

# Oticon ♦ Epoq

## INSTRUCTIONS FOR USE



**BTE**

**oticon**  
PEOPLE FIRST

## Congratulations

We at Oticon would like to take this opportunity to congratulate you on selecting the most advanced Hearing Instrument on the market today.

These instructions will help you get the most out of the instrument and ensure their continued high performance.

Carefully follow these instructions when using and maintaining them.

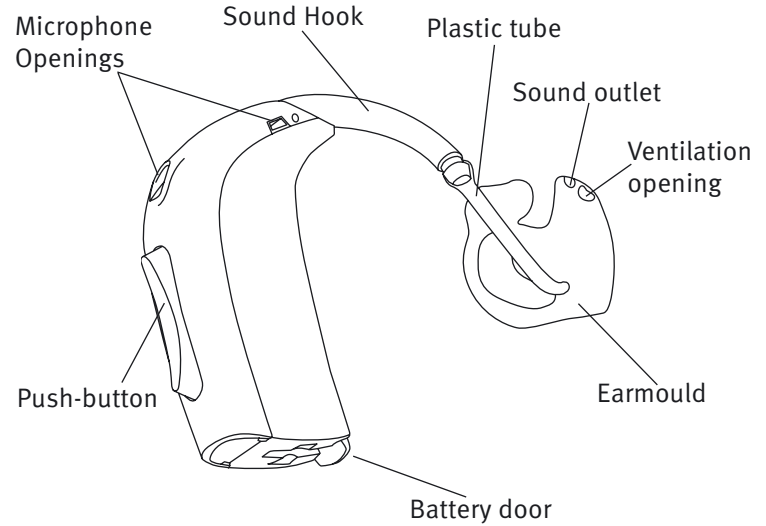
### Important Notice

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

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## Instrument View BTE



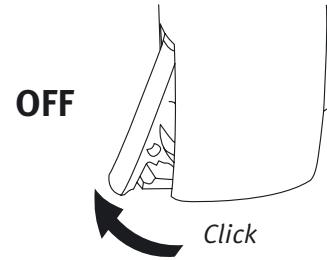
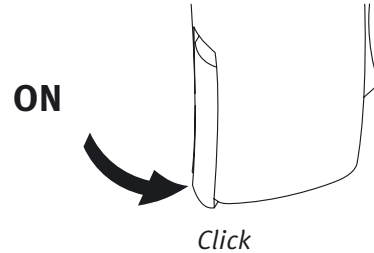
## Turning your instrument ON and OFF

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

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

Turn **OFF** your hearing instrument by opening the battery door slightly until a click is felt.

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

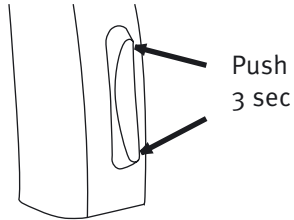


## Standby

Push the button for a minimum of 3 seconds to set the instrument in standby mode.

To reactivate the instrument, push the button shortly again.

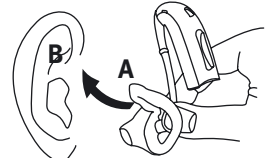
Use the standby function if you need to silence the instrument while you have the instrument on.



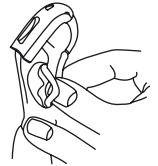
*Note: pushing either side of the button will set the instrument on standby.*

## Putting on your instrument

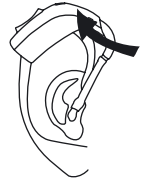
Place the tip of the earmould in your ear canal, twisting slightly, making sure that the top part of the earmould (A) is pushed behind and under the fold (B) of your ear.



Gently pull down your earlobe and press the earmould in the direction of the ear canal.



With the earmould positioned correctly in your ear, place the hearing instrument behind your ear by lifting its lower part and sliding it over the top of your ear.

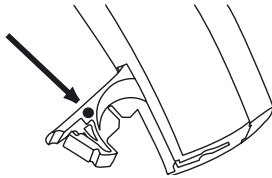


## Left/Right ear marking

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

In order to easily identify whether it is left ear or right ear instrument, colour markings may be applied inside the battery door.

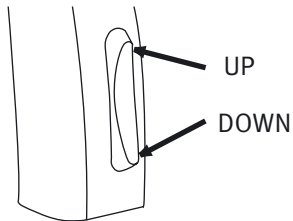
A blue dot marks the LEFT instrument  
A red dot marks the RIGHT instrument



## Push-button

Your hearing instrument has an ergonomic designed push- button for volume adjustment and switching between different programs.

The push-button can be pressed and activated on either the upper part (UP) or the lower part (DOWN).



The push-button on your hearing instrument can be programmed to one of 3 functionalities.

Left	Right	
		<b>Program shift:</b> Press shortly to change program
		<b>Volume control:</b> Press shortly to adjust the volume
		<b>Both volume control and Program shift:</b> Press shortly to adjust the volume and press long (about 2 seconds) to shift program.

Binaural Interchangeable enabled





*To be filled out by your Hearing Care Professional!*

## Programs (Optional)



Your hearing instrument can have up to 4 different programs.

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

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

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

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

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

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

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

### Using 2 instruments

For ease of use, the push-button can be programmed to change to the equivalent program in the other instrument also, by using the wireless communication between the instruments. This is referred as binaural interchange.

You may ask your Hearing Care Professional about the set-up of your instrument.



## Volume Control (Optional)



A volume control may be activated

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

To **increase volume**, click the upper part of the push-button.

To **decrease volume**, click the lower part of the push-button.

When max. and min. levels are reached, this is indicated by 2 beeps.

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

## Using 2 instruments

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## Changing batteries

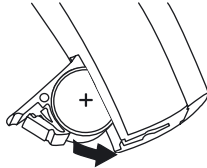
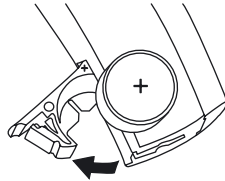
Your hearing instrument battery size is **312**

A worn out battery should be removed immediately.

When the battery power is low, you will hear 2 beeps. This pre-warning starts when the battery has only a few hours of operation left. The pre-warning will be repeated with moderate intervals to indicate it is time to change the battery.

If the battery runs out the instrument turns off. When that happens, 4 beeps are played to indicate that the instrument is no longer operating.

It is not an indication of a malfunction.



To replace the battery, follow these instructions:

- Open the battery door completely by pushing the raised edge in the bottom of the instrument. Remove the old battery.
- Remove the sticky label from + side of the new battery.
- Insert the new battery so that its + marking faces the + sign printed on the battery door. Close the battery door.

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

When you change battery, it will take a few seconds before the battery works to full capacity.



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

## Tamper-resistant battery door (Optional)



This is strongly recommended for infants, small children and people with learning difficulties.

### **Instructions:**

To lock the battery door:

Make sure door is completely closed. Use the screwdriver in the cleaning tool to turn the tamper-resistant screw to lock'ed position.

To unlock the batter door:

Use the screwdriver in the cleaning tool to turn the tamper-resistant screw to un-lock'ed position. The battery door can be opened as usual.

## Telecoil (Optional)



The hearing instrument may have a build-in telecoil.

The telecoil is a receiver for audio signals transmitted from an inductive loop installation. The telecoil is meant for telephone conversations and for loop systems in e.g. theatres, churches or lecture rooms.

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

See “Programs” for where the telecoil program is placed.

## Auto Phone (Optional)



The Auto Phone is only activated when the hearing instrument is close to a telephone receiver. If you have a telecoil in your instrument, the Telecoil Phone program is activated. If you do not have a telecoil, the Acoustic Phone program is activated.

When the Phone program is activated, you will hear a number of beeps.

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

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

## DAI (Direct Audio Input)

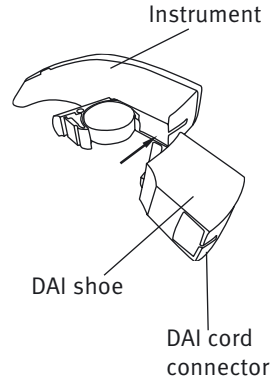
If your hearing instrument is connected by means of a DAI shoe with an external sound source, like a discman or hand mic, the signals of these devices will be directly transferred to your hearing instrument.

### Mounting of DAI

Start by opening the battery door, click the DAI shoe onto the instrument.

Then insert the DAI cord into the shoe.

When the DAI shoe is connected, the instrument will automatically switch to a combination of a DAI program and the microphone input of the instrument.



If you would like the DAI program alone, you can switch to the next program by using the program switch button.

Two new programs will automatically place themselves after the standard programs, which have been programmed into your hearing instrument by your Hearing Care Professional.

## Daily care of your hearing instrument

Your ear canal produces ear wax (cerumen) which may clog up the sound output or the ventilation opening of your hearing instrument. To prevent wax accumulation causing a change in performance, the guidelines in this section should be followed.

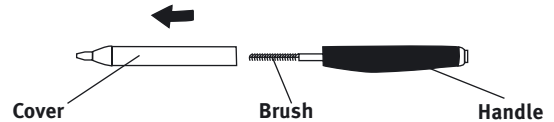
When handling a hearing instrument, keep it over a soft surface to avoid damage if you drop it.

### Before retiring at night:

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

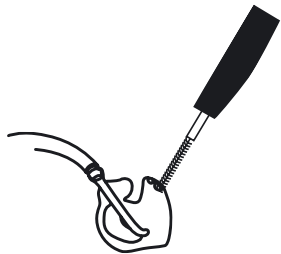
## Cleaning the instrument

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

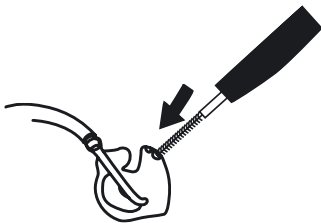


## Here's how

- Clean away any traces of wax from around the sound outlet with the brush.



- Clean the ventilation opening by pressing the brush through the hole while twisting it slightly.



Use the cloth to wipe clean the surface of the instrument.

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

New brushes can be purchased from your local Hearing Care Professional.

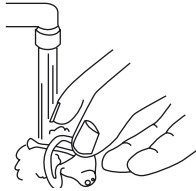
## Important Notice

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

## Cleaning the earmoulds

The earmoulds should be washed regularly:

- Disconnect the earmould and the tubing from the sound hook of the hearing instrument.
- Wash the earmould in lukewarm water using a mild soap. Do not use strong detergents.
- Rinse with water.
- Dry the earmould
- Any water drops inside the earmould or tubing should be blown out. A special device for this purpose (an earmould blower) is available from your Hearing Care Professional.



- Make sure the earmould and tubing are completely dry before they are reconnected to the hearing instrument. Be careful that left ear earmould and tubing are connected to the hearing instrument with left ear marking and vice versa for the right ear instrument.

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

## Replacing the tubing

The tubing in the earmould should be replaced when it becomes yellow or stiff. Consult your Hearing Care professional in relation to this.



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

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

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

The chemicals in cosmetics, hairspray, perfume, after shave lotion, suntan lotion and insect repellent can damage your hearing instrument. You should always remove your hearing instrument before applying such products and allow time for the product to dry before reinserting your hearing instrument. If you use lotion, be sure to wipe your hands dry before putting your hearing instrument.

## **Using your hearing instrument**

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

### **Seven easy steps to better hearing**

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

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

If using the hearing instrument makes you tired, take them off for a little while and have a rest. Gradually, you will begin

to be able to listen for longer periods of time. Soon, you will be able to wear your hearing instrument comfortably all day long.

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

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

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

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

If you find it difficult to listen to TV or radio, your Hearing Care Professional should be able to give you advice on available accessories to enhance your listening capabilities for TV and radio.

## **4. In group conversations**

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

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

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

## **6. Using the telephone**

When using the telephone tilt the receiver edge lightly on your cheek-bone in order to let the sound flow directly into the hearing aids microphone opening. This way, the hearing aid will not whistle and you ensure the best conditions to understand the conversation. When you have the receiver

in this position, remember to speak directly into the microphone on the telephone in order to ensure good understanding in the opposite “end of the line”.

If your hearing aid has a telecoil (and your telephone has a built in tele-loop) you can switch into telecoil program in order to improve the sound reception further.

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

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

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

If you find it difficult to obtain a good result while using your mobile telephone, your Hearing Care Professional should be able to give you advice on available accessories to enhance listening capabilities.

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

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

Your hearing instrument will not restore normal hearing. Nor will they prevent or improve a hearing impairment

resulting from a physiological condition. What they will give you, however, is help towards making better use of the hearing ability that you have. If you have two hearing instruments always wear both.

The most important benefits of wearing two hearing instruments are:

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

## Common problems and their solutions

Effect	Cause	Solution
<b>Squealing noise</b>	Ear wax accumulated in ear canal	Have ear canal examined by your doctor
	Hearing instrument inserted improperly	Reinsert hearing instrument (pg. 9)
<b>No sound</b>	Clogged sound outlet	Clean sound outlet or, if necessary, have wax protection system changed by your Hearing Care Professional (pg. 26)
	Clogged microphone opening	Clean microphone opening with a brush
	Worn-out battery	Replace battery (pg. 18)
	Dirty or corroded battery contacts	Open and close the battery door several times or replace battery (pg. 18)

## Common problems and their solutions

Effect	Cause	Solution
<b>Whirring noise or beeping</b>	Dirty or corroded battery contacts	Open and close the battery door several times or replace battery (pg. 18)
	Dirty or corroded battery	Clean battery surfaces with dry cloth or replace battery (pg. 18)
	Worn -out battery	Replace battery (pg. 18)

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

## International Warranty

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

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

The above warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods. Your Hearing Care Professional may have issued a warranty that goes beyond the clauses

of this limited warranty. Please consult him/her for further information.

### **If you need service**

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

## Oticon Warranty Certificate

Name of Owner: \_\_\_\_\_

Dispenser: \_\_\_\_\_

Dispenser Address: \_\_\_\_\_

Dispenser Phone: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

Warranty Period: \_\_\_\_\_ Month: \_\_\_\_\_

Model Left: \_\_\_\_\_ Serial no.: \_\_\_\_\_

Model Right: \_\_\_\_\_ Serial no.: \_\_\_\_\_

Battery Size: \_\_\_\_\_

## Product approval, precautions and markings

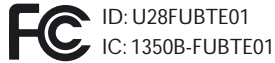
The hearing instrument contains a radio transmitter using short range magnetic induction technology working at 3.714 MHz. The emission power from the radio system is extremely low and is guaranteed harmless. For comparison, the radiation of the instrument is far less than the radiation generated by normal electrical installations in your natural environment, such as light bulbs, electrical wires, etc.

The magnetic field strength of the transmitter is  $< -5 \text{ dB}\mu\text{A/m}$  @ 10m and complies with all relevant international standards.

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



The hearing instrument contains a module with:



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

Operation is subject to the following two conditions:

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

Changes or modifications made to the equipment not expressly approved by Oticon may void the FCC's authorization to operate the equipment.



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



*Oticon A/S*  
*9, Kongebakken*  
*DK-2765 Smørum*  
[www.hear-it.org](http://www.hear-it.org)  
[www.oticon.com](http://www.oticon.com)

906 69 510 00 / 03.07

## Warnings

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

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

Hearing instruments and batteries can be dangerous if swallowed

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

- Discard batteries carefully in a place where infants, small children or people with learning difficulties cannot reach them.
- Batteries have occasionally been mistaken for pills. Therefore check carefully your medicine before swallowing any pills.
- Never put your hearing instrument or batteries in your mouth for any reason, as they are slippery and could be swallowed by accident.
- Most Oticon hearing instruments can be supplied with a tamper-resistant battery compartment upon request. This is strongly recommended for infants, small children, and people with learning difficulties.

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

### **Misuse can result in sudden and permanent hearing loss**

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

## **Battery use**

- Always use batteries recommended by your hearing care professional. Batteries of low quality may leak and cause bodily harm.
- Never attempt to recharge your batteries. They may explode and cause serious injury.
- Never dispose of batteries by burning them. There is a risk that they will explode and cause serious injury.

## **Disfunction in hearing instruments**

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

## **Interference**

- Your hearing instrument has been thoroughly tested for interference, according to the most stringent international standards. But new technical developments constantly bring new products into society, and some may emit electromagnetic radiation, leading to unforeseen interference in hearing instruments. Examples include induction cooking appliances, shop alarm systems, mobile telephones, fax machines, personal computer devices, X-rays, Computer tomography etc.

### **Possible side effects**

- Hearing instruments may cause an accelerated accumulation of cerumen (ear wax).
- The otherwise non-allergenic materials used in hearing instruments may in rare cases cause a skin irritation.

*Consult a doctor if you experience any of these side effects.*

### **Safety requirements regarding Direct Audio Input (DAI)**

- The safety of hearing instruments with DAI (Direct Audio Input) is determined by the external signal source. When the DAI is connected to mains-operated equipment, this equipment must comply with IEC-60065, IEC-60601 or equivalent safety standards.