

# Oticon ♦ Epoq

## INSTRUCTIONS FOR USE



**CIC, MIC, ITC, ITE**

## Thank you

Thank you for choosing our product as your means to better hearing.

To support your efforts, we have put great care and attention into making sure that your new hearing instruments are of the highest quality and that they are easy to use and maintain.

We recommend that you read this manual carefully to achieve the maximum benefit of your new hearing instruments.

Congratulations on your decision to actively improve your hearing with today's most advanced hearing technology in the market.

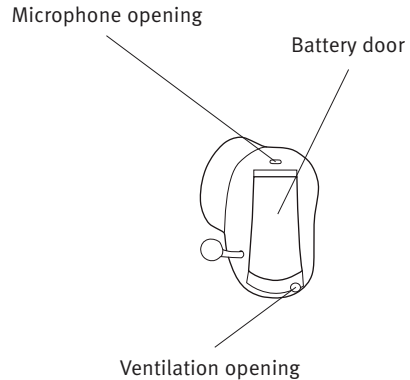
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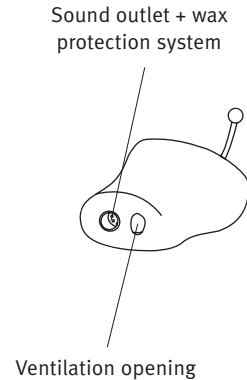
### **IMPORTANT NOTICE**

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

### **Instrument View CIC/MIC**



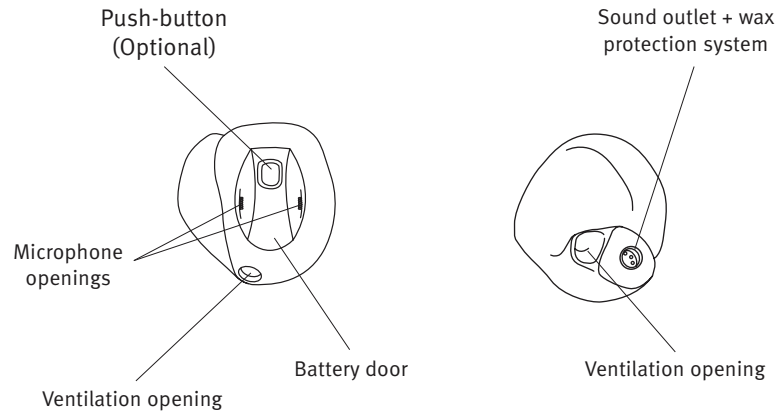
Battery size: 10



### **IMPORTANT NOTICE**

Open the battery compartment fully to allow air to circulate whenever you are not using your hearing instrument, especially at night!

### **Instrument View ITC**

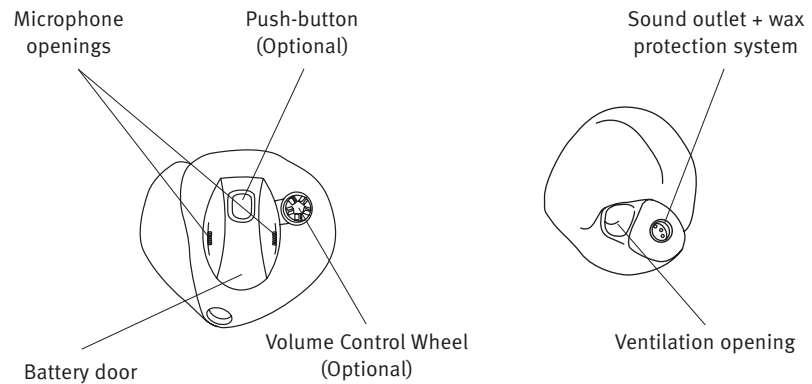


Battery size: 312

### **IMPORTANT NOTICE**

Open the battery compartment fully to allow air to circulate whenever you are not using your hearing instrument, especially at night!

### **Instrument View ITE**



Battery size: 312

### **IMPORTANT NOTICE**

Open the battery compartment fully to allow air to circulate whenever you are not using your hearing instrument, especially at night!

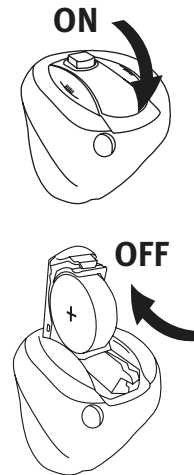
## **Turning your instruments ON and OFF**

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

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

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

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

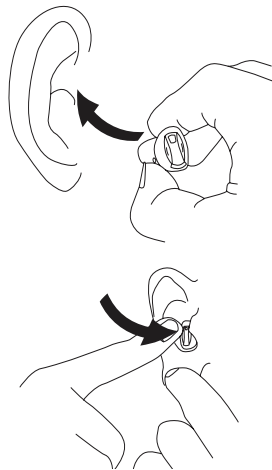


## Inserting your hearing instruments

Place the tip of the hearing instrument in your ear canal.

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

*DO NOT use the battery door as a handle to insert or remove your instruments. It is not designed for this purpose.*

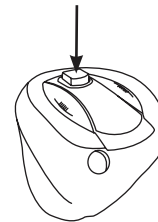


## Programs (Optional)

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





Push briefly on the button to switch to the next programme.

A push will go forwards in the programme cycle e.g from P1->P2. When the highest numbered programme is reached, the cycle starts from programme one again.



Your hearing instrument can have up to 4 different programs.

When switching between the different programs, your hearing instrument will beep.  
The number of beeps will indicate which program you are using.

	One beep, when you switch to programme 1
	Two beeps, when you switch to programme 2
	Three beeps, when you switch to programme 3
	Four beeps, when you switch to programme 4

Below you can see a description of the programs available in your hearing instrument.

Prg. 1: \_\_\_\_\_

Prg. 2: \_\_\_\_\_

Prg. 3: \_\_\_\_\_

Prg. 4: \_\_\_\_\_

#### **Using 2 instruments**

For ease of use, the push button can be programmed to change to the equivalent program in the other instrument also, by using the wireless communication between the instruments. This is referred as binaural interchange.

Binaural Interchange enabled.

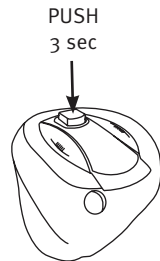


## Standby

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

To reactivate the instrument, push the button briefly again.

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

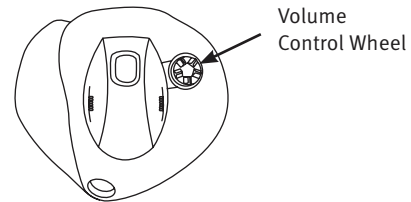


### IMPORTANT NOTICE

Do not use the stand-by function as a switch off as the hearing aid still draws current from the battery in this mode.

## Volume Control (Optional for ITE only)

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



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

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

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

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

### **Using 2 instruments**

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

Binaural Interchange enabled.

## Changing batteries

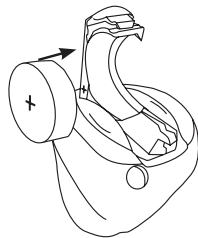
The correct battery size appears in the instrument overview in the first section of this document.

A worn out battery should be removed immediately.

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

To replace the battery, follow these instructions:

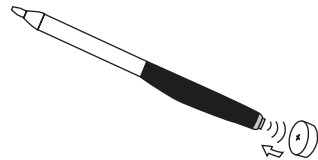
- Open the battery door with your fingernail and remove the old battery.
- Remove the sticky label from the + side of the new battery.



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

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

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



## Telecoil (Optional)



The telecoil is a receiver for audio signals transmitted from an inductive loop installation. The telecoil is meant for telephone conversations and for loop systems in e.g. theatres, churches or lecture rooms.

The telecoil is activated by the push-button. When activated, you will hear a certain number of beeps corresponding to the telecoil program.

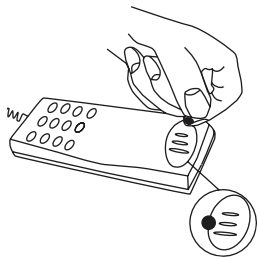
See “Programs” for where the telecoil programme is placed.

## Auto Phone (Optional)

The hearing instrument may have a built-in Auto Phone functionality. When the hearing instrument is close to a telephone receiver, the Auto Phone will activate a Phone Program. When the Phone Program is activated you will hear a number of beeps.

When you end your telephone conversation, the hearing instrument will automatically return to the previous program.

Not all telephones can activate the Auto Phone. The telephone receiver may need to have a special magnet fitted. Please follow the separate instructions for mounting the magnet, which is available from your Hearing Care Professional.



## WARNING

If you use an Autophone magnet:

- Keep magnets out of reach of children and pets. If a magnet is swallowed, see a doctor immediately.
- Do not wear the magnet in a breast pocket and always keep it 30 cm away from active implantable devices.
- Preferably, use the telephone with magnet on the opposite side than a pacemaker or other active implantants.
- Keep the magnet 30 cm away from credit cards and other magnetically sensitive devices.

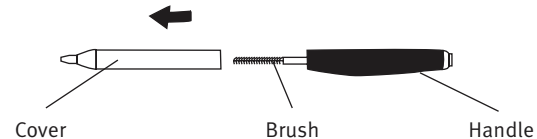
## Daily care of your hearing instruments

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

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

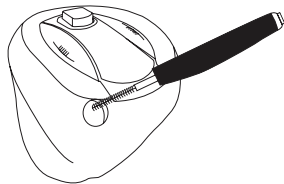
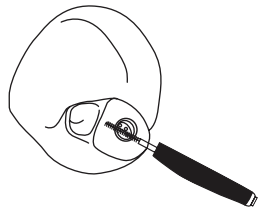
## Cleaning the instrument

A range of cleaning tools is prepared for the special purpose of cleaning the instruments. These should be used to ensure the best care and performance of your hearing instruments.



### Here is how . . .

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

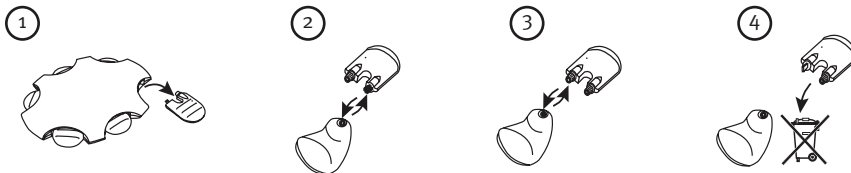


The hearing instrument itself must **never** be washed or immersed in water or other liquids!

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

## How to change NoWax

1. Remove the tool from the shell. The tool has two arms, one with the new filter and one with the removal tool.
2. Push the removal tool into the existing waxfilter and remove the used filter from the hearing aid.
3. Push the new filter into the hearing aid.
4. Throw out the used tool.



## Avoiding heat, humidity and chemicals

Your hearing instrument must never be exposed to extreme heat e.g. left inside a parked car in the sun. They must never be exposed to a lot of moisture e.g. steam baths, showers or heavy rain. Nor must they be dried in microwave ovens or other ovens.

Wipe the batteries carefully if moisture is present as it may affect their performance. Using an anti-humidity kit can help to avoid these problems and may even extend the life of your hearing instrument. Consult your Hearing Care Professional for further advice.

The chemicals in cosmetics, hairspray, perfume, after shave lotion, suntan lotion and insect repellent can damage your hearing instrument. You should always remove your hearing instrument before applying such products and allow time for the product to dry before reinserting your hearing instrument. If you use lotion, be sure to wipe your hands dry before putting on your hearing instrument.



## Using your hearing instrument

It takes time to adjust to a new hearing instrument. How long this adjustment takes differs from person to person. It will depend on a number of factors, such as whether you have had a hearing instrument before and the degree of your hearing loss.

### Seven easy steps to better hearing

#### 1. In the quiet of your home

Try to accustom yourself to all the new sounds. Listen to the many background sounds and try to identify each sound. Bear in mind that some sounds will seem different from what you are used to. You may have to learn to identify them again. Note that in time you will get accustomed to the sounds in your environment – if not please contact your Hearing Care Professional.

If using the hearing instrument makes you tired, take them off for a little while and have a rest. Gradually, you will begin to be able to listen for longer periods of time. Soon, you will be able to wear your hearing instrument comfortably all day long.

#### 2. Conversation with another person

Sit with someone else in a quiet room. Face each other so you can read facial expressions easily. You may experience new speech sounds, which can seem a little disturbing in the beginning. However, after the brain has adapted to the new speech sounds, you should hear speech clearer.

#### 3. Listen to radio or TV

When listening to the TV or the radio, start out by listening to news commentators since they usually speak clearly, then try other TV programs.

If you find it difficult to listen to TV or radio, your Hearing Care Professional should be able to give you advice on available accessories to enhance your listening capabilities for TV and radio.

#### **4. In group conversations**

Group situations are usually accompanied by a greater degree of background noise, and are, therefore, naturally more difficult to cope with. In such situations, therefore, focus your attention on the person you want to hear. If you miss a word, ask the speaker to repeat.

#### **5. Telecoil use in church, theatre, or cinema**

An increasing number of churches, theatres and public buildings often have loop systems installed. These systems send out wireless sound to be received by the telecoil in your hearing instrument. Typically, a sign will let you know whether the place has a telecoil. Ask your Hearing Care Professional for details.

#### **6. Using the telephone**

When using the telephone tilt the receiver edge lightly on your cheek-bone in order to let the sound flow directly into the hearing instrument microphone opening. This way, the hearing instrument will not whistle and you ensure the best conditions to understand the conversation. When you have the receiver in this position, remember to speak directly into the microphone on the telephone in order to ensure good understanding in the opposite “end of the line”.

If your hearing instrument has a telecoil (and your telephone has a built in tele-loop) you can switch into telecoil program in order to improve the sound reception further.

Remember that the telecoil in hearing instrument may pick up disturbing signals from electronic devices, such as a fax machines, computers, televisions or similar. Make sure that the hearing instrument has a distance of 2–3 meters to such devices when using the telecoil program.

## **7. Wireless and mobile phones**

Your hearing instrument is designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However not all mobile phones are hearing instrument compatible. The varying degree of disturbance can be due to the nature of your particular mobile phone.

If you find it difficult to obtain a good result while using your mobile telephone, your Hearing Care Professional should be able to give you advice on available accessories to enhance listening capabilities.

### **Use your hearing instruments all day long**

The best way to ensure better hearing is to practice listening until you can wear your hearing instruments comfortably all day. In most cases, infrequent use of a hearing instrument does not give you the full benefit. In most cases, you will not get the full benefit of the hearing instruments if you use them infrequently.

Your hearing instruments will not restore normal hearing. Nor will they prevent or improve a hearing impairment resulting from a physiological condition. What they will give you, however, is help towards making better use of the hearing ability that you have. If you have two hearing instruments always wear both.

### **The most important benefits of wearing two hearing instruments are:**

- Your ability to localize sounds will improve.
- It will be easier to understand speech in noisy surroundings.
- You will experience a fuller, more comfortable sound picture.

<b>Common problems and their solutions</b>		
<b>Symptom</b>	<b>Possible causes</b>	<b>Solutions</b>
<b>No sound</b>	Worn-out battery	Change battery <span style="float: right;">pg. 20</span>
	Clogged sound outlet	Clean sound outlet or change NoWax <span style="float: right;">pg. 28 &amp; 30</span>
<b>Intermittent or reduced sound</b>	Clogged sound outlet	Clean sound outlet or change NoWax <span style="float: right;">pg. 28 &amp; 30</span>
	Moisture	Wipe battery and instrument with dry cloth <span style="float: right;">pg. 31</span>
	Worn-out battery	Change battery <span style="float: right;">pg. 20</span>
<b>Squealing noise</b>	Hearing instrument inserted improperly	Reinsert hearing instrument <span style="float: right;">pg. 12</span>
	Ear wax accumulated in ear canal	Have ear canal examined by your doctor

*If none of the above solutions solves the problem, ask your Hearing Care Professional for assistance.*

## **International Warranty**

Oticon hearing instruments are covered by a limited warranty issued by the manufacturer for a period of 12 months from the date of delivery. This limited warranty covers manufacturing and material defects in the hearing instrument itself, but not accessories such as batteries, tubing, earwax filters etc.

Problems arising from improper handling or care, excessive use, accidents, repairs made by an unauthorized party, exposure to corrosive conditions, physical changes in your ear, damage due to foreign objects entering the device, or incorrect adjustments are NOT covered by the limited warranty and may void it.

The above warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods. Your Hearing Care Professional may have issued a warranty that goes beyond the clauses of this limited warranty. Please consult him/her for further information.

## **If you need service**

Take your hearing instrument to your Hearing Care Professional, who may well be able to sort out minor problems and adjustments on the spot.

## Warranty Certificate

Name of Owner: \_\_\_\_\_

Dispenser: \_\_\_\_\_

Dispenser Address: \_\_\_\_\_

Dispenser Phone: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

Warranty Period: \_\_\_\_\_ Month: \_\_\_\_\_

Model Left: \_\_\_\_\_ Serial no.: \_\_\_\_\_

Model Right: \_\_\_\_\_ Serial no.: \_\_\_\_\_

Battery Size: \_\_\_\_\_

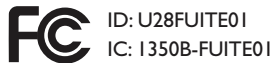
## Product approval, precautions and markings

The hearing instrument contains a radio transmitter (*not applicable to MIC and CIC instruments*) using short range magnetic induction technology working at 3.84 MHz. The magnetic field strength of the transmitter is  $< -42 \text{ dB}\mu\text{A/m @ 10m}$ .

The emission power from the radio system is well below international emission limits for Human Exposure. For comparison, the radiation of the hearing instrument is lower than unintended electromagnetic radiation from for example halogen lamps, computer monitors, dishwashers etc. The hearing instrument complies with international standards concerning Electromagnetic Compability.

Due to the limited size available on the instruments all relevant approval markings are found in this document.

The hearing instrument contains a module with:



The device complies with Part 15 of the FCC rules and RSS-210 of Industry Canada.

Operation is subject to the following two conditions:

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

Changes or modifications made to the equipment not expressly approved by Oticon may void the FCC's authorization to operate the equipment.

908 67 410 00 / 06.09

## Warnings

You should familiarise yourself fully with the following general warnings and the entire contents of this booklet before using your hearing instruments.

Hearing instruments and batteries can be dangerous if swallowed or used improperly. Such actions can result in severe injury, permanent hearing loss, or can even be fatal.

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

- Batteries have occasionally been mistaken for pills. Therefore check carefully your medicine before swallowing any pills.
- Never put your hearing instruments or batteries in your mouth for any reason, as they are slippery and could be swallowed by accident.
- Most Oticon hearing instruments can be supplied with a tamper-resistant battery compartment upon request. This is strongly recommended for infants, small children, and people with learning difficulties.

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

#### **Usage of hearing instruments**

- Hearing instruments should be used only as directed and adjusted by your hearing care professional. Misuse can result in sudden and permanent hearing loss.
- Never allow others to wear your hearing instruments as incorrect/wrongful usage could cause permanent damage to their hearing.

#### **Battery use**

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



**Dysfunction in hearing instruments**

- Hearing instruments may stop functioning, for instance if the batteries have expired or if the tubing is blocked by moisture or earwax. You should be aware of this possibility, in particular when you are in traffic or otherwise dependent on warning sounds.

**Interference**

- Your hearing instrument has been thoroughly tested for interference, according to the most stringent international standards. But new technical developments constantly bring new products into society, and some may emit electromagnetic radiation, leading to unforeseen interference in hearing instruments. Examples include induction cooking appliances, shop alarm systems, mobile telephones, fax machines, personal computer devices, X-rays, Computer tomography etc.

- Your hearing instruments are designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However, Epoq hearing instrument may cause interference with other medical devices. Such interference can also be caused by radio signals, power line disturbances, airport metal detectors, electromagnetic fields from other medical devcies and eletrostatic discharges.

**Possible side effects**

- Hearing instruments may cause an accelerated accumulation of cerumen (ear wax).
- The otherwise non-allergenic materials used in hearing instruments may in rare cases cause a skin irritation.

*Consult a doctor if you experience any of these side effects.*

### Wax protection system

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

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

908 67 410 00 / 06.09

Hereby, we declare that this hearing instrument is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. Declaration of conformity is available at:

Oticon A/S  
Kongebakken 9  
DK-2765 Smørum  
Denmark  
[www.oticon.com](http://www.oticon.com)

908 67 410 00 / 06.09

CE 0543 0682



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



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