# Pocket Guide

OTICON | **Intent**

## Engage in life like never before with the world's first user-intent sensors

**Oticon Intent™**

- **Featuring the world's first user-intent sensors that understand the user's natural behavior and listening intentions,** recognize when they change, and seamlessly adapt.
- **Offers new smaller miniRITE rechargeable style,** with new miniFit Detect speakers and a SmartCharger with faster charging.
- Features **future-ready connectivity!**
- **Proven to help patients like never before!** Oticon Intent offers 35% more access to speech cues than Oticon Real™*.

*Brændgaard/Zapata-Rodríguez et al. (2024). 4D Sensor technology and Deep Neural Network 2.0 in Oticon Intent™. Technical review and evaluation. Oticon whitepaper.

# Did you know that Oticon Intent™ demo instruments are now available for Government Services Audiologists?



**To receive demo instruments, contact the Government Services team – see pages 90-91 or call us at  877.310.9681**

**Demo Instrument options:**

With Oticon Intent demo instruments, we offer a variety of colors (Black, Chestnut Brown and Chroma Beige). We will ask for the color of instrument, receiver size and strength as well as your choice of dome.

Call us to receive your demo instruments! 877.310.9681

# Table of contents

**In addition to all the tabbed sections, here is where to find more:**

# Introducing Oticon Intent

With Oticon Intent we introduce an all-new discreetly designed miniRITE. Featuring the world's first user-intent sensors, Oticon Intent combines four different types of sensor input to understand and act on the user's listening needs.

**The information on the next 4 pages will help you get started with our new technology.**

## New design

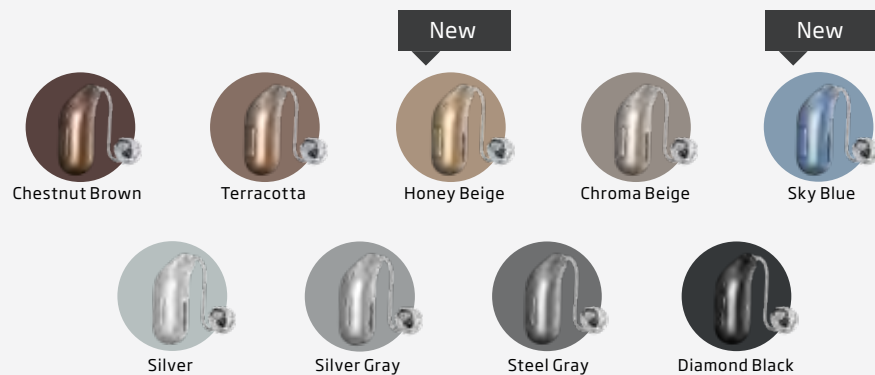New miniFit Detect speakers

Optimized microphone placement

New color markers

Contact charging

- **A new smaller design** with **telecoil**, a **single push-button** and **size 13 rechargeable lithium-ion battery** that is fully enclosed.

- **Longer battery life** and **fast contact charging**, due to improved charging technology.

- Certified rating of **IP68** for dust and water resistance.

- **New battery door markers** that can be easily removed

- New chipset allowing for **Bluetooth® LE Audio (two-way hands-free) with select Android™ devices**

- **Microphone placement is optimized** by means of the curvature of the new shell ensuring optimal collection of sounds in the environment.

- **Noahlink Wireless/Noahlink Wireless 2** are the only programming devices that can be used when fitting or performing firmware updates.

- **Pulsing LED lights** for increased awareness and visibility of hearing aid status.

- **Compatible with CROS and CROS PX.**

## Available colors

Chestnut Brown

Terracotta

**New**
Honey Beige

Chroma Beige

**New**
Sky Blue

Silver

Silver Gray

Steel Gray

Diamond Black

## Available chargers

Oticon Intent
Desktop charger

Oticon Intent
SmartCharger

# Oticon Intent made easy

**1** **Engage in life like never before with the world's first user-intent sensors**

### What you need to know
Oticon Intent is the world's first hearing aid with 4D sensor technology, that not only takes acoustic cues into consideration but also registers the user's **head movement, body movement, and conversation activity. This technology monitors the user's listening intentions and seamlessly adjusts the hearing support it provides to deliver an optimized and personalized support.**

Oticon Intent provides access to the full sound environment with higher clarity and better balance than before thanks to improvements including: MoreSound Intelligence™ 3.0 and Deep Neural Network 2.0.

### " What to share with patients
Every person's hearing loss is as unique as their fingerprint. And so are our communication needs – even in the same environment. **Oticon Intent prioritizes the sounds you need** based on your head and body movements and adjusts moment to moment along with you. Oticon Intent utilizes the input from these sensors to always give your brain as much sound as possible without overloading it.

**2** **Our smallest rechargeable miniRITE style ever packed with innovations to support easy and efficient fittings**

### What you need to know
- **Faster and more stable charging** enables quick charges before or during fittings, as well as improved battery life.
- With the integration of ACT into Genie 2, patients can experience a more personalized fitting focused on their ability to hear in noise.
- The redesigned MoreSound Intelligence screen facilitates **easy adjustments** and enhances the counseling experience.

### " What to share with patients
The Oticon Intent miniRITE is a small and very discreet hearing aid. With a long battery life, Intent also has **quick recharge** capabilities for an extra 4 hours in 15 minutes.

**3** **Ready for the next generation of connectivity**

### What you need to know
Oticon Intent is a future-ready hearing aid, supporting modern connectivity standards.
- Bluetooth® LE Audio adds hands free with select Android devices, enhanced sound quality
- Seamless connectivity to Oticon accessories
- Compatible with Oticon Companion app
- New functionality allows users to **accept and end streamed phone calls with a simple double-tap.**

### " What to share with patients
Oticon Intent lets you seamlessly connect to accessories and your phone to enjoy streaming and hands-free phone calls. Intent gives you the ability to **connect to the people and devices that matter most.**

**4** **Proven to deliver results and benefits your patients can see**

### What you need to know
35% more access to speech cues than Oticon Real*

Up to:
- 10% better sound quality**
- 13% more nuance in the sound scene**
- 10% higher listening comfort**
- 15% improvement in speech comprehension with 4D sensor technology on vs off**

### " What to share with patients
Oticon has been **tested and proven** to give better sound quality, more nuances in the sound scene, increased listening comfort and more access to speech. This gives you're the brain the details it needs to make sense of sound.

*Brændgaard/Zapata-Rodríguez et al. (2024). 4D Sensor technology and Deep Neural Network 2.0 in Oticon Intent™. Technical review and evaluation. Oticon whitepaper.

**Bianchi/Eskelund et al. (2024). Oticon Intent™ – Clinical evidence. BrainHearing™ benefits of the 4D Sensor technology. Oticon whitepaper.
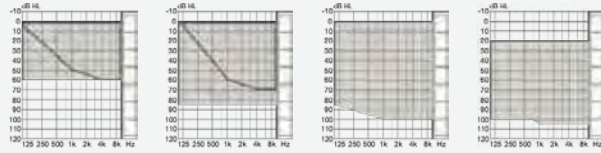
# RITE & BTE Instruments

## RITE Styles

### RITE fitting ranges

| Oticon Intent miniRITE R (lithium-ion) | RITE fitting ranges |
|---|---|

60 | 85 | 100 | 105



| 60 | 85 | 100 | 105 |

- ⬜ Mold, Bass & Power dome
- ⬜ OpenBass dome
- MicroShell Detect, Bass & Power dome
- MicroShell Detect

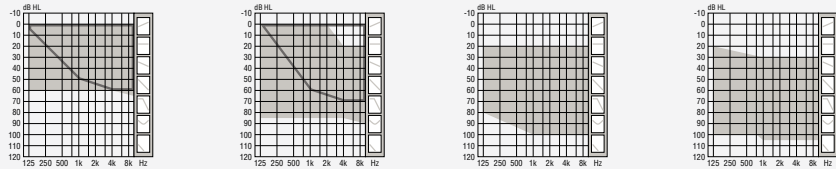| Oticon Real 1 miniRITE R (lithium-ion) | Oticon Play PX 1 miniRITE R (lithium-ion) / Oticon Opn S 1 miniRITE R (lithium-ion) **Meets SCIF requirements!** | Oticon Real 1 miniRITE T (312 zinc-air) |
|---|---|---|

60 | 85 | 100 | 105    60 | 85 | 100 | 105    60 | 85 | 100 | 105

### RITE fitting ranges

| 60 | 85 | 100 | 105 |

- ⬜ Open Bass/ Open dome
- Custom mold, Bass & Power dome
- Power Receiver Mold, Bass & Power dome
- Power Receiver Mold

## RITE Instrument Colors

### Intent, Real, Opn S

| C044 Silver | C090 Chroma Beige | C091 Silver Grey | C092 Steel Grey |
| C093 Chestnut Brown | C094 Terracotta | C063 Diamond Black | |

**INTENT ONLY**

| C115 Sky Blue | C116 Honey Beige |
**REAL ONLY**
| C114 Olive Green | C079 Hear Pink |

### Play PX

| C044 Silver | C090 Chroma Beige | C093 Chestnut Brown | C094 Terracotta |
| C063 Diamond Black | C048 Emerald Green | C058 Aquamarine | C047 Cool Blue |
| C045 Purple | C046 Red | C057 Power Pink | C079 Baby Pink |

## BTE Styles

| Oticon Real 1 miniBTE R (lithium-ion) | Oticon Real 1 miniBTE T (312 zinc-air) | Opn S 1 BTE Plus Power 13 | Xceed 1 BTE Super Power 13 | Xceed 1 BTE Ultra Power 675 |
|---|---|---|---|---|
| 85 | 85 | 105 | 110 | 120 |



## BTE Fitting Ranges
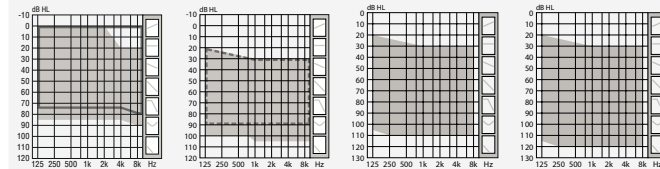
| 85 | 105 | 110 | 120 |

- ⬜ Corda miniFit standard thin tube
- ⬜ Corda miniFit Power thin tube
- Hook

## BTE Instrument Colors

### Real, Xceed, Opn S

| C044 Silver | C091 Silver Grey | C092 Steel Grey | C063 Diamond Black |
| C090 Chroma Beige | C094 Terracotta | C093 Chestnut Brown | C079 Hear Pink* |

*Available for Oticon Real™ only.

# Oticon CROS family

| RITE styles | |
|---|---|
| **Oticon CROS** (312 zinc-air)** | **Oticon CROS PX** (rechargeable)** |

**Available in ROES with 60 and 85 receiver. Oticon CROS and CROS PX are not compatible with Oticon Own Custom instruments

## CROS and CROS PX colors

| **C044** Silver | **C091** Silver Grey | **C092** Steel Grey | **C063** Diamond Black |
|---|---|---|---|
| **C090** Chroma Beige | **C094** Terracotta | **C093** Chestnut Brown | CROS PX ONLY **C079** Hear Pink |

## Oticon CROS Family Compatibility

### Oticon CROS (312 zinc-air) and Oticon CROS PX (rechargeable)

| Sirius™ | Polaris R™ | Polaris™ | Velox S™ | |
|---|---|---|---|---|
| Oticon Intent miniRITE R | Oticon Real miniRITE R | Oticon More miniRITE R | Opn S miniRITE R | Opn S BTE PP |
| | Oticon Real miniRITE T | Oticon More miniRITE T | Opn S miniRITE T | Xceed BTE SP |
| | Oticon Real miniBTE R | Oticon More miniBTE R | Opn S miniRITE | Xceed BTE UP |
| | Oticon Real miniBTE T | Oticon More miniBTE T | Opn Play miniRITE T | |
| | | Oticon Play PX miniRITE R | | |
| | | Oticon Play PX miniRITE T | | |
| | | Oticon Play PX miniBTE R | | |
| | | Oticon Play PX miniBTE T | | |

# Oticon Own 1 Custom Instruments



IIC    CIC    ITC    ITE HS    ITE FS
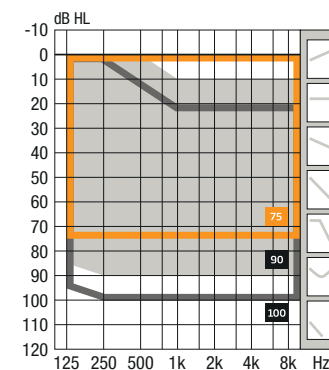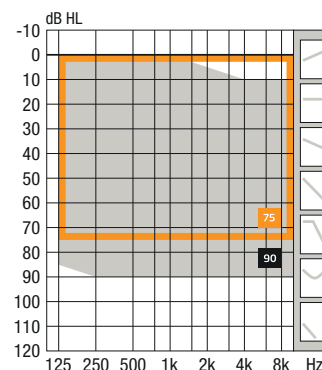
| | IIC | CIC | ITC | ITE HS | ITE FS |
|---|---|---|---|---|---|
| Battery | 10 | 10 | 312 | 312 | 312 |
| Fitting levels | 75 90 | 75 90 | 75 90 100 | 75 90 100 | 75 90 100 |
| NFMI | - | • (ROES) | • | • | • |
| 2.4 GHz | - | - | • (ROES) | • (ROES) | • (ROES) |
| Microphones | 1 | 1 | 2 | 2 | 2 |
| Push-button | - | o | o | o | o |
| Volume Wheel | - | - | o | o | o |
| Telecoil | - | - | o† | o† | o† |
| AutoPhone | - | - | - | - | - |

• Standard    o Option    o† Not possible to combine 2.4 GHz and telecoil    - Unavailable

| Firmware number | New functionality/improvements |
|---|---|
| **1.0.2** | • Streaming and hearing instrument performance improvements |
| **1.0.4** | • Improved Connectivity to ConnectClip<br>• Performance and connectivity improvements for iOS and Android devices<br>• Improved "battery time left" estimations in the Companion app |

To ensure that your patient's aids have the latest firmware, please connect the devices to Genie 2.

# Oticon Own™ options*
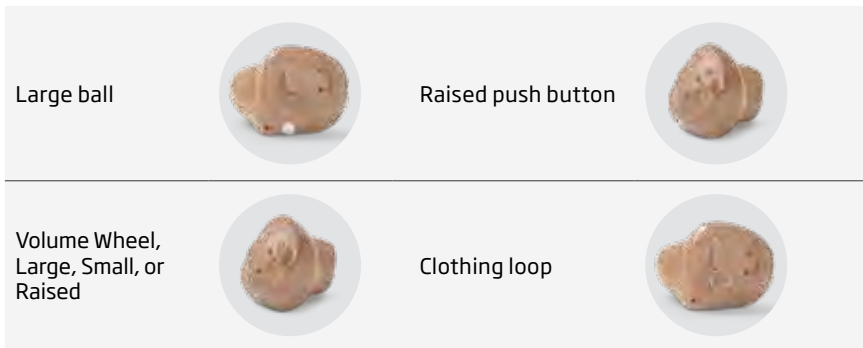


| | | | |
|---|---|---|---|
| Large ball | | Raised push button | |
| Volume Wheel, Large, Small, or Raised | | Clothing loop | |

| Visual indicators | Retention |
|---|---|
| Color Dots | Canal Lock (CIC/ITC/HS) |
| Initials on shell | Helix Lock (CIC/ITC/HS) |
| Name on shell (Name if possible, otherwise initials) | Clothing Loop (N/A for IIC/CIC) |
| Canal Tips Red/Blue | Heavy Clothing Loop (N/A for IIC/CIC) |
| L&R on Shell | |

| Removal | Shell Finish |
|---|---|
| Removal Cord (STD for IIC/CIC) | Hard Coat (Standard) |
| Heavy Removal Cord (N/A for IIC) | Soft Coat |
| Large Ball Removal Cord | Matte Finish |

| Tactile / Other | |
|---|---|
| Raised Push Button | Battery door indicator |
| Raised Volume Wheel | Door hooks (N/A for IIC) |
| Large Volume Wheel | Extended receiver tubing (N/A for IIC) |
| Raised, Large Volume Wheel | |

| Custom instrument shell and faceplate colors | | | | | | | |
|---|---|---|---|---|---|---|---|
| C001 Beige | C002 Light Brown | C003 Medium Brown | C004 Dark Brown | C005 Black | Transparent* | Red* | Blue* |

*Not available as a faceplate color.

*Options available space permitting and may not be available on all models.

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# Genie 2 2024.1 – Oticon Intent quick fitting guide



## Navigation Bar and Welcome Screen

In order to navigate through the Genie 2 software, follow the navigation bar at the top of the screen, working from left to right. This bar also contains the **Save and Exit** button, **Connect** button with selected programmer, information about the hearing aid and notification icon. 🔔

The Welcome screen allows for connecting to instruments or simulating a fitting.



## Selection Screen

Different Families, Styles, and Features may be selected while running a simulation. The ability to view the fitting level for miniRITE and custom instruments is located in the middle of the screen. Additionally, Oticon Intent is now available to select and fit in Genie 2 | 2024.1.

When connecting Oticon Intent to Genie 2, all relevant speaker unit information will be displayed. This includes serial number, fitting power level, wire length and left/right identification.



Notification about mismatch

Mismatch between detected and expected
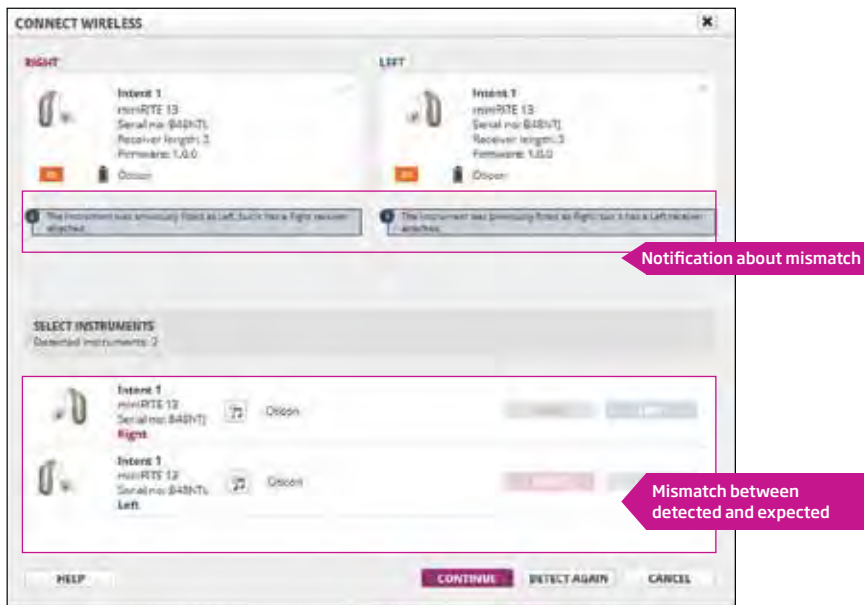
## miniFit Detect
## Safety Indicator – Receivers mounted on wrong side

An alert will appear with immediate speaker unit status, enabling you to see if a speaker unit is correct, missing, faulty, or incompatible. Should a mismatch occur the LED will give 4 long orange blinks (1 second long) 4 times (16 blinks total).

The bars beside the hearing aid(s) will become green once connected.





## Fitting Screen

The **Fitting Tools** in the left task pane make key fitting features easily accessible.

The Acoustics tab allows for the opportunity to change the selected earpiece. Please note, if an ear piece is changed, be sure to re-prescribe settings. Real time adjustments of gain, adaptation manager and compression can be made in the **Fine Tuning** screen.

The MoreSound Intelligence screen for Oticon Intent has been simplified for ease of use. The MoreSound Intelligence screen may also be used as a counseling tool with patients.

For detailed information on using MSI for Oticon Intent, see page 18.
For detailed information on using MSI with Oticon Real and Oticon More, see page 22.

SuddenSound Stabilizer effectively addresses sudden sounds while preserving speech intelligibility. Clinicians can select the appropriate setting for each program, ranging from Off to Max. The activation levels can be visualized in the graph below.

| | OFF | LOW | MEDIUM | HIGH | VERY HIGH | MAX |
|---|---|---|---|---|---|---|
| Activation level | - | 60 dB SPL | 55 dB SPL | 40 dB SPL | 40 dB SPL | 40 dB SPL |
| Max. attenuation | 0 | 10dB | 15 dB | 20 dB | 25 dB | 30 dB |

Off    Low    Medium    High    Very high    Max

## End Fitting Screen – Controls – Buttons and Taps

**The End Fitting** screen now features an updated tab name, **Controls,** which replaces the Buttons and Indicator tab. **Buttons and Taps** can be accessed in the first tab along the top. LED options under the **Visual Indicators** tab can be programmed for the miniRITE R, miniRITE T, miniBTE R and miniBTE T.

When fitting miniRITE R and miniBTE R rechargeable lithium-ion hearing aids, the **Batteries** option can be selected from the left task pane to see **Current Battery Level** (current charge in hearing aids) and overall **Battery Health**.

New **Call Tap Control** feature for Oticon Intent allows patients to answer and end calls by tapping the hearing aid. This feature is located under **Controls – Buttons and Taps and then Call Controls.**

## End Fitting Screen – Accessories and Save and Exit

Compatible accessories and general hearing aid information are located on the landing page for the End Fitting screen.

Accessories are paired outside of the software. If accessories have been previously paired, there will be a red and/or blue indicator above the accessory image that has been successfully paired.

Click **Save and Exit** to save the session and exit the software. **Note:** Settings are automatically saved in the instruments during the Programming process.

# SuddenSound Stabilizer

## Developed with Veterans in mind

SuddenSound Stabilizer is fast and precise, it can instantly provide the appropriate gain reduction, and instantly release the gain when the sudden sound ends. This ensures your patients receive better access to speech, while still enjoying access to all the relevant information from the sound scene. Moreover, SuddenSound Stabilizer can detect and handle over 500,000 sudden sounds per day, helping your patients stay aware of what's going on around them – without compromising their comfort or access to speech.

## Adjusting SuddenSound Stabilizer in Genie 2 software

SuddenSound Stabilizer can be found on the Fitting Tab



**ASK US ABOUT our SuddenSound Stabilizer research with Veterans!**

Based on your patient's observations, SuddenSound Stabilizer can be adjusted to their preference – move the slider bar to the right to increase support by lowering the activation level and/or increasing maximum attenuation, likewise the slider can be moved to the left for less support.

| | OFF | LOW | MEDIUM | HIGH | VERY HIGH | MAX |
|---|---|---|---|---|---|---|
| Activation level | - | 60 dB SPL | 55 dB SPL | 40 dB SPL | 40 dB SPL | 40 dB SPL |
| Max. attenuation | 0 | 10dB | 15 dB | 20 dB | 25 dB | 30 dB |

Off    Low    Medium    High    Very high    Max

**Teach your patient about SuddenSound Stabilizer:** Better handling of both soft and loud sudden sounds will help you stay aware of what's going on around you without compromising comfort and access to speech.

# MoreSound Intelligence 3.0 for Oticon Intent instruments

**MoreSound Intelligence 3.0 introduces a quantum leap in sound scene processing, giving access to the full sound scene with clear contrast and balance.**

With input from 4D user-intent sensors, MoreSound Intelligence 3.0 seamlessly adapts to the user's specific listening needs.

Based on 4D user-intent sensors and the Deep Neural Network 2.0 (DNN) with vast training from real-life sound scenes, MoreSound Intelligence 3.0 knows how to process and optimize sounds, seamlessly across different environments. The system utilizes the user's behavior to monitor their listening intent and adapt the processing accordingly, ensuring a personalized listening experience. The result is not only a more precise and natural representation of individual sounds, but also a clear and more distinct contrast between sounds.
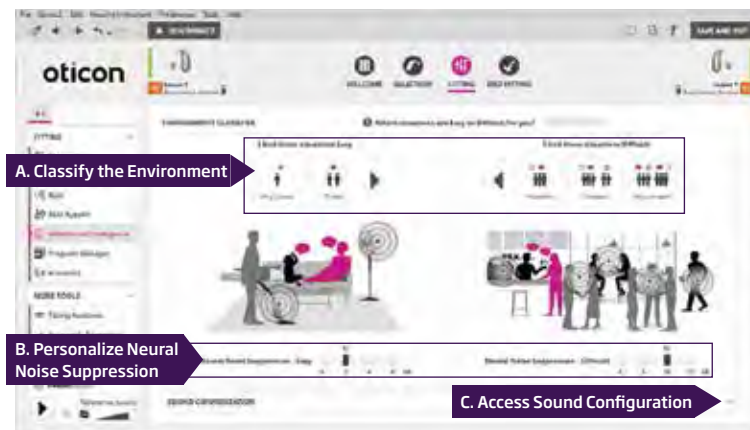
The MoreSound Intelligence screen for Oticon Intent is optimized and redesigned to use as an interactive counseling tool to prescribe individualized help-in-noise for patients.

## MoreSound Intelligence 3.0 at initial fitting
Adjusting Environmental Configuration: When is support needed?

The target ↻ is the recommended setting and a great starting point for patients. We recommend setting the Environmental Configuration during your patient's initial fitting appointment.

### A. Environmental Configuration



A. Classify the Environment

B. Personalize Neural Noise Suppression

C. Access Sound Configuration

Images in this guide for MoreSound Intelligence 3.0 represent Genie 2 screens for Oticon Intent 1.

(A) Allows for setting the hearing aids to determine WHEN patients need more support (directionality and noise reduction).

- **Ask patient:** "Which situations are Easy or Difficult for you?"

- Together with the patient, move the arrows to place the five boxes in either the Easy or Difficult category. For clarification about each situation, hover over each image and examples of environments will appear.

(B) Personalize the Neural Noise Suppression for both easy and difficult environments (if needed). This adjusts the strength of the support provided by the Deep Neural Network 2.0, for both easy and difficult situations. These ranges have been extended since the previous version of MoreSound Intelligence, to provide even greater support in noise, if needed, for Oticon Intent users.

- Neural Noise Suppression Easy is extended from 4 dB to 6 dB for Oticon Intent.

- Neural Noise Suppression Difficult is extended from 10 dB to 12 dB for Oticon Intent.

(C) Adjustments to Sound Configuration can be made by clicking the dropdown arrow. In the Sound Configuration tab, you will find Virtual Outer Ear, Sound Enhancer, Sensor technology and Directionality settings. In most cases, these should not need to be adjusted.

## MoreSound Intelligence at follow-up appointment
Adjusting Easy and Difficult environments: How much support is needed?

**Sensor Technology:** Sensor technology affects the help-in-noise system in the hearing aids based on patients' head and body movement. Movement is detected by a motion sensor in different ways, including head nodding, head turns, and full body motion. When your patient moves their head and/or body, such as during a conversation, or when walking across a room, the help-in-noise system in the hearing aids continuously adapts to the body movement, to provide suitable help for that listening situation. Likewise, when a patient is sitting still, conversing in a difficult environment, the system will adapt and maximize the help.
For more information on Sensor Technology – hover on ⓘ

- Sensor technology is **available in two programs: General and Speech in Noise.**
- Sensor technology is **ON by default** in adult fittings.
- Sensor technology is **not available if Neural Noise Suppression is off and Neural Automatic is deselected.**
- It is recommended to use your clinical judgement about when this feature may not be suitable, for example, if your client has atypical head or body movements.
- It is also important to note that Sensor technology does not affect the hearing aid processing in easy situations.
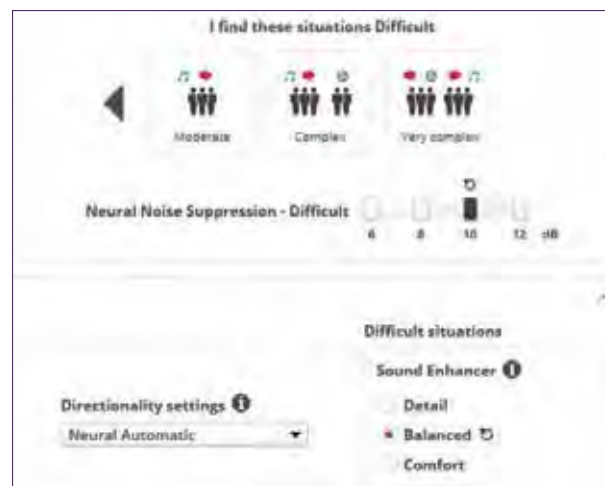
### B. Easy Environment
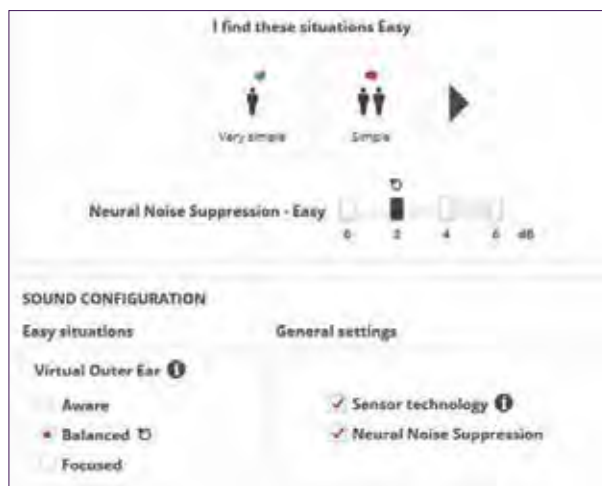


**1. Virtual Outer Ear – Easy**

- Compensates for loss of pinna effect.
- Choose this control should the patient want more/less of a front focus.
- Options for Virtual Outer Ear in easy environments:
    - Aware
    - Balanced
    - Focused

**Ask patient**
- Do you want to focus a bit more on someone in front of you, in quieter situations? If yes, choose 'Focused',
- Do you want to be very aware of all sounds around you in quieter situations? If yes, choose 'Aware'.

### C. Difficult Environment



**2. Sound Enhancer – Difficult**

- Allows for additional boost from 1000–4000kHz when MSI is actively working to control noise in difficult environments.
- Choose this control should patients want more support in difficult environments.
- Options for Sound Enhancer for difficult environments:
    - Detail
    - Balanced
    - Comfort

**Ask patient**
- In difficult listening situations, are you sometimes overwhelmed? If yes, choose 'Comfort'.
- When listening to speech in difficult situations, do you prefer more speech detail? If yes, choose 'Detail'

# MoreSound Intelligence for
## Oticon Real, Oticon More and Oticon Own instruments*

**MoreSound Intelligence (MSI) is a groundbreaking BrainHearing™ technology that provides access to the full sound scene with clear contrast and balance.**

It includes a combination of technologies designed to process the sound scene with precision. As part of the noise reduction system, MSI utilizes an on-board Deep Neural Network (DNN) that was trained on 12 million real-life sound scenes so it could learn the way the brain does naturally. The DNN allows the sounds of the world to be handled precisely and automatically allowing patients to move seamlessly across listening environments.

*MoreSound Intelligence 2.0 is a feature in Oticon Real.

**MoreSound Intelligence at initial fitting**
Adjusting Environmental Configuration: When is support needed?

The target ↻ is the recommended setting and a great starting point for patients. We recommend setting the Environmental Configuration during your patient's initial fitting appointment.

## A. Environmental Configuration



Images in this guide depict MoreSound Intelligence 2.0/MoreSound Intelligence for Oticon Real 1, More 1, and dual-microphone Own 1 devices.

Allows for setting the hearing aids to determine **WHEN** patients need more support (directionality and noise reduction).

- **Ask patient:** "In which situations do you find it difficult to hear?" or "When do noisy situations go from easy to difficult for you?"

- Move gray slider bar based on their response by clicking on the left or right arrow. Based on the patient's response, the light gray indicates easier environments, dark gray indicates more difficult environments.

Those with poor speech discrimination scores may benefit from more separation of speech and noise – moving slider bar to left.

**MoreSound Intelligence at follow-up appointment**
Adjusting Easy and Difficult environments: How much support is needed?

## B. Easy Environment
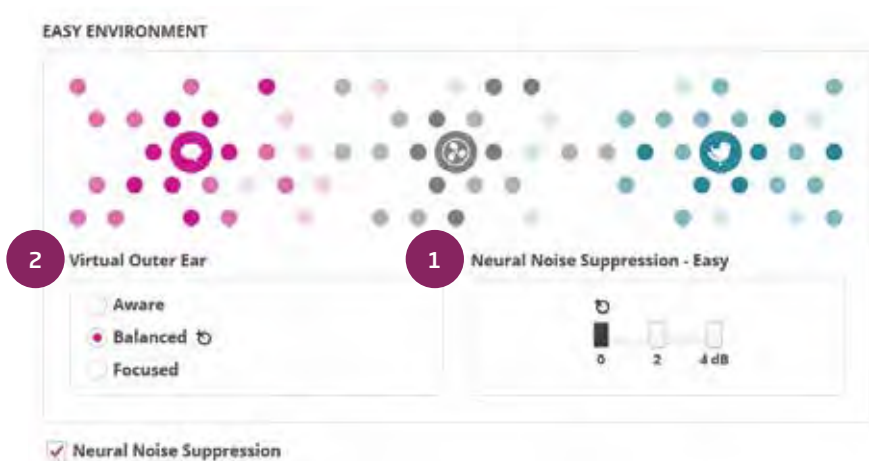


These handles determine **HOW MUCH** support a patient will have in easy environments (light gray)

### 1. Neural Noise Suppression – Easy

- Amount of noise suppression for easy situations (light gray).
- Choose this control if patients are struggling in situations that are considered more simple environments.

**Ask patient:** Do you find background sounds to be disturbing sometimes, even in quieter situations?

### 2. Virtual Outer Ear – Easy

- Compensates for loss of pinna effect.
- Choose this control should the patient want more/less of a front focus.
- Options for Virtual Outer Ear in easy environments:
    - Aware
    - Balanced
    - Focused

**Ask patient:** Do you want to be very aware of all sounds around you or focus a bit more on someone in front of you in quieter situations?

## C. Difficult Environment
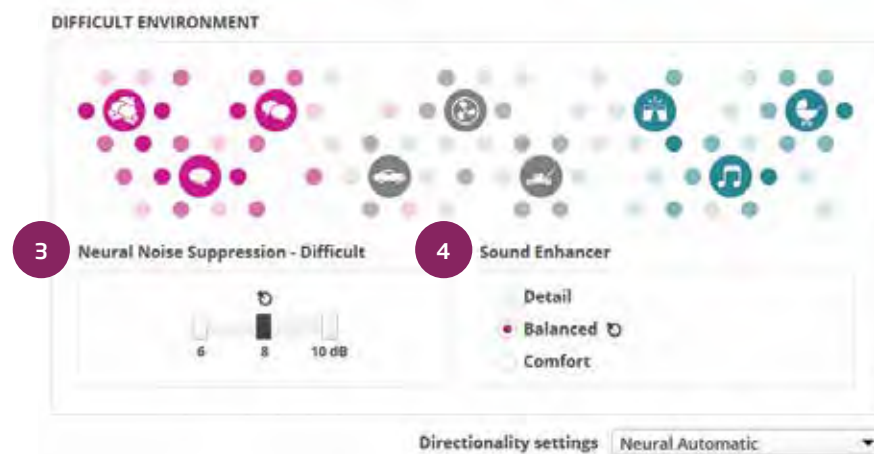


These handles determine **HOW MUCH** support a patient will have in difficult environments (dark gray)

### 3. Neural Noise Suppression – Difficult

- Amount of noise suppression for difficult situations (dark gray).
- Choose this control if patients are struggling in more complex environments.

**Ask patient:** Do you find background sounds to be disturbing when there are many sounds around you?

### 4. Sound Enhancer – Difficult

- Allows for additional boost from 1000–4000kHz when MSI is actively working to control noise in difficult environments.
- Choose this control should patients want more support in difficult environments.
- Options for Sound Enhancer for difficult environments:
    - Detail
    - Balanced
    - Comfort

**Ask patient:** When listening to speech in difficult situations, are you sometimes overwhelmed or do you prefer to have more speech detail?

# Oticon CROS & CROS PX
## Quick Fitting Guide

The Oticon CROS transmitter coupled with a compatible Oticon hearing aid is a solution for people with single-sided deafness (SSD).

A CROS fitting is appropriate when hearing on the better ear is normal, whereas a BiCROS fitting is appropriate when hearing on the better ear is impaired and hearing loss must be compensated for.

| Oticon CROS Family Compatibility | | | | | |
|---|---|---|---|---|---|
| **Oticon CROS (312 zinc-air) and Oticon CROS PX (rechargeable)** | | | | | |
| **Sirius** | **Polaris R** | **Polaris** | | **Velox S** | |
| Oticon Intent miniRITE R | Oticon Real miniRITE R | Oticon More miniRITE R | Oticon Play PX miniRITE R | Opn S miniRITE R | Opn S BTE PP |
| | Oticon Real miniRITE T | Oticon More miniRITE T | | Opn S miniRITE T | Xceed BTE SP |
| | Oticon Real miniBTE R | Oticon More miniBTE R | | Opn S miniRITE | Xceed BTE UP |
| | Oticon Real miniBTE T | Oticon More miniBTE T | | Opn Play miniRITE T | |

In this guide, both fitting scenarios are described in a few simple steps.

For more information on CROS transmitters go to: **oticon.com/solutions/cros**

1. Place the transmitter and receiving hearing aid within 20–30 cm (8–12 inches) of each other on a table or on the client's ears.

2. **Family/Selection step:**
   Detect the hearing aid on the better ear. If the hearing aid family and/or style supports a CROS fitting, the CROS transmitter will appear for selection in the Style list for the other ear.

   The CROS transmitter exists as a miniRITE T and miniRITE R style.

# Oticon CROS & CROS PX
## Quick Fitting Guide (cont'd)

3. **Selection step:**
   Select CROS transmitter for the non-hearing aid ear. The CROS transmitter and receiving hearing aid will pair once you proceed with the fitting session.

   **Please Note:** The CROS transmitter is not detected or connected to the software, but it is actively streaming throughout the fitting. Make sure both devices have fresh batteries (or are fully charged) and are turned on.

4. **Fitting step:**
   The patient can now hear streamed sound from the CROS transmitter in the receiving hearing aid.

   Check active streaming by running your finger along the transmitter microphone and listen for the microphone activity in the receiving hearing aid.

5. **Fitting step:**
   Go to the CROS/BiCROS tab in the left taskpane to select a mode: BiCROS, CROS, or No CROS/BiCROS.

   The selection of mode controls which microphones are in use. It is possible to create several programs in the hearing aid, each with its own mode.

**6. Fitting step, CROS mode:**
Ask your patient to listen to the sound coming from the right and left sides to determine the appropriate transmission level. In CROS mode, the hearing aid microphone is off by default.

In Fine-tuning, choose an appropriate adaptation step (1, 2 or 3) and adjust the overall gain of the transmitted signal as needed.

Go to step 8.

**7. Fitting step, BiCROS mode:**
It is possible to adjust the CROS input level or balance of sound coming from the CROS transmitter versus the receiving hearing aid where the microphone is on by default.

The balance trimmer adjusts the CROS transmitter input level in 2 dB steps.

As a default, it is set to 0, meaning equal sound from the transmitter and receiver, respectively, enters the ear canal.

The receiver input level is fixed but can be adjusted in the overall gain in the Fine-tuning tab.

**8. End Fitting step:**
It is not possible to configure buttons and indicators for the CROS transmitter, but under the Operate Push-button tab, it is possible to see how buttons are configured on the transmitter.

Be aware that beeps are configured to be High Frequency for transmitter alerts, whereas receiving hearing aid alerts are Medium Frequency by default.

If no changes to beeps are made by the hearing care professional, beeps will sound different from the transmitter versus receiver to help the patient distinguish between the two more easily.



**9. Save and Exit.**

**Genie 2 features without CROS transmission**
When performing Feedback Analyzer, In-situ Audiometry and Technical Measurements, the CROS transmission is not available to ensure that the transmission does not interfere with the measurements.

CROS transmission continues after exiting these functions in Genie 2.

**Oticon CROS fittings and Real Ear Measurements (REM)**
To objectively verify how the CROS transmitter is functioning and overcoming the head shadow effect, it is possible to run a REM measurement within the REM AutoFit tool in Genie 2 with the transmitter actively streaming.

If an active transmitter is not desired during REM, mute or shut down the CROS device.

# RemoteCare via Companion App
## Quick Guide for Clinicians

**Important information**

- Oticon Companion app works with:
  - Apple iPhone and iPad on iOS 15.0 or higher.
  - Android™ phones on operating system 8.0 (oreo) or higher.
- Hearing aid compatibility: **Specialized programming is not required prior to RemoteCare session.** *All Oticon Intent, Oticon Real, Oticon More, Oticon Own, Oticon Zircon, Oticon Play PX, Opn Play, Xceed and Xceed Play hearing instruments are compatible with RemoteCare.
- Oticon RemoteCare works best on WiFi, however it will also work using data.
- Should your patient require assistance with their phone or app, the patient may call the Oticon patient support hotline at: 855.400.9766

**What features are not available through RemoteCare via Companion App?**

- Firmware Updater
- Feedback Analyzer
- Real Ear Measurements
- Acoustics Settings (e.g., venting settings)
- Tinnitus SoundSupport™ – If a program exists, it cannot be modified during the RemoteCare session. This program will continue to work afterwards as previously programmed.

*For Custom models to be compatible, they must have 2.4 GHz Bluetooth® Low Energy wireless technology

## Step 1: Getting started

Open NOAH/Genie 2 and select the patient's most recent session.

1. Click the RemoteCare box in lower left corner of screen.
2. Enter your RemoteCare credentials and click "SIGN IN"
3. Enter patient email address and click "CONTINUE"
4. Once the patient is in the virtual waiting room, click 'START AN APPOINTMENT' when you are ready.

*Note: It is only possible to start a session when the patient is already present/has started an appointment.*

## Step 2: Conduct the session

1. Click 'CONNECT' to detect and connect to the patient's hearing aid(s). The status indicators turn green when the hearing aid(s) are connected. Please note the connection process may take up to several minutes. If you get a communication error, go to the 'FAMILY' or 'SELECTION' screen and connect the hearing aid(s).
   Once connected, proceed to 'FITTING'.

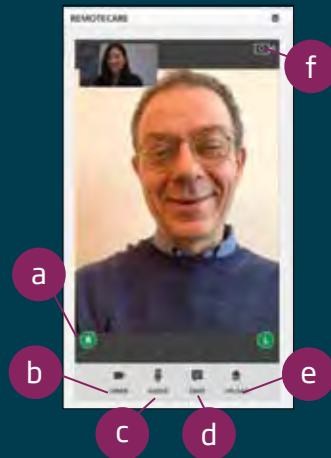   The connection status of the hearing aids is indicated in two places:

   a. Connection Bar
   b. Oticon RemoteCare Communicator



### Important: Use RemoteCare Communicator to communicate with your patient

a. Hearing aid status indicators

b. Enable/disable camera

c. Mute/unmute microphone

d. Enables text messaging and communication via audio and video between you and your patient

e. Upload button

f. Refresh video





2. Program the patient's hearing aids as you would do normally, if needed.

3. Click 'UPLOAD' to upload the new settings to the hearing aids.

4. Once all desired changes have been made, click 'DISCONNECT'. The hearing aids will be disconnected from Genie 2 and will restart.
   *Note: You can also disconnect the hearing aids from the 'END FITTING' screen.*

5. Go to the 'END FITTING' screen and click 'SAVE AND EXIT' to save and end the session with the patient.

### Best practices if using In-situ Audiometry with RemoteCare

**1** Ensure patient is in an environment with no noise

**2** Turn off your microphone to avoid any unwanted noise

**3** Confirm the patient is wearing the aids correctly

**4** To compensate for possible delays in connection, play tones for at least two seconds and with longer than normal pauses (preferably more than two seconds) between presentations.

**Important Note:** Please note that In-situ Audiometry whether it is conducted in the office or via RemoteCare cannot be used for diagnostic purposes. While it cannot replace in-person audiometry, it will be beneficial in cases where the patient cannot come into the office but needs to have personalized adjustments made.

# miniFit Detect Receiver Codes

| | ROES Code | Description | Left Part No. | Right Part No. |
|---|---|---|---|---|
| | **ROES Codes (Compatible with Oticon Intent miniRITE R)** | | | |
| **60 miniFit Detect** | REC64 | 60 miniFit Detect Speaker, Size 0 | 204565 | 204564 |
| | REC65 | 60 miniFit Detect Speaker, Size 1 | 212431 | 212430 |
| | REC66 | 60 miniFit Detect Speaker, Size 2 | 212433 | 212432 |
| | REC67 | 60 miniFit Detect Speaker, Size 3 | 212435 | 212434 |
| | REC68 | 60 miniFit Detect Speaker, Size 4 | 212437 | 212436 |
| | REC69 | 60 miniFit Detect Speaker, Size 5 | 204575 | 204574 |
| **85 miniFit Detect** | REC70 | 85 miniFit Detect Speaker, Size 0 | 204648 | 204647 |
| | REC71 | 85 miniFit Detect Speaker, Size 1 | 212439 | 212438 |
| | REC72 | 85 miniFit Detect Speaker, Size 2 | 212441 | 212440 |
| | REC73 | 85 miniFit Detect Speaker, Size 3 | 212443 | 212442 |
| | REC74 | 85 miniFit Detect Speaker, Size 4 | 212445 | 212444 |
| | REC75 | 85 miniFit Detect Speaker, Size 5 | 204658 | 204657 |
| **100 miniFit Detect** | REC76 | 100 miniFit Detect Speaker, Size 1 | 263473 | 263472 |
| | REC77 | 100 miniFit Detect Speaker, Size 2 | 263475 | 263474 |
| | REC78 | 100 miniFit Detect Speaker, Size 3 | 263477 | 263476 |
| | REC79 | 100 miniFit Detect Speaker, Size 4 | 263479 | 263478 |
| | REC80 | 100 miniFit Detect Speaker, Size 5 | 263481 | 263480 |

| ROES CODE | EARMOLD |
|---|---|
| EM9 | BTE Mold |
| EM10 | RITE Mold |
| EM11 | Slim Tube Mold |
| EM12 | Power Receiver Mold* |
| EM13 | Agil RITE Power Mold |
| EM14 | MicroShell Classic** |
| EM15 | Hollow/LiteTip Mold |
| EM16 | MicroShell Detect*** |

*Compatible with 100 and 105 receivers for Oticon Real, Oticon More,
Oticon Opn RITE aids.
** MicroShell is compatible with all miniRITE instruments except Oticon Intent.
*** Only for Oticon Intent.

# ROES Receiver and Earmold Codes

| | ROES Code | Description | Left Part No. | Right Part No. |
|---|---|---|---|---|
| | **ROES Codes** | | | |
| **60 miniFit** | REC2 | 60 miniFit Speaker, Size 0 | 124946 | 124945 |
| | REC3 | 60 miniFit Speaker, Size 1 | 124595 | 124590 |
| | REC4 | 60 miniFit Speaker, Size 2 | 124596 | 124591 |
| | REC5 | 60 miniFit Speaker, Size 3 | 124597 | 124592 |
| | REC6 | 60 miniFit Speaker, Size 4 | 124598 | 124593 |
| | REC7 | 60 miniFit Speaker, Size 5 | 124599 | 124594 |
| **85 miniFit** | REC8 | 85 miniFit Speaker, Size 0 | 124968 | 124961 |
| | REC9 | 85 miniFit Speaker, Size 1 | 124969 | 124963 |
| | REC10 | 85 miniFit Speaker, Size 2 | 124970 | 124964 |
| | REC11 | 85 miniFit Speaker, Size 3 | 124971 | 124965 |
| | REC12 | 85 miniFit Speaker, Size 4 | 124973 | 124966 |
| | REC13 | 85 miniFit Speaker, Size 5 | 124974 | 124967 |
| **100 miniFit** | REC14 | 100 miniFit Speaker, Size 1 | 124585 | 124579 |
| | REC15 | 100 miniFit Speaker, Size 2 | 124586 | 124581 |
| | REC16 | 100 miniFit Speaker, Size 3 | 124587 | 124582 |
| | REC17 | 100 miniFit Speaker, Size 4 | 124588 | 124583 |
| | REC18 | 100 miniFit Speaker, Size 5 | 124589 | 124584 |
| **Power Mold 100** | REC37 | Power Mold 100 Wire, Size 1 | 120212 | 120208 |
| | REC38 | Power Mold 100 Wire, Size 2 | 120213 | 120209 |
| | REC39 | Power Mold 100 Wire, Size 3 | 120214 | 117854 |
| | REC40 | Power Mold 100 Wire, Size 4 | 120215 | 120210 |
| | REC41 | Power Mold 100 Wire, Size 5 | 120216 | 120211 |
| **Power Mold 105** | REC59 | Power Mold 105 Wire, Size 1 | 120212 | 120208 |
| | REC60 | Power Mold 105 Wire, Size 2 | 120213 | 120209 |
| | REC61 | Power Mold 105 Wire, Size 3 | 120214 | 117854 |
| | REC62 | Power Mold 105 Wire, Size 4 | 120215 | 120210 |
| | REC63 | Power Mold 105 Wire, Size 5 | 120216 | 120211 |

# Earmold overview

## RITE molds

### Oticon Intent

| | Solid<br>MicroMold | Hollow<br>LiteTip | Embedded<br>MicroShell Detect |
|---|---|---|---|
| Micro/IIC | ● Acrylic ● OtoTherm ● Silicone | ● Acrylic ● OtoTherm | ● Acrylic |
| Canal/CIC | ● Acrylic ● OtoTherm ● Silicone | ● Acrylic ● OtoTherm | ● Acrylic |
| Canal Lock | ● Acrylic ● OtoTherm ● Silicone | ● Acrylic ● OtoTherm | ● Acrylic |
| Half-Skeleton | ● Acrylic ● OtoTherm ● Silicone | ● Acrylic ● OtoTherm | ● Acrylic |
| Semi-Skeleton | ● Acrylic ● OtoTherm | ● Acrylic ● OtoTherm | ● Acrylic |
| Skeleton | ● Acrylic ● OtoTherm ● Silicone | ● Acrylic ● OtoTherm | ● Acrylic |
| Skeleton Wing Lock | ● Acrylic ● OtoTherm | ● Acrylic ● OtoTherm | ● Acrylic |
| Helix Lock | ● Acrylic ● OtoTherm | N/A | ● Acrylic |
| Double Lock | ● Acrylic ● OtoTherm | ● Acrylic ● OtoTherm | ● Acrylic |
| Half Shell | ● Acrylic ● OtoTherm ● Silicone | N/A | N/A |
| Full Shell | ● Acrylic ● OtoTherm ● Silicone | N/A | N/A |
| Receiver | 60, 85 | 60, 85 | 60, 85, 100, 105 |

### Oticon Real, Oticon More, Oticon Play PX and Oticon Opn S

| | Solid<br>MicroMold | Hollow<br>LiteTip | Embedded<br>MicroShell | Embedded<br>Power Receiver Mold |
|---|---|---|---|---|
| Micro/IIC | ● Acrylic ● OtoTherm ● Silicone | ● Acrylic ● OtoTherm | ● Acrylic | N/A |
| Canal/CIC | ● Acrylic ● OtoTherm ● Silicone | ● Acrylic ● OtoTherm | ● Acrylic | ● Acrylic |
| Canal Lock | ● Acrylic ● OtoTherm ● Silicone | ● Acrylic ● OtoTherm | ● Acrylic | ● Acrylic |
| Half-Skeleton | ● Acrylic ● OtoTherm ● Silicone | ● Acrylic ● OtoTherm | ● Acrylic | ● Acrylic |
| Semi-Skeleton | ● Acrylic ● OtoTherm | ● Acrylic ● OtoTherm | ● Acrylic | ● Acrylic |
| Skeleton | ● Acrylic ● OtoTherm ● Silicone | ● Acrylic ● OtoTherm | ● Acrylic | ● Acrylic |
| Skeleton Wing Lock | ● Acrylic ● OtoTherm | ● Acrylic ● OtoTherm | ● Acrylic | ● Acrylic |
| Helix Lock | ● Acrylic ● OtoTherm | N/A | ● Acrylic | ● Acrylic |
| Double Lock | ● Acrylic ● OtoTherm | ● Acrylic ● OtoTherm | ● Acrylic | ● Acrylic |
| Half Shell | ● Acrylic ● OtoTherm ● Silicone | N/A | N/A | ● Acrylic |
| Full Shell | ● Acrylic ● OtoTherm ● Silicone | N/A | N/A | ● Acrylic |
| Receiver | 60, 85 | 60, 85 | 60, 85 | 100, 105 |

● Acrylic　● OtoTherm™　● Silicone

## BTE molds

| | Standard 13 | Corda Slim Tube<br>Solid (MicroMold) | Corda Slim Tube<br>Hollow (LiteTip) |
|---|---|---|---|
| Micro/IIC | N/A | ● Acrylic ● OtoTherm ● Silicone | ● Acrylic ● OtoTherm |
| Canal/CIC | ● Acrylic ● OtoTherm ● Silicone | ● Acrylic ● OtoTherm ● Silicone | ● Acrylic ● OtoTherm |
| Canal Lock | ● Acrylic ● OtoTherm ● Silicone | ● Acrylic ● OtoTherm ● Silicone | ● Acrylic ● OtoTherm |
| Half-Skeleton | ● Acrylic ● OtoTherm ● Silicone | ● Acrylic ● OtoTherm ● Silicone | ● Acrylic ● OtoTherm |
| Semi-Skeleton | ● Acrylic ● OtoTherm | ● Acrylic ● OtoTherm | ● Acrylic ● OtoTherm |
| Skeleton | ● Acrylic ● OtoTherm ● Silicone | ● Acrylic ● OtoTherm ● Silicone | ● Acrylic ● OtoTherm |
| Skeleton Wing Lock | ● Acrylic ● OtoTherm | ● Acrylic ● OtoTherm | ● Acrylic ● OtoTherm |
| Helix Lock | ● Acrylic ● OtoTherm | ● Acrylic ● OtoTherm | N/A |
| Double Lock | ● Acrylic ● OtoTherm | ● Acrylic ● OtoTherm | ● Acrylic ● OtoTherm |
| Half Shell | ● Acrylic ● OtoTherm ● Silicone | ● Acrylic ● OtoTherm ● Silicone | N/A |
| Full Shell | ● Acrylic ● OtoTherm ● Silicone | ● Acrylic ● OtoTherm ● Silicone | N/A |
| Tubing | #13 Tubing | 0.9, 1.3 | 0.9, 1.3 |

### BTE Mold Tubing Options

| 13 Medium Tube (3.1mm) | 13 Medium Dry Tube (3.1mm) | 13 Heavy Tube (3.3mm) | 13 Heavy Dry Tube (3.3mm) | 13 Double Wall Tube (3.6mm) |
|---|---|---|---|---|

| Vent size | Solid (MicroMold/BTE) | Embedded (MicroShell) | Hollow (LiteTip) |
|---|---|---|---|
| Max Vent (default) | Large as possible | Large as possible | Large as possible |
| X Large | >2.4 | >2.4 | 1.5 |
| Large | 2.4 | 2.4 | 1.2 |
| Medium Plus | N/A | 1.8 | N/A |
| Medium | 1.4 | 1.4 | 0.7 (short) |
| Small | 0.8 | 0.8 | 0.7 (long) |
| No Vent | 0 | 0 | 0 |

### Color options for Embedded (MicroShell Detect, MicroShell, and Power Receiver Mold)

Power Receiver Mold
MicroShell
MicroShell Detect

Transparent | Beige | Light Brown | Medium Brown | Dark Brown | Black

Red | Blue  (MicroShell/MicroShell Detect Only)

### Color Options for Silicone Material (Solid RITE and BTE molds)

Soft Material Colors (Shore 40)

Transparent | Rose | Yellow | Red
White | Orange | Green | Blue
Black

Earmolds

# Style options

| Standard custom style variants | |
|---|---|
| **Micro/IIC** | Solid mold that is as small as possible. This is the default variant for MicroMold. <br>• **Characteristics:** Smallest mold that can be made to fit as deep as possible. <br>• **Fitting range:** Recommended for mild to moderate hearing losses <br>• **Candidate:** Recommended for patients that prefer small deeply recessed molds. |
| **Canal/CIC** | Solid mold that is not as deep as MicroMold and more visible. <br>• **Characteristics:** Provides a good seal, while eliminating potential pressure points. Features a removed helix and concha area. <br>• **Fitting range:** Recommended for mild to moderate hearing losses. <br>• **Candidate:** Recommended when a larger mold is preferred and the canal length of the impression is sufficient. |
| **Canal Lock** | Canal mold which additionally provides enhanced retention in the concha area. <br>• **Characteristics:** A canal style that has an added lock along the edge of the concha and antitragus to provide additional retention. Canal lock length will vary with patient anatomy. <br>• **Fitting range:** Recommended for mild to moderate hearing losses. <br>• **Candidate:** Ears with a defined concha bowl in need of retention. |
| **Half Skeleton** | Half Skeleton is a Half Shell mold with the mold being cut away in the concha area. <br>• **Characteristics:** Provides stable placement, proper orientation, good seal, retention, and ease of insertion. <br>• **Fitting range:** Recommended for mild to moderate hearing losses. <br>• **Candidate:** This is recommended for ears with a shallow concha or high helix where additional retention is needed and there are concerns regarding dexterity. |
| **Skeleton** | Skeleton style mold is a relative of the full shell with the mold being cut away in the concha creating the ring around the bowl of the ear. <br>• **Characteristics:** Maximizes retention and ensures a stable placement in the ear canal. <br>• **Fitting range:** Recommended for mild to moderate hearing losses. <br>• **Candidate:** Recommended for ears where complete retention is needed. |
| **Semi Skeleton** | Semi Skeleton molds are designed with the concha removed for retention. <br>• **Characteristics:** Includes two retention points in the concha and helix offering enhanced retention with minimal material. <br>• **Fitting range:** Recommended for mild to moderate hearing losses. <br>• **Candidate:** Consider Semi-Skeleton as a great first option for patients in need of retention (short/narrow canals, difficulty inserting domes). The limited visibility coupled with minimal contact points help to provide a cosmetically appealing look while providing better retention than canal locks alone and offering better ease of insertion. |

| Special option style variants | |
|---|---|
| **Skeleton Wing Lock** | Improved version of the skeleton lock with less material for a smaller mold. <br>• **Characteristics:** Same retention as a Skeleton Lock with significantly reduced material in the tragus area allowing for a deeper fitting mold and more appealing fit. <br>• **Fitting range:** Recommended for mild to moderate hearing loss. <br>• **Candidate:** Recommended for any patient that desires complete retention with less visibility. |
| **Helix Lock** | Primary point of retention in the helix with minimal visibility. <br>• **Characteristics:** Mold extends under the helix for retention. <br>• **Fitting range:** Mild to moderate hearing loss. <br>• **Candidate:** An option for patients that have a less defined, flat concha bowl. This style can also be a choice for special populations where ear anatomy cannot accommodate other retention styles. |
| **Half Shell** | Seated in the concha area this mold is created by removing the anti-helix and parts of the upper concha area. <br>• **Characteristics:** This mold is utilized when seal, retention and ease of insertion is necessary. <br>• **Fitting range:** Recommended for moderate to severe hearing losses. <br>• **Candidate:** Suited for individuals with dexterity problems or difficulty orienting the earmold. |
| **Full Shell** | Universal earmold design provides a good seal. <br>• **Characteristics:** This style takes advantage of the full ear for optimal retention and a good seal. <br>• **Fitting range:** Recommended for moderate to profound hearing losses. <br>• **Candidate:** Ideal for ears where an acoustic seal is essential in achieving an effective fitting, particularly for high gain instruments. |
| **Double Lock** | Special option for cases where an additional point of contact will assist with fit. <br>• **Characteristics:** Canal mold with additional retention at crux of the helix and the concha area. <br>• **Fitting range:** Recommended for mild to moderate hearing losses. <br>• **Candidate:** Usually for remake cases where the canal lock is well placed and an additional contact point is needed to keep the patient from pushing the mold deeper, inadvertently causing a floating canal lock. |

# Earmold instant fit options

When fittings don't require a custom earmold, Oticon offers a selection of instant fit options. For your reordering convenience, ROES part numbers are located on pages 34.

| miniFit Earpiece Compatibility Overview<br>Oticon Intent, Oticon Real and Oticon More vs Oticon Opn S | | | | | | | |
|---|---|---|---|---|---|---|---|
| **miniFit<br>earpieces** | Open<br>Dome | OpenBass<br>Dome | Bass Dome<br>double vent | Bass Dome<br>single vent | Power<br>Dome | Grip Tip<br>open | Grip Tip<br>closed |
| **Oticon Intent,<br>Oticon Real and<br>Oticon More<br>(miniFit speaker)** | - | 60<br>**85** | 60<br>**85**<br>**100** | - | 60<br>**85**<br>**100** | 60<br>**85** | 60<br>**85** |
| **Oticon Opn S,<br>Opn™ and<br>Opn Play™<br>(miniFit speaker)** | 60<br>**85** | - | 60<br>**85**<br>**100** | 60<br>**85**<br>**100** | 60<br>**85**<br>**100** | 60<br>**85** | 60<br>**85** |

| Instant Fit Options | | | | | | | |
|---|---|---|---|---|---|---|---|
| **miniFit<br>earpieces** | Open<br>Dome* | OpenBass<br>Dome** | Bass Dome<br>double vent | Bass Dome<br>single vent* | Power<br>Dome | Grip Tip<br>open | Grip Tip<br>closed |
| **Domes &<br>Grip Tips** | -<br>6mm<br>8mm<br>10mm<br>- | 5mm***<br>6mm<br>8mm<br>10mm<br>12mm | -<br>6mm<br>8mm<br>10mm<br>12mm | -<br>6mm<br>8mm<br>10mm<br>12mm | -<br>6mm<br>8mm<br>10mm<br>12mm | Large/<br>Small<br><br>Vent | Large/<br>Small<br><br>No Vent |
| **Grip Tips** | **Grip Tip** provides an instant fit option that is more durable than domes. Soft flexible tips shape comfortably to most ears; the slightly tacky texture helps prevent slippage. | | | | | | |

*For Opn S products only  **For Oticon Intent, Oticon Real and Oticon More products only
***For size 60 speaker only. Compatible with Oticon Intent, Oticon Real, Oticon More, and Oticon Opn S.

**Earmold Ordering Flexibility** – if earmolds are not ordered at time of initial fitting, they are still able to be ordered for NO CHARGE during the hearing aid trial period (180 days). To order earmolds after the initial order is placed, this can be done so through a Service Order in ROES.

**Earmold remake policy** – 180 days, one-time remake due to poor fit. The remake must be same earmold model (i.e. MicroShell to MicroShell with canal lock). If change in earmold model, a new order will be required.

# Notes

# Oticon Intent chargers

**Oticon Intent charging for both**
**Oticon Intent Desktop and Oticon Intent SmartCharger**

Desktop charger  SmartCharger

- Advanced Contact Charging
- Quick charge in 15 minutes
- Fitting during charging available
- LED located on the back of the charger

| Charging time | 15 min | 30 min | 60 min | 120 min (full) |
|---|---|---|---|---|
| Use time* | 4 hours | 8 hours | 16 hours | 20 hours |

**33% reduction in charging time**

## Hearing aid LED light charging status

| | |
|---|---|
| ◑ | Charging – Low battery |
| ● | Charging – At least 4 hours of use* |
| ● | Fully charged |

◑ ORANGE pulsating blink   ● ORANGE   ● GREEN

*Expected use time for rechargeable battery depends on use pattern, active feature set, hearing loss, sound environment, battery age, and use of wireless accessories.

# Oticon Intent SmartCharger

**Oticon Intent SmartCharger**

- Power bank
- Protective Lid
- Advanced contact charging
- Quick charge in 15 minutes
- Fitting during charging available
- LED located on back of charger

| Power bank battery | Up to 4 hours depending on charging level |
|---|---|
| Power bank and hearing aids | Up to 6 hours depending on charging level |

## Charging status is indicated via LED

LED patterns while connected to a power source

| | |
|---|---|
| ● ● ● | SmartCharger miniRITE fully charged |
| ● ● ● | |
| ● ● | Charging |
| ● | |
| ◑ | Battery too low to recharge the hearing aids (pulsing) |

◑ ORANGE pulsating blink   ● ORANGE steady   ● GREEN steady
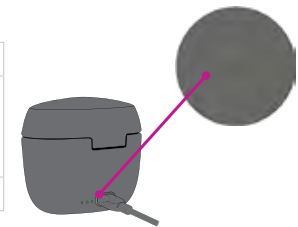
LED patterns while disconnected from a power source

| | |
|---|---|
| ● ● ● | 70-100% |
| ● ● | 40-70% |
| ● | Less than 40% |
| ◑ | Battery too low for a full charging cycle (pulsing) |

◑ ORANGE pulsating blink   ● GREEN steady
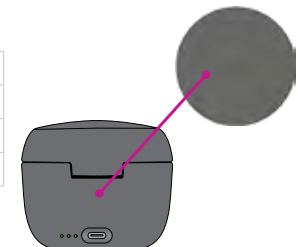
Chargers

# Oticon Real, Oticon Play PX and Oticon More chargers

| Your choice of two convenient chargers |
|---|
| **Oticon Real, Oticon Play PX, and Oticon More (Polaris R and Polaris instruments)** |

**SmartCharger**

miniBTE    miniRITE**

- Protective Lid
- Power Bank
- Drying Capabilities

| **Oticon Real, Oticon Play PX, and Oticon More (Polaris R and Polaris instruments)** |
|---|

**Desktop Charger**

miniBTE    miniRITE

- Easy insertion and removal[†]
- Contact Free[†]
- Quick charge[†]

*Compatible with Oticon Real and, Oticon More instruments.

**Oticon miniRITE SmartCharger is compatible with Oticon More devices on Firmware 1.1.1 or newer.

[†]Features for both SmartChargers and Desktop Chargers.

| Oticon miniRITE Hearing Aids | | |
|---|---|---|
| **3 hours** | **1 hour** | **30 mins** |
| **Fully charged** | **50%** charged | **25%** charged |

| Oticon miniBTE Hearing Aids | | |
|---|---|---|
| **3.5 hours** | **1 hour** | **30 mins** |
| **Fully charged** | **~40%** charged | **~20%** charged |

Charging times apply for both the SmartCharger and Desktop Charger

# Oticon SmartCharger charging times

miniBTE    miniRITE*

| Oticon SmartCharger |
|---|
| **4 hours** |
| **Fully charged** power bank battery |
| **Up to 8 hours** |
| **Fully charged** power bank and hearing aids |

## Charging the SmartCharger
When the charger is connected to a power source, the LEDs on the back of the charger indicate the charging status of the power bank.

| | |
|---|---|
| ◐ | Charging (battery too low to recharge the hearing aid) |
| ● | |
| ●● | Charging |
| ●●● | |
| ● | Fully charged |

◐ ORANGE blink    ● ORANGE steady    ● GREEN steady

## Power bank function
When the charger is disconnected from power, the LEDs on the back of the charger indicate the charger's power bank battery level. Your patient can check the remaining battery level by opening the SmartCharger's lid.

| | |
|---|---|
| ●●● | Three full charging cycles of two hearing aids |
| ●● | Two full charging cycles of two hearing aids |
| ● | One full charging cycle of two hearing aids |
| ◐ | Battery too low for a full charging cycle |

◐ ORANGE blink    ● GREEN steady

*Oticon mininRITE SmartCharger is compatible with Oticon More devices on Firmware 1.1.1 or newer

# How to pair hearing aids to a smartphone

**PAIRING WITH APPLE**

For pairing iPhone or iPad with Oticon 2.4 GHz Bluetooth® enabled hearing aids.

1. Begin by putting your hearing aid into pairing mode by turning the hearing aids off and back on, by either using the button or placing them into a charger.
2. On your device go to Settings > Accessibility > Hearing Devices
3. Your device will search for the hearing aids, once discovered the hearing aids will appear on the screen.
4. Choose 'Pair' for each hearing aid.

**PAIRING WITH ANDROID**

For the best functionality, we recommend pairing all Android phones through the Oticon Companion App.

1. Begin by opening the Companion App.
2. Follow the directions on how to connect to the hearing aids:
   a. Turn the hearing aids off and back on to put it into pairing mode
   b. The aids should appear on the screen
   c. Follow the prompts on the screen to connect

ASHA compatible Android devices*, allow direct streaming to Sirius, Polaris R and Polaris** hearing aids.

**The Oticon Companion app is available for Android™ and iPhone/iPad**

1. From the device, search for Oticon Companion in the App Store or Google Play Store.

2. Follow the prompts to install the app.

**New for Oticon Intent**

Introducing Bluetooth® LE Audio with Android Devices. Hands-free communication is only available for Sirius platform instruments with select Android devices. Please visit **oticon.com/support/compatibility** for more information.

*Android™ devices need to support ASHA to allow direct streaming. Please visit **oticon.com/support/compatibility** for more information.

**Only for hearing aids with 2.4 GHz technology.

---

# Empower your patients.
## Support your success.

Oticon Companion combines the best of the Oticon ON and Oticon RemoteCare apps, plus new features and functionality based on input from users and hearing care professionals. It's an all-in-one solution that improves the user experience, helps ease acceptance, and inspires your patients to get the most out of their hearing aid experience.
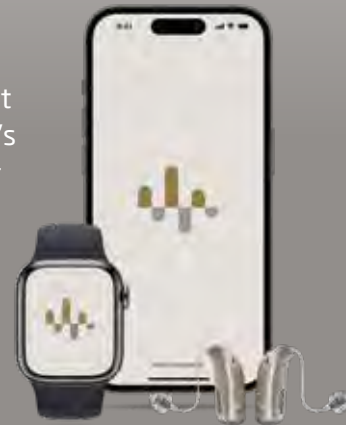
Apple, the Apple logo, iPhone, iPad, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android, Google Play, and the Google Play logo are trademarks of Google LLC.

## More intuitive, discreet control

**What's in it for your patients:**
- New interface with improved usability on phone and Apple Watch®*
- Intuitive hearing aid control

**What's in it for you:**
- Reducing stigma and easing acceptance
- More opportunities for patient satisfaction

## Greater support in noise

**What's in it for your patients:**
- Toggle on SpeechBooster** to enhance speech and reduce background noise

**What's in it for you:**
- Giving your patients more options for speech clarity and comfort in noise

*For Apple Watch Series 4 or later running watchOS® 8 or later.
**Only available for Oticon Intent, Oticon Real, Oticon More, Oticon Own with 2.4GHz, Oticon Play PX, Oticon Opn S, Oticon Opn Play, Oticon Xceed, Oticon Xceed Play.

## More personalization options

**What's in it for your patients:**
- Remember volume control***
- New Sound equalizer to easily fine-tune microphone sound***
- New Streaming equalizer interface

**What's in it for you:**
- Set programs for your patients based on lifestyle and usage
- Helping your patients feel more in control

## Simple in-app help and support

**What's in it for your patients:**
- Step-by-step proactive troubleshooting proposals
- News and notifications
- Automatic firmware updates keep things running smoothly
- Battery time remaining† as well as percentage
- "Find my hearing aids"

**What's in it for you:**
- Saves you time with fewer return visits for small fixes
- Reduces usage downtime

## Updated HearingFitness™ feature***

**What's in it for your patients:**
- Intuitive goal-setting tool helps new patients through their adjustment period by encouraging usage

**What's in it for you:**
- Streamline appointments
- Wear-time data helps you to customize and optimize fittings

## Integrated RemoteCare

**What's in it for your patients:**
- Everything in one app
- Follow-up appointments and fine-tuning from the comfort of their home or other real-life listening situations

**What's in it for you:**
- All the benefits of telehealth that have been shown to improve patient satisfaction
- Gain efficiency and convenience

***Only available for Oticon Real Instruments on firmware 1.1.0 or later and Oticon Intent.
†Time remaining option only available for rechargeable Sirius, Polaris R and Polaris instruments with the latest firmware.

# Guide for **hands-free communication with Apple**®

**Ready for everyone on the Sirius, Polaris R, and Polaris platforms**
Hands-free communication is available for the following hearing aids: Oticon Intent, Oticon Real, Oticon More, Oticon Own with 2.4 GHz Bluetooth® and Oticon Play PX.

For patients who already have Oticon More, the hearing aid firmware must be updated to at least 1.3.0 by the hearing care professional to enable hands-free communication functionality.

Hands-free communication is available with iPhone 11 or later running iOS 15.2 or later, and iPad running iPadOS® 15.2 or later.

Please visit **oticon.com/support/compatibility** for more information and to see which devices are compatible.

## How it works



Make or receive call on iPhone or iPad**

Hearing aid shifts to "hands-free communication" and captures wearer's voice

Caller's voice is streamed directly into hearing aids. Hang up when call is complete on iPhone or iPad**

**Note: Oticon Intent, Oticon Real and Oticon Own hearing aids (with 2.4 GHz Bluetooth) are able to accept or reject phone calls using a push button. A firmware update is required for Oticon More (1.4.0), Oticon Zircon and Play PX (1.2.0) in order to have this functionality.

Oticon Intent hearing aids have the additional functionality of accepting or rejecting phone calls by tapping one of the aids.

Companion App

# Notes

# Notes
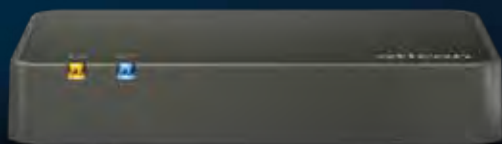
# Accessories



**Remote Control 3.0**

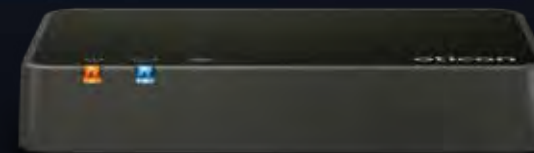**ConnectClip**

**BTD800**

**EduMic**

**Phone Adapter 2.0**

**TV Adapter 3.0**

Learn more about our wireless
connectivity accessories at
**oticon.com/connectivity**

# ConnectClip
## Quick Start Guide

### PAIRING CONNECTCLIP WITH HEARING AIDS

1. **Ensure ConnectClip is powered off.** Press and hold multi-button for approximately 6 seconds until power indicator OFF ⬤

2. **Turn both hearing aids OFF and back ON.** (Please see the Instructions For Use – Turn hearing aids ON/OFF for your device)

3. **The hearing aids will now be ready** for first time connection with the ConnectClip. You now have 3 minutes to complete the pairing.

4. **Turn ON ConnectClip.** Press and hold multi-button for approximately 3 seconds until power indicator shows STEADY GREEN ⬤

5. **ConnectClip will now search for the hearing aids.** Status indicator BLINKING YELLOW ◑

6. **Place ConnectClip and both hearing aids close to each other** (maximum distance is 8 inches)

7. **Connection established with hearing aid(s)** is indicated by status indicator STEADY YELLOW ⬤

### PAIRING CONNECTCLIP WITH MOBILE PHONE

1. **Pair the ConnectClip with the hearing aids before pairing ConnectClip with the mobile phone.**

2. **Place ConnectClip in Pairing mode.** Press and hold the multi-button AND volume up button for about 6 seconds (A) until status BLINKS BLUE ◑

   **The ConnectClip will be in pairing mode for about 3 minutes.**

3. **Enable pairing on mobile phone.**
   Turn on Bluetooth. Search for and connect to/pair with ConnectClip

   This is normally in the Settings/Bluetooth section of the phone.

4. **Enter a pin code.** If the phone requests a pin code enter 0000 (four zeros).

5. **Pairing complete.** Pairing complete with mobile phone is indicated by status STEADY BLUE ⬤

### UNPAIRING CONNECTCLIP

Press and hold the multi-button, volume up **and** volume down for 10 seconds to clear all Bluetooth pairings, indicated by the status indicator light BLINKING RED.

### LISTENING TO MUSIC

If connected to a mobile phone or other paired device through Bluetooth, the music played on the phone/device will automatically be played in the hearing aids. STATUS ORANGE ⬤

**You do not need to press any buttons or change anything on the ConnectClip.**

Accessories

## RECEIVING CALLS

**Phone connected:** When the ConnectClip is turned on and is in range of the mobile phone it will automatically connect to the mobile phone. The status indicator is STEADY BLUE 🔵

**Phone ringing:** When the phone rings your patient will hear a ring indicator (and, if available, the ring-tone from your phone) in your hearing aids. The status indicator will BLINK GREEN ◑

**Answer call:** Either a short press of the multi-button (A) – or answer the call from the mobile phone.

A

Once the call is connected status will change to STEADY GREEN 🟢

**End call:** Either a short press of the multi-button (A) – or hang up the call from the mobile phone. Status STEADY BLUE 🔵

A

## REMOTE MICROPHONE

Press and hold multi-button for approximately 3 seconds to change mode. Mode change is confirmed by an audible indication in the hearing aids. STATUS MAGENTA 🟣

**IMPORTANT:** Attach the ConnectClip to the speaker's clothing about 8 inches below their mouth. Make sure the microphone is pointing towards the mouth and is not covered by clothes, ties, scarves, in a shirt pocket, etc. Your patient may also use the lanyard provided to hang the ConnectClip over the speaker's clothes.

## REMOTE CONTROL

When ConnectClip is not streaming sound it doubles as a remote control for the hearing aids.

**Multi-button**

**Volume up**
– short press

**Volume down**
– short press

**Next program**
– Press and hold for 3 seconds for next program

**Mute hearing aid microphones**
– long press on volume down button

Short press volume up or down will **unmute**
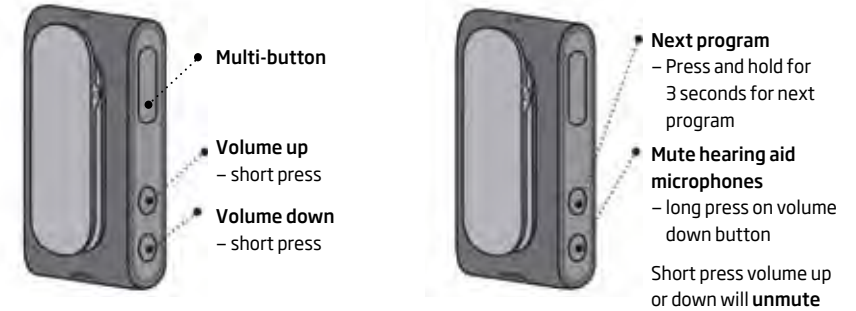
**IMPORTANT:** When used as a remote control, the maximum distance between ConnectClip and hearing aids is 6 feet.

## OVERVIEW CONNECTCLIP BLINKING PATTERNS

| Status | | Description |
|---|---|---|
| ◐ | Blinking yellow | Searching for hearing aids |
| 🟡 | Steady yellow | Hearing aids connected. Not connected to a phone. |
| ◐ | Blinking blue | Searching for mobile phone (pairing) |
| 🔵 | Steady blue | Connected to a mobile phone |
| 🟢 | Steady green | On a call |
| ◑ | Blinking green | Incoming call |
| 🟠 | Steady orange | Music, Mobile Phone |
| 🟣 | Steady magenta | Remote microphone mode |
| ◑ | Blinking magenta | Remote microphone reconnecting |
| **Power** | | **Description** |
| 🔴 | Steady red | Battery low |
| 🟢 | Steady green | Turned on – not charging |
| ◑ | Blinking green | Turned on – charging |
| ◐ | Fading green | Turned on – charging complete |
| ◑ | Blinking orange | Turned off – charging |
| 🟠 | Steady orange | Turned off – charging complete |

# Troubleshooting

- Status indicator
- Power indicator
- Multi-button
- Volume up
- Volume down
- Charging socket
- Rotating clip
- Microphone

| Problem | Action |
|---|---|
| No power/no LED light | **Check ConnectClip is paired with the hearing aids**<br>Does the status light show steady yellow or blue?<br>If not, see the Instructions for Use.<br>**Has ConnectClip been turned off or disconnected?**<br>Reconnect to the hearing aids by turning ConnectClip off and on again.<br>**Note:** ConnectClip needs to be within 6 feet of the hearing aids. |
| There's no sound from the ConnectClip | **Check the battery power**<br>Does the power indicator light show steady green?<br>**Check ConnectClip is in remote microphone mode**<br>Does the status indicator light show steady magenta?<br>**Check ConnectClip is attached properly**<br>Is it in an upright position, close to the mouth and not covered by clothes?<br>**Check the volume and range**<br>Is the range within 65 feet?<br>Try increasing the microphone volume with the volume up button. |
| The sound is too quiet or too loud | Adjust the microphone volume with the volume up and volume down buttons.<br>**Note:** The hearing aid wearer can control the volume with the Oticon Companion. |
| ConnectClip runs out of battery | **Turn ConnectClip off whenever not in use**<br>You can also charge it up during breaks.<br>**Note:** Battery life in remote microphone mode is 8.5 hours. |

# TV Adapter 3.0 overview

- Power indicator
- TV indicator

- Setup
- Power
- RCAL+R
- TOSLINK In and Out
- Mode
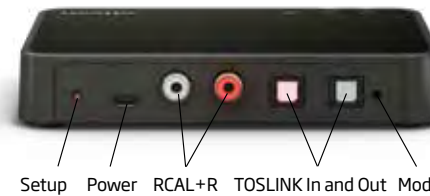
**Included**
- Instructions for Use
- Power supply
- TV Adapter – black
- TOSLINK optical cable 6.5 feet (2m)
- SCART to RCA stereo cable
- Minijack 3.5mm to RCA converter

| Mode | Power indicator | TV indicator |
|---|---|---|
| Power on, not paired to any hearing aids | Fading | Fading |
| Pairing complete (steady light 30 secs) | Steady | Steady |
| Power on, not streaming | Blinking (red) | No light |
| RCA inserted and streaming | Blinking (green) | Blinking (green) |
| NoRCA/Audio input | Blinking (green) | Blinking (green) |
| TOSLINK inserted and streaming (digital) | Blinking (green) | Steady |
| TOSLINK inserted and streaming (invalid signal)* | Blinking (green) | Blinking (red) |
| Fault condition* | Blinking (red) | Blinking (red) |

No light   Blinking   Fading   Steady

*Try other input connection

# Using TV Adapter 3.0

**Step 1:** **Connect the TV Adapter 3.0 box to the television**

See the Instructions for Use booklet that comes with the TV adapter.

Four methods are available to support a wide variety of connection needs.

**Step 2:** **Turn both hearing aids off and back on**

(Please see the Instructions For Use Turning Hearing Aids On/Off for your device.)

**Step 3:** **Start TV sound using the hearing aids**

To listen to TV, simply make long presses on the button on the hearing aids to cycle through the programs until you reach the TV listening program. The program cycle will depend on how many programs have already been set up.

To stop the sound from the TV, simply cycle back to the desired program in the hearing aids.

**Step 4:** Alternatively, you can also start TV sound and adjust volume with the optional hearing aid Remote Control 3.0 accessory.

*Note: The optional Oticon Companion App also lets you access the TV listening program and adjust volume control.*

P1 → P2 → TV

•••••• Change program

Adjust the volume by pressing up or down briefly. Repeat the brief press for further adjustments.
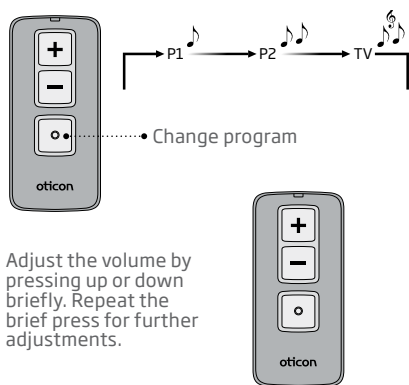
**Reset TV Adapter 3.0:** Press and hold the setup button for more than 5 seconds. Indicators will fade blue to indicate no pairings. Re-pair by following the steps outlined above.

# Phone Adapter 2.0 with ConnectClip

The very first time the ConnectClip is used with the Phone Adapter, it must be paired to the Phone Adapter.

## For pairing:

1. Make sure the Phone Adapter is powered on, i.e. the power indicator is steady green.
2. Press the multibutton AND volume up button on the ConnectClip (B) for about 6 seconds until status indicator starts blinking blue.
3. Place the ConnectClip on top of the Phone Adapter – the pairing takes around 20-60 seconds.
4. The pairing is completed when the power indicator on the Phone Adapter and the status indicator on the ConnectClip turns steady blue. Pairing is done only once and will normally not have to be repeated.

Status

B
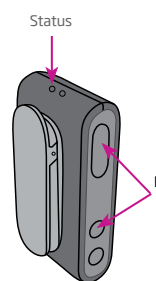
| Pairing ConnectClip | | | |
|---|---|---|---|
| ConnectClip Status | ConnectClip Power | Phone Adapter | Description |
|  | ● | ● ☎ | ConnectClip and Phone Adapter on |
| ◐ | ● | ◐ ☎ | ConnectClip in pairing mode |
| ● | ● | ● ☎ | Pairing complete |

● Steady   ◐ Blinking   ● Power

## Incoming calls

**Make sure that your patient is able to speak into the ConnectClip microphone (A).**

When the landline phone rings, your patient will hear an incoming call alert in the hearing aids. The phone indicator on the Phone Adapter will blink green and at the same time the status indicator on the ConnectClip will blink green (B).

Press the multibutton on the ConnectClip briefly (C) to answer the call. You will hear a short confirmation beep in the hearing aids. The status indicator on the ConnectClip and the phone indicator on the phone adapter will now be steady green.

To end the call, simply press the multibutton on the ConnectClip briefly and the status indicator turns blue.

A   B   C
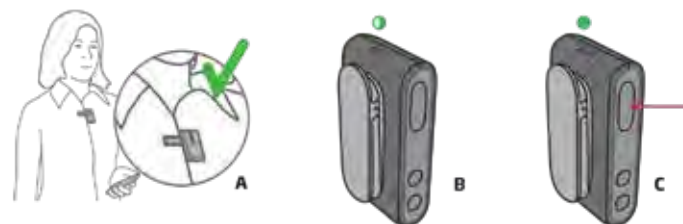
# Phone Adapter with ConnectClip (cont'd)

## Connecting to a phone line and landline phone

Place the Phone Adapter in a suitable spot near the landline phone or base station.

1. Unplug the phone line from the landline phone (or base station).*

2. Plug the phone line from the wall outlet into the Phone Adapter "IN" connector.

3. Plug the phone cable from box 2 in the Phone Adapter "OUT" connector.

4. Plug the other end of the phone cable into the landline phone (or base station).*

Lift off the handset from the landline phone – the dial tone should be audible from the handset speaker.

*If the* main phone or base station does not have a detachable plug for the landline connection, try using an alternative phone or a technician must be contacted to complete the installation.

**Box 2**
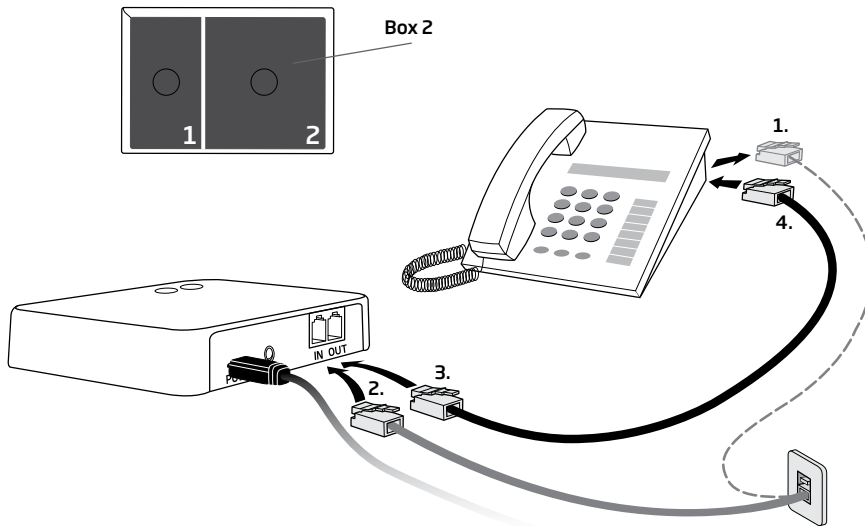
## Outgoing calls
### How to make a call

Make sure that your patient is able to speak into the ConnectClip microphone (A).

1. To make a call press the ConnectClip multibutton briefly (B). The hook is now off and you will hear a dial tone in the hearing aids. The status indicator on the ConnectClip and the phone indicator on the Phone Adapter will turn steady green.

2. Pick up the handset on the landline phone (or press "Call" on the portable phone) and dial the phone number (C) as you normally do to make a call.

3. After a short while your patient will hear the call tone in the hearing aids indicating that the call is now connected through the ConnectClip and hearing aids.

You can now put the handset back on (or press "end call" on the portable phone).

To end the call, simply press the multibutton on the ConnectClip briefly.

*Note: Make sure to put the handset correctly back on the phone – otherwise the phone line will block for incoming calls.*
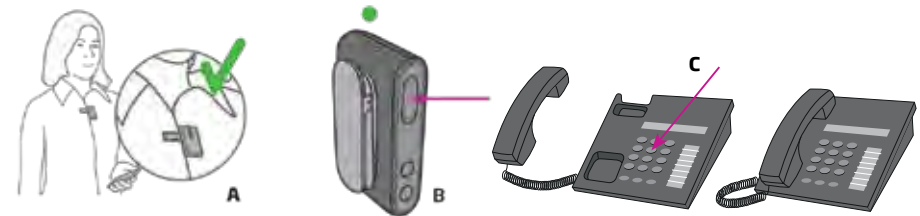
| Making a call | | | |
|---|---|---|---|
| ConnectClip Status | ConnectClip Power | Phone Adapter | Description |
| ● | ● | ● ☎ | ConnectClip and Phone Adapter are connected |
| ● | ● | ● ☎ | Press the multibutton on the ConnectClip briefly and you will hear a dial tone in the hearing aids |

● Steady   ◐ Blinking

# Remote Control 3.0

The remote control is a personal device intended to be used with one set of hearing aids. Please see below steps for pairing and using the Remote Control 3.0.

**Step 1:** **Before the remote control can be used, it needs to be paired with the hearing aid(s)**

Check that the remote control has working batteries by pressing any button.
(The status light at the top should light up if the batteries are good.)

**Step 2:** Begin by opening the battery drawer for non-rechargeable hearing aids. For rechargeable hearing aids, either use the push-button or place them in and out of the charger.

**Step 3:** Place both of the hearing aids within range of the remote control. (within 20 cm, approximately 7 inches)

**Step 4:** Press and release any button. You will see a brief green light.

**Step 5:** When the status light on the remote control lights up steady green for 10 seconds the devices have been paired successfully.

**Operating Range**

You can operate your hearing aids with the remote control from a distance of up to 1.8 meters. (approximately 6 feet)

**Step 6:** Your patient can change hearing aid programs and volume with the Remote Control.

**Mute**

Use the mute function to silence the hearing aids while wearing them. Press and hold the volume down button for approximately 2 seconds until the status light turns off, to mute the hearing aids.

**Unmute**

Briefly press any button on the remote control to unmute the hearing aids.

**Clear Pairings:** Press and hold all three buttons together at one time for 5 seconds. The light indicator will blink on, off, on. When it remains off, release the buttons. The Remote Control light indicator will turn back on. When it turns off, the remote has been cleared of pairings.

# EduMic overview

**LED**
Power indicator

**LED**
Status indicator

**Rotating clip**
Attaches to the lanyard or clothes

**Micro USB charging**

**FM Connector**
for Universal Receiver

**Microphone**

**Button**
ON, OFF, mute, telecoil and clear pairings

**3.5 mm jack input**
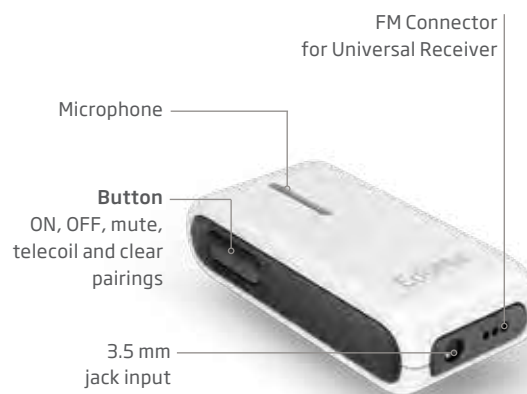
**Included with EduMic:**

- Instructions for Use
- Adjustable lanyard
- Wall charger
- USB charger cable
- 3.5 mm jack cable
- FM protective skin

# EduMic LED indicator overview

## LED indicator overview

### Status indicator
A steady light indicates you are sending sound. A flashing light indicates that EduMic is muted.

| | | |
|---|---|---|
| ○ | White | Start-up |
| ◑ | Flashing blue | Pairing in progress |
| ● | Green | ON/microphone mode |
| ◑ | Flashing green | Mute in microphone mode |
| ● | Yellow | Jack/FM mode |
| ◑ | Flashing yellow | Mute in jack/FM mode |
| ● | Red | Pairings cleared |
| ● | Magenta | Telecoil mode |
| ◑ | Flashing magenta | Mute in telecoil mode |

### Power indicator
Charging time for full charging is 2.5 hours. A quick 30 minute charge during a break provides approx. 2.5 hours of use.

When the power indicator flashes RED, there is approx. 2 hours of battery life remaining.

| | | |
|---|---|---|
| ○ | White | Start-up |
| ● | Green | Fully charged |
| ◑ | Flashing yellow | Charging |
| ◑ | Flashing red | Battery low |

# How to use EduMic

## How to turn EduMic ON/mute

**Turn ON**

1. Turn EduMic ON by pressing the button for **2 seconds** until both indicators turn WHITE. Then, release the button.

2. Wait for 10 seconds until the status indicator turns GREEN.

3. EduMic is now ON.

**Turn OFF**

1. Press the button for **2 seconds** until the status indicator turns OFF.

**Mute/unmute**

1. To mute EduMic, briefly press the button.

2. To unmute, briefly press the button again.

*EduMic is ON*   *EduMic is muted*

## Getting started: Pairing the hearing aids

EduMic and the hearing aids need to be paired before use.
You only need to pair the hearing aids once.

1. Ensure EduMic is ON.

2. Turn both hearing aids OFF and back ON. (Please see the Instructions For Use-Turn hearing aids ON/OFF for your device.)

3. Place the hearing aids within 7-8 inches of EduMic. The status indicator flashes blue during pairing.

1. When the status indicator turns green, EduMic is paired with the hearing aids.

2. Confirm the patient can hear your voice in both hearing aids through EduMic.

*Max 7-8 inches*
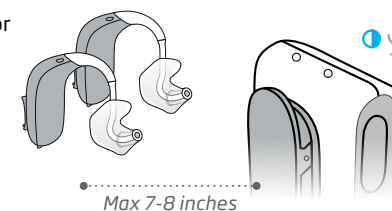
**Clearing Pairings:** Ensure EduMic is turned on. Press and hold down the button for 12 seconds until the status indicator turns RED. All pairings with hearing aids are now cleared from EduMic.

# How to use EduMic (cont'd)

## Use of the lanyard

The distance from your mouth to the microphone on EduMic should be a maximum of 7-8 inches.

**1** Attach EduMic to the lanyard.

**2** Hang the lanyard around your neck and adjust the distance to your mouth.

**For the comfort of the patient:**

! Be aware that when touching EduMic, noise is sent to the hearing aids. Mute EduMic while you are handling it.

! EduMic should not be worn close to pieces of jewelry or other hard objects.

*Max 7-8 inches*
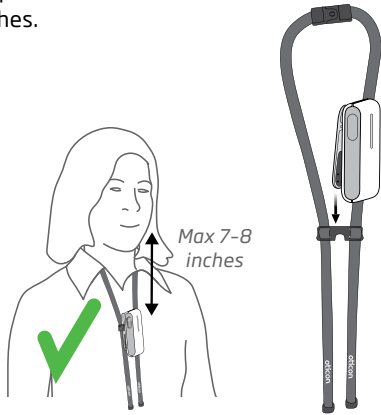
## Audio connections

### Use the jack cable

**1** Plug in the 3.5 mm jack cable to send sound to the patient's hearing aids from external sound sources like sound field systems, smartboards or PC/tablets, etc.

**2** When the cable is connected, the status indicator turns YELLOW, and the EduMic microphone is disabled (OFF). Unplug the cable from EduMic to use the microphone.

### Use of FM connection

**1** Plug in the FM receiver (not included) to send sound to the patient's hearing aids from classroom microphone systems like Oticon Amigo. Ensure the EduMic is placed within 9.5 feet from the hearing aids.

### Mute/unmute connection

**1** To mute the connection, press the button briefly. The status indicator flashes yellow.

**2** To unmute, press the button again briefly.

*EduMic is connected with cable or FM receiver*

*Connection is muted*
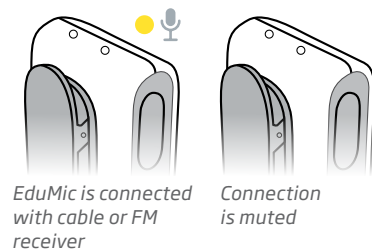
## Enter telecoil mode

Telecoil gives direct access to teleloop systems typically found in theaters, places of worship, or lecture rooms. This symbol or a similar sign is shown wherever a teleloop has been installed.

**1** Ensure EduMic is turned OFF

**2** Press and hold down the button for 10 seconds until the status indicator turns MAGENTA.

EduMic is now in telecoil mode and the EduMic microphone is disabled. The range of operation is 10 ft.

### Mute/unmute connection

**1** Press the button briefly to mute the audio stream from EduMic.

The status indicator flashes MAGENTA.

To unmute, press the button briefly again.

**2** To exit telecoil mode, press the button for 2 seconds until the status indicator is off.

*EduMic is in telecoil mode*

*Connection is muted*
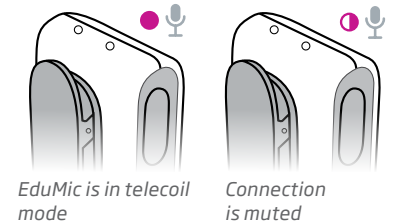
# How to pair ConnectClip to BTD-800 USB dongle and set as the audio source

**Step 1**
Place ConnectClip into pairing mode by pressing the multi-button and volume up button (A) for 6 seconds until the status light blinks blue. The LED lights will turn on and show green and flashing blue.



**Step 2**
Plug BTD-800 USB dongle into the USB port on the computer, allow the computer to detect and connect to the dongle.

**Step 3**
Press and hold the side button on the BTD-800 USB dongle for 3 seconds or until the LED light starts flashing red then blue.

**Step 4**
Pairing is complete once the dongle and ConnectClip status light turn solid blue.

**Step 5**
Go to the Windows Start menu and follow this path: **Control Panel > Hardware and Sound > Sound > Right click on Headset Earphone – Sennheiser BTD 800 USB for Lync -> Select "Set as Default"**.



**Step 6**
Now you are ready to stream audio from the computer. The status indicator light on the ConnectClip will display orange when audio is being played through a paired computer. Status light will change from orange to a very light blue (almost white) color when audio is turned off.

# How to set up the BTD-800 USB dongle as the audio source on your Apple® computer

**Step 1**
Follow the ConnectClip and BTD-800 USB dongle pairing instructions mentioned on page 1.

**Step 2**
Go to the Apple logo in top left corner of the screen and follow this path: **System Preferences > Sound > click on the Output tab and select the Sennheiser BTD 800 USB for Lync.**



**Step 3**
At this point the BTD 800 is connected for audio out. If you want to use the BTD 800 and ConnectClip as a full headset then click on the Input tab and select the BTD 800.

**Step 4**
The status indicator light on the ConnectClip will display orange when audio is being played through a paired computer. Status light will change from orange to a very light blue (almost white) color when audio is turned off.



ConnectClip can also be paired to Apple computers without a BTD-800 USB. Complete the pairing process by going to the "System Preferences" > "Bluetooth" menu. Once ConnectClip is in pairing mode, it will appear in the Bluetooth menu as ConnectClip 1.0.

# Clearing pairings
## accessories and devices

| ConnectClip |
|---|

Press and hold Multi-button, Volume UP AND Volume Down for 10 seconds to clear all Bluetooth Pairings. Indicated by status indicator light BLINKING RED.

| TV Adapter |
|---|

Reset System: Press and hold the setup button for more than 5 seconds. Indicators will fade blue to indicate no pairings. Repair with instructions on page 59.

| Remote Control 3.0 |
|---|

Press and hold all three of the buttons together at one time for 5 seconds.

| EduMic |
|---|

Ensure EduMic is turned on. Press and hold down the button for 12 seconds until the status indicator turns RED. All pairings with hearing aids are now cleared from EduMic.

| Apple Devices |
|---|

Under settings app
• Accessibility
• Hearing Devices
• Click on Instruments
• Scroll to bottom of page and click on Forget Devices
• Click "Forget"

| Android Devices |
|---|

Bluetooth settings
• Click on Cogwheel next to hearing instruments
• Choose "unpair"

# Oticon firmware update
## history overview

| Firmware update history for Oticon Real hearing aids | |
|---|---|
| **Oticon Real** | |
| **Firmware number** | **New functionality/improvements** |
| 1.0.1 | General updates for improved connectivity and performance |
| 1.1.0 | Compatibility with new functionalities in the Oticon Companion app:<br>• Sound Equalizer and HearingFitness™.<br>• Remember volume setting in all hearing aid programs.<br>General updates for improved connectivity and performance. |

| Firmware update history for Oticon More hearing aids | |
|---|---|
| **Oticon More** | |
| **Firmware number** | **New functionality/improvements** |
| 1.0.1 | Enhanced Bluetooth® performance and stability<br>Enhanced stability of connection to Android™ devices<br>Improved handling of multiple Bluetooth devices |
| 1.0.2 | Streaming and hearing instrument performance improvements |
| 1.1.1 | Oticon More compatibility with CROS and CROS PX<br>SmartCharger compatibility<br>Use of the MicroShell<br>Introduction of MyMusic<br>Fixed streaming volume for the TV adapter via the ON app |
| 1.3.0 | Compatibility with hands-free communication<br>Updated volume control settings for streamed sound from TV Adapter 3.0 |
| 1.4.0 | Compatibility with Corda miniFit 1.3 mm<br>Push-button handling of hands-free calls |
| 1.4.1-1.4.3 | General updates for improved connectivity and performance |
| 1.4.4 (12/23) | Improved connectivity to ConnectClip<br>Performance and connectivity improvements for iOS and Android devices<br>Improved 'battery time left' estimations in the Companion app. |

## Firmware update history for Oticon Play PX and Oticon Zircon hearing aids

| Firmware number | New functionality/improvements |
|---|---|
| 1.2.0 | Compatibility with Corda miniFit 1.3 mm<br>Push-button handling of hands-free calls |
| 1.2.1-1.2.3 | General updates for improved connectivity and performance |
| 1.2.4 (12/23) | Improved connectivity to ConnectClip<br>Performance and connectivity improvements for iOS and Android devices<br>Improved 'battery time left' estimations in the Companion app. |

## Firmware update history for Oticon Own hearing aids

| Firmware number | New functionality/improvements |
|---|---|
| 1.0.1-1.0.3 | General updates for improved connectivity and performance |
| 1.0.4 (12/23) | Improved connectivity to ConnectClip<br>Performance and connectivity improvements for iOS and Android devices<br>Improved 'battery time left' estimations in the Companion app. |

## Firmware update history for Companion app

| Firmware number | New functionality/improvements |
|---|---|
| 1.0.0 | Initial release |
| 1.1.0 | Apple Watch® compatibility<br>Background updates |
| 1.2.0 | Introduction of Sound Equalizer*, Hearing Fitness™*, Firmware Update feature (minor updates only), and Remember Volume*<br>Widgets for Android<br>Updates to contextual troubleshooting<br>Near and Far indicators for Find my hearing aids |
| 1.2.1 | Fixes for:<br>• Battery level report issues,<br>• HearingFitness data capturing issue<br>• Oticon Real new features requiring uninstall/reinstall to show in app resolved.<br>Additional background updates |
| 1.2.2 | Update allows compatibility with Opn™ hearing aids, without the latest FW update 6.1. |
| 1.3.0 | • Improved connectivity<br>• Dark mode<br>• Charging status and RemoteCare while charging (Intent Only)<br>• Hearing Fitness notifications (Real and Intent Only) |

⭐ 74  *For Oticon Real instruments only

# Products and pricing

| Oticon Government Services Price List | |
|---|---|
| Group 1 (Custom Instruments) – $348.40 | |
| Oticon Own 1 | |
| Group 2 (BTE Rechargeable) – $401.70 | |
| Oticon Real 1 miniBTE R | |
| Group 2 (Behind-The-Ear Instruments) – $321.36 | |
| Oticon Real 1 miniBTE T | Xceed 1 BTE Super Power |
| Opn S 1 BTE Plus Power | Xceed 1 BTE Ultra Power |
| Group 3 (RITE Non-Rechargeable) – $349.44 | |
| Oticon Real 1 miniRITE T | |
| Group 3 (RITE Rechargeable) – $436.80 | |
| Oticon Intent miniRITE R – NEW | |
| Oticon Real 1 miniRITE R | |
| Oticon Play PX miniRITE R | |
| Group 4 (Wireless Systems) | |
| TV Adapter 3.0 | $94.18 |
| ConnectClip | $123.21 |
| Phone Adapter 2.0 | $56.94 |
| EduMic | $379.60 |
| Group 5 (Earmolds) | |
| All molds | $22.88 |
| Group 6 (Remote Controls) | |
| Remote Control 3.0 | $92.56 |
| Group 7 (CROS) | |
| Oticon CROS | $310.96 |
| Group 7a (CROS Rechargeable) | |
| Oticon CROS PX (Rechargeable) | $388.96 |
| Repair Pricing (6 month warranty) | |
| ITE | $112.68 |
| BTE | $114.76 |
| Chargers | |
| Desktop Charger (miniBTE and miniRITE) | $128.96 |
| SmartCharger (miniBTE and miniRITE) | $171.60 |
| Accessories | |
| BTD800 Bluetooth Dongle | $50.00 |

⭐ 75

# Hearing aid parts overview

## miniFit Detect Receiver Options (Oticon Intent)
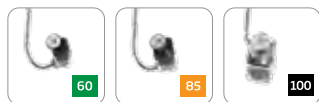


- 60, 85 and 100 fitting levels
- 60 and 85 receivers available in lengths 0–5
- 100 receiver available in lengths 1–5
- Compatible with existing dome options
- Receivers use ProWax miniFit



*MicroShell Detect*

- Speaker embedded custom mold option
- Available in lengths 1–5
- Service required for change in length
- 105 is only available in a custom mold
- 60 and 85 utilize ProWax miniFit
- 100 and 105 utilize ProWax

## Standard miniFit Receiver Options
(Oticon Real, Oticon More, Oticon Play PX  Oticon Opn S)
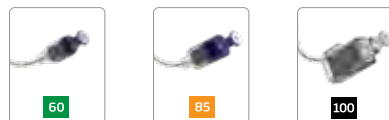


- 60, 85 and 100 fitting levels
- 60 and 85 receivers available in lengths 0–5
- 100 receivers available in lengths 1–5
- Compatible with existing dome options
- ProWax miniFit



*MicroShell*

- Speaker embedded custom mold option
- Available in lengths 1–5
- Service required for change in length
- For Polaris R and Polaris products only
- ProWax miniFit



*Power Receiver Mold*

- Speaker embedded custom mold option
- Available in lengths 1–5
- Ability to change the wire in office
- 105 is only available in a custom mold
- ProWax

# RITE parts

**NEW**

| miniFit Detect Speakers for Oticon Intent | |
|---|---|
| **No.** | **Speaker Kit** |
| 271186 | Complete Speaker Kit – $675 |

| No. | 60 miniFit Detect |
|---|---|
| 204564 | 60 miniFit Detect Speaker, 0R |
| 212430 | 60 miniFit Detect Speaker, 1R |
| 212432 | 60 miniFit Detect Speaker, 2R |
| 212434 | 60 miniFit Detect Speaker, 3R |
| 212436 | 60 miniFit Detect Speaker, 4R |
| 204574 | 60 miniFit Detect Speaker, 5R |
| 204565 | 60 miniFit Detect Speaker, 0L |
| 212431 | 60 miniFit Detect Speaker, 1L |
| 212433 | 60 miniFit Detect Speaker, 2L |
| 212435 | 60 miniFit Detect Speaker, 3L |
| 212437 | 60 miniFit Detect Speaker, 4L |
| 204575 | 60 miniFit Detect Speaker, 5L |

| No. | 100 miniFit Detect |
|---|---|
| 263472 | 100 miniFit Detect Speaker, 1R |
| 263474 | 100 miniFit Detect Speaker, 2R |
| 263476 | 100 miniFit Detect Speaker, 3R |
| 263478 | 100 miniFit Detect Speaker, 4R |
| 263480 | 100 miniFit Detect Speaker, 5R |
| 263473 | 100 miniFit Detect Speaker, 1L |
| 263475 | 100 miniFit Detect Speaker, 2L |
| 263477 | 100 miniFit Detect Speaker, 3L |
| 263479 | 100 miniFit Detect Speaker, 4L |
| 263481 | 100 miniFit Detect Speaker, 5L |

| No. | 85 miniFit Detect |
|---|---|
| 204647 | 85 miniFit Detect Speaker, 0R |
| 212438 | 85 miniFit Detect Speaker, 1R |
| 212440 | 85 miniFit Detect Speaker, 2R |
| 212442 | 85 miniFit Detect Speaker, 3R |
| 212444 | 85 miniFit Detect Speaker, 4R |
| 204657 | 85 miniFit Detect Speaker, 5R |
| 204648 | 85 miniFit Detect Speaker, 0L |
| 212439 | 85 miniFit Detect Speaker, 1L |
| 212441 | 85 miniFit Detect Speaker, 2L |
| 212443 | 85 miniFit Detect Speaker, 3L |
| 212445 | 85 miniFit Detect Speaker, 4L |
| 204658 | 85 miniFit Detect Speaker, 5L |

| Speakers for Oticon More, Play PX, Opn S, Opn and Opn Play ||
|---|---|
| **No.** | **Speaker Kit** |
| 15555-9960 | Complete Speaker Kit – $675 |
| **No.** | **60 miniFit** |
| 124945 | 60 miniFit Speaker, 0R |
| 124590 | 60 miniFit Speaker, 1R |
| 124591 | 60 miniFit Speaker, 2R |
| 124592 | 60 miniFit Speaker, 3R |
| 124593 | 60 miniFit Speaker, 4R |
| 124594 | 60 miniFit Speaker, 5R |
| 124946 | 60 miniFit Speaker, 0L |
| 124595 | 60 miniFit Speaker, 1L |
| 124596 | 60 miniFit Speaker, 2L |
| 124597 | 60 miniFit Speaker, 3L |
| 124598 | 60 miniFit Speaker, 4L |
| 124599 | 60 miniFit Speaker, 5L |
| **No.** | **85 miniFit** |
| 124961 | 85 miniFit Speaker, 0R |
| 124963 | 85 miniFit Speaker, 1R |
| 124964 | 85 miniFit Speaker, 2R |
| 124965 | 85 miniFit Speaker, 3R |
| 124966 | 85 miniFit Speaker, 4R |
| 124967 | 85 miniFit Speaker, 5R |
| 124968 | 85 miniFit Speaker, 0L |
| 124969 | 85 miniFit Speaker, 1L |
| 124970 | 85 miniFit Speaker, 2L |
| 124971 | 85 miniFit Speaker, 3L |
| 124973 | 85 miniFit Speaker, 4L |
| 124974 | 85 miniFit Speaker, 5L |
| **No.** | **100 miniFit for dome** |
| 124579 | 100 miniFit Speaker, 1R |
| 124581 | 100 miniFit Speaker, 2R |
| 124582 | 100 miniFit Speaker, 3R |
| 124583 | 100 miniFit Speaker, 4R |
| 124584 | 100 miniFit Speaker, 5R |

# RITE parts (cont'd)

| 124585 | 100 miniFit Speaker, 1L |
|---|---|
| 124586 | 100 miniFit Speaker, 2L |
| 124587 | 100 miniFit Speaker, 3L |
| 124588 | 100 miniFit Speaker, 4L |
| 124589 | 100 miniFit Speaker, 5L |

| Interchangeable Power Mold Options ||||
|---|---|---|---|
| **miniFit Speaker Wires for Power Receiver Molds** ||||
| **No.** | **Description** | **No.** | **Description** |
| 120208 | Speaker Wire, 1R | 120212 | Speaker Wire, 1L |
| 120209 | Speaker Wire, 2R | 120213 | Speaker Wire, 2L |
| 117854 | Speaker Wire, 3R | 120214 | Speaker Wire, 3L |
| 120210 | Speaker Wire, 4R | 120215 | Speaker Wire, 4L |
| 120211 | Speaker Wire, 5R | 120216 | Speaker Wire, 5L |
| **Cover Plate** ||||
| **No.** | **Description** |||
| 127908 | Clear |||
| 127909 | Beige |||
| 127910 | Light Brown |||
| 127911 | Medium Brown |||
| 127912 | Dark Brown |||
| 127913 | Black |||

| Chargers and charger accessories ||
|---|---|
| **No.** | **Description** |
| 203479 | Charger Wall Plug – Desktop or Smart |
| 226308 | SmartCharger Cable A to C |
| **miniBTE** | |
| 226282 | miniBTE SmartCharger* |
| 226352 | miniBTE Desktop Charger* |
| **miniRITE** | |
| 268271 | Intent SmartCharger |
| 265974 | Intent Desktop Charger |
| 225678 | miniRITE SmartCharger** |
| 200294 | miniRITE Desktop Charger |

*Oticon Real and Oticon More instruments
**Not compatible with Oticon Intent and Opn S miniRITE R

# RITE parts (cont'd)

| miniFit Domes | | |
|---|---|---|
| Box No. | Blister Pack No. | Description |
| **OpenBass Dome** | | |
| 218359 | 218355 | 5mm OpenBass/Open Dome (10 pc) |
| 218364 | 212677 | 6mm OpenBass Dome* (10 pc) |
| 218368 | 212678 | 8mm OpenBass Dome* (10 pc) |
| 218373 | 212679 | 10mm OpenBass Dome* (10 pc) |
| 218377 | 212680 | 12mm OpenBass Dome* (10 pc) |
| **Open Dome** | | |
| 218359 | 218355 | 5mm OpenBass/Open Dome (10pc) |
| 149303 | 125926 | 6mm Open Dome(Opn)** (10 pc) |
| 149304 | 125925 | 8mm Open Dome(Opn)** (10 pc) |
| 149305 | 125924 | 10mm Open Dome(Opn)** (10 pc) |
| **Bass Dome Double Vent** | | |
| 149306 | 133791 | 6mm Bass Dome Double Vent (10 pc) |
| 149307 | 133792 | 8mm Bass Dome Double Vent (10 pc) |
| 149308 | 133793 | 10mm Bass Dome Double Vent (10 pc) |
| 149309 | 133794 | 12mm Bass Dome Double Vent (10 pc) |
| **Bass Dome Single Vent** | | |
| 149310 | 133787 | 6mm Bass Dome Single Vent** (10 pc) |
| 149311 | 133788 | 8mm Bass Dome Single Vent** (10 pc) |
| 149312 | 133789 | 10mm Bass Dome Single Vent** (10 pc) |
| 149313 | 133790 | 12mm Bass Dome Single Vent** (10 pc) |
| **Power Dome** | | |
| 149314 | 125923 | 6mm Power Dome (10 pc) |
| 149315 | 125922 | 8mm Power Dome (10 pc) |
| 149316 | 125921 | 10mm Power Dome (10 pc) |
| 149317 | 125920 | 12mm Power Dome (10 pc) |

*For Oticon Intent, Oticon Real, and Oticon More products only
**Not compatible with Oticon Intent, Oticon Real or Oticon More

# RITE parts (cont'd)

| Grip Tips (5 per package) | | |
|---|---|---|
| | No. | Description |
| | 013404 | GripTip Small Vented Right (0.9mm) |
| | 014404 | GripTip Small Vented Left (0.9mm) |
| | 015404 | GripTip Large Vented (Right 0.9mm) |
| | 016404 | GripTip Large Vented (Left 0.9mm) |
| | 013504 | GripTip Small No Vent Right |
| | 014504 | GripTip Small No Vent Left |
| | 015604 | GripTip Large No Vent Right |
| | 016604 | GripTip Large No Vent Left |
| | 15500-2610 | miniFIT Grip Tip Start Up Kit |

| miniFit Detect Ear Grips (Oticon Intent) | | |
|---|---|---|
| | No. | Description |
| | 250363 | miniFit Detect 60 Ear Grip |
| | 207948 | miniFit Detect 85 Ear Grip |
| | 260689 | miniFit Detect 100 Ear Grip |

**NEW**

| miniFit Ear Grips | | |
|---|---|---|
| | No. | Description |
| | 120066 | miniFit 60 Ear Grip |
| | 135986 | miniFit 85 Ear Grip |

# BTE parts

| Corda miniFit, Standard version (0.9mm) | |
|---|---|
| 151459 | Corda Slim Tube 1L (5 pc) |
| 151461 | Corda Slim Tube 1R (5 pc) |
| 151460 | Corda Slim Tube 0L (5 pc) |
| 151462 | Corda Slim Tube 0R (5 pc) |
| 149937 | Corda Slim Tube 1L (5 pc) |
| 149938 | Corda Slim Tube 1R (5 pc) |
| 149939 | Corda Slim Tube 2L (5 pc) |
| 149940 | Corda Slim Tube 2R (5 pc) |
| 149941 | Corda Slim Tube 3L (5 pc) |
| 149942 | Corda Slim Tube 3R (5 pc) |
| 149943 | Corda Slim Tube 4L (5 pc) |
| 149944 | Corda Slim Tube 4R (5 pc) |
| 132695 | Corda Thin Tube Variety Kit |

| Corda miniFit, Power version (1.3mm) | |
|---|---|
| 151463 | Corda Power Slim Tube 1L (5 pc) |
| 151465 | Corda Power Slim Tube 1R (5 pc) |
| 151464 | Corda Power Slim Tube 0L (5 pc) |
| 151466 | Corda Power Slim Tube 0R (5 pc) |
| 149945 | Corda Power Slim Tube 1L (5 pc) |
| 149946 | Corda Power Slim Tube 1R (5 pc) |
| 149947 | Corda Power Slim Tube 2L (5 pc) |
| 149948 | Corda Power Slim Tube 2R (5 pc) |
| 149949 | Corda Power Slim Tube 3L (5 pc) |
| 149950 | Corda Power Slim Tube 3R (5 pc) |
| 149951 | Corda Power Slim Tube 4L (5 pc) |
| 149952 | Corda Power Slim Tube 4R (5 pc) |
| 135956 | Ear Grip Corda |
| 134815 | Corda Power Thin Tube Variety Kit |

# BTE parts (cont'd)

| Tonehooks, Corda Adapters | |
|---|---|
| 205668 | Hook More 7dB damp |
| 208679 | Hook More Ped 7dB damp |
| 135417 | Hook Std BTE PP |
| 173685 | Hook Xceed undamp |
| 173686 | Hook Xceed Ped undamp |
| 209648 | Hook Xceed Ped 9dB damp |
| 209647 | Hook Xceed 9dB damp |
| 137859 | Hook BTE PP damp 7dB |
| 137304 | Corda Adapter BTE PP |

# ConnectLine accessories

| Accessories | | |
|---|---|---|
| **Part Number** | **Description** | **Model Supported** |
| 168567 | TV3 Power Supply Plug | TV Adapter 3.0, Phone Adapter 2.0 |
| 142667 | BTD 800 USB Dongle | ConnectClip Required |
| 168517 | TV3 TOSLINK Adaptor | TV Adapter 3.0 |
| 191447 | TV3 Cable Kit (RCA cord) | TV Adapter 3.0 |
| **ConnectClip Accessories** | | |
| **Part Number** | **Description** | **Model Supported** |
| 178623 | ConnectClip Accessory Set | ConnectClip |
| 178542 | ConnectClip Lanyard | ConnectClip |
| 168567 | Power Supply/Wall Charger | ConnectClip |
| 123815 | USB Charging Cable | ConnectClip |
| 188297 | ConnectClip Skin Grey | ConnectClip |
| 188298 | ConnectClip Skin Red | ConnectClip |
| 188299 | ConnectClip Skin Blue | ConnectClip |
| **EduMic Accessories** | | |
| **Part Number** | **Description** | **Model Supported** |
| 213534 | EduMic Audioline Cord | Edumic |
| 213514 | EduMic USB Charger Cable | Edumic |
| 168558 | EduMic Power Supply | Edumic |
| 195521 | EduMic Lanyard | Edumic |
| 195524 | EduMic Skin (white) | Edumic |
| **Miscellaneous items – Ordered through Prosthetics** | | |
| **Part Number** | **Description** | **Model Supported** |
| 183088 | SafeLine (standard BTE 312/13/675) | |
| 183093 | SafeLine (RITE/miniBTE) | |
| 890-52-292 | Adapter 3mm | |
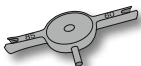
# Wax protection

For Sirius, Polaris R, Polaris, and Velox S products

| Type/Color | Application |
|---|---|
| **ProWax miniFit** Grey "turtle"/Black tools<br><br>**Part Number (1 pc):** 128057 | **miniFit Detect Receivers (Oticon Intent)**<br>60 85 100 60 85<br>*MicroShell Detect*<br><br>**Standard miniFit Receivers (Oticon Real, Oticon More, Oticon Play PX, Oticon Opn S)**<br>60 85 100 Receiver 60 85<br>*MicroShell*<br><br>**Oticon Own custom instruments** |
| **ProWax** Grey "turtle"/Lt Grey tools<br><br>**Part Number (1 pc):** 123367- Beige | **miniFit Detect Molds (Oticon Intent)**<br>LiteTip MicroMold 100 105<br>*LiteTip MicroMold MicroShell Detect*<br><br>**Standard miniFit Receivers (Oticon Real, Oticon More, Oticon Play PX, Oticon Opn S)**<br>*LiteTip MicroMold Power Receiver Mold* |
| **T Cap (mic cover)** Grey compact/Black tools<br><br>**Part Number (1 pc):**<br>263515 - Beige<br>263513 - Light Brown<br>263512 - Med Brown<br>263514 - Dark Brown<br>263516 - Black | **Custom 10A Battery Products**<br><br>*T Cap* |
| **O Cap (mic cover)** Grey compact/Black tools<br><br>**Part Number (1 pc):**<br>128003 - Beige<br>128004 - Light Brown<br>128005 - Med Brown<br>128006 - Dark Brown<br>252488 - Black | **Custom 312 Battery Products**<br><br>*O Cap* |

# Oticon tools

| Tool Kit | Name | Part number |
|---|---|---|
| | **Clinic Supply Tool Kit**<br>Contact Oticon to order this kit for your clinic | 196718 |

| Oticon Intent<br>Mold removal tools | Name | Part number |
|---|---|---|
| NEW | **miniFit Detect 60 and 85 mold speaker tool** | 268944 |

| Oticon Real, Oticon More, Oticon Play PX, Oticon Opn S<br>Mold removal tools | Name | Part number |
|---|---|---|
| | **Power Mold Tool** | 143330 |
| | **60 Speaker Tool** | 127816 |
| | **85 Speaker Tool** | 126977 |
| | **60/85 Speaker Tool Set** | 127901 |

| Cleaning tools | Name | Part Number |
|---|---|---|
| | **Multi-tool** | 211439 |
| | **Vent Cleaner** | 825-01-091-02 |
| | **Brush Combination Cleaning**<br>Black/Magnet, Brush, Wax Loop | 030-10-800 |

| Miscellaneous tools | Name | Part Number |
|---|---|---|
| NEW | **Speaker Unit Measuring Tool - miniFIT** | 15500-0281<br>(Tear pad)<br><br>273437<br>(Plastic) |
| | **Service Tool** - Red/Remove RITE pin and change Corda tube adapters. This tool may also be used for opening the Opn S miniRITE R battery drawer for firmware updates. | 890-22-270-00 |

# Reprogramming information

When a hearing aid is returned from repair or loss and damage, you will receive one of 4 color-coded cards. To ensure patient settings are maintained, including binaural communication, follow the steps on the enclosed card.

**Device has been restored to incoming user settings**

**Device has been programmed to user audiogram**

**Loss and damage devices need to be programmed in clinic**
Oticon Opn S, Opn, Opn Play, or Xceed

**Loss and damage devices need to be programmed in clinic**
Oticon Intent, Oticon Real, Oticon Own and Oticon More

# Programming cables

PLEASE NOTE: All programming for Oticon Intent, Oticon Real and Oticon More products is wireless utilizing the NoahLink wireless.

Please note: Wireless programming is based on 2.4 GHz technology. Only ITC, ITE HS and ITE FS with 2.4 GHz wireless technology can be programmed wirelessly. All other custom instruments must be programmed with a cable connection.

Use Noahlink wireless programmer to wirelessly connect to the hearing aids.

The following wired programming can also be used: Oticon programming cable #3 or HI-PRO #3 Left: 214463 Right: 214372

**miniRITE and miniRITE T** (Opn S, Opn, Alta Pro, Alta1 Pro, Alta2 Pro, Agil Pro)

Use FlexConnect 390-01-180-05 (See lower right corner for image)

**Step 1:** Insert a new battery. Do not close the battery drawer.

**Step 2:** Insert the gold end of FlexConnect into the space right above the battery drawer hinge. Make sure the black dot on FlexConnect is facing away from the battery drawer and push until the black dot touches the hearing aid. Close the battery drawer.
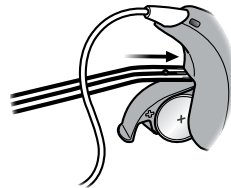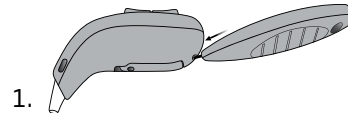
**miniRITE R** (Opn S)

Use Service tool 890-22-270-00 (see page 86 for image)
Use FlexConnect 390-01-180-05 (See lower right corner for image)

**Step 1:** Open the battery drawer with service tool.

1.

**Step 2:** Insert the gold end of FlexConnect. Follow description for miniRITE T for how to insert. Close the battery drawer before programming. Press and hold the lower part of the push-button for approx. 2 seconds. Release the button and wait until the hearing aid LED turns GREEN. The hearing aid is now turned ON.
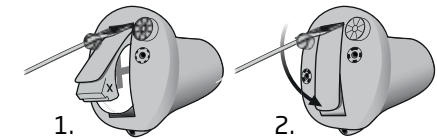
2.
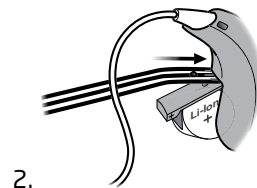
# Programming cables (cont'd)

**BTE, BTE PP, BTE SP, BTE UP** (Opn S, Opn, Xceed SP, Xceed UP, Alta2 Pro)

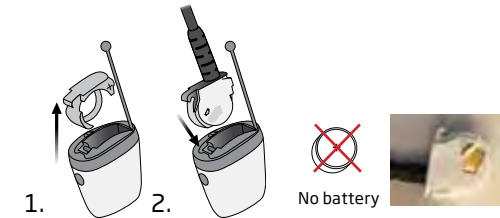Insert the programming cable in the bottom of the hearing aid (direct connection).

No battery
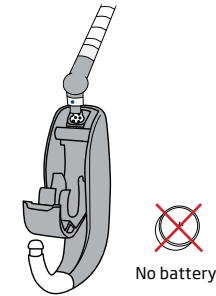
**ITC, ITE HS, ITE FS\*** (Oticon Own, Opn, Alta Pro, Alta2 Pro)

Use FlexConnect Mini 117468 (See image below)

1.   2.

**IIC, CIC** (Oticon Own, Opn, Alta2 Pro)

Use Programming Adapter Mini 164237

1.   2.   No battery

| **FlexConnect** | **FlexConnect Mini** |
|---|---|
| (miniRITE, miniRITE T, miniRITE R) | (ITC, ITE HS, ITE FS) |

*\*Only devices without 2.4 GHz technology.*

# Your dedicated
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SW - Kirstie Taylor/Amanda Greenwell/Hilary Sweet
MW - Alyson Ruotanen/Amanda Greenwell/Hilary Sweet
ME - Sonya Bowers/Katie Krieger/Laurie Friedman
MS - Chuck Whitfield/Katie Krieger/Hilary Sweet
SE - Tiffany Colon/Meghan Kennedy/Laurie Friedman
NE - Cassie Fuller/Meghan Kennedy/Laurie Friedman

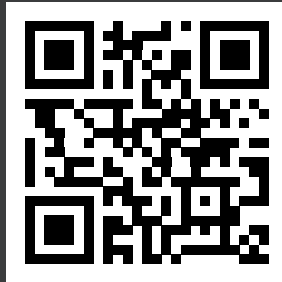International Accounts

# Notes

## New and Improved!

Updated Cell Phone Compatibility Check

Oticon Government Services National Seminars

## Oticon Patient Support Hotline:
### 855.400.9766

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