

Oticon Xceed 3 UP

Oticon Xceed 3 UP Hearing Aid User Manual

Model: Xceed 3 UP

INTRODUCTION

Welcome to the user manual for your new Oticon Xceed 3 UP Behind-The-Ear (BTE) hearing aid. This device is designed to provide advanced sound processing for individuals with severe to profound hearing loss, offering a clear and rich listening experience. Please read this manual carefully to ensure proper use, maintenance, and optimal performance of your hearing aid.

PRODUCT OVERVIEW

The Oticon Xceed 3 UP is a powerful BTE hearing aid featuring robust design and advanced technology. Familiarize yourself with the components of your device.



Figure 1: Oticon Xceed BTE Ultra Power Components. This diagram illustrates the key external features of the hearing aid, including the double push button for volume and mute, LED indicator, T-coil, single push button for program and flight mode, tamper-resistant battery drawer, battery 675 compartment, IP 68 rating, and undamped hook.

- **Double Push Button:** Controls volume adjustment and mute function.
- **LED Indicator:** Provides visual feedback on device status.
- **T-coil:** Enables connection to loop systems in public venues.
- **Single Push Button:** Used for changing listening programs and activating flight mode.
- **Tamper Resistant Battery Drawer:** Secure compartment for the battery.
- **Battery 675:** Specifies the required battery size.
- **IP 68 Rating:** Indicates high resistance to dust and water.
- **Undamped Hook:** The part that connects the hearing aid to the ear mold/tube.



Figure 2: Oticon Xceed 3 UP Hearing Aid. A side view of the Oticon Xceed 3 UP BTE hearing aid, showcasing its ergonomic design and the placement of control buttons.

SETUP

1. Battery Insertion

Your Oticon Xceed 3 UP uses a size 675 battery. To insert the battery:

1. Gently open the tamper-resistant battery drawer.

2. Insert the new battery with the positive (+) side facing the correct direction, usually indicated by a symbol inside the drawer.
3. Close the battery drawer firmly until it clicks into place. The hearing aid will typically power on automatically.

2. Initial Fitting and Consultation

For optimal performance, your hearing aid requires professional fitting based on your audiogram report. It is highly recommended to consult with a hearing care professional for initial setup and adjustments. You can also reach out for free suggestions by whatsapp with your audiogram report to 8882525824.

3. Pairing with Devices (Made For iPhone & ConnectClip)

The Oticon Xceed 3 UP is a Made For iPhone (MFi) hearing aid, allowing direct streaming from compatible Apple devices. For other modern smartphones, the Oticon ConnectClip is required.

- **For iPhone:**

1. Go to *Settings > Accessibility > Hearing Devices* on your iPhone.
2. Ensure Bluetooth is enabled.
3. Open and close the battery doors of your hearing aids to put them into pairing mode.
4. Select your hearing aids when they appear on the screen and follow the prompts to pair.

- **For Android and other smartphones (via ConnectClip):**

1. Ensure your ConnectClip is charged and in pairing mode.
2. Pair the ConnectClip with your smartphone via Bluetooth settings.
3. The ConnectClip will then stream audio from your phone to your hearing aids.

4. Oticon ON App Setup

The Oticon ON App provides convenient control over your hearing aids. Download the app from your device's app store and follow the in-app instructions to connect your hearing aids. Through the app, you can regulate volume, change programs, and turn your hearing aids on/off with discretion.

OPERATING YOUR HEARING AID

Volume Control

Use the **double push button** on your hearing aid to adjust the volume. Press the top part to increase volume and the bottom part to decrease it. A short press on both buttons simultaneously may mute the hearing aid.

Program Changes and Flight Mode

The **single push button** allows you to cycle through different listening programs configured by your hearing care professional. These programs are optimized for various sound environments (e.g., quiet, noisy, music). A long press on this button may activate or deactivate flight mode, which turns off wireless communication for use on airplanes.

Streaming Audio

Once paired, you can stream audio directly from your iPhone or via the ConnectClip from other smartphones. This allows for hands-free calls, music listening, and other audio content directly into both ears.

OpenSound Navigator

The Oticon Xceed 3 UP features OpenSound Navigator technology, providing a 360° sound experience. This system works to reduce noise and improve speech clarity from all directions, requiring less listening effort from the user.

MAINTENANCE

Proper care and maintenance will extend the life and performance of your hearing aid.

- **Daily Cleaning:** Use a soft, dry cloth to wipe your hearing aid daily. Ensure no wax or debris accumulates in the sound outlet or microphone openings.
- **Wax Guards:** Regularly check and replace wax guards as needed to prevent blockages.
- **Battery Replacement:** Replace the size 675 battery when the low battery indicator sounds or the sound quality diminishes. Always dispose of used batteries responsibly.
- **Storage:** When not in use, store your hearing aid in its case or a dry kit to protect it from moisture and dust. Open the battery door to conserve battery life.
- **Avoid Moisture and Extreme Temperatures:** Do not expose your hearing aid to water, high humidity, or extreme heat/cold. Remove it before showering, swimming, or using hairspray/perfume.

TROUBLESHOOTING

If you experience issues with your hearing aid, try these common troubleshooting steps:

Problem	Possible Cause	Solution
No Sound	Dead battery, blocked sound outlet, device off.	Replace battery, clean sound outlet/wax guard, ensure battery door is closed.
Sound is Weak or Distorted	Low battery, blocked sound outlet, moisture.	Replace battery, clean sound outlet, use a drying kit.
Whistling/Feedback	Improper fit, earwax buildup, hand near ear.	Reinsert hearing aid, check for earwax, move hand away. Consult professional if persistent.
Cannot Connect to Phone	Bluetooth off, hearing aid not in pairing mode, app issue.	Ensure Bluetooth is on, restart hearing aid (open/close battery door), restart phone, reinstall app.

If problems persist, please contact your hearing care professional or Oticon support.

SPECIFICATIONS

Feature	Detail
Model	Oticon Xceed 3 UP
Type	Behind-The-Ear (BTE)
Channels	48 Channels with 8 Bands
Fitting Range	Up to 120 dB
Battery Size	675
Connectivity	Made For iPhone (MFi), ConnectClip compatible
IP Rating	IP 68 (Dust and Water Resistant)
Technology Platform	Velox S
Manufacturer	Oticon
Item Weight	10 g

