

# Instructions for use

**BTE13 PP**  
**BTE - BTE PP**

Oticon Opn  
Oticon Siya



Made for  
iPhone | iPad | iPod

**oticon**  
PEOPLE FIRST

## Model overview

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

- Oticon Opn 1 BTE13 PP
- Oticon Opn 2 BTE13 PP
- Oticon Opn 3 BTE13 PP
  
- Oticon Siya 1 BTE
- Oticon Siya 2 BTE
- Oticon Siya 1 BTE PP
- Oticon Siya 2 BTE PP
  
- LED light (Oticon Opn) for visual indication

The LED light is used to help users, 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 **Warning 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** | [Startup](#) | [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 power 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.

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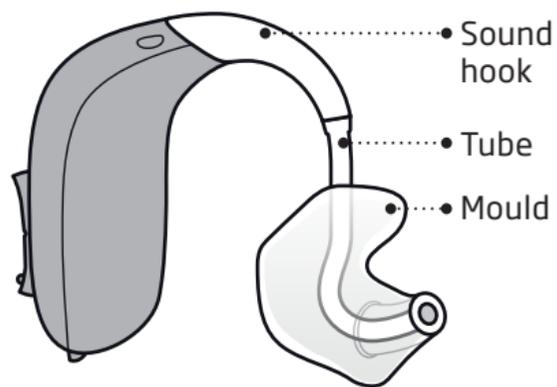
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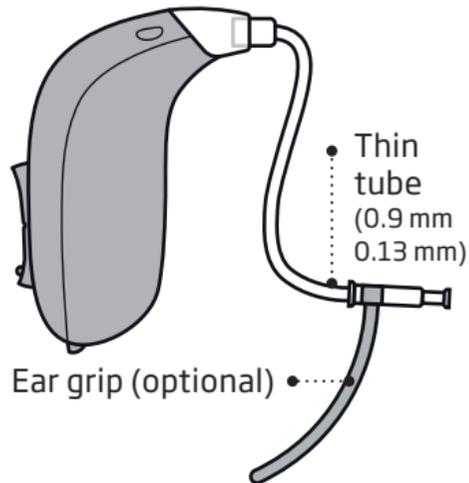
## Identify your hearing aid and earpiece

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)**



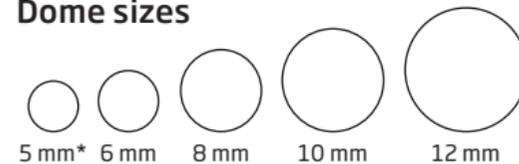
The thin tube uses one of the following earpieces:

**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.

**Dome sizes**



\* only as open dome for speaker 60

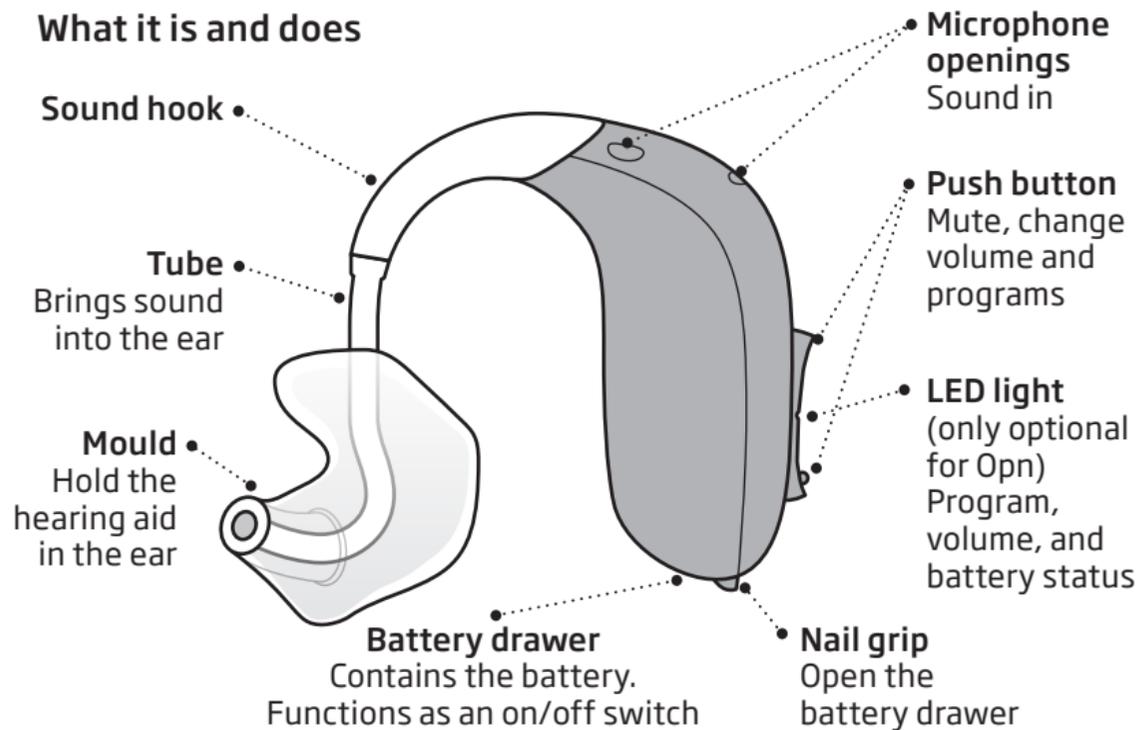
**Customised earpieces:**

- Micro mould
- LiteTip

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

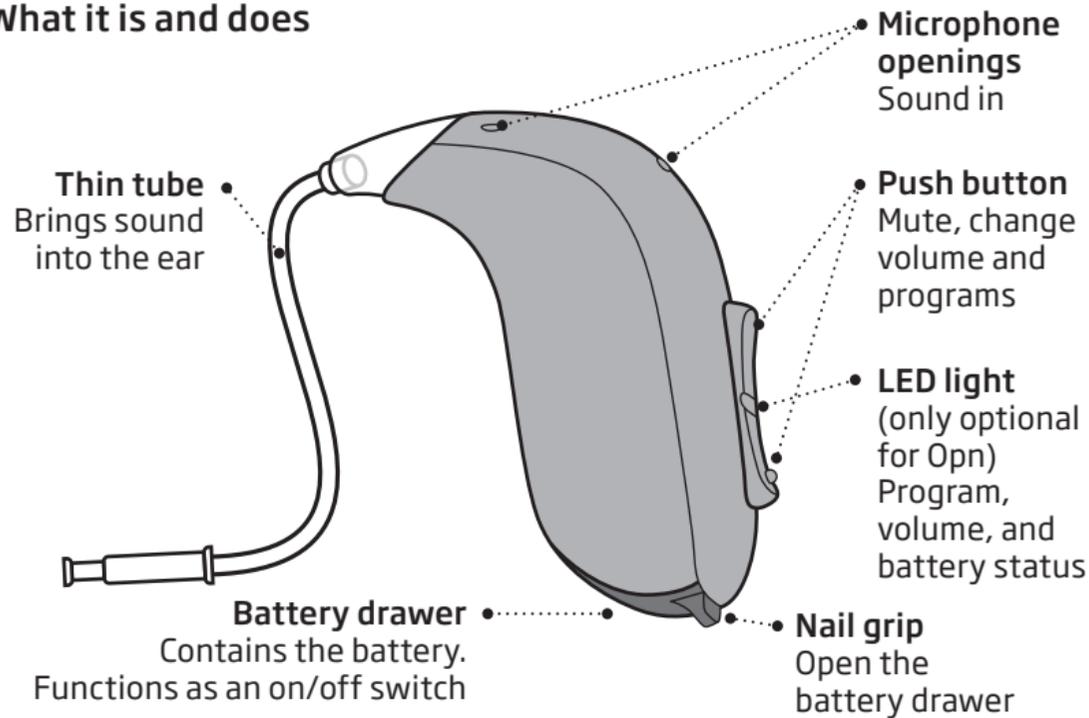
## With sound hook and mould

What it is and does



## With thin tube (Corda miniFit)

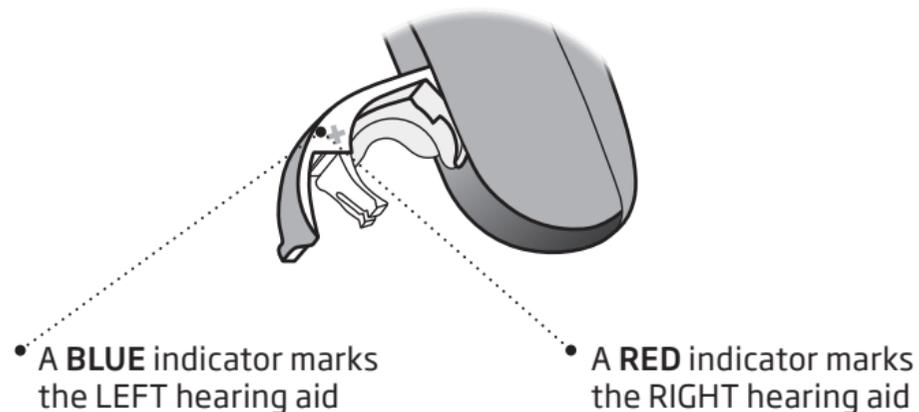
What it is and does



## Identify left and right hearing aid

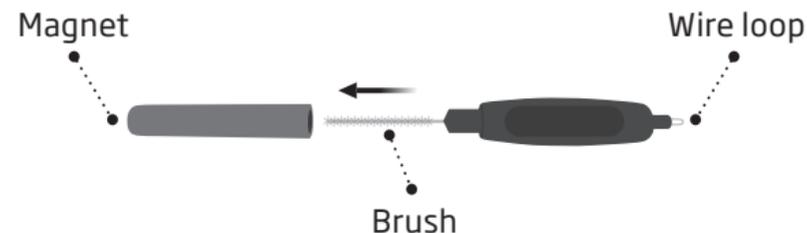
It is important to distinguish between the left and the right hearing aid as they may be programmed differently.

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

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

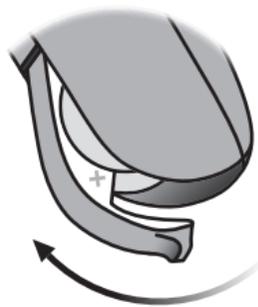
## Turn the hearing aid on and off

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).

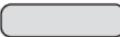
**Turn ON**  
Close the battery drawer with the battery in place.



**Turn OFF**  
Open the battery drawer.



State	Visual* - One sequence only
<input type="checkbox"/> Quick reset	

 Green, long blink

## When to replace the battery

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

 **Three beeps\*\***

= The battery is running low

 **Four beeps**

= The battery has run out

Warning	Visual* - Continuously repeated
<input type="checkbox"/> Battery running low	

 Red, short blink

### Battery tip

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

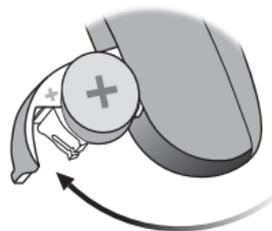
\* Only optional for Opn

\*\* 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 aids.

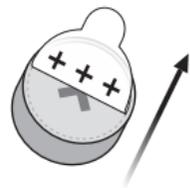
## How to replace the battery (size 13)

### 1. Remove



Fully open the battery drawer. Remove the battery.

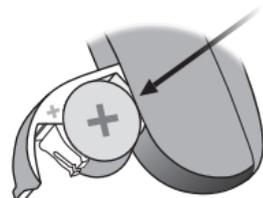
### 2. Uncover



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.

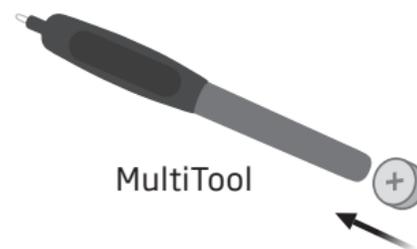
### 4. Close



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.

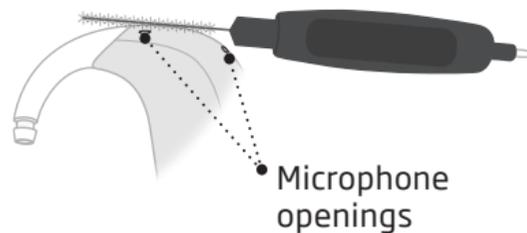
The MultiTool is provided by your hearing care professional.

## Caring for your hearing aid

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

### Clean the microphone openings

Carefully brush any debris away from the openings. Gently brush the surface. Make sure the brush 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.

## 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 slightly.

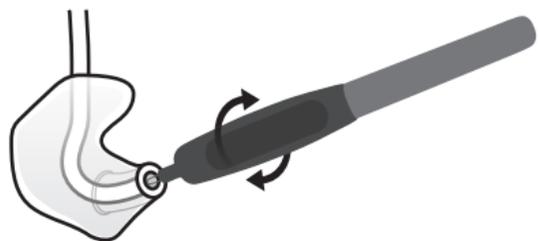
### Step 2



Place the hearing aid behind your ear.

## Clean the mould

The mould should be cleaned regularly. Use a soft cloth to clean the surface of the mould. 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 (Corda miniFit)

Read the following pages if your hearing aid has a thin tube.

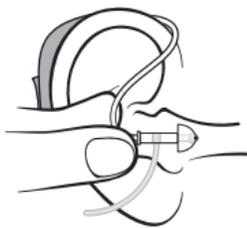
### Step 1



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

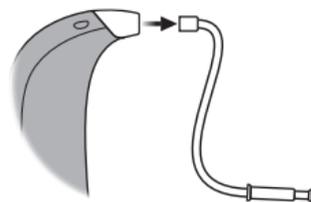


Gently push the earpiece into your ear canal until the thin tube sits close to your head. If the thin tube has an ear grip, place it in the ear so it follows the contour of the ear.

## Clean the thin tube

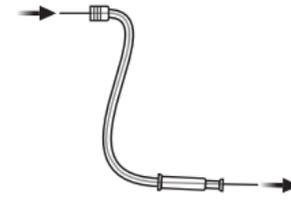
The thin tube should be cleaned to keep it clear of moisture and wax. If not cleaned, it may become blocked with wax, which stops sound from coming out.

### Step 1



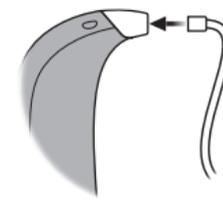
Pull the thin tube out of the hearing aid.

### Step 2



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

### Step 3

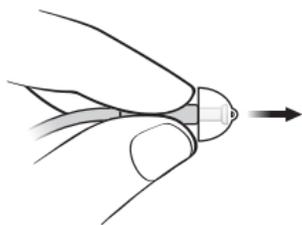


Reconnect the thin tube to the hearing aid.

## Standard earpieces: Replace dome or Grip Tip

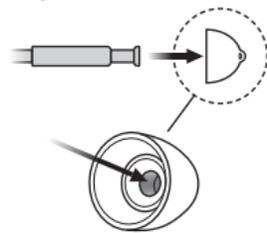
The standard earpiece should not be cleaned. If the earpiece is filled with wax, replace it with a new one. Grip Tips should be replaced at least once a month.

### Step 1



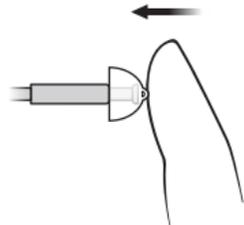
Hold on to the end of the thin tube and then pull off the earpiece.

### 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.

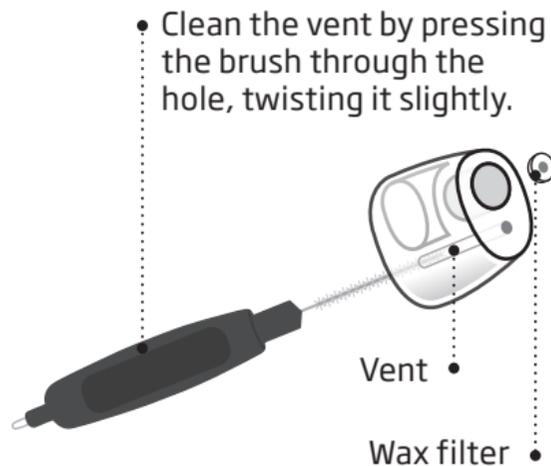
### IMPORTANT NOTICE

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.

## Customised earpieces: Clean Micro mould/LiteTip

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.



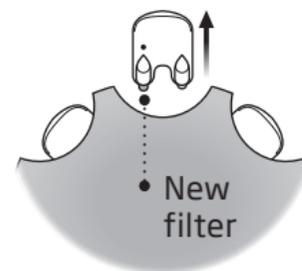
### IMPORTANT NOTICE

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.

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

## Replace ProWax filter

### 1. Tool



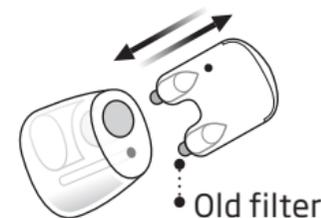
Remove the tool from the shell. The tool has two pins, one empty for removal and one with the new wax filter.

### 2. Remove



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

### 3. Insert



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

## 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 any hearing situations in which you may need help.*

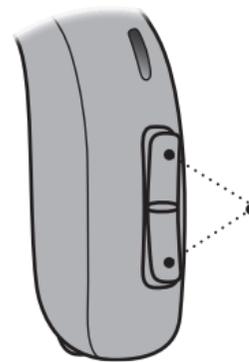
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## Flight mode

When boarding an airplane or entering an area in which it is prohibited to radiate radio signals, flight mode must be activated. The hearing aid will still be working. It is only necessary to activate flight mode on one hearing aid; this will turn off Bluetooth® on both hearing aids.



**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.

Listening state	Visual* - Continuously repeated
<input type="checkbox"/> Flight mode active	○ ● ●

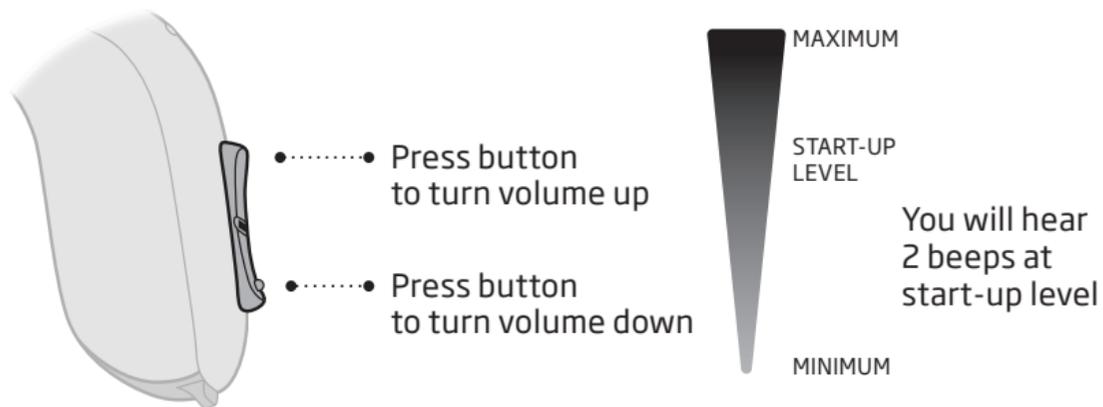
○ Green, short blink ● Red, short blink || Pause

\* Only optional for Opn



## Change volume

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



## To be filled out by the hearing care professional

Volume state	Visual* - One sequence only
<input type="checkbox"/> Start-up level	<input type="checkbox"/>
<input type="checkbox"/> Minimum / maximum volume	<input checked="" type="checkbox"/>
<input type="checkbox"/> Volume up / down	<input type="checkbox"/>

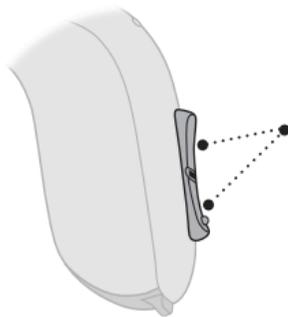
Green, short blink    Green, long blink    Red, short blink

<b>Volume change</b>	<input type="checkbox"/> LEFT	<input type="checkbox"/> RIGHT	<input type="checkbox"/> Short press
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\* Only optional for Opn

## Mute

Use the mute function if you need to silence the hearing aid.



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

To reactivate the hearing aid, push the button briefly.

NOTE: the mute function only mutes the microphone(s) on the hearing aids.

Listening state	Visual* - Continuously repeated
<input type="checkbox"/> Mute	  

 Green, short blink  Red, short blink  Pause

\* Only optional for Opn

### 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 aids with iPhone, iPad, and iPod touch

Your hearing aids are Made for iPhone® and allow for direct communication and control with iPhone, iPad® or iPod touch®. For assistance in using these products with your hearing aids,

please contact your hearing care professional or visit: [www.oticon.global/connectivity](http://www.oticon.global/connectivity)



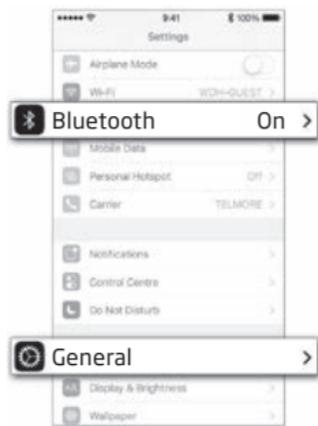
For information on compatibility, please visit [www.oticon.global/connectivity](http://www.oticon.global/connectivity)

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.

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

# Pair hearing aids with iPhone

## 1. Settings



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

## 2. General



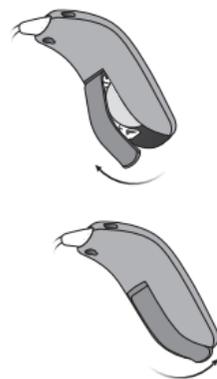
On the "General" screen, choose "Accessibility".

## 3. Accessibility



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

## 4. Prepare



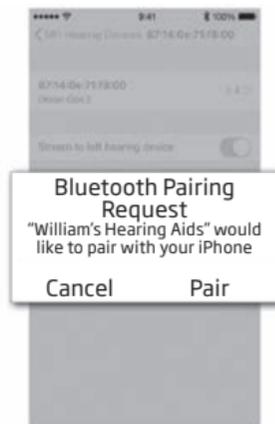
Open and close the battery drawer on both hearing aids, and place them close to your iPhone. The hearing aids remain in pairing mode for 3 minutes.

## 5. Select



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

## 6. Confirm pairing



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

## Wireless accessories

As an enhancement to your wireless hearing aids, 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 aids as a hands-free headset or as remote microphone.

### **TV Adapter 3.0**

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

### **FM**

Your hearing aids supports the option of attaching an FM system. The FM system allows you to receive speech or audio signals directly to your hearing aids from a dedicated transmitter.

For more information contact your hearing care professional.

Listening state	Visual* - Continuously repeated
<input type="checkbox"/> Wireless accessories incl. hearing aid microphone	  
<input type="checkbox"/> Wireless accessories	  

 Green, short blink  Green, long blink  Pause

### **Remote Control 3.0**

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

### **Oticon ON App**

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

For more information visit: [www.oticon.global/connectivity](http://www.oticon.global/connectivity)

\* Only optional for Opn

## □ Tamper-resistant battery drawer

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

### IMPORTANT NOTICE

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

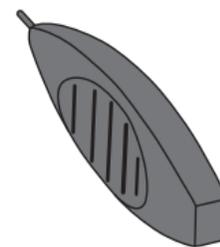
Please contact your hearing care professional if you suspect the tamper-resistant effectiveness or locking ability is damaged.

To lock the battery drawer



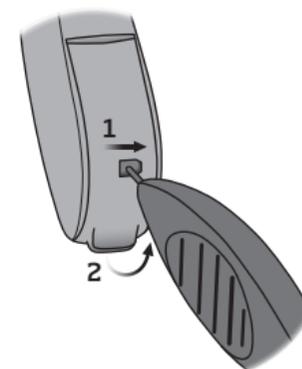
Close the battery door completely and make sure it is locked.

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

## Other options



### **Telecoil**

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.



### **Autophone**

The autophone can automatically activate a phone program in the hearing aid, if you place a dedicated magnet on your phone.

For more information, please contact your hearing care professional.

### **Direct Audio Input (DAI)**

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 contact your hearing care professional.

#### **IMPORTANT NOTICE**

Only connect hearing aids with DAI to electrically powered devices that comply with EN 60950-1, EN 60065 or equivalent safety standards. The external signal source determines the safety of hearing aids with DAI.

## **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 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 options 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 chapter: "Mute the hearing aid".

### 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.

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

## **Warnings related to Tinnitus**

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**

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

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 its full benefits.

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

### **Usage of hearing aids**

Hearing aids should be used only as directed and adjusted by your hearing care professional. Misuse can result in sudden and permanent hearing loss.

Never allow others to wear your hearing aid as incorrect usage could cause permanent damage to their hearing.

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

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

Batteries have occasionally been mistaken for pills. Therefore, check your medicine carefully before swallowing any pills.

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

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

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

### **Battery use**

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

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

### **Dysfunction**

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

### **Active implants**

Caution must be taken with active implants. In general, follow the guidelines recommended by manufacturers of implantable defibrillators and pacemakers regarding use with mobile phones and magnets.

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

## **General warnings**

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, 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.

### **Heat and chemicals**

The hearing aid must never be exposed to extreme heat, e.g. left inside a parked car in the sun.

The hearing aid must not be dried in microwave ovens or other ovens.

The chemicals in cosmetics, hairspray, perfume, aftershave lotion, sunscreen lotion, and insect repellent can damage the hearing aid. Always remove your hearing aid before applying such products and allow time to dry before use.

### **Power instrument**

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

### **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 cause skin irritation or other side effects.

*Please consult a physician if these conditions occur.*

### **Interference**

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

### **Use on aircraft**

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

### **Connection to external equipment**

The safety of the 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-60065, IEC-60950 or equivalent safety standards.

## Troubleshooting guide

Symptom	Possible causes	Solutions
No sound	Dead battery	Replace the battery
	Clogged earpieces (dome, Grip Tip, mould or Micro mould)	Clean mould or Micro mould or replace wax filter Consider to replace dome, or GripTip
	Hearing aid microphone muted	Unmute the hearing aid microphone
Intermittent or reduced sound	Clogged sound outlet	Clean mould or Micro mould, replace wax filter or change dome or GripTip
	Moisture	Wipe battery with a dry cloth
	Dead battery	Replace the battery
Squealing noise	Hearing aid earpiece inserted incorrectly	Re-insert the earpiece
	Earwax accumulated in ear canal	Have ear canal examined by your doctor
Beeping/LED blinking (only optional for Opn)	If your hearing aid plays 8 beeps, 4 times consecutively, and repeatedly blink red 4 times with small pauses, your hearing aid needs a microphone service check <input type="checkbox"/>  Red, long blink	Contact your hearing care professional
Pairing issue with Apple device	Bluetooth connection failed	<b>1)</b> Unpair your hearing aids (Settings→General→Accessibility→Hearing Devices→Devices→Forget this device). <b>2)</b> Turn Bluetooth off and on again. <b>3)</b> Open and close hearing aid battery drawer. <b>4)</b> Re-pair hearing aids (see chapter: "Pair hearing aids with iPhone")
	Only one hearing aid paired	

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

## 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.: \_\_\_\_\_

## 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.

## 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 $\mu$ 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 EIRP in total radiated power.

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

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

Additional information can be found in the "Technical Data sheet" on [www.oticon.global](http://www.oticon.global)

### USA and Canada

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

FCC ID: U28AUBTEP  
IC: 1350B-AUBTEP

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

	<b>Warnings</b> Text marked with a warning symbol must be read before using the device.
	<b>Manufacturer</b> 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.
	<b>CE mark</b> The device complies with Medical Device Directive 93/42/EEC. The four digits number indicates the identification of the notified body.
	<b>Electronic waste (WEEE)</b> 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).
	<b>Regulatory Compliance Mark (RCM)</b> The device complies with electrical safety, EMC and radio spectrum requirements for devices supplied to the Australian or New Zealand market.
	<b>IP code</b> 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.

Made for

iPhone | iPad | iPod

**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	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	Clicks 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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