

Instructions for use

designRITE

Alta2 Pro
Nera2 Pro
Ria2 Pro
Alta Pro
Nera Pro
Ria Pro



Model overview

This booklet is valid for Oticon designRITE in the following hearing aid families and models:

- Alta2 Pro
- Nera2 Pro
- Ria2 Pro
- Alta Pro
- Nera Pro
- Ria Pro

Introduction to this booklet

This booklet guides you in how to use and maintain your new hearing aid. Please read the booklet carefully including the **Warning section**. This will help you to achieve the full benefit of your new hearing aid.

Your hearing care professional has adjusted the hearing aid to meet your needs. If you have additional questions, please contact your hearing care professional.

For your convenience this booklet contains a navigation bar to help you navigate easily through the different sections.

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Intended use

The hearing aid is intended to amplify and transmit sound to the ear and thereby compensate for impaired hearing within mild to impaired hearing for moderate-to-severe hearing loss. This hearing aid is intended for use by adults and children older than 36 months.

IMPORTANT NOTICE

The hearing aid amplification is uniquely adjusted and optimised to your personal hearing capabilities during the hearing aid fitting performed by your hearing care professional.

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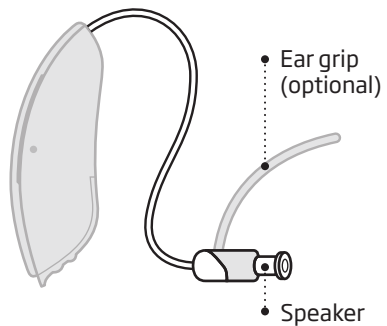
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Identify your hearing aid earpiece

This will make it easier for you to navigate through this booklet.



Earpieces

A designRITE will have one of the following earpieces.



Dome (open dome shown)*



Grip Tip*

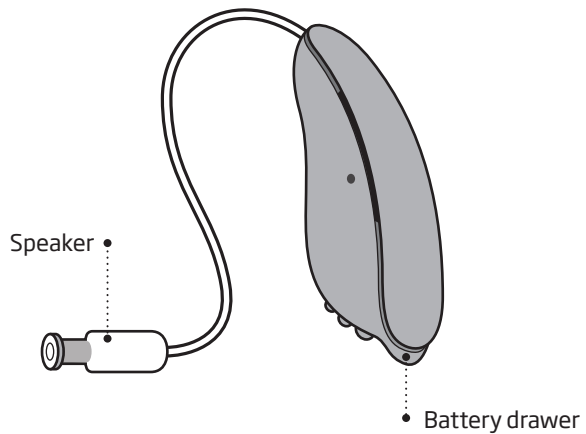


Micro mould or LiteTip

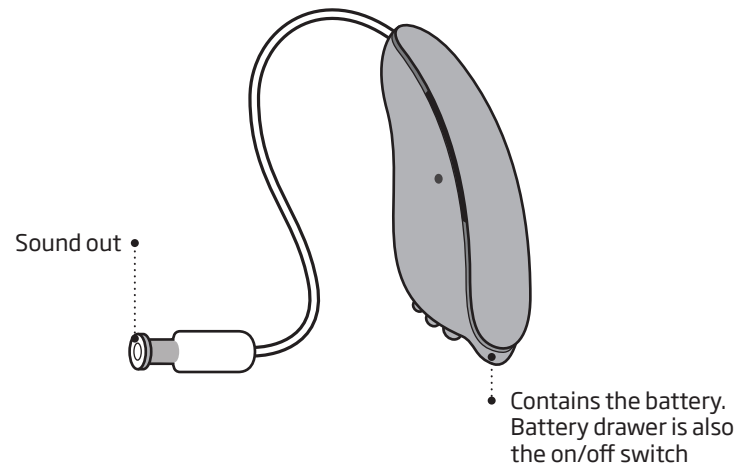
* Please see details for replacing the dome or Grip Tip in section: Replace dome or GripTip

Your hearing aid

What it is



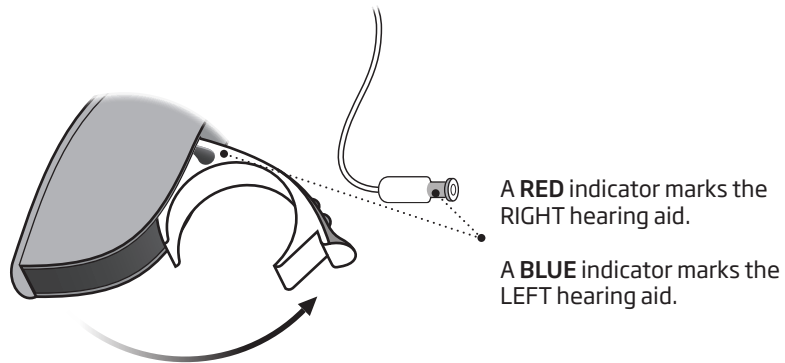
What it does



Identify left and right hearing aid

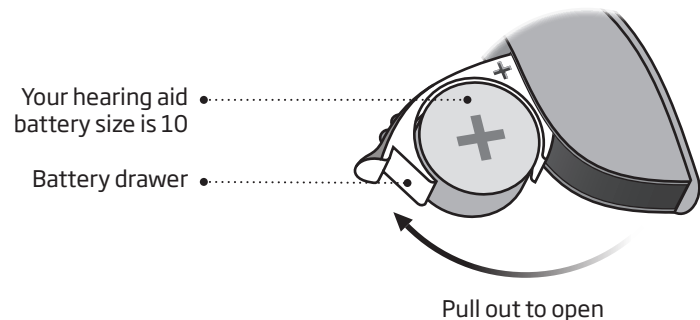
It is important to distinguish between the left and the right hearing aid as they might be programmed differently.

You can find left/right colour indicators inside the battery drawer, on the speakers, or on the moulds.



Battery

Your hearing aid is a miniature electronic device that runs on special batteries. To activate the hearing aid, you must insert a new battery in the battery drawer. See how in the “Replace the battery” section.

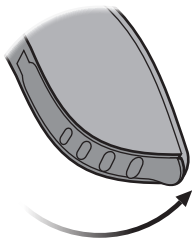


Turn the hearing aid ON and OFF

The battery drawer is also used to switch the hearing aid on and off. To preserve the battery, make sure your hearing aid is switched off when you are not wearing it.

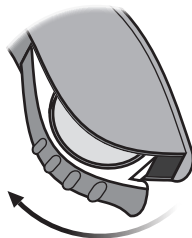
Turn ON

Close the battery drawer with the battery in place



Turn OFF

Open the battery drawer



When to replace a battery

When it is time to replace the battery you will hear two beeps repeated in moderate intervals until the battery runs out.



Two beeps

= The battery is running low



Four beeps

= The battery has run out

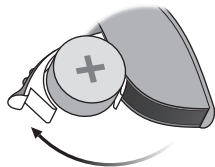
Battery maintenance tip

To make sure the hearing aid is always working, bring spare batteries with you, or replace the battery before you leave home.

Note: The batteries need to be replaced more often if you are streaming audio or music to your hearing aids.

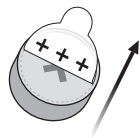
Replace the battery

1. Remove



Fully open the battery drawer. Remove the battery.

2. Uncover



Remove the sticky label from the + side of the new battery.

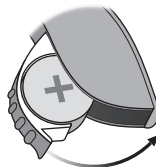
Tip:
Wait 2 minutes so that the battery can draw air, to make sure to function optimally.

3. Insert



Insert the new battery into the battery drawer. Make sure the + side faces up.

4. Close



Close the battery drawer. The hearing aid will play a jingle through the earpiece. Hold the earpiece close to your ear to hear the jingle.

Tip



The MultiTool can be used for battery change. Use the magnetic end to remove and insert batteries.

The MultiTool is provided by your hearing care professional.

Caring for your hearing aid

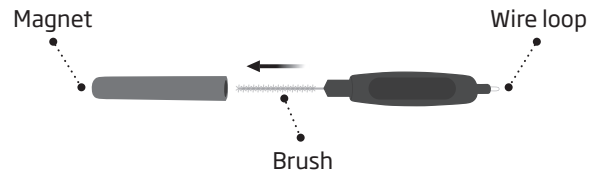
When handling your hearing aid, hold it over a soft surface to avoid damage if you drop it.

IMPORTANT NOTICE

Use a soft, dry cloth to clean the hearing aid. It must never be washed or immersed in water or other liquids.

MultiTool for handling batteries and cleaning

The MultiTool contains a magnet which makes it easier to replace the battery in the hearing aid. It also contains a brush and a wire loop for cleaning and removing ear wax. If you need a new MultiTool please contact your hearing care professional.



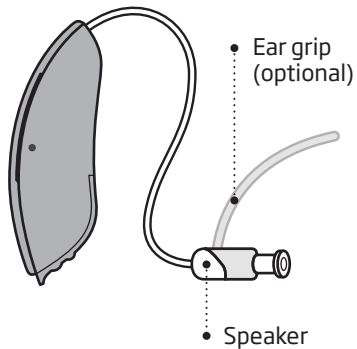
IMPORTANT NOTICE

The MultiTool has a built-in magnet. Keep the MultiTool 30 cm away from credit cards and other magnetically sensitive devices.

Put on the hearing aid

The speaker brings the sound into your ear. The speaker should always be used with an earpiece attached. Use only parts designed for your hearing aid.

If the speaker has an ear grip, place it in the ear so it follows the contour of the ear (see step 3).

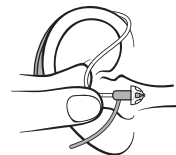


Step 1



Place the hearing aid behind your ear.

Step 2



Hold the bend of the speaker wire between your thumb and index finger. The earpiece should point towards the ear canal opening.

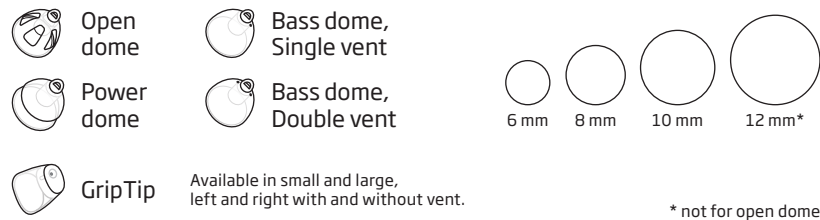
Step 3



Gently push the earpiece into your ear canal until the speaker wire sits close against the side of your head.

Standard earpieces: dome or Grip Tip

Both domes and Grip Tip are made of soft rubber material. There are 4 different types of domes. Check your dome type and size below.



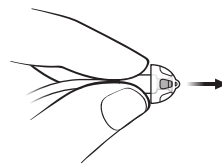
IMPORTANT NOTICE

If the earpiece is not on the speaker when removed from the ear, the earpiece might still be in the ear canal. Consult your hearing care professional for further instructions.

Replace dome or Grip Tip

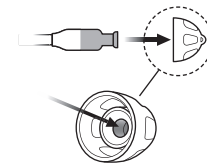
The dome or Grip Tip should not be cleaned. When it is more or less filled with wax, replace it with a new one.

Step 1



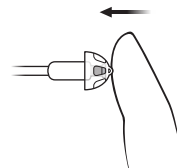
Hold on to the speaker and then pull off the earpiece.

Step 2



Insert the speaker exactly into the middle of the earpiece to obtain a firm attachment.

Step 3



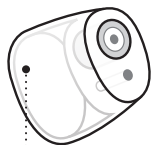
Push firmly to ensure that the earpiece is fastened securely.

Customised earpieces: Micro mould and LiteTip

There are 2 different types of moulds: Micro mould and LiteTip. The moulds are customised for your ear shape.



• Micro mould



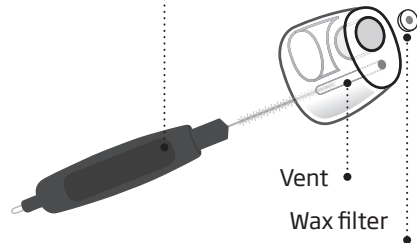
• LiteTip

Clean the Micro mould or LiteTip

The earpiece should be cleaned regularly.

The wax filter in the earpiece should be replaced when clogged or when the hearing aid does not sound normal.

The vent is cleaned by pressing the brush through the hole, twisting it slightly.



IMPORTANT NOTICE

Always use the same type of wax filter as was originally supplied with the hearing aid. If you are in any doubt about the use or replacement of wax filters, contact your hearing care professional.

Optional features and accessories

The features and accessories described on the following pages are optional. Please contact your hearing care professional to find out how your hearing aid is programmed.

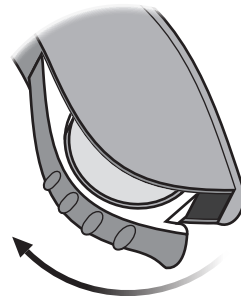
If you experience difficult listening situations, a special program may be helpful. These are programmed by your hearing care professional.

Write down hearing situations where you may need help.

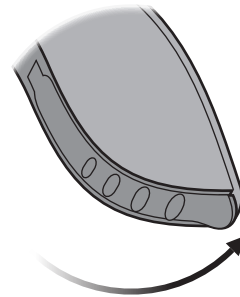
Quick reset

If you wish to return to the standard settings of the hearing aid programmed by your hearing care professional, simply open and then close the battery drawer.

Open



Close







Change programs or volume

If you have Connectline Streamer or Remote Control, you can change programs and adjust the volume of your hearing aid.

Your hearing aid can have up to 4 different programs. These are programmed by your hearing care professional.

Please contact your hearing care professional for more information.

To be filled out by the hearing care professional

Program	Sound you will hear when activated	When to use
1	 "1 beep"	
2	 "2 beeps"	
3	 "3 beeps"	
4	 "4 beeps"	

Wireless accessories

As an enhancement to your wireless hearing aid a broad range of wireless accessories are available.

ConnectLine

ConnectLine is a family of products that allows you to receive audio signals from TVs, phones, music players, PCs or an external microphone wirelessly through your hearing aid.

Remote Control

Remote Control offers the ability to change program, adjust volume or mute your hearing aid.

For more information, please contact your hearing care professional or visit:
www.oticon.global

Warnings

You should familiarise yourself fully with the following general warnings before using your hearing aid for your personal safety and to ensure correct use.

Please note that a hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Furthermore, note that in most cases, infrequent use of a hearing aid does not permit a user to attain full benefit from it.

Consult your hearing care professional if you experience unexpected operations or events with your hearing aid.

Usage of hearing aids

Hearing aids should be used only as directed and adjusted by your hearing care professional. Misuse can result in sudden and permanent hearing loss.

Never allow others to wear your hearing aid as incorrect usage could cause permanent damage to their hearing.

Choking hazards & risk of swallowing batteries

Hearing aids, their parts, and batteries should be kept out of reach of children and anyone who might swallow these items, or otherwise cause injury to themselves.

Batteries have occasionally been mistaken for pills. Therefore, check your medicine carefully before swallowing any pills.

Most hearing aids can be supplied with a tamper-resistant battery drawer upon request. This is strongly recommended for infants, small children and people with learning difficulties.

Children younger than 36 months must always use a tamper-resistant battery drawer. Please talk to your hearing care professional about the availability of this option.

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

Battery use

Always use batteries recommended by your hearing care professional. Batteries of low quality may leak and cause bodily harm.

Never attempt to recharge your batteries and never dispose of batteries by burning them. There is a risk that the batteries will explode.

Dysfunction

Be aware of the possibility that your hearing aid may stop working without notice. Keep this in mind when you depend on warning sounds (e.g. when you are in traffic). The hearing aids may stop functioning, for instance if the batteries have expired or if the tubing is blocked by moisture or ear wax.

Active implants

Caution must be taken with active implants. In general, follow the guidelines recommended by manufacturers of implantable defibrillators and pacemakers regarding use with mobile phones and magnets.

The MultiTool (which has a built-in magnet) should be kept more than 30 cm away from the implant, e.g. do not carry it in a breast pocket.

Warnings

If you have an active brain implant, please contact the manufacturer of your implantable device for information about the risk of disturbance.

X-ray/CT/MR/PET scanning and electrotherapy

Remove your hearing aid before X-ray/CT/MR/PET scanning, electrotherapy, surgery etc. as your hearing aid may be damaged when exposed to strong fields.

Heat and chemicals

The hearing aid must never be exposed to extreme heat e.g. left inside a parked car in the sun.

The hearing aid must not be dried in microwave ovens or other ovens.

The chemicals in cosmetics, hairspray, perfume, aftershave lotion, suntan lotion and insect repellent can damage the hearing aid. Always remove your hearing aid before applying such products and allow time to dry before use.

Possible side effects

Hearing aids, moulds or domes may cause an accelerated accumulation of ear wax.

The otherwise non-allergenic materials used in hearing aids may in rare cases cause a skin irritation or other side effects.

Please seek consultation with a physician if these conditions occur.

Interference

The hearing aid has been thoroughly tested for interference, according to the most stringent international standards. However, interference between the hearing aid and other devices (e.g. some mobile telephones, citizens band systems and shop alarm systems and other devices) may occur. If this occurs, increase the distance between the hearing aid and the interfering device.

Connection to external equipment

The safety of the hearing aid when connected to external equipment (via auxiliary input cable, via USB cable, or directly), is determined by the external equipment. When connected to external equipment plugged into a wall outlet, this equipment must comply with IEC-60065, IEC-60950 or equivalent safety standards.

Troubleshooting guide

Symptom	Possible causes	Solutions
No sound	Dead battery	Replace the battery
	Clogged speaker or earpieces (dome, Grip Tip, Micro mould or LiteTip)	Clean mould
		Consider replacing wax filter, Grip Tip or dome
Intermittent or reduced sound	Clogged sound outlet	Clean mould or replace wax filter, Grip Tip or dome
	Moisture	Wipe battery with a dry cloth
	Dead battery	Replace the battery
Squealing noise	Hearing aid earpiece inserted incorrectly	Re-insert hearing aid
	Ear wax accumulated in ear canal	Have ear canal examined by your doctor

If none of the above solutions work, consult your hearing care professional for assistance.

Water resistant

Your hearing aid is water resistant which means it is designed to be worn in all daily life situations. Therefore you do not have to worry about sweat or getting wet in a rain shower. Should your hearing aid come in contact with water and stop working, please follow these guidelines:

1. Gently wipe off any water
2. Open the battery drawer and remove the battery and gently wipe off any water in the battery drawer
3. Let the hearing aid dry with the battery drawer left open for approximately 30 minutes
4. Insert a new battery

IMPORTANT NOTICE

Do not wear your hearing aid while showering or participating in water activities. Do not immerse your hearing aid in water or other liquids.

Conditions of use

Operating conditions	Temperature: +1°C to +40°C Relative humidity: 5% to 93%, non-condensing
Storage and transport conditions	Temperature and humidity should not exceed the following limits for extended periods during transportation and storage: Temperature: -25°C to +60°C Relative humidity: 5% to 93%, non-condensing

Technical information

The hearing aid contains a radio transmitter using short range magnetic induction technology working at 3.84 MHz. The magnetic field strength of the transmitter is $< -42 \text{ dB}\mu\text{A/m}$ at a 10 meter distance.

The hearing aid complies with international standards concerning radio transmitters, electro-magnetic compatibility and human exposure.

Due to the limited space available on the hearing aid all relevant approval markings are found in this document.

USA and Canada

The hearing aid contains a radio module with the following certification ID numbers:

FCC ID: U28FU2DRIT
IC: 1350B-FU2DRIT

The device complies with Part 15 of the FCC Rules and with Industry Canada's licence-exempt RSSs.

Operation is subject to the following two conditions:

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

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This Class B digital apparatus complies with Canadian ICES-003.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined

by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the manufacturer or an experienced radio/TV technician for help.

The manufacturer declares that this hearing aid is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

Declaration of Conformity is available from the manufacturer.



Manufactured by:
Oticon A/S
Kongebakken 9
DK-2765 Smørum
Denmark
www.oticon.global

CE 0543









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



IP58

Australian Sponsor

Oticon Australia a division of Audmet Australia
Suite 4, Level 4, Building B
11 Talavera Road
North Ryde NSW 2113

Description of symbols used in this booklet	
	Warnings Text marked with a warning symbol must be read before using the device.
	Manufacturer The device is produced by the manufacturer whose name and address are stated next to the symbol. Indicates the medical device manufacturer, as defined in EU Directives 90/385/EEC, 93/42/EEC and 98/79/EC.
	CE mark The device complies with Medical Device Directive 93/42/EEC. The four digits number indicates the identification of the notified body.
	Electronic waste (WEEE) Recycle hearing aids, accessories or batteries according to local regulations. Hearing aid users can also return electronic waste to their hearing care professional for disposal. Electronic equipment covered by Directive 2012/19/EU on waste and electrical equipment (WEEE).
	Regulatory Compliance Mark (RCM) The device complies with electrical safety, EMC and radio spectrum requirements for devices supplied to the Australian or New Zealand market.
	IP code Indicates the class of protections against harmful ingress of water and particulate matter according to EN 60529:1991/A1:2002. IP5X indicates dust protection. IPX8 indicates the protection against the effects of continuous immersion in water.

Description of symbols used on the regulatory packaging label



Keep dry

Indicates a medical device that needs to be protected from moisture.



Caution symbol

Consult instructions for use for warnings and cautions.



Catalogue number

Indicates the manufacturer's catalogue number so that the medical device can be identified.



Serial number

Indicates the manufacturer's serial number so that a specific medical device can be identified.

International warranty

Your hearing aid is covered by an international limited warranty issued by the manufacturer for a period of 12 months from the date of delivery to you. This limited warranty covers manufacturing and material defects in the hearing aid itself, but not in accessories such as batteries, tubing, speakers, earpieces and filters, etc. Problems from improper or incorrect handling or care, excessive use, accidents, repairs made by an unauthorized party, exposure to corrosive conditions, physical changes in your ear, damage due to foreign objects entering the device, or incorrect adjustments are NOT covered by the limited warranty and may void it. Under this warranty, the manufacturer

will choose, in its sole discretion, whether to repair the hearing aid, or replace it with an equivalent model. The above warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods. Your hearing care professional may have issued a warranty that goes beyond the clauses of this limited warranty. Please consult him/her for further information.

If you need service

Take your hearing aid to your hearing care professional, who may be able to sort out minor problems and adjustments immediately. Your hearing care professional can assist you to obtain warranty service from the manufacturer. Your hearing care professional may charge a fee for their services.

Australia only

The rights given under this warranty are in addition to other rights and remedies under a law in relation to the good or services to which the warranty relates to. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Australian customers should contact Oticon Australia at Suite 4, Level 4, Building B, 11 Talavera Road, North Ryde NSW 2113, telephone 1800 633 738 if you have any questions regarding this warranty.

Warranty

Certificate

Name of owner: _____

Hearing care professional: _____

Hearing care professional's address: _____

Hearing care professional's phone: _____

Purchase date: _____

Model left: _____ Serial no.: _____

Model right: _____ Serial no.: _____

Settings overview for your hearing aid				
Left			Right	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Volume control	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Program shift	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Mute	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Volume control indicators				
<input type="checkbox"/> On	<input type="checkbox"/> Off	Beeps at min /max volume	<input type="checkbox"/> On	<input type="checkbox"/> Off
<input type="checkbox"/> On	<input type="checkbox"/> Off	Clicks when changing volume	<input type="checkbox"/> On	<input type="checkbox"/> Off
<input type="checkbox"/> On	<input type="checkbox"/> Off	Beeps at preferred volume	<input type="checkbox"/> On	<input type="checkbox"/> Off
Battery indicators				
<input type="checkbox"/> On	<input type="checkbox"/> Off	Low battery warning	<input type="checkbox"/> On	<input type="checkbox"/> Off

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oticon
life-changing **technology**