INSTRUCTIONS FOR USE

IIC-CIC-MIC-ITC-HS-FS

Alta2, Alta, Nera2, Nera, Ria2, Ria
Introduction to this booklet

This booklet guides you in how to use and maintain your new hearing instrument. Please read the booklet carefully including the Warning section. This will help you to achieve the full benefit of your new hearing instrument.

Your Hearing Care Professional has adjusted the hearing instrument to meet your needs. If you have additional questions, please contact your Hearing Care Professional.

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

Indication for use

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

IMPORTANT NOTICE
The hearing instrument amplification is uniquely adjusted and optimised to your personal hearing capabilities during the instrument fitting performed by your Hearing Care Professional.
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Identify your hearing instrument style

For your in-the-ear instrument, there are several different styles and sizes. Please identify your style. This will make it easier for you to navigate through this booklet.

The below abbreviations will be used in the booklet.

- IIC: Invisible-In-the-Canal
- CIC: Completely-In-the-Canal
- MIC: Mostly-In-the-Canal
- ITC: In-the-Canal
- HS: Half-Shell
- FS: Full Shell

All styles come in different shapes and with different configurations.
Size 10 battery (CIC shown)

What it is

- **Facing out**
  - Push button
  - Pull out string
  - Battery drawer
  - Vent

- **Facing in**
  - ProWax speaker protection
  - T-Cap microphone protection
  - Vent

What it does

- **Facing out**
  - Change program/volume

- **Facing in**
  - Sound out

Components may be positioned differently on your instruments.
Size 312 battery (ITC shown)

What it is

Facing out

- O-Cap microphone protection
- Battery drawer
- Push button

Facing in

- Volume wheel
- ProWax speaker protection

What it does

Facing out

- Sound in
- Contains the battery. Battery drawer is the on/off switch

Facing in

- Change volume
- Change program

Components may be positioned differently on your instruments.
Size 13 battery (Full shell shown)

What it is

Facing out

O-Cap microphone protection
Battery drawer
Vent
Push button

Facing in

Volume wheel
ProWax speaker protection

What it does

Facing out

Contains the battery. Battery drawer is the on/off switch

Facing in

Sound in
Change volume

Components may be positioned differently on your instruments.
Identify left and right instrument

It is important to distinguish between the left and the right instrument as they might be shaped and programmed differently.

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

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

Battery

Your 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. See how in the “Replace the battery” section.

Battery drawer

Refer to the first pages of the **About** section to see your instrument’s battery size

Pull out to open
Turn the hearing instrument on and off
The battery drawer is also used to switch the hearing instrument on and off. To preserve the battery, make sure your instrument is switched off when you are not wearing it.

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

Turn OFF
Open the battery drawer

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

Two beeps = The battery is running low

Four beeps = The battery has run out

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

3. Insert
   Insert the new battery into the battery drawer. Make sure the + side faces the + on the battery drawer.

4. Close
   Close the battery drawer. The instrument will play a jingle. Hold the instrument 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. The MultiTool is provided by your Hearing Care Professional.
Caring for your hearing instrument
When handling your hearing instrument, hold it over a soft surface to avoid damage if you drop it.

Cleaning the instrument
Carefully brush away debris from the microphone openings with a clean brush. Gently brush the surface.

Important Notice
Use a soft, dry cloth to clean the hearing instrument. It must never be washed or immersed in water or other liquids.
The MultiTool contains a brush and a wire loop for cleaning ear wax from the instrument. The brush can be replaced and purchased from your Hearing Care Professional.

If the vent is very small, a special tool may be required. Please consult your Hearing Care Professional.
Filter replacement

If you experience reduced sound quality, it is time to change the filters.

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

IMPORTANT NOTICE

Always use the same type of wax filter as 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.

Replace ProWax filter (all instruments)

1. Tool
   - New filter

2. Remove
   - Remove the tool from the shell. The tool has two pins, one empty for removal and one with the new ProWax filter.
   - Push the empty pin into the ProWax filter in the instrument and pull it out.

3. Insert
   - Insert the new ProWax filter using the other pin, remove the tool and throw it out.
**Replace T-Cap filter** (instruments with 10 batteries)

1. **Tool**
   - new filter

   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** (instruments with 312 and 13 batteries)

1. **Tool**
   - new filter

   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, remove the tool and throw it out.
Insert the instrument

Step 1
Hold the instrument with the coloured dot facing upwards. Place the tip of the instrument in your ear canal.

Step 2
Gently pull your ear outwards and push the hearing instrument into the ear canal, twisting slightly if necessary. Follow the natural contour of the ear canal.

Remove your hearing instruments

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

If your instrument doesn’t have a pull-out string, you can remove it by pulling on the edge of 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.
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 instrument is programmed.

If you experience difficult listening situations, a special program may be helpful. These are programmed by your Hearing Care Professional.

*Write down hearing situations where you may need help.*

<table>
<thead>
<tr>
<th>Mute the hearing instrument (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use the mute function if you need to silence the instrument while wearing it.</td>
</tr>
</tbody>
</table>

- Apply a very long press to the push button to mute the instrument.
- To reactivate the instrument, push the button briefly.

**IMPORTANT NOTICE**

Do not use the mute function as an off switch, as the hearing instrument still draws current from the battery in this mode.
Press the button to change program. Use a short press if the push button is used for program change only and a long press if it is also used for volume control.

Note that if you have two synchronised instruments, (both instruments respond when either push button is operated) the RIGHT instrument switches forward from e.g., program 1 to 2 and the LEFT instrument switches backwards from e.g., program 4 to 3.

If your instruments work independently, you must press the buttons on each instrument.

### Change programs (optional)

Your hearing instrument can have up to 4 different programs. These are programmed by your Hearing Care Professional.

<table>
<thead>
<tr>
<th>Program</th>
<th>Sound you will hear when activated</th>
<th>When to use</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>🎵 “1 beep”</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>🎵🎵 “2 beeps”</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>🎵🎵🎵 “3 beeps”</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>🎵🎵🎵🎵 “4 beeps”</td>
<td></td>
</tr>
</tbody>
</table>

### Program change:

- [ ] Independent
- [ ] Synchronised
- [ ] LEFT
- [ ] RIGHT
- [ ] Short press
- [ ] Long press

To be filled out by the Hearing Care Professional
**Change volume with push button** (optional)

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** instrument increases the volume.
- A short press on the **LEFT** instrument decreases the volume.

You hear 2 beeps at the starting volume level.

**Change volume with volume wheel** (optional)

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

- Turn forward to turn up volume.
- Turn backwards to turn down the volume.

---

**To be filled out by the Hearing Care Professional**

<table>
<thead>
<tr>
<th>Volume change</th>
<th>LEFT</th>
<th>RIGHT</th>
</tr>
</thead>
</table>

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Quick reset
If you wish to return to the standard settings of the instrument programmed by your Hearing Care Professional, simply open and then close the battery drawer.
Wireless accessories (optional)
As an enhancement to your wireless hearing instrument a broad range of wireless accessories are available.

ConnectLine
ConnectLine is a family of products that allows you to receive audio signals from TVs, phones, music players, PCs or an external microphone wirelessly through your hearing instrument.

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

Other options (optional)

Telecoil
Telecoil helps you hear better when using a telephone with a built in loop or when you are in buildings with teleloop systems such as theatres, churches or lecture rooms. This symbol or a similar sign is shown wherever a teleloop has been installed.

Autophone
is a program that will automatically be activated when your telephone has a built in teleloop (see above). A magnet needs to be placed at your telephone next to the sound outlet.
You should familiarise yourself fully with the following general warnings before using your hearing instrument for personal safety and to secure correct use. Consult your Hearing Care Professional if you experience unexpected operations or events with your hearing instrument.

Usage 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 & risk of swallowing batteries
• Hearing instruments, their parts, and batteries should be kept out of reach of children and anyone who might swallow these items, or otherwise cause injury to themselves.
• Batteries have occasionally been mistaken for pills. Therefore check your medicine carefully before swallowing any pills. If a battery or hearing instrument is swallowed, see a doctor immediately.

Battery use
• Always use batteries recommended by your Hearing Care Professional. Batteries of low quality may leak and cause bodily harm.
• Never attempt to recharge your batteries and never dispose of batteries by burning them. There is a risk that the batteries will explode.

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

### Active implants

- Caution must be taken with active implants. In general, follow the guidelines recommended by manufacturers of implantable defibrillators and pacemakers regarding use with mobile phones.
- If you wear an active implant, then keep the hearing instrument more than 15 cm away from the implant and Autophone magnet or MultiTool (has a built in magnet) more than 30 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.

### Explosives

- The power source in your hearing instrument has insufficient energy to cause fire in normal usage conditions. The hearing instrument has not been tested for compliance with international standards concerning explosive environments. 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 for example during X-ray, CT / MR / PET scanning electrotherapy or surgery as your hearing instrument may be damaged when exposed to strong fields.

### Avoiding heat and chemicals

- Your hearing instrument must never be exposed to extreme heat e.g., left inside a parked car in the sun.
- Your hearing instrument must not be dried in microwave ovens or other ovens.
- The chemicals in cosmetics, hairspray, perfume, after shave lotion, suntan lotion and insect repellent can damage your hearing instrument. Always remove your hearing instrument before applying such products and allow time to dry before putting it on.
**Warnings**

**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 risk of impairing the remaining hearing of the hearing instrument user.

*For information on whether your instrument is a power instrument, see the back of this leaflet.*

**Possible side effects**
- Hearing instruments, moulds or domes may cause an accelerated accumulation of ear wax.
- The otherwise non-allergenic materials used in hearing instruments may in rare cases cause a skin irritation or any other unusual condition.

*Please seek consultation with a physician 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, (e.g., some mobile telephones, citizens band systems, and shop alarm systems). If this occur increase the distance between the hearing instrument and the device.
# Troubleshooting guide

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible causes</th>
<th>Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>No sound</strong></td>
<td>Worn-out battery</td>
<td>Replace the battery</td>
</tr>
<tr>
<td></td>
<td>Clogged sound outlet</td>
<td>Clean sound outlet or replace ProWax</td>
</tr>
<tr>
<td></td>
<td>Clogged microphone inlet</td>
<td>Clean microphone inlet or replace filter (T-Cap or O-Cap)</td>
</tr>
<tr>
<td><strong>Intermittent or reduced sound</strong></td>
<td>Clogged sound outlet</td>
<td>Clean sound outlet or replace ProWax</td>
</tr>
<tr>
<td></td>
<td>Moisture</td>
<td>Wipe battery and instrument with a dry cloth</td>
</tr>
<tr>
<td></td>
<td>Worn-out battery</td>
<td>Replace the battery</td>
</tr>
<tr>
<td><strong>Squealing noise</strong></td>
<td>Hearing instrument not inserted properly</td>
<td>Re-insert the hearing instrument</td>
</tr>
<tr>
<td></td>
<td>Ear wax accumulated in ear canal</td>
<td>Have ear canal examined by your doctor</td>
</tr>
</tbody>
</table>

If none of the above solutions work, consult your Hearing Care Professional for assistance.
International warranty

Your hearing instrument is covered by an international limited warranty issued by the manufacturer for a period of 12 months from the date of delivery. This limited warranty covers manufacturing and material defects in the hearing 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 be able to sort out minor problems and adjustments immediately.

Warranty certificate

Name of owner: _____________________________________________________
Dispenser: _________________________________________________________
Dispenser address: __________________________________________________
Dispenser phone: ___________________________________________________
Purchase date: ______________________________________________________
Warranty period: __________ Month: _____________________________
Model left: _______________ Serial no.: ___________________________
Model right: _______________ Serial no.: ___________________________
Battery size: _______________________________________________________

About
Start up
Handling
Options
Warnings
Additionals
Mobile phone

Some hearing instrument users have reported a buzzing sound in their hearing instrument when they are using mobile phones, indicating that the mobile phone and hearing instrument 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 instrument and mobile phone can be predicted by adding the rating for the hearing instrument immunity to the rating for the mobile phone emissions. For example, the sum of a hearing instrument 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”.

<table>
<thead>
<tr>
<th>Hearing loss</th>
</tr>
</thead>
<tbody>
<tr>
<td>75 - 90</td>
</tr>
<tr>
<td>M3/T3</td>
</tr>
</tbody>
</table>

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 purchase.

For additional guidance, please ask your mobile phone provider for the booklet entitled “Hearing Aid Compatibility with Digital Wireless Mobile Phones.”
Technical information

The hearing instrument contains a radio transmitter using short range magnetic induction technology working at 3.84 MHz. The magnetic field strength of the transmitter is $< -42 \text{ dBμA/m} @ 10\text{m}$.

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 space available on the instruments all relevant approval markings are found in this document.

IIC, CIC & MIC wireless instruments contain a module with:

FCC ID: U28FU2CICWL
IC: 1350B-FU2CICWL

ITC, HS & FS wireless instruments contain a module 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.

More information: www.oticon.com
Oticon declares that this hearing instrument is in compliance 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

CE 0543 0682

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

Power instrument  □ Yes  □ No

Settings overview for your hearing instrument

<table>
<thead>
<tr>
<th></th>
<th>Left</th>
<th>Right</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volume control</td>
<td>□ Yes □ No</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>Program shift</td>
<td>□ Yes □ No</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>Mute</td>
<td>□ Yes □ No</td>
<td>□ Yes □ No</td>
</tr>
</tbody>
</table>

Volume control indicators

<table>
<thead>
<tr>
<th>On/Off</th>
<th>Beeps at min/max volume</th>
<th>On/Off</th>
<th>Clicks when changing volume</th>
<th>On/Off</th>
<th>Beeps at preferred volume</th>
<th>On/Off</th>
<th>Low battery warning</th>
<th>On/Off</th>
</tr>
</thead>
<tbody>
<tr>
<td>On/Off</td>
<td>Beeps at preferred volume</td>
<td>On/Off</td>
<td>Low battery warning</td>
<td>On/Off</td>
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</tr>
</tbody>
</table>

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