

Oticon Government Services

life-changing  
technology

## Pocket Guide

OTICON | Real

Experience the real sounds of life



### Oticon Real™:

- **Powered by Polaris R™ with RealSound Technology™ featuring:**  
MoreSound Intelligence™ 2.0 with Wind & Handling Stabilizer, MoreSound Amplifier™ 2.0 with SuddenSound Stabilizer and MoreSound Optimizer™
- **Choice of flexible fitting options** with rechargeable and non-rechargeable miniRITE and miniBTE models
- **Gives patients the support they need** to easily control and personalize their hearing aids with Oticon Companion, the new all-in-one app solution which includes RemoteCare programming

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

Phone: 877.310.9681 | Fax: 732.764.9133

Effective May 2023

**oticon**  
life-changing technology

## Did you know that Oticon Real demo instruments are now available for VA Audiologists?



**To receive demo instruments, contact the Government Services team – see pages 71-72 or call us at 877.310.9681**

### Demo Instrument options:

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

Call us to receive your demo instruments! **877.310.9681**

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# RITE & BTE Instruments

## RITE Styles

Oticon Real 1 miniRITE R\* (lithium-ion)  
Oticon More 1 miniRITE R\* (lithium-ion)

60 85 100 105



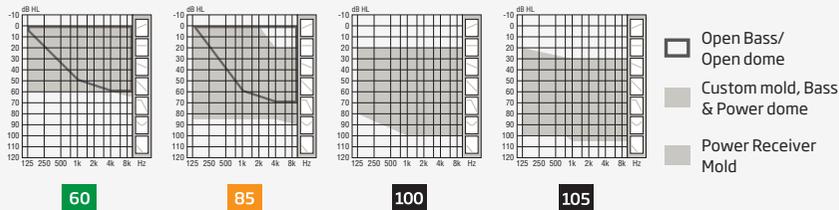
Oticon Real 1 miniRITE T\* (312 zinc-air)  
Oticon More 1 miniRITE T\* (312 zinc-air)

60 85 100 105



\*includes Telecoil and Toggle Switch

## RITE Fitting Ranges



60

85

100

105

## RITE Styles

Oticon CROS (312 zinc-air)\*\*  
Oticon CROS PX (rechargeable)\*\*



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

## Oticon CROS Family Compatibility

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

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

## BTE Styles

Oticon Real 1 miniBTE R (lithium-ion)

Oticon Real 1 miniBTE T (312 zinc-air)

Opn S 1 BTE Plus Power 13

Xceed 1 BTE Super Power 13

Xceed 1 BTE Ultra Power 675

85

85

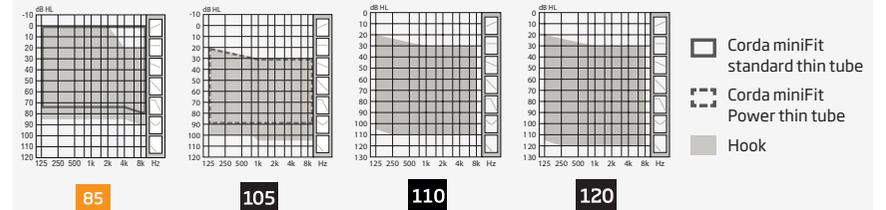
105

110

120



## BTE Fitting Ranges



85

105

110

120

## RITE and BTE Instrument Colors

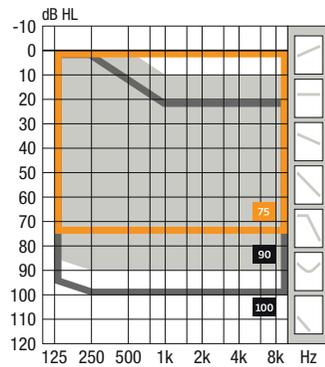
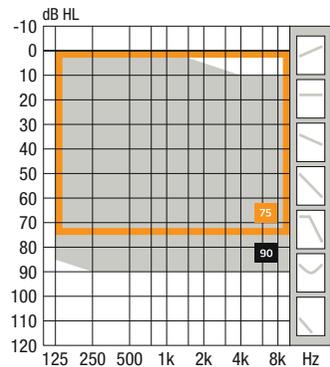
Real, More, Xceed, CROS & CROS PX



\*Available for Oticon Real, Oticon More and CROS PX only.

\*\*Available for Oticon Real miniRITE R only

# Oticon Own 1 Custom Instruments

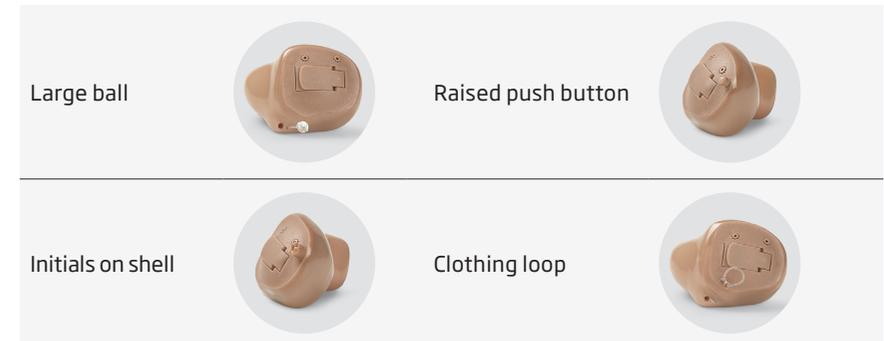


	IIC	CIC	ITC	ITE HS	ITE FS
Battery	10	10	312	312	312
Fitting levels	75 90	75 90	75 90 100	75 90 100	75 90 100
NFMI	-	• (ROES)	•	•	•
2.4 GHz	-	-	• (ROES)	• (ROES)	• (ROES)
Microphones	1	1	2	2	2
Push-button	-	o	o	o	o
Volume Wheel	-	-	o	o	o
Telecoil	-	-	o <sup>†</sup>	o <sup>†</sup>	o <sup>†</sup>
AutoPhone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

• Standard o Option o<sup>†</sup> Not possible to combine 2.4 GHz and telecoil - Unavailable

Firmware number	New functionality/improvements
1.0.2	<ul style="list-style-type: none"> <li>Streaming and hearing instrument performance improvements</li> </ul>

# Oticon Own options\*



Visual indicators	Retention
Color Dots	Canal Lock (CIC/ITC/HS)
Initials on shell	Helix Lock (CIC/ITC/HS)
Name on shell (Name if possible, otherwise initials)	Clothing Loop (N/A for IIC/CIC)
Canal Tips Red/Blue	Heavy Clothing Loop (N/A for IIC/CIC)
L&R on Shell	
Removal	Shell Finish
Removal Cord (STD for IIC/CIC)	Hard Coat (Standard)
Heavy Removal Cord (N/A for IIC)	Soft Coat
Large Ball Removal Cord	Matte Finish

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

### Custom instrument shell and faceplate colors

C001  
Beige

C002  
Light Brown

C003  
Medium Brown

C004  
Dark Brown

C005  
Black

Transparent\*

Red\*

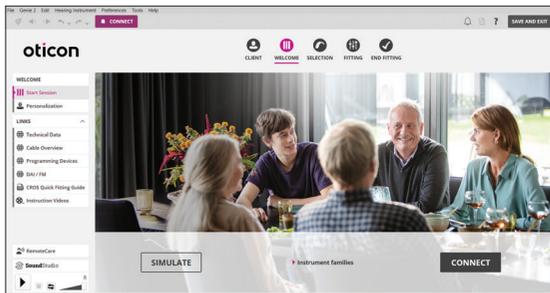
Blue\*

\*Not available as a faceplate color.

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

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

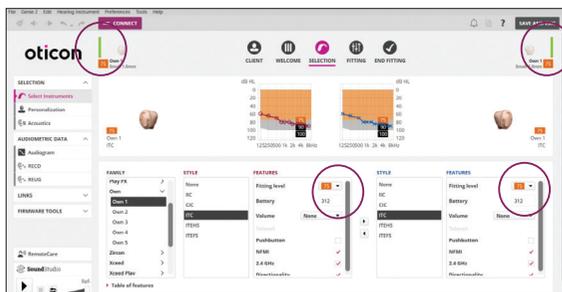
# Genie 2 – Quick fitting guide



## Navigation Bar and Welcome Screen

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

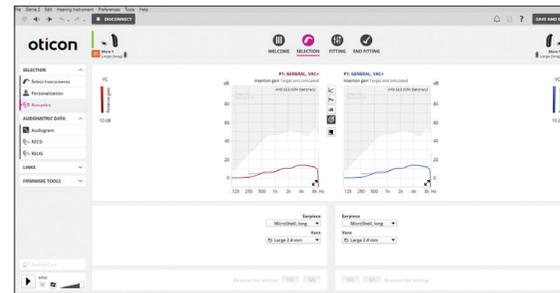
The Welcome screen allows for connecting to instruments or simulating a fitting.



## Selection Screen

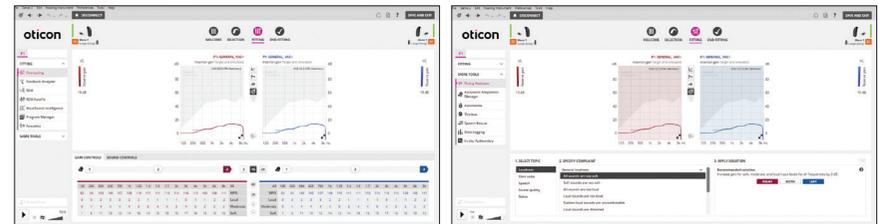
Different Families, Styles, and Features may be selected while running a simulation. The ability to view the fitting level for miniRITE and custom instruments is located in the middle of the screen. Additionally, Oticon Real is now available to select and fit in Genie 2 | 2023.1.

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



## Selection Screen – Acoustics

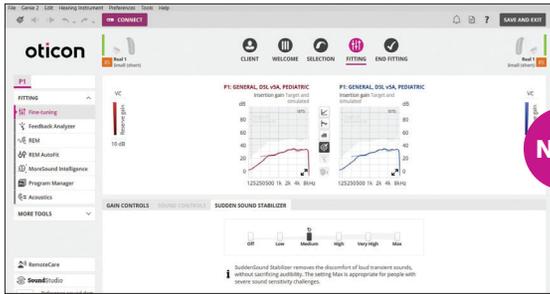
Clicking on the left task pane option labeled **Acoustics** allows for the opportunity to change the selected earpiece. Please note, if an earpiece is changed, be sure to re-prescribe settings at the bottom of the screen.



## 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.

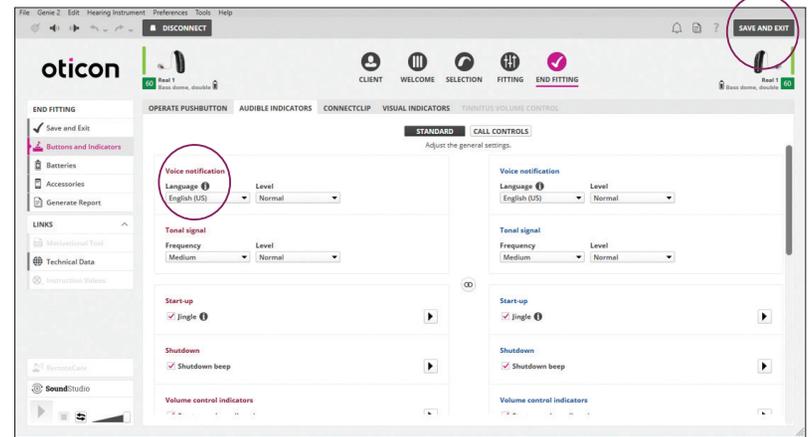
The **Fitting Assistant** option, located in the left task panel, makes it easier to conduct fine tuning by providing pre-programmed fitting adjustments for common complaints – including adjustments to options in the MoreSound Intelligence™ 2.0 screen.



## Fitting Screen – Oticon Real features: SuddenSound Stabilizer and Wind & Handling Stabilizer

**SuddenSound Stabilizer** is a new feature for Oticon Real instruments that effectively addresses sudden sounds, while preserving speech intelligibility. This feature can be found in the **Fine-tuning** screen, under the SuddenSound Stabilizer tab, where clinicians can select the appropriate setting for sudden sounds, ranging from OFF to Max.

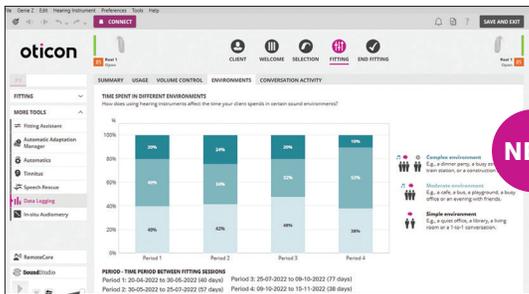
Oticon Real also has **Wind & Handling Stabilizer**, which helps clean up the input by detecting then reducing noise caused by wind or handling noise. This feature can be found in the Fitting step, under **Automatics**. It is recommended to leave this feature **on**.



## End Fitting Screen – Buttons and Indicators and Batteries

**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. Oticon Real offers the option to choose **Voice notifications** as an alternative to the tonal notifications, for the low battery indicator. The choice between spoken and tonal indicators is configurable in the fitting software.

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**.



## Fitting Screen – Oticon Real Environments and Conversation Activity tools

The **Environments** tool is a new feature in the **Data Logging** section in the software. The data displayed shows the amount of time spent in each type of environment (Simple, Moderate and Complex) from one fitting to the next.

The **Conversation Activity** tool is a new tool designed to help get a better understanding of how a patient is engaging in different kinds of sound environments. This feature is located in the **Data Logging** section and shows conversation activity per environment and per usage period.

## End Fitting Screen – Accessories and Save and Exit

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

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

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

# MoreSound Intelligence in 2 microphone instruments\*

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

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

\*MoreSound Intelligence 2.0 is a feature in Oticon Real.

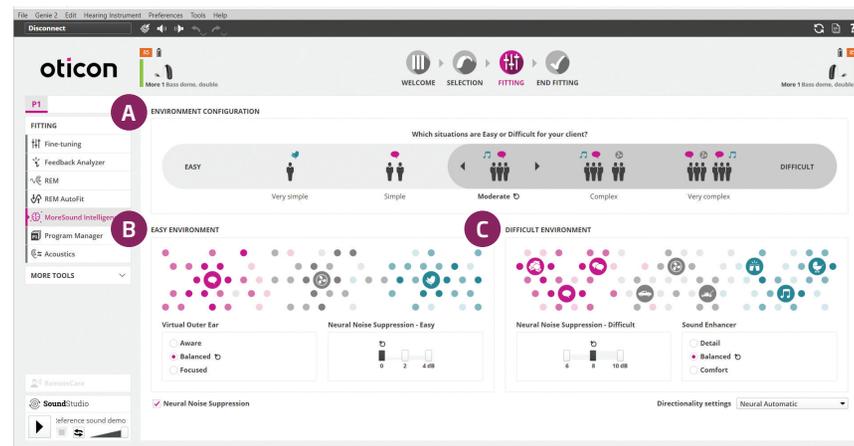


## MoreSound Intelligence at initial fitting

Adjusting Environmental Configuration: When is support needed?

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

### A. Environmental Configuration



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

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

- **Ask patient:** “In which situations do you find it difficult to hear” or “When do noisy situations go from easy to difficult for you?”
- Move gray slider bar based on their response by clicking on the left or right arrow. Based on the patient's response, the light gray indicates easier environments, dark gray indicates more difficult environments.

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

## MoreSound Intelligence at follow-up appointment

Adjusting Easy and Difficult environments: How much support is needed?

### B. Easy Environment

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

6 8 10 dB

4 Sound Enhancer

- 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.

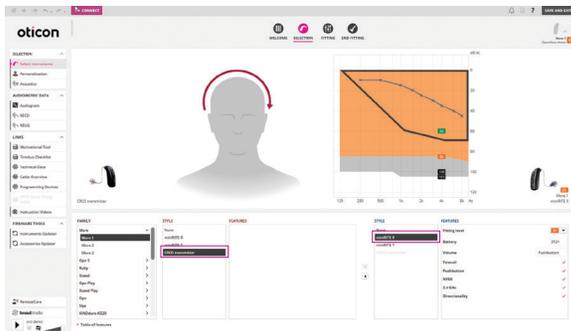
Oticon CROS Family Compatibility			
Oticon CROS (312 zinc-air) and Oticon CROS PX (rechargeable)			
Polaris R	Polaris	Velox S	
Oticon Real miniRITE R	Oticon More miniRITE R	Opn S miniRITE R	Opn S BTE PP
Oticon Real miniRITE T	Oticon More miniRITE T	Opn S miniRITE T	Xceed BTE SP
Oticon Real miniBTE R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

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

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

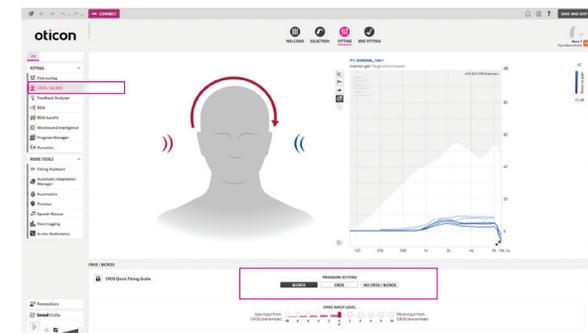
The patient can now hear streamed sound from the CROS transmitter in the receiving hearing aid.

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.



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

## 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.



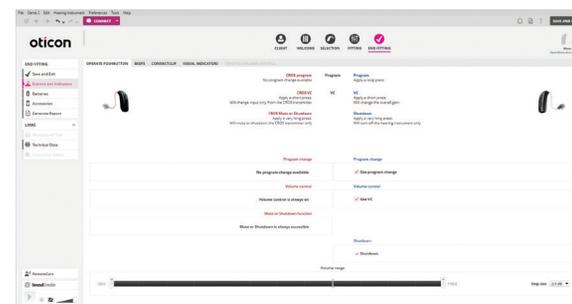
# Oticon CROS & CROS PX Quick Fitting Guide (cont'd)

## 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, mute or shut down the CROS device.

# RemoteCare via Companion App

## Quick Guide for Clinicians

### Important information

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

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

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

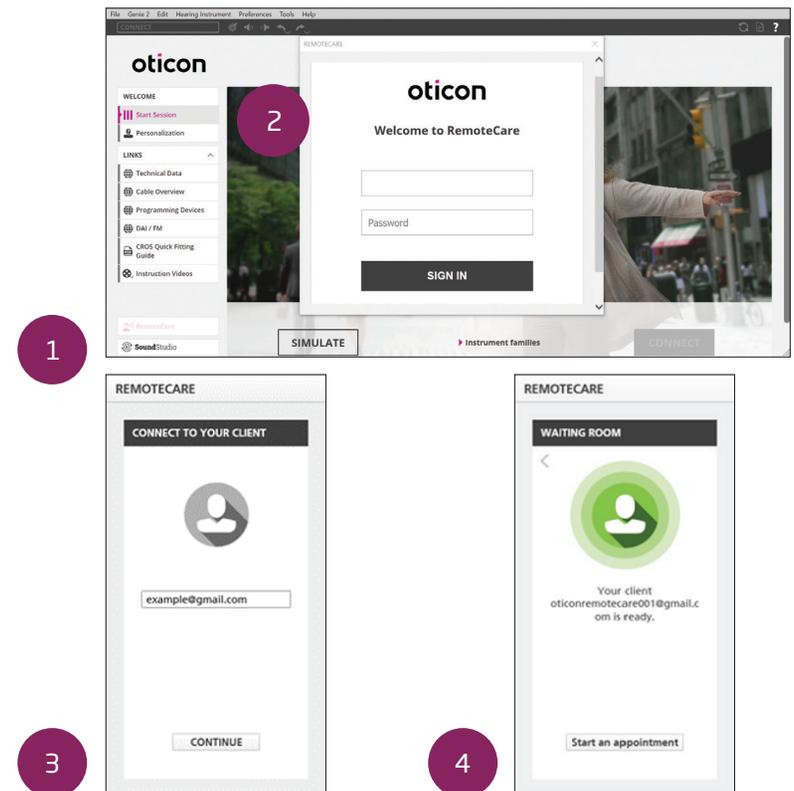
\*For Custom models to be compatible, they must have 2.4 GHz Bluetooth® Low Energy wireless technology

### Step 1: Getting started

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

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

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

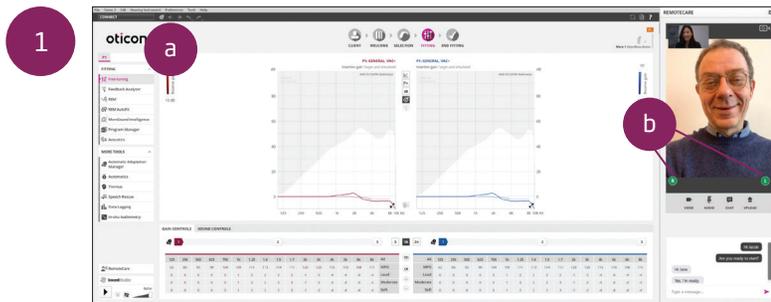


## Step 2: Conduct the session

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

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

- a. Connection Bar
- b. Oticon RemoteCare Communicator



2. Program the patient's hearing aids as you would do normally, if needed.
3. Click 'UPLOAD' to upload the new settings to the hearing aids.
4. Once all desired changes have been made, click 'DISCONNECT'. The hearing aids will be disconnected from Genie 2 and will restart. **Note:** You can also disconnect the hearing aids from the 'END FITTING' screen.
5. Go to the 'END FITTING' screen and click 'SAVE AND EXIT' to save and end the session with the patient.

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

- a. Hearing aid status indicators
- b. Enable/disable camera
- c. Mute/unmute microphone
- d. Enables text messaging and communication via audio and video between you and your patient
- e. Upload button
- f. Refresh video



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

1. Ensure patient is in an environment with no noise
2. Turn off your microphone to avoid any unwanted noise
3. Confirm the patient is wearing the aids correctly
4. To compensate for possible delays in connection, play tones for at least two seconds and with longer than normal pauses (preferably more than two seconds) between presentations.

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



# Earmold Overview

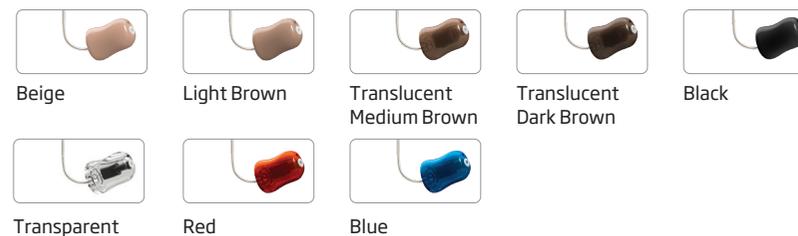
RITE Molds		
	Standard Mold	Hollow Mold
		
	Canal	LiteTip
<b>Power Options</b>		
60 dB	•	•
85 dB	•	•
100 dB		
105 dB		
<b>Material</b>		
Acrylic	•	•
Silicone	•	
OtoTherm™	•	•
<b>Style/Retention</b>		
MicroMold (CIC)	•	
Canal	•	•
Canal Lock	•	•
Half-Skeleton	•	•
Semi-Skeleton	•	•
3/4 Skeleton	•	•
Skeleton	•	•
Helix Lock	•	
Half Shell	•	•
3/4 Shell	•	•
Full Shell	•	•

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

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

RITE Molds		
	Embedded Mold	
		
	MicroShell	Power Receiver Mold
<b>Power Options</b>		
60 dB	•	
85 dB	•	
100 dB		•
105 dB		•
<b>Material</b>		
Acrylic	•	•
Silicone		
OtoTherm™		
<b>Style/Retention</b>		
MicroMold (CIC)	•	
Canal	•	•
Canal Lock	•	•
Half-Skeleton	•	•
Semi-Skeleton	•	•
3/4 Skeleton	•	•
Skeleton	•	•
Helix Lock	•	•
Half Shell		•
3/4 Shell		•
Full Shell		•

### Color options for MicroShell





# Oticon chargers

## Your choice of two convenient chargers

### Oticon SmartChargers\*

miniBTE\*\*

miniRITE\*\*\*

- Protective Lid
- Power Bank
- Drying Capabilities

### Oticon Desktop Chargers

miniBTE

miniRITE

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

\*Compatible with Polaris R and Polaris instruments only

\*\*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			
	<b>3 hours</b>	<b>1 hour</b>	<b>30 mins</b>
	<b>Fully charged</b>	<b>50% charged</b>	<b>25% charged</b>

Oticon miniBTE Hearing Aids			
	<b>3.5 hours</b>	<b>1 hour</b>	<b>30 mins</b>
	<b>Fully charged</b>	<b>~40% charged</b>	<b>~20% charged</b>

Charging times apply for both the SmartCharger and Desktop Charger

# Oticon SmartCharger charging times

miniBTE\*

miniRITE\*\*

**Oticon SmartCharger**

**4 hours**

**Fully charged** power bank battery

**Up to 8 hours**

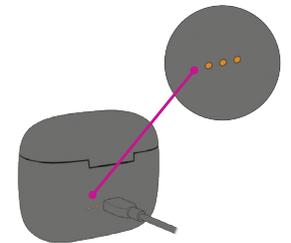
**Fully charged** power bank and hearing aids

## Charging the SmartCharger

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

	Charging (battery too low to recharge the hearing aid)
	Charging
	Fully charged

ORANGE blink   ORANGE steady   GREEN steady

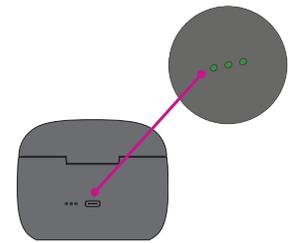


## Power bank function

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

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

ORANGE blink   GREEN steady



\*Oticon 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

# How to pair hearing aids to a smartphone



## PAIRING WITH APPLE

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

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

## PAIRING WITH ANDROID

For the best functionality, we recommend pairing all Android phones through either the Oticon Companion or the Oticon ON app.

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

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

The Oticon ON and Oticon Companion apps are available for Android™ and iPhone/iPad/iPod.

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



2. Follow the prompts to install either app.

\*Android™ devices need to support ASHA to allow direct streaming.  
Please visit [oticon.com/support/compatibility](https://oticon.com/support/compatibility) for more information.  
\*\*Only for hearing aids with 2.4 GHz technology.

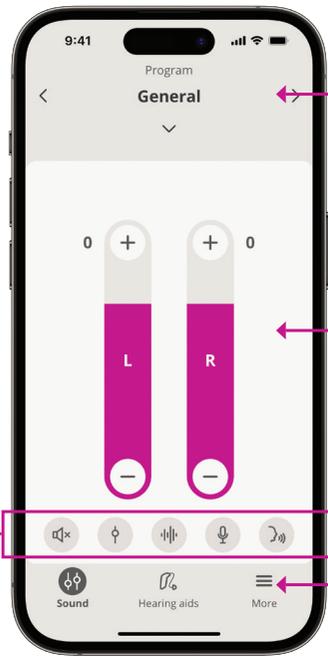
# Oticon apps

Oticon has two apps that can be used with our Bluetooth® Low Energy hearing aids, Oticon Companion or Oticon ON app. If Apple Watch compatibility, HearingFitness and advanced tinnitus options are not required, it is recommended to download the Oticon Companion app.

Feature	Companion app	ON app
Change volume and mute	•	•
Change program	•	•
Battery information	•	•
TV Adapter, EduMic and ConnectClip adjustments	•	•
Streaming Equalizer	•	•
Remote Microphone	•	•
Basic Tinnitus functions (program selection and volume)	•	•
Advanced Tinnitus Options		•
Sound Booster	•	•
SpeechBooster*	•	
Find my hearing aids	•	•
HearingFitness		•
Apple Watch		•
Contextual help	•	
Connectivity troubleshooting	•	
Remote fitting (RemoteCare)**	•	

\*SpeechBooster is only available in the Oticon Companion app for Oticon Real users. \*\*Oticon RemoteCare app is no longer available. Please encourage users to download the Companion app to have access to RemoteCare.

# Companion app quick guide



### Navigation Bar

Change program by either tapping arrows to right and left, or by selecting down arrow.

### Volume Level Indicator

Startup value is 0. To increase or decrease move sliders up or down.

### Tab bar

Allows for changes between Sound, Hearing aids and More Options (ex: Help & Support and RemoteCare).

## Submenu



**Mute**



**Slider Button** – Toggle between volume adjustments in one or both hearing aids.



**Streaming Equalizer** – Equalizes sound streamed from a phone (ex: music, phone call).



**Remote Microphone** – Allows patient to use the iPhone/iPad as a remote microphone.



**SpeechBooster** – On-demand noise reduction.

# Guide for hands-free communication

With select iPhone® or iPad® devices, you can use Oticon hearing aids\* to make or receive hands-free phone and video calls.

### Ready for everyone on the Polaris R and Polaris platform

Hands-free communication is available for the following hearing aids: Oticon Real, Oticon More, Oticon Own with 2.4 GHz Bluetooth®, Oticon Zircon, and Oticon Play PX. For patients who already have Oticon More, the hearing aid firmware must be updated to at least 1.3.0 by the hearing care professional to enable hands-free communication functionality.

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

Please visit [oticon.com/support/compatibility](https://oticon.com/support/compatibility) for more information and to see which devices are compatible.



\*Oticon Real, Oticon More, Oticon Own with 2.4 GHz Bluetooth, Oticon Zircon, and Oticon Play PX hearing aids on the Polaris R and Polaris platform

## How it works



Make or receive call on iPhone or iPad\*\*



Hearing aid shifts to “hands-free communication” and captures wearer’s voice



Answer via push-button\*\* for even easier call handling

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

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

# Accessories



ConnectClip



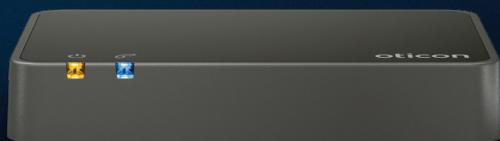
Remote Control 3.0



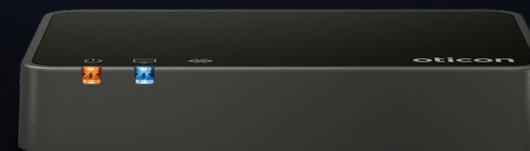
BT D800



EduMic



Phone Adapter 2.0



TV Adapter 3.0

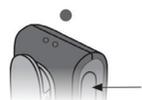
Learn more about our wireless connectivity accessories at [oticon.com/connectivity](https://www.oticon.com/connectivity)

# ConnectClip Quick Start Guide



## PAIRING CONNECTCLIP WITH HEARING AIDS

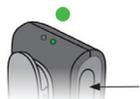
1. Ensure ConnectClip is powered off. Press and hold multi-button for approximately 6 seconds until power indicator OFF ●



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

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

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



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



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



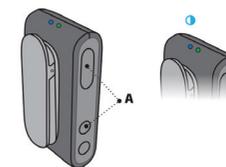
7. Connection established with hearing aid(s) is indicated by status indicator STEADY YELLOW ●



## PAIRING CONNECTCLIP WITH MOBILE PHONE

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

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



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

3. Enable pairing on mobile phone.

Turn on Bluetooth. Search for and connect to/pair with ConnectClip



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

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

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



## UNPAIRING CONNECTCLIP

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

## LISTENING TO MUSIC

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

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



## RECEIVING CALLS

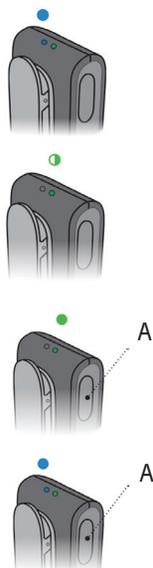
**Phone connected:** When the ConnectClip is turned on and is in range of the mobile phone it will automatically connect to the mobile phone. The status indicator is **STEADY BLUE** ●

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

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

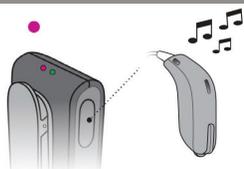
Once the call is connected status will change to **STEADY GREEN** ●

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



## REMOTE MICROPHONE

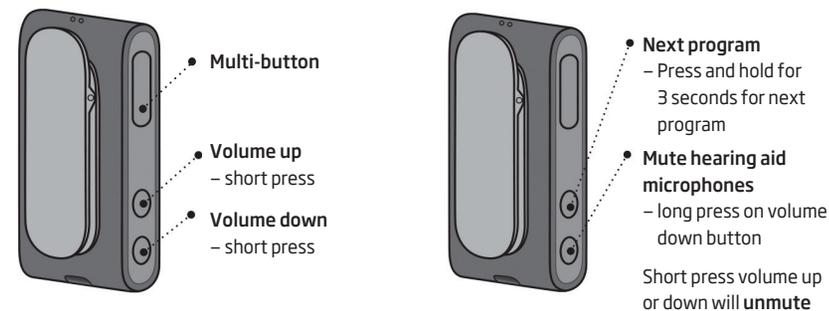
Press and hold multi-button for approximately 3 seconds to change mode. Mode change is confirmed by an audible indication in the hearing aids. **STATUS MAGENTA** ●



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

## REMOTE CONTROL

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

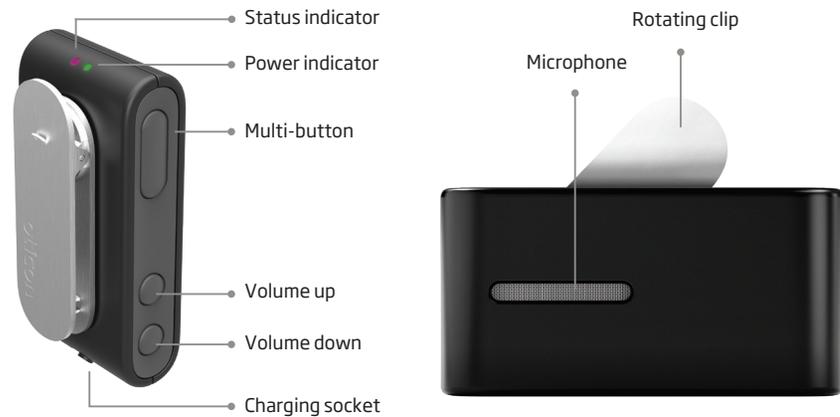


**IMPORTANT:** When used as a remote control, the maximum distance between ConnectClip and hearing aids is 6 feet.

## OVERVIEW CONNECTCLIP BLINKING PATTERNS

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

# Troubleshooting



Problem	Action
<b>No power/no LED light</b>	<p>Check <b>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. <b>Note:</b> ConnectClip needs to be within 6 feet of the hearing aids.</p>
<b>There's no sound from the ConnectClip</b>	<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>
<b>The sound is too quiet or too loud</b>	<p>Adjust the microphone volume with the volume up and volume down buttons. <b>Note:</b> The hearing aid wearer can control the volume with the Oticon Companion or Oticon ON app.</p>
<b>ConnectClip runs out of battery</b>	<p><b>Turn ConnectClip off whenever not in use</b> You can also charge it up during breaks. <b>Note:</b> Battery life in remote microphone mode is 8.5 hours.</p>

# TV Adapter 3.0 overview



### 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		
NoRCA/Audio input		
TOSLINK inserted and streaming (digital)		
TOSLINK inserted and streaming (invalid signal)*		
Fault condition*		

No light   
 Blinking   
 Fading   
 Steady

\*Try other input connection

# Using TV Adapter 3.0

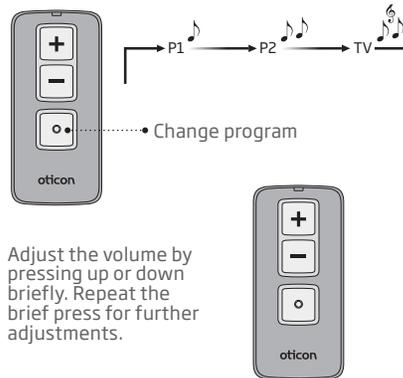
**Step 1: Connect the TV Adapter 3.0 box to the television**  
See the Instructions for Use booklet that comes with the TV adapter. Four methods are available to support a wide variety of connection needs.

**Step 2: Turn both hearing aids off and back on**  
(Please see the Instructions For Use Turning Hearing Aids On/Off for your device.)

**Step 3: Start TV sound using the hearing aids**  
To listen to TV, simply make long presses on the button on the hearing aids to cycle through the programs until you reach the TV listening program. The program cycle will depend on how many programs have already been set up.  
To stop the sound from the TV, simply cycle back to the desired program in the hearing aids.

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

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



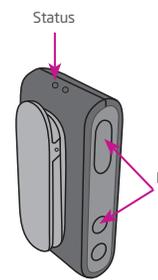
**Reset TV Adapter 3.0:** Press and hold the setup button for more than 5 seconds. Indicators will fade blue to indicate no pairings. Re-pair by following the steps outlined above.

# Phone Adapter 2.0 with ConnectClip

The very first time 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

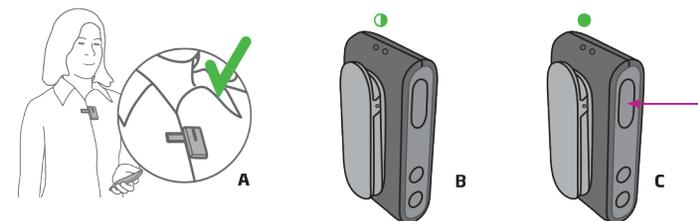
## Incoming calls

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

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

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

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



# Phone Adapter with ConnectClip (cont'd)



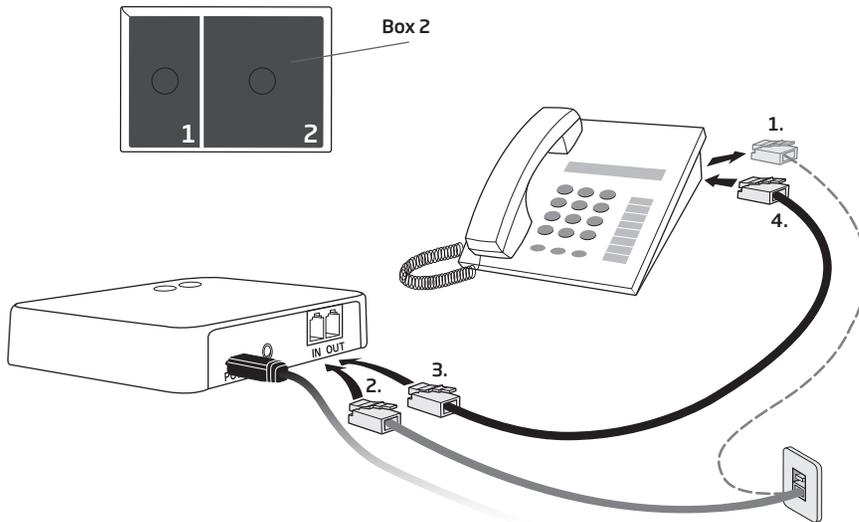
## Connecting to a phone line and landline phone

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

1. Unplug the phone line from the landline phone (or base station).\*
2. Plug the phone line from the wall outlet into the Phone Adapter "IN" connector.
3. Plug the phone cable from box 2 in the Phone Adapter "OUT" connector.
4. Plug the other end of the phone cable into the landline phone (or base station).\*

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

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



## Outgoing calls How to make a call

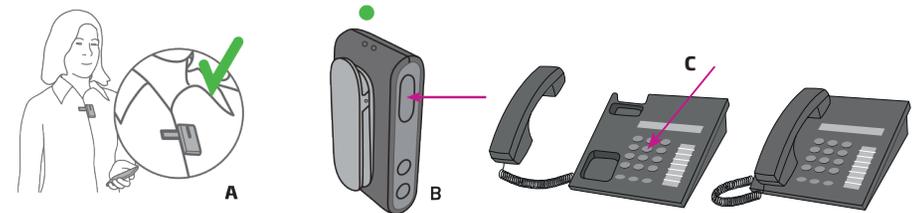
Make sure that your patient is able to speak into the ConnectClip microphone (A).

1. To make a call press the ConnectClip multibutton briefly (B). The hook is now off and you will hear a dial tone in the hearing aids. The status indicator on the ConnectClip and the phone indicator on the Phone Adapter will turn steady green.
2. Pick up the handset on the landline phone (or press "Call" on the portable phone) and dial the phone number (C) as you normally do to make a call.
3. After a short while your patient will hear the call tone in the hearing aids indicating that the call is now connected through the ConnectClip and hearing aids.

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

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

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



Making a call			
ConnectClip Status	ConnectClip Power	Phone Adapter	Description
			ConnectClip and Phone Adapter are connected
			Press the multibutton on the ConnectClip briefly and you will hear a dial tone in the hearing aids

Steady Blinking

# Remote Control 3.0



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

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

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

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

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

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

### Operating Range

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

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

### Mute

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

### Unmute

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

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

# EduMic overview



### Included with EduMic:

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

# EduMic LED indicator overview



## 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: [oticon.com/edumic](http://oticon.com/edumic)

# How to use EduMic

## How to turn EduMic ON/mute

### Turn ON

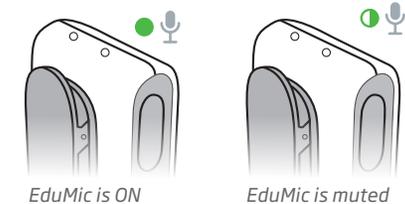
- 1 Turn EduMic ON by pressing the button for **2 seconds** until both indicators turn WHITE. Then, release the button.
- 2 Wait for 10 seconds until the status indicator turns GREEN.
- 3 EduMic is now ON.

### Turn OFF

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

### Mute/unmute

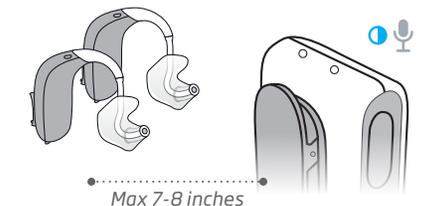
- 1 To mute EduMic, briefly press the button.
- 2 To unmute, briefly press the button again.



## Getting started: Pairing the hearing aids

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

- 1 Ensure EduMic is ON.
  - 2 Turn both hearing aids OFF and back ON. (Please see the Instructions For Use-Turn hearing aids ON/OFF for your device.)
  - 3 Place the hearing aids within 7-8 inches of EduMic. The status indicator flashes blue during pairing.
- 1 When the status indicator turns green, EduMic is paired with the hearing aids.
  - 2 Confirm the patient can hear your voice in both hearing aids through EduMic.



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

# How to use EduMic (cont'd)

## Use of the lanyard

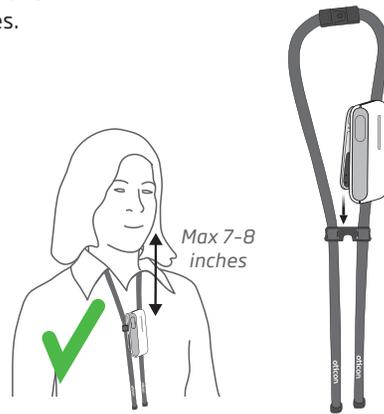
The distance from your mouth to the microphone on EduMic should be a maximum of 7-8 inches.

- 1 Attach EduMic to the lanyard.
- 2 Hang the lanyard around your neck and adjust the distance to your mouth.

### For the comfort of the patient:

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

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



## Audio connections

### Use the jack cable

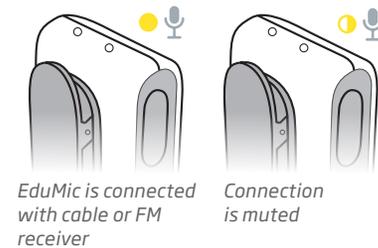
- 1 Plug in the 3.5 mm jack cable to send sound to the patient's hearing aids from external sound sources like sound field systems, smartboards or PC/tablets, etc.
- 2 When the cable is connected, the status indicator turns YELLOW, and the EduMic microphone is disabled (OFF). Unplug the cable from EduMic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

### Use of FM connection

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

### Mute/unmute connection

- 1 To mute the connection, press the button briefly. The status indicator flashes yellow.
- 2 To unmute, press the button again briefly.



## Enter telecoil mode

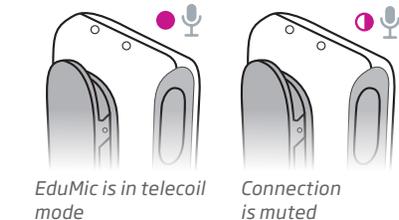
Telecoil gives direct access to teleloop systems typically found in theaters, places of worship, or lecture rooms. This symbol or a similar sign is shown wherever a teleloop has been installed.

- 1 Ensure EduMic is turned OFF
- 2 Press and hold down the button for 10 seconds until the status indicator turns MAGENTA.

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

### Mute/unmute connection

- 1 Press the button briefly to mute the audio stream from EduMic. The status indicator flashes MAGENTA. To unmute, press the button briefly again.
- 2 To exit telecoil mode, press the button for 2 seconds until the status indicator is off.



# Clearing pairings accessories and devices

## ConnectClip



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

## TV Adapter



Reset System: Press and hold the setup button for more than 5 seconds. Indicators will fade blue to indicate no pairings. Repair with instructions on page 44.

## Remote Control 3.0



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

## EduMic



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

## Apple Devices



Under settings app

- Accessibility
- Hearing Devices
- Click on Instruments
- Scroll to bottom of page and click on Forget Devices
- Click "Forget"

## Android Devices



Bluetooth settings

- Click on Cogwheel next to hearing instruments
- Choose "unpair"

# Oticon firmware update history overview

To make Oticon hearing aids even better, we continuously develop and update the firmware. In this sheet, you will find an overview of our existing firmware versions and their improvements from the 20.2 launch and onwards.

Oticon More	
Firmware number	New functionality/improvements
1.0.1	Enhanced Bluetooth® performance and stability Enhanced stability of connection to Android™ devices Improved handling of multiple Bluetooth devices
1.0.2	Streaming and hearing instrument performance improvements
1.1.1 (miniRITE R only)	Oticon More compatibility with CROS and CROS PX SmartCharger compatibility Use of the MicroShell Introduction of MyMusic Fixed streaming volume for the TV adapter via the ON app
1.3.0	Compatibility with hands-free communication Updated volume control settings for streamed sound from TV Adapter 3.0
1.4.0	Compatibility with Corda miniFit 1.3 mm Push-button handling of hands-free calls
1.4.1	Streaming and hearing instrument performance improvements
1.4.2	Streaming and hearing instrument performance improvements
Oticon Own	
Firmware number	New functionality/improvements
1.0.1	Streaming and hearing instrument performance improvements
1.0.2	Streaming and hearing instrument performance improvements

## Products and pricing

Oticon Government Services Price List	
Group 1 (Custom Instruments) - \$348.40	
Oticon Own 1	
Group 2 (BTE Rechargeable) - \$401.70	
Oticon Real 1 miniBTE R - <b>NEW</b>	Oticon More 1 miniBTE R
Group 2 (Behind-The-Ear Instruments) - \$321.36	
Oticon Real 1 miniBTE T - <b>NEW</b>	Xceed 1 BTE Super Power
Oticon More 1 miniBTE T	Xceed 1 BTE Ultra Power
Opn S 1 BTE Plus Power	
Group 3 (RITE Non-Rechargeable) - \$349.44	
Oticon Real 1 miniRITE T - <b>NEW</b>	Oticon More 1 miniRITE T
Group 3 (RITE Rechargeable) - \$436.80	
Oticon Real 1 miniRITE R - <b>NEW</b>	Oticon More 1 miniRITE R
Group 4 (Wireless Systems)	
TV Adapter 3.0	\$94.18
ConnectClip	\$123.21
Phone Adapter 2.0	\$56.94
EduMic	\$379.60
Group 5 (Earmolds)	
All molds	\$22.88
Group 6 (Remote Controls)	
Remote Control 3.0	\$92.56
Group 7 (CROS)	
Oticon CROS	\$310.96
Group 7a (CROS Rechargeable)	
Oticon CROS PX (Rechargeable)	\$388.96
Repair Pricing (6 month warranty)	
ITE	\$112.68
BTE	\$114.76
Chargers	
Desktop Charger (miniBTE and miniRITE)	\$128.96
SmartCharger (miniBTE and miniRITE)	\$171.60
Accessories	
BTDB00 Bluetooth Dongle	\$50.00

## RITE parts

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

## RITE parts (cont'd)

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

## Interchangeable Power Mold Options

## miniFit Speaker Wires for Power Receiver Molds

No.	Description	No.	Description
120208	Speaker Wire, 1R	120212	Speaker Wire, 1L
120209	Speaker Wire, 2R	120213	Speaker Wire, 2L
117854	Speaker Wire, 3R	120214	Speaker Wire, 3L
120210	Speaker Wire, 4R	120215	Speaker Wire, 4L
120211	Speaker Wire, 5R	120216	Speaker Wire, 5L



## Cover Plate

No.	Description
127908	Clear
127909	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

## RITE parts (cont'd)

## miniFit Domes

No.	Description
<b>OpenBass Dome</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>	
218355	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 Real and 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

Corda miniFit, Standard version	
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)

Corda miniFit, Power version	
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)

Tonehooks, Corda Adapters, Snap Lock tubing	
205668	Hook, Adult Damped TR 7dB (Oticon More miniBTEs)
208679	Hook, Child 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 TV Adapter 3.0 and Phone Adapter 2.0	TV Adapter 3.0, Phone Adapter 2.0
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/Wall Charger	ConnectClip
123815	USB Charging Cable	ConnectClip
178542	Lanyard	ConnectClip
188297	Skin, ConnectClip Dark Grey	ConnectClip
188298	Skin, ConnectClip Red	ConnectClip
188299	Skin, ConnectClip Blue	ConnectClip
EduMic Accessories		
Part Number	Description	Model Supported
213534	EduMic Audioline Cord	Edumic
213514	EduMic USB Charger Cable	Edumic
168558	EduMic Power Supply	Edumic
195521	EduMic Lanyard	Edumic
195524	EduMic Skin (white)	Edumic
Miscellaneous items – Ordered through Prosthetics		
Part Number	Description	Model Supported
183088	SafeLine (standard BTE 312/13/675)	
183093	SafeLine (RITE/miniBTE)	
890-52-292	Adapter 3mm	

# Wax protection

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 Polaris and 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</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> 263515 - Beige 263513 - Light Brown 263512 - Med Brown 263514 - Dark Brown 263516 - Black</p>	<p><b>All Polaris, Velox, Inium Sense and Inium Custom 10A Battery Products IIC/CIC*</b></p>  <p><i>*ITC 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 252488 - Black (for Polaris only)</p>	<p><b>All Polaris, Velox, Inium Sense and Inium Custom 312 &amp; 13* Battery Products</b></p>  <p><i>*13 battery not available in Polaris products</i></p>

# Oticon tools

Tool Kit	Name	Part number
	<p><b>Clinic Supply Tool Kit</b> Contact Oticon to order this kit for your clinic</p>	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>Multi-tool</b>	211439
	<b>Vent Cleaner</b>	825-01-091-02
	<b>Brush Combination Cleaning</b> Black/Magnet, Brush, Wax Loop	030-10-800
Miscellaneous tools	Name	Part Number
	<b>Speaker Unit Measuring Tool - miniFIT</b>	137690
	<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.	890-22-270-00

# 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 is 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

- For programming one aid of a set, if you connect to the device in the 'Welcome' or 'Selection' screen, you will not be able to upload the session data to maintain binaural coordination with the partner aid in the file.
- 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 Real, Oticon Own and Oticon More

Programming for Oticon Real, Oticon Own and Oticon More instruments should be done using the NoahLink Wireless\*. Loss and damage programming steps apply whether replacing one or both hearing 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(s).
3. Once connected, and the respective side(s) are assigned, one or both of the following alerts may appear:
  - 'The instrument has a different serial number than the selected one'
  - 'The expected instrument is not detected. You will continue in a binaural fitting session'
4. Choose 'use session data' from the prompts given to maintain binaural coordination between the two devices, even if only one device is being replaced.
5. Save and Exit.
6. The device(s) are now programmed and can be provided to the patient. If programming one aid of a set, binaural coordination will be enabled and connect automatically with the patient's other hearing aid.

\*For instruments without 2.4 GHz Bluetooth programming must be done with a cabled connection.

### Important information

- For programming one aid of a set, if you connect to the device in the 'Welcome' or 'Selection' screen, you will not be able to upload the session data to maintain binaural coordination with the partner aid in the file.
- Patients will need to re-pair both hearing instruments to their smartphone and any accessories in the field.
- For programming one aid of a set: In order for the steps above to work correctly, please ensure the first two numbers of the firmware version (Ex. 1.4.X) in the replacement instrument match the firmware of the partner instrument in the file used for upload.

## Programming cables

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

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

Use 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

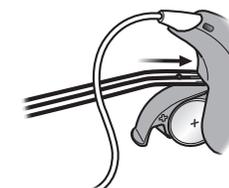
Alternative NOAHlink programming cable #2 (50 cm).  
Left: 384-20-023-01 Right: 384-20-022-00.

**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.

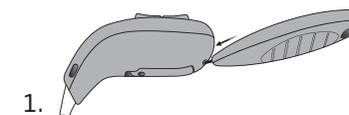


**miniRITE R\*** (Opn S)

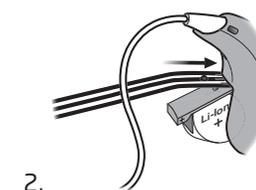
Use Service tool 890-22-270-00 (see page 67 for image)

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)

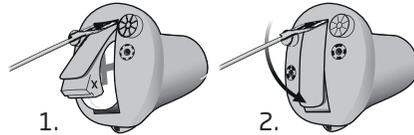
**BTE, BTE PP, BTE SP, BTE UP** (Opn S, Opn, Xceed SP, Xceed UP, Alta2 Pro)

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



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

Use FlexConnect Mini 117468 (See image below)



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

Use Programming Adapter Mini 164237



<p><b>FlexConnect</b> (miniRITE, miniRITE T, miniRITE R)</p> 	<p><b>FlexConnect Mini</b> (ITC, ITE HS, ITE FS)</p> 
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\*Only devices without 2.4 GHz technology.

# Your dedicated Oticon Government Services team

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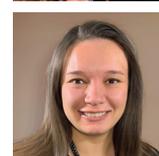
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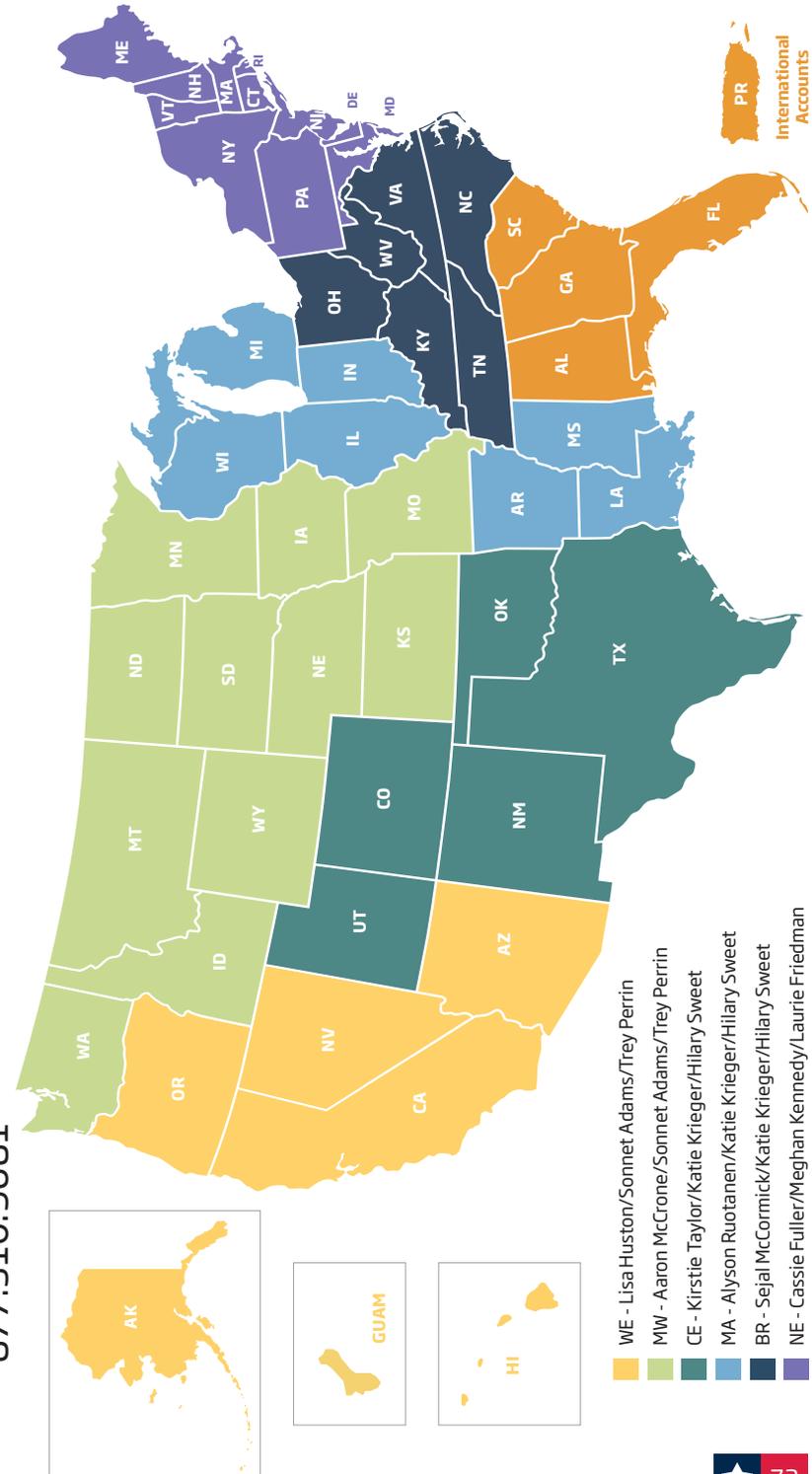
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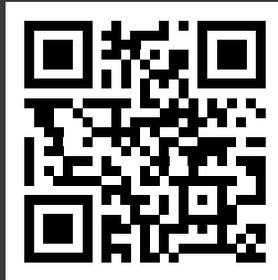
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