

# Instructions for use



SmartCharger  
miniRITE R  
miniBTE R

Oticon Real™  
Oticon More™  
Oticon Zircon  
Oticon Play PX  
Oticon CROS PX

## Introduction to this booklet

This booklet guides you on how to use and maintain your new charger.

Ensure you read this booklet carefully, including the **Warnings** section. This will help you get the most benefit from your charger.

If you have additional questions about the use of your charger, contact your hearing care professional.

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

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## Intended use

<b>Intended use</b>	The charger is intended to recharge the hearing aids and CROS transmitter that contain rechargeable batteries. The product is intended to be used together with the given hearing solution.
<b>Indications for use</b>	There are no indications for use (diagnoses) for the charger itself.
<b>Intended user</b>	Person with hearing loss using a hearing aid and their caregivers. Hearing care professional responsible for adjusting the accessory.
<b>Intended user group</b>	Adults and children older than 36 months.
<b>Use environment</b>	Indoor and outdoor.
<b>Contraindications</b>	No contraindications.
<b>Clinical benefits</b>	See clinical benefits of the hearing aid.

### **IMPORTANT NOTICE**

For details on the functionality of your specific hearing aid solution, refer to your hearing aid's instructions for use.

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## About

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## Getting started

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## Daily use

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# Package contents

The packaging box contains the following elements:



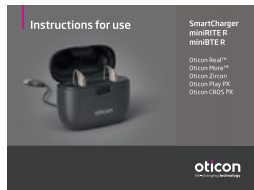
Charger



Power plug  
(varies from country to country)



Cable



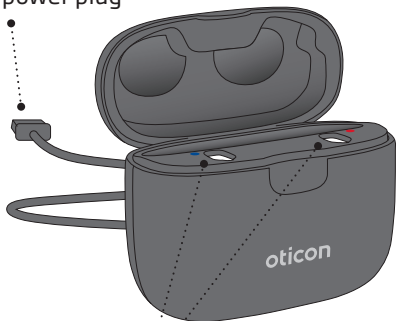
This booklet



# Charger

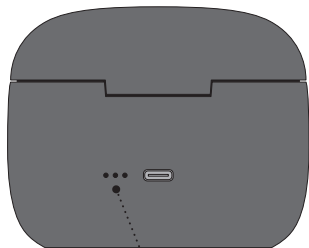
## What it is and does

**USB cable**  
Insert in power plug



**Charging ports**  
For hearing aids when charging

**Power plug** .....  
For power socket



**Battery indicator**  
Displays charging status of  
the power bank/power bank  
battery levels



# Temperature conditions

Temperature	Charging condition
Below +5°C (+41°F)	No charging due to low temperature.
+10°C to +35°C (+50°F to +95°F)	Best charging condition. The charging of hearing aids can take up to 3.5 hours.
+5°C to +10°C and +35°C to +38°C (+41°F to 50°F and +95°F to +100°F)	Extended charging. The charging of hearing aids can take up to 5 hours.
Above +38°C (+100°F)	No charging due to high temperature.

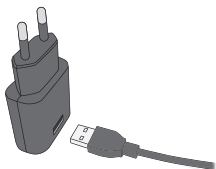
## **IMPORTANT NOTICE**

Do not expose the charger to temperatures below -20°C (-4°F) or above +60°C (140°F).

# Prepare charger

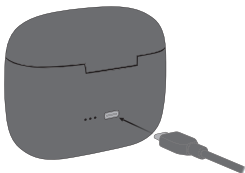
Connect to power source

## Step 1



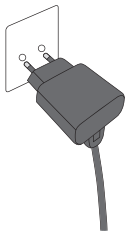
Insert the USB plug into the power plug.

## Step 2



Insert the other end of the USB cable into the back of the charger.

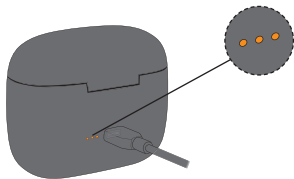
## Step 3



Insert the power plug into a power socket.

The charger turns ON automatically and begins charging the built-in power bank battery.

## Charger is turned ON



When the charger is connected to power, the charger's power bank charging status is shown.

### **First use - Charge the power bank's battery**

When you use your charger for the first time, it is important that you fully charge the charger's built-in battery.

## Charge the hearing aids

### Place hearing aids in charger



Place the hearing aids in the charging ports as shown in the picture and close the lid. Make sure that your hearing aids match the right and left colour indicators on the charger's charging ports.

The RED indicator is for the right side hearing aid. The BLUE indicator is for the left side hearing aid.

### Charging status



The hearing aid LED lights turn ON when the hearing aids are correctly placed in the charger.

### Hearing aid LED light charging status:

ORANGE = Charging  
GREEN = Fully charged



## Charging time

Ensure you fully charge your hearing aids before first use and charge them every night. That ensures that you start your day with fully charged hearing aids.

If your hearing aid's battery is completely drained, the normal charging time is:

<b>miniRITE R</b>	Fully charged	50% charged	25% charged
	3 hours	1 hour	0.5 hours
<b>miniBTE R</b>	Fully charged	40% charged	20% charged
	3.5 hours	1 hour	0.5 hours

When the battery in your hearing aids is fully charged, the charging process stops automatically.

Charging time may vary depending on the remaining capacity of the battery and between the left/right-hand side hearing aid.

The charger's lid serves as protection and storage for your hearing aids. During charging, when you open the lid, the LEDs in your hearing aids light up to indicate their charging status.

**Note**

If you have not used your hearing aid in a long time and you then try to recharge it, it may take up to 30 seconds before the hearing aid begins charging. For more information, see your hearing aid's instructions for use.

**IMPORTANT NOTICE**

Ensure that your charger is powered or that the charger's built-in battery is charged when the hearing aid or transmitter is seated in the charging port. Otherwise your hearing aids or transmitter will remain turned ON and continue using battery power.

## Charging the charger

Your charger contains a built-in lithium-ion rechargeable battery that doubles as a power bank. This lets you fully charge a pair of hearing aids a minimum of three times on a fully-charged power bank while you are on-the-go.

### When the charger is plugged into a power source

- Your hearing aids and the charger's built-in battery are being charged.

### When the charger is unplugged from a power source

- The charger enters **Power bank** mode, letting you charge your hearing aids when you do not have access to a power socket.

## Charging times

Power bank battery	Power bank + hearing aids
Up to 4 hours depending on charge level	Up to 8 hours depending on charge level






### Note

It is recommended that you keep the lid closed at all times while you charge your hearing aids.



When the charger is connected to a power source, the LEDs on your charger indicate the charging status of the power bank.

The LEDs turn OFF shortly after the power bank battery is fully charged.

	Charging (Battery too low to recharge the hearing aids)
	Charging
	
	
	Fully charged





 ORANGE blink    ORANGE    GREEN

### **IMPORTANT NOTICE**

When charging, the charging indicators on your charger should be lit as described in this booklet. If the charging indicators are not lit as described, disconnect the charger and consult your hearing care professional.

## Power bank function

When the charger is disconnected from power, the LEDs on your charger indicate the charger's power bank battery level. You can check the remaining battery level by opening the charger's lid.

	Three full charging cycles of two hearing aids
	Two full charging cycles of two hearing aids
	One full charging cycle of two hearing aids
	Battery too low for a full charging cycle

 ORANGE blink  GREEN

## Long-term storage

Before you put away or store the charger for a prolonged period of time (more than 14 days), ensure you first fully charge the charger's power bank battery. This way the battery can be charged again.

### Note

To protect the rechargeable battery, it is necessary that you fully charge the charger's power bank battery every 12 months, otherwise the rechargeable battery may need to be replaced.

## Power and charge using other sources

You can power and charge the charger's battery from other sources than a power socket. This can be done by using the charger's USB cable.

Ensure that the power source is USB 2.0 compliant, with a minimum of 500mA output.

### Examples of power sources:

- Computer
- Car

#### **IMPORTANT NOTICE**

When using a power socket, use the supplied original power supply (5.0V/1A) for the charger.

## Drying your hearing aids

Your charger uses heat from inductive charging to dry your hearing aids when you place them in the charger ports.

The drying of your hearing aids is activated when you place the hearing aids in the charger ports and charging begins.

### **IMPORTANT NOTICE**

Ensure you remove the USB cable when you transport the charger.

## Caring for your charger

Always ensure that the charger is dry and clean before use. Keep the charging ports clean from dust by using a dry cloth. Do not use water or cleaning fluids to clean the charging ports.

Store your charger in a dry location, e.g. in the bedroom. Ensure you keep the charger in an environment with a temperature between +5°C and +38°C (+41°F and +100°F).

### **IMPORTANT NOTICE**

To clean the charger, use a soft, dry cloth. The charger must never be washed or immersed in water or other liquids.

## **General warnings**

For your personal safety and to ensure correct usage, you should familiarise yourself fully with the following general warnings before using your charger. Consult your hearing care professional if you experience unexpected operations or serious incidents with your charger 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.

### **Risk of burns**

Do not place anything but the hearing aids in the charger ports.

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

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

*If a small part is swallowed, see a doctor or go to the hospital immediately.*

### **Heat and chemicals**

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

The charger must not be dried in microwave ovens or other ovens.

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

## **Explosives**

The charger is safe to use under normal usage conditions. The charger has not been tested for compliance with international standards concerning explosive environments.

Therefore, do not use the charger in environments with danger of explosions e.g. mines, oxygen rich environments or areas where flammable anaesthetics are handled.

## **Rechargeable battery**

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

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

In case of battery leakage, do not wear or carry your charger, as it may cause skin irritation due to acids leaking from the

battery. If your skin has been in contact with the leaked battery acids, use a wet cloth to wipe it off and ensure no acid is left on your skin. If you experience skin irritation, consult your doctor. For further handling instructions of your charger consult your hearing care professional.

The safety of recharging batteries using a USB connector is determined by the external signal source. When connected to external equipment plugged into a power socket, this equipment must comply with IEC 62368-1 or equivalent safety standards.

## **Connection to external equipment**

The safety of the charger, when connected to external equipment with USB cable, is determined by the external signal source. When the charger is connected to external equipment which is plugged into a power socket, this equipment must comply with IEC 62368-1 or equivalent safety standards.

## **General warnings**

### **Be aware of your surroundings**

Avoid interacting with your charger when your attention is needed elsewhere. This may take away your attention from your surroundings, for example while in traffic. Refer to national traffic laws regarding the use of communication devices (for example mobile phones).

### **Possible side effects**

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

*If these conditions occur, seek consultation with a physician.*

### **Transport on aircraft**

Consult the airline for details regarding transportation of your hearing aid charger on aircraft.

### **Active Implants**

The charger 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.

It is recommended to keep the charger at least 15 centimetres away from the implant, e.g. do not carry it in a breast pocket as it contains magnets. In general, please follow the guidelines recommended by the manufacturers of implantable



defibrillators and pacemakers on use with portable electronics and magnets.

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

### **Charging**

To prevent potential battery damage during storage charge your charger every 12 months.

### **Use of third-party accessories**

Only use accessories, transducers, or cables supplied by the manufacturer. Nonoriginal accessories may result in reduced electromagnetic compatibility (EMC) of your charger.

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

Remove your charger before X-ray examinations and CT/MR/PET scans, electrotherapy, surgery, etc. as your charger may be damaged when exposed to strong electromagnetic fields.

# Troubleshooting

Symptom	Possible causes
The hearing aids do not turn ON after being removed from the charger	The charger did not have enough time to turn the hearing aids ON before they were removed from the charger
Two charger LEDs show ORANGE blinks	The hearing aid or charger's temperature is too cold or too warm
Three charger LEDs show ORANGE blinks	System error
The charger LEDs remain turned OFF when the charger is connected to power	The charger is not charging

## Solutions

Place the hearing aids in the charger ports and try again, or use the push button to turn the hearing aids ON manually

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Move the charger and hearing aid to a location with a temperature between +5°C and +38°C (+41°F and +100°F)

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Contact your hearing care professional

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Verify that the power plug is correctly connected

Ensure that the power source delivers sufficient output for your charger

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Continues on next page

# Troubleshooting

Symptom	Possible causes
The hearing aid LED blinks GREEN when the hearing aid is placed in the charger	The hearing aid has not been in use for an extended period of time
The hearing aid LED remains turned OFF when the hearing aid is placed in the charger	The charger is not turned ON
	The hearing aid or charger's temperature is either too warm or too cold
	Charging is incomplete. The charger has stopped charging to protect the battery.
	The hearing aid is not correctly seated in the charger
The hearing aid LED blinks ORANGE when the hearing aid is placed in the charger	System error

## Solutions

Depending on how depleted the battery in the hearing aid is, the hearing aid automatically resumes normal charging mode after a timeframe of up to 10 minutes.

Ensure you leave the hearing aid in the charger during this process.

Verify that the charger power plug is correctly connected or the power bank has enough battery

Move the charger and hearing aid to a location with a temperature between +5°C and +38°C (+41°F and +100°F)

Reinsert the hearing aid into the charger. This completes the charging within approximately 15 minutes.

Check the charging ports for foreign objects

Contact your hearing care professional

## Conditions of use

<b>Operating conditions</b>	Temperature: +5°C to +38°C (+41°F to +100°F) Humidity: 5% to 93%, non-condensing Atmospheric pressure: 700 hPa to 1060 hPa
<b>Transportation and storage conditions</b>	Temperature and humidity shall not exceed the below limits for extended periods during transportation and storage:  Temperature: -20°C to +60°C (-4°F to +140°F) Humidity: 5% to 93%, non-condensing

For information about your hearing aid's conditions of use, see your hearing aid's instructions for use.

This medical device complies with the Medical Device Regulation (EU) 2017/745.

Declaration of Conformity is available at the headquarters.

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



SBO Hearing A/S  
Kongebakken 9  
DK-2765 Smørum  
Denmark



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



## 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 Regulation 2017/745.



### **CE mark**

The device complies with all required EU regulations and directives.



### **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 markets.



## Description of additional symbols used on labels



### **Keep dry**

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



### **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.



### **Nature of supply voltage**

Indicates that the nature of the device's power supply voltage shall be DC (direct current).



Li-ion

### **Battery recycling symbol**

Li-ion Battery recycling symbol.



### **Temperature limit**

Indicates the temperature limits to which the medical device can be safely exposed.



### **Humidity limitation**

Indicates the range of humidity to which the medical device can be safely exposed.

## Description of additional symbols used on labels

**FW**

**FW**

Firmware version used in the device.

**UDI**

**Unique device identifier**

Indicates a carrier that contains unique device identifier information.

## **International warranty**

Your device is covered by an international warranty issued by the manufacturer. This international 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 international warranty and may void it. The above international warranty does not affect any legal rights that you might have under applicable national legislation governing the sale of consumer goods in the country where

you have bought your device. Your hearing care professional may also have issued a warranty that goes beyond the clauses of this international 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 adjustments immediately. Your hearing care professional may charge a fee for their services.

# Warranty

## Certificate

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

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

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

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

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

Warranty period: \_\_\_\_\_ Month: \_\_\_\_\_

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

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**oticon**  
life-changing **technology**

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