

Instructions for use

miniBTE R
miniBTE T

Oticon Real™



Made for

iPhone | iPad | iPod

Works with

android 

oticon
life-changing technology

Model overview

This booklet is valid for the following hearing aid models:

- ☐ miniBTE R
- ☐ miniBTE T

FW 1.1

- | | |
|--|---------------------------|
| <input type="checkbox"/> Oticon Real 1 miniBTE R | GTIN: (01) 05714464122622 |
| <input type="checkbox"/> Oticon Real 2 miniBTE R | GTIN: (01) 05714464122639 |
| <input type="checkbox"/> Oticon Real 3 miniBTE R | GTIN: (01) 05714464122646 |
| | |
| <input type="checkbox"/> Oticon Real 1 miniBTE T | GTIN: (01) 05714464122622 |
| <input type="checkbox"/> Oticon Real 2 miniBTE T | GTIN: (01) 05714464122639 |
| <input type="checkbox"/> Oticon Real 3 miniBTE T | GTIN: (01) 05714464122646 |

FW 1.0

- ☐ Oticon Real 1 miniBTE R
- ☐ Oticon Real 2 miniBTE R
- ☐ Oticon Real 3 miniBTE R

GTIN: (01) 05714464097302

GTIN: (01) 05714464097296

GTIN: (01) 05714464097289

- ☐ Oticon Real 1 miniBTE T
- ☐ Oticon Real 2 miniBTE T
- ☐ Oticon Real 3 miniBTE T

GTIN: (01) 05714464097302

GTIN: (01) 05714464097296

GTIN: (01) 05714464097289

Introduction to this booklet

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



Warnings

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

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

A hearing care professional* (hearing aid professional, audiologist, ENT (ear, nose and throat) doctor, and hearing aid dispenser) is a person who is appropriately educated and has proven competency in professionally assessing hearing, selecting, fitting, and delivering hearing instruments and rehabilitation care to persons with hearing loss. The education of the hearing care professional is in accordance with national or regional regulations.

*The job title may vary from country to country.

Intended use

Intended use	The hearing aid is intended to amplify and transmit sound to the ear.
Indications for use	Bilateral or unilateral impaired hearing of sensorineural, conductive or mixed type ranging from a slight (16 dB HL*) to severe (75 dB HL*) degree of hearing loss, with an individual frequency configuration.
Intended user	Person with hearing loss using a hearing aid and their caregivers. Hearing care professional responsible for adjusting the hearing aid.
Intended user group	Adults and children older than 36 months.
Use environment	Indoor and outdoor
Contraindications	Not suitable for infants below 36 months. Users of active implants must pay special attention when using the hearing aid. For more information read the Warnings section.
Clinical benefits	The hearing aid is designed to provide better speech understanding to help ease communication with the aim of improving quality of life.

* As specified by the American Speech-Language-Hearing Association, asha.org, using pure-tone average of 0.5, 1 and 2 kHz

IMPORTANT NOTICE

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

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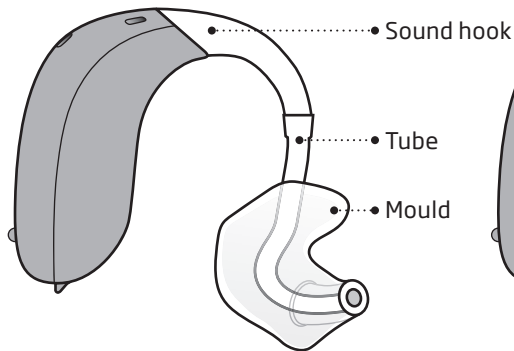
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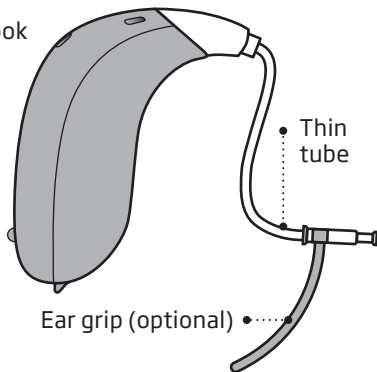
Your hearing aid and earpiece

There are two different attachments and several different earpieces available for the hearing aid.

☐ **With sound hook and mould earpiece**



☐ **With thin tube (Corda miniFit)**



The thin tube uses one of the following earpieces:

Standard earpieces



☐ OpenBass dome



☐ Bass dome, double vent



☐ Power dome



☐ Grip Tip

Available in small and large, left and right, with or without vent.

Customised earpieces



☐ Micro mould



☐ VarioTherm® Micro mould

® VarioTherm is a registered trademark of Dreve

Dome sizes



5 mm



6 mm



8 mm



10 mm

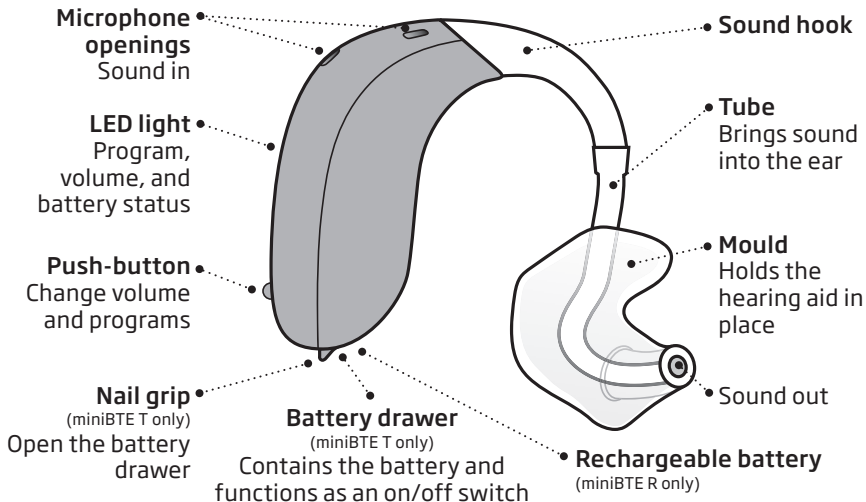


12 mm

Please see details for replacing the dome in chapter "Replace standard earpieces".

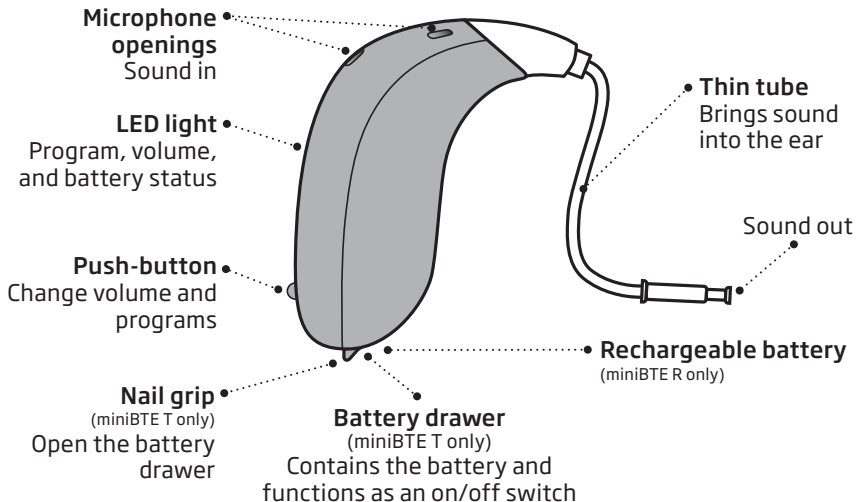
With sound hook and mould

What it is and does



With thin tube

What it is and does



Charging time

(miniBTE R only)

Ensure you fully charge your hearing aids before first use and charge them every night. That ensures you start your day with fully charged hearing aids.

If your hearing aid's battery is completely drained, the normal charging time is:

3.5 hours	1 hour	0.5 hour
Fully charged	40% charged	20% charged

When the battery is fully charged, the charging process stops automatically.

Charging time may vary depending on the remaining capacity of the battery and between the left/right hearing aid.

For instructions on how to use your charger, see the charger's instructions for use.

Battery performance

Battery performance varies depending on your individual use and hearing aid settings. Streaming sound from a TV, mobile phone or connectivity devices can influence this performance.

Rechargeable battery – miniBTE R only

If your rechargeable hearing aids do not perform for a full day, contact your hearing care professional.

If your hearing aids run out of battery, ensure you recharge them by placing them in the charger. Be aware that restarting the hearing aids does not give you more usage time.

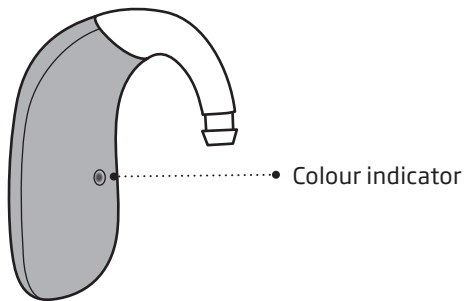
Identify left and right hearing aids

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

Colour indicators mark the left and right hearing aids. A **RED** indicator marks the RIGHT hearing aid. A **BLUE** indicator marks the LEFT hearing aid.

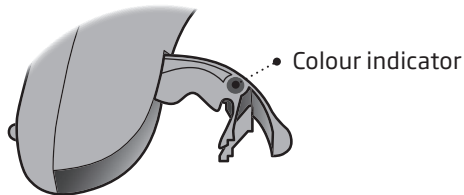
miniBTE R only

You can find left/right colour indicators on the hearing aid itself. Indicators can also be found on Micro moulds and moulds (optional).



miniBTE T only

You can find left/right colour indicators in the battery drawer. Indicators can also be found on Micro moulds and moulds (optional).



Turn hearing aids ON/OFF

Using the charger - miniBTE R only

Your hearing aids automatically turn ON when removed from the charger.*

The hearing aid LED light turns **GREEN** after a few seconds. Wait until the hearing aid LED light blinks **GREEN** twice, confirming that it is ready for use. Depending on your hearing aid settings, you may also hear a start-up jingle.

Your hearing aids automatically turn OFF and start charging when placed in the charger. The hearing aid LED light turns **ORANGE**.

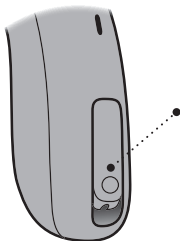
* If the charger is disconnected from power or runs out of battery whilst charging your hearing aids, your hearing aids may turn OFF to save power. If your hearing aids do not automatically turn ON when removed from the charger, turn them on manually using the push-button.

IMPORTANT NOTICE

If applicable, ensure that your charger is powered or that the charger's built-in battery is charged when the hearing aid is seated in the charging port. For more information, see your charger's instructions for use.

Using the push-button - miniBTE R only

Your hearing aids can be turned ON/OFF using the push-button.



To turn ON

Press and hold the push-button for approximately two seconds until the hearing aid LED light turns **GREEN**. Release the push-button and wait until the hearing aid LED light blinks **GREEN** twice. The hearing aid is now turned ON.

To turn OFF

Press and hold the push-button for approximately three seconds until the hearing aid LED light turns **ORANGE**. The hearing aid plays four descending tones. Release the push-button and the hearing aid is turned OFF.

For information regarding tones, see the **Sound and LED light indicators** section.

Using the battery drawer - miniBTE T only

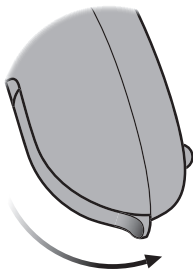
The battery drawer is used to turn the hearing aids ON and OFF. Depending on your hearing aid settings, you may also hear a start-up jingle.

LED light

Three green blinks indicate that the hearing aid is turned on.

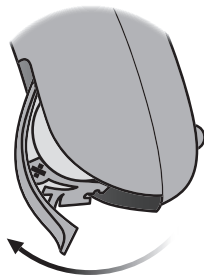
Turn ON

Close the battery drawer with the battery in place



Turn OFF

Open the battery drawer



To save battery life, make sure your hearing aids are switched OFF when you are not wearing them. To perform a quick reset of hearing aid settings, open and close the battery drawer.

Low battery indication

Your hearing aids indicate when the battery is running low either by playing three alternate tones or a Voice Notification (optional) in selected languages. The indication is repeated periodically until the battery runs out. Your hearing care professional can set your hearing aids to match your preferences. To extend battery performance, ensure you stop any audio streaming.

- ☐ miniBTE R: Your hearing aid will indicate that the battery is running low. At this point, you may continue to stream audio for approximately one hour.
- ☐ miniBTE T: Your hearing aid will indicate that the battery is running low. This gives you approximately 15 minutes before the hearing aid runs out of battery. At this point, Bluetooth® connectivity is turned OFF.

Just before the battery runs out completely, you hear four descending tones.

The battery is running low



Three alternate tones

The battery has run out



Four descending tones



Voice Notification

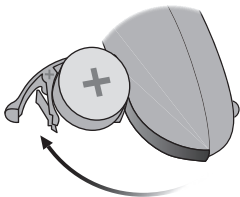
Hearing aid LED light

Continuous **ORANGE** blinks indicate low battery.

Replace disposable battery (size 312)

(miniBTE T only)

1. Remove



Fully open the battery drawer. Remove the battery.

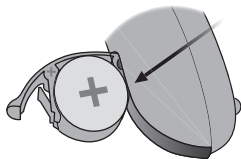
2. Uncover



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.

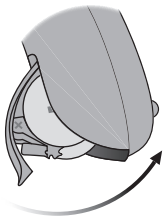
3. Insert



Insert the new battery into the battery drawer. Insert it from above, NOT from the side.

Ensure that the + side of the battery and battery drawer align.

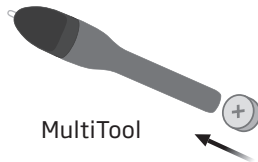
4. Close



Close the battery drawer.
The hearing aid will play a jingle
through the earpiece.

Hold the earpiece close to your ear
to hear the jingle.

Tip



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

Put on hearing aid with sound hook

Read the following page if you have a hearing aid with a sound hook and mould.



The mould is customised for you and fits your ear shape. The moulds are unique for the left or the right ear.

Step 1



Gently pull your ear outwards and press the mould in the direction of the ear canal, twisting it slightly.

Step 2

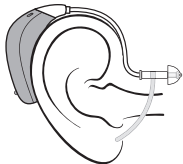


Place the hearing aid behind your ear.

Put on hearing aid with thin tube

Read the following page if your hearing aid has a thin tube.

Step 1

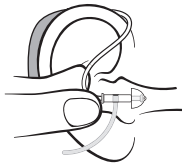


Place the hearing aid behind your ear.

You should always use the speaker with an earpiece attached.

Use only parts designed for your hearing aid.

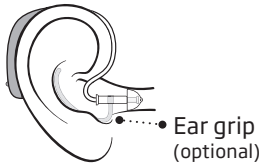
Step 2



Hold the bend of the tube between your thumb and index finger.

The earpiece should point towards the opening of the ear canal.

Step 3

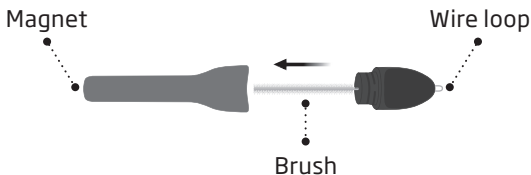


Gently push the earpiece into your ear canal until the thin tube sits close to your head.

If the thin tube has an ear grip, place it in the ear so it follows the contour of the ear.

Cleaning

The MultiTool contains a brush and wire loop for cleaning and removing earwax. If you need a new MultiTool, contact your hearing care professional.



IMPORTANT NOTICE

The MultiTool has a built-in magnet. Keep the MultiTool at least 30 centimetres (1 foot) away from credit cards and other magnetically sensitive devices.

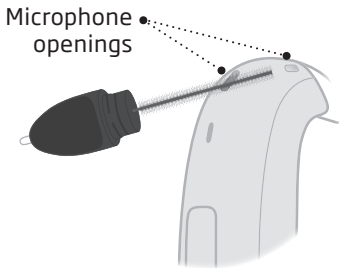
Clean the hearing aid

When handling the hearing aid, hold it over a soft surface to avoid damage in case you drop it.

Clean the microphone openings

Use the brush of the MultiTool to carefully brush debris away from the openings and the surface around the openings.

Ensure that you do not forcefully squeeze parts of the MultiTool into the microphone openings. This may damage the hearing aid.



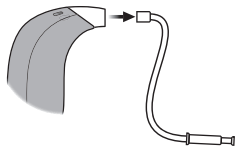
IMPORTANT NOTICE

To clean the hearing aids, use a soft, dry cloth. The hearing aids must never be washed or immersed in water or other liquids.

Clean the thin tube

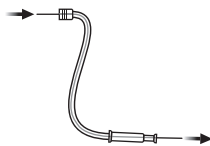
The thin tube should be cleaned regularly to keep it clear of moisture and earwax. If not cleaned, it may become blocked with earwax, which stops sound from coming out.

Step 1



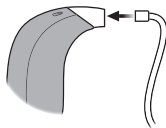
Pull the thin tube out of the hearing aid and remove the earpiece.

Step 2



Push the cleaning tool all the way through the thin tube.

Step 3



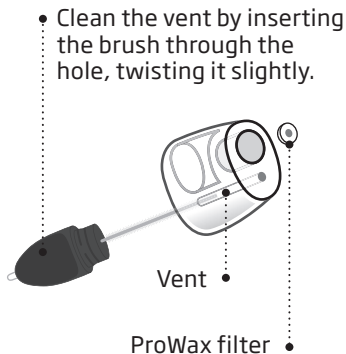
Reconnect the thin tube to the hearing aid.

Clean customised earpiece

The earpiece should be cleaned regularly. The earpiece has a white wax filter* that keeps earwax and debris from damaging the hearing aid.

Ensure you replace the filter when clogged, or if the hearing aid does not sound normal.**

Alternatively, contact your hearing care professional.



* VarioTherm Micro mould does not have a wax filter.

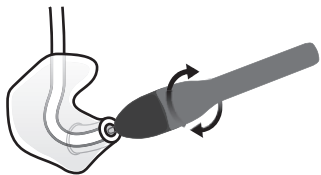
** For more information, see **Replace ProWax filter** section.

Care for the mould

The mould should be cleaned regularly. Use a soft cloth to clean its surface. Use the MultiTool wire loop to clean the opening.

Replace the tube

The tubing between the mould and the hearing aid should be replaced if it becomes yellow or stiff. Consult your hearing care professional about this.



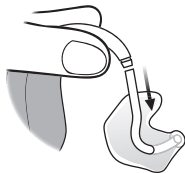
Wash the mould

Step 1



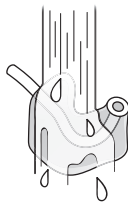
Make sure you are able to identify which mould is for which hearing aid before disconnecting them from the hearing aid.

Step 2



Disconnect the tube and mould from the hook. Hold the hook firmly when pulling it off the tube. Otherwise the hearing aid may be damaged.

Step 3

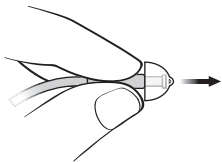


Wash the mould and tube using mild soap. Rinse and dry completely before reconnecting to the hearing aid.

Replace standard earpiece

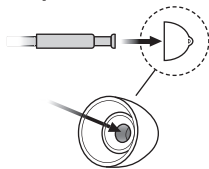
The standard earpiece (dome or Grip Tip) should not be cleaned. If the earpiece is filled with earwax, replace it with a new one. Grip Tips should be replaced at least once a month.

Step 1



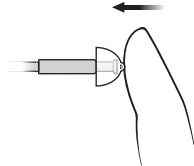
Hold on to the end of the thin tube and then pull off the earpiece.

Step 2



Insert the thin tube exactly into the middle of the earpiece to get a secure fit.

Step 3



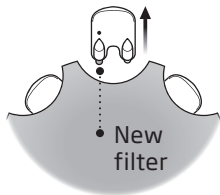
Push firmly to ensure that the earpiece is securely fastened.

IMPORTANT NOTICE

If the earpiece is not on the tube when removed from the ear, the earpiece may still be in the ear canal. For further instructions, consult your hearing care professional.

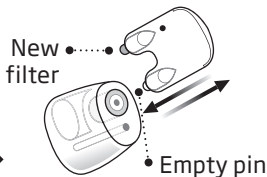
Replace ProWax filter

1. Tool



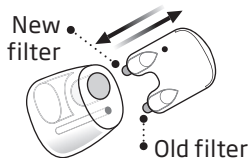
Remove the tool from the shell. The tool has two pins: one empty for removal and one with the new wax filter.

2. Remove



Insert the empty pin into the wax filter in the earpiece and pull it out.

3. Insert



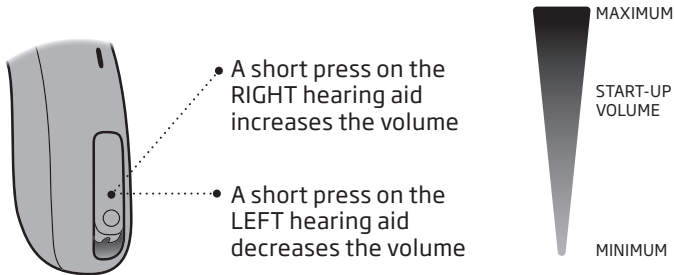
Insert the new wax filter using the other pin. Remove the tool, and throw it out.

IMPORTANT NOTICE

Ensure you always use the same type of wax filter as originally supplied with the hearing aid. If you are in doubt about the use or replacement of wax filters, contact your hearing care professional.

Change volume

The push-button allows you to adjust the volume.
When you increase or decrease the volume, you will hear a beep.



Change program

Your hearing aid can have up to four different programs. These are programmed by your hearing care professional. You will hear one to four tones when you change program depending on the program.

For information regarding tones, see the **Sound and LED light indicators** section.



- Press the push-button to switch between programs.

If you have two hearing aids, the RIGHT hearing aid switches one program forward, for example program 1 to 2, and the LEFT hearing aid switches one program backward, for example from program 4 to 3.

Store your hearing aids

(miniBTE R only)

When you are not using your hearing aids, the charger is the best place to keep them.

To ensure the longest life of the rechargeable battery in your hearing aids, do not expose them to excessive heat. For example, do not leave your hearing aids in the sun in front of a window or in a car, even if they are in the charger.

Long-term storage

Before you put away or store your hearing aids for a prolonged period of time (more than 14 days), ensure you first fully charge them, and then turn them OFF. This way the battery can be charged again.

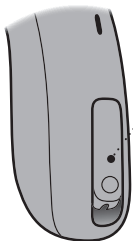
Note

To protect the rechargeable battery, it is necessary that you fully charge the hearing aid every six months. If a stored hearing aid is not charged within a six month period, the rechargeable battery must be replaced.

Flight mode

When Flight mode is activated, Bluetooth® connectivity is turned OFF. However, your hearing aids are still turned ON and functioning. Be aware that pressing the push-button on one hearing aid, activates Flight mode on both hearing aids. For more information about sounds and lights, see the **Sound and LED light indicators** section.

miniBTE R



To activate and deactivate

Press and hold the push-button for approximately seven seconds.

Four descending tones, a jingle and an LED light pattern confirm your action.

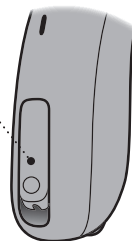
miniBTE T

To activate and deactivate

Press and hold the push-button for approximately seven seconds.

A jingle and an LED light pattern confirm your action.

Opening and closing the battery drawer also deactivates Flight mode.



Mute/unmute your hearing aids

You can mute your hearing aids by using one of the following optional app and devices:

- Oticon Companion
- ConnectClip
- Remote Control 3.0

How to unmute your hearing aids

You can unmute your hearing aids by using one of the optional app and devices, or by applying a short press to the push-button on the hearing aids.

miniBTE T only

You can also mute your hearing aids by pressing the push-button for approximately four seconds.

IMPORTANT NOTICE

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

Use your hearing aids with iPhone, iPad and iPod

Your hearing aids are Made for iPhone hearing aids and allow for direct streaming from your iPhone, iPad or iPod touch.*

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

Additionally, your hearing aids offer hands-free communication with compatible iPhone and iPad devices.*

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

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

Use your hearing aids with Android devices

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

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

For assistance in using your hearing aids with Android devices, contact your hearing care professional.

* For a list of compatible iPhone, iPad, iPod touch and Android devices, visit: www.oticon.global/compatibility.

Pairing and compatibility

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

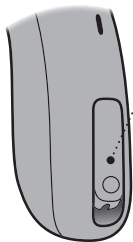
www.oticon.global/pairing

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

www.oticon.global/compatibility

Call handling

You can answer, reject or end phone calls with the push-button on your hearing aids. For this functionality, your hearing aids must be paired with a compatible iPhone.*



- **To accept**

Use a short press on the push-button to accept a phone call. A short tone confirms your action.

To reject

Press and hold on the push-button to reject a phone call. Short, descending tones confirm your action.

To end

Press and hold on the push-button to end a phone call. Short, descending tones confirm your action.

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

Wireless accessories and other options

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

ConnectClip

A device that can be used as remote microphone and hands-free headset when paired to your mobile phone.

Phone Adapter 2.0

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

TV Adapter 3.0

A device that streams sound from a TV or electronic audio device, to your hearing aids.

Remote Control 3.0

A device that lets you change program, adjust volume, or mute your hearing aids.

EduMic

A device that can be used as a remote microphone in classrooms, work environments, public places (using Telecoil), and other settings.

Oticon Companion

An application that gives you wireless access to your hearing aids through a mobile device for control of functionality, and that allows an update of your hearing aids remotely. For iPhone, iPad, iPod touch and Android devices. Ensure that you only download Oticon Companion from the official app stores.

Apple, the Apple logo, iPhone, iPad, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android, Google Play, and the Google Play logo are trademarks of Google LLC.

Telecoil

Telecoil can help you hear better when using a phone with a built-in loop or when in buildings with teleloop systems such as theatres, places of worship, or lecture rooms. This symbol is shown wherever a teleloop has been installed.



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.

Guidelines for Tinnitus SoundSupport 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 device 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 have 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 chapter: **Mute your hearing aids**.

Volume adjustments with Tinnitus SoundSupport

When you select a hearing aid program for which Tinnitus SoundSupport is activated, your hearing care professional can only set the push-button on your hearing aid to work as a volume control for the tinnitus relief sound.

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

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

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

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 - 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 & 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.

1. Note the max wearing time for each program for which Tinnitus SoundSupport is activated.
2. Write those values in the table **Tinnitus SoundSupport: Limitation on use**, in the back of this booklet.
3. 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 the unauthorised use and to keep the device out of the 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.

Continues on next page

General warnings

For your personal safety and to ensure correct usage, you should familiarise yourself fully with the following general warnings before using your hearing aids.

Consult your hearing care professional if you experience unexpected operations or serious incidents with your hearing aids 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.

Note that hearing aids do not restore normal hearing and do not prevent or improve a hearing impairment resulting from organic conditions. Hearing aids are 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 hearing aids does not permit a user to attain full benefit from it.

(miniBTE R only)

Only charge the hearing aids with a designated charger. Other chargers risk destroying the hearing aids and batteries. This hearing aid is supported by a nonremovable rechargeable lithium-ion battery cell. Please ensure to charge the hearing aid and familiarise yourself with the safety and handling information related to rechargeable hearing aids.

Usage of hearing aids

Hearing aids should only be used 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 and 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.

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

(miniBTE T only)

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

Battery use (miniBTE T only)

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.

Explosives (miniBTE R only)

Your hearing aids are safe to use under normal usage conditions. The hearing aid has not been tested for compliance with international standards concerning explosive environments.

Therefore, do not use the hearing aid in environments with danger of explosions e.g. mines, oxygen rich environments or areas where flammable anaesthetics are handled.

Fatality hazards and risk of swallowing lithium-ion batteries or placing them in the ear or nose (miniBTE R only)

Never swallow lithium-ion batteries nor place them in the ear or the nose, as this may lead to serious injury or death in as little as two hours. This can be due to chemical burns, which can permanently damage the nose or ear or potentially lead to perforation of the inner organs. If a

Continues on next page

General warnings

lithium-ion battery is swallowed or placed in the ear or nose, seek emergency medical treatment immediately.

Rechargeable battery (miniBTE R only)

Do not attempt to open the hearing aid, as it may damage the battery. Never attempt to replace the battery. If battery replacement is needed, please return your device to the supplier. The service guarantee is void if there are signs of tampering.

In case of battery leakage do not wear or carry your hearing aid, as it may cause skin irritation due to acids leaking from the battery. If your skin has been in contact with the leaked battery acids, use a wet cloth to wipe it off and ensure no acid is left on your skin. If you experience skin irritation, consult your doctor. For further handling instructions of your hearing aid consult your hearing care professional. The safety of recharging batteries using

a USB connector is determined by the external signal source. When connected to external equipment plugged into a power socket, this equipment must comply with IEC 62368-1 or equivalent safety standards.

Dysfunction

Be aware of the possibility that your hearing aids 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

Your hearing aids have 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.

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

The Autophone magnet and MultiTool (which has a built-in magnet) should be kept more than 30 centimetres (1 foot) away from the implant, e.g. do not carry it in your breast pocket.

Follow the guidelines recommended by the manufacturers of implantable defibrillators and pacemakers regarding their use with magnets.

Cochlear implants

If you are using a cochlear implant (CI) on one ear and a hearing aid on the other ear, make sure to always keep your CI at least at a 1 centimetre (0.4 inches) distance from your hearing aid. The magnetic field from CI sound processors, coils and magnets may permanently damage the speaker unit in your hearing aid. Never place the devices close together on a table e.g. when cleaning or changing batteries. Do not carry the CI and the hearing aid together in the same box.

Continues on next page



General warnings

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

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

Heat and chemicals

Your hearing aids must never be exposed to extreme heat e.g. left inside a parked car in the sun.

The hearing aids 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 aids. Always remove your hearing aids before applying such products and allow time to dry before use.

Possible side effects

Hearing aids, moulds or domes may cause an accelerated accumulation of earwax.

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

If these conditions occur, seek consultation with a physician.

Use on aircraft

Your hearing aids have Bluetooth wireless technology. On board an aircraft, the hearing aids must be put into Flight mode to deactivate Bluetooth, unless Bluetooth is permitted by the flight personnel.

Connection to external equipment

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

Use of third-party accessories

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

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 aids have been thoroughly tested for interference according to the most stringent international standards, including EN/IEC 60601-1-2 and its amendments.

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

Detached earpiece in ear canal

If the earpiece is not on the tube when removed from the ear, the earpiece may still be in the ear canal. For further instructions, consult your hearing care professional.

Troubleshooting

miniBTE R and miniBTE T

Symptom	Possible causes
No sound	Hearing aid is out of power
	Dead battery
	Clogged earpieces (dome, Grip Tip, mould or Micro mould)
	Hearing aid microphone muted
Intermittent or reduced sound	Clogged sound outlet
	Moisture
Squealing noise	Hearing aid earpiece inserted incorrectly
	Earwax accumulated in ear canal
	Ear has grown
Beeping	If your hearing aid plays 8 beeps, 4 times consecutively, your hearing aid needs a microphone service check
Pairing issue with smartphone	Bluetooth connection failed
	Only one hearing aid paired

Solutions

Charge the hearing aid (**miniBTE R only**) / Replace the battery (**miniBTE T only**)

Contact your hearing care professional (**miniBTE R only**) / Replace the battery (**miniBTE T only**)

Clean mould or Micro mould or replace wax filter

Replace dome, or GripTip

Unmute the hearing aid microphone

Clean mould or Micro mould, replace wax filter or change dome or GripTip

Wipe battery with a dry cloth (**miniBTE T only**)

Re-insert the earpiece

Have ear canal examined by your doctor

Contact your hearing care professional

Contact your hearing care professional

- 1) Unpair your hearing aid.
- 2) On your phone, turn Bluetooth OFF and ON again.
- 3) Turn the hearing aid OFF and then turn it back ON.
- 4) Pair your hearing aid again (for guidance, visit: www.oticon.global/pairing).

Note

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

Troubleshooting

miniBTE R only – To troubleshoot the charger, see your charger's instructions for use.

Symptom	Possible causes
The hearing aid LED light remains turned OFF when the hearing aid is placed in the charger	The charger is not turned ON
	The hearing aid or charger's temperature is either too warm or too cold
	Charging is incomplete. The charger has stopped charging to protect the battery.
	The hearing aid is incorrectly seated in the charger
The hearing aid LED light blinks GREEN when the hearing aid is placed in the charger	Hearing aid has not been in use for a prolonged period of time
The hearing aid LED light blinks ORANGE when the hearing aid is placed in the charger	System error

Solutions

Verify that the charger's power plug is correctly connected or the power bank has enough battery

Move the charger and hearing aid to a location with a temperature between +5°C and +40°C (+41°F and +104°F)

Reinsert the hearing aid into the charger. This completes the charging within approximately 15 minutes.

Check the charging ports for foreign objects

Depending on how depleted the battery in the hearing aid is, the hearing aid automatically resumes normal charging mode after a timeframe of up to 10 minutes. Ensure you leave the hearing aids in the charger during this process.

Contact your hearing care professional

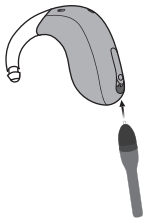
Note

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

Find product information

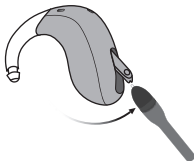
Information about your hearing aids, including the serial number, CE label and production date, is located behind the push-button on your hearing aids. To open the push-button you need to use either the MultiTool that came with your hearing aids or another suitably pointed tool.

Insert tool



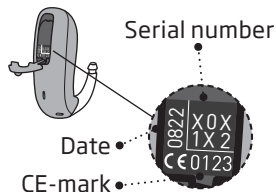
Insert tool into hole at the bottom of the push-button.

Open push-button



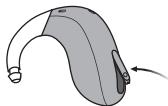
Press the tool into the hole and pull back to open the button door. Ensure you hold the MultiTool as illustrated to avoid damaging it.

Read information



Hold the instrument upside down to read the information.

Close push-button



Push the button back into place. You will hear a click when the push-button is closed correctly.

IMPORTANT NOTICE

Your hearing care professional can also provide you with the serial number marked on your hearing aids. Use an appropriate tool to open the push-button to avoid damaging your hearing aids.

Water and dust resistant (IP68)

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

miniBTE R only

Before charging the hearing aid, make sure to wipe off any moisture.

miniBTE T only

Should your hearing aid come into contact with water and stop working, follow these guidelines:

1. Gently wipe off any water
2. Open the battery drawer, 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

(miniBTE T only)

Operating conditions	Temperature: +1°C to +40°C (34°F to 104°F) Humidity: 5 to 93% relative humidity, noncondensing Atmospheric pressure: 700 hPa to 1060 hPa
Transportation and storage conditions	Temperature and humidity shall not exceed the below limits for extended periods during transportation and storage: Transportation: Temperature: -25°C to +60°C (-13°F to 140°F) Humidity: 5 to 93% relative humidity, noncondensing Atmospheric pressure: 700 hPa to 1060 hPa Storage: Temperature: -25°C to +60°C (-13°F to 140°F) Humidity: 5 to 93% relative humidity, noncondensing Atmospheric pressure: 700 hPa to 1060 hPa

Conditions of use

(miniBTE R only)

Operating conditions	Temperature: +5°C to +40°C (41°F to 104°F) Humidity: 5% to 93% relative humidity, non-condensing Atmospheric pressure: 700 hPa to 1060 hPa
Charging conditions	Temperature: +5°C to +40°C (41°F to 104°F) Humidity: 5% to 93% relative humidity, non-condensing Atmospheric pressure: 700 hPa to 1060 hPa
Transportation and storage conditions	Temperature and humidity shall not exceed the below limits for extended periods during transportation and storage: Transportation: Temperature: -20°C to +60°C (-4°F to 140°F) Humidity: 5% to 93% relative humidity, non-condensing Atmospheric pressure: 700 hPa to 1060 hPa Storage: Temperature: -20°C to +30°C (-4°F to 86°F) Humidity: 5% to 93% relative humidity, non-condensing Atmospheric pressure: 700 hPa to 1060 hPa

Note

For more information about the charger's conditions of use, see your charger's instructions for use.

Technical information

The hearing aids contain the following two radio technologies:

The hearing aids contain a radio transceiver using short-range magnetic induction technology operating at 3.84 MHz. The magnetic field strength of the transmitter is very weak and always below 15 nW (typically below -40 dB μ A/m at a distance of 10 metres (-12.20 dB μ A/ft) at a distance of 33 feet).

The hearing aids also contain a radio transceiver using Bluetooth Low Energy technology and a proprietary, short-range radio technology both operating at ISM band 2.4 GHz.

The radio transmitter is weak and always below 9 mW equal to 9.6 dBm in total radiated power.

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

The hearing aids comply with international standards concerning radio transmitters, electromagnetic compatibility, and human exposure.

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 Sheet** on www.oticon.global

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

This medical device complies with Medical Device Regulation (EU) 2017/745.

Declaration of Conformity is available at the headquarters.

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

CE 0123



SBO Hearing A/S
Kongebakken 9
DK-2765 Smørum
Denmark



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



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 Regulation 2017/745.



CE mark

The device complies with all required EU regulations and directives. The four digit number indicates the identification of the notified body.



Electronic waste (WEEE)

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



Regulatory Compliance Mark (RCM)

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

IP68

IP code

Class of protection against harmful ingress of water and particulate matter according to EN 60529. IP6X indicates total dust protection. IPX8 indicates the protection against the effects of continuous immersion in water.



Bluetooth logo

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

Description of symbols and abbreviations used in this booklet



Made for Apple badges

The device is compatible with iPhone, iPad and iPod touch.



Android badge

Indicates that the device is compatible with Android.



Hearing loop

This logo incorporates the universal symbol for hearing assistance. The "T" signifies that a hearing loop is installed.



Radio Frequency (RF) transmitter

Your hearing aid contains an RF transmitter.

GTIN

Global Trade Item Number

A globally unique 14-digit number used to identify medical device products including medical device software. GTIN in this booklet is related to medical device firmware (FW). GTIN on regulatory packaging label is related to medical device hardware.

FW

FW

Firmware version used in the device.

Description of additional symbols used on labels



Keep dry

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



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.



Medical Device

The device is a medical device.



Li-ion

Battery recycling symbol

Li-ion battery recycling symbol.



Temperature limit

Indicates the temperature limits to which the medical device can be safely exposed.



Humidity limitation

Indicates the range of humidity to which the medical device can be safely exposed.



Radio Frequency Identification

Indicates the presence of a passive radio-frequency identification tag incorporated into the device for manufacturing and service purposes.



Unique device identifier

Indicates a carrier that contains unique device identifier information

International warranty

Your device is covered by an international warranty issued by the manufacturer. This international warranty covers manufacturing and material defects in the device itself, but not in accessories such as batteries, tubing, speakers, earpieces and filters, etc. Problems arising from improper/incorrect handling or care, excessive use, accidents, repairs made by an unauthorised party, exposure to corrosive conditions, physical changes in your ear, damage due to foreign objects entering the device, or incorrect adjustments are NOT covered by the international warranty and may void it. The above international warranty does not affect any legal rights that you might have under applicable national legislation governing the sale of

consumer goods in the country where you have bought your device. Your hearing care professional may also have issued a warranty that goes beyond the clauses of this international warranty. Please consult him/her for further information.

If you need service

Take your device to your hearing care professional, who may be able to sort out minor problems and adjustments immediately. Your hearing care professional may charge a fee for their services.

Warranty

Certificate

Name of owner: _____

Hearing care professional: _____

Hearing care professional's address: _____

Hearing care professional's phone: _____

Purchase date: _____

Warranty period: _____ Month: _____

Model left: _____ Serial no.: _____

Model right: _____ Serial no.: _____

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

Tinnitus SoundSupport settings overview for your hearing aid

Left		Right	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Tinnitus SoundSupport	<input type="checkbox"/> Yes <input type="checkbox"/> No

☐ A) How to change Tinnitus SoundSupport volume in each ear separately

To **increase** volume (on one hearing aid only), use a short press on the push-button repeatedly until the 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 one hearing aid only), continue to press the push-button repeatedly until the desired level is reached.

☐ B) How to change Tinnitus SoundSupport volume in both ears simultaneously

You can use one hearing aid to **increase** the volume and the other hearing aid to **decrease** the volume.

To **increase** the volume, use a short press on the push-button repeatedly on the RIGHT hearing aid.

To **decrease** the volume, use a short press on the push-button repeatedly on the LEFT hearing aid.

To be filled out by your hearing care professional.

General settings overview for your hearing aid







Left		Right
<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Short press	Change program	<input type="checkbox"/> Short press
<input type="checkbox"/> Long press		<input type="checkbox"/> Long press
<input type="checkbox"/> Yes <input type="checkbox"/> No	Change volume	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Yes <input type="checkbox"/> No	Mute (miniBTE T only)	<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	Beeps when changing volume	<input type="checkbox"/> On <input type="checkbox"/> Off
<input type="checkbox"/> On <input type="checkbox"/> Off	Beeps at start-up 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

To be filled out by your hearing care professional.

Sound and LED light indicators

Different sounds and light patterns indicate the hearing aid status. The different indicators are listed on the following pages. For light indicators on your charger, see the charger's instructions for use.










Your hearing care professional can set sound and LED light indicators to match your preferences.

Program	 Sound	 LED light*	When to use
1	1 tone		
2	2 tones		
3	3 tones		
4	4 tones		



















 Short GREEN blink

* LED light blinks continuously or is repeated three times with short pauses.

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ON/OFF	Sound	LED light	LED light comments
ON	<input type="checkbox"/> Jingle	<input type="checkbox"/>   	Shown once
OFF (miniBTE R only)	<input type="checkbox"/> 4 descending tones	<input type="checkbox"/> 	
Volume	Sound	LED light	
Start-up volume	<input type="checkbox"/> 2 beeps	<input type="checkbox"/> 	
Minimum/maximum volume	<input type="checkbox"/> 3 beeps	<input type="checkbox"/> 	
Volume up/down	<input type="checkbox"/> 1 beep	<input type="checkbox"/> 	
Mute		<input type="checkbox"/>  	Continuous or repeated three times

 Long GREEN blink
  Short GREEN blink
  Long ORANGE blink
  Short ORANGE blink



Accessories	<input type="checkbox"/> Sound	<input type="checkbox"/> LED light	LED light comments
TV Adapter 3.0	2 different tones	 	Continuous or repeated three times
EduMic	2 different tones	 	
ConnectClip	2 different tones	 	
Flight mode	<input type="checkbox"/> Sound	<input type="checkbox"/> LED light	
Flight mode activated (miniBTE R only)	4 descending tones + short jingle	   	Only available when three-time repetition is selected
Flight mode deactivated (miniBTE R only)	4 descending tones + short jingle	  	
Flight mode activated (miniBTE T only)	Short jingle	  	Continuous or repeated three times
Flight mode deactivated (miniBTE T only)	Short jingle	 	Only available when three-time repetition is selected

 Long GREEN blink
  Short GREEN blink
  Short ORANGE blink

Continues on next page

Warnings	Sound	LED light	LED light comments
Low battery	<input type="checkbox"/> 3 alternate tones	<input type="checkbox"/> ● ● ● ● ● ● ● ●	Continuously blinking
	<input type="checkbox"/> Voice Notification		
Battery shut down	4 descending tones		
Microphone service check needed	8 beeps repeated 4 times	<input type="checkbox"/> ■■■■	Repeated four times
The hearing aid LED light does not turn ON when the hearing aid is placed in the charger (miniBTE R only)		Turned OFF	See the Troubleshooting section

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<p>The hearing aid LED light blinks ORANGE when the hearing aid is placed in the charger (miniBTE R only)</p>			<p>Continuously blinking. See the Troubleshooting section.</p>
<p>The hearing aid LED light blinks GREEN when the hearing aid is placed in the charger (miniBTE R only)</p>			<p>Continuously blinking. See the Troubleshooting section.</p>

 Short GREEN blink
  Long ORANGE blink
  Short ORANGE blink



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