

# INSTRUCTIONS FOR USE

IIC-CIC-ITC-HS-FS



-  Oticon | **Alta**
-  Oticon | **Nera**
-  Oticon | **Ria**

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**oticon**  
PEOPLE FIRST

## Thank you

Thank you for choosing our product as your means to better hearing. To support your efforts, we have put great care and attention into making sure that your new hearing instrument is of the highest quality and it is easy to use and maintain.

We recommend that you read this manual carefully to achieve the full benefit of your new hearing instrument.

To meet your needs, various functions may be configured to your hearing instrument. The actual configuration of your instrument is marked (ticked off) by your Hearing Care Professional in relevant sections of this manual. Please also refer to the last page for a complete overview of all functions configured to your hearing instrument(s).

The hearing instrument amplification is uniquely adjusted and optimised to your personal hearing capabilities using the prescription provided by your Hearing Care Professional.

If you have any questions on the use or maintenance of the hearing instrument, please contact your Hearing Care Professional.

## **Indications for Use**

The hearing instrument is intended to amplify and transmit sound to the ear and thereby compensate for mild to severe impaired hearing.

## **IMPORTANT NOTICE**

Please familiarise yourself with the entire content of this booklet before using your hearing instrument. It contains instructions and important information about the use and handling of your hearing instrument and batteries.

## **CAUTION**

Hearing instruments can be fitted to powerful output levels. Never allow others to wear your hearing instrument as incorrect usage could cause permanent damage to their hearing.

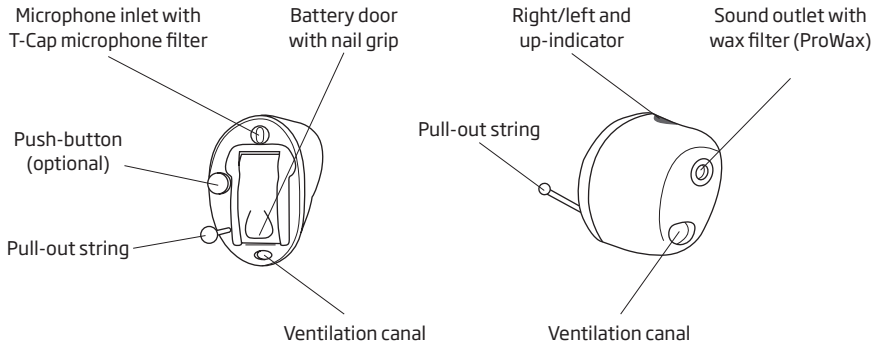
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## View of size 10 battery instruments (IIC, CIC, ITC)



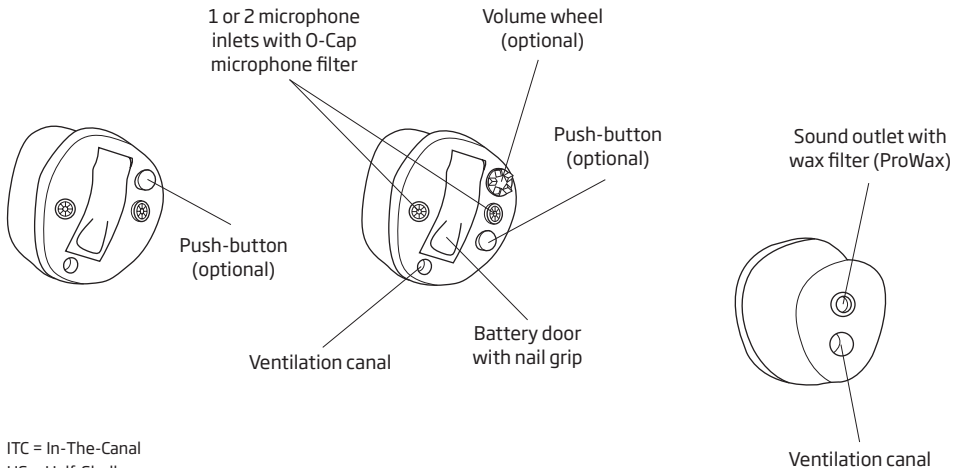
IIC = Invisible-In-the-Canal  
CIC = Completely-In-the-Canal  
ITC = In-The-Canal

## **IMPORTANT NOTICE**

Open the battery door fully to allow air to circulate whenever you are not using your hearing instrument, particularly overnight.



## View of size 312 battery instruments (ITC, HS, FS)

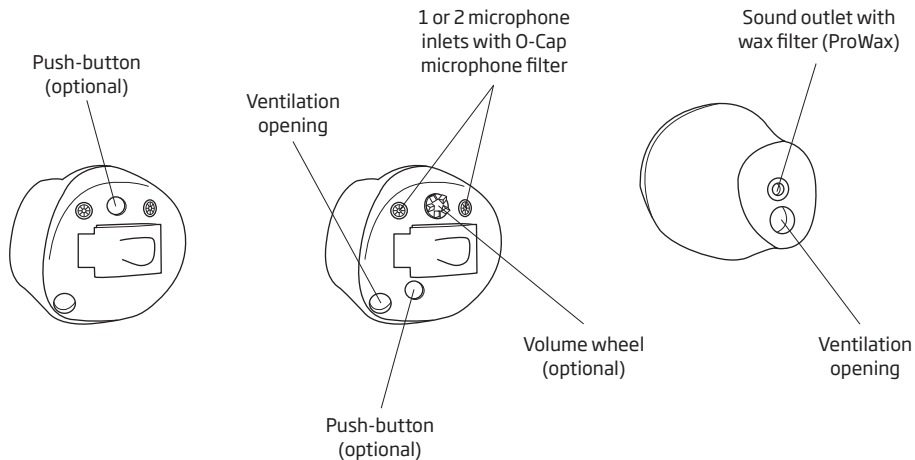


ITC = In-The-Canal  
HS = Half-Shell  
FS = Full-Shell

## **IMPORTANT NOTICE**

Open the battery door fully to allow air to circulate whenever you are not using your hearing instrument, particularly overnight.

## View of size 13 battery instruments (HS, FS)



HS = Half-Shell

FS = Full-Shell

## **IMPORTANT NOTICE**

Open the battery door fully to allow air to circulate whenever you are not using your hearing instrument, particularly overnight.

## **Warnings**

You should familiarize yourself fully with the following general warnings and the entire content of this booklet before using your hearing instrument.

### **Use of hearing instruments**

- Hearing instruments should be used only as directed and adjusted by your Hearing Care Professional. Misuse can result in sudden and permanent hearing loss.
- Never allow others to wear your hearing instrument, as incorrect usage could cause permanent damage to their hearing.

### **Choking Hazards**

- Hearing instruments, their parts and batteries are not toys and should be kept out of reach of children and anyone who might swallow these items or otherwise cause injury to themselves.
- Never replace the battery or adjust the controls of the hearing instrument in front of infants, small children or people with learning difficulties.
- Discard batteries carefully in a place where infants, small children or people with learning difficulties cannot reach them.

## **Warnings**

- Batteries have occasionally been mistaken for pills. Therefore check your medicine carefully before swallowing any pills.
- Never put your hearing instrument or batteries in your mouth for any reason, as they are slippery and could be swallowed by accident.
- Most hearing instruments can be supplied with a tamper-resistant battery door upon request. This is strongly recommended for infants, small children, and people with learning difficulties.

*If a battery or hearing instrument is swallowed, see a doctor immediately and contact the national Poison Center at 1-800-222-1222 or the National Battery Ingestion Hotline at 1-202-625-3333.*

### **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. They may explode and cause serious injury.
- Never dispose of batteries by burning them. There is a risk that they will explode and cause serious injury.

## **Warnings**

### **Dysfunction in hearing instruments**

- Hearing instruments may stop functioning, for instance if the batteries have expired or if the sound outlet is blocked by moisture or ear wax. You should be aware of this possibility, in particular when you are in traffic or otherwise dependent on warning sounds.

### **Active Implants**

Caution must be taken with active implants. General advice is to follow the guidelines as recommended by manufacturers of implantable defibrillators and pacemakers regarding use with mobile phones:

- If you wear an active implant, then keep the hearing instrument more than 15 cm away from the implant e.g., do not carry them in a breast pocket.
- If you have an active brain implant, please contact the manufacturer of your implantable device for information about the risk of disturbance.
- The MultiTool has a built-in magnet. If you have an implantable device, such as a pacemaker or defibrillator, the MultiTool should not be carried in a breast pocket or near the chest.

## **Warnings**

### **Explosives**

- The power source in your hearing instrument has insufficient energy to cause fire in normal conditions of use. The hearing instrument has not been tested for compliance with international standards concerning explosive atmospheres. It is recommended not to use your hearing instrument in areas where there is a danger of explosions.

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

- Remove your hearing instrument during X-ray, CT / MR / PET scanning electrotherapy or surgery, as your hearing instrument may be damaged when exposed to strong fields.

### **Power instrument**

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

### **Possible side effects**

- Hearing instruments may cause an accelerated accumulation of ear wax.



## **Warnings**

- The otherwise non-allergenic materials used in hearing instruments may, in rare cases, cause a skin irritation or another unusual condition.

*Please see a doctor if these conditions occur.*

### **Interference**

- Your hearing instrument has been thoroughly tested for interference, according to the most stringent international standards. However, interference with your hearing instrument and other devices may occur, for example with some mobile phones, citizens band devices and shop alarm systems. If this occurs, increase the distance between the hearing instrument and the device.

### **Wax filter**

- If the instrument sound outlet is equipped with a ProWax filter, follow the directions specified in the section “Replacing ProWax filter”.
- Always use the same type of wax filter like that which was originally supplied with the instrument.

*If you are in any doubt about the use or replacement of wax filters, contact your Hearing Care Professional.*

## **Warnings**

### **Warning to hearing instrument dispensers**

A hearing instrument dispenser should advise a prospective hearing instrument user to consult immediately with a licensed physician (preferably an ear specialist) before dispensing a hearing instrument if the hearing instrument dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- (i) Visible congenital or traumatic deformity of the ear.
- (ii) History of active drainage from the ear within the previous 90 days.
- (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days.
- (iv) Acute or chronic dizziness.
- (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- (vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 Hertz (Hz), 1,000 Hz, and 2,000 Hz.
- (vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- (viii) Pain or discomfort in the ear.

## **Warnings**

Special care should be exercised in selecting and fitting a hearing instrument whose maximum sound pressure capability exceeds 132 dB SPL as there may be risk of impairing the remaining hearing of the hearing instrument user.

### **Important notice for prospective hearing instrument users**

- Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing instrument. Licensed physicians who specialize in diseases of the ear are often referred to as Otolaryngologists, Otologists or Otorhinolaryngologists. The purpose of medical evaluation is to ensure that all medically treatable conditions that may affect hearing are identified and treated before the hearing instrument is purchased. Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing instrument. The physician will refer you to an audiologist or a hearing instrument dispenser, as appropriate, for a hearing instrument evaluation.

## Warnings

- The audiologist or hearing instrument dispenser will conduct a hearing instrument evaluation to assess your ability to hear with and without a hearing instrument. The hearing instrument evaluation will enable the audiologist or dispenser to select and fit a hearing instrument to your individual needs. If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial, rental or purchase-option program. Many hearing instrument dispensers now offer programs that permit you to wear a hearing instrument for a period of time for a nominal fee, after which you may decide if you want to purchase the hearing instrument. Federal law limits the sale of hearing instruments to those individuals who have obtained a medical evaluation from a licensed physician.
- Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged. A hearing instrument will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. A hearing instrument is only part of hearing rehabilitation and may need to be supplemented by auditory training and lip reading.

## **Warnings**

### **Children with hearing loss**

In addition to seeing a physician for medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation, since hearing loss may cause problems in language development and educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss. If the user is an infant, small child, or person of mental incapacity, it is recommended that the hearing instrument be modified with a tamper-resistant battery compartment.

## **Activating the hearing instrument for the first time**

A hearing instrument is a miniature electronic device that runs on special batteries. To activate the hearing instrument, you must insert a new battery in the battery drawer.

The hearing instrument will start up when the battery door is closed. It will take a few seconds until sound is produced. A jingle is played while the start-up process is running. This indicates that the battery is working and the instrument is operating.

You may insert the hearing instrument immediately upon closing the battery door.

If the hearing instrument is held in the hand while activated, it may produce a whistling sound. This will stop when properly fitted in the ear.

## Turning your instrument ON and OFF

The instrument do not have a power button, it is turned on and off by opening and closing the battery door.

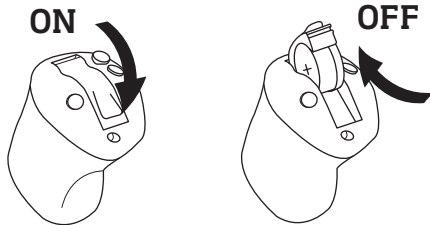
Turn **ON** your hearing instrument by fully closing the battery door with the battery in place. When the battery door is closed the instrument will start up by playing a jingle.

Turn **OFF** your hearing instrument by opening the battery door with your finger nail.

To preserve the battery, make sure your hearing instrument is switched off when you are not wearing it.

### IMPORTANT NOTICE

Open the battery door fully to allow air to circulate whenever you are not using your hearing instrument, particularly overnight or for longer periods of time.



## Replacing the battery

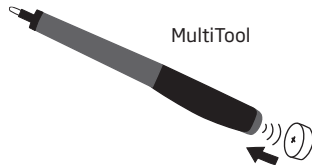
The correct battery size depends on the instrument type. Please find the battery size in the instrument overview in the first section of this document.

A worn out battery should be removed immediately and disposed of according to local regulations.

You will hear 2 beeps when it is time to replace the battery. This pre-warning will be repeated in moderate intervals until the battery runs out. If the battery runs out the instrument turns off. When that happens, 4 beeps are played to indicate that the instrument is no longer operating.

Any moisture on the battery surface should be wiped off before use.

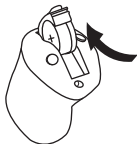
The magnet at the end of the MultiTool may be useful in terms of helping you with the handling of the batteries.





**To replace the battery, follow these instructions:**

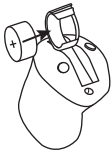
1. Fully open the battery door. Remove the old battery.



2. Remove the sticky label, from the new battery.



3. Place the new battery in the battery drawer. Ensure that the + marking faces the + on the battery door.



4. Close the battery door.



5. When the battery door is closed, the instrument will play a jingle. It might take a few seconds before the battery works.



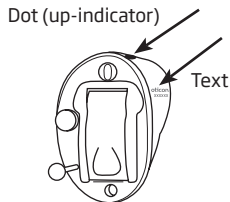
## Right/Left indicator

Hearing instruments are fitted to the uniqueness of each ear, which means if you have two instruments then your left hearing instrument is shaped and programmed differently from your right. That is why it is important to distinguish between the left hearing instrument and the right.

In order to easily identify whether it is the left or right ear instrument, color indicators can be applied.

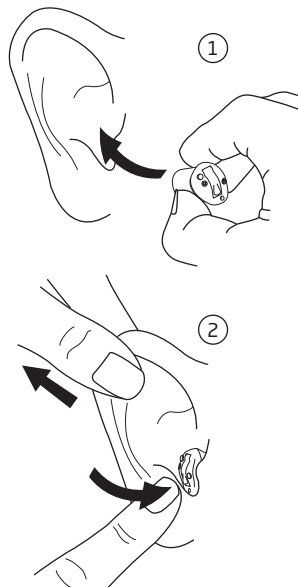
A **RED** shell, text or dot identifies the **RIGHT** instrument.

A **BLUE** shell, text or dot identifies the **LEFT** instrument.



## Inserting your hearing instrument

1. Hold the instrument so that the colored dot (up-indicator) faces upwards. Place the tip of the hearing instrument in your ear canal.
2. Gently pull your ear back and push the hearing instrument into the ear canal, twisting slightly if necessary, following the natural contour of the ear canal.

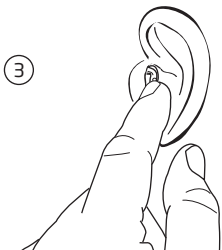
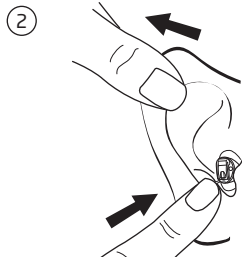
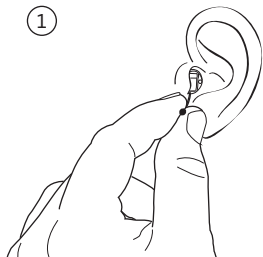


### **IMPORTANT NOTICE**

DO NOT use the battery door as a handle to insert or remove your instrument. It is not designed for this purpose.

## **Inserting a small instrument (IIC and CIC)**

1. Hold the hearing instrument by the pull-out string and place the tip of the instrument into your ear canal. The colored dot on the shell should face upwards.
2. Gently pull your ear back and push the hearing instrument into the ear canal.
3. Use the tip of your finger to gently push the instrument.
4. Continue to push gently until the hearing instrument is fully seated in the ear canal.



## Removing your hearing instruments

1. Hold the hearing instrument by the pull-out string (if available).
2. Gently pull the instrument from the ear canal.
3. It may be helpful to gently pull your ear back, as was done when inserting the instrument.

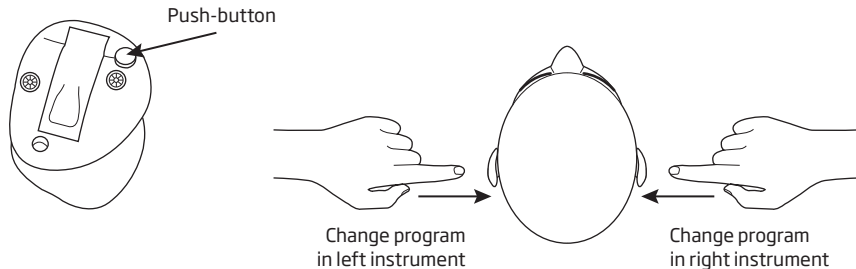
### **IMPORTANT NOTICE**

DO NOT use the battery door as a handle to insert or remove your instruments. It is not designed for this purpose.

## Independent program control with push-button



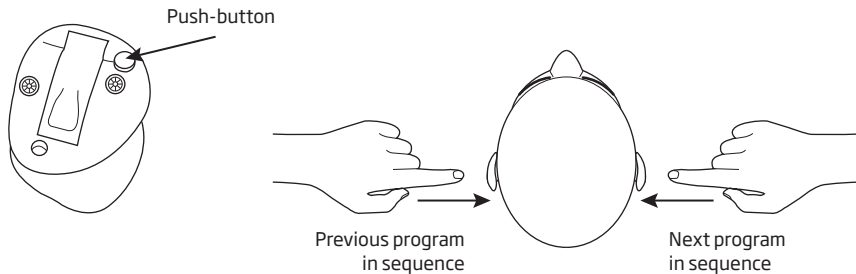
The listening programs available in your hearing instruments are configured by your Hearing Care Professional. When the hearing instruments are turned on, they start up in program 1.



Press the push-button briefly to change program. Your hearing instrument will beep. The number of beeps indicates which program you are using (1 beep = program 1).

## Right ↔ Left program control with push-button

The listening programs available in your hearing instruments are configured by your Hearing Care Professional. When the hearing instruments are turned on, they start up in program 1.



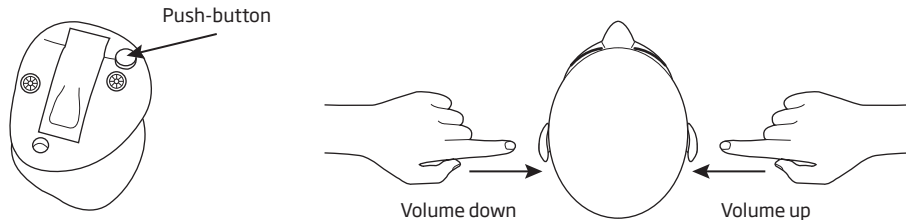
Press the push-button briefly to change program. Both instruments will change program and beep. The number of beeps indicates which program you are using (1 beep = program 1).



## Right ↔ Left volume control with push-button



When the hearing instruments are turned on, they start up at a preferred volume level.

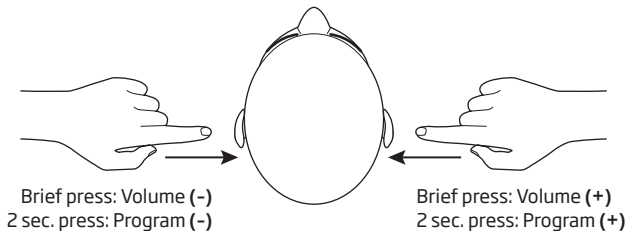
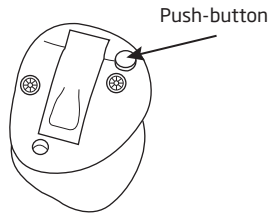


Press the push-button briefly to adjust the listening volume. Both instruments will change volume and make a 'click' sound to give you an impression of volume level. A double-beep indicates that you have reached the preferred volume level.

*Note: Volume indications in your instruments may differ. See last page.*

## Right ↔ Left program and volume control with push-button

When the hearing instruments are turned on, they start up in program 1 and at a preferred volume level.



Press and hold the push-button for about 2 seconds to change program. Both instruments will change program and beep. The number of beeps indicates which program you are using (1 beep = program 1).

Press the push-button briefly to adjust the listening volume. Both instruments will change volume and make a 'click' sound to give you an impression of volume level.

A double-beep indicates that you have reached the preferred volume level.

*Note: Volume indications in your instruments may differ. See last page.*

## Right ↔ Left program and volume control with push-button and volume wheel



When the hearing instruments are turned on, they start up in program 1 and at a preferred volume level.

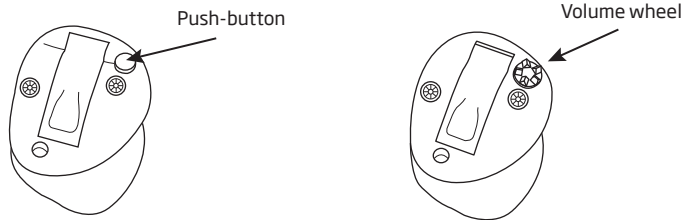
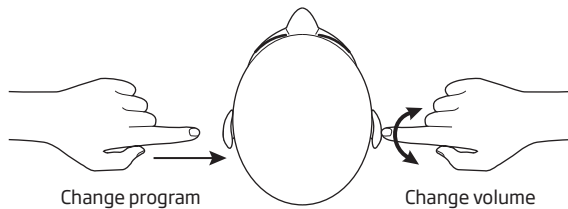
Press the push-button briefly to change program. Both instruments will change program and beep. The number of beeps indicates which program you are using (1 beep = program 1).

The volume wheel can be operated with the tip of a finger and can be rotated both ways.

When adjusting the volume level, the instrument will make a 'click' sound to give you an impression of volume level.

A double-beep indicates that you have reached the preferred volume level.

*Note: Volume indications in your instruments may differ. See last page.*



*Note: The push-button and volume wheel may be located in the opposite ears.*

## Volume control by wheel

Independent

Right ↔ Left

When the hearing instrument is turned on, it starts up at a preferred volume level. The volume wheel can be operated with the tip of a finger and can be rotated infinitely both ways.

When adjusting the volume level, the instrument will make a 'click' sound to give you an impression of volume level.

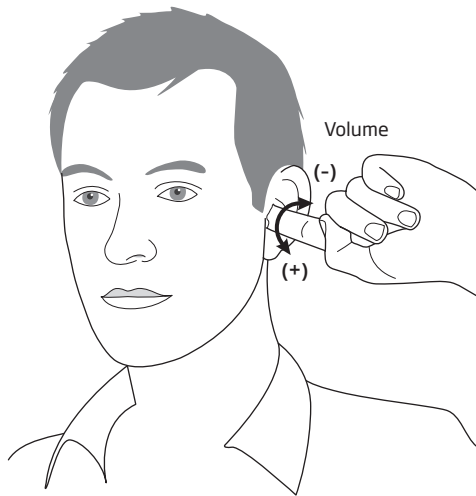
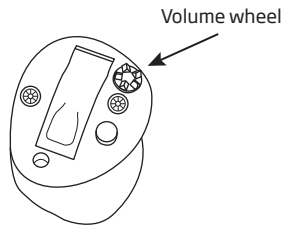
A double-beep indicates that you have reached the preferred volume level.

You can have either a independent or a Right ↔ Left volume wheel.

**Independent:** The volume of the right and left instruments are controlled independently.

**Right ↔ Left:** Both instruments will change volume.

*Note: Volume indications in your instruments may differ. See last page.*







## Telecoil (optional)



Your hearing instrument may have a telecoil.

The telecoil is a receiver for audio signals transmitted from an inductive loop installation. The telecoil is meant for telephone\* conversations and for loop systems in places such as theatres churches or lecture rooms.

The telecoil is activated by the push-button. When activated, you will hear a certain number of beeps corresponding to the telecoil program.

See the “Hearing programs description” on last page for where the telecoil program is placed.

This logo incorporates the universal symbol for hearing assistance, the “T” signifies an available telecoil compatible system.



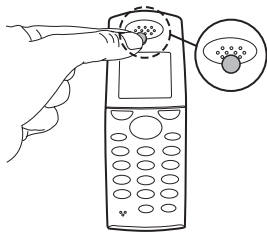
*\* Requires a telephone with built-in tele loop. Tele loop is a common standard for assisted listening and transmits the audio to the telecoil in the hearing instrument.*

## Autophone (optional)

The hearing instrument may have a built-in autophone functionality. When the hearing instrument is close to a telephone receiver, the autophone will activate a phone program. When the phone program is activated you will hear a number of beeps.

When you end your telephone conversation, the hearing instrument will automatically return to the previous program.

Not all telephones can activate the autophone. The telephone receiver must have a special magnet fitted. Please follow the separate instructions for mounting the magnet, which is available from your Hearing Care Professional.



 **WARNING**

**If you use an autophone magnet:**

- Keep magnets out of reach of children and pets. If a magnet is swallowed, see a doctor immediately.
- Do not wear the magnet in a breast pocket and always keep it 30 cm away from active implantable devices such as pacemakers, defibrillators, etc. Preferably, use the telephone with magnet on the opposite side to a pacemaker or other active implants.
- Keep the magnet 30cm away from credit cards and other magnetically-sensitive devices.

## Caring for your hearing instrument

Your ear canal produces ear wax (cerumen) which may clog up the ventilation canals, the microphone inlets and the sound outlet. If the microphone inlets or the sound outlet are clogged by dust or dirt, this will affect the performance of the instrument.

When handling a hearing instrument, keep it over a soft surface to avoid damage if you drop it.

### **Before going to bed:**

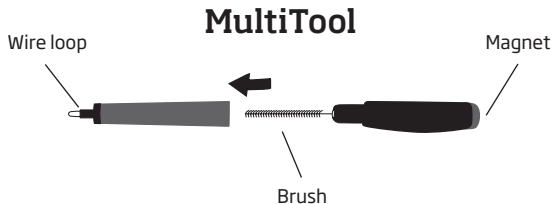
- Make sure that there is no ear wax in any of the instrument openings since it may reduce the hearing instrument's efficiency.
- Open the battery door to allow air to circulate.

### **IMPORTANT NOTICE**

The hearing instrument itself must never be washed or immersed in water or other liquids.

A range of dedicated cleaning tools is made for cleaning the instrument. These should be used to ensure the best care and performance of your hearing instrument.

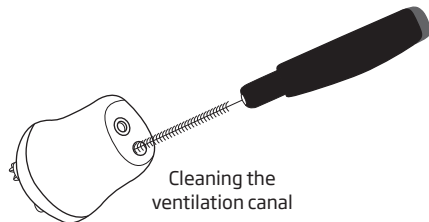
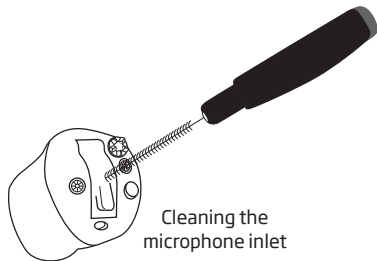
The MultiTool contains a brush and a wire loop for cleaning wax from the hearing instrument.



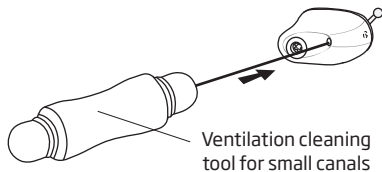
Replace the MultiTool brush when necessary. Brushes can be purchased from your Hearing Care Professional.

## Cleaning your hearing instrument

- Clean away any traces of wax from around the ventilation canals, microphone inlets and sound outlet with the MultiTool brush. Hardened sediments can be removed with the wire loop in the MultiTool. If the microphone inlets or the sound outlet are clogged by dust or dirt, this will affect the performance of the instrument.
- Clean the ventilation canal by pressing the brush through the hole while twisting it slightly.



- If the ventilation canal is very small a special tool may be required in order to clean it. Your Hearing Care Professional can advise.



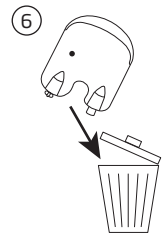
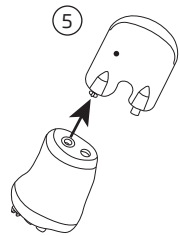
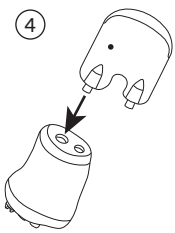
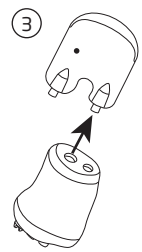
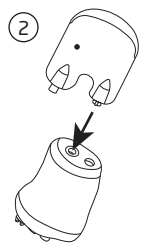
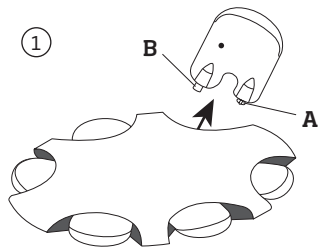
- Use the cloth to wipe the surface of the instrument clean.
- If the white wax filter (ProWax: see page 40) placed in the sound outlet seems filled up and blocked by ear wax, it must be replaced.
- If the microphone wax filter (O-Cap or T-Cap: see page 7a, 7b or 7c) seems filled up and blocked by ear wax, it must be replaced (T-Cap: see page 42, O-Cap: see page 44).

## Replacing ProWax sound outlet filter



1. Remove the tool from the shell. The tool has two arms, one for removal of the ProWax (A) and one with the new ProWax (B).
2. Push the empty removal arm into the existing ProWax filter.
3. Remove the tool and the used filter. If the filter does not come out with a straight pull, try to tilt the tool a bit when pulling it out.
4. Using the other arm, insert the new ProWax filter into the outlet.
5. Remove the tool so that it leaves the new ProWax filter in the instrument.
6. Throw out the used tool.
7. It is advised to change the wax stop at least every 2 week for maximum performance.

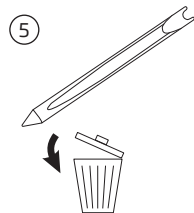
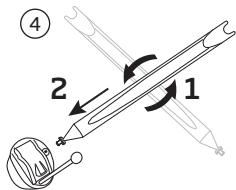
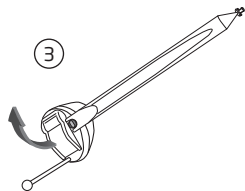
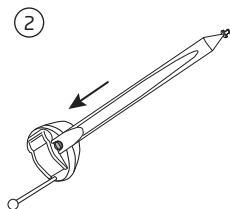
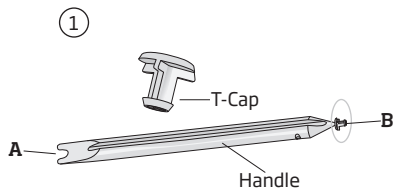




## Replacing T-Cap microphone filter (Instruments with size 10 batteries)



1. Remove the tool from its packaging. The tool has two ends, one for removal of the T-Cap (A) and one with the new T-Cap (B).
2. Using the removal end, push it under the top edge of the used T-Cap.
3. Lift the used T-Cap up and out.
4. Using the other end of the tool, insert the new T-Cap into the inlet and slightly twist the tool so that the new T-Cap is free.
5. Throw out the tool.

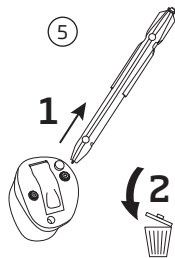
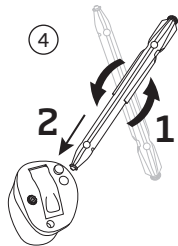
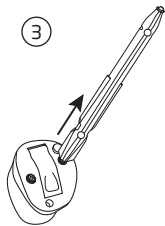
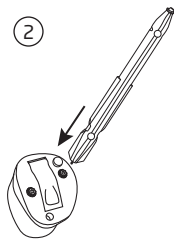
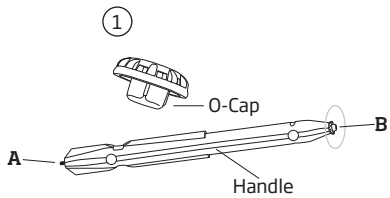


## Replacing O-Cap microphone filter (Instruments with size 312 and 13 batteries)



1. Remove the tool from its packaging. The tool has two ends, one for removal of the O-Cap (A) and one with the new O-Cap (B).
2. Push the removal end of the tool into the used O-Cap filter.
3. Pull the used O-Cap out with the tool.
4. Using the other end of the tool (1), push the new O-Cap into the inlet (2).
5. Remove the tool leaving the O-Cap in place (1). Throw out the handle (2).

If your instrument have two microphone inlets, follow the same procedure to replace also the second O-Cap filter.



## **Avoiding heat, humidity and chemicals**

Your hearing instrument must never be exposed to extreme heat e.g., left inside a parked car in the sun. They must never be exposed to a lot of moisture e.g., steam baths, showers or heavy rain, nor must they be dried in microwave ovens or other ovens.

Wipe the batteries carefully with a dry cloth if moisture is present as it may affect their performance. Using an anti-humidity kit can help to avoid these problems. This may even extend the life of your hearing instrument. Consult your Hearing Care Professional for further advice.

The chemicals in cosmetics, hairspray, perfume, aftershave lotion, suntan lotion and insect repellent can damage your hearing instrument. You should always remove your hearing instrument before applying such products and allow time for the product to dry before reinserting your hearing instrument.

If you use lotion, ensure that you dry your hands before handling your hearing instrument.

## **Eight easy steps to better hearing**

It takes time to adjust to a new hearing instrument. How long this adjustment takes differs from person to person. It will depend on a number of factors, such as whether you have had a hearing instrument before and the degree of your hearing loss.

### **1. In the quiet of your home**

Try to get accustomed to all the new sounds. Listen to the many background sounds and try to identify each one. Bear in mind that some sounds will seem different from what you are used to. You may have to learn to identify them again. Note that in time you will get used to the sounds in your environment - if not please contact your Hearing Care Professional.

If using the hearing instrument makes you tired, take it off for a little while and have a rest. Gradually, you will begin to be able to listen for longer periods of time. Soon, you will be able to wear your hearing instrument comfortably all day long.

## **2. Conversation with another person**

Sit with someone else in a quiet room. Face each other so you can read facial expressions easily. You may experience new speech sounds, which can seem a little disturbing in the beginning. However, after the brain has adapted to the new speech sounds, you should hear speech more clearly.

## **3. Listen to the radio or TV**

When listening to the TV or the radio, start out by listening to news commentators since they usually speak clearly, then try other TV programmes.

If you find it difficult to listen to the TV or radio, ask your Hearing Care Professional for more information regarding the ConnectLine system\* and other available accessories.

## **4. In group conversations**

Group situations are usually accompanied by a greater degree of background noise, and are, therefore, naturally more difficult to cope with. In such situations, focus your attention on the person you want to hear. If you miss a word, ask the speaker to repeat.

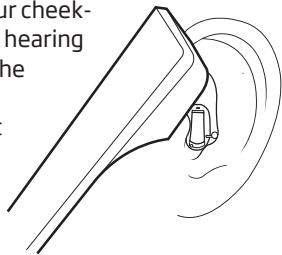


## 5. Telecoil use in church, theatre, or cinema

An increasing number of churches, theatres and public buildings often have loop systems installed. These systems send out wireless sound to be received by the telecoil in your hearing instrument. Typically, a sign will let you know whether the place has a loop system. Ask your Hearing Care Professional for details.

## 6. Using the telephone

When using the telephone, tilt the receiver edge lightly on your cheekbone and position the phone slightly over the ear, close to the hearing instrument's microphone. The sound then flows directly into the hearing instrument's microphone inlet. This way, the hearing instrument will not whistle and you ensure that you have best conditions to understand the conversation. When you have the receiver in this position, remember to speak directly into the microphone on the telephone in order to ensure good understanding on the other "end of the line".



If you find it difficult to use the telephone, ask your Hearing Care Professional for more information regarding the ConnectLine system\* and other available accessories. If your hearing instrument has a telecoil (and your telephone has a built-in tele loop) you can switch into telecoil program in order to improve the sound reception further.

Remember that the telecoil in hearing instrument may pick up disturbing signals from electronic devices, such as a fax machines, computers, televisions or similar. Make sure that the hearing instrument has a distance of 2-3 metres to such devices when using the telecoil program.

## **7. Wireless and mobile phones**

Your hearing instrument is designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However not all mobile phones are hearing instrument-compatible. The varying degree of disturbance can be due to the nature of your particular mobile phone.

If you find it difficult to obtain a good result while using your mobile phone, ask your Hearing Care Professional for more information regarding the ConnectLine system\* and other available accessories.

## **8. Use your hearing instrument all day long**

The best way to ensure better hearing is to practice listening until you can wear your hearing instrument comfortably all day. In most cases, you will not get the full benefit of the hearing instrument if you use it infrequently.

Your hearing instrument will not restore normal hearing. Nor will it prevent or improve a hearing impairment resulting from a physiological condition. What it will give you, however, is help towards making better use of the hearing ability that you have. If you have two hearing instruments, always wear both.

*\*Not available for all hearing instruments.*

## Common problems and their solutions

Symptom	Possible causes
No sound	Worn-out battery
	Clogged sound outlet
	Clogged microphone inlet
Intermittent or reduced sound	Clogged sound outlet
	Moisture
	Worn-out battery
Squealing noise	Hearing instrument not inserted properly
	Ear wax accumulated in ear canal

*If none of the above solutions solves the problem, ask your Hearing Care Professional for assistance.*

<b>Solutions</b>	
Replace the battery	pg. 18 - 19
Clean sound outlet or replace ProWax	pg. 38, 39, 41 - 42
Clean microphone inlet or replace filter (T-Cap or O-Cap)	pg. 39, 40, 43 - 46
Clean sound outlet or replace ProWax	pg. 38, 39, 41 - 42
Wipe battery and instrument with dry cloth	pg. 47
Replace the battery	pg. 17 - 18
Reinsert the hearing instrument	pg. 20 - 22
Have ear canal examined by your doctor	

## **International warranty**

Your hearing instrument is covered by a limited warranty issued by the manufacturer for a period of 12 months from the date of delivery. This limited warranty covers manufacturing and material defects in the hearing instrument itself, but not accessories such as batteries, tubing, ear wax filters, etc.

Problems arising from improper handling or care, excessive use, accidents, repairs made by an unauthorised party, exposure to corrosive conditions, physical changes in your ear, damage due to foreign objects entering the device, or incorrect adjustments, are NOT covered by the limited warranty and may void it.

The above warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods. Your Hearing Care Professional may have issued a warranty that goes beyond the clauses of this limited warranty. Please consult him/her for further information.

### **If you need service**

Take your hearing instrument to your Hearing Care Professional, who may well be able to sort out minor problems and adjustments on the spot.

# Warranty certificate

Name of owner:

---

Dispenser:

---

Dispenser address:

---

Dispenser phone:

---

Purchase date:

---

Warranty period:

Month:

---

Left model:

Serial no.:

---

Right model:

Serial no.:

---

Battery size:

---

## Cell phone

Some hearing aid users have reported a buzzing sound in their hearing aids when they are using mobile phones, indicating that the mobile phone and hearing aid may not be compatible.

According to the ANSI C63.19 standard (ANSI C63.19-2007 American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and Hearing Aids), the compatibility of a particular hearing aid and mobile phone can be predicted by adding the rating for the hearing aid immunity to the rating for the mobile phone emissions. For example, the sum of a hearing aid rating of 2 (M2/T2) and a telephone rating of 3 (M3/T3) would result in a combined rating of 5. Any combined rating that equals at least 5 would provide "normal use"; a combined rating of 6 or greater would indicate "excellent performance".



The immunity of this hearing instrument depends on the hearing loss level, see the table below.

<b>Hearing loss</b>	
75 - 90	91 - 100
M3/T3	M4/T3

The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied.

### **IMPORTANT NOTICE**

The performance of individual hearing instruments may vary with individual mobile phones. Therefore, please try this hearing instrument with your mobile phone or, if you are purchasing a new phone, be sure to try it with your hearing instrument prior to purchasing it. For additional guidance, please ask your mobile phone provider for the booklet entitled "Hearing Aid Compatibility with Digital Wireless Cell Phones."

## **Wireless accessories**

As an enhancement to your wireless hearing instrument a range of devices can be connected.

### **ConnectLine**

The ConnectLine products can connect your hearing instrument to a number of media and sound sources. This will allow you to receive audio signals from TV, phones, music players, PC, or an external microphone wireless through your hearing instrument.

### **Remote Control**

The Remote Control offers an opportunity to change program or adjust the volume in your hearing instruments.

For detailed information on the ConnectLine and the Remote Control ask your Hearing Care Professional or visit [www.oticon.com](http://www.oticon.com)

## Technical information

The hearing instrument contains a radio transmitter (*not applicable to non-wireless instruments*) using short range magnetic induction technology working at 3.84 MHz. The magnetic field strength of the transmitter is  $< -42 \text{ dB}\mu\text{A/m @ 10m}$ .

The emission power from the radio system is well below international emission limits for Human Exposure. For comparison, the radiation of the hearing instrument is lower than unintended electromagnetic radiation from, for example, halogen lamps, computer monitors, dishwashers, etc. The hearing instrument complies with international standards concerning Electromagnetic Compatibility.

Due to the limited size available on the instrument all relevant approval markings are found within this document.

IIC, CIC & MIC wireless instruments contains a modul with:

FCC ID: U28FU2CICWL

IC: 1350B-FU2CICWL

ITC, HS & FS wireless instruments contains a modul with:

FCC ID: U28FU2ITE

IC: 1350B-FU2ITE

The device complies with Part 15 of the FCC rules and RSS-210 of Industry Canada.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Oticon declares that this hearing instrument complies with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Declaration of conformity is available at:

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

CE 0543 0682



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



## Settings overview for your hearing instrument

Hearing instrument					
Left			Right		
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Volume control	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Program shift	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Mute	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Volume control indicators					
<input type="checkbox"/> On	<input type="checkbox"/> Off	Beeps at min /max volume	<input type="checkbox"/> On	<input type="checkbox"/> Off	
<input type="checkbox"/> On	<input type="checkbox"/> Off	Clicks when changing volume	<input type="checkbox"/> On	<input type="checkbox"/> Off	
<input type="checkbox"/> On	<input type="checkbox"/> Off	Beeps at preferred volume	<input type="checkbox"/> On	<input type="checkbox"/> Off	
Battery indicators					
<input type="checkbox"/> On	<input type="checkbox"/> Off	Low battery warning	<input type="checkbox"/> On	<input type="checkbox"/> Off	

## Hearing program description

**Program  
No.**

1

2

3

4





**TECHNICAL DATA**

**IIC-CIC-ITC-HS-FS**

Measurements according to American National Standard ANSI S3.22 (2003) and S3.7 (1995).

Supply voltage:  
Battery Zinc Air 1.4 Volt

	Custom 75 (only IIC)	Custom 75
0 dB SPL ref. 20 mPa	75	75
Peak OSPL90	109 dB SPL	109 dB SPL
HF Average OSPL90	103 dB SPL	105 dB SPL
Peak Full-on Gain	35 dB	38 dB
HF Average Full-on Gain	34 dB	35 dB
Reference Test Gain	-	27 dB
Frequency Range	100-8500 Hz	100-8500 Hz
Total Harmonic Distortion 500 Hz	2%	<2%
Total Harmonic Distortion 800 Hz	<2%	<2%
Total Harmonic Distortion 1600 Hz	<2%	2 %
Battery Consumption	0.7 mA	1.0 mA
Equivalent Input Noise Level (omni/dir)	18/- dB SPL	20/29 dB SPL
HF Average SPLITS (left/right ear)	-	82/82 dB SPL
Attack Time	2 ms	1 ms
Release Time	116 ms	90 ms

**Custom 85****Custom 90****Custom 100**

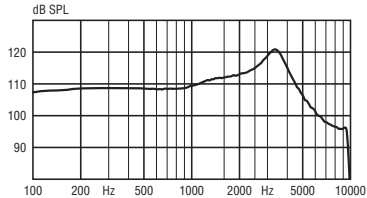
0 dB SPL ref. 20 mPa

**85****90****100**

	<b>85</b>	<b>90</b>	<b>100</b>
Peak OSPL90	117 dB SPL	121 dB SPL	127 dB SPL
HF Average OSPL90	113 dB SPL	116 dB SPL	123 dB SPL
Peak Full-on Gain	50 dB	54 dB	62 dB
HF Average Full-on Gain	45 dB	49 dB	58 dB
Reference Test Gain	37 dB	40 dB	48 dB
Frequency Range	100-8000 Hz	100-8500 Hz	100-8000 Hz
Total Harmonic Distortion 500 Hz	<2%	<2%	<2%
Total Harmonic Distortion 800 Hz	<2%	<2%	<2%
Total Harmonic Distortion 1600 Hz	2 %	2 %	<2%
Battery Consumption	1.0 mA	1.0 mA	0.9 mA
Equivalent Input Noise Level (omni/dir)	19/29 dB SPL	19/29 dB SPL	15/26 dB SPL
HF Average SPLITS (left/right ear)	90/90 db SPL	93/93 db SPL	105/105 db SPL
Attack Time	1 ms	1 ms	0.6 ms
Release Time	65 ms	55 ms	58 ms

### Custom 75 (IIC only)

75

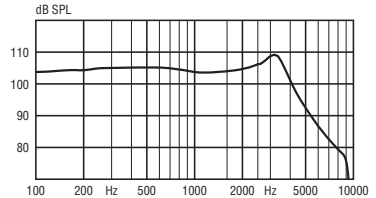


### OSPL90 - Output Sound Pressure Level

Input: 90 dB SPL.  
Technical setting: A0

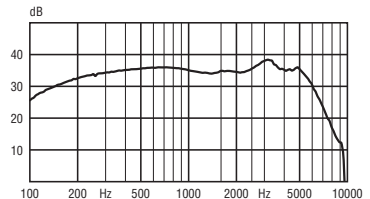
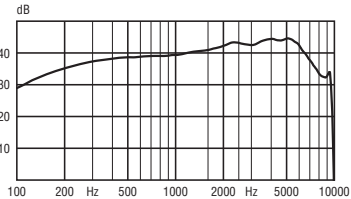
### Custom 75

75



### Full-on Gain

Input: 50 dB SPL.  
Technical setting: A0



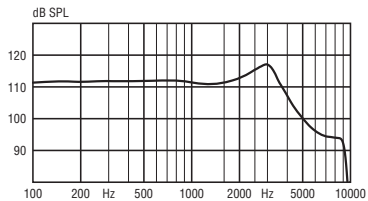
## Custom 85

85

### OSPL90 - Output Sound Pressure Level

Input: 90 dB SPL.

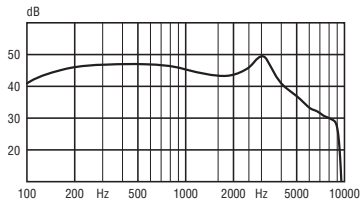
Technical setting: A0



### Full-on Gain

Input: 50 dB SPL.

Technical setting: A0





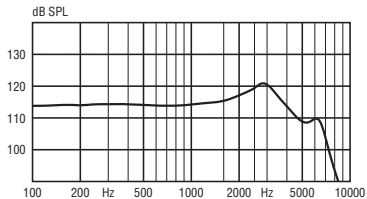
## Custom 90

90

### OSPL90 - Output Sound Pressure Level

Input: 90 dB SPL.

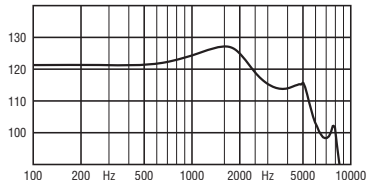
Technical setting: A0



## Custom 100

100

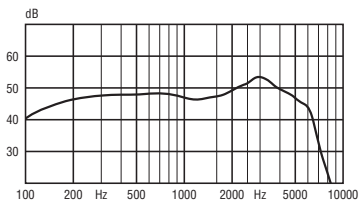
dB SPL



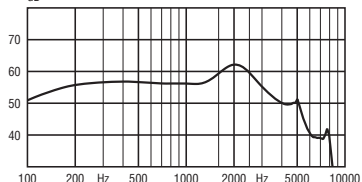
### Full-on Gain

Input: 50 dB SPL.

Technical setting: A0



dB







**TECHNICAL DATA**

**IIC-CIC-ITC-HS-FS**

Oticon | **Nera**

Oticon | **Ria**

**oticon**  
PEOPLE FIRST

Measurements according to American National Standard ANSI S3.22 (2003) and S3.7 (1995).

Supply voltage:  
Battery Zinc Air 1.4 Volt

		Custom 75 (only IIC)	Custom 75
0 dB SPL ref. 20 mPa		75	75
Peak OSPL90		109 dB SPL	109 dB SPL
HF Average OSPL90		103 dB SPL	105 dB SPL
Peak Full-on Gain		35 dB	38 dB
HF Average Full-on Gain		34 dB	35 dB
Reference Test Gain		-	27 dB
Frequency Range		100-7200 Hz	100-7100 Hz
Total Harmonic Distortion	500 Hz	2%	<2%
Total Harmonic Distortion	800 Hz	<2%	<2%
Total Harmonic Distortion	1600 Hz	<2%	2 %
Battery Consumption		0.7 mA	1.0 mA
Equivalent Input Noise Level (omni/dir)		18/- dB SPL	20/29 dB SPL
HF Average SPLITS (left/right ear)		-	82/82 dB SPL
Attack Time		2 ms	1 ms
Release Time		116 ms	90 ms

**Custom 85****Custom 90****Custom 100**

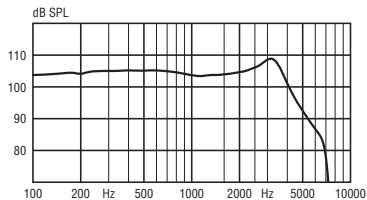
0 dB SPL ref. 20 mPa

**85****90****100**

	<b>85</b>	<b>90</b>	<b>100</b>
Peak OSPL90	117 dB SPL	121 dB SPL	127 dB SPL
HF Average OSPL90	113 dB SPL	116 dB SPL	123 dB SPL
Peak Full-on Gain	50 dB	54 dB	62 dB
HF Average Full-on Gain	45 dB	49 dB	58 dB
Reference Test Gain	37 dB	40 dB	48 dB
Frequency Range	100-7050 Hz	100-8500 Hz	100-8000 Hz
Total Harmonic Distortion 500 Hz	<2%	<2%	<2%
Total Harmonic Distortion 800 Hz	<2%	<2%	<2%
Total Harmonic Distortion 1600 Hz	2 %	2%	<2%
Battery Consumption	1.0 mA	1.0 mA	0.9 mA
Equivalent Input Noise Level (omni/dir)	19/29 dB SPL	19/29 dB SPL	15/26 dB SPL
HF Average SPLITS (left/right ear)	90/90 db SPL	93/93 db SPL	105/105 db SPL
Attack Time	1 ms	1 ms	0.6 ms
Release Time	65 ms	55 ms	58 ms

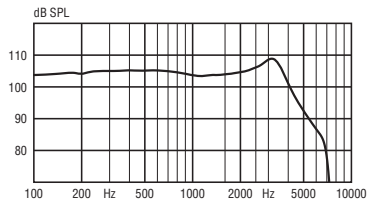
## Custom 75 (IIC only)

75



## Custom 75

75



## OSPL90 - Output Sound Pressure Level

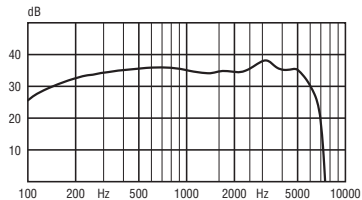
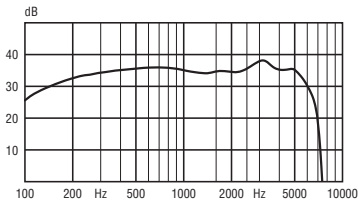
Input: 90 dB SPL.

Technical setting: A0

## Full-on Gain

Input: 50 dB SPL.

Technical setting: A0

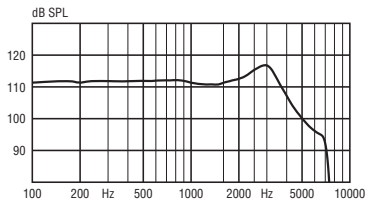


## Custom 85

85

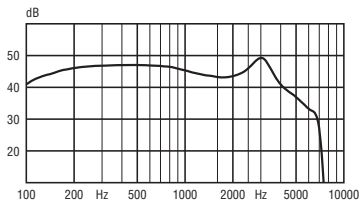
### OSPL90 - Output Sound Pressure Level

Input: 90 dB SPL.  
Technical setting: A0



### Full-on Gain

Input: 50 dB SPL.  
Technical setting: A0





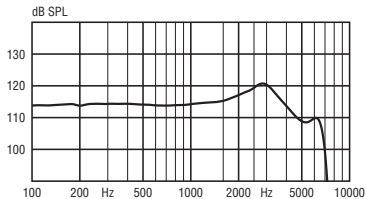
## Custom 90

90

### OSPL90 - Output Sound Pressure Level

Input: 90 dB SPL.

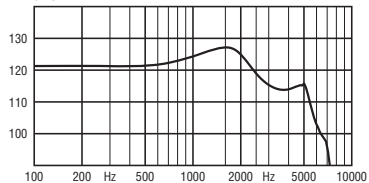
Technical setting: A0



## Custom 100

100

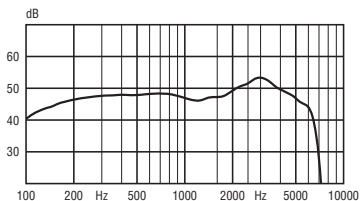
dB SPL



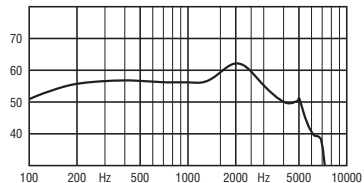
### Full-on Gain

Input: 50 dB SPL.

Technical setting: A0



dB









## People First

People First is our promise  
to empower people  
to communicate freely,  
interact naturally and  
participate actively



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