

Oticon ♦ Epoq

INSTRUCTIONS FOR USE



Preliminary

CIC, MIC, ITC, ITE

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

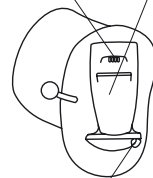
Please familiarise yourself with the entire contents of this booklet before using your hearing instruments. It contains instructions and important information about the use and handling of your hearing instruments and batteries.

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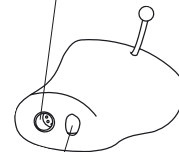
Instrument View CIC/MIC

Microphone opening
Battery door



Ventilation opening

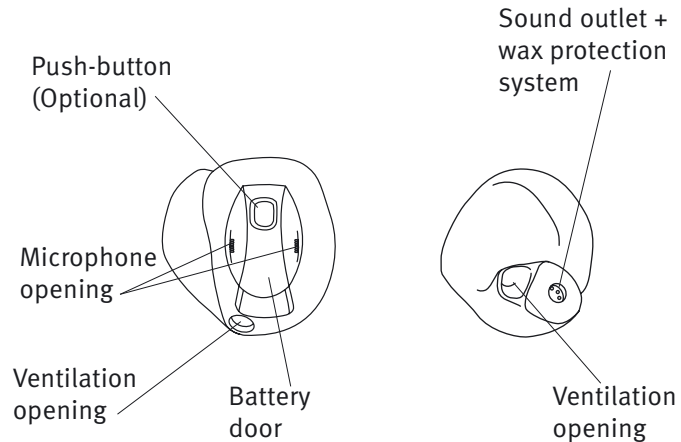
Sound outlet +
wax protection
system



Ventilation opening

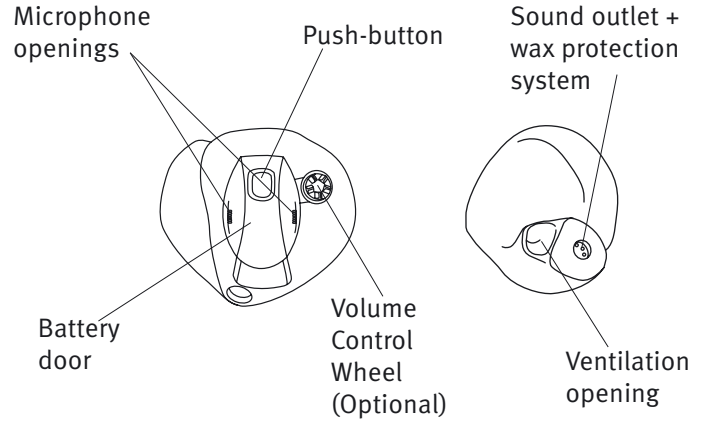
Battery size: 10

Instrument View ITC



Battery size: 312

Instrument View ITE



Battery size: 312

Turning your instruments ON and OFF

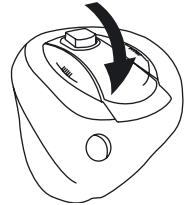
Turn **ON** your hearing instrument by closing the battery door completely with the battery in place.

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

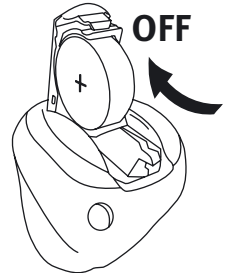
Turn **OFF** your hearing instrument by opening the battery door with your finger nail.

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

ON

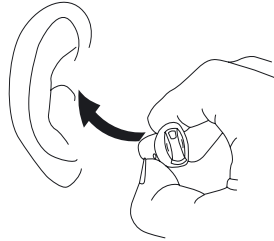


OFF

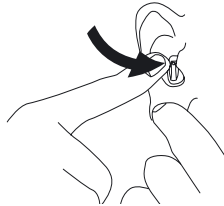


Inserting your hearing instruments

Place the tip of the hearing instrument in your ear canal (use your right hand to insert the right instrument and your left hand to insert the left instrument).



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



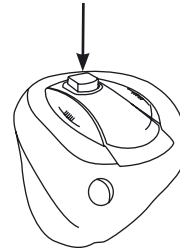
DO NOT use the battery door as a handle to insert or remove

Programs (Optional)







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

Push briefly on the button to activate the program switch.



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.

Binaural Interchangeable enabled

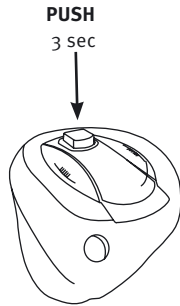
You may ask your Hearing Care Professional about the set-up of your instrument.

Standby (only installed with push-button)

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

To reactivate the instrument, push the button briefly again.

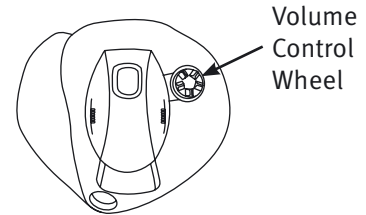
Use the standby function if you need to silence the instrument.



16

Volume Control (Optional for ITE only)

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



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

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

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

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

Using 2 instruments

For ease of use, the volume control wheel can be programmed to adjust the volume in the other instrument equivalently, by using the wireless communication between the instruments. This is referred as binaural interchange.

Binaural Interchangeable enabled

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

Changing batteries

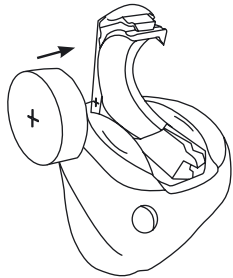
The correct battery size appears in the instrument overview in the first section of this document

A worn out battery should be removed immediately.

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

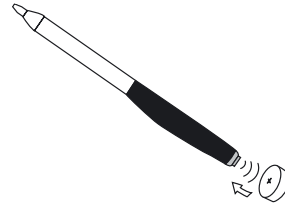
To replace the battery, follow these instructions:

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



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

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



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

Telecoil (Optional)



The hearing instrument has a built-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. When activated, you will hear a certain number of beeps corresponding to the telecoil program.

See Program section for the telecoil program setting.

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.

Daily care of your hearing instruments

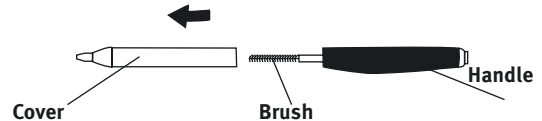
Your ear canal produces ear wax (cerumen) which may clog up the sound output or the ventilation opening of your hearing instrument. Therefore your hearing instrument may contain a filter or another device to prevent wax accumulation. Consult your Hearing Care Professional for instructions about the specific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

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

- Open the battery compartment fully to allow air to circulate whenever you are not using the hearing instruments, especially at night.

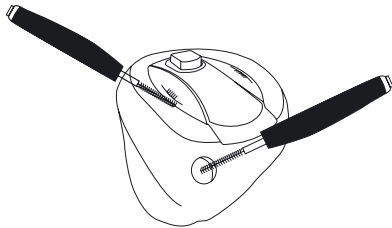
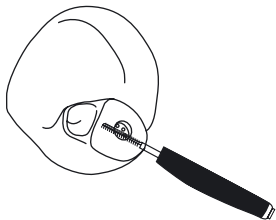
Cleaning the instrument

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 is how

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



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

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

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

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!

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 TV 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	
Squealing noise	Ear wax accumulated in ear canal	Have ear canal examined by your doctor	
	Hearing instrument inserted improperly	Reinsert hearing instrument	(pg. 12)
No sound	Clogged sound outlet	Clean sound outlet	(pg. 24)
	Clogged microphone opening	Clean microphone opening with a brush	
	Worn-out battery	Replace battery	(pg. 20)
	Dirty or corroded battery contacts	Open and close the battery door several times or replace battery	(pg. 20)

Common problems and their solutions

Effect	Cause	Solution
Whirring noise or beeping	Dirty or corroded battery contacts	Open and close the battery door several times or replace battery (pg. 20)
	Dirty or corroded battery	Clean battery surfaces with dry cloth or replace battery (pg. 20)
	Worn -out battery	Replace battery (pg. 20)

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: _____

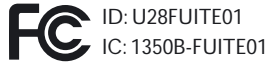
Product approval, precautions and markings

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.



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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 instruments.

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

- Discard batteries carefully in a place where infants, small children or people with learning difficulties cannot reach them.
- Batteries have occasionally been mistaken for pills. Therefore check carefully your medicine before swallowing any pills.
- Never put your hearing instruments or batteries in your mouth for any reason, as they are slippery and could be swallowed by accident.
- Most 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 instruments as incorrect/wrongful usage could cause permanent damage to their hearing.

Battery use

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

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.

Wax protection system

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

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