

Oticon Government Services

life-changing  
technology

Pocket Guide

More potential  
than ever



The Oticon More™ Family is expanding with even more options designed to fit your patient's needs:



Oticon More  
miniBTE R

Oticon More  
miniBTE T

- Clinical research shows Oticon More gives the brain what it needs to make sense of sound
- NEW miniBTE styles join the existing miniRITE family to bring the superior sound quality of Oticon More to more patients
- Two-way hands free phone or video calls from select iPhone and iPad devices\*

\*Hands-free communication is available with iPhone 11 or later running iOS 15.2 or later, and iPad running iPadOS 15.2 or later. See which hearing aids and devices are compatible here: [oticon.com/support/compatibility](https://www.oticon.com/support/compatibility)

[oticon.com](https://www.oticon.com)

Phone: 1.877.310.9681 | Fax: 732.764.9133

Effective May 2022

**oticon**  
life-changing technology

# More options to meet your patients' needs



**Starting May 1, 2022 Choosing Oticon More has never been easier.** There are so many possibilities! An entire family of hearing aids including two new miniBTEs now stands ready to meet your patients' diverse needs and preferences.




In addition, the scientific proof continues to build with new evidence that confirms Oticon More reduces sustained listening effort by an astounding 30%\*. This new evidence speaks for itself, "We give the brain what it needs to hear."

Building on our commitment to BrainHearing™, we designed Oticon More to give the brain more of the important information it needs to make sense of sounds. We developed a new approach to sound processing that incorporates an on-board Deep Neural Network (DNN) that works more like how the brain works because it learned through experience.

\*Murmu Nielsen, R. & Ng, E. 2021. Reducing sustained listening effort: Oticon More new evidence. Oticon whitepaper.

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# RITE & BTE Instruments

## RITE Styles

Opn S miniRITE

60 85 100 105



Oticon More miniRITE R\*  
(lithium-ion)

60 85 100 105



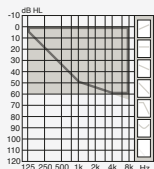
Oticon More miniRITE T\*  
Opn Play miniRITE T\*

60 85 100 105

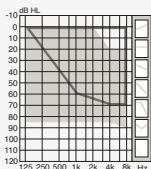


\*includes Telecoil and Toggle Switch

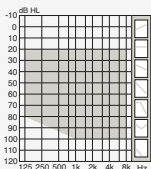
## RITE Fitting Ranges



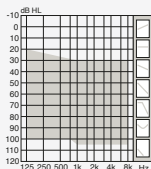
60



85



100



105

- OpenBass/  
Open dome
- Custom mold  
Bass & Power dome

## RITE Styles

Oticon CROS\*\*  
Oticon CROS PX\*\*  
(rechargeable)



\*\*Available in ROES with  
60 and 85 receiver

## Oticon CROS Family Compatibility

Oticon CROS PX (rechargeable)  
and Oticon CROS

	Polaris		Velox S	
Oticon More miniRITE R	Opn S miniRITE R		Opn S BTE PP	
Oticon More miniRITE T	Opn S miniRITE T		Xceed BTE SP	
Oticon More miniBTE R	Opn S miniRITE		Xceed BTE UP	
Oticon More miniBTE T	Opn Play miniRITE T			

## BTE Styles

Oticon More miniBTE R  
Oticon More miniBTE T

Opn S BTE  
Plus Power

Xceed BTE  
Super Power

Xceed BTE  
Ultra Power

85



NEW



NEW

105



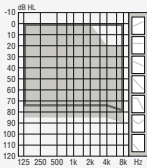
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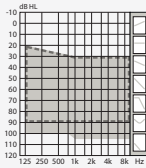
120



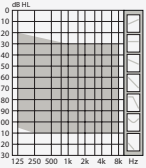
## BTE Fitting Ranges



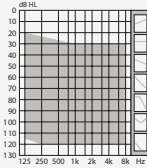
85



105



110



120

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

## RITE and BTE Instrument Colors

C044

Silver

C092

Steel Grey\*

C091

Silver Grey\*

C090

Chroma Beige

C094

Terracotta

C093

Chestnut Brown

C063

Diamond Black

C079

Baby Pink\*\*  
Hear Pink\*\*\*

C057

Power Pink\*\*

C058

Aquamarine\*\*

C047

Blue\*\*

C046

Red\*\*

C048

Emerald Green\*\*

C045

Purple\*\*

\*Not available for Opn Play™

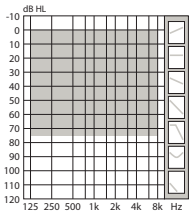
\*\*Available for Opn Play miniRITE T only

\*\*\*Available for Oticon More and CROS PX only

# Opn 1 Custom Instruments



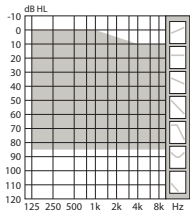
IIC



75 85



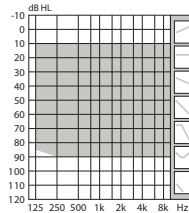
CIC



75 85



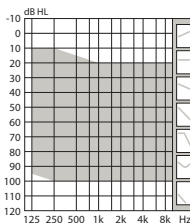
ITC



75 85 90 100



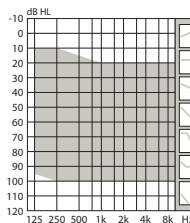
ITE HS



75 85 90 100



ITE FS



85 90 100

## Custom faceplate colors

### C005

Black  
\*IIC only

### C004

Dark  
Brown

### C003

Medium  
Brown

### C002

Light  
Brown

### C001

Beige

## Special options

### Retention

Canal Lock

Helix Lock

Soft Coat

Clothing Loop

### Removal

Removal Cord  
(Std IIC/CIC)

Removal Notch

### Tactile

Raised Push Button

Raised VC Wheel

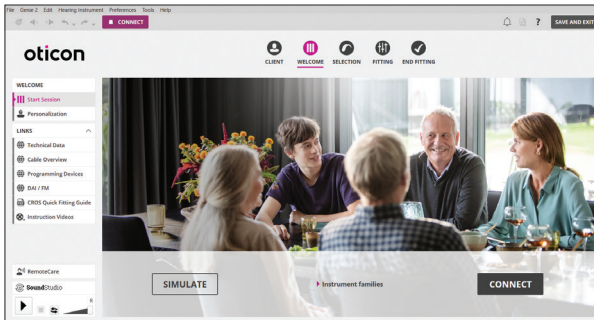
### Other

Name on Shell  
(9 characters max.)

Color Dots

Matte Finish

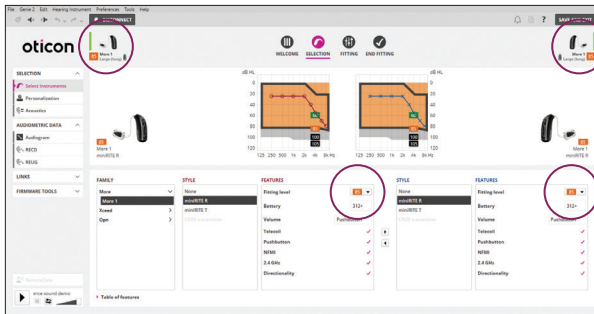
# Genie 2 | 2022.1 Quick Fitting Guide



## 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

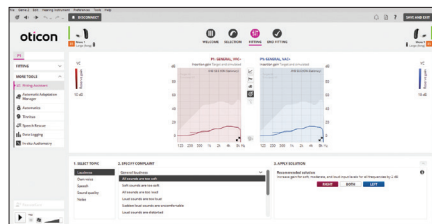
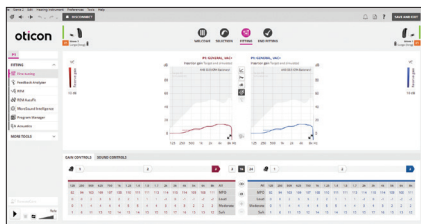
Different Families, Styles, and Features may be selected while running a simulation.

The bars beside the hearing aid(s) will become green once connected. The ability to change the speaker strength is located in the middle of the screen in the **Select Instruments** option, which can be found in the left task pane. The **Audiogram** option provides access to include or exclude bone conduction values.



## Selection Screen – Acoustics

Clicking on the left task pane option labeled **Acoustics** allows for the opportunity to change the selected earpiece. Please note, if an earpiece is changed, be sure to re-prescribe settings at the bottom of the screen. Oticon More instruments must be updated to Firmware 1.1.0 or later to have access to the custom MicroShell.

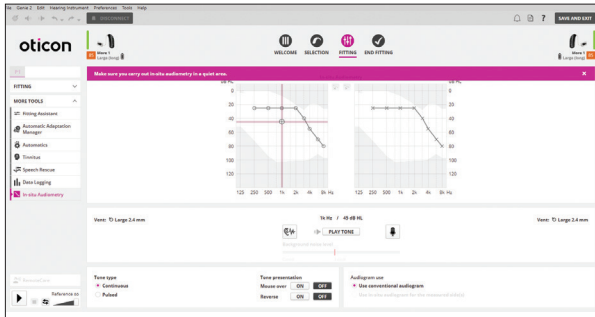


## Fitting Screen

The fitting tools in the left task pane make key fitting features easily accessible and convenient. Real time adjustment of gain, adaptation manager and compression can be made in the **Fine-tuning** option.

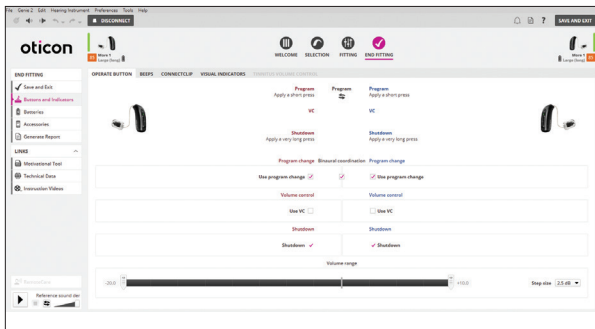
The **Fitting Assistant** option, located in the left task pane, makes it easier to conduct fine tuning by providing pre-programmed fitting adjustments for common complaints – including adjustments to options in the MoreSound Intelligence screen.





## Fitting Screen – In-situ Audiometry

In-situ audiometry can be used both in person and via Oticon RemoteCare. Along with the convenient background noise level meter, Genie 2 | 2022.1 introduces mouseover text to display keyboard shortcuts for reference as needed.

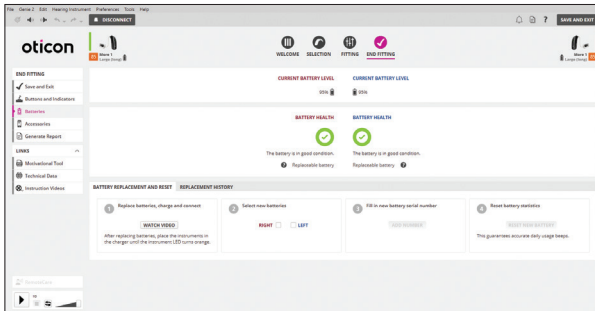


## End Fitting Screen

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

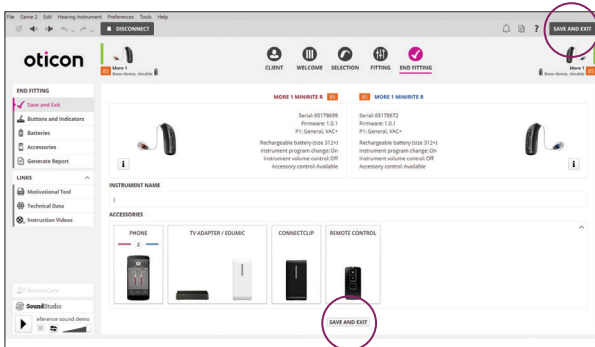
Accessories are paired outside of the software. If accessories have been previously paired, there will be a red and/or blue indicator above the accessory image that has been successfully paired.

**Buttons and Indicators** can be accessed via the left task pane. LED options under the **Visual Indicators** tab can be programmed for the miniRITE R, miniRITE T, miniBTE R and miniBTE T.



## End Fitting Screen – Batteries

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**. Additionally, battery replacement and reset can be completed in this screen for miniRITE R styles.



## End Fitting Screen – Save and Exit

Click **Save and Exit** to save the session and exit the software.

**Note:** Settings are automatically saved in the instruments during the programming process.

# MoreSound Intelligence Genie 2 Quick Fitting Guide


**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.

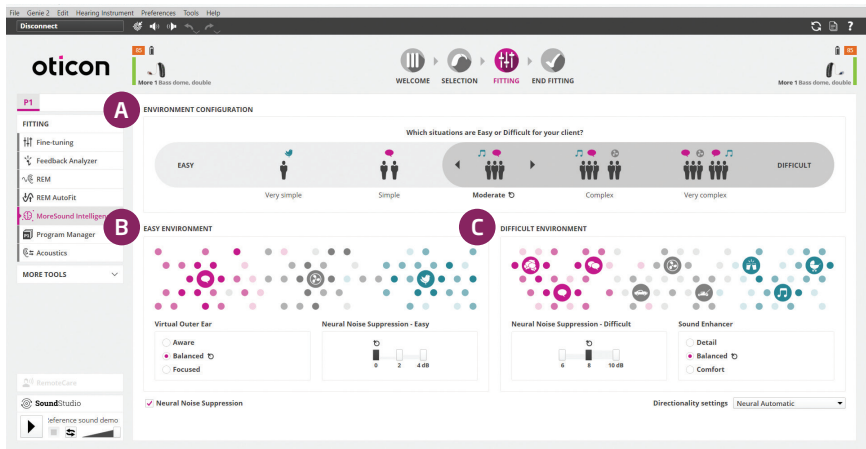


## MoreSound Intelligence at initial fitting

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



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

EASY ENVIRONMENT

2 Virtual Outer Ear

- Aware
- Balanced
- Focused

1 Neural Noise Suppression - Easy

0 2 4 dB

Neural Noise Suppression

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

### DIFFICULT ENVIRONMENT

3 Neural Noise Suppression - Difficult

4 Sound Enhancer

6 8 10 dB

Detail

Balanced

Comfort

Directionality settings Neural Automatic

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.

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

<b>Hearing aid families compatible with Oticon CROS and Oticon CROS PX</b>	Oticon More™ (1, 2, 3)	Play PX (1, 2)	Zircon (1, 2)	*Opn S™ (1, 2)	*(Updated to firmware version 8.0)
	Xceed (1, 2, 3)	*Opn Play™ (1)	Xceed Play (1, 2)	Ruby (1, 2)	
<b>Hearing aid styles compatible with Oticon CROS and Oticon CROS PX</b>	miniRITE R	miniRITE T	miniRITE	miniBTE R	miniBTE T
	BTE	BTE Plus Power	BTE Super Power	BTE Ultra Power	

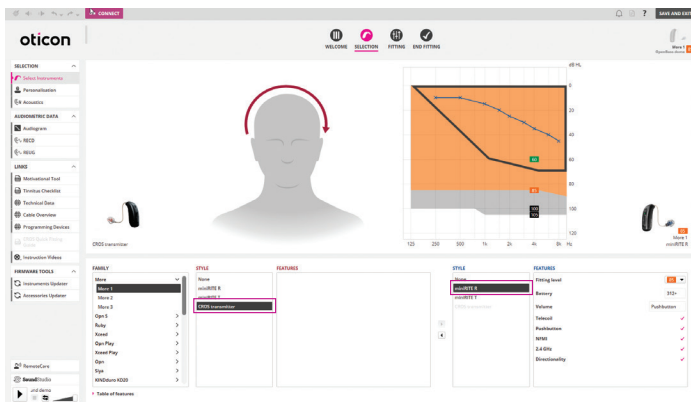
For more information on CROS transmitters go to: [www.oticon.com/solutions/cros](http://www.oticon.com/solutions/cros)

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:

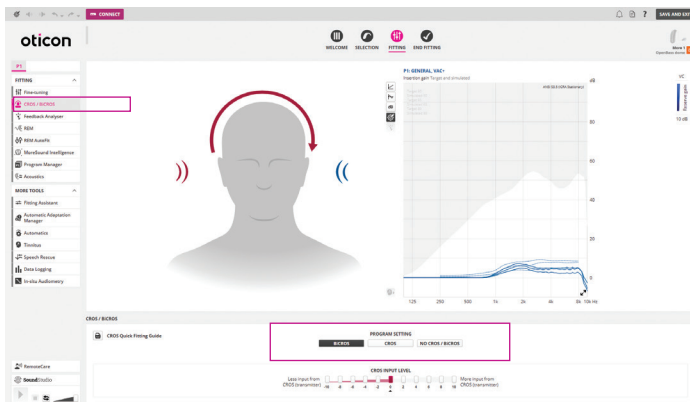
The patient can now hear streamed sound from the CROS transmitter in the receiving hearing aid.

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.

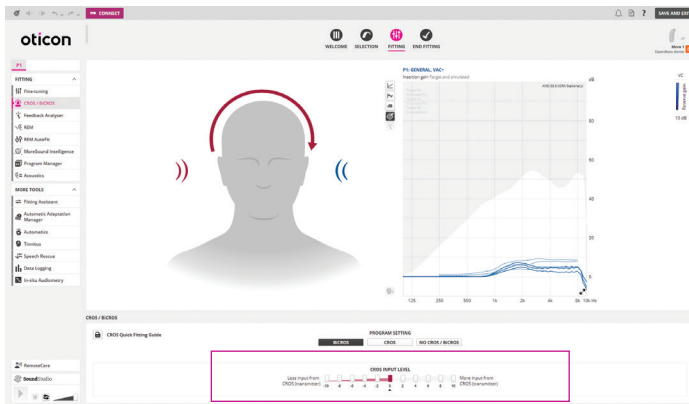
## 7. Fitting step, BiCROS mode:

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.



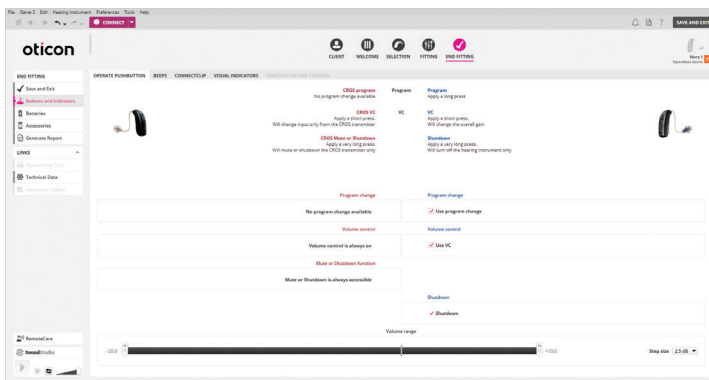
# Oticon CROS & CROS PX Quick Fitting Guide (cont'd)

## 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.

No specific REM AutoFit CROS protocol exists, but a general REM verification guide is available from Oticon.

If an active transmitter is not desired during REM, it must be muted on the physical device. However, this is only possible on the miniRITE T and miniBTE T styles.

# RemoteCare Quick Guide for Clinicians

## In-situ Audiometry **NEW!**

In-situ Audiometry for Oticon RemoteCare and a new background noise level meter enable accurate and remote measurements that are equal to those made in a clinic.

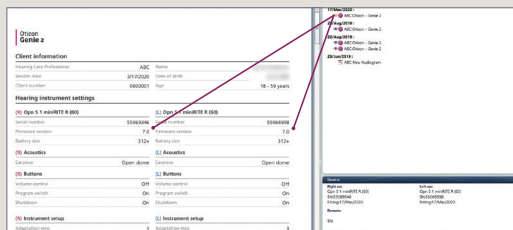
### Important information

- Oticon RemoteCare works with:
  - Apple iPhone and iPad on iOS 14.0 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 More, Opn S™, Opn Play™ and Xceed hearing instruments are compatible with RemoteCare. All Oticon Opn™ with Firmware 6.0 or newer (November 2018) that have 2.4 GHz Bluetooth® Low Energy wireless technology are also RemoteCare compatible.\* Any products on older Firmware may be mailed into Oticon for Firmware upgrade (note this request in special instructions).
- 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

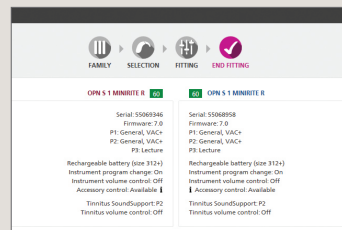
### Firmware

Oticon Opn hearing aids will need to be on Firmware 6.0 or newer to work with RemoteCare. How do you know which FW is in your patient's hearing aids? Either click on the "eyeball" in NOAH (this feature is available in Noah 4.6 or newer) for a snapshot of the settings in the hearing aids or check the end fitting screen if you are in Genie 2 software.

"Eyeball" in NOAH



End fitting screen in Genie 2



\*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.

The diagram illustrates the RemoteCare workflow through four numbered steps:

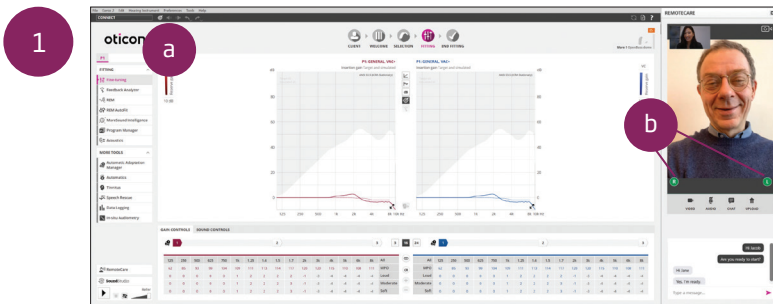
- Step 1:** The main software interface is shown. A red circle with the number '1' highlights the 'RemoteCare' button in the bottom-left corner of the interface.
- Step 2:** A 'Welcome to RemoteCare' login window is displayed. A red circle with the number '2' highlights the 'SIGN IN' button at the bottom of the window.
- Step 3:** The 'CONNECT TO YOUR CLIENT' screen is shown. A red circle with the number '3' highlights the 'CONTINUE' button at the bottom of the screen.
- Step 4:** The 'WAITING ROOM' screen is shown. A red circle with the number '4' highlights the 'Start an appointment' button at the bottom of the screen.

## 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



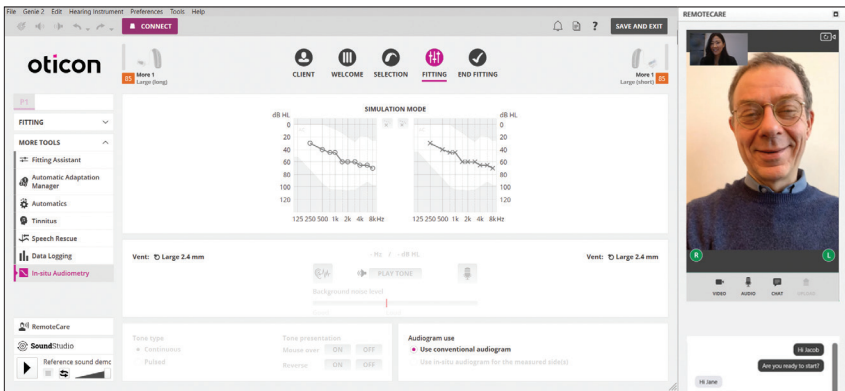
2. Program the patient's hearing aids as you would do normally, if needed.
3. Click 'UPLOAD' to upload the new settings to the hearing aids.  
**Note:** The upload button has moved to the lower right corner of the RemoteCare Communicator box.
4. Once all desired changes have been made, click 'DISCONNECT'. 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.



## In-situ Audiometry now available for Oticon RemoteCare

### Benefits of In-situ Audiometry for Oticon RemoteCare:

- Allows for more personalized fittings
- Takes individual ear acoustics into consideration



With the latest release of Genie 2, In-situ Audiometry is now available for Oticon RemoteCare. In-situ Audiometry allows you to fine-tune your patient's hearing aids by measuring in-ear, the individual hearing thresholds using the hearing aids themselves. In-situ Audiometry for Oticon RemoteCare opens up the possibility of completing the whole process from the comfort of the patient's own home.

**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.

## Best practices for obtaining accurate In-situ Audiometry results using Oticon RemoteCare

- 1 Ensure patient is in an environment with no noise
- 2 Turn off your microphone to avoid any unwanted noise as it could impact results
- 3 Instruct patient to wear the hearing aids correctly as advised in the first fitting appointment
- 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 the tones presented to the patient

### What features are not available through RemoteCare?

- 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.

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

- a. Hearing aid status indicators
- b. Endable/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

**NEW**  
location



# ROES Receiver and Earmold Codes

ROES Codes				
	ROES Code	Description	Left Part No.	Right Part No.
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

ROES CODE	EARMOLD
EM9	BTE Mold
EM10	RITE Mold
EM11	Slim Tube Mold
EM12	Oticon More/Opn/Alta RITE Power Mold
EM13	Agil RITE Power Mold
EM14	MicroShell



# Earmold Overview

## RITE Molds



### Canal Mold

### MicroMold

### LiteTip

#### Power Options

	Canal Mold	MicroMold	LiteTip
60 dB	•	•	•
85 dB	•	•	•
100 dB			
105 dB			

#### Material

	Canal Mold	MicroMold	LiteTip
Acrylic	•	•	•
VarioTherm®	•	•	•
Silicone	•	•	

#### Style

	Canal Mold	MicroMold	LiteTip
CIC		•	
Canal	•		•
Canal Lock	•		•
Half-Skeleton	•		•
Semi-Skeleton	•		•
3/4 Skeleton	•		•
Skeleton	•		•
Helix Lock	•		•
Half Shell	•		•
3/4 Shell	•		•
Full Shell	•		•

Improved

## MicroShell



### MicroShell

#### Power Options

60 dB	•
85 dB	•
100 dB	
105 dB	

#### Material

Acrylic	•
VarioTherm®	
Silicone	

#### Style

CIC	•
Canal	•
Canal Lock	•
Half-Skeleton	•
Semi-Skeleton	•
3/4 Skeleton	•
Skeleton	•
Helix Lock	•
Half Shell	
3/4 Shell	
Full Shell	

## Power Receiver Mold



### Power Receiver mold

#### Power Options

60 dB	
85 dB	
100 dB	•
105 dB	•

#### Material

Acrylic	•
VarioTherm®	
Silicone	

#### Style

CIC	
Canal	•
Canal Lock	•
Half-Skeleton	•
Semi-Skeleton	•
3/4 Skeleton	•
Skeleton	•
Helix Lock	•
Half Shell	•
3/4 Shell	•
Full Shell	•

## Now more color options for MicroShell



Beige



Light Brown



Translucent  
Medium Brown



Translucent  
Dark Brown










Black



Transparent

# Earmold Quick Tip

When fittings don't require a custom earmold, Oticon offers a selection of instant fit options.

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

Instant Fit Options							
miniFit earpieces	Open Dome*	OpenBass Dome**	Bass Dome double vent	Bass Dome single vent*	Power Dome	Grip Tip open	Grip Tip closed
Domes & Grip Tips	5mm <sup>†</sup> 6mm 8mm 10mm -	5mm <sup>†</sup> 6mm 8mm 10mm 12mm	- 6mm 8mm 10mm 12mm	- 6mm 8mm 10mm 12mm	- 6mm 8mm 10mm 12mm	Large/ Small  Vent	Large/ Small  No Vent
Grip Tips	<b>Grip Tip</b> 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 More products only †For size 60 speaker only. Compatible with both Opn S and Oticon More devices.

Custom Earmold Materials	
Hard Acrylic	Hard Acrylic is a hard plastic earmold that is easy to insert and remove.
Soft Silicone	Soft Silicone is comfortable and flexible making it an excellent choice for many.
VarioTherm®	VarioTherm® is a body temperature-reactive hypoallergenic plastic for soft flexible earmolds. This mold provides increased comfort and optimum sealing.

Custom Earmold Styles	
LiteTip	Hollowed out canal that fits snugly in the ear.
MicroMold	Fits deeply in the ear canal for best cosmetic appeal.
Canal	Recommended when ear canal is narrow or first bend is narrow or too short to fit MicroMold.
Canal Lock	Provides enhanced retention in the concha.
Semi Skeleton	Provides a stable placement in the ear canal.
Half Skeleton	Provides stable placement and proper orientation.
Skeleton	Maximizes retention and ensures a stable placement in the ear canal.
Half Shell	Suited for individuals with dexterity problems or difficulty orienting the earmold.
Full Shell	Universal mold design provides a good seal.

# ROES Mold Categories

	RITE Mold	RITE Mold Power	MicroShell
Styles	<p><b>MicroMold</b> - Small, deep-fitting mold for 60 &amp; 85 receivers</p> <p><b>LiteTip</b> - Similar to MicroMold with hollow canal portion for 60 &amp; 85 receivers</p> <p><b>Canal</b> - Slightly larger than MicroMold, recommended when ear canal is too narrow for MicroMold. Accommodates 60 &amp; 85 receivers</p>	<p>Embedded mold for 100 and 105 receivers with interchangeable wire</p>	<p>Fully embedded and sealed mold for 60 &amp; 85 receivers</p>
Options	<p>Canal lock</p> <p>Semi Skeleton</p> <p>Half Skeleton</p> <p>Skeleton</p>	<p>Canal</p> <p>Canal Lock</p> <p>Half Shell</p> <p>Full Shell</p> <p>Semi Skeleton</p> <p>Half Skeleton</p> <p>Skeleton</p>	<p>Canal</p> <p>Canal Lock</p> <p>Helix Lock</p> <p>Skeleton</p> <p>Half Skeleton</p> <p>Semi Skeleton</p> <p>Wing Lock</p> <p>Double Lock</p>
Materials	<p>MicroMold/Canal (Acrylic, Silicone, VarioTherm®)</p> <p>LiteTip (Acrylic, VarioTherm)</p>	<p>Acrylic</p>	<p>Acrylic</p>

**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. 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.

# Oticon Chargers

## Your choice of two convenient chargers for Oticon More

### Oticon SmartChargers

miniBTE\*



miniRITE\*\*



- Protective Lid
- Power Bank
- Drying Capabilities

### Oticon Desktop Chargers

miniBTE



miniRITE



- Easy insertion and removal\*\*\*
- Contact Free\*\*\*
- Quick charge\*\*\*

\* Oticon miniBTE SmartCharger is compatible with Oticon More devices on Firmware 1.3 or newer

\*\* 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



## Oticon SmartCharger

**4 hours**

**Fully charged**  
power bank battery

**Up to 8 hours**

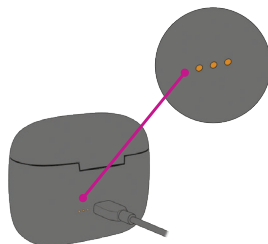
**Fully charged** power bank  
and hearing aids

## 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    GREEN

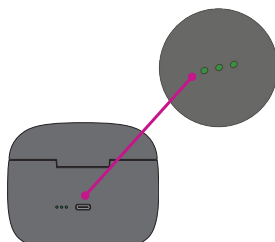


## Power bank function

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



\*Oticon miniBTE SmartCharger is compatible with Oticon More devices on Firmware 1.3 or newer.

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

# Oticon More, miniRITE R and miniBTE R and Opn S miniRITE R Desktop Charger Quick Guide

## Charger 1.0 miniRITE R

1

### STEP 1

You'll know that your charger is working and plugged into the wall socket correctly when the green light in the front is lit up (see image).



2

### STEP 2

Place your hearing aids in the charger so the speakers or earmolds fall into the little shelf on the back of the charger (see images).

Make sure the hearing aids match the right and left color indicators on the charger.



3

### STEP 3

Your hearing aid lights should turn on when placed in the charger (see front view in step 1). Orange = charging with Oticon More, red = charging with Opn S, green = fully charged. A fully drained hearing aid will be charged in three hours. The charging process stops when your hearing aids are fully charged, so you can feel free to leave them in the charger when not in use.

●	Charging with Oticon More
●	Charging with Opn S
●	Fully charged



4

### STEP 4

If you don't see lights on your hearing aids, try following these steps again to ensure you've placed them correctly in the charger.





# Oticon hearing aid wireless support & the free Oticon ON app



The Oticon ON app provides discreet remote control of your hearing aids, letting you easily change volume or listening programs.



Scan to learn which connectivity solutions your hearing aids support.

The Oticon ON app is available for Android™ and iPhone/iPad/iPod.

1. From your device, search for “Oticon ON” in the App Store or Google Play Store.



2. Follow the prompts to install the app.

For support with your Oticon hearing aid wireless connections or the ON app, call us at **1.855.400.9766**. For optimal assistance, please have your hearing aid model and serial numbers available.



## PAIRING WITH APPLE

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

1. Begin by putting your hearing aid into pairing mode by turning your hearing aids off and back on.
2. On your device go to Settings > Accessibility > Hearing Devices
3. Your device will search for your hearing aids, once discovered your 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 ON app.

1. Begin by opening the ON app.
2. Follow the directions on how to connect to your hearing aids:
  - a. Turn your hearing aid off and back on to put it into pairing mode
  - b. Your aids should appear on the screen
  - c. Follow the prompts on the screen to connect

Oticon More hearing aids with ASHA compatible Android devices\*, allow for direct streaming to hearing aids.

Oticon Opn S/Opn devices require a ConnectClip to stream phone calls and media audio from Android devices to your hearing aids.

\*Android™ devices need to support ASHA to allow direct streaming to Oticon More. Please visit [oticon.com/support/compatibility](https://oticon.com/support/compatibility) for more information.

# Hands-free communication is here

Now your patients can have seamless hands-free calls using their Oticon hearing aids as a headset

## Hands-free communication works for:

- Mobile phone calls
- Video calls
- Online meetings

## How it works:

1. The wearer makes or receives a call on their iPhone or iPad
2. Call audio is sent wirelessly to the wearer's hearing aids
3. The hearing aids microphones capture the wearer's voice
4. The wearer's voice is sent to the iPhone or iPad



## Built on the latest Bluetooth Low Energy technology

Oticon's hands-free communication is at the forefront of technology.

## Ready for everyone on the Polaris platform

Hands-free communication is now available for hearing aids on the Polaris platform. For patients who already have Oticon More, you simply need to update their software to 1.3.0 to enable the new 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.\*\*

\*\* See which hearing aids and devices are compatible here: [oticon.com/support/compatibility](https://oticon.com/support/compatibility)



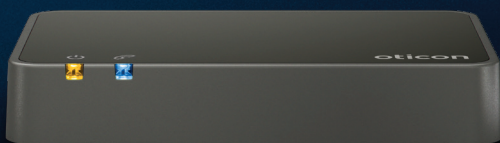
# Oticon More, Opn S, Opn, Opn Play and Xceed Accessories



ConnectClip



Remote Control



Phone Adapter

Learn more about our wireless connectivity accessories at [www.oticon.com/connectivity](http://www.oticon.com/connectivity)



**BTD800**



**EduMic**



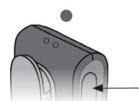
**TV Adapter**

# 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.**  
(Open battery drawer)  
(On rechargeable: Press and hold the lower part of the button for approx. 3 seconds)

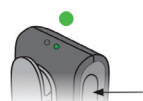


- 3. Turn both hearing aids ON.**  
(Close battery drawer)  
(On rechargeable: Press and hold the lower part of the push button for approx. 2 seconds.)



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

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



- 6. ConnectClip will now search for your hearing aids.**  
Status indicator BLINKING YELLOW ●



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




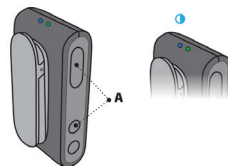
- 8. Connection established with hearing aid(s) is indicated by status indicator STEADY YELLOW ●**



## PAIRING CONNECTCLIP WITH MOBILE PHONE

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



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

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



## RECEIVING CALLS

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

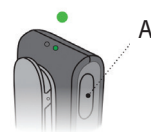


**Phone ringing:** When the phone rings you will hear a ring indicator (and, if available, the ring-tone from your phone) in your hearing aids. The status indicator will **BLINK GREEN** ●

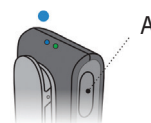


**Answer call:** Either a short press of the multi-button (A) – or answer the call from your mobile phone.

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 your mobile phone. Status **STEADY BLUE** ●



## 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 your hearing aids. **STATUS ORANGE** ●

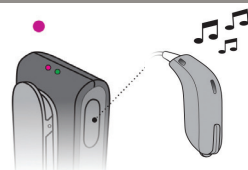
**You do not need to press any buttons or change anything on the ConnectClip.**



## REMOTE MICROPHONE

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

See “ConnectClip Quick Guide to the Remote Microphone” for more details.



**IMPORTANT:** Ensure that the microphone is pointing to the speaker’s mouth and that it is not covered by clothing, scarf, tie, etc.



## REMOTE CONTROL

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



- **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**

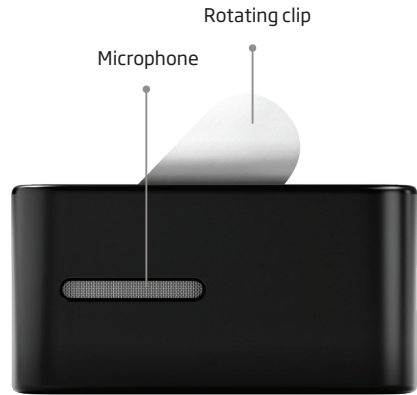
**IMPORTANT:** When used as a remote control, the maximum distance between ConnectClip and hearing aids is 6 feet.


## 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


# ConnectClip

## Quick guide to the remote microphone




- 


**1**  
Power on

  - Press the multi-button for 3 seconds, until the power indicator (right) shows steady green
  - When the status indicator (left) shows steady yellow or blue, ConnectClip is connected to the hearing aids
- 

**2**  
Microphone mode

  - Select the remote microphone mode by pressing the multi-button for 3 seconds, until the status indicator shows steady magenta
- 

**3**  
Mute

  - To mute/pause the remote microphone streaming, press the multi-button for 3 seconds. The status indicator (left) changes to steady yellow or blue
  - To unmute/restart streaming, press the multi-button for 3 seconds, until the status indicator shows steady magenta again
- 

**4**  
Power off

  - Turn ConnectClip off by pressing the multi-button for 6 seconds, until both the power indicator and the status indicator are off

### Attach to the person speaking



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 or in a shirt pocket, etc. You can also use the lanyard provided to hang the ConnectClip over the speaker's clothes.







**TIP:** Check that the status indicator is magenta and the power indicator is green – especially if you have been out of range.



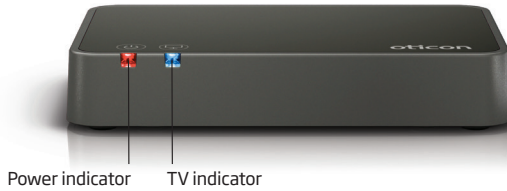
## Troubleshooting

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

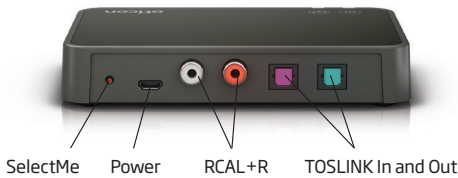
Power Indicator	Description	
	Steady green	Power on
	Steady red	Battery low

Status Indicator	Description	
	Steady orange	Streaming
	Blinking yellow	Searching for hearing aids
	Steady yellow	Connected to hearing aids
	Steady blue	Connected to a mobile phone
	Blinking magenta	Remote microphone reconnecting
	Steady magenta	Remote microphone mode

# TV Adapter Overview



Power indicator TV indicator



SelectMe Power RCAL+R TOSLINK In and Out

## 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		
Pairing complete (steady light 30 secs)		
Power on, not streaming		
RCA inserted and streaming		
TOSLINK inserted and streaming (digital)		
TOSLINK inserted and streaming (invalid signal)*		
Fault condition *		

No light   
 Blinking   
 Fading   
 Steady

\* Try other input connection

\*\* Contact your hearing care professional

# Using TV Adapter 3.0

## Step 1: Connect the TV Adapter 3.0 box to your television

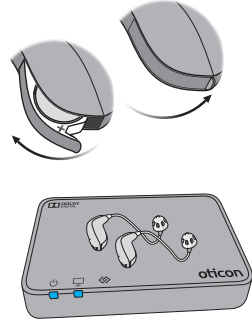
See the Instructions for Use booklet that comes with the TV adapter.  
Four methods are available to support a wide variety of connection needs.

## Step 2: Pair your hearing aids with the TV Adapter

Before using the TV adapter, it must be paired with your hearing aids.

Pairing is only required once and takes around 20-60 seconds.

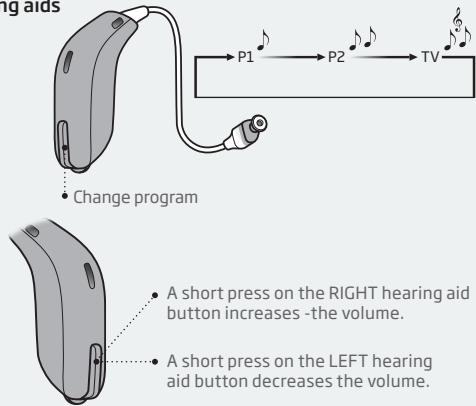
1. Make sure the TV adapter is on (plugged in).
2. Open and close the battery door on (both of) your hearing aid(s).
3. Place both hearing aids close to, or on top of, the TV Adapter.
4. Pairing is completed when the Power Indicator and TV Indicator lights turn steady blue for about 30 seconds.
5. Your hearing aids are now able to receive sound streaming from the TV adapter.



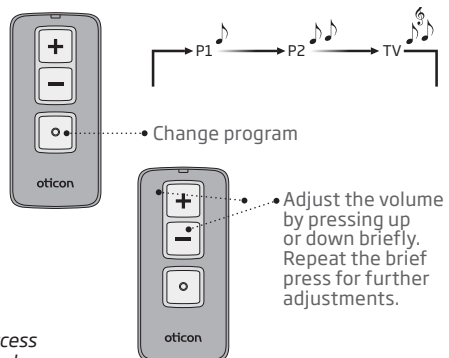
## Step 3: Start TV sound using your hearing aids

To listen to TV, simply make long presses on the button on your 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 in your hearing aids by your hearing care professional.

To stop the sound from the TV, simply cycle back to the desired program in your 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 ON app also lets you access the TV listening program and adjust volume control.

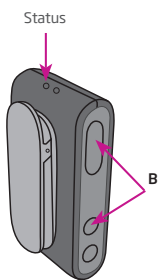
# Phone Adapter with ConnectClip

## Pairing the ConnectClip to the Phone Adapter

The very first time your 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.



Pairing ConnectClip			
ConnectClip Status	ConnectClip Power	Phone Adapter	Description
			ConnectClip and Phone Adapter on
			ConnectClip in pairing mode
			Pairing complete

Steady Blinking Power

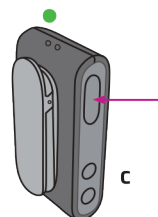
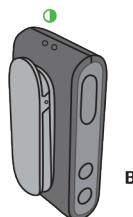
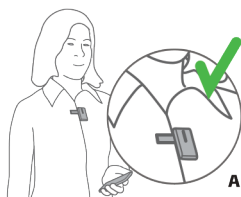
### Incoming calls

Make sure that you are able to speak into the ConnectClip microphone (A).

When your landline phone rings, you will hear an incoming call alert in your 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 your 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.





## Outgoing calls

### How to make a call

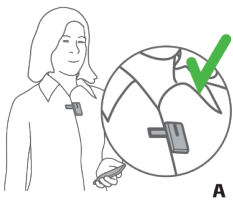
Make sure that you are able to speak into the ConnectClip microphone (A).

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 your 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 you will hear the call tone in your hearing aids indicating that the call is now connected through your ConnectClip and hearing aids. .

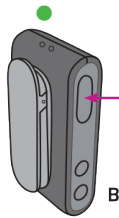
You can now put the handset back on (or press "end call" on the portable phone).

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

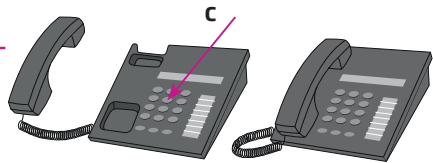
*Note: Make sure to put the handset correctly back on the phone - otherwise the phone line will block for incoming calls.*







A



B



C

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

# Phone Adapter with ConnectClip (cont'd)

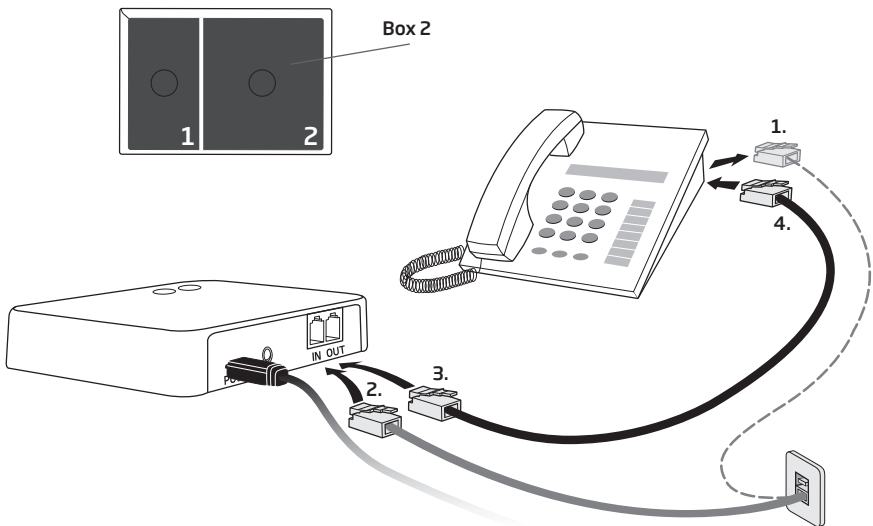
## Connecting to a phone line and landline phone

Place the Phone Adapter in a suitable spot near your 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 your landline phone - you should now be able to hear the dial tone from the handset speaker.

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



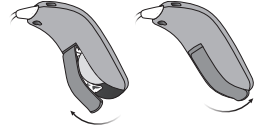


# Using Remote Control 3.0

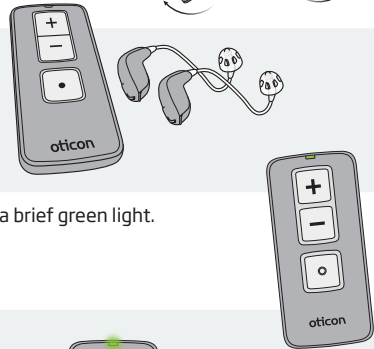


**Step 1:** Before the remote control can be used with your hearing aid(s), they need to be paired with your hearing aid(s).  
Check that the remote control has working batteries by pressing any button.  
(The status light at the top should light up if the batteries are good.)

**Step 2:** Open and close the battery drawer on both of your hearing aids.



**Step 3:** Place both of your 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)



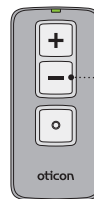
**Step 6:** You can change hearing aid programs and volume with the Remote Control.



Press to change program



Press "+" to increase volume (louder sound)



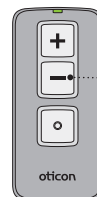
Press "-" to decrease volume (softer sound)

### Mute

Use the mute function if you need 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

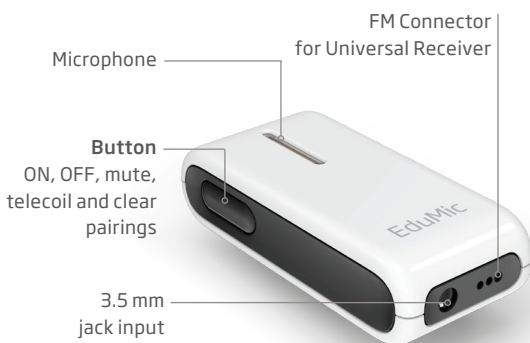
Briefly press any button on the remote control to unmute your hearing aids.



Press for approximately 2 seconds

# How to use EduMic

**EduMic sends your voice directly to your students' hearing aids.**



## **Included with EduMic:**

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

## 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*

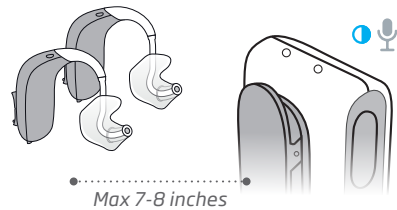


*EduMic is muted*

## 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 hearing aids OFF and then ON again. For non-rechargeable hearing aids, this is done by opening and closing the battery drawer. For rechargeable hearing aids, this is done by first pressing the lower part of the push button for 3 seconds (OFF) followed by pressing the lower part of the button for 2 seconds (ON).
  - 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 student can hear your voice in both hearing aids through EduMic.



*Max 7-8 inches*

# How to use EduMic

## Use of the lanyard

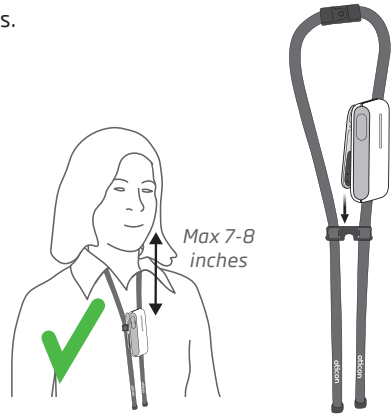
The distance from your mouth to the microphone on EduMic should be a maximum of 7-8 inches.

- 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 student:

! 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.



## Audio connections

### Use the jack cable

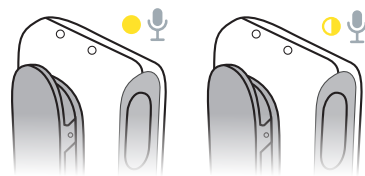
- 1 Plug in the 3.5 mm jack cable to send sound to the students' hearing aids from external sound sources like sound field systems, smartboards or PC/tablets, etc.
- 2 When the cable is connected, the status indicator turns YELLOW, and the EduMic microphone is disabled (OFF). Unplug the cable from EduMic to use the microphone.

### Use of FM connection

- 1 Plug in the FM receiver (not included) to send sound to the students' 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*

## 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

For more information, please visit: [www.oticon.com](http://www.oticon.com)

# 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 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 44

### Remote Control 3.0



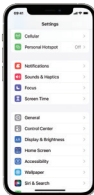
Press and hold all three of the buttons together at one time for 5 seconds.

### EduMic



Assure 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.

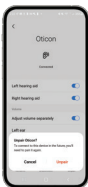
### Apple Devices



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"

# Genie 2 | 2022.1

## WIRELESS firmware update for Oticon More instruments

February 2022

### Firmware 1.3

New functionality	Technical Details	Benefits
Hands-free communication for select iPhone and iPad models.	Software update to be compatible with the new Hands-free two-way communication from Apple.	The hearing aids can be used as a headset for Hands-free communication in combination with iPhone 11, SE 2nd gen, or newer and iPad using iPad iOS 15.2 and onwards.
Volume setting for streamed sound from TV Adapter 3.0.	Software update that reduces the sound level of streamed sounds to a more acceptable level when streaming from the TV Adapter 3.0 for the very first time.	The volume when streaming from the TV Adapter 3.0 for the very first time will be at a more acceptable level for the listener. When streaming afterwards, the hearing aids will remember the latest volume setting made by the user.
Volume control settings for streamed sound from TV Adapter 3.0.	The volume control step in the streamed sound from the TV Adapter 3.0 has been increased to 2 dB per click.	The volume change for the TV Adapter 3.0 will be more perceivable for the listener.

### OFFLINE UPDATE INFORMATION

Firmware updates can be performed on Polaris™ platform hearing aids without an internet connection. Firmware 1.3 is not currently available for offline firmware updates.

- The offline firmware update works the same as an online firmware update.
  1. To activate the offline firmware update, click on **Preferences**, then **Edit Preferences**.
  2. Click the **Firmware Tools** tab and select the Offline option. Once offline mode is chosen, this preference will stay selected even when connected to the internet.

**Please note:** When using the offline firmware updater, only the firmware embedded in the Genie 2 software is available for the update.

Firmware Tools

Online (recommended)

Offline

Update hearing instruments with new firmware when you are offline. New firmware may be introduced online, so we cannot ensure that you get the newest firmware version with this option. Note that offline firmware updates are available only for Polaris hearing instruments.

# Firmware update benefits for Polaris, Velox S™ and Velox™ instruments

Firmware Version	Hearing Aid	Genie 2 Version	Benefit
1.0	Oticon Opn™	2016.1	<ul style="list-style-type: none"> <li>• Opn 1 with 60 &amp; 85 speakers introduced</li> </ul>
2.0	Oticon Opn	2016.2	<ul style="list-style-type: none"> <li>• 100 speaker with domes</li> <li>• 105 power receiver mold</li> <li>• Opn 2 &amp; Opn 3 added to product line</li> <li>• Sound Studio</li> </ul>
4.0	Oticon Opn	2017.1	<ul style="list-style-type: none"> <li>• Special Purpose Programs added</li> <li>• Tinnitus SoundSupport™ added</li> <li>• Speech Rescue™ added</li> <li>• 100 power receiver mold added</li> </ul>
5.0	Oticon Opn	2017.2	<ul style="list-style-type: none"> <li>• ConnectClip compatibility</li> <li>• In-situ Audiometry</li> </ul>
6.0	Oticon Opn	2018.2	<ul style="list-style-type: none"> <li>• FM compatibility added for BTE PP</li> <li>• HearingFitness™ introduced</li> <li>• RemoteCare introduced</li> <li>• Transfer settings introduced</li> </ul>
6.1	Oticon Opn	2019.2	<ul style="list-style-type: none"> <li>• Enhanced reliability of connection to Android™ devices</li> </ul>
1.1	Oticon Siya	2019.2	<ul style="list-style-type: none"> <li>• Enhanced reliability of connection to Android devices</li> </ul>
8.0	Oticon Opn S™, Opn Play™, Xceed and Xceed Play	2019.2	<ul style="list-style-type: none"> <li>• Compatibility to Oticon CROS</li> <li>• A safety feature added to miniRITE R instruments protecting against damage to the lithium-ion battery if aids are not properly seated in the charger</li> <li>• Hearing aids to pair with multiple TV adapters</li> <li>• Enhanced connection using Android devices and Oticon ON app</li> </ul>
1.0.1	Oticon More	2020.2	<ul style="list-style-type: none"> <li>• Enhanced Bluetooth® performance and stability</li> <li>• Enhanced stability of connection to Android devices</li> <li>• Improved handling of multiple Bluetooth devices</li> </ul>
1.0.2	Oticon More	2020.2.1	<ul style="list-style-type: none"> <li>• Streaming and hearing instrument performance improvements</li> </ul>
1.1.1	Oticon More (miniRITE R only)	2021.2	<ul style="list-style-type: none"> <li>• Oticon More compatibility with CROS and CROS PX</li> <li>• SmartCharger compatibility</li> <li>• Use of the MicroShell</li> <li>• Introduction of MyMusic</li> <li>• Fixed streaming volume for the TV adapter via the ON app</li> </ul>
1.3.0	Oticon More	2022.1	<ul style="list-style-type: none"> <li>• Compatibility with hands-free communication with select iPhone and iPad devices</li> <li>• Updates to streamed volume settings with TV adapter 3.0</li> </ul>




# RITE Parts


Speakers for Oticon More, Opn S, Opn and Opn Play	
No.	Speaker Kit
15555-9960	Complete Speaker Kit
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	Pink
	127911	Medium Brown
	127912	Dark Brown

## Chargers and charger accessories

No.	Description
203479	Charger Power Supply (for both SmartCharger and Desktop Charger)
226308	SmartCharger Cord (USB A to USB C)
<b>miniBTE</b>	
226282	miniBTE SmartCharger
226352	miniBTE Desktop Charger
<b>miniRITE</b>	
225678	miniRITE SmartCharger*
200294	miniRITE Desktop Charger

\*Not compatible with Opn S miniRITE R



<b>miniFit Domes</b>	
<b>No.</b>	<b>Description</b>
	<b>OpenBass Dome - NEW</b>
218355	5mm OpenBass miniFit* (10 pc)
212677	6mm OpenBass miniFit* (10 pc)
212678	8mm OpenBass miniFit* (10 pc)
212679	10mm OpenBass miniFit* (10 pc)
212680	12mm OpenBass miniFit* (10 pc)
	<b>Open Dome</b>
169726	5mm Open miniFit (10 pc)
125926	6mm Open miniFit** (10 pc)
125925	8mm Open miniFit** (10 pc)
125924	10mm Open miniFit** (10 pc)
	<b>Bass Dome Double</b>
133791	6mm Bass Double miniFit (10 pc)
133792	8mm Bass Double miniFit (10 pc)
133793	10mm Bass Double miniFit (10 pc)
133794	12mm Bass Double miniFit (10 pc)
	<b>Bass Dome Single</b>
133787	6mm Bass Single miniFit** (10 pc)
133788	8mm Bass Single miniFit** (10 pc)
133789	10mm Bass Single miniFit** (10 pc)
133790	12mm Bass Single miniFit** (10 pc)
	<b>Power Dome</b>
125923	6mm Power miniFit (10 pc)
125922	8mm Power miniFit (10 pc)
125921	10mm Power miniFit (10 pc)
125920	12mm Power miniFit (10 pc)

\*For Oticon More products only

\*\*Not compatible with Oticon More

# RITE Parts (cont'd)

Grip Tips		
	No.	Description
	013406	miniFit Grip Tip, Right, Small, 0.9mm Vent
	014406	miniFit Grip Tip, Left, Small, 0.9mm Vent
	015406	miniFit Grip Tip, Right, Large, 0.9mm Vent
	016406	miniFit Grip Tip, Left, Large, 0.9mm Vent
	15500-2933	miniFit Grip Tip Set, Small, 0.9mm Vent
	15500-2934	miniFit Grip Tip Set, Large, 0.9mm Vent
	013506	miniFit Grip Tip, Right, Small, No Vent
	014506	miniFit Grip Tip, Left, Small, No Vent
	015606	miniFit Grip Tip, Right, Large, No Vent
	016606	miniFit Grip Tip, Left, Large, No Vent
	15500-2935	miniFit Grip Tip Set, Small, No Vent
	15500-2936	miniFit Grip Tip Set, Large, No Vent
	15500-2610	miniFIT Grip Tip Start Up Kit

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

# BTE Parts

<b>Corda miniFit, Standard version</b>	
151459	Tube Set, 0.9 -1L Corda miniFit (5 pc)
151461	Tube Set, 0.9 -1R Corda miniFit (5 pc)
151460	Tube Set, 0.9 0L Corda miniFit (5 pc)
151462	Tube Set, 0.9 0R Corda miniFit (5 pc)
149937	Tube Set, 0.9 1L Corda miniFit (5 pc)
149938	Tube Set, 0.9 1R Corda miniFit (5 pc)
149939	Tube Set, 0.9 2L Corda miniFit (5 pc)
149940	Tube Set, 0.9 2R Corda miniFit (5 pc)
149941	Tube Set, 0.9 3L Corda miniFit (5 pc)
149942	Tube Set, 0.9 3R Corda miniFit (5 pc)
149943	Tube Set, 0.9 4L Corda miniFit (5 pc)
149944	Tube Set, 0.9 4R Corda miniFit (5 pc)
132695	Fitting Kit, Corda miniFit (5 pc)

<b>Corda miniFit, Power version</b>	
151463	Tube Set, 1.3 -1L Corda miniFit (5 pc)
151465	Tube Set, 1.3 -1R Corda miniFit (5 pc)
151464	Tube Set, 1.3 0L Corda miniFit (5 pc)
151466	Tube Set, 1.3 0R Corda miniFit (5 pc)
149945	Tube Set, 1.3 1L Corda miniFit (5 pc)
149946	Tube Set, 1.3 1R Corda miniFit (5 pc)
149947	Tube Set, 1.3 2L Corda miniFit (5 pc)
149948	Tube Set, 1.3 2R Corda miniFit (5 pc)
149949	Tube Set, 1.3 3L Corda miniFit (5 pc)
149950	Tube Set, 1.3 3R Corda miniFit (5 pc)
149951	Tube Set, 1.3 4L Corda miniFit (5 pc)
149952	Tube Set, 1.3 4R Corda miniFit (5 pc)
135956	Ear Grips Corda miniFit
134815	Fitting Kit, Corda miniFit Power












# BTE Parts (cont'd)

<b>Tonehooks, Corda Adapters, Snap Lock tubing</b>	
205668	Hook, Adult TR 7dB (Oticon More miniBTEs)
208679	Hook, Adult Damped TR 7dB (Oticon More miniBTEs)
135417	Hook, Damped for BTE PP
173685	Hook, Adult TR (Xceed)
173686	Hook, Child TR (Xceed)
209648	Hook, Child TR 9dB (Xceed)
209647	Hook, Adult TR 9dB (Xceed)
137859	Hook, s/b -7dB (Power Plus)
137304	Corda Adapter (Oticon More miniBTE, Opn and Alta Power Plus)
571-01-320-00	BTE Corda Adapter (Alta, Agil, Acto, Epoq, Vigo)
00A-3097039300	Snap Lock Tube, Thick (25/pkg)
00A-3097039200	Snap Lock Tube, Standard (25/pkg)

# ConnectLine Accessories


Accessories		
Part Number	Description	Model Supported
168567	Power Supply for Phone Box 2.0 and TV Box 3.0	TV Adapter 3.0, ConnectLine Phone 2
142667	BTD 800 Bluetooth® Dongle	ConnectClip Required
168517	TOSLink adapter	TV Adapter 3.0
191447	Cable Kit (RCA cord)	TV Adapter 3.0
ConnectClip Accessories		
Part Number	Description	Model Supported
178623	Accessory Set (lanyard, pouch, USB cable)	ConnectClip
178542	Lanyard Set (26" & 32")	ConnectClip
168567	Power Supply	ConnectClip
123815	USB Charging Cable	ConnectClip
168567	Wall Charger	ConnectClip
178542	Lanyard	ConnectClip
188297	Skin, ConnectClip Dark Grey	ConnectClip
188298	Skin, ConnectClip Red	ConnectClip
188299	Skin, ConnectClip Blue	ConnectClip
EduMic Accessories		
213534	EduMic Audioline Cord	Edumic
123514	EduMic USB Charger Cable	Edumic
168558	EduMic Power Supply	Edumic
195521	EduMic Lanyard	Edumic
195524	EduMic Skin (white)	Edumic





# Wax Protection




Type/Color	Application
 <p><b>ProWax miniFit</b> Grey "turtle"/Black tools</p> <p><b>Part Number (1 pc):</b> 128057</p>	<p><b>All miniFit Receivers</b></p>  <p><b>All Velox Custom Instruments (Wireless and Non-Wireless)</b></p>  
 <p><b>ProWax</b> Grey "turtle"/Lt Grey tools</p> <p><b>Part Number (1 pc):</b> 123367-Beige</p>	<p><b>All Inium Sense and Inium Custom ITE Instruments*</b></p> <p><b>All miniFit LiteTip, MicroMold &amp; Power Receiver Molds</b></p>   <p><i>*Inium Sense and Inium non-wireless CIC/IIC ProWax miniFIT</i></p>
 <p><b>T Cap (mic cover)</b> Grey compact/Black tools</p> <p><b>Part Number (1 pc):</b> 123328 - Beige 123330 - Light Brown 123331 - Med Brown 123329 - Dark Brown 123327 - Black</p>	<p><b>All Velox, Inium Sense and Inium Custom 10A Battery Products IIC/CIC*</b></p>  <p><i>*IIC only when Inium Sense/Inium non-wireless 10A battery option is selected</i></p>
 <p><b>O Cap (mic cover)</b> Grey compact/Black tools</p> <p><b>Part Number (1 pc):</b> 128003 - Beige 128004 - Light Brown 128005 - Med Brown 128006 - Dark Brown</p>	<p><b>All Velox, Inium Sense and Inium Custom 312 &amp; 13 Battery Products</b></p> 





# Oticon Tools

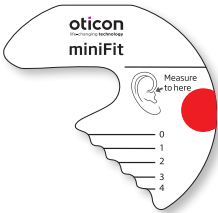




Tool Kit	Name	Part number
	<b>Clinic Supply Tool Kit</b> Contact Oticon to order this kit for your clinic	196718

Mold removal tools	Name	Part number
	<b>Power Receiver Mold Wire Removal Tool</b>	143330
	<b>LiteTip/ MicroMold Removal Tool 60</b>	127816
	<b>LiteTip/ MicroMold Removal Tool 85</b>	126977
	<b>Tool Set Removal Tool 60 &amp; 85</b>	127901

Cleaning tools	Name	Part Number
	<b>Vent Cleaner</b>	825-01-091-02
	<b>Wax Brush with Magnet</b> Black/Magnet, Brush	825-18-095-02
	<b>Brush Combination Cleaning</b> Black/Magnet, Brush, Wax Loop	030-10-800

Miscellaneous tools	Name	Part Number
	<b>Multi Tool</b> - Screwdriver, Brush, Magnet, RITE Speaker Removal	161586 - Black
	<b>Multi Tool with Wax Loop</b> - With Loop, Brush, Magnet, RITE Speaker Removal	118196 - Black

# Oticon Tools (cont'd)

Miscellaneous tools	Name	Part Number
 <p>The diagram shows a side profile of a human head with an ear. A red circle is placed on the ear, with an arrow pointing to it and the text "Measure to here". Below the ear, there are four horizontal lines labeled 0, 1, 2, 3, and 4, representing different levels of the ear mold.</p>	<b>Speaker Unit Measuring Tool - miniFIT</b>	137690
 <p>A red, teardrop-shaped tool with a thin metal pin extending from one end.</p>	<b>Service Tool</b> - 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
 <p>A small, black, rectangular tip with a pointed end.</p>	<b>Multi Tool Extension Kit</b> Replacement Tips for Multi Tool. Speaker removal tip. 6 pcs.	890-60-321-00
 <p>A circular, black tool with a central grey disc and several small protrusions around the perimeter. The numbers 0 through 5 are visible around the edge of the tool.</p>	<b>Vent Measuring Tool</b> Tool for all custom products	890-21-770-02
 <p>A black, tapered tool with a pointed end and a wider base.</p>	<b>Battery Door Removal Tool</b> - Black	122513

# Products and Pricing

## Oticon Government Services Price List

Group 1 (Custom Instruments) - \$348.40

Opn 1

Group 2 (BTE Rechargeable) - \$401.70

Oticon More miniBTE R - **NEW**

Group 2 (Behind-The-Ear Instruments) - \$321.36

Oticon More miniBTE T - **NEW**

Opn S 1 BTE Plus Power

Xceed 1 BTE Super Power

Xceed 1 BTE Ultra Power

Group 3 (RITE Non-Rechargeable) - \$349.44

Oticon More 1 miniRITE T

Opn S 1 miniRITE

Opn Play 1 miniRITE T

Group 3 (RITE Rechargeable) - \$436.80

Oticon More 1 miniRITE R

Group 4 (Wireless Systems)

TV Adapter 3.0	\$94.18
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ConnectClip	\$123.21
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ConnectLine Phone 2	\$56.94
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EduMic	\$379.60
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Group 5 (Earmolds)

All molds	\$22.88
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Group 6 (Remote Controls)

Remote Control 3.0	\$92.56
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Group 7 (CROS)

Oticon CROS	\$310.96
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Group 7a (CROS Rechargeable)

Oticon CROS PX (Rechargeable)	\$388.96
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Repair Pricing (6 month warranty)

ITE	\$112.68
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BTE	\$114.76
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Chargers

Desktop Charger (miniBTE and miniRITE)	\$128.96
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Smartcharger (miniBTE and miniRITE)	\$171.60
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Accessories

BTE800 Bluetooth Dongle	\$50.00
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# Reprogramming Information

## Device has been restored to incoming user settings

**Connecting to Genie 2 is not needed**, however if you want to confirm settings, please follow these steps:

1. In Noah, open the most recent session where both devices were connected.
2. Go to the 'FITTING' screen and click 'Connect' in the upper left corner to connect the repaired device. Please note: if settings are the same as Genie 2, a pop up box will appear to verify serial number only. Proceed to step 3.
3. Save and exit.
4. Once disconnected from Genie 2 the device can be sent to the patient and will automatically connect binaurally to the patients other hearing aid.

## Important information

- If you connect to the device in the 'Welcome' or 'Selection' screen the binaural communication in the device will be lost.
- Patients will need to re-pair both hearing instruments to their smartphone and any accessories in the field.

## Device has been programmed to user audiogram

**Please connect this device to Genie 2** using the following steps to restore user settings:

1. In Noah, open the most recent session where both devices were connected.
2. Go to the 'FITTING' screen and click 'Connect' in the upper left corner to connect the repaired device.
3. If programming one aid of a binaural set, once device is connected a wireless connection screen will appear with alert 'One of the instruments in not present'. Select 'OK'.
4. When prompted to select settings 'Use instrument data' or 'Use session data', select 'Use session data' to maintain settings and NFMI wireless communication between the hearing aids. Select 'OK'.
5. Save and exit.
6. Once disconnected from Genie 2 the device can be sent to the patient and will automatically connect binaurally to the patients other hearing aid.

## Important information

- If you connect to the device in the 'Welcome' or 'Selection' screen the binaural communication in the device will be lost.
- Patients will need to re-pair both hearing instruments to their smartphone and any accessories in the field.

# Reprogramming Information (cont'd)

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

There are two ways to reprogram an Oticon Opn S, Opn, Opn Play, or Xceed loss and damage hearing instrument once it's received in the clinic. Either way will assure all patient settings and NFMI connection between the hearing aids are maintained.

1. Program WIRED using ExpressLink, NOAHlink, or HiPro. You can program the loss and damaged aid only and mail it to the patient.\*
2. Program WIRELESSLY, have the patient return to the clinic with the match to this hearing aid to program them together.

### With either situation chosen above, proceed with these steps:

1. Open the most recent session where both devices were connected. This will bring you to the 'FITTING' screen.
2. In the 'FITTING' screen click 'Connect' in the upper left corner to connect the replaced device.
3. Once the device is connected, choose continue. A Wireless Connection Status box will pop up with alert 'The instrument has a different serial number than the selected one'. Select 'OK'.
4. Because the hearing aid was replaced through loss and damage and the settings were not saved, a prompt to choose 'Use instrument data' or 'Use session data' will appear. Choose 'Use session data' to maintain settings and NFMI wireless connection between hearing aids. Select 'OK'.
5. Save and Exit.
6. Once disconnected from Genie 2, the device can be provided to the patient and will automatically connect binaurally to the patient's other hearing aid.

\*If you are in need of an ExpressLink and/or cables for your clinic, please contact Oticon Government Services at 877.310.9681.

### Important information

- If you connect to the device in the 'Welcome' or 'Selection' screen the binaural communication in the device will be lost.
- Patients will need to re-pair both hearing instruments to their smartphone and any accessories in the field.

## Loss and damage devices need to be programmed in clinic

Oticon More

All programming for Oticon More will be wireless, utilizing Noahlink Wireless. Loss and damage programming applies when programming one or two aids.

1. Open the most recent session where both devices were connected. This will bring you to the 'FITTING' screen.
2. In the 'FITTING' screen click 'Connect' in the upper left corner to connect the replaced device.
3. Once the device is connected, choose 'Continue'. A Wireless Connection Status box will appear with alert 'The instrument has a different serial number than the selected one'. Select 'OK'.
4. Because the hearing aid was replaced through loss and damage and the settings were not saved, a prompt to choose between 'Use instrument data' or 'Use session data' will appear. Choose 'Use session data' to maintain settings and NFMI wireless connection between hearing aids. Select 'OK'.
5. Save and Exit.
6. Once disconnected from Genie 2, the device can be provided to the patient and will automatically connect binaurally to the patient's other hearing aid.

### Important information

- If you connect to the device in the 'Welcome' or 'Selection' screen the binaural communication in the device will be lost.
- Patients will need to re-pair both hearing instruments to their smartphone and any accessories in the field.

# Programming cables

PLEASE NOTE: All programming for Oticon More products is wireless utilizing the NoahLink wireless.

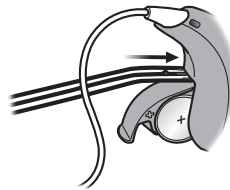
Use FittingLINK 3.0/Noahlink wireless programmer to wirelessly connect to the hearing aids (remember to insert a battery in the hearing aid). The following wired programming can also be used: Oticon programming cable #3 or HI-PRO #3 Left: 214463 Right: 214372

Alternative NOAHlink programming cable #2 (50 cm). Left: 384-20-023-01 Right: 384-20-022-00.

## 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)

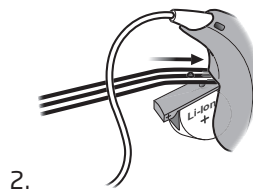
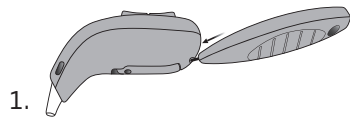
- Step 1:** Insert a new battery. Do not close the battery drawer.
- Step 2:** Insert the gold end of FlexConnect into the space right above the battery drawer hinge. Make sure the black dot on FlexConnect is facing away from the battery drawer and push until the black dot touches the hearing aid. Close the battery drawer.



## miniRITE R\* (Opn S)

Use Service tool 890-22-270 (see page 82 for image)  
Use FlexConnect 390-01-180-05 (See lower right corner for image)

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



# Programming cables (cont'd)

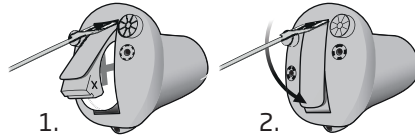
**BTE, BTE PP, BTE SP, BTE UP** (Opn S, Opn, Xceed SP, Xceed UP, Alta2 Pro)

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



**ITC, ITE HS, ITE FS\*** (Opn, Alta Pro, Alta2 Pro)

Use FlexConnect Mini 117468 (See image below)



**IIC, CIC\*** (Opn, Alta2 Pro)

Use Programming Adapter Mini 164237



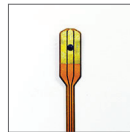
## FlexConnect

(miniRITE, miniRITE T, miniRITE R)



## FlexConnect Mini

(ITC, ITE HS, ITE FS)





# Your dedicated Government Services team

## Leadership

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**Rob Zimmer**  
*Director, Government Services*  
r.zimmer@oticon.com  
Mobile: 612.437.2109  
x2592



**Candace Depp, AuD**  
*Sr. Manager, Government Services*  
c.depp@oticon.com  
Mobile: 908.635.7803  
x2826



**Sarah Draplin, AuD**  
*Manager, Government Services  
Audiology & Education*  
s.draplin@oticon.com  
Mobile: 609.454.7790  
x2397



**Tom Dowd**  
*Manager, Government Services Operations*  
t.dowd@oticon.com  
Mobile: 609.480.2859  
x2015

## Account Management

---



**Kirstie Taylor, AuD**  
*Account Manager*  
k.taylor@oticon.com  
Mobile: 970.531.7568  
x2187



**Sam Fox, ScD**  
*Account Manager*  
s.fox@oticon.com  
Mobile: 609.480.8173  
x2333



**Aaron McCrone, MS**  
*Account Manager*  
a.mccrone@oticon.com  
Mobile: 402.297.8959  
x2415



**Tiffany Colon, AuD**  
*Account Manager*  
t.colon@oticon.com  
Mobile: 609.619.2946  
x2249



**Sejal Kuvadia, AuD**  
*Account Manager*  
s.kuvadia@oticon.com  
Mobile: 615.651.3743  
x2767



**Lisa Huston, AuD**  
*Account Manager*  
l.huston@oticon.com  
Mobile: 480.204.9343  
x2573

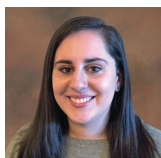
## Audiology



**Sonnet Adams, AuD**  
*Clinic Support Audiologist*  
s.adams@oticon.com  
877.310.9681  
x2191



**Donna Haider, AuD**  
*Technical Audiologist*  
d.haider@oticon.com  
877.310.9681  
x2334



**Hilary Sweet, AuD**  
*Technical Audiologist*  
h.sweet@oticon.com  
877.310.9681  
x2455



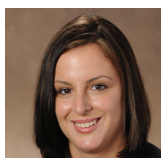
**Saunja Burt, AuD**  
*Clinic Support Audiologist*  
s.burt@oticon.com  
877.310.9681  
x2072



**Laurie Friedman, MA**  
*Technical Audiologist*  
l.friedman@oticon.com  
877.310.9681  
x2108



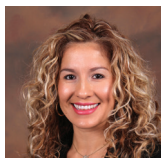
## Customer Service



**Amy Grzan**  
*Customer Service Lead*  
a.grzan@oticon.com  
877.310.9681  
x2122



**Maggie McCarthy**  
*Coordinator*  
m.mccarthy@oticon.com  
877.310.9681  
x2501



**Alejandra Gaviria**  
*Customer Service*  
a.gaviria@oticon.com  
877.310.9681  
x3212



**Peggy Miranda**  
*Customer Service*  
p.miranda@oticon.com  
877.310.9681  
x2115



**Tracie Werner**  
*Customer Service*  
t.werner@oticon.com  
877.310.9681  
x2320

## Data Entry

**Purvi Shelat**  
*Data Entry Lead*  
p.shelat@oticon.com

**Magdalena Wagle**  
*Data Entry*  
m.wagle@oticon.com

**Roxana Grecu**  
*Data Entry*  
r.grecu@oticon.com

**Magileni Perez**  
*Data Entry*  
m.perez@oticon.com

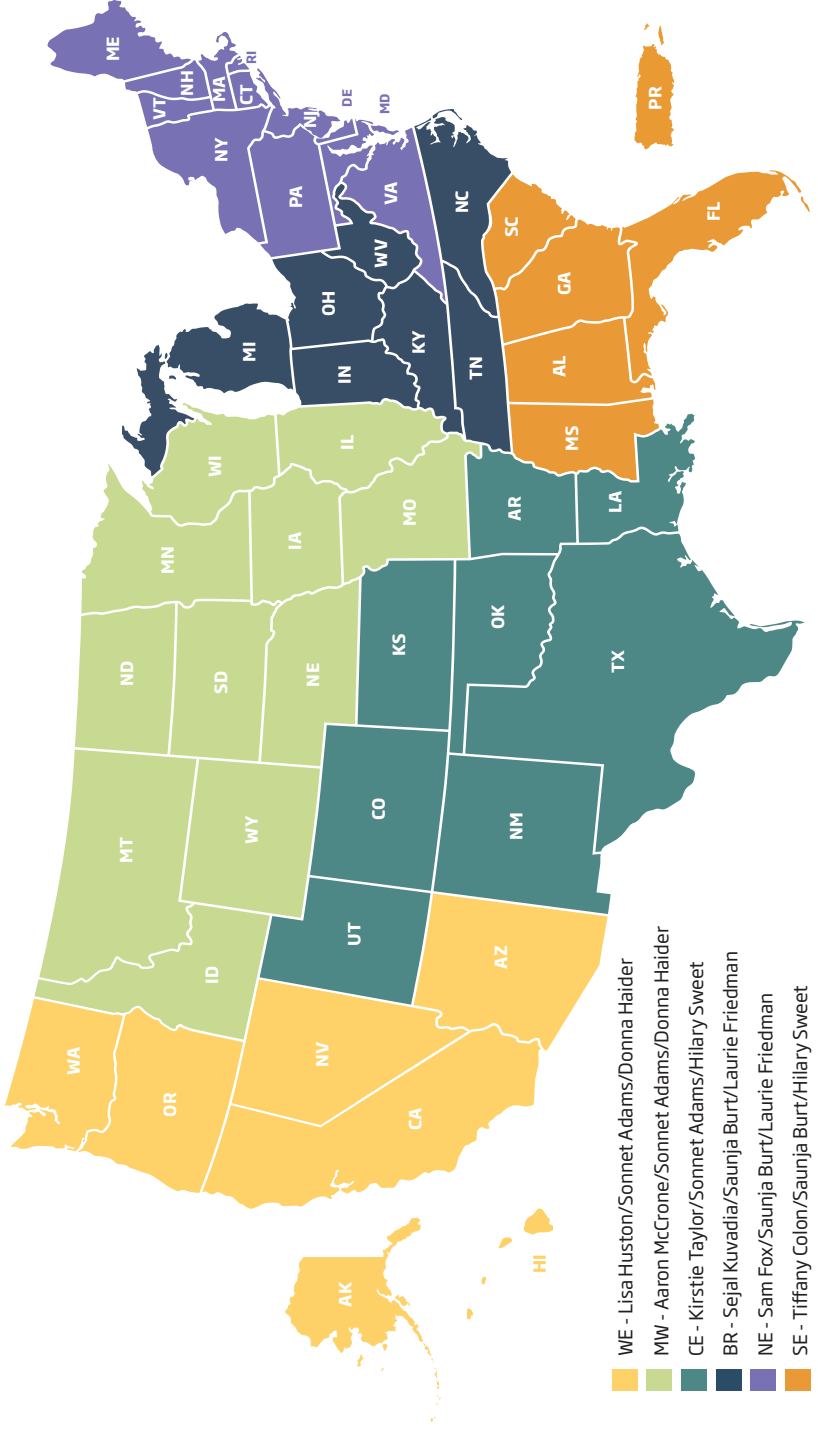
**Damaris Vera Alvarez**  
*Data Entry*  
d.vera@oticon.com

**Maxime Sarnelli**  
*Data Entry*  
m.sarnelli@oticon.com

**Kristan Olivo**  
*Data Entry*  
k.olivo@oticon.com

# Oticon Government Services Team

877.310.9681



- WE - Lisa Huston/Sonnet Adams/Donna Haider
- MW - Aaron McCrone/Sonnet Adams/Donna Haider
- CE - Kirstie Taylor/Sonnet Adams/Hilary Sweet
- BR - Sejal Kuvadia/Saunja Burt/Laurie Friedman
- NE - Sam Fox/Saunja Burt/Laurie Friedman
- SE - Tiffany Colon/Saunja Burt/Hilary Sweet







Visit our training page to learn about our latest training offerings for Audiologists and Technicians.

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Visit [www.oticon.com/support/compatibility](http://www.oticon.com/support/compatibility) or scan the QR code above to learn which connectivity solutions your hearing aids support.

Oticon Patient Support Hotline:  
**855.400.9766**

