

Instructions for use

IIC-CIC-ITC
ITE HS-ITE FS

Oticon Opn
Oticon Siya



Made for

iPhone | iPad | iPod

oticon
life-changing technology

Model overview

This booklet is valid for the Oticon Opn™ and Oticon Siya families in the following hearing aid models, battery sizes and styles:

Models:

- Oticon Opn 1 Oticon Opn 2 Oticon Opn 3
 Oticon Siya 1 Oticon Siya 2

Battery size:

- 10 312 13

Bluetooth®: Yes No

Styles:

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

Introduction to this booklet

This booklet gives you guidance on how to use and maintain your new hearing aid. Please read the booklet carefully including the **Warning section**. This will help you to achieve the full benefit of your new hearing aid.

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

| **About** | [Startup](#) | [Handling](#) | [Options](#) | [Tinnitus](#) | [Warnings](#) | [More info](#) |

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

Intended use

The hearing aid is intended to amplify and transmit sound to the ear and thereby compensate for impaired hearing within mild to severe hearing loss. This hearing aid is intended for use by adults and children older than 36 months.

IMPORTANT NOTICE

The hearing aid amplification is uniquely adjusted and optimised to your personal hearing capabilities during the hearing aid fitting performed by your hearing care professional.

Table of contents

About

Identify your hearing aid	8
Identify left and right hearing aid	12
MultiTool for handling batteries and cleaning	13

Start up

Turn the hearing aid on and off	14
Replace the battery	15

Handling

Insert the hearing aid	18
Caring for your hearing aid	20
Filter replacement	22
Flight mode (hearing aids with Bluetooth and push-button)	26

Options

Optional features and accessories	27
Change programs	28
Change volume with push button	30
Change volume with volume wheel	31
Mute the hearing aid	32

Use hearing aids with iPhone, iPad, and iPod touch	33
Wireless accessories	34
Other options	36

Tinnitus

Tinnitus SoundSupport™ (optional)	38
Guidelines for tinnitus sound generator users	39
Sound options and volume adjustment	40
Limitation on use time	45
Warnings related to Tinnitus	48

Warnings

General warnings	49
------------------	----

More info

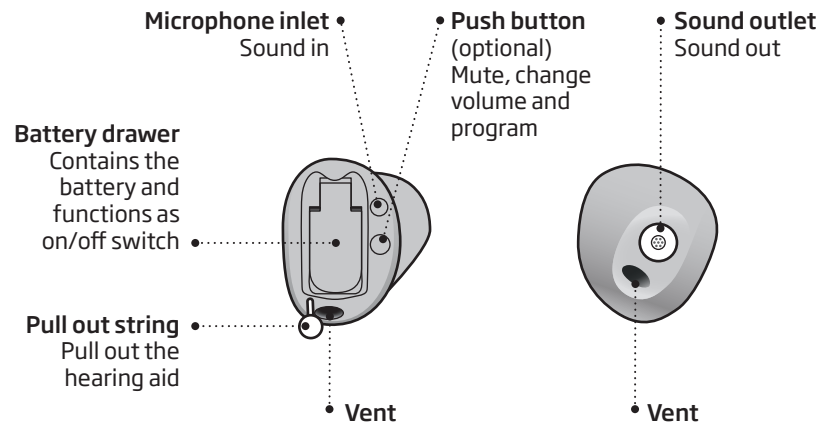
Troubleshooting guide	54
Water & dust resistant (IP68)	56
Conditions of use	57
Warranty	58
Technical information	60
Your individual hearing aid settings	65

Identify your hearing aid

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

Size 10 battery (CIC shown)

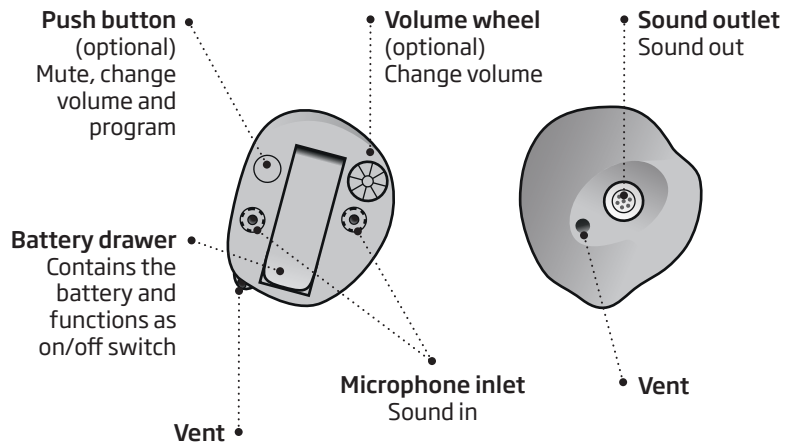
What it is and does



Components may be positioned differently on your hearing aid.

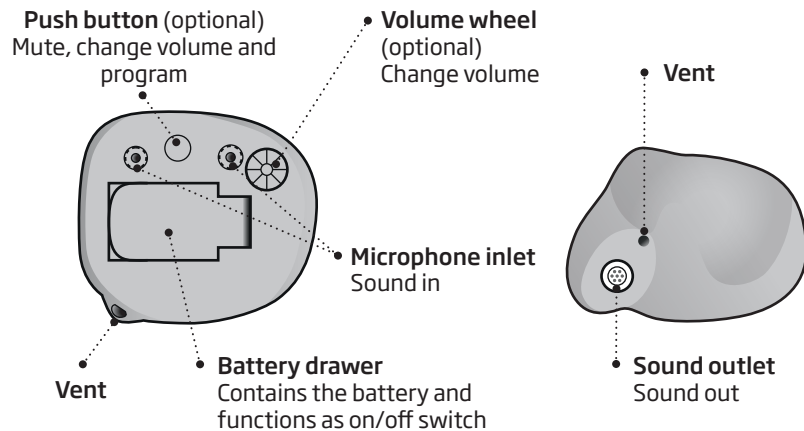
Size 312 battery (ITC shown)

What it is and does



Size 13 battery (ITE HS shown)

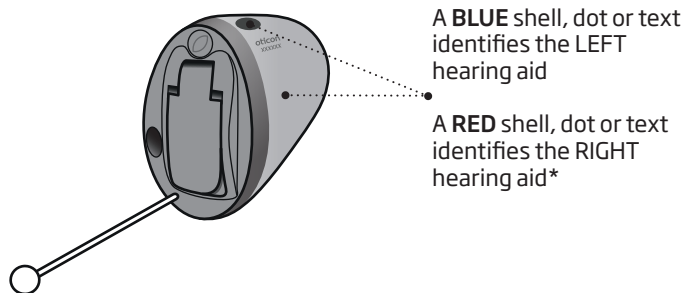
What it is and does



Components may be positioned differently on your hearing aid.

Identify left and right hearing aid

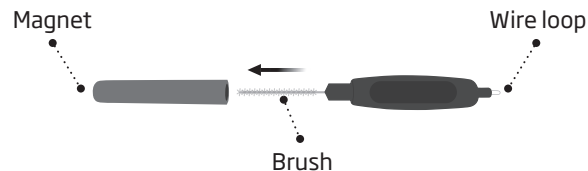
It is important to distinguish between the left and the right hearing aid as they might be shaped and programmed differently.



* Shell colour and dot is only available for IIC

MultiTool for handling batteries and cleaning

The MultiTool contains a magnet that makes it easier to replace the battery in the hearing aid. It also contains a brush and a wire loop for cleaning and removing earwax. If the vent is very small, a special tool may be required. If you need a new tool please contact your hearing care professional.



IMPORTANT NOTICE

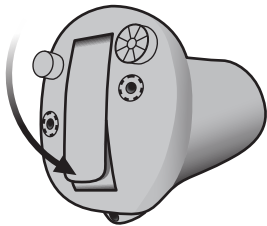
The MultiTool has a built-in magnet. Keep the MultiTool 30 cm away from credit cards and other magnetically sensitive devices.

Turn the hearing aid on and off

The battery drawer is also used to switch the hearing aid on and off. To save battery life, make sure your hearing aid is switched off when you are not wearing it. If you wish to return to the standard settings of the hearing aid, simply open and then close the battery drawer (quick reset).

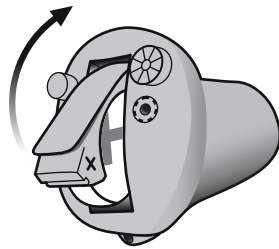
Turn ON

Close the battery drawer with the battery in place.



Turn OFF

Open the battery drawer.



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

Replace the battery

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



Three beeps*

= The battery is running low



Four beeps

= The battery has run out

Battery tip

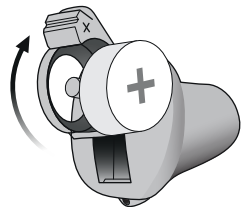
To make sure the hearing aid is always working, bring spare batteries with you, or replace the battery before you leave home.

* If your hearing aid has Bluetooth® this will be turned off and it will not be possible to use wireless accessories.

Note: Batteries need to be replaced more often if you are streaming audio or music to your hearing aids.

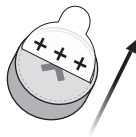
How to replace the battery

1. Remove



Fully open the battery drawer. Remove the battery.

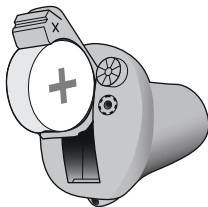
2. Uncover



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

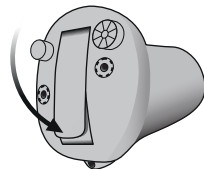
Tip:
Wait 2 minutes so that the battery can draw air, to ensure optimal functioning.

3. Insert



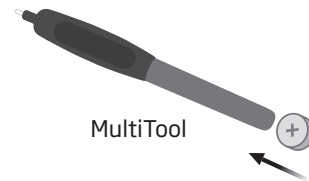
Insert the new battery into the battery drawer. Make sure the + side is facing up.

4. Close



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

Tip



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

The MultiTool is provided by your hearing care professional.

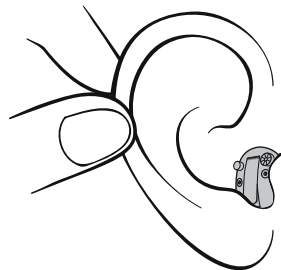
Insert the hearing aid

Step 1



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

Step 2



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

Remove your hearing aid

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

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

IMPORTANT NOTICE

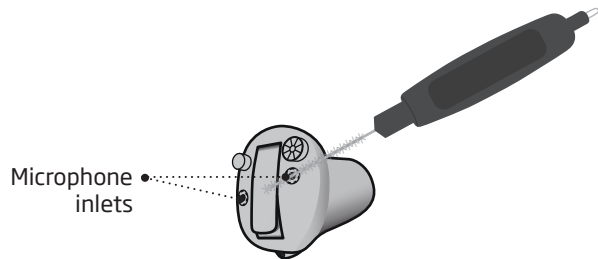
DO NOT use the battery door as a handle to insert or remove your hearing aid. It is not designed for this purpose.

Caring for your hearing aid

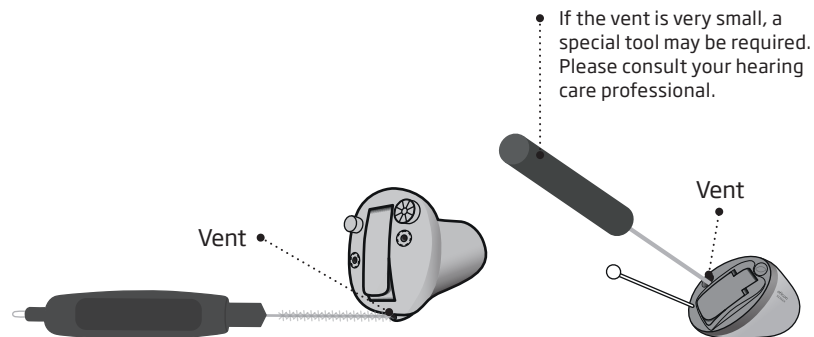
When handling your hearing aid, hold it over a soft surface to avoid damage if you drop it.

Cleaning the hearing aid

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



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



IMPORTANT NOTICE

Use a soft, dry cloth to clean the hearing aid. It must never be washed or immersed in water or other liquids.

Filter replacement

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

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

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

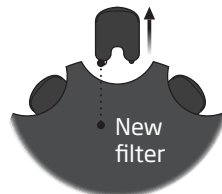
IMPORTANT NOTICE

Always use the same type of wax filter as was originally supplied with the hearing aid.

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

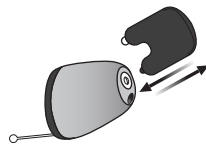
□ Replace ProWax miniFit filter

1. Tool



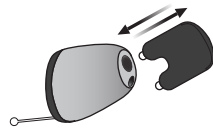
Remove the tool from the shell. The tool has two pins, one empty for removal and one with the new ProWax mini filter.

2. Remove



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

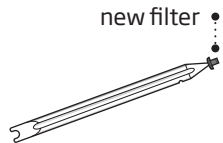
3. Insert



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

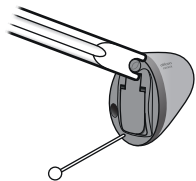
☐ **Replace T-Cap filter** (hearing aids with 10 batteries)

1. Tool



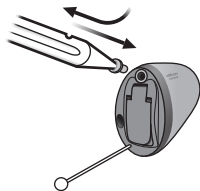
Remove the tool from the packaging. The tool has two ends, one for removal and one with the new T-Cap filter.

2. Remove



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

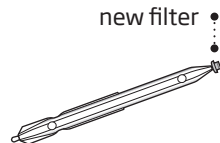
3. Insert



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

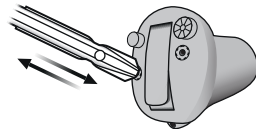
☐ **Replace O-Cap filter** (hearing aids with 312 and 13 batteries)

1. Tool



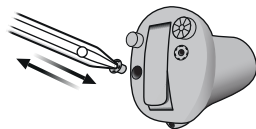
Remove the tool from the packaging. The tool has two ends, one for removal and one with the new O-Cap filter.

2. Remove



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

3. Insert



Insert the new O-Cap filter using the other end of the tool, remove the tool and throw it out.

Flight mode

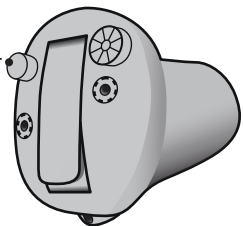
(hearing aids with Bluetooth and push-button)

When boarding an airplane or entering an area in which it is prohibited to radiate radio signals, e.g. during flight, flight mode must be activated. The hearing aid will still be working. It is only necessary to activate flight mode on one hearing aid, to turn off Bluetooth on both hearing aids. If your hearing aid does not have a push-button you need to turn off your hearing aid.

To activate and deactivate

Press the push button for at least 7 seconds. A jingle confirms your action.

Opening and closing the battery drawer will also deactivate flight mode.



Optional features and accessories

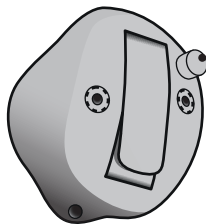
The features and accessories described on the following pages are optional. Please contact your hearing care professional to find out how your hearing aid is programmed.

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

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

Change programs

Your hearing aid can have up to 4 different programs.
These are programmed by your hearing care professional.







- 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 hearing aids, (both hearing aids respond when either push button is operated) the RIGHT hearing aid switches forward from e.g., program 1 to 2 and the LEFT hearing aid switches backwards from e.g., program 4 to 3.

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

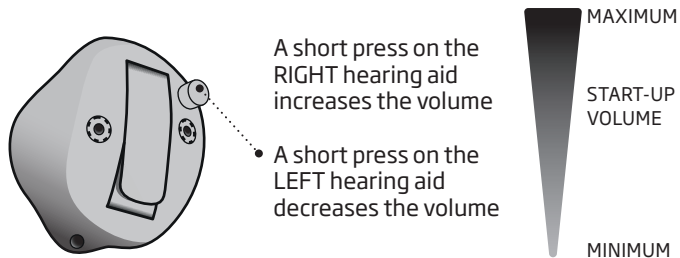
To be filled out by the hearing care professional

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

Program change:	
<input type="checkbox"/> Independent	<input type="checkbox"/> Synchronised
<input type="checkbox"/> LEFT	<input type="checkbox"/> RIGHT
<input type="checkbox"/> Short press	<input type="checkbox"/> Long press

Change volume with push button

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

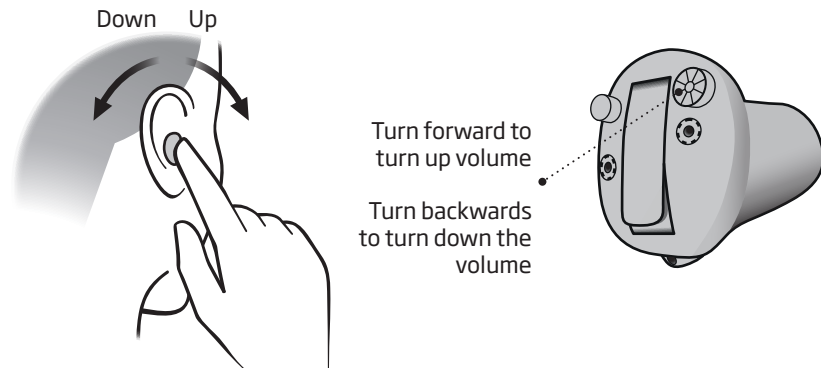


To be filled out by the hearing care professional

Volume change	<input type="checkbox"/> LEFT	<input type="checkbox"/> RIGHT
---------------	-------------------------------	--------------------------------

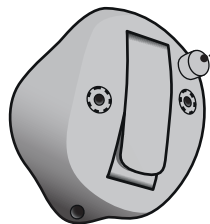
Change volume with volume wheel

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



Mute the hearing aid

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



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

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

IMPORTANT NOTICE

Do not use the mute function as an off switch, as the hearing aid still draws current from the battery in this mode.

Use hearing aids with iPhone, iPad, and iPod touch

Your hearing aids are Made for iPhone® and allow for direct communication and control with iPhone, iPad® or iPod touch®. For assistance in using these products with your hearing aids,

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



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

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

Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple products identified in the badge, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.

Note that use of this Accessory with iPod, iPhone, or iPad may affect wireless performance.

Wireless accessories

As an enhancement to your hearing aids, a range of wireless accessories are available. These can enable you to hear and communicate better in many everyday situations.

ConnectClip

When paired with your mobile phone, you can use the hearing aids as a hands-free headset, or as a remote microphone.

TV Adapter 3.0

Wireless transmitter of sound from TV and electronic audio devices. TV Adapter streams sound directly to your hearing aids.

Remote Control 3.0

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

Oticon ON App

Offers an intuitive and discreet way to control your hearing aids. For iPhone, iPad, iPod touch, and Android™ devices.

Phone Adapter 2.0

Connects wirelessly to the hearing aids via ConnectClip allowing for use of landline phones.

For more information visit: www.oticon.global/connectivity

Other options



Telecoil - only optional for some styles*

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



Autophone - only optional for some styles

The autophone can automatically activate a phone program in the hearing aid, if you place a dedicated magnet on your phone.

* Be aware that when you activate 2.4 GHz and telecoil at the same time an artefact sound can occur.

For more information, please contact your hearing care professional.

Tinnitus SoundSupport™ (optional)

Intended use of Tinnitus SoundSupport

Tinnitus SoundSupport is a tool intended to generate sounds to provide temporary relief for patients suffering from tinnitus as part of a tinnitus management program. The target population is the adult population (over 18 years old).

Tinnitus SoundSupport is targeted to licensed hearing care professionals (audiologists, hearing aid specialists, or otolaryngologists) who are familiar with the evaluation and treatment of tinnitus and hearing loss. Fitting of Tinnitus SoundSupport must be done by a hearing care professional participating in a tinnitus management program.

Styles available with Tinnitus SoundSupport

CIC, ITC, ITE HS & ITE FS for hearing aids with push button. Please see the model overview to find out which style your hearing aid is.

Guidelines for tinnitus sound generator users

These instructions contain information about Tinnitus SoundSupport, which may have been enabled in your hearing aids by your hearing care professional.

Tinnitus SoundSupport is a tinnitus management tool intended to generate sound of sufficient intensity and bandwidth to help manage tinnitus.

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

Prescription use only

Good health practice requires that a person reporting tinnitus has a medical evaluation by a licensed ear physician before using a sound generator. The purpose of such an evaluation is to ensure that any medically treatable condition that may cause tinnitus is identified and treated prior to using a sound generator.

Sound options and volume adjustment

Tinnitus SoundSupport is programmed by your hearing care professional to match your hearing loss and preferences for tinnitus relief. It offers a number of different sound options. Together with your hearing care professional, you can select your preferred sound(s).

Tinnitus SoundSupport programs

Together with your hearing care professional you decide for which programs you may want to have Tinnitus SoundSupport activated. The sound generator can be activated in up to four different programs.

Mute

If you are in a program for which Tinnitus SoundSupport is activated, the mute functionality will mute only the environmental sounds, and not the sound from Tinnitus SoundSupport. See section: "Mute the hearing aid".

Volume adjustments with Tinnitus SoundSupport

When Tinnitus SoundSupport is activated (in a program), you will only be able to adjust the volume of Tinnitus SoundSupport using the push button or volume wheel. This means that you cannot adjust the environmental sounds in this program.

Your hearing care professional will set the volume control for Tinnitus SoundSupport in one of two ways:

- A) Change volume in each ear separately, or
- B) Change volume in both ears simultaneously.

Change volume with push button

See section “Change volume with push button” for illustration

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

To be filled out by your hearing care professional.

Change volume with volume wheel

See section “Change volume with volume wheel” for illustration

<input type="checkbox"/>	<p>A) How to change Tinnitus SoundSupport volume in <u>each</u> ear separately To increase volume (on one hearing aid only), turn the volume wheel forward. To decrease volume (on one hearing aid only), turn the volume wheel backwards.</p>
<input type="checkbox"/>	<p>B) How to change Tinnitus SoundSupport volume in <u>both</u> ears simultaneously You can use one hearing aid to increase/decrease the sound in both hearing aids. When changing the volume in one hearing aid, the volume on the other hearing aid will follow. To increase volume, turn the volume wheel forward. To decrease volume, turn the volume wheel backwards.</p>

To be filled out by your hearing care professional.

Hearing aid with Bluetooth

If your hearing aid has Bluetooth connection, you will be able to adjust the environmental sounds in a program with Tinnitus SoundSupport with Remote Control 3.0 or ConnectClip.

Oticon ON App for iPhone, iPad, iPod touch, and Android™ devices offers the possibility to adjust both the environmental sound and the Tinnitus SoundSupport in each program directly from the app.

Limitation on use time

Daily use

The volume levels of Tinnitus SoundSupport can be set to a level which could lead to permanent hearing damage when used for a prolonged period of time. Your hearing care professional will advise you of the maximum amount of time per day you should use Tinnitus SoundSupport. It should never be used at uncomfortable levels.

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

Important information for hearing care professionals about Tinnitus SoundSupport

Device description

Tinnitus SoundSupport is a module function that can be enabled in the hearing aids by the hearing care professional.

Maximum wearing time

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

The volume control is deactivated

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

If the volume control is activated

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

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

Warnings related to Tinnitus

If your hearing care professional has activated the sound generator Tinnitus SoundSupport, please pay attention to the following warnings.

There are some potential concerns associated with the use of any sound generated by a tinnitus management device. Among them are the potential worsening of tinnitus, and/or a possible change in hearing thresholds.

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

As with any device, misuse of the sound generator feature may cause potentially harmful effects. Care should be taken to prevent unauthorised use and to keep the device out of reach of children and pets.

Maximum wearing time

Always follow the maximum wearing time per day of the Tinnitus SoundSupport advised by your hearing care professional. Prolonged use may lead to worsening of your tinnitus or of your hearing loss.

General warnings

For your personal safety and to ensure correct usage, you should familiarise yourself fully with the following general warnings before using your hearing aid. Consult your hearing care professional if you experience unexpected operations or serious incidents with your hearing aid during use or because of its use. Your hearing care professional will support you with issue handling and, if relevant, reporting to the manufacturer and/or the national authorities.

Please note that a hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.

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

Furthermore, note that in most cases, infrequent use of a hearing aid does not permit a user to attain full benefit from it.

Usage of hearing aids

Hearing aids 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 aid, as incorrect usage could cause permanent damage to their hearing.

Choking hazards & risk of swallowing batteries and other small parts

Hearing aids, their parts, and batteries should be kept out of reach of children and anyone who might swallow these items or otherwise cause injury to themselves.

Batteries have occasionally been mistaken for pills. Therefore, check your medicine carefully before swallowing any pills.

If a battery or hearing aid is swallowed, see a doctor immediately.

General warnings

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 aid may stop working without notice. Keep this in mind when you depend on warning sounds (e.g. when you are in traffic). The hearing aids may stop functioning, for instance if the batteries have expired or if the tubing is blocked by moisture or earwax.

Active implants

The hearing aid has been thoroughly tested and characterised for human health according to international standards for human exposure (Specific Absorption Ratio - SAR), induced electromagnetic power and voltages into the human body.

The exposure values are well below international accepted safety limits for SAR, induced electromagnetic power and voltages into the human body defined in the standards for human health and coexistence with active medical implants, such as pacemakers and heart defibrillators.

The Autophone magnet or MultiTool (which has a built-in magnet) should be kept more than 30 cm away from the implant, e.g. do not carry it in your breast pocket. In general, please follow the guidelines recommended by the manufacturers of implantable defibrillators and pacemakers on use with magnets.

If you have an active brain implant, please contact the manufacturer of your implantable device for information about the risk of disturbance.

X-ray/CT/MR/PET scanning, electrotherapy and surgery

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

Heat and chemicals

The hearing aid must never be exposed to extreme heat, e.g. left inside a parked car in the sun.

The hearing aid must not be dried in microwave ovens or other ovens.

The chemicals in cosmetics, hairspray, perfume, aftershave lotion, suntan lotion, and insect repellent can damage the hearing aid. Always remove your hearing aid before applying such products and allow time to dry before use.

Power instrument

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

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

General warnings

Possible side effects

Hearing aids and earpieces may cause an accelerated accumulation of earwax.

The otherwise non-allergenic materials used in hearing aids may in rare cases lead to a skin irritation or other side effects.

Please seek consultation with a physician if these conditions occur.

Use on aircraft

If your hearing aid contains Bluetooth you need to activate flight mode or turn off your hearing aid on board on an aircraft, unless Bluetooth is specifically permitted by the flight personnel.

The hearing aid needs to have a push-button for you to be able to activate flight mode, otherwise you need to turn off your hearing aid.

Please see the model overview if your hearing aid has Bluetooth.

Connection to external equipment

The safety of the use of hearing aids when connected to external equipment (with an auxiliary input cable and/or with USB cable and/or directly), is determined by the external signal source. When connected to external equipment plugged into a wall outlet, this equipment must comply with IEC-62368-1 or equivalent safety standards.

Use of third party accessories

Only use accessories, transducers or cables supplied by the manufacturer. Incompatible accessories may result in reduced electromagnetic compatibility (EMC) of your hearing aid.

Modification of hearing aids is not allowed

Changes or modifications not expressly approved by the manufacturer will void the warranty of the equipment.

Interference

The hearing aid has been thoroughly tested for interference according to the most stringent international standards.

Electromagnetic interference may occur in the vicinity of equipment with this symbol. Portable and mobile RF (radio frequency) communications equipment can affect the performance of the hearing aid. If your hearing aid is affected by electromagnetic interference, move away from the source to reduce the interference.

Troubleshooting guide

Symptom	Possible causes	Solutions
No sound	Worn-out battery	Replace the battery
	Clogged sound outlet	Clean sound outlet* or replace the wax filter
	Clogged microphone inlet	Clean microphone inlet* or replace filter (T-Cap or O-Cap)
	Hearing aid microphone muted	Unmute the hearing aid microphone
Intermittent or reduced sound	Clogged sound outlet	Clean sound outlet or replace the wax filter
	Moisture	Wipe battery and hearing aid with a dry cloth
	Worn-out battery	Replace the battery
Squealing noise	Hearing aid not inserted properly	Re-insert the hearing aid
	Ear wax accumulated in ear canal	Have ear canal examined by your doctor
Pairing issue with Apple device	Bluetooth connection failed	1) Unpair your hearing aid. 2) Turn Bluetooth off and on again. 3) Open and close battery drawer on hearing aid. 4) Re-pair hearing aid (visit www.oticon.global/pairing)
	Only one hearing aid paired	

If none of the above solutions work, consult your hearing care professional for assistance.

* According to guideline in this booklet

Water & dust resistant (IP68)

Your hearing aid is dust-tight and protected against ingress of water which means it is designed to be worn in all daily life situations. Therefore you do not have to worry about sweat or getting wet in the rain. Should your hearing aid come in contact with water and stop working, please follow these guidelines:

1. Gently wipe off any water
2. Open the battery drawer and remove the battery and gently wipe off any water in the battery drawer
3. Let the hearing aid dry with the battery drawer left open for approximately 30 minutes
4. Insert a new battery

IMPORTANT NOTICE

Do not wear your hearing aid while showering or participating in water activities. Do not immerse your hearing aid in water or other liquids.

Conditions of use

Operational environment conditions	Temperature: +1°C to +40°C Humidity: 5 - 93% relative humidity, non-condensing
Storage and transportation conditions	Temperature and humidity should not exceed the following limits for extended periods during transportation and storage: Temperature: -25°C to +60°C Humidity: 5 - 93% relative humidity, non-condensing

Warranty

Certificate

Name of owner: _____

Hearing aid professional: _____

Hearing aid professional's address: _____

Hearing aid professional's phone: _____

Purchase date: _____

Warranty period: _____ Month: _____

Model left: _____ Serial no.: _____

Model right: _____ Serial no.: _____

Battery size: _____

International warranty

Your hearing aid is covered by an international limited warranty issued by the manufacturer for a period of 12 months from the date of delivery to you. This limited warranty covers manufacturing and material defects in the hearing aid itself, but not in accessories such as batteries, tubing, speakers, earpieces and filters, etc. Problems from improper or incorrect handling or care, excessive use, accidents, repairs made by an unauthorised party, exposure to corrosive conditions, physical changes in your ear, damage due to foreign objects entering the device, or incorrect adjustments are NOT covered by the limited warranty and may void it. Under this warranty, the manufacturer will choose, in its sole discretion, whether to repair the hearing aid, or replace it with an equivalent model. 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 aid to your hearing care professional, who may be able to sort out minor problems and adjustments immediately. Your hearing care professional can assist you to obtain warranty service from the manufacturer. Your hearing care professional may charge a fee for their services.

Technical information

The hearing aid contains two radio technologies which are described below:

The hearing aid contains a radio transceiver using short range magnetic induction technology working at 3.84 MHz. The magnetic field strength of the transmitter is very weak and always below 15 nW (typically below $-40 \text{ dB}\mu\text{A}/\text{m}$ ($-12.20 \text{ dB}\mu\text{A}/\text{ft}$) at 10 meter (33 feet) distance).

The hearing aid also contains a radio transceiver using Bluetooth Low Energy (BLE) and a proprietary short range radio technology both working at ISM band 2.4 GHz. The radio transmitter is weak and always below 3 mW equal to 4.8 dBm in total radiated power.

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

The hearing aid complies with international standards concerning radio transmitters, electromagnetic compatibility and human exposure. Due to the limited space available on the hearing aid relevant approval markings can be found in this booklet. Additional information can be found in the "Technical Data sheets" on www.oticon.global

USA and Canada

The hearing aid contains a radio module with the following certification ID numbers:

CIC NFMI instruments contain a module with:

FCC ID: U28-AUCIC
IC: 1350B-AUCIC

ITC, ITE HS & ITE FS 2.4 GHz instruments contain a module with:

Battery size 13:
FCC ID: U28-AUITE13
IC: 1350B-AUITE13

Battery size 312:
FCC ID: U28-AUITE312
IC: 1350B-AUITE312

The device complies with Part 15 of the FCC Rules and with Industry Canada's licence-exempt RSSs.

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 may void the user's authority to operate the equipment.

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

Declaration of Conformity is available from the manufacturer.



Oticon A/S
Kongebakken 9
DK-2765 Smørum
Denmark
www.oticon.global

CE 0543



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

 Bluetooth®



IP68

Description of symbols and abbreviations used in this booklet



Warnings

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



Manufacturer

The device is produced by the manufacturer whose name and address are stated next to the symbol. Indicates the medical device manufacturer, as defined in EU Directives 90/385/EEC, 93/42/EEC and 98/79/EC.

CE 0543

CE mark

The device complies with Medical Device Directive 93/42/EEC. The four digits number indicates the identification of the notified body.



Electronic waste (WEEE)

Recycle hearing aids, accessories or batteries according to local regulations. Hearing aid users can also return electronic waste to their hearing care professional for disposal. Electronic equipment covered by Directive 2012/19/EU on waste and electrical equipment (WEEE).



Regulatory Compliance Mark (RCM)

The device complies with electrical safety, EMC and radio spectrum requirements for devices supplied to the Australian or New Zealand market.

IP68

IP code

Indicates the class of protections against harmful ingress of water and particulate matter according to EN 60529:1991/A1:2002. IP6X indicates total dust protection. IPX8 indicates the protection against the effects of continuous immersion in water.


Description of symbols and abbreviations used in this booklet


 **Bluetooth logo**
Registered trademark of Bluetooth SIG, Inc. where any use of such requires a license.


 **Made for Apple badges**
Indicates that the device is compatible with iPhone, iPad and iPod touch.


 **Radio Frequency (RF) transmitter**
Your hearing aid contains an RF transmitter.

Description of additional symbols used on labels

 **Keep dry**
Indicates a medical device that needs to be protected from moisture.

 **Caution symbol**
Consult instructions for use for warnings and cautions.

 **Catalogue number**
Indicates the manufacturer's catalogue number so that the medical device can be identified.

 **Serial number**
Indicates the manufacturer's serial number so that a specific medical device can be identified.

Your individual hearing aid settings

To be filled out by your hearing care professional.

Tinnitus SoundSupport: Limitation on use

<input type="checkbox"/>	No limitation on use		
	Program	Start-up volume (Tinnitus)	Max volume (Tinnitus)
<input type="checkbox"/>	1	Max _____ hours per day	Max _____ hours per day
<input type="checkbox"/>	2	Max _____ hours per day	Max _____ hours per day
<input type="checkbox"/>	3	Max _____ hours per day	Max _____ hours per day
<input type="checkbox"/>	4	Max _____ hours per day	Max _____ hours per day

Power instrument <input type="checkbox"/> Yes <input type="checkbox"/> No				
Settings overview for your hearing aid				
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
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Tinnitus SoundSupport	<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

182176UK / 2020.01.15

182176UK / 2020.01.15



oticon
life-changing **technology**

182176UK / 2020.01.15 / Oticon Opn Firmware 6 or earlier,
Oticon Siya Firmware 1 or earlier