



Get Started on Your Hearing Journey

**OTICON USER
HANDBOOK**

oticon
life-changing technology

GETTING STARTED WITH YOUR HEARING AIDS

Did you know?

Our ears pick up sounds while our brain gives meaning to what we hear. As we regain our hearing sensitivity through hearing aids, the brain begins to relearn to process these sounds and give meaning to them.

What's next?

For the first few weeks, you will hear speech and environmental sounds louder than before. You might even hear sounds that you have been missing, such as birds chirping, fan whirring and many more!

It takes time for the ears and brain to get used to these new sounds. As you focus on the important ones like speech, your brain is learning to filter out the background noise.

Tips

1. Start by using your hearing aids in a quiet and comfortable environment, e.g. your home
2. Reconnect with your family and friends over the phone or a cup of coffee
3. Explore livelier places at your comfort and experience what your hearing aids can do

Checklist

- Ensure that the ear piece is well-inserted in the ears
- Clock a minimum of 4-6 hours/day for the first month
- Increase usage to 8-10 hours/day as you get comfortable with the hearing aid sounds
- Identify 2-3 new sounds from the environment each week

The more you use your hearing aids, the faster you will hear comfortably and clearly.

Some people adapt to hearing instruments within a day or two. For others, it can take a couple of weeks.

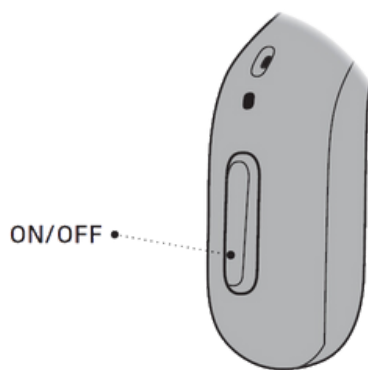
USAGE AND MAINTENANCE

TURNING YOUR HEARING AID ON AND OFF



Rechargeable Hearing Aids

Turn your rechargeable hearing aid ON



1. Press and hold the push-button for 2 seconds until the LED light turns **GREEN**.

Turn your rechargeable hearing aid OFF

1. Press and hold the push-button for approximately 3 seconds until the LED light turns **ORANGE**.

*Note: The hearing aids automatically turn on when removed from a **powered** charger. The hearing aids automatically turn off when placed in a **powered** charger.

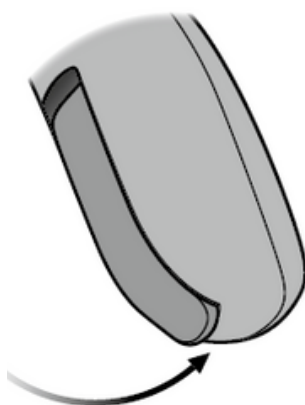
The charger is the best place to store the hearing aids. Place the hearing aids in the charger any time the hearing aids are not in use.

Non-Rechargeable Hearing Aids

Turn your non-rechargeable hearing aid ON

1. Close the battery drawer completely with the battery in place.

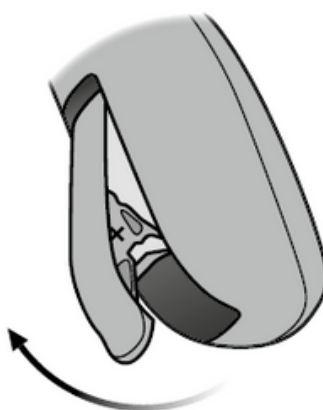
Turn ON
Close the
battery drawer
with the battery
in place.



Turn your non-rechargeable hearing aid OFF

1. Open the battery drawer completely to turn off the instrument.

Turn OFF
Open the
battery drawer.

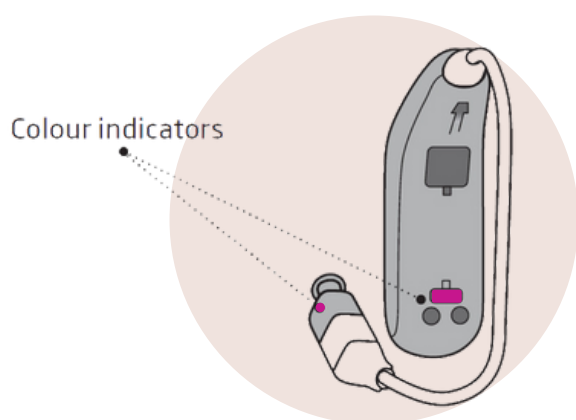


HOW TO WEAR YOUR HEARING AIDS

Behind The Ear Hearing Aids

How to identify the correct side of the hearing aid?

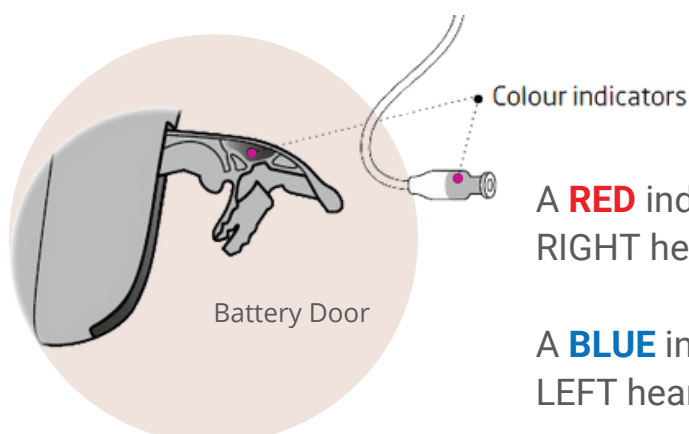
Rechargeable hearing aids



A **RED** indicator marks the RIGHT hearing aid.

A **BLUE** indicator marks the LEFT hearing aid.

Non-rechargeable hearing aids



A **RED** indicator marks the RIGHT hearing aid.

A **BLUE** indicator marks the LEFT hearing aid.

How to put on the hearing aid?

Hearing Aids With Dome



1. Place the hearing aid behind your ear.



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



3. Gently push the earpiece into your ear canal until the thin tube sits close against the side of your head.

Hearing Aids With Mould



1. Gently pull ear outwards and press the mould in the direction of the ear canal, twisting slightly.



2. Place the hearing instrument behind your ear.

In The Ear Hearing Aids



How to identify the correct side of the hearing aid?



For **IIC** or **CIC**, a **BLUE** shell, text, or dot identifies the **LEFT** hearing aid.



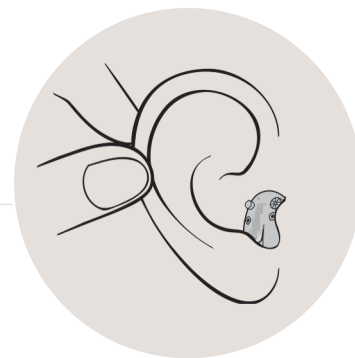
For **IIC** or **CIC**, a **RED** shell, text, or dot identifies the **RIGHT** hearing aid.

For other ITE hearing aids, the sides are differentiated by the colour of the wordings on the hearing aids.

How to put on an in-the-ear (ITE) hearing aid?



1. Hold the hearing aid with the colored dot face up. Place the tip of the hearing aid in your ear canal.



2. Gently pull your ear outwards and push the hearing aid into the ear canal, twisting slightly if necessary. Follow the natural contour of the ear canal.

HOW TO CHARGE YOUR HEARING AIDS

RECHARGEABLE HEARING AIDS



Desktop Charger

1

- Plug into the wall socket. The **GREEN** LED light on the back will light up.



2

- Place your hearing aids in charger
- Check to ensure the **RIGHT** hearing aid is placed into the slot next to the **RED** dot and the **LEFT** hearing aid into the slot next to the **BLUE** dot on the charger.



3

- Plug in the Dry-Cap UV. Place the Dry-Cap UV over the desktop charger. Press the left button (dry & clean mode) to disinfect and dry the hearing aids. Dry-Cap UV will turn off after 120 minutes.

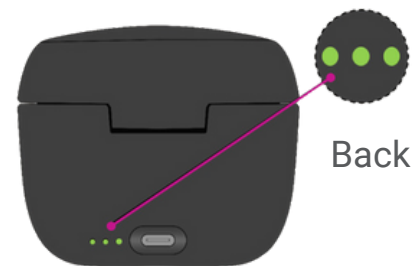


SmartCharger

1

- When unplugged, the LEDs show the charger's battery level, which you can check by opening the lid.

● ● ●	70 - 100% battery level
● ●	40-70% battery level
●	Less than 40% battery level
☀	Battery too low for a full charging cycle (blinking)



Back

2

- Place your hearing aids in charger
- Check to ensure the RIGHT hearing aid is placed into the slot next to the **RED** dot and the LEFT hearing aid into the slot next to the **BLUE** dot on the charger.
- Close the lid during charging. When you open the lid, the LEDs on your hearing aids light up to indicate their charging status.



Front

Charging Status

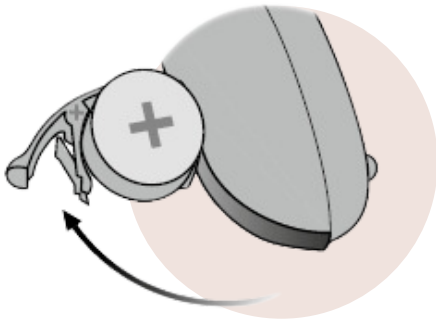
ORANGE = charging
GREEN = fully charged

*1 hour gives a full day charge for miniRITE

*3½ hours gives a full day charge for miniBTE R



NON-RECHARGEABLE HEARING AIDS



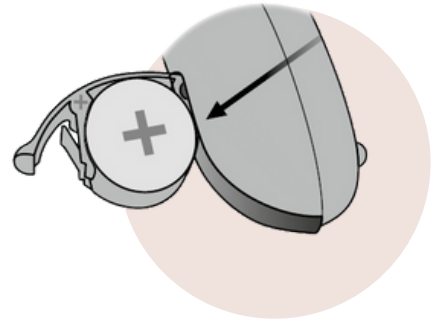
1. Fully open the battery drawer. Remove the depleted battery.



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

Care Tip

Wait about 5 minutes after removing the sticky label before inserting the new battery into the hearing aid. This allows the new battery to be fully activated before use, enhancing its capacity.



3. Insert the new battery into the battery drawer with the + side facing up. Close the battery drawer.



Maintenance Tip with a PerfectDry Lux®

a. Turn off the hearing aids (page 2,3) and put the hearing aids inside the PerfectDry Lux® every night. Press the button and it should flash **BLUE** for 30 minutes. Thereafter, it will turn off automatically.

b. This hearing aid dehumidifier system both disinfects and dries your hearing aids.

OTICON COMPANION APP

Pairing with iPhone

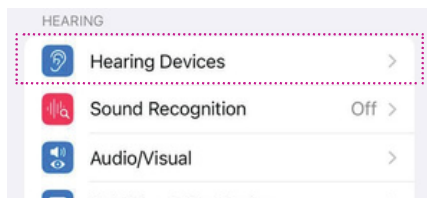
1. Download Oticon Companion app via the Apple App Store



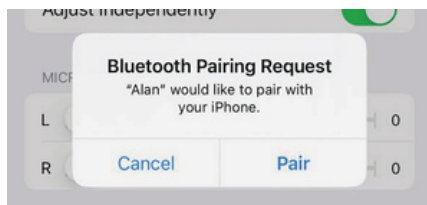
2. Turn Bluetooth on
3. Restart your hearing aids (refer to page 2 or 3)
4. Go to your phone's '**Settings**'
5. Select '**Accessibility**'



6. Select '**Hearing Devices**'



7. Select your hearing aid(s) and select '**Pair**'



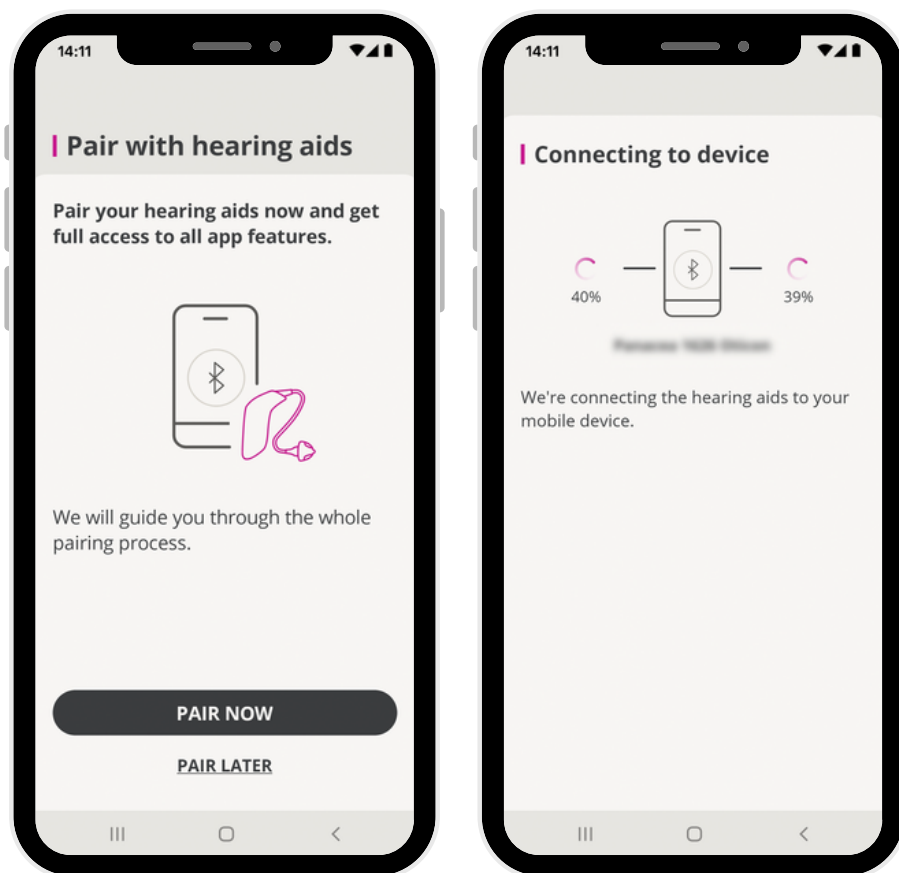
8. You should see '**Connected**' in blue if paired successfully
9. Return to Oticon Companion app once done

Pairing with Android

1. Download Oticon Companion app via the Google App Play Store



2. Open the Oticon Companion app
3. A hearing aid pairing notification should pop up
4. Restart your hearing aids (refer to page 2 or 3)
5. Select your hearing aid to pair, click '**Pair Now**'



OTICON COMPANION APP QUICK GUIDE



Toggle the arrow to switch between different programs.

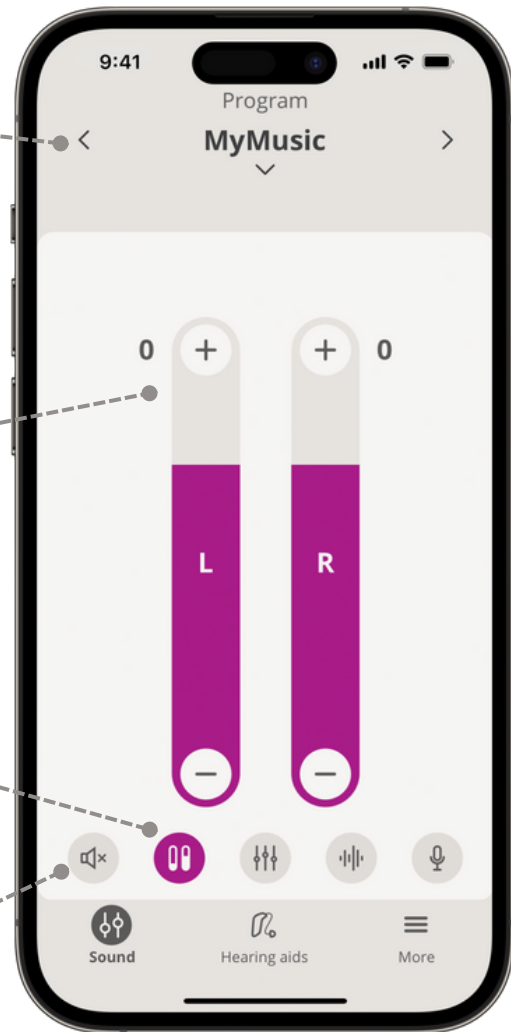
Volume Level Indication

The value '0' is the start-up volume as prescribed and set by your hearing professional.

Move the slider up and down to adjust the volume or, tap on the + or - buttons.

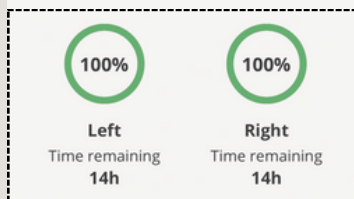
Tap the slider button to switch between the volume control in one or both hearing aids.

Tap the button to mute or unmute the hearing aid.



John's hearing aids

Battery level



Hearing Aid Battery Status.

Find my hearing aids

On a map you can see the location of your hearing aids.

Hearing Aid Locator.

Hearing aid updates

New update is available for your hearing aids.

GET STARTED WITH YOUR ACCESSORIES

INSTRUCTIONS



ConnectClip

Make and receive hands-free phone calls from your smartphone. Enjoy music in stereo from your digital devices.



Remote Control

Adjust the volume or change your hearing aid program easily.



TV Adapter

Connects to almost any audio device. Stream your favourite programs to your hearing aids.



ACCESSORIES QUICK GUIDE



ConnectClip



TV Adapter & Remote Control



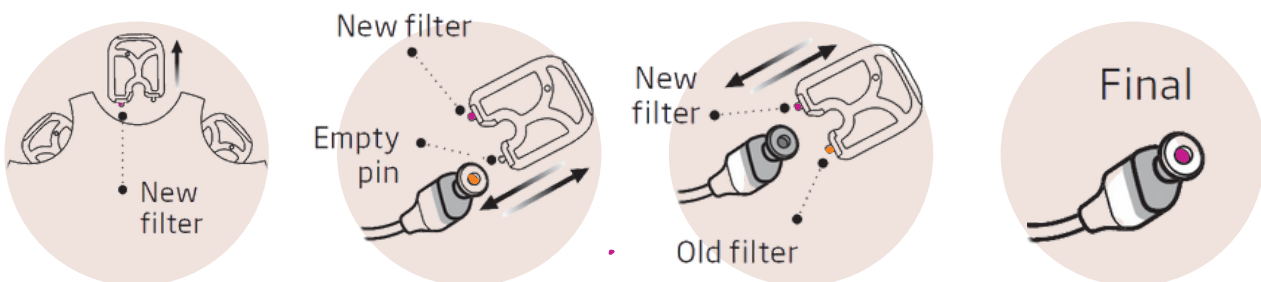
HEARING AIDS

MAINTENANCE TIPS

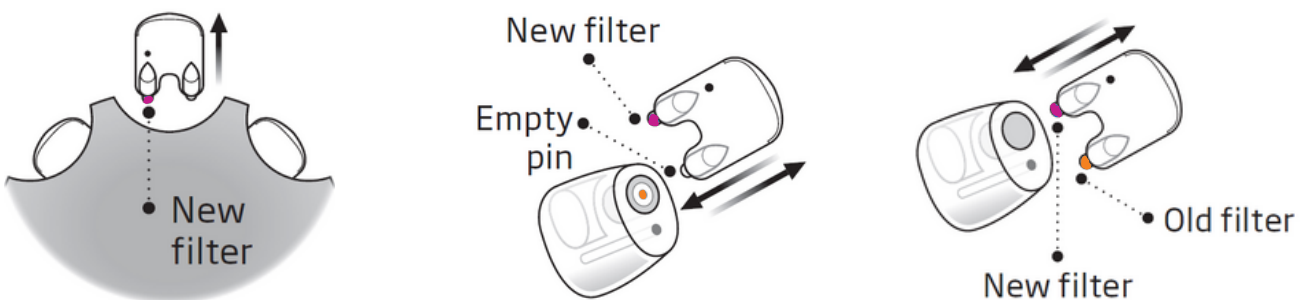
REPLACING OF WAX FILTERS



Hearing Aids with Dome



Hearing Aids with Micro Mould, Power Flex Mould and Microshell Detect



1. Remove the tool from shell. The tool has two pins, one empty for removal and one with the new wax filter.

2. Push the empty pin into the wax filter in the speaker and pull it out.

3. Insert the new wax filter using the other pin, remove the tool and throw it away.

Long-Term Storage

Before you put away or store the rechargeable hearing aid for a prolonged period of time (more than 14 days), ensure you first fully charge the hearing aid, and then turn it OFF (refer to page 2). Ensure that it is fully charged every 6 months.

For non-rechargeable hearing aids, remove the battery before you store it away for a prolonged period of time.

Other Hearing Aids Maintenance Tips

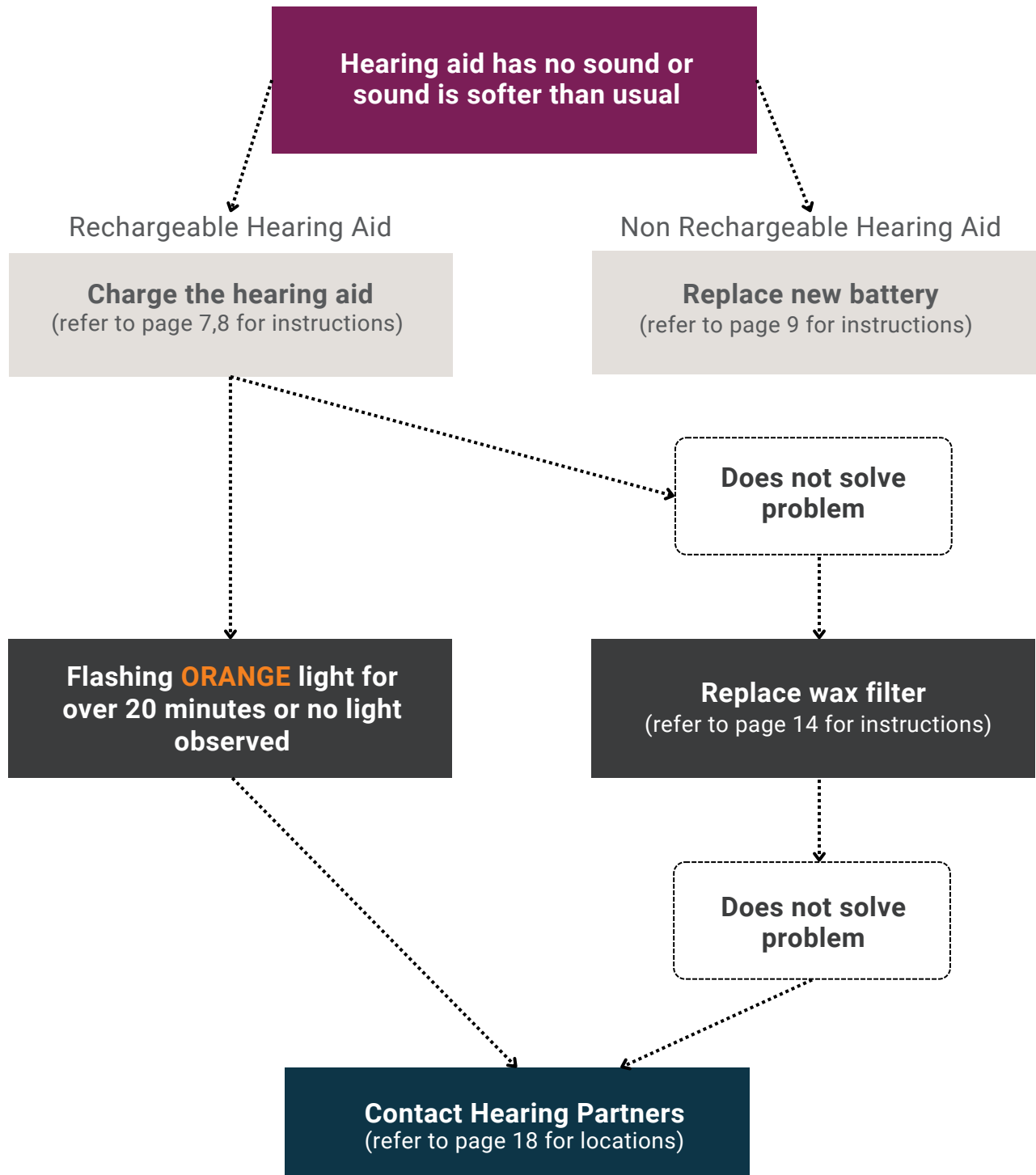
CLEANING THE HEARING AID



CLEANING OF HEARING AID MICROPHONE



TROUBLESHOOTING TIPS



OPTIMISING YOUR HEARING AID EXPERIENCE

Better every day

Your Oticon hearing aids can help improve your hearing in many situations. Yet there still might be times when you're challenged or could use tips to get the best possible experience – especially at the start. Getting used to hearing aids takes time. These tips can help you plan your days and get the most out of your hearing aids.

4 tips to help you reach your hearing potential

Be patient with yourself

- Allow time to get used to sounds you haven't heard in a while. Soft sounds like footsteps or the swish of clothing can be annoying at first, but will soon move into the background.
- Even your own voice may be different. This is normal and soon you won't notice it. Sing or read aloud to get use to your own voice quicker.

Set reasonable goals

- Try to use your hearing aids as much as possible throughout your day. Discuss specific goals and how to gradually increase your usage with your hearing care professional.
- Using the Oticon Companion App on your smartphone can help.

Use smart strategies for noisy occasions

- Choose cosy places with carpeting, low ceilings, and tablecloths – all of which dampen noise. Call ahead to get a quiet table against a wall or in a corner.
- Position yourself so you can clearly see people's facial expressions.

Involve supportive people

- Friends and family can help as you're adjusting – with conversation or joining you to try something new.
- Your hearing care professional is always there to answer questions or adjust the settings on your hearing aids.

OUR CENTRES

Ang Mo Kio

Block 722 Ang Mo Kio Ave 8 #01-2833
Singapore 560722
Mon-Tue, Thu-Sat 9.30am to 5.30pm

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Camden (Hearing & Balance Centre)

1 Orchard Boulevard #12-08
Camden Medical Singapore 248649
Mon-Fri 9.30am to 5.30pm
Sat 9.30am to 12.30pm

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Clementi

Block 320 Clementi Avenue 4 #01-43
Singapore 120320
Mon-Tue, Thu-Sat 9.30am to 5.30pm

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Farrer Park (Diagnostics Centre)

1 Farrer Park Station Road #16-12
Connexion, Singapore 217562
Mon-Fri 9.30am to 5.30pm
Sat 9.30am to 12.30pm

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Lucky Plaza (Diagnostics Centre)

304 Orchard Rd #05-46/47
Lucky Plaza, Singapore 238863
Mon-Fri 9.30am to 5.30pm
Sat 9.30am to 12.30pm

Parkway Parade

80 Marine Parade Road #03-11
Parkway Parade, Singapore 449269
Mon 2pm to 6pm
Tue-Sat 11am to 6pm

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Novena (Diagnostics Centre)

103/101 Irrawaddy Road #01-02/#16-14
Royal Square @ Novena, Singapore 329565
Mon-Fri 9.30am to 5.30pm
Sat 9.30am to 12.30pm

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Tampines

Blk 503 Tampines Central 1 #01-281
Singapore 520503
Mon-Tue, Thu-Sat 9.30am to 5.30pm

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Yishun

Block 925 Yishun Central 1 #02-227
Singapore 760925
Mon-Tue, Thu-Sat 9.30am to 5.30pm

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