

INSTRUCTIONS FOR USE

CIC/MIC, ITC, HS/LP



## 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 instruments are of the highest quality and that they are easy to use and maintain.

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

Congratulations on your decision to actively improve your hearing with today's most advanced hearing technology in the market.

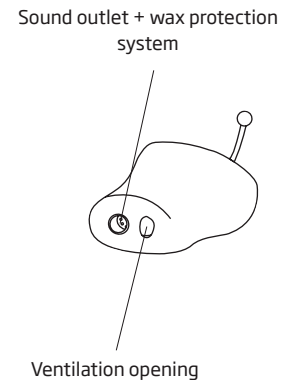
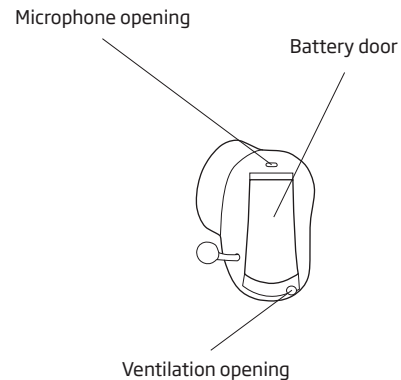
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### **IMPORTANT NOTICE**

Please familiarize yourself with the entire contents of this booklet before using your hearing instruments. It contains instructions and important information about the use and handling of your hearing instruments and batteries.

## **Instrument View CIC/MIC**

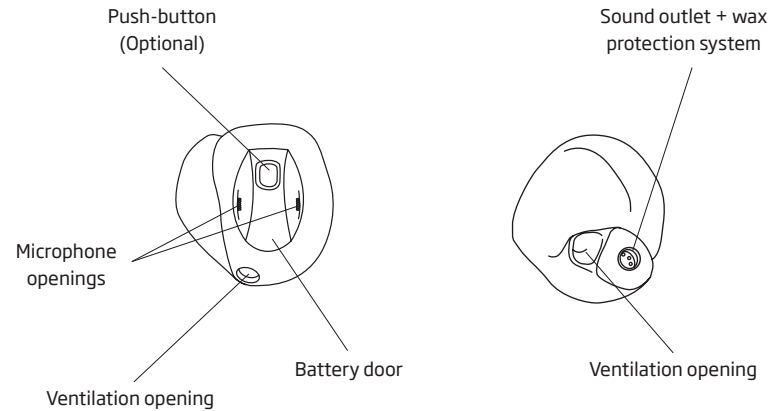


Battery size: 10

### **IMPORTANT NOTICE**

Open the battery compartment fully to allow air to circulate whenever you are not using your hearing instrument, especially at night!

## **Instrument View ITC**

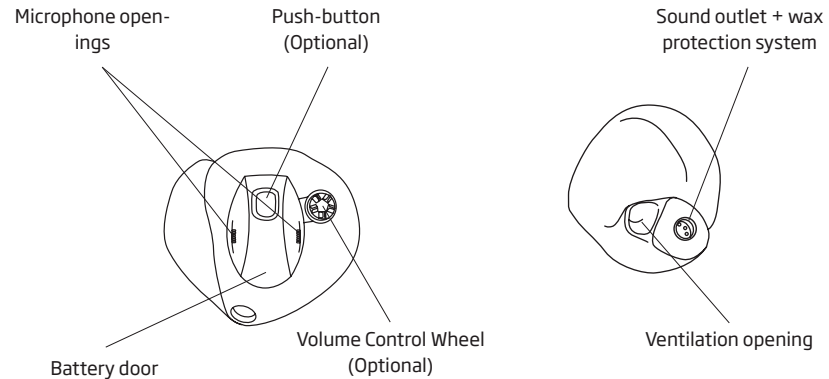


Battery size: 312

### **IMPORTANT NOTICE**

Open the battery compartment fully to allow air to circulate whenever you are not using your hearing instrument, especially at night!

## **Instrument View ITE**



Battery size: 312

### **IMPORTANT NOTICE**

Open the battery compartment fully to allow air to circulate whenever you are not using your hearing instrument, especially at night!

## **Changing batteries**

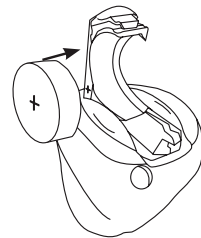
The correct battery size appears in the instrument overview in the first section of this document

A worn out battery should be removed immediately.

When the battery power is low, you will hear a series of short beeps. This indicates that it is time to change the battery.

To replace the battery, follow these instructions:

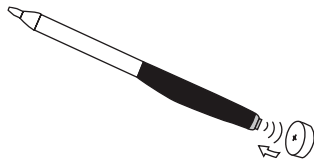
- Open the battery door with your fingernail and remove the old battery.
- Remove the sticky label from the + side of the new battery.



- Insert the new battery so that its + marking faces the + sign printed on the battery door.
- Close the battery door. If you feel any resistance, you may have inserted the battery incorrectly. Reinsert the battery and try again.

*It will take a few seconds before the battery works to full capacity.*

*To assist the handling of the batteries, the magnet placed at the end of the tool can be used.*



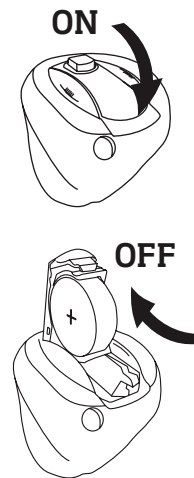
## Turning your instruments ON and OFF

Turn **on** your hearing instrument by closing the battery door completely with the battery in place.

When the battery door is closed the instrument will start up by playing a jingle. This indicates that the battery is working and the instrument is operating.

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.

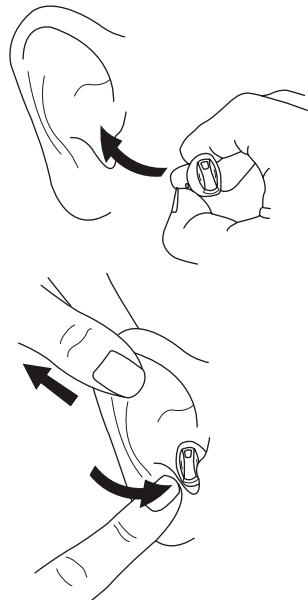


## Inserting your hearing instruments

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

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

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

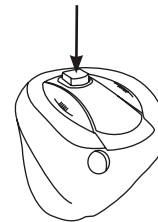


## Programs (Optional)

Your hearing instruments may have a push-button for switching between different programs.

Push briefly on the button to switch to the next program.





A push will go forwards in the program cycle e.g from P1- >P2. When the highest numbered program is reached, the cycle starts from program one again.





Your hearing instrument can have up to 4 different programs.

When switching between the different programs, your hearing instrument will beep.  
The number of beeps will indicate which program you are using.

	One beep, when you switch to program 1
	Two beeps, when you switch to program 2
	Three beeps, when you switch to program 3
	Four beeps, when you switch to program 4

Below you can see a description of the programs available in your hearing instrument.

Prg. 1: \_\_\_\_\_

Prg. 2: \_\_\_\_\_

Prg. 3: \_\_\_\_\_

Prg. 4: \_\_\_\_\_

#### **Using 2 instruments**

If you have two instruments the push-button on one instrument can be programmed to change the program on both hearing instruments (Binaural Coordination). This means, when you adjust the program for one instrument, it automatically adjusts the other.\*

Binaural Coordination enabled.

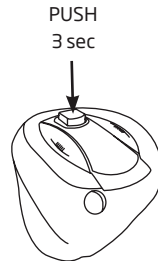
*\*Not available for CIC and MIC instruments.*

## Standby (Optional)

If your hearing instrument has a push-button, push the button for a minimum of 3 seconds to set the instrument in standby mode.

To reactivate the instrument, push the button briefly again.

Use the standby function if you need to silence the instrument.

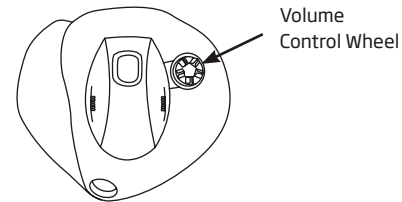


### IMPORTANT NOTICE

Do not use the stand-by function as a switch off as the hearing instrument still draws current from the battery in this mode.

## Volume Control (Optional for ITE only)

Your ITE instrument may have a Volume Control wheel. The Volume Control wheel can be turned with the tip of a finger and can be rotated infinitely both ways.



The Volume Control allows you to adjust the volume in specific listening situations to the level you feel comfortable with.

To **increase volume**, turn the wheel forward.

To **decrease volume**, turn the wheel towards the back of your head.

When the hearing instrument is turned on, it starts up at a preferred volume level. When adjusting the volume control to the preferred level, this is indicated by a beep.

### Using 2 instruments

If you have two instruments the push-button on one instrument can be programmed to adjust the volume on both hearing instruments (Binaural Coordination). This means, when you adjust the volume for one instrument, it automatically adjusts the other.\*

Binaural Coordination enabled.

*\*Not available for CIC and MIC instruments.*

## Telecoil (Optional)



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 e.g. theaters, 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 "Programs" for where the telecoil program is placed.

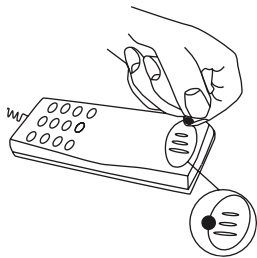
*\*Special phone required.*

## Auto Phone (Optional)

The hearing instrument may have a built-in Auto Phone functionality. When the hearing instrument is close to a telephone receiver, the Auto Phone 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 Auto Phone. The telephone receiver may need to 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.
- Preferably, use the telephone with magnet on the opposite side than a pacemaker or other active implantants.
- Keep the magnet 30 cm away from credit cards and other magnetically sensitive devices.

## Caring for your hearing instruments

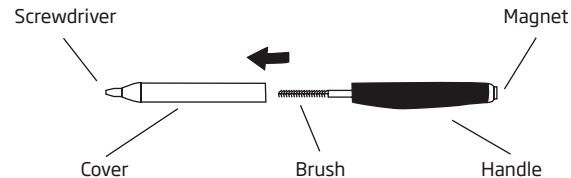
Your ear canal produces ear wax (cerumen) which may clog up the sound outlet or the ventilation opening of your hearing instrument. Therefore your hearing instrument may contain a filter or another device to prevent wax accumulation. Consult your Hearing Care Professional for instructions about the specific wax protection system in your hearing instruments.

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

## Cleaning the instrument

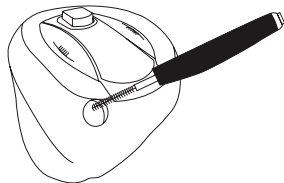
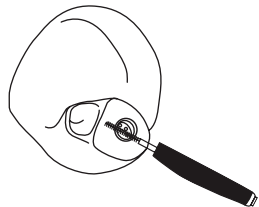
A range of cleaning tools is prepared for the special purpose of cleaning the instruments. These should be used to ensure the best care and performance of your hearing instruments.

### MultiTool



### Here is how . . .

- Clean away any traces of wax from around the ventilation opening and sound outlet with the brush.
- If microphone openings are clogged by dust or dirt, this will affect the performance of the instrument. Carefully brush away visible signs of debris from the openings while twisting the brush.
- Clean the ventilation openings by pressing the brush through the hole while twisting it slightly.
- Use the cloth to wipe clean the surface of the instrument.

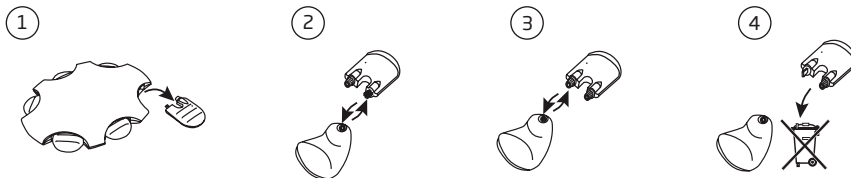


The hearing instrument itself must **never** be washed or immersed in water or other liquids!

Replace brush when necessary. Just pull it out of the handle and insert a new fresh brush. Press the new one firmly into the handle.

## How to change NoWax

1. Remove the tool from the shell. The tool has two arms, one with the new filter and one with the removal tool.
2. Push the removal tool into the existing waxfilter and remove the used filter from the hearing instrument.
3. Push the new filter into the hearing instrument.
4. Throw out the used tool.



## 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 if moisture is present as it may affect their performance. Using an anti-humidity kit can help to avoid these problems and may even extend the life of your hearing instrument. Consult your Hearing Care Professional for further advice.

The chemicals in cosmetics, hairspray, perfume, after shave 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, be sure to wipe your hands dry before putting on your hearing instrument.



## Using your hearing instrument

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.

### Seven easy steps to better hearing

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

Try to accustom yourself to all the new sounds. Listen to the many background sounds and try to identify each sound. 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 accustomed to the sounds in your environment - if not please contact your Hearing Care Professional.

If using the hearing instrument makes you tired, take them 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 clearer.

#### 3. Listen to 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 programs.

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

#### 4. In group conversations

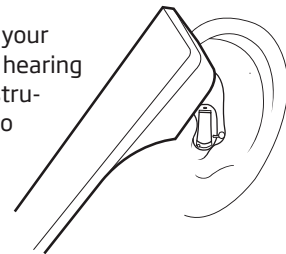
Group situations are usually accompanied by a greater degree of background noise, and are, therefore, naturally more difficult to cope with. In such situations, therefore, focus your attention on the person you want to hear. If you miss a word, ask the speaker to repeat.

#### 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 telecoil. Ask your Hearing Care Professional for details.

#### 6. Using the telephone

When using the telephone tilt the receiver edge lightly on your cheek-bone in order to let the sound flow directly into the hearing instrument microphone opening. This way, the hearing instrument will not whistle and you ensure the 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 in the opposite "end of the line".



If you find it difficult to use the telephone, ask your Hearing Care Professional for more information regarding the Oticon 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 meters to such devices when using the telecoil program.

### **7. Wireless and cell phones**

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

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

### **Use your hearing instruments all day long**

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

Your hearing instruments will not restore normal hearing. Nor will they prevent or improve a hearing impairment resulting from a physiological condition. What they 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.

### **The most important benefits of wearing two hearing instruments are:**

- Your ability to localize sounds will improve.
- It will be easier to understand speech in noisy surroundings.
- You will experience a fuller, more comfortable sound picture.

*\*Not available for CIC and MIC instruments.*

<b>Common problems and their solutions</b>		
<b>Symptom</b>	<b>Possible causes</b>	<b>Solutions</b>
<b>No sound</b>	Worn-out battery	Change battery <span style="float: right;">pg. 7</span>
	Clogged sound outlet	Clean sound outlet or change NoWax <span style="float: right;">pg. 24 &amp; 26</span>
<b>Intermittent or reduced sound</b>	Clogged sound outlet	Clean sound outlet or change NoWax <span style="float: right;">pg. 24 &amp; 26</span>
	Moisture	Wipe battery and instrument with dry cloth <span style="float: right;">pg. 27</span>
	Worn-out battery	Change battery <span style="float: right;">pg. 7</span>
<b>Squealing noise</b>	Hearing instrument inserted improperly	Reinsert hearing instrument <span style="float: right;">pg. 10</span>
	Ear wax accumulated in ear canal	Have ear canal examined by your doctor

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

## **International Warranty**

Oticon hearing instruments are 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, earwax filters etc.

Problems arising from improper handling or care, excessive use, accidents, repairs made by an unauthorized 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.

## Oticon Warranty Certificate

Name of Owner:

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Dispenser:

---

Dispenser Address:

---

Dispenser Phone:

---

Purchase Date:

---

Warranty Period:

Month:

---

Model Left:

Serial no.:

---

Model Right:

Serial no.:

---

Battery Size:

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## Product approval, precautions and markings

The hearing instrument contains a radio transmitter (*not applicable to MIC and CIC 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 Compability.

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

The ITC/ITE hearing instruments contains a module with:

FCC ID: U28FUI TE03

IC: I350B-FUI TE03

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.

## Cell Phone

"Some hearing aid users have reported a buzzing sound in their hearing aids when they are using cell phones, indicating that the cell phone and hearing aid may not be compatible. According to the ANSI C63.19 standard (ANSI C63.19-2006 American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and Hearing Aids), the compatibility of a particular hearing aid and cell phone can be predicted by adding the rating for the hearing aid immunity to the rating for the cell 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 is at least M2/T2. 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 cell phones. Therefore, please try this hearing instrument with your cell 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 cell phone provider for the booklet entitled "Hearing Aid Compatibility with Digital Wireless Cell Phones."

## **Warnings**

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

Hearing instruments and batteries can be dangerous if swallowed or used improperly. Such actions can result in severe injury, permanent hearing loss, or can even be fatal.

- Hearing instruments should be used only as directed and adjusted by your trained Hearing Specialist. Misuse can result in sudden and permanent hearing loss.
- 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 change 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.



- Batteries have occasionally been mistaken for pills. Therefore, carefully check your medicine before swallowing any pills.
- Never put your hearing instruments 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 compartment 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.*

- Hearing instruments may stop functioning, for instance if the battery goes dead. You should be aware of this possibility, in particular when you are in traffic or otherwise depend on warning sounds.
- If a battery or hearing instrument is swallowed, see a doctor immediately and call the National Poison Center, collect (202) 625-3333.
- Never allow others to wear your hearing instruments as incorrect/wrongful usage could cause permanent damage to their hearing.

### **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.

### **Dysfunction in hearing instruments**

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

### **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.

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.

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.

## **Interference**

- Your hearing instrument has been thoroughly tested for interference, according to the most stringent international standards. But new technical developments constantly bring new products into society, and some may emit electromagnetic radiation, leading to unforeseen interference in hearing instruments. Examples include induction cooking appliances, shop alarm systems, mobile telephones, fax machines, personal computer devices, X-rays, Computer tomography etc.
- Your hearing instruments are designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However, your hearing instrument may cause interference with other medical devices. Such interference can also be caused by radio signals, power line disturbances, airport metal detectors, electromagnetic fields from other medical devices and electrostatic discharges.

### **Possible side effects**

The hearing instrument or earmold is a custom-made product. If you are experiencing discomfort, see your audiologist or hearing instrument dispenser immediately for modification of the hearing instrument or earmold at the point of irritation.

A hearing instrument or earmold may cause an accelerated accumulation of cerumen (earwax). Also in rare cases, the otherwise non-allergenic material may cause a discharge from the ear, allergic reaction, or any other unusual condition. Please seek immediate consultation with a physician if these conditions occur.

### **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, 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.

### **Wax protection system**

- Always visually inspect your hearing instrument to ensure that there is no gap between the NoWax flange and the tip of the instrument.
- Never attempt to remove or replace the NoWax yourself. Only a Hearing Care Professional should replace it.
- If the instrument is equipped with a different wax protection system (e.g. NoWax), follow the directions specified by your hearing care professional when replacing the wax protection system.

*If you are in any in doubt about the use or replacement of your wax protection system, contact your hearing care professional.*

### **Warning to hearing instrument dispenser and user**

- **The included case for instrument storage has a built-in magnet. If you have an implantable device, such as pacemakers or defibrillators, the instrument case should not be carried in a chest pocket or near to the chest.**

Hereby, 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](http://www.oticon.com)

CE 0543 0682



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



NI 175



**Mixed Sources**

Product group from well-managed forests, controlled sources and recycled wood or fibre  
[www.fsc.org](http://www.fsc.org) Cert no. SW-COC-004644  
©1996 Forest Stewardship Council

## People First

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



94817311000001

**oticon**  
PEOPLE FIRST