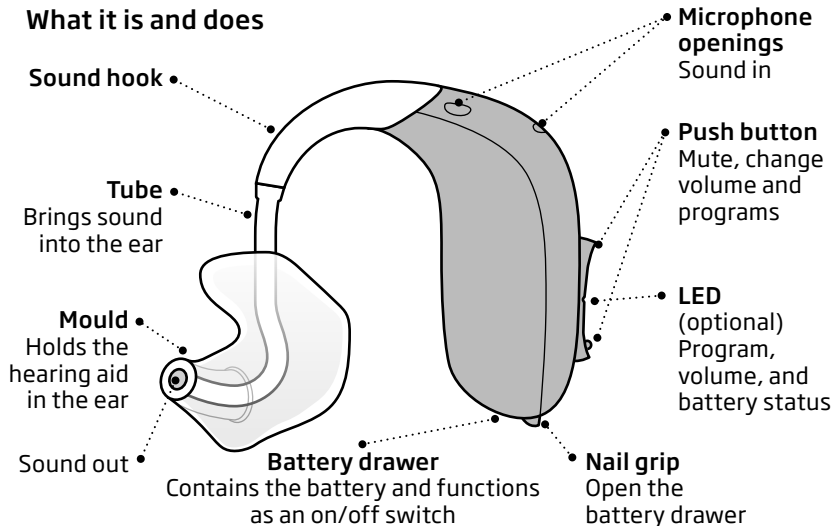
Please see details for replacing the dome in chapter "Replace standard earpieces".

\*only for Corda miniFit 0.9mm

\*\*not for open dome

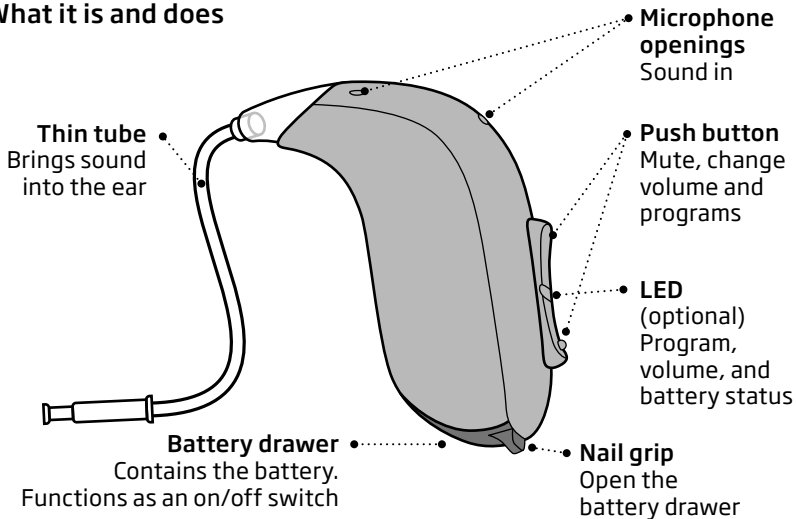
# With sound hook and mould

## What it is and does



## With thin tube

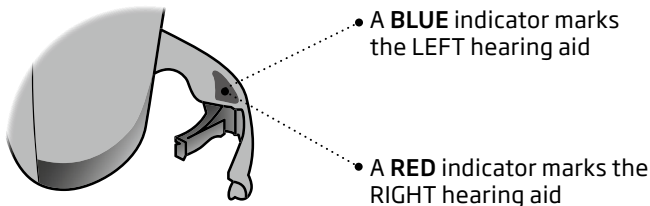
What it is and does



## Identify left and right hearing aid

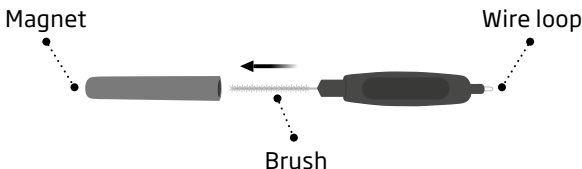
It is important to distinguish between the left and the right hearing aid as they may be programmed differently.

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



## 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.



### 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.

## Turn the hearing aid ON and OFF

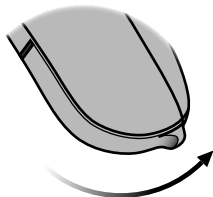
The battery drawer is also used to switch the hearing aid on and off. To save battery life, make sure your hearing aid is switched off when you are not wearing it. If you wish to return to the standard settings of the hearing aid, simply open and close the battery drawer (quick reset).

### Optional LED

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

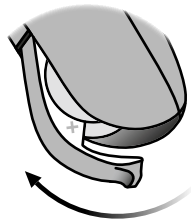
#### Turn ON

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.

 **Three alternate tones\***  
= The battery is running low

 **Four descending tones**  
= The battery has run out

### Battery tip

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

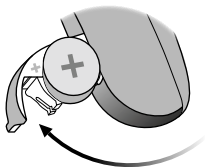
### Optional LED

Continuous red flashes indicate low battery.

\* Bluetooth® will be turned off and it will not be possible to use wireless accessories.  
Note: Batteries need to be replaced more often if you are streaming to your hearing aid.

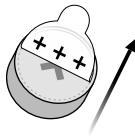
# How to replace the battery (size 13)

## 1. Remove



Fully open the battery drawer. Remove the battery.

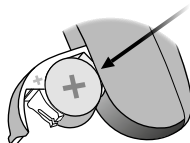
## 2. Uncover



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.

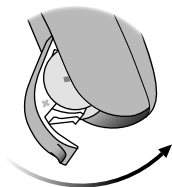
## 3. Insert



Insert the new battery into the battery drawer. Insert it from above, NOT from the side.

Make sure the + side is facing up.

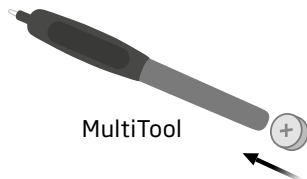
#### 4. Close



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

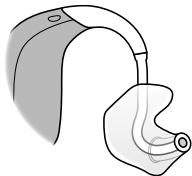


The MultiTool can be used to change the battery. Use the magnetic end to remove and insert batteries.

The MultiTool is provided by your hearing care professional.

## Put on the hearing aid with sound hook

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



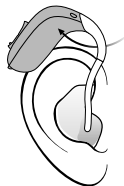
The mould is customised for you and fits your ear shape. The moulds are unique for the left or the right ear.

### Step 1



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

### Step 2



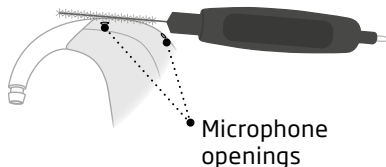
Place the hearing aid behind your ear.

## 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

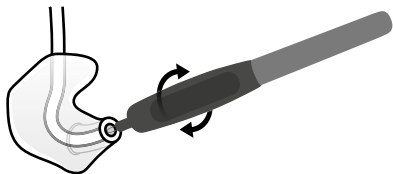
Use a soft, dry cloth to clean the hearing aid. The hearing aid must never be washed or immersed in water or other liquids.

### **Clean the mould**

The mould should be cleaned regularly. Use a soft cloth to clean it's 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.



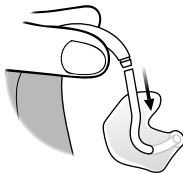
## Wash the mould

### Step 1



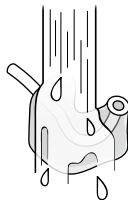
Make sure you are able to identify which mould is for which hearing aid before disconnecting them from the hearing aid.

### 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.

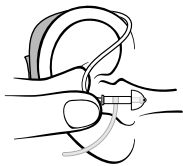
### Step 1



Place the hearing aid behind your ear.

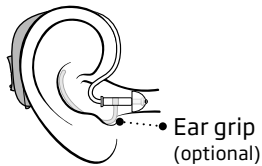
The thin tube should only be used with an attached ear-piece. Use only parts designed for your hearing aid.

### 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



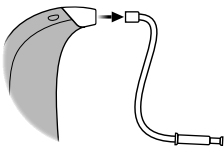
Gently push the earpiece into your ear canal until the thin tube sits close to your head. If the thin tube has an ear grip, place it in the ear so it follows the contour of the ear.



## Clean the thin tube

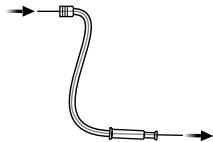
The thin tube should be cleaned to keep it clear of moisture and wax. If not cleaned, it may become blocked with wax, which stops sound from coming out.

### Step 1



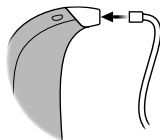
Pull the thin tube out of the hearing aid.

### Step 2



Push the cleaning tool all the way through the thin tube.

### Step 3

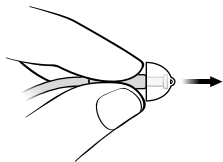


Reconnect the thin tube to the hearing aid.

## Replace standard earpieces

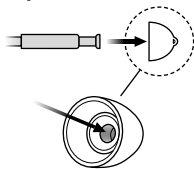
The standard earpiece (dome or Grip Tip) should not be cleaned. If the earpiece is filled with wax, replace it with a new one. Grip Tips should be replaced at least once a month.

### Step 1



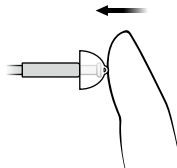
Hold on to the end of the thin tube and then pull off the earpiece.

### 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.

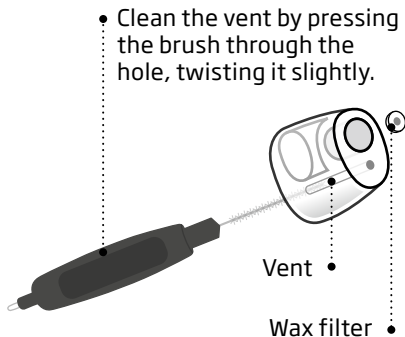
**IMPORTANT NOTICE**

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.

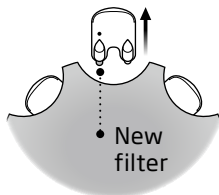


### IMPORTANT NOTICE

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.

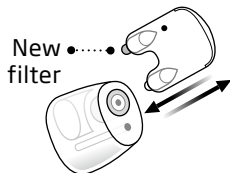
# Replace ProWax filter

## 1. Tool



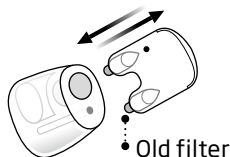
Remove the tool from the shell. The tool has two pins: One empty for removal and one with the new wax filter.

## 2. Remove



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

## 3. Insert



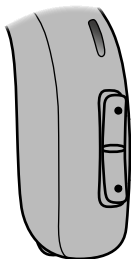
Insert the new wax filter using the other pin. Remove the tool, and throw it out.

## 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.*

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## **Change program**

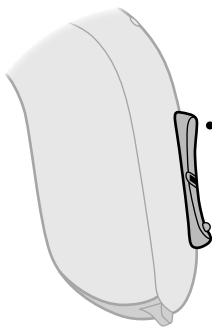
Your hearing aid can have up to four different programs. These are programmed by your hearing care professional. You will hear one to four tones when you change program depending on the program.

See the Sound and LED indicator section.

### **Optional LED**

The number of green flashes indicate the selected program.



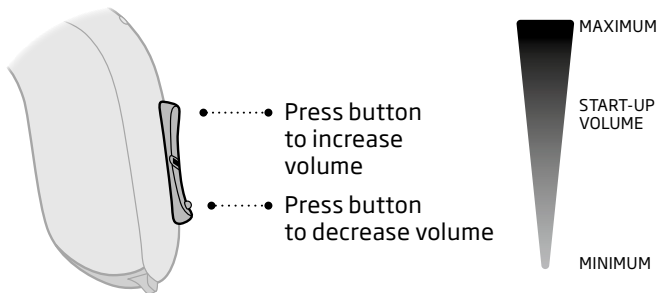


Press the push button to switch between programs.

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

## 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**

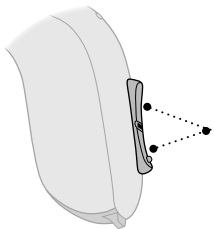
The LED will flash green to confirm changes in volume, and a long green flash at start-up level. The LED will show a red flash when the volume reaches the minimum or maximum level.

## 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.



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 compatible iPhone, iPad® or iPod touch® devices. For assistance in using these products with your hearing aid, please contact your hearing care professional.



To see how to pair your hearing aid with your iPhone please visit [www.oticon.com.au/pairing](http://www.oticon.com.au/pairing)

For information on compatibility, please visit [www.oticon.com.au/compatibility](http://www.oticon.com.au/compatibility)

Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple products 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.

## 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

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.

### **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.com.au](http://www.oticon.com.au) or contact your hearing care professional.

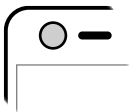
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## Other options



### **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**

Activates a phone program in the hearing aid, if you place a dedicated magnet on your phone.



## **CROS - optional for Oticon Opn S 1, Opn S 2, Oticon Opn Play 1, Oticon Ruby 1 and Ruby 2**

Solution for people with an unaidable hearing loss in one ear. Oticon CROS on the poorer ear transmits sound to the hearing aid on 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.

### **IMPORTANT NOTICE**

When the DAI is connected to an audio source plugged into a wall outlet, the audio source must comply with IEC 62368-1 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.

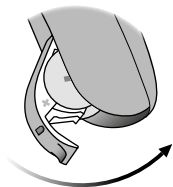
If needed your hearing care professional can help you change the drawer.

### 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.

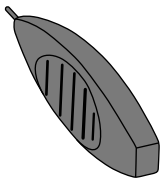
Please contact your hearing care professional if you suspect the tamper-resistant effectiveness or locking ability is damaged.

### To lock the battery drawer



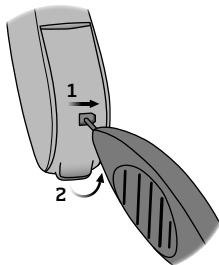
Close the battery door completely and make sure it is locked.

### Tool to unlock the battery drawer



Use this small tool provided by your hearing care professional.

### Unlock the battery drawer



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

## ☐ **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.



## **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.

## **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 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.

## **General warnings**

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

Consult your hearing care professional if you experience unexpected operations or serious incidents with your hearing aid during use or because of its use.

Your hearing care professional will support you with issue handling and, if relevant, reporting to the manufacturer and/or the national authorities.

Please note that a hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Hearing aid is only a part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading. Furthermore, note that in most cases, infrequent use

of a hearing aid does not permit a user to attain full benefit from it.

### **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.

Continues on next page

## **General warnings**

### **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.

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 below 36 months must always use a tamper-resistant battery drawer.

Please talk to your hearing care professional about the availability.

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

### **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.

### **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 neither 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 at least at a 1cm distance from your hearing aid. The magnetic field from the CI sound processors, coils, and magnets may permanently damage the speaker unit in your hearing aid. Never place the devices close together on a table e.g. when cleaning or changing batteries. Do not carry the CI and the hearing aid together in the same box.

Continues on next page

## **General warnings**

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

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 in selecting, fitting and using a hearing aid where maximum sound pressure capability exceeds 132 dB SPL (IEC 60138-4 / 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.*



### **Use on aircraft**

Your hearing aid has Bluetooth. On board an aircraft, the hearing aid must be put into flight mode to deactivate Bluetooth, 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 and/or USB cable and/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 62368-1 or equivalent safety standards.

### **Incompatible non-supplied accessories**

Only use accessories, transducers or cables supplied by the manufacturer. Incompatible accessories may result in

reduced electromagnetic compatibility (EMC) of your device.

### **Modification of hearing aids is not allowed**

Changes or modifications not expressly approved by the manufacturer will void the warranty of the equipment.

### **Interference**

The hearing aid has been thoroughly tested for interference according to the most stringent international standards.

Electromagnetic interference may occur in the vicinity of equipment with the symbol to the right. Portable and mobile RF (radio frequency) communications equipment can affect the performance of your hearing aid. If your hearing aid is affected by electromagnetic interference, move away from the source to reduce the interference.



## **WARNING**

New and used button/coin batteries are hazardous and should be kept away from children. Button/coin batteries can cause severe or fatal injuries in 2 hours or less if swallowed or placed inside any part of the body. Seek medical attention immediately if this is suspected.

If it is suspected a button/coin battery has been swallowed or otherwise placed inside any part of the body, you should contact the

Australian Poisons Information Centre  
on 13 11 26

New Zealand National Poisons Centre  
on 0800 764 766  
immediately for 24/7 fast, expert advice.



# Troubleshooting

Symptom	Possible causes
<b>No sound</b>	Dead battery
	Clogged earpieces (dome, Grip Tip, mould or Micro mould)
	Hearing aid microphone muted
<b>Intermittent or reduced sound</b>	Clogged sound outlet
	Moisture
<b>Squealing noise</b>	Hearing aid earpiece inserted incorrectly
	Earwax accumulated in ear canal
	Ear has grown
<b>Beeping/LED flashing (optional)</b>	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
<b>Pairing issue with Apple device</b>	Bluetooth connection failed
	Only one hearing aid paired

## Solutions

Replace the battery

Clean mould or Micro mould or replace wax filter

Consider to replace dome, or GripTip

Unmute the hearing aid microphone

Clean mould or Micro mould, replace wax filter or change dome or GripTip

Wipe battery with a dry cloth

Re-insert the earpiece

Have ear canal examined by your doctor

Contact your hearing care professional

Contact your hearing care professional

**1) Unpair your hearing aid. 2) Turn Bluetooth off and on again. 3) Open and close battery drawer on hearing aid. 4) Re-pair hearing aid (please visit [www.oticon.com.au/pairing](http://www.oticon.com.au/pairing))**

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

<b>Operational environment conditions</b>	Temperature: +1°C to +40°C Humidity: 5 - 93% relative humidity, non-condensing
<b>Transportation and storage conditions</b>	Temperature and humidity shall not exceed the below limits for extended periods during transportation and storage:  Temperature: -25°C to +60°C Humidity: 5 - 93% relative humidity, non-condensing

## 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 always below 15 nW (typically below  $-40 \text{ dB}\mu\text{A/m}$  ( $-12.20 \text{ dB}\mu\text{A/ft}$ ) at 10 meter (33 feet) 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. Only use your hearing aid in areas where wireless transmission is permitted.

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.com.au](http://www.oticon.com.au)



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.



Oticon A/S  
Kongebakken 9  
DK-2765 Smørum  
Denmark  
[www.oticon.global](http://www.oticon.global)

CE 0543



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



**Australian Sponsor**

Audmet Australia Pty Ltd  
Suite 4, Level 4, Building B  
11 Talavera Road  
North Ryde NSW 2113

## Description of symbols and abbreviations 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.

**IP68**

### **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.

## Description of symbols and abbreviations used in this booklet

 <b>Bluetooth</b>	<b>Bluetooth logo</b> Registered trademark of Bluetooth SIG, Inc. where any use of such requires a license.
	<b>Made for Apple badges</b> Indicates that the device is compatible with iPhone, iPad and iPod touch.
	<b>Hearing loop</b> This logo incorporates the universal symbol for hearing assistance. The "T" signifies that a hearing loop is installed.
	<b>Radio Frequency (RF) transmitter</b> Your hearing aid contains an RF transmitter.
<b>GTIN</b>	<b>Global Trade Item Number</b> A globally unique 14-digit number used to identify medical device products including medical device software. GTIN in this booklet is related to medical device firmware. GTIN on regulatory packaging label is related to medical device hardware

## 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.



### **Medical Device**

The device is a medical device.



### **Button Battery Warning**

The device is intended to be used with button batteries. Refer to enclosed warnings before using the device.

## International warranty

Your device is covered by an international limited warranty issued by the manufacturer for a period of 12 months from the date of delivery to you. This limited warranty covers manufacturing and material defects in the device itself, but not in accessories such as batteries, tubing, speakers, earpieces and filters, etc. Problems arising from improper/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. Under this warranty, the manufacturer will choose, at its sole discretion, whether to repair the device, or replace it with an equivalent model. 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 device to your hearing care professional, who may be able to sort out minor problems and make adjustments immediately. Your hearing care professional can assist you to obtain warranty service from the manufacturer. Your hearing care professional may charge a fee for their services.

## Australia only

The rights given under this warranty are in addition to other rights and remedies under a law in relation to the good or services to which the warranty relates to. 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 compensation for any other reasonably foreseeable loss or 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.

Australian customers should contact Oticon Australia at Suite 4, Level 4, Building B, 11 Talavera Road, North Ryde NSW 2113, telephone 1800 633 738 if you have any questions regarding this warranty.



# Warranty

## Certificate

Name of owner: \_\_\_\_\_

Hearing care professional: \_\_\_\_\_

Hearing care professional's address: \_\_\_\_\_

Hearing care professional's phone: \_\_\_\_\_

Purchase date: \_\_\_\_\_

Model left: \_\_\_\_\_ Serial no.: \_\_\_\_\_

Model right: \_\_\_\_\_ Serial no.: \_\_\_\_\_

## 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

Settings overview for your hearing aid					
Left			Right		
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Change volume	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Change program	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Mute	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<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 start-up 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	

## Sound and LED indicators








Different sounds and LED lights indicate the hearing aid status. The different indicators are listed on the following pages.

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

Program	<input type="checkbox"/> Sound	<input type="checkbox"/> LED <sup>1)</sup>	When to use
1	1 tone		
2	2 tones		
3	3 tones		
4	4 tones		










 Green flash

1) LED continuous or repeated three times with small pauses

ON	Sound	LED	LED comments
On	<input type="checkbox"/> Jingle	<input type="checkbox"/>  	Shown one time
Volume	Sound	LED	
Start-up 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		<input type="checkbox"/>  	Continuous or repeated three times

 Long green flash
  Green flash
  Red flash

Continues on next page

Accessories	<input type="checkbox"/> Sound	<input type="checkbox"/> LED	LED comments
FM and wireless programs <sup>1)</sup>	2 different tones	 	Continuous or repeated three times
FM and wireless programs <sup>2)</sup>	2 different tones	 	
<b>Flight mode</b>	<b>Sound</b>	<input type="checkbox"/> LED	
Flight mode active	Short jingle	  	
Flight mode inactive	Short jingle	  <sup>3)</sup>	

 Long green flash    Green flash    Red flash

1) DAI/FM + hearing aid microphone, TV Adapter

2) DAI/FM signal only, ConnectClip remote microphone

3) Only available when three-time repetition is selected

Warnings	Sound	LED	LED comments
Low battery	<input type="checkbox"/> 3 alternate tones	<input type="checkbox"/> ● ● ● ● ● ● ●	Continuously flashing
Battery shut down	4 descending tones		
Microphone service check needed	8 beeps repeated 4 times	<input type="checkbox"/> ▬ ▬ ▬ ▬	Repeated four times

● Red flash    ▬ Long red flash



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**oticon**  
life-changing technology

215272AU / 2022.04.18: Oticon Opn S & Oticon Opn Play Firmware 8,  
Oticon Opn Firmware 6 or earlier, Oticon Siya Firmware 1,  
Oticon Ruby Firmware 1