Instructions for use

IIC - CIC - ITC
ITE HS - ITE FS

Oticon Jet PX

Made for iPhone | iPad

Mac

Works with android

oticon
life-changing technology

Introduction to this booklet

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

⚠ **Warnings**
Text marked with a warning symbol must be read before using the device.

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.

Model overview

This booklet is valid for the following hearing aid models, battery sizes, and styles:

FW 1.0

☐ Oticon Jet PX 1	GTIN: (01) 05714464150151
☐ Oticon Jet PX 2	GTIN: (01) 05714464150168

Battery size

☐ 10 ☐ 312

Bluetooth® ☐ Yes ☐ No

Styles

☐ IIC	Invisible-In-the-Canal
☐ CIC	Completely-In-the-Canal
☐ ITC	In-the-Canal
☐ ITE HS	In-the-Ear Half Shell
☐ ITE FS	In-the-Ear Full Shell

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 (25 dB HL*) to severe (86 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.
Use 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.*

** *In accordance with current Pediatric Amplification guidelines, custom hearing aids are not typically considered for children of any age. However, a hearing care professional may, in special circumstance and on a case-by-case basis, select them for 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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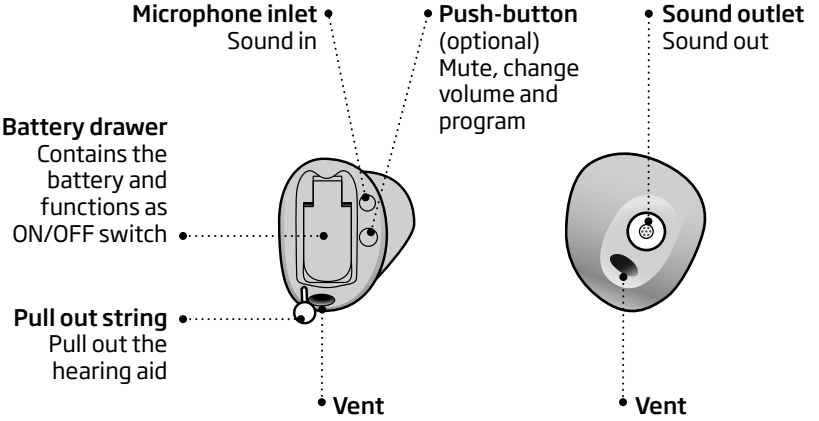
Identify your hearing aid

For your in-the-ear hearing aid, there are several different styles available with different battery sizes. Please see the model overview for your style and battery size. This will make it easier for you to navigate through this booklet.

Hearing aids with size 10 battery

(CIC shown)

What it is and does

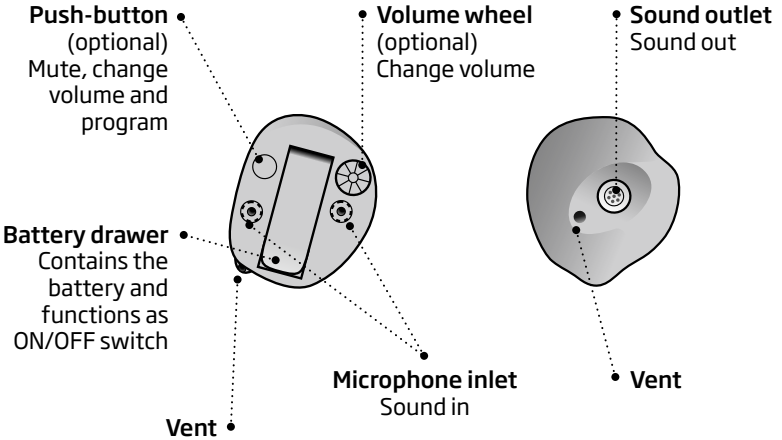


Components may be positioned differently on your hearing aid.

Hearing aids with size 312 battery

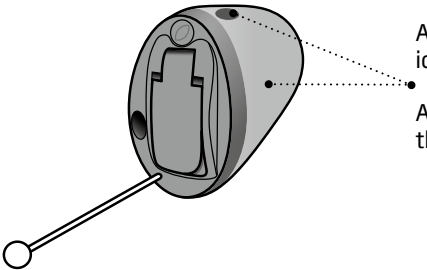
(ITC shown)

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 might be shaped and programmed differently.

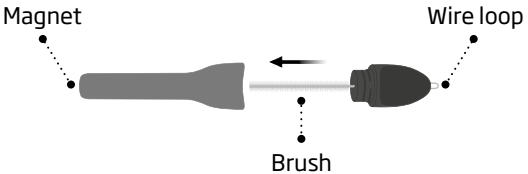


A **BLUE** shell, dot or text identifies the LEFT hearing aid

A **RED** shell, dot or text identifies the RIGHT hearing aid

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 a wire loop for cleaning and removing earwax. If the vent is very small, a special tool may be required. If you need a new tool please contact your hearing care professional.



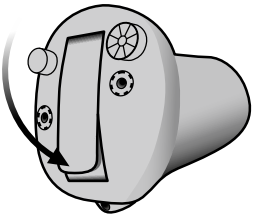
IMPORTANT NOTICE

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.

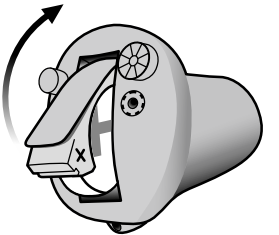
Turn the hearing aid ON and OFF

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 then close the battery drawer (quick reset).

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



Turn OFF
Open the battery drawer.



Note: Open the battery door fully to make sure the hearing aid does not drain the battery fully and to allow air to circulate whenever you are not using your hearing instrument, especially at night or for longer periods of time.

Replace the battery

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

Three beeps*
= The battery is running low

Four beeps
= The battery has run out

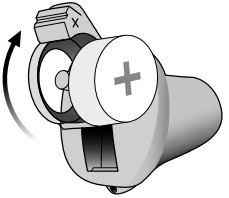
Battery tip

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

* If your hearing aid has Bluetooth® this 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 audio or music to your hearing aids.

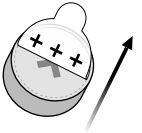
How to replace the battery

1. Remove



Fully open the battery drawer. Remove the battery.

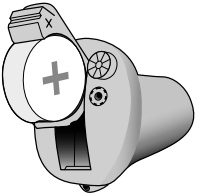
2. Uncover



Remove the sticky label from the + side of the new battery.

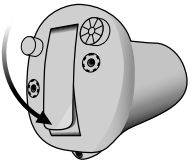
Tip:
Wait 2 minutes so that the battery can draw air, to ensure optimal functioning.

3. Insert



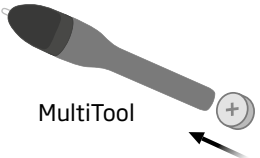
Insert the new battery into the battery drawer. Ensure that the + side of the battery and battery drawer align.

4. Close



Close the battery drawer. The hearing aid will play a jingle.
Hold the hearing aid close to your ear to hear the jingle.

Tip



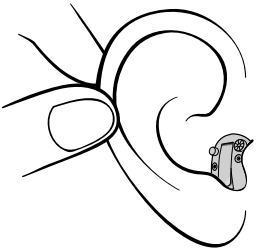
The MultiTool can be used for battery change. Use the magnetic end to remove and insert batteries.

Insert the hearing aid

Step 1

Place the tip of the hearing aid in your ear canal.

Step 2



Gently pull your ear outwards and push the hearing aid into the ear canal, twisting slightly if necessary. Follow the natural contour of the ear canal. Push the hearing aid to make sure it fits comfortably in the ear.

Remove your hearing aid

Hold the hearing aid by the pull-out string (if available). Gently pull the hearing aid from the ear canal.

If your hearing aid doesn't have a pull-out string, you can remove it by pulling on the edge of the hearing aid.

IMPORTANT NOTICE

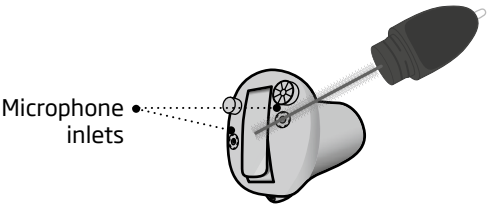
DO NOT use the battery door as a handle to insert or remove your hearing aids, as it is not designed for this purpose.

Caring for your hearing aid

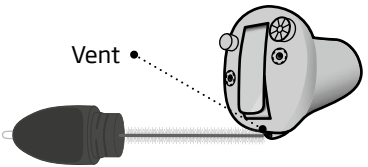
When handling your hearing aid, hold it over a soft surface to avoid damage if you drop it.

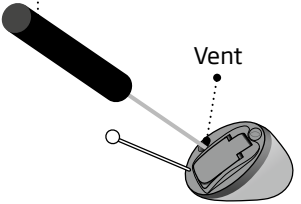
Cleaning the hearing aid

Carefully brush away debris from the microphone inlets with a clean brush. Gently brush the surface. Make sure that the filters do not fall off.



Clean the vent by pressing the brush through the hole while twisting it slightly.





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.

Filter replacement

The filters keep wax and debris from damaging the hearing aid.
If the filters become clogged, please replace the filters or contact your hearing care professional.

- ProWax miniFit filter protects the sound outlet.
- O-cap and T-cap protect the microphone inlet.

Please refer to the following pages for instructions on how to replace the appropriate filters.

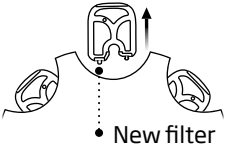
IMPORTANT NOTICE

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 ProWax miniFit filters, contact your hearing care professional.

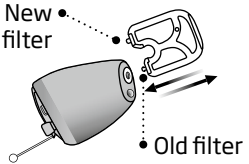
Replace ProWax miniFit filter

1. Tool



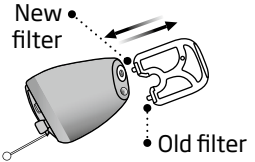
Remove the tool from the shell. The tool has two pins, one empty for removal and one with the new ProWax miniFit filter.

2. Remove



Push the empty pin into the ProWax miniFit filter in the hearing aid and pull it out.

3. Insert

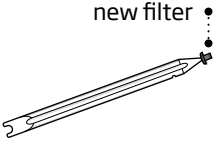


Insert the new ProWax miniFit filter using the other pin, remove the tool and throw it out.

Replace T-Cap filter

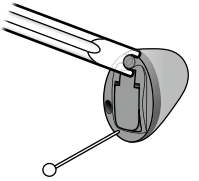
(hearing aids with size 10 battery)

1. Tool



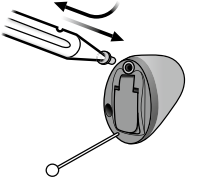
Remove the tool from the packaging. The tool has two ends, one for removal and one with the new T-Cap filter.

2. Remove



Push the tool fork under the top edge of the used T-Cap filter and lift it out.

3. Insert

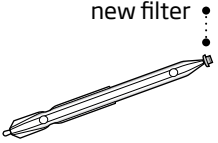


Insert the new T-Cap filter and remove the tool by twisting it slightly. Throw the tool out after use.

Replace O-Cap filter

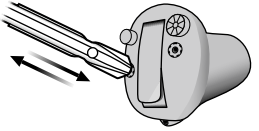
(hearing aids with size 312 batteries)

1. Tool



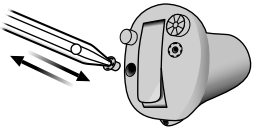
Remove the tool from the packaging. The tool has two ends, one for removal and one with the new O-Cap filter.

2. Remove



Push the pointed end of the tool into the existing O-Cap filter and pull it out.

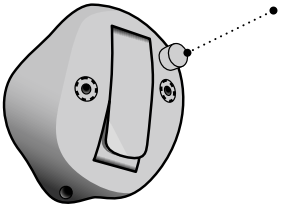
3. Insert



Insert the new O-Cap filter using the other end of the tool and remove. Throw the tool out after use.

Change programs

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.



- Use a short press to switch between programs. If Volume control is enabled, use a long press to switch programs.

If you have two synchronised hearing aids:

The RIGHT hearing aid switches one program forward, for example program 1 to 2.

The LEFT hearing aid switches one program backward, for example from program 4 to 3.

If your hearing aids work independently, you must press the buttons on each hearing aid.

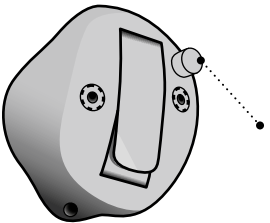
To be filled out by the hearing care professional

Program	Sound you will hear when activated	When to use
1	♪ "1 beep"	
2	♪♪ "2 beeps"	
3	♪♪♪ "3 beeps"	
4	♪♪♪♪ "4 beeps"	

Program change:	
☐ Independent	☐ Synchronised
☐ LEFT	☐ RIGHT
☐ Short press	☐ Long press

Change volume with push-button

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



A short press on the RIGHT hearing aid increases the volume

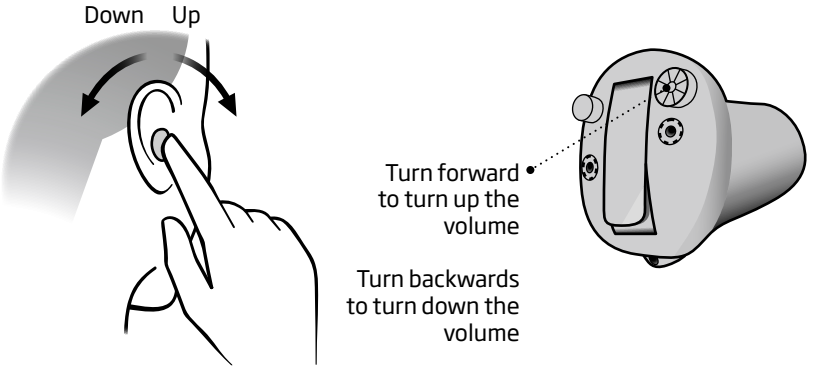
A short press on the LEFT hearing aid decreases the volume

To be filled out by the hearing care professional

Volume change	☐ LEFT	☐ RIGHT

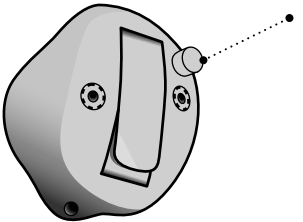
Change volume with volume wheel

The volume wheel allows you to adjust the volume.
You may hear a click when you turn the volume up or down.



Mute the hearing aid

Use the mute function if you need to silence the hearing aid. Only available for hearing aids with push-button.



Press and hold the push-button for two seconds to mute the hearing aid.
To unmute, press the push-button.

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

IMPORTANT NOTICE

Do not use the mute function as an off switch, as the hearing aids are still using battery power in this mode.

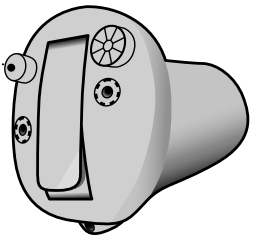
Turn Bluetooth ON/OFF

Bluetooth connectivity can be turned ON/OFF on your hearing aids. When Bluetooth is turned OFF the hearing aids are still turned ON and functioning. Be aware that pressing the push-button on one hearing aid, turns OFF bluetooth for both hearing aids.

Your hearing aids use Bluetooth wireless technology. They can be used on an aircraft as hearing aids are exempt from the rules applied to portable electronic devices on an aircraft.

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 activate Bluetooth.



Use your hearing aids with digital devices

iPhone, iPad and Mac

Your hearing aids are Made for iPhone hearing aids and allow for direct streaming and hands-free communication from your iPhone, iPad or Mac.*

Android devices

Your hearing aids support Audio Streaming for Hearing Aids (ASHA) and allow for direct streaming from selected Android™ devices.*

Oticon Companion can be used to control your hearing aids from your mobile device.*

For assistance in using your hearing aids with any of these products, contact your hearing care professional.

* For a list of compatible devices, visit: www.oticon.global/compatibility

Pairing and compatibility

For instructions on how to pair your hearing aids with iPhone, iPad or Android devices, visit:

www.oticon.global/pairing

For a list of compatible iPhone, iPad and Android devices, visit:

www.oticon.global/compatibility

For instructions on pairing your hearing aids to Mac and a list of compatible devices, visit: www.oticon.global/hearing-aid-users/support/accessories/mac

Wireless accessories

As an enhancement to your hearing aids, a range of wireless accessories are 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 a 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.

Remote Control 3.0
Offers the ability to change program, adjust volume, or mute your hearing aids.

Oticon Companion
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 the app from the official app stores.

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

Other options

Telecoil - optional for select styles

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.

For more information, please contact your hearing care professional.

Optional features and accessories

The features and accessories described on 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.

_____

_____

_____

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 of age).

Tinnitus SoundSupport is targeted to licenced 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

Your hearing care professional will be able to offer the appropriate follow-up care. It is important to follow his/her advice and directions regarding such care.

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 the table **Tinnitus SoundSupport: Limitation on use**, in the **Your individual hearing aid settings** section at the end of this booklet to learn how many hours per day you can safely use the relief sound in your hearing aid.

Sound options and volume adjustments

Tinnitus SoundSupport is programmed by your hearing care professional to match your hearing loss and preferences for tinnitus relief.

Tinnitus SoundSupport programs

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 only mutes the environmental sounds, and not the sound from Tinnitus SoundSupport. For information on how to mute your hearing aids, see the **Mute your hearing aids** section.

Volume adjustments with Tinnitus SoundSupport

Your hearing care professional can set the volume control for a hearing aid program for which Tinnitus SoundSupport is activated.

For more information about volume adjustments with Tinnitus SoundSupport, see the table **Tinnitus SoundSupport settings overview for your hearing aid** in the **Your individual hearing aid settings** section at the end of this booklet.

⚠ 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 unauthorised use and to keep the device out of 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.

☐ Change volume with push-button

See section **Change volume with push-button** for illustration

☐	**A) How to change Tinnitus SoundSupport volume in <u>each</u> ear separately** To **increase** volume (on one hearing aid only), use a short press on the push-button repeatedly until desired level is reached. The sound will always be louder with the first press(es) until two beeps are heard. Hereafter the volume will decrease. To **decrease** volume (on only one hearing aid), continue to press the push-button repeatedly until desired level is reached.
☐	**B) How to change Tinnitus SoundSupport volume in <u>both</u> ears simultaneously** You can use one hearing aid to increase the sound and the other hearing aid to decrease the sound: To **increase** volume, use a short press on the push-button repeatedly on the RIGHT hearing aid. To **decrease** volume, use a short press on the push-button repeatedly on the LEFT hearing aid.

To be filled out by your hearing care professional.

☐ Change volume with volume wheel

See section **Change volume with volume wheel** for illustration

☐	**A) How to change Tinnitus SoundSupport volume in <u>each</u> ear separately** To **increase** volume (on one hearing aid only), turn the volume wheel forward. To **decrease** volume (on one hearing aid only), turn the volume wheel backwards.
☐	**B) How to change Tinnitus SoundSupport volume in <u>both</u> 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, turn the volume wheel forward. To **decrease** volume, turn the volume wheel backwards.

To be filled out by your hearing care professional.

☐ Hearing aid with Bluetooth

If your hearing aid has Bluetooth connection, you will be able to adjust the environmental sounds in a program with Tinnitus SoundSupport with Remote Control 3.0 or ConnectClip.
Oticon Companion for iPhone, iPad and Android™ devices offers the possibility to adjust both the environmental sound and the Tinnitus SoundSupport in each program directly from the app.

⚠ 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 your hearing aids exhibit unexpected behaviour or you encounter serious incidents with your hearing aids. 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 hearing impairment resulting from natural processes such as aging or sickness.

Hearing aids are only a part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading.

To achieve the full benefit from your hearing aids, you should use them frequently.

Usage of hearing aids
Hearing aids should only be used as directed by your hearing care professional. Misuse can result in sudden and permanent hearing loss. Never allow others to wear your hearing aids. Unauthorised use could cause permanent damage to their hearing.

Choking hazards of swallowing small parts
Keep all small parts (for example, hearing aids, earpieces, batteries, etc.) out of reach and sight of children and others who might swallow these items. Seek emergency medical treatment immediately if someone is choking on small parts or batteries are swallowed.

Fatality hazards of swallowing batteries
Never swallow batteries. Doing so can lead to serious injury or death within hours. Swallowed batteries can cause burns that may perforate inner organs. Keep the batteries out of reach and sight of children and others who might swallow them. Batteries have occasionally been mistaken for pills. Therefore, check your medicine carefully before swallowing any pills. Seek emergency medical treatment immediately if a battery is swallowed.

Risk of placing batteries in ear or nose
Never place batteries in the ear or the nose. This can lead to permanent damage due to burns. Contact a doctor immediately if a battery is placed in the ear or nose

Use of replaceable batteries
Only use batteries recommended by your hearing care professional. Batteries of low quality may leak and cause bodily harm.

Never attempt to recharge your replaceable batteries. Never dispose of batteries by burning them. There is a risk that the batteries will explode. Follow local guidelines for proper and safe disposal of batteries

Beware of sudden dysfunction
Your hearing aids may stop working without notice. For example, if they run out of battery or if the tubing is blocked.

Keep this in mind especially in situations where you depend on warning sounds (for example when in traffic).

Use with active medical implants
Your hearing aid have been thoroughly tested and developed 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

Continues on next page

implants, such as pacemakers and heart defibrillators.

Accessories with built-in magnets (for example the Autophone magnet and the MultiTool) should be kept at least 30 centimetres (12 inches) away from any implanted medical device. Follow the guidelines from the manufacturer of your implanted medical device regarding their use with magnets.

If you have an active brain implant, contact the manufacturer of your implanted device for information about the use with a hearing aid.

Remove hearing aids before certain medical procedures
Remove your hearing aid before medical procedures such as X-ray examinations, CT/MR/PET scans, electrotherapy, surgery, etc. Your hearing aid may be damaged if exposed to strong magnetic or electromagnetic fields.

Keep away from extreme heat
Never expose your hearing aids to extreme heat. For example, do not leave your hearing aids inside a parked car in the sun.

Never use an external heating device to dry your hearing aids. For example, do not dry your hearing aids using a hair dryer or in an oven such as a microwave.

Keep away from chemicals
Remove your hearing aids before applying products that contain certain chemicals that can damage your hearing aids. For example, cosmetics, hairspray, perfume, aftershave lotion, suntan lotion and insect repellent. Allow the products time to dry before putting on your hearing aids.

Power hearing aid
Special care should be taken when selecting, fitting and using power hearing aids as the maximum sound pressure capability may exceed 132 dB. There may be a risk of impairing the remaining hearing

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

Potential side effects
You may produce more earwax when using hearing aids. In rare cases, the non-allergenic materials in the product may cause skin irritation or other side effects. If you experience any such side effects, consult your doctor.

Connection to external equipment
The safety of the hearing aids, when connected to external equipment (with an auxiliary input cable and/or with USB cable and/or directly), is determined by the external signal source. When the hearing aid is 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, cables or transducers (for example, microphones) supplied by the manufacturer. Non-original accessories may result in reduced electromagnetic compatibility (EMC) of your hearing aids.

Do not modify
Do not make any modifications to your hearing aid not expressly approved by the manufacturer. This will void the warranty.

Use in fields with electromagnetic interference
Your hearing aids have been thoroughly tested for interference according to the most stringent international standards, including EN/IEC 60601-1-2 and its amendments. Electromagnetic interference may occur in the vicinity of equipment that can affect the performance of your hearing aids such as mobile phones, Wi-Fi routers or other equipment with the displayed symbol. If your hearing aids are affected by interference, move away from the source.

Water & 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 humidity or getting wet in the rain.

Should your hearing aid come into contact with water and stop working, gently wipe off any water and let the hearing aid dry.

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% - 93% relative humidity, non-condensing 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: Temperature: -25°C to + 60°C (-13°F to 140°F) Humidity: 5% - 93% relative humidity, non-condensing Atmospheric pressure: 700 hPa to 1060 hPa

Technical information

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 –15 dBµA/m at a distance of 10 metres (–4.6 dBµA/ft at a distance of 33 feet).

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.

The hearing instrument is designed to operate in public and residential environments. It has passed the following applicable emissions and immunity tests:

Radiated emissions requirements for a CISPR 11 Group 1 Class B device as stated in table 2 of IEC 60601-1-2.

Radiated emission for communication devices operating in the ISM 2.4 GHz band as stated in 47 CFR Part 15, subpart C, RSS-247 and EN 300 328 (only for products with Bluetooth).

Radiated emission for near field magnetic induction communication operating at 3.84 MHz as stated in 47 CFR Part 15, subpart C, RSS-210 and EN 300 330.

RF radiated immunity at a field level of 10 V/m between 80 MHz and 2.7 GHz as stated in table 4 of IEC 60601-1-2 and, 3 V/m between 2.7 and 6.0 GHz as stated in CISPR 32.

RF radiated immunity at a field level of up to 28 V/m for selected RF wireless communication bands between 380 MHz and 5.8 GHz as stated in table 9 of IEC 60601-1-2.

RF radiated immunity at a field level of up to 65 A/m for selected proximity magnetic fields at 30 kHz, 134.2 kHz and 13.56 MHz as stated in table 11 of IEC 60601-1-2 AM1.

RF radiated immunity field levels at selected bands stated in IEC 60118-13 between 25 V/m and 60 V/m and, for proximity-fields from communication devices held to the ear, stated in ANSI C63.19.

Immunity to power frequency magnetic fields at a field level of 30 A/m as stated in table 4 of IEC 60601-1-2 (only for products with telecoil).

Immunity to ESD levels of +/- 2, 4 and 8 kV conducted discharge and +/- 2, 4, 8 and 15 kV air discharge as stated in table 4 of IEC 60601-1-2.

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 document 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

Apple, the Apple logo, iPhone, iPad, and Mac and the Mac logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

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.

Android, Google Play, and the Google Play logo are trademarks of Google LLC.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. Any use of such marks by Demant is under licence.

Other trademarks and trade names are those of their respective owners.

Description of symbols accompanying the product	
⚠	**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 protections against harmful ingress of water and particulate matter according to EN 60529. IP6X indicates total dust protection. IPX8 indicates the protection against the effects of continuous immersion in water.
Bluetooth®	**Bluetooth logo** Registered trademark of Bluetooth SIG, Inc. where any use of such requires a license.

Description of symbols accompanying the product	
Made for iPhone | iPad	**Made for Apple badges** Indicates that the device is compatible with iPhone and iPad.
Mac	**Mac badge** Indicates that the device is compatible with Mac.
	Apple AirPlay badge The AirPlay button can be used to disconnect and connect hearing aids from a Mac.
Runs on android	**Android badge** Indicates that the device is compatible with Android.
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 device 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.
	Keep dry Indicates a medical device that needs to be protected from moisture.

Description of symbols accompanying the product	
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.: _____

Battery size: _____

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

Power instrument ☐ Yes ☐ No				
Settings overview for your hearing aid				
Left			**Right**	
☐ Yes	☐ No	Volume control	☐ Yes	☐ No
☐ Yes	☐ No	Program shift	☐ 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	Clicks when changing volume	☐ On	☐ Off
☐ On	☐ Off	Beeps at preferred volume	☐ On	☐ Off
Battery indicators				
☐ On	☐ Off	Low battery warning	☐ On	☐ Off

Troubleshooting guide

Symptom	Possible causes
No sound	Worn-out battery
	Clogged sound outlet
	Clogged microphone inlet
	Hearing aid microphone muted
Intermittent or reduced sound	Clogged sound outlet
	Moisture
	Worn-out battery
Squealing noise	Hearing aid not inserted properly
	Ear wax accumulated in ear canal
Pairing issue with Apple device	Bluetooth connection failed
	Only one hearing aid paired

Solutions
Replace the battery
Clean sound outlet* or replace the wax filter
Clean microphone inlet* or replace filter (T-Cap or O-Cap)
Unmute the hearing aid microphone
Clean sound outlet or replace the wax filter
Wipe battery and hearing aid with a dry cloth
Replace the battery
Re-insert the hearing aid
Have ear canal examined by your doctor
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 (for guidance, visit: www.oticon.global/pairing)

If none of the above solutions work, consult your hearing care professional for assistance.
* According to guideline in this booklet

8,15 mm

Placeholder
for FSC logo

FSC

MIX

Paper

FSC® C043970

21 mm

15 mm

9,0 mm

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