

# Alta2 | Nera2 | Ria2

IIC-CIC-MIC-ITC-HS-FS



Instructions for use

**oticon**  
PEOPLE FIRST

## Model overview

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

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Oticon Alta2 Pro | <input type="checkbox"/> Oticon Nera2 Pro | <input type="checkbox"/> Oticon Ria2 Pro |
| <input type="checkbox"/> Oticon Alta2     | <input type="checkbox"/> Oticon Nera2     | <input type="checkbox"/> Oticon Ria2     |
| <br>                                      |   |  |
| <input type="checkbox"/> IIC              | Invisible-In-the-Canal                    |  |
| <input type="checkbox"/> IIC V2           | Invisible-In-the-Canal                    |  |
| <input type="checkbox"/> CIC              | Completely-In-the-Canal                   |  |
| <input type="checkbox"/> CIC V2           | Completely-In-the-Canal                   |  |
| <input type="checkbox"/> MIC              | Mostly-In-the-Canal                       |  |
| <input type="checkbox"/> ITC              | In-the-Canal                              |  |
| <input type="checkbox"/> HS               | Half-Shell                                |  |
| <input type="checkbox"/> FS               | Full Shell                                |  |

## 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 **Warnings section**. This will help you to achieve the full benefit of your new hearing aid.

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

| **About** | [Start up](#) | [Handling](#) | [Options](#) | [Warnings](#) | [More info](#) |

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

## Intended use

The hearing aid is intended to amplify and transmit sound to the ear and thereby compensate for impaired hearing within mild to severe hearing loss. The hearing aid is not intended to be used by infants/children < 36 months.

### IMPORTANT NOTICE

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

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## Identify your hearing aid style

For your in-the-ear instrument, there are several different styles and sizes. Please identify your style. This will make it easier for you to navigate through this booklet.

☐ **Size 10 battery**  
(IIC, CIC, ITC, HS)

☐ **Size 312 battery**  
(ITC, HS, FS)

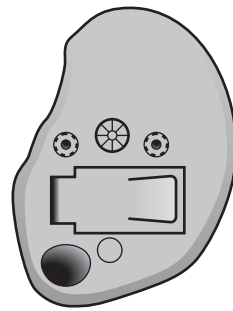
☐ **Size 13 battery**  
(ITC, HS, FS)



IIC non-wireless shown



ITC shown

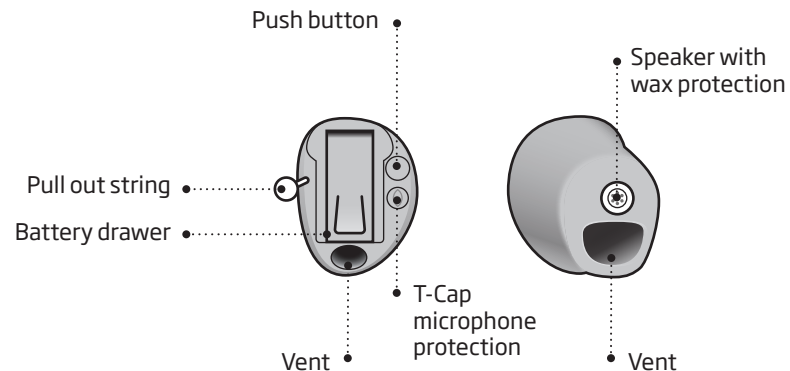


HS shown

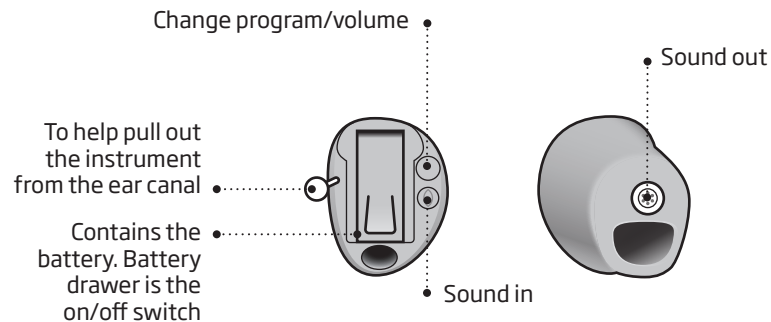
All styles come in different shapes and with different configurations.

## Size 10 battery (CIC shown)

### What it is



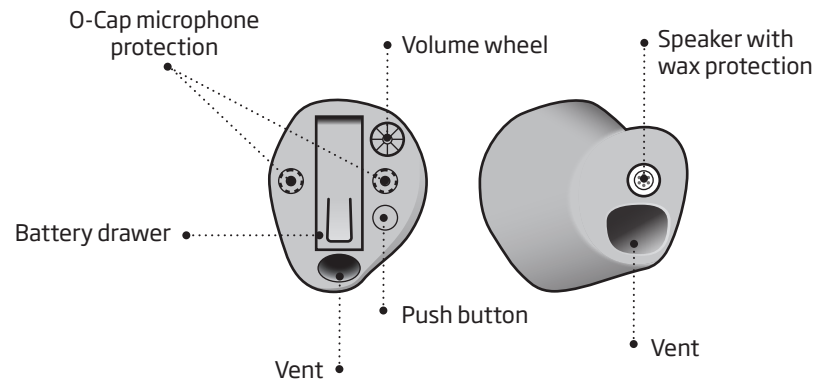
### What it does



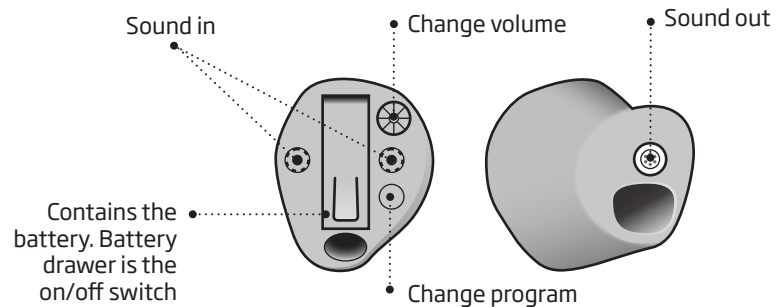
Components may be positioned differently on your hearing aid.

## Size 312 battery (ITC shown)

### What it is



### What it does

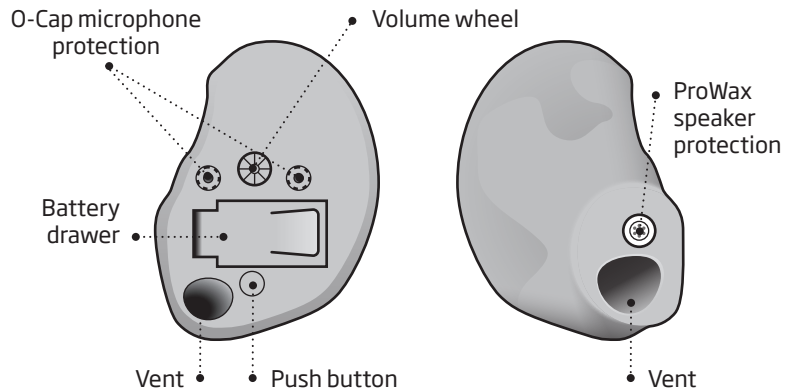


Components may be positioned differently on your instruments.

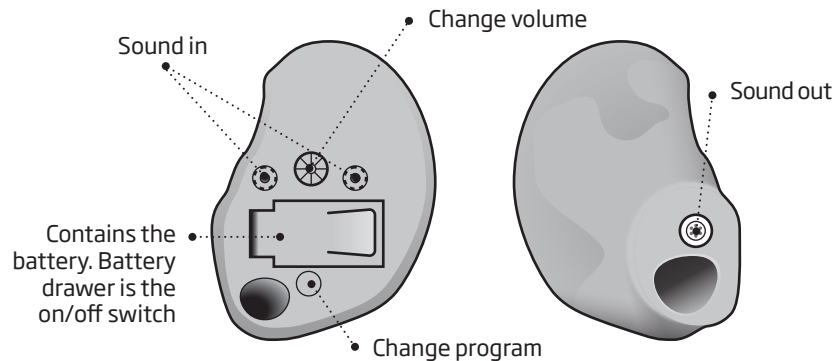


## Size 13 battery (Full shell shown)

### What it is



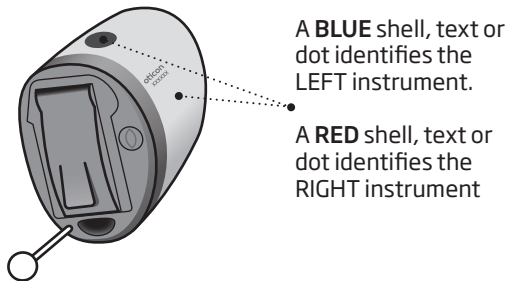
### What it does



Components may be positioned differently on your instruments.

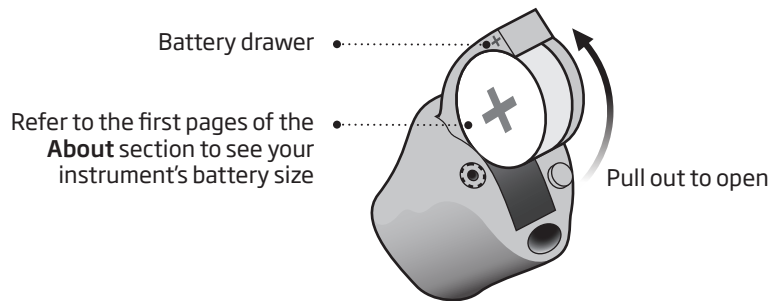
## Identify left and right instrument

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



## 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.

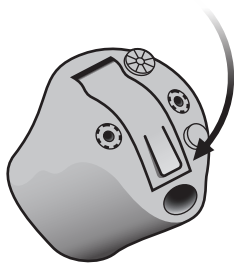


## Turn the hearing aid on and off

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

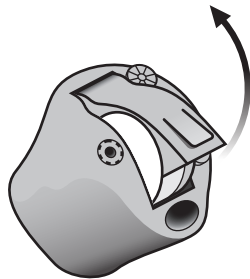
### Turn ON

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.

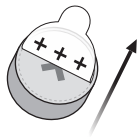
## Replace the battery

### 1. Remove



Fully open the battery drawer. Remove the battery.

### 2. Uncover



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

### 3. Insert



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

### 4. Close



Close the battery drawer. The instrument will play a jingle. Hold the instrument 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.

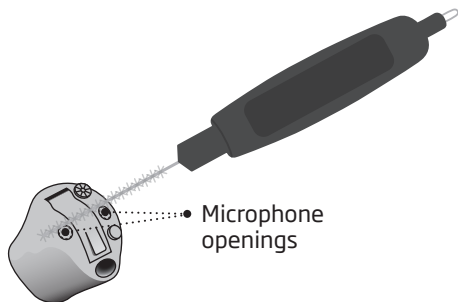
The MultiTool is provided by your hearing care professional.

## Caring for your hearing aid

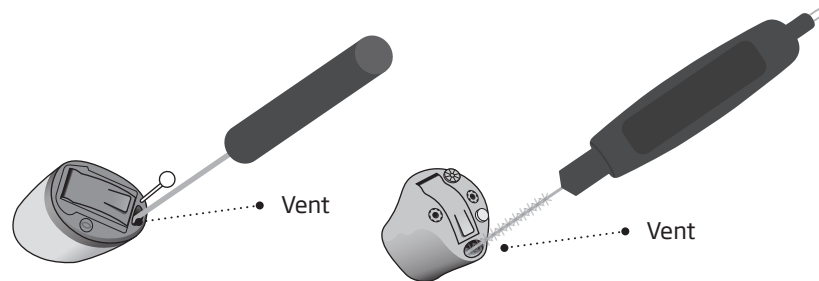
When handling your hearing aid, hold it over a soft surface to avoid damage if you drop it.

### Cleaning the instrument

Carefully brush away debris from the microphone openings with a clean brush. Gently brush the surface.



Clean the vent by pressing the brush through the hole while twisting it slightly.

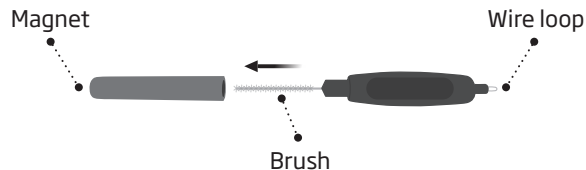


### IMPORTANT NOTICE

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

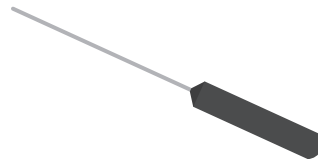
The MultiTool contains a magnet which makes it easier to replace the battery in the hearing aid. It also contains a brush and a wire loop for cleaning and removing ear wax. If you need a new MultiTool please contact your hearing care professional.



### IMPORTANT NOTICE

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

If the vent is very small, a special tool may be required. Please consult your hearing care professional.



## Filter replacement

If you experience reduced sound quality, it is time to change the filters.

Please refer to the following pages for instructions on how to replace the appropriate filters.

Notice that there are two different wax filters for the custom hearing aid.

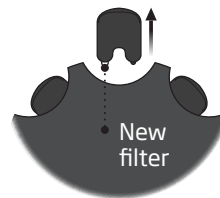
### IMPORTANT NOTICE

Always use the same type of wax filter as was originally supplied with the instrument.

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

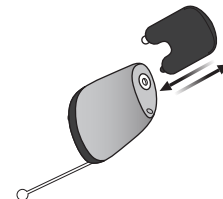
## □ Replace ProWax miniFit filter (non-wireless IIC & CIC V2 75)

### 1. Tool



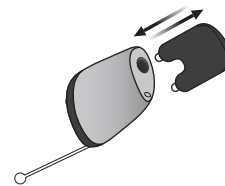
Remove the tool from the shell. The tool has two pins, one empty for removal and one with the new ProWax mini filter.

### 2. Remove



Push the empty pin into the ProWax mini filter in the hearing aid and pull it out.

### 3. Insert

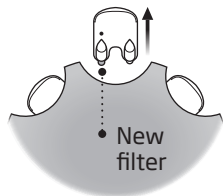


Insert the new ProWax mini filter using the other pin, remove the tool and throw it out.

## □ Replace ProWax filter

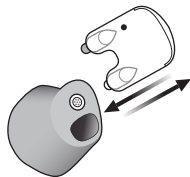
(all instruments except IIC & CIC non-wireless)

### 1. Tool



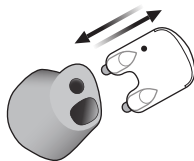
Remove the tool from the shell. The tool has two pins, one empty for removal and one with the new ProWax filter.

### 2. Remove



Push the empty pin into the ProWax filter in the instrument and pull it out.

### 3. Insert

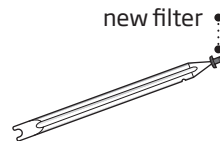


Insert the new ProWax filter using the other pin, remove the tool and throw it out.

## □ Replace T-Cap filter

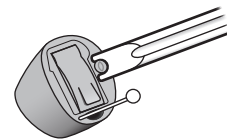
(instruments with 10 batteries)

### 1. Tool



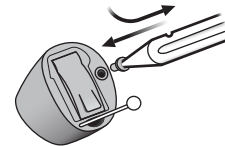
Remove the tool from the packaging. The tool has two ends, one for removal and one with the new T-Cap filter.

### 2. Remove



Push the tool fork under the top edge of the used T-Cap filter and lift it out.

### 3. Insert

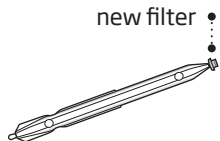


Insert the new T-Cap filter and remove the tool by twisting it slightly. Throw the tool out after use.



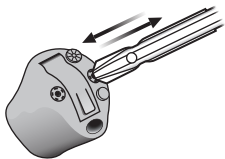
## □ Replace O-Cap filter (instruments with 312 and 13 batteries)

### 1. Tool



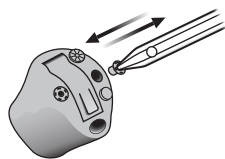
Remove the tool from the packaging. The tool has two ends, one for removal and one with the new O-Cap filter.

### 2. Remove



Push the pointed end of the tool into the existing O-Cap filter and pull it out.

### 3. Insert



Insert the new O-Cap filter using the other end of the tool, remove the tool and throw it out.

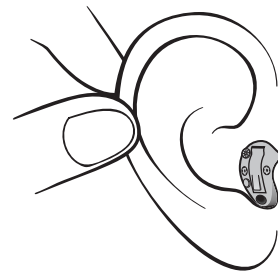
## Insert the instrument

### Step 1



Hold the hearing aid with the coloured dot facing upwards. Place the tip of the instrument in your ear canal.

### Step 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.

## Remove your hearing aid

Hold the hearing aid by the pull-out string (if available).  
Gently pull the hearing aid from the ear canal.

If your hearing aid doesn't have a pull-out string, you can remove it by pulling on the edge of the instrument.

### IMPORTANT NOTICE

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

## 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.*

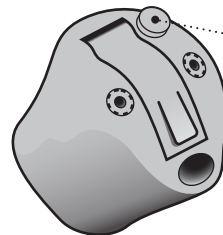
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## ☐ Mute the hearing aid (optional)

Use the mute function if you need to silence the hearing aid while wearing it.



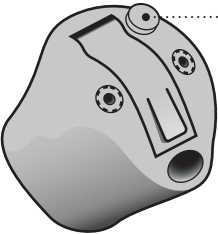
- Apply a very long press to the push button to mute the hearing aid. To reactivate, push the button briefly.

### IMPORTANT NOTICE

Do not use the mute function as an off switch, as the hearing aid still draws current from the battery in this mode.

☐ **Change programs** (optional)

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







• Press the button to change program. Use a short press if the push button is used for program change only and a long press if it is also used for volume control.

Note that if you have two synchronized hearing aids, (both instruments respond when either push button is operated) the RIGHT hearing aid switches forward from e.g., program 1 to 2 and the LEFT hearing aid switches backwards from e.g., program 4 to 3.

If your hearing aids work independently, you must press the buttons on each instrument.

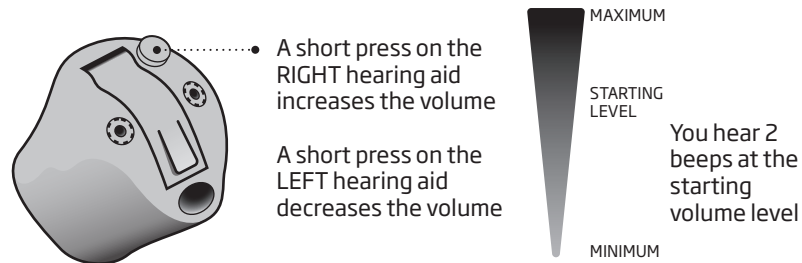
**To be filled out by the hearing care professional**

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

Program change:	
<input type="checkbox"/> Independent	<input type="checkbox"/> Synchronized
<input type="checkbox"/> LEFT	<input type="checkbox"/> RIGHT
<input type="checkbox"/> Short press	<input type="checkbox"/> Long press

## ☐ **Change volume with push button** (optional)

The push button allows you to adjust the volume.  
You may hear a click when you turn the volume up or down.

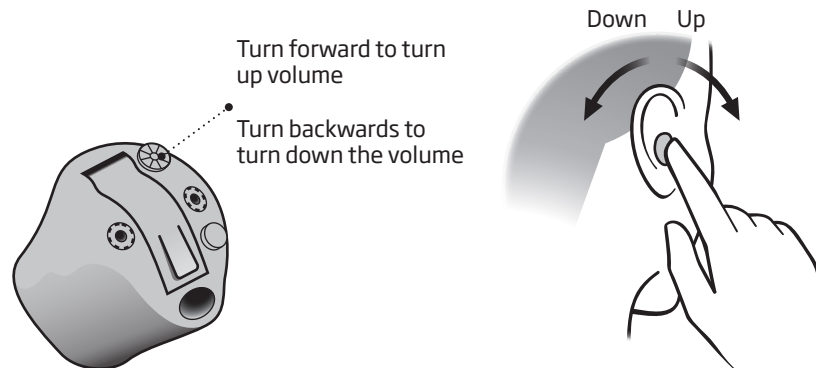


**To be filled out by the hearing care professional**

Volume change	<input type="checkbox"/> LEFT	<input type="checkbox"/> RIGHT
---------------	-------------------------------	--------------------------------

## ☐ **Change volume with volume wheel** (optional)

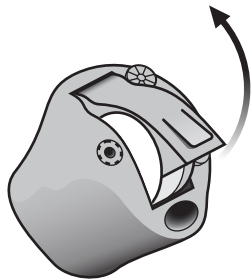
The volume wheel allows you to adjust the volume.  
You may hear a click when you turn up or down the volume.



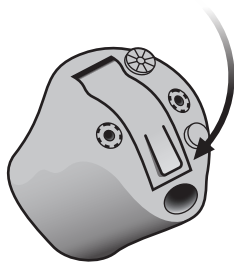
### Quick reset

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



### ☐ **Wireless accessories** (optional)

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**

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

For more information, please contact your hearing care professional or visit [www.oticon.ca](http://www.oticon.ca)

## ☐ **Other options** (optional)



### **Telecoil**

Telecoil helps you hear better when using a telephone with a built in loop or when you are in buildings with tele loop systems such as theatres, churches or lecture rooms. This symbol or a similar sign is shown wherever a tele loop has been installed.



### **Autophone**

is a program that will automatically be activated when your telephone has a built in tele loop (see above). A magnet needs to be placed on your telephone next to the sound outlet.

For more information, please contact your hearing care professional.

## Warnings

You should familiarize 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 under 36 months must always use a tamper-resistant battery drawer. This option is available in BTE, miniBTE, RITE and miniRITE hearing aids.

### **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.



## Warnings

### 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.
- The Autophone magnet and 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.

- 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 for example during X-ray, CT/MR/PET scanning electrotherapy or surgery as your hearing aid may be damaged when exposed to strong fields.

### Heat and chemicals

- Your hearing aid must never be exposed to extreme heat e.g., left inside a parked car in the sun.
- Your hearing aid must not be dried in microwave ovens or other ovens.
- The chemicals in cosmetics, hairspray, perfume, after shave lotion, suntan lotion and insect repellent can damage your hearing aid. Always remove your hearing aid before applying such products and allow time to dry before putting it on.

## Warnings

### Power instrument

- Special care should be exercised in selecting, fitting and using a hearing aid where maximum sound pressure capability exceeds 132 dB SPL (IEC 711), as there may be risk of impairing the remaining hearing of the hearing aid user.

*For information on whether your instrument is a power instrument, see the back of this leaflet.*

### Possible side effects

- Hearing aids, molds 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 any other unusual condition.

*Please seek consultation with a physician if these conditions occur.*

### Interference

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

# Troubleshooting guide

Symptom	Possible causes	Solutions
No sound	Worn-out battery	Replace the battery
	Clogged sound outlet	Clean sound outlet or replace the wax filter
	Clogged microphone inlet	Clean microphone inlet or replace filter (T-Cap or O-Cap)
Intermittent or reduced sound	Clogged sound outlet	Clean sound outlet or replace the wax filter
	Moisture	Wipe battery and instrument with a dry cloth
	Worn-out battery	Replace the battery
Squealing noise	Hearing aid not inserted properly	Re-insert the 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 & dust resistant (IP68)

Your hearing aid is dust-tight and protected against ingress of water 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 the rain. 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

# Conditions of use

Operating conditions	Temperature: +1°C to +40°C Relative humidity: 5% to 93%, non-condensing
Storage and transportation 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

## 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.

## 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: \_\_\_\_\_

## 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. This limited warranty covers manufacturing and material defects in the hearing aid itself, but not accessories such as batteries, tubing, ear wax 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 aid to your hearing care professional, who may be able to sort out minor problems and adjustments immediately.

## Technical information

The hearing aid contains a radio transmitter using short range magnetic induction technology working at 3.84 MHz. (Not applicable to non-wireless instruments.) The magnetic field strength of the transmitter is < -42 dB $\mu$ 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 aid is lower than unintended electromagnetic radiation from for example halogen lamps, computer monitors, dishwashers, etc. The hearing aid complies with international standards concerning Electromagnetic Compatibility.

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

IIC and CIC wireless instruments contain a module with:

FCC ID: U28FU2CICWL  
IC: 1350B-FU2CICWL

ITC, HS & FS wireless instruments contain a module with:

FCC ID: U28FU2ITE  
IC: 1350B-FU2ITE

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

More information: [www.oticon.ca](http://www.oticon.ca)

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.

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

Declaration of conformity is available at:

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

**CE** 0543







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







**Imported and Distributed by:**  
Audmet Canada Ltd  
1600-4950 Yonge St  
Toronto, ON M2N 6K1  
[www.oticon.ca](http://www.oticon.ca)

**IP68**

Power instrument <input type="checkbox"/> Yes <input type="checkbox"/> 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

Description of symbols used in this booklet	
	<b>Warnings</b> Text marked with a warning symbol must be read before using the device.
	<b>Manufacturer</b> 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.
	<b>CE mark</b> The device complies with Medical Device Directive 93/42/EEC. The four digits number indicates the identification of the notified body.
	<b>Electronic waste (WEEE)</b> 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).
	<b>Regulatory Compliance Mark (RCM)</b> The device complies with electrical safety, EMC and radio spectrum requirements for devices supplied to the Australian or New Zealand market.
	<b>IP code</b> Indicates the class of protections against harmful ingress of water and particulate matter according to EN 60529:1991/A1:2002. IP6X indicates total dust protection. IPX8 indicates the protection against the effects of continuous immersion in water.

Description of symbols used on the regulatory packaging label	
	<b>Keep dry</b> Indicates a medical device that needs to be protected from moisture.
	<b>Caution symbol</b> Consult instructions for use for warnings and cautions.
	<b>Catalogue number</b> Indicates the manufacturer's catalogue number so that the medical device can be identified.
	<b>Serial number</b> Indicates the manufacturer's serial number so that a specific medical device can be identified.