Instructions for use

BTE PP
BTE

Oticon Jet

Made for iPhone | iPad | iPod

oticon
life-changing technology

Model overview

This booklet is valid for the Oticon Jet family in the following hearing aid models:

☐ BTE
☐ BTE PP

FW 1.0

☐ Oticon Jet 1	GTIN: (01) 05714464060962
☐ Oticon Jet 2	GTIN: (01) 05714464060979

Introduction to this booklet

This booklet guides you on how to use and maintain your new hearing aid. Ensure you read this booklet carefully, including the **Warnings** section. This will help you get the most benefit from your hearing aid.

Your hearing care professional has adjusted the hearing aids to meet your needs. If you have additional questions, contact your hearing care professional.

A hearing care professional* (hearing aid professional, audiologist, ENT (ear, nose and throat) doctor, and hearing aid dispenser) is a person who is appropriately educated and has proven competency in professionally assessing hearing, selecting, fitting, and delivering hearing instruments and rehabilitation care to persons with hearing loss. The education of the hearing care professional is in accordance with national or regional regulations.

* The job title may vary from country to country.

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

Intended use

Intended use	The hearing aid is intended to amplify and transmit sound to the ear.
Indications for use	Bilateral or unilateral impaired hearing of sensorineural, conductive, or mixed type ranging from a slight (16 dB HL*) to severe (85 dB HL*) degree of hearing loss, with an individual frequency configuration.
Intended user	Person with hearing loss using a hearing aid and their caregivers. Hearing care professional responsible for adjusting the hearing aid.
Intended user group	Adults and children older than 36 months.
User environment	Indoor and outdoor.
Contraindications	Not suitable for infants below 36 months. Users of active implants must pay special attention when using the hearing aid. For more information read the Warnings section.
Clinical benefits	The hearing aid is designed to provide better speech understanding to help ease communication with the aim of improving quality of life.

** As specified by the American Speech-Language-Hearing Association, asha.org, using pure-tone average of 0.5, 1 and 2 kHz.*

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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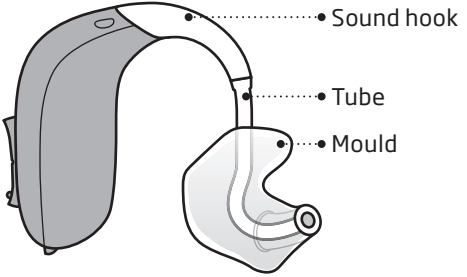
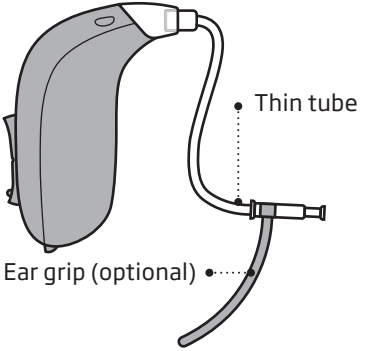
Your hearing aid and earpiece

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

☐ VarioTherm® Micro mould

® VarioTherm is a registered trademark of Dreve

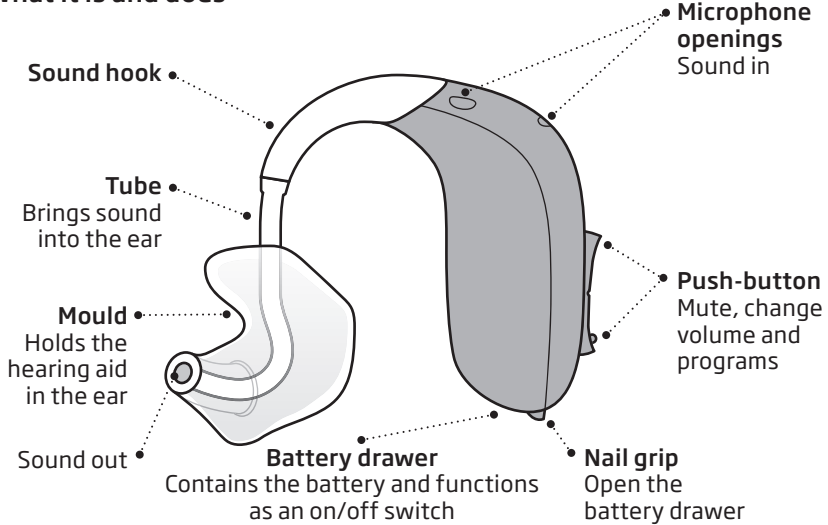
Dome sizes

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 0.9 mm
**not for open dome

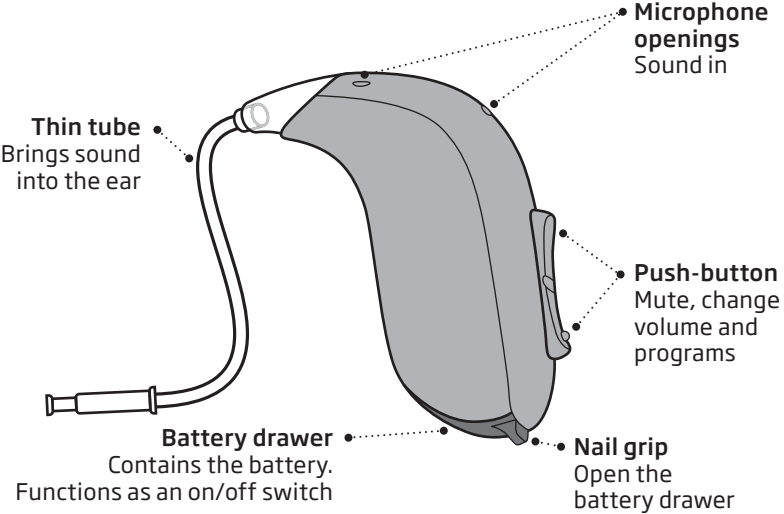
With sound hook and mould

What it is and does



With thin tube

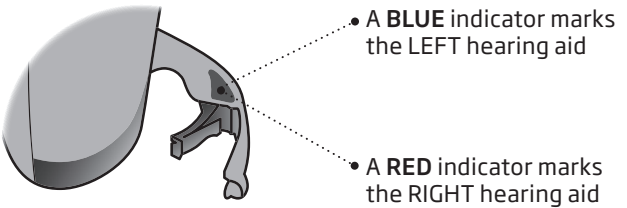
What it is and does



Identify left and right hearing aid

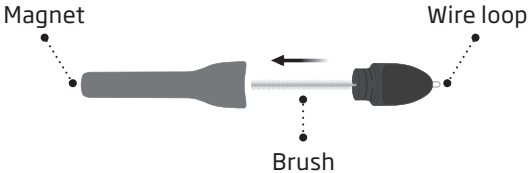
It is important to distinguish between the left and the right hearing aid as they may be programmed differently.

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.



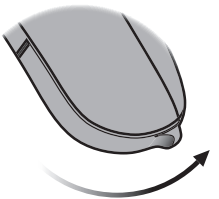
IMPORTANT NOTICE

The MultiTool has a built-in magnet. Keep the MultiTool at least 30 centimetres (1 foot) away from credit cards and other magnetically sensitive devices.

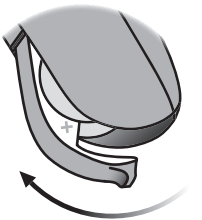
Turn the hearing aid ON and OFF

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



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

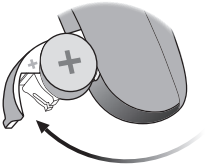
Battery tip

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

* 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.

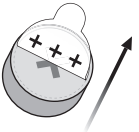
How to replace the battery (size 13)

1. Remove



Fully open the battery drawer. Remove the battery.

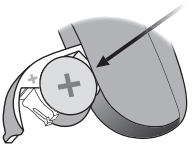
2. Uncover



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.

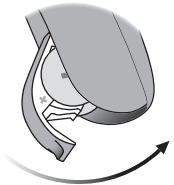
3. Insert



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

Make sure the + side is facing up.

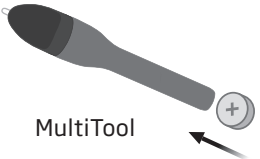
4. Close



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

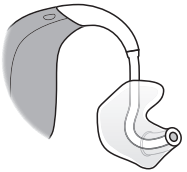


The MultiTool can be used to change the battery. Use the magnetic end to remove and insert batteries.

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.

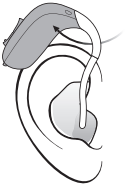


The mould is customised for you and fits your ear shape. The moulds are unique for the left or the right ear.

Step 1

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

Step 2

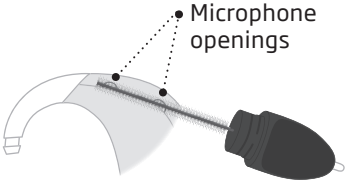


Place the hearing aid behind your ear.

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.

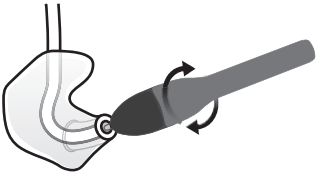


IMPORTANT NOTICE

To clean the hearing aids, use a soft, dry cloth. The hearing aids 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

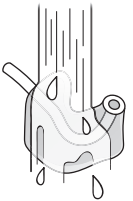
Step 1

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

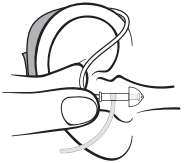
Read the following pages if your hearing aid has a thin tube.

Step 1

Place the hearing aid behind your ear.

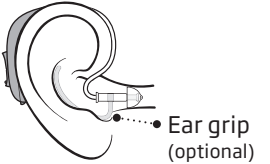
The thin tube should only be used with an attached earpiece. Use only parts designed for your hearing aid.

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

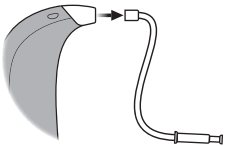


Gently push the earpiece into your ear canal until the thin tube sits close to your head. If the thin tube has an ear grip, place it in the ear so it follows the contour of the ear.

Clean the thin tube

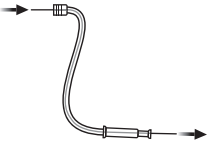
The thin tube should be cleaned to keep it clear of moisture and wax. If not cleaned, it may become blocked with wax, which stops sound from coming out.

Step 1



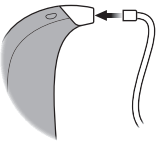
Pull the thin tube out of the hearing aid.

Step 2



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

Step 3

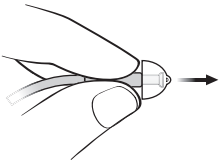


Reconnect the thin tube to the hearing aid.

Replace standard earpieces

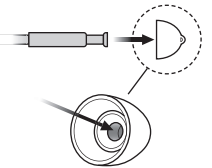
The standard earpiece (dome or Grip Tip) should not be cleaned. If the earpiece is filled with wax, replace it with a new one. Grip Tips should be replaced at least once a month.

Step 1



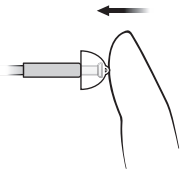
Hold on to the end of the thin tube and then pull off the earpiece.

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.

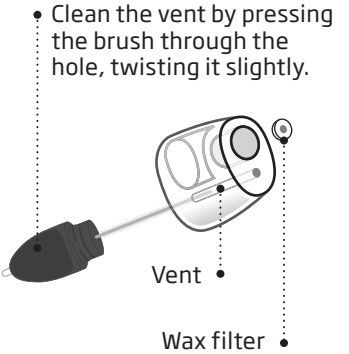
IMPORTANT NOTICE

If the earpiece is not on the tube when removed from the ear, the earpiece may still be in the ear canal. For further instructions, consult your hearing care professional.

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.



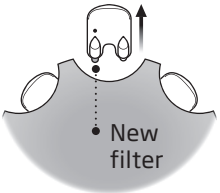
IMPORTANT NOTICE

Ensure you always use the same type of wax filter as was originally supplied with the hearing aids. If you are in doubt about the use or replacement of wax filters, contact your hearing care professional.

* VarioTherm Micro mould does not have a wax filter

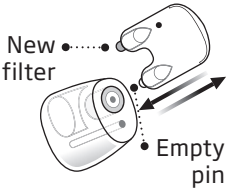
Replace ProWax filter

1. Tool



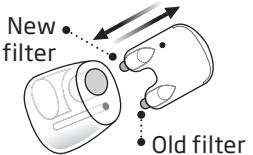
Remove the tool from the shell. The tool has two pins: One empty for removal and one with the new wax filter.

2. Remove



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

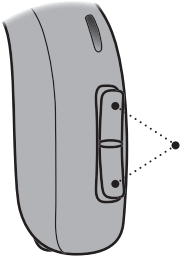
3. Insert



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.



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.

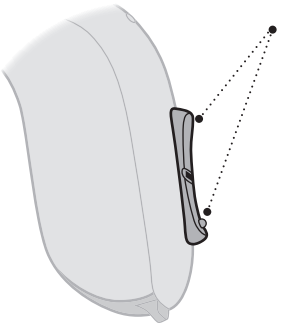
If you experience difficult listening situations, a special program may be helpful. These are programmed by your hearing care professional.

Write down any hearing situations in which you may need help.

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 indicator section.

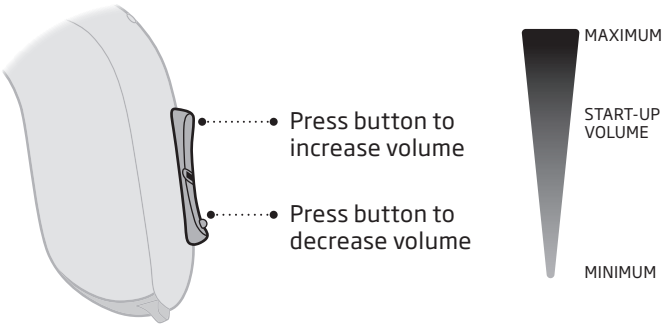


Press the push-button to switch between programs.

The program cycle switches one program forward when the upper part of the push-button is pressed, for example program 1 to 2 or program 4 to 1.
If the lower part of the push-button is pressed, the program cycle goes backward, for example 2 to 1 or program 1 to 4.

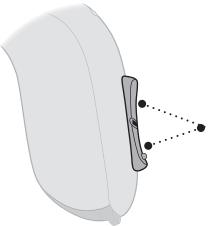
Change volume

The push-button allows you to adjust the volume. You will hear a click when you increase or decrease the volume.



Mute your hearing aids

Use the mute function if you need to silence the hearing aid. The mute function only mutes the microphone(s) on the hearing aid.



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 aids are still using battery power in this mode.

Use hearing aid with iPhone and iPad

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, contact your hearing care professional or visit: www.oticon.global/connectivity

To see how to pair your hearing aid with your iPhone, visit: www.oticon.global/pairing

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

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

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
A device that can be used as remote microphone and handsfree headset when paired to your mobile phone.

TV Adapter 3.0
A device that streams sound from a TV or electronic audio device, to your hearing aids.

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
A device that lets you change program, adjust volume, or mute your hearing aids.

Phone Adapter 2.0
A device that when used together with hearing aids and ConnectClip, lets you communicate hands-free via a landline phone.

Oticon ON
An application that lets you control your hearing aid from your mobile phone or tablet.
For iPhone, iPad, iPod touch, and Android devices. Ensure that you only download and install Oticon ON from the official app stores.

For more information visit www.oticon.global or contact your hearing care professional.

Apple, the Apple logo, iPhone, iPad, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android, Google Play, and the Google Play logo are trademarks of Google LLC.

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

Direct Audio Input (DAI)

Allows your hearing aid to receive signals directly from external sources such as TV, radio, music players, etc. The DAI adapter 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 adapter 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.

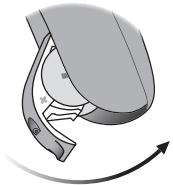
Your hearing care professional can help you change the drawer.

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.

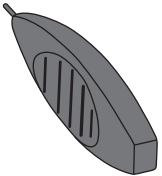
Contact your hearing care professional if you suspect the tamper-resistant battery drawer's effectiveness and locking ability is reduced.

To lock the battery drawer



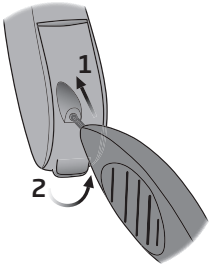
Close the battery door completely and make sure it is locked.

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. Push in the tool fully and hold.
2. Lift to open the 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 SoundSupport 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 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 your hearing aids.

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 - 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 the hearing care professional.

Maximum wearing time

The wearing time of Tinnitus SoundSupport will decrease as you increase the level above 80 dB(A) SPL. The fitting software will automatically display a warning when the hearing aid exceeds 80 dB(A) SPL. See “Max wearing time indicator” next to the tinnitus fitting graph in the fitting software.

The volume control is deactivated

By default the volume control for the sound generator is deactivated in the hearing aid. Risk of noise exposure increases when the volume control is activated.

If the volume control is activated

A warning may be displayed if you activate the tinnitus volume control in the “Buttons & Indicators” screen. This occurs if the relief sound can be listened to at levels that may cause hearing damage. The “Max wearing time” table in the fitting software displays the number of hours the patient can safely use Tinnitus SoundSupport.

- Note the max wearing time for each program for which Tinnitus SoundSupport is activated.
- Write those values in the table “Tinnitus SoundSupport: Limitation on use”, in the back of this booklet.
- Instruct your patient accordingly.

⚠ 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 worsening of tinnitus, and/or a possible change in hearing thresholds.

Should you experience or notice a change in hearing or tinnitus, or any dizziness, nausea, headaches, heart palpitations, or possible skin irritation at the point of contact with the device, you should immediately discontinue use of the device and consult a medical, audiology, or other hearing care professional.

As with any device, misuse of the sound generator feature may cause potentially harmful effects. Care should be taken to prevent 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 aids.

Consult your hearing care professional if you experience unexpected operations or serious incidents with your hearing aids 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.

Note that hearing aids do not restore normal hearing and do not prevent or improve a hearing impairment resulting from organic conditions. Hearing aids are 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 hearing aids does not permit a user to attain full benefit from it.

Usage of hearing aids
Hearing aids should only be used 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 and 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 intellectual and developmental disabilities.

Continues on next page

⚠ General warnings

Product is not intended for children below 36 month.

If a battery, hearing aid or small part 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 aids 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, 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 more than 30 centimetres (1 foot) away from the implant, e.g. do not carry it in your breast pocket.

Follow the guidelines recommended by the manufacturers of implantable defibrillators and pacemakers regarding their 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 1 centimetre (0.4 inches) distance from your hearing aid. The magnetic field from 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.

X-ray/CT/MR/PET scanning, electrotherapy and surgery
Remove your hearing aid before X-ray examinations and CT/MR/PET scans, 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, suntan 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.

Continues on next page

⚠ General warnings

Power hearing aid
Special care should be exercised in selecting, fitting and using hearing aids where the maximum sound pressure capability exceeds 132 dB SPL (IEC 60318-4 / IEC 711) as there may be a risk of impairing the remaining hearing of the hearing aids user.

For information on whether your instrument is a power hearing aid, see the model overview section in this booklet.

Possible side effects
Hearing aids, moulds or domes 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.

If these conditions occur, seek consultation with a physician.

Use on aircraft
Your hearing aids have Bluetooth wireless technology. On board an aircraft, the hearing aids 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 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 the hearing aids are connected to external equipment which is plugged into a power socket, this equipment must comply with IEC 62368-1 or equivalent safety standards.

Use of third-party accessories
Only use accessories, transducers, or cables supplied by the manufacturer. Non-original 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 aids have 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 left. Portable and mobile RF (radio frequency) communications equipment can affect the performance of your hearing aids. If your hearing aids are affected by electromagnetic interference, move away from the source to reduce the interference.

Detached earpiece in ear canal

If the earpiece is not on the tube when removed from the ear, the earpiece may still be in the ear canal. For further instructions, consult your hearing care professional.

Troubleshooting

Symptom	Possible causes
No sound	Dead battery
	Clogged earpieces (dome, Grip Tip, mould or Micro mould)
	Hearing aid microphone muted
Intermittent or reduced sound	Clogged sound outlet
	Moisture
Squealing noise	Hearing aid earpiece inserted incorrectly
	Earwax accumulated in ear canal
	Ear has grown
Beeping	If your hearing aid plays 8 beeps, 4 times consecutively, your hearing aid needs a microphone service check
Pairing issue with Apple device	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.global/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

Operating conditions	Temperature: +1°C to +40°C (34°F to 104°F) Humidity: 5 to 93% relative humidity, noncondensing Atmospheric pressure: 700 hPa to 1060 hPa
Transportation and storage conditions	Temperature and humidity shall not exceed the below limits for extended periods during transportation and storage: **Transportation:** Temperature: -25°C to + 60°C (-13°F to 140°F) Humidity: 5 to 93% relative humidity, noncondensing Atmospheric pressure: 700 hPa to 1060 hPa **Storage:** Temperature: -25°C to + 60°C (-13°F to 140°F) Humidity: 5 to 93% relative humidity, noncondensing Atmospheric pressure: 700 hPa to 1060 hPa

Technical information

The hearing aids contain the following two radio technologies:

The hearing aids contain a radio transceiver using short-range magnetic induction technology operating at 3.84 MHz. The magnetic field strength of the transmitter is very weak and always below 15 nW (typically below –40 dBµA/m at a distance of 10 meters (-12.20 dBµA/ft) at a distance of 33 feet).

The hearing aids also contain a radio transceiver using Bluetooth Low Energy technology and a proprietary, short-range radio technology both operating 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.

Only use your hearing aids in areas where wireless transmission is permitted.

The hearing aids comply with international standards concerning radio transmitters, electromagnetic compatibility, and human exposure.

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

Additional information can be found in the “Technical Data Sheet” on www.oticon.global

The manufacturer declares that this hearing aid is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

This medical device complies with 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

CE 0123

Bluetooth®

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

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

IP68

	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 0123	**CE mark** The device complies with all required EU regulations and directives. 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 markets.
IP68	**IP code** Class of protection 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.
Bluetooth®	**Bluetooth logo** Registered trademark of Bluetooth SIG, Inc. where any use of such requires a license.

Made for iPhone | iPad | iPod	**Made for Apple badges** The device is compatible with iPhone, iPad and iPod touch.
T	**Hearing loop** This logo incorporates the universal symbol for hearing assistance. The “T” signifies that a hearing loop is installed.
	Radio Frequency (RF) transmitter Your hearing aid contains an RF transmitter.
GTIN	**Global Trade Item Number** 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 (FW). GTIN on regulatory packaging label is related to medical device hardware.
FW	**Firmware** Firmware version used in the device.

Description of additional symbols used on labels	
	Keep dry Indicates a medical device that needs to be protected from moisture.
REF	**Catalogue number** Indicates the manufacturer's catalogue number so that the medical device can be identified.
SN	**Serial number** Indicates the manufacturer's serial number so that a specific medical device can be identified.
MD	**Medical Device** The device is a medical 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 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			
☐	No limitation on use		
	Program	**Start-up volume (Tinnitus)**	**Max volume (Tinnitus)**
☐	1	Max _____ hours per day	Max _____ hours per day
☐	2	Max _____ hours per day	Max _____ hours per day
☐	3	Max _____ hours per day	Max _____ hours per day
☐	4	Max _____ hours per day	Max _____ hours per day

Settings overview for your hearing aid				
Left			**Right**	
☐ Yes	☐ No	Change volume	☐ Yes	☐ No
☐ Yes	☐ No	Change program	☐ Yes	☐ No
☐ Yes	☐ No	Mute	☐ Yes	☐ No
☐ Yes	☐ No	Tinnitus SoundSupport	☐ Yes	☐ No
		Volume control indicators		
☐ On	☐ Off	Beeps at min/max volume	☐ On	☐ Off
☐ On	☐ Off	Beeps when changing volume	☐ On	☐ Off
☐ On	☐ Off	Beeps at start-up volume	☐ On	☐ Off
		Battery indicators		
☐ On	☐ Off	Low battery warning	☐ On	☐ Off

Sound indicators

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

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

Program	☐ Sound	When to use
1	1 tone	
2	2 tones	
3	3 tones	
4	4 tones	

Continues on next page

ON	Sound
On	☐ Jingle
Volume	**Sound**
Start-up volume	☐ 2 beeps
Minimum/maximum volume	☐ 3 beeps
Volume up/down	☐ 1 beep
Mute	

Accessories	☐ Sound
FM and wireless programs[1)]	2 different tones
FM and wireless programs[2)]	2 different tones
Flight mode	**Sound**
Flight mode active	Short jingle
Flight mode inactive	Short jingle

Warnings	Sound
Low battery	☐ 3 alternate tones
Battery shut down	4 descending tones
Microphone service check needed	8 beeps repeated 4 times

1) DAI/FM + hearing aid microphone, TV Adapter
2) DAI/FM signal only, ConnectClip remote microphone

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oticon

life-changing **technology**