

Oticon Government Services

life-changing
technology

Pocket Guide

OTICON | Intent

**Engage in life like never before with
the world's first user-intent sensors**



Oticon Intent™

- **Featuring the world's first user-intent sensors that understand the user's natural behavior and listening intentions**, recognize when they change, and seamlessly adapt.
- **Offers new smaller miniRITE rechargeable style**, with new miniFit Detect speakers and a SmartCharger with faster charging.
- Features **future-ready connectivity!**
- **Proven to help patients like never before!** Oticon Intent offers 35% more access to speech cues than Oticon Real™*.

*Brændgaard/Zapata-Rodríguez et al. (2024). 4D Sensor technology and Deep Neural Network 2.0 in Oticon Intent™. Technical review and evaluation. Oticon whitepaper.

oticon.com

Phone: 877.310.9681 | Fax: 732.764.9133

Effective May 2024

oticon
life-changing technology

Did you know that Oticon Intent™ demo instruments are now available for Government Services Audiologists?



To receive demo instruments, contact the Government Services team – see pages 90-91 or call us at 877.310.9681

Demo Instrument options:

With Oticon Intent demo instruments, we offer a variety of colors (Black, Chestnut Brown and Chroma Beige). We will ask for the color of instrument, receiver size and strength as well as your choice of dome.

Call us to receive your demo instruments! **877.310.9681**

Table of contents

In addition to all the tabbed sections, here is where to find more:

4	Oticon Intent QUICK NOTES for you and patients
8	What's on contract
13	Quick Guides
13	Genie 24.1 Quick Fitting Guide UPDATED
17	Sudden Sound Stabilizer Quick Guide
18	MoreSound Intelligence 3.0 for Oticon Intent NEW
26	CROS and CROS PX Quick Guide
30	RemoteCare
34	ROES Codes for earmolds and receivers
36	Earmolds
42	Oticon chargers
46	Companion app
49	Two-way hands-free communication for iPhone® and iPad® accessories
52	Accessories
73	Firmware update benefits
75	Pricing and parts
87	Programming
90	Oticon team

Introducing Oticon Intent

With Oticon Intent we introduce an all-new discreetly designed miniRITE. Featuring the world's first user-intent sensors, Oticon Intent combines four different types of sensor input to understand and act on the user's listening needs.

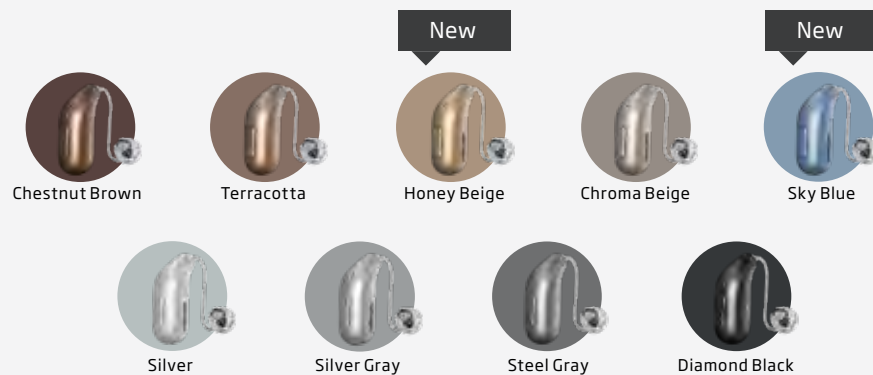
The information on the next 4 pages will help you get started with our new technology.

New design



- **A new smaller design** with **telecoil**, a **single push-button** and **size 13 rechargeable lithium-ion battery** that is fully enclosed.
- **Longer battery life** and **fast contact charging**, due to improved charging technology.
- Certified rating of **IP68** for dust and water resistance.
- **New battery door markers** that can be easily removed
- New chipset allowing for **Bluetooth® LE Audio (two-way hands-free) with select Android™ devices**
- **Microphone placement is optimized** by means of the curvature of the new shell ensuring optimal collection of sounds in the environment.
- **Noahlink Wireless/Noahlink Wireless 2** are the only programming devices that can be used when fitting or performing firmware updates.
- **Pulsing LED lights** for increased awareness and visibility of hearing aid status.
- **Compatible with CROS and CROS PX.**

Available colors



Available chargers



Oticon Intent made easy

1 Engage in life like never before with the world's first user-intent sensors

What you need to know

Oticon Intent is the world's first hearing aid with 4D sensor technology, that not only takes acoustic cues into consideration but also registers the user's **head movement, body movement, and conversation activity. This technology monitors the user's listening intentions and seamlessly adjusts the hearing support it provides to deliver an optimized and personalized support.**

Oticon Intent provides access to the full sound environment with higher clarity and better balance than before thanks to improvements including: MoreSound Intelligence™ 3.0 and Deep Neural Network 2.0.

What to share with patients

Every person's hearing loss is as unique as their fingerprint. And so are our communication needs – even in the same environment. **Oticon Intent prioritizes the sounds you need** based on your head and body movements and adjusts moment to moment along with you. Oticon Intent utilizes the input from these sensors to always give your brain as much sound as possible without overloading it.

2 Our smallest rechargeable miniRITE style ever packed with innovations to support easy and efficient fittings

What you need to know

- **Faster and more stable charging** enables quick charges before or during fittings, as well as improved battery life.
- With the integration of ACT into Genie 2, patients can experience a more personalized fitting focused on their ability to hear in noise.
- The redesigned MoreSound Intelligence screen facilitates **easy adjustments** and enhances the counseling experience.

What to share with patients

The Oticon Intent miniRITE is a small and very discreet hearing aid. With a long battery life, Intent also has **quick recharge** capabilities for an extra 4 hours in 15 minutes.

3 Ready for the next generation of connectivity

What you need to know

Oticon Intent is a future-ready hearing aid, supporting modern connectivity standards.

- Bluetooth® LE Audio adds hands free with select Android devices, enhanced sound quality
- Seamless connectivity to Oticon accessories
- Compatible with Oticon Companion app
- New functionality allows users to **accept and end streamed phone calls with a simple double-tap.**

What to share with patients

Oticon Intent lets you seamlessly connect to accessories and your phone to enjoy streaming and hands-free phone calls. Intent gives you the ability to **connect to the people and devices that matter most.**

4 Proven to deliver results and benefits your patients can see

What you need to know

35% more access to speech cues than Oticon Real*

Up to:

- 10% better sound quality**
- 10% higher listening comfort**
- 13% more nuance in the sound scene**
- 15% improvement in speech comprehension with 4D sensor technology on vs off**

What to share with patients

Oticon has been **tested and proven** to give better sound quality, more nuances in the sound scene, increased listening comfort and more access to speech. This gives you're the brain the details it needs to make sense of sound.

*Brændgaard/Zapata-Rodríguez et al. (2024). 4D Sensor technology and Deep Neural Network 2.0 in Oticon Intent™. Technical review and evaluation. Oticon whitepaper.

**Bianchi/Eskelund et al. (2024). Oticon Intent™ - Clinical evidence. BrainHearing™ benefits of the 4D Sensor technology. Oticon whitepaper.

RITE & BTE Instruments

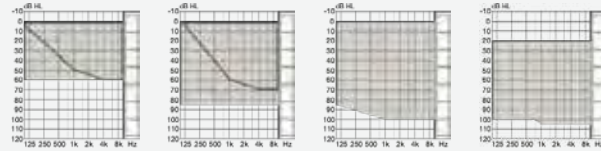
RITE Styles

Oticon Intent miniRITE R
(lithium-ion)

60 85 100 105



RITE fitting ranges



60

85

100

105

□ Mold, Bass & Power dome
□ OpenBass dome

□ MicroShell Detect,
Bass & Power dome

□ MicroShell
Detect

Oticon Real 1 miniRITE R
(lithium-ion)

60 85 100 105



Oticon Play PX 1 miniRITE R
(lithium-ion)

Oticon Opn S 1 miniRITE R
(lithium-ion)

Meets SCIF requirements!

60 85 100 105

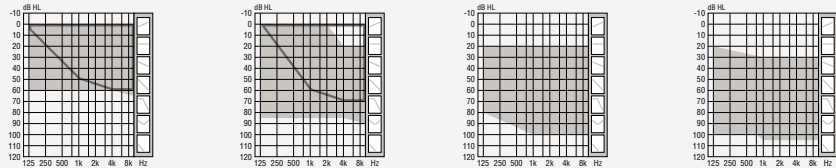


Oticon Real 1 miniRITE T
(312 zinc-air)

60 85 100 105



RITE fitting ranges



60

85

100

105

□ Open Bass/ Open dome

□ Custom mold, Bass & Power dome

□ Power Receiver Mold,
Bass & Power dome

□ Power Receiver
Mold

RITE Instrument Colors

Intent, Real, Opn S

C044 Silver	C090 Chroma Beige	C091 Silver Grey	C092 Steel Grey
C093 Chestnut Brown	C094 Terracotta	C063 Diamond Black	
INTENT ONLY		REAL ONLY	
C115 Sky Blue	C116 Honey Beige	C114 Olive Green	C079 Hear Pink

Play PX

C044 Silver	C090 Chroma Beige	C093 Chestnut Brown	C094 Terracotta
C063 Diamond Black	C048 Emerald Green	C058 Aquamarine	C047 Cool Blue
C045 Purple	C046 Red	C057 Power Pink	C079 Baby Pink

BTE Styles

Oticon Real 1 miniBTE R
(lithium-ion)

85



Oticon Real 1 miniBTE T
(312 zinc-air)

85



Opn S 1 BTE
Plus Power 13

105



Xceed 1 BTE
Super Power 13

110

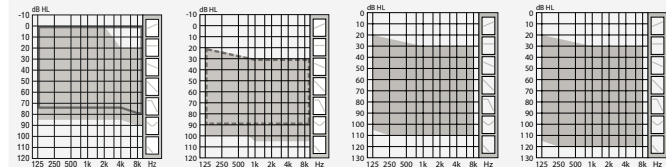


Xceed 1 BTE
Ultra Power 675

120



BTE Fitting Ranges



85

105

110

120

□ Corda miniFit
standard thin tube
□ Corda miniFit
Power thin tube
□ Hook

BTE Instrument Colors

Real, Xceed, Opn S

C044 Silver	C091 Silver Grey	C092 Steel Grey	C063 Diamond Black
C090 Chroma Beige	C094 Terracotta	C093 Chestnut Brown	C079 Hear Pink*

*Available for Oticon Real™ only.

Oticon CROS family

RITE styles

Oticon CROS
(312 zinc-air)**



Oticon CROS PX
(rechargeable)**



**Available in ROES with 60 and 85 receiver. Oticon CROS and CROS PX are not compatible with Oticon Own Custom instruments

CROS and CROS PX colors

C044

Silver

C091

Silver Grey

C092

Steel Grey

C063

Diamond Black

CROS PX ONLY

C090

Chroma Beige

C094

Terracotta

C093

Chestnut Brown

C079

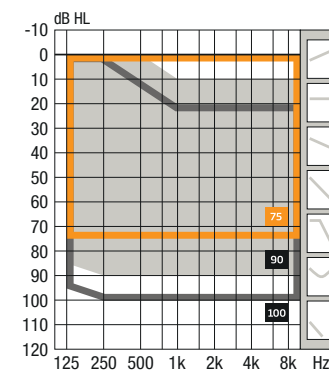
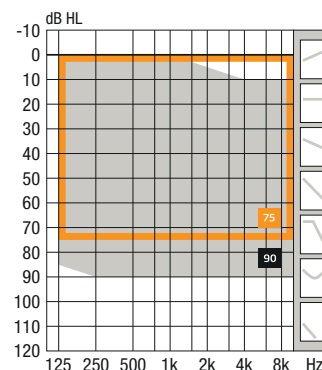
Hear Pink

Oticon CROS Family Compatibility

Oticon CROS (312 zinc-air) and Oticon CROS PX (rechargeable)

Sirius™	Polaris R™	Polaris™	Velox S™	
Oticon Intent miniRITE R	Oticon Real miniRITE R	Oticon More miniRITE R	Opn S miniRITE R	Opn S BTE PP
	Oticon Real miniRITE T	Oticon More miniRITE T	Opn S miniRITE T	Xceed BTE SP
	Oticon Real miniBTE R	Oticon More miniBTE R	Opn S miniRITE	Xceed BTE UP
	Oticon Real miniBTE T	Oticon More miniBTE T	Opn Play miniRITE T	
		Oticon Play PX miniRITE R		
		Oticon Play PX miniRITE T		
		Oticon Play PX miniBTE R		
		Oticon Play PX miniBTE T		

Oticon Own 1 Custom Instruments



	IIC	CIC	ITC	ITE HS	ITE FS
Battery	10	10	312	312	312
Fitting levels	75 90	75 90	75 90 100	75 90 100	75 90 100
NFMI	-	• (ROES)	•	•	•
2.4 GHz	-	-	• (ROES)	• (ROES)	• (ROES)
Microphones	1	1	2	2	2
Push-button	-	o	o	o	o
Volume Wheel	-	-	o	o	o
Telecoil	-	-	o†	o†	o†
AutoPhone	-	-	-	-	-

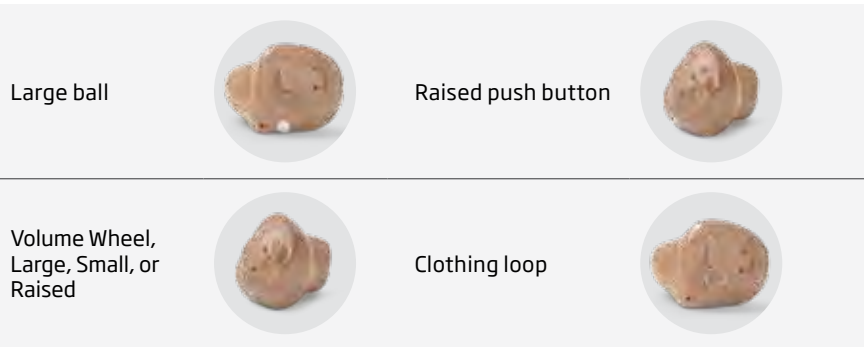
• Standard o Option o† Not possible to combine 2.4 GHz and telecoil - Unavailable

Firmware number

New functionality/improvements

1.0.2	Streaming and hearing instrument performance improvements
1.0.4	- Improved Connectivity to ConnectClip - Performance and connectivity improvements for iOS and Android devices - Improved "battery time left" estimations in the Companion app

Oticon Own™ options*



Visual indicators	Retention
Color Dots	Canal Lock (CIC/ITC/HS)
Initials on shell	Helix Lock (CIC/ITC/HS)
Name on shell (Name if possible, otherwise initials)	Clothing Loop (N/A for IIC/CIC)
Canal Tips Red/Blue	Heavy Clothing Loop (N/A for IIC/CIC)
L&R on Shell	
Removal	Shell Finish
Removal Cord (STD for IIC/CIC)	Hard Coat (Standard)
Heavy Removal Cord (N/A for IIC)	Soft Coat
Large Ball Removal Cord	Matte Finish
Tactile / Other	
Raised Push Button	Battery door indicator
Raised Volume Wheel	Door hooks (N/A for IIC)
Large Volume Wheel	Extended receiver tubing (N/A for IIC)
Raised, Large Volume Wheel	

Custom instrument shell and faceplate colors

C001
Beige

C002
Light Brown

C003
Medium Brown

C004
Dark Brown

C005
Black

Transparent*

Red*

Blue*

*Not available as a faceplate color.

*Options available space permitting and may not be available on all models.

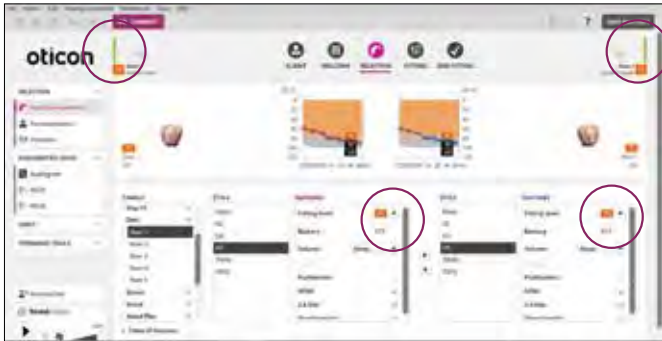
Genie 2 2024.1 – Oticon Intent quick fitting guide



Navigation Bar and Welcome Screen

In order to navigate through the Genie 2 software, follow the navigation bar at the top of the screen, working from left to right. This bar also contains the **Save and Exit** button, **Connect** button with selected programmer, information about the hearing aid and notification icon.

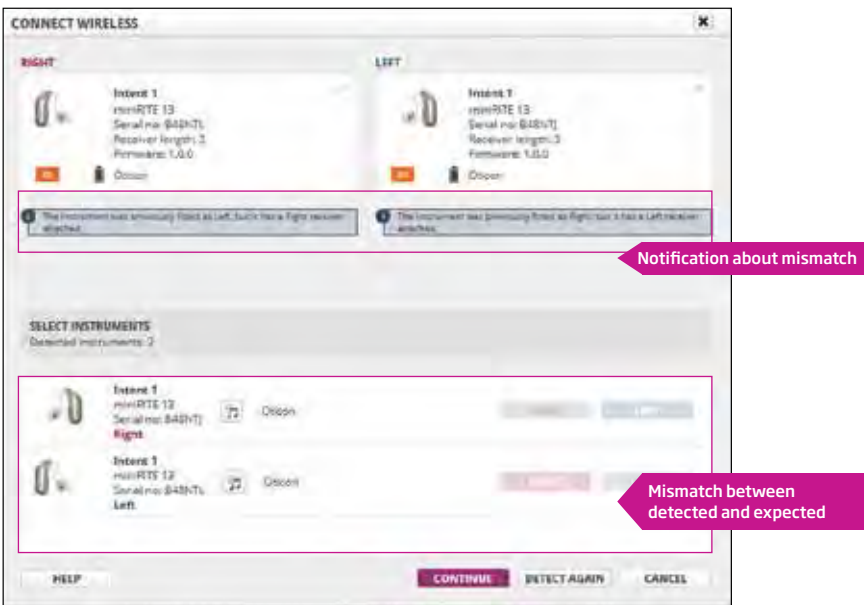
The Welcome screen allows for connecting to instruments or simulating a fitting.



Selection Screen

Different Families, Styles, and Features may be selected while running a simulation. The ability to view the fitting level for miniRITE and custom instruments is located in the middle of the screen. Additionally, Oticon Intent is now available to select and fit in Genie 2 | 2024.1.

When connecting Oticon Intent to Genie 2, all relevant speaker unit information will be displayed. This includes serial number, fitting power level, wire length and left/right identification.



miniFit Detect
Safety Indicator – Receivers mounted on wrong side

An alert will appear with immediate speaker unit status, enabling you to see if a speaker unit is correct, missing, faulty, or incompatible. Should a mismatch occur the LED will give 4 long orange blinks (1 second long) 4 times (16 blinks total).

The bars beside the hearing aid(s) will become green once connected.



Fitting Screen

The **Fitting Tools** in the left task pane make key fitting features easily accessible.

The Acoustics tab allows for the opportunity to change the selected earpiece. Please note, if an ear piece is changed, be sure to re-prescribe settings. Real time adjustments of gain, adaptation manager and compression can be made in the **Fine Tuning** screen.

The MoreSound Intelligence screen for Oticon Intent has been simplified for ease of use. The MoreSound Intelligence screen may also be used as a counseling tool with patients.

For detailed information on using MSI for Oticon Intent, see page 18.

For detailed information on using MSI with Oticon Real and Oticon More, see page 22.

SuddenSound Stabilizer effectively addresses sudden sounds while preserving speech intelligibility. Clinicians can select the appropriate setting for each program, ranging from Off to Max. The activation levels can be visualized in the graph below.

	OFF	LOW	MEDIUM	HIGH	VERY HIGH	MAX
Activation level	-	60 dB SPL	55 dB SPL	40 dB SPL	40 dB SPL	40 dB SPL
Max. attenuation	0	10dB	15 dB	20 dB	25 dB	30 dB





End Fitting Screen – Controls – Buttons and Taps

The **End Fitting** screen now features an updated tab name, **Controls**, which replaces the Buttons and Indicator tab. **Buttons and Taps** can be accessed in the first tab along the top. LED options under the **Visual Indicators** tab can be programmed for the miniRITE R, miniRITE T, miniBTE R and miniBTE T.

When fitting miniRITE R and miniBTE R rechargeable lithium-ion hearing aids, the **Batteries** option can be selected from the left task pane to see **Current Battery Level** (current charge in hearing aids) and overall **Battery Health**.

New **Call Tap Control** feature for Oticon Intent allows patients to answer and end calls by tapping the hearing aid. This feature is located under **Controls – Buttons and Taps** and then **Call Controls**.

End Fitting Screen – Accessories and Save and Exit

Compatible accessories and general hearing aid information are located on the landing page for the End Fitting screen.

Accessories are paired outside of the software. If accessories have been previously paired, there will be a red and/or blue indicator above the accessory image that has been successfully paired.

Click **Save and Exit** to save the session and exit the software. **Note:** Settings are automatically saved in the instruments during the Programming process.

SuddenSound Stabilizer

Developed with Veterans in mind

SuddenSound Stabilizer is fast and precise, it can instantly provide the appropriate gain reduction, and instantly release the gain when the sudden sound ends. This ensures your patients receive better access to speech, while still enjoying access to all the relevant information from the sound scene. Moreover, SuddenSound Stabilizer can detect and handle over 500,000 sudden sounds per day, helping your patients stay aware of what's going on around them – without compromising their comfort or access to speech.

Adjusting SuddenSound Stabilizer in Genie 2 software

SuddenSound Stabilizer can be found on the Fitting Tab



**ASK US ABOUT
our SuddenSound
Stabilizer research
with Veterans!**

Based on your patient's observations, SuddenSound Stabilizer can be adjusted to their preference – move the slider bar to the right to increase support by lowering the activation level and/or increasing maximum attenuation, likewise the slider can be moved to the left for less support.

	OFF	LOW	MEDIUM	HIGH	VERY HIGH	MAX
Activation level	-	60 dB SPL	55 dB SPL	40 dB SPL	40 dB SPL	40 dB SPL
Max. attenuation	0	10dB	15 dB	20 dB	25 dB	30 dB



Teach your patient about SuddenSound Stabilizer: Better handling of both soft and loud sudden sounds will help you stay aware of what's going on around you without compromising comfort and access to speech.

MoreSound Intelligence 3.0 for Oticon Intent instruments

MoreSound Intelligence 3.0 introduces a quantum leap in sound scene processing, giving access to the full sound scene with clear contrast and balance.

With input from 4D user-intent sensors, MoreSound Intelligence 3.0 seamlessly adapts to the user's specific listening needs.

Based on 4D user-intent sensors and the Deep Neural Network 2.0 (DNN) with vast training from real-life sound scenes, MoreSound Intelligence 3.0 knows how to process and optimize sounds, seamlessly across different environments. The system utilizes the user's behavior to monitor their listening intent and adapt the processing accordingly, ensuring a personalized listening experience. The result is not only a more precise and natural representation of individual sounds, but also a clear and more distinct contrast between sounds.

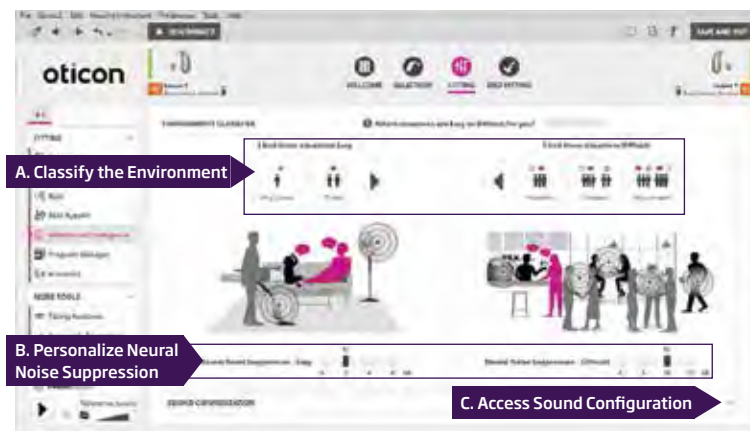
The MoreSound Intelligence screen for Oticon Intent is optimized and redesigned to use as an interactive counseling tool to prescribe individualized help-in-noise for patients.

MoreSound Intelligence 3.0 at initial fitting

Adjusting Environmental Configuration: When is support needed?

The target  is the recommended setting and a great starting point for patients. We recommend setting the Environmental Configuration during your patient's initial fitting appointment.

A. Environmental Configuration



Images in this guide for MoreSound Intelligence 3.0 represent Genie 2 screens for Oticon Intent 1.

(A) Allows for setting the hearing aids to determine WHEN patients need more support (directionality and noise reduction).

- **Ask patient:** "Which situations are Easy or Difficult for you?"
- Together with the patient, move the arrows to place the five boxes in either the Easy or Difficult category. For clarification about each situation, hover over each image and examples of environments will appear.

(B) Personalize the Neural Noise Suppression for both easy and difficult environments (if needed). This adjusts the strength of the support provided by the Deep Neural Network 2.0, for both easy and difficult situations. These ranges have been extended since the previous version of MoreSound Intelligence, to provide even greater support in noise, if needed, for Oticon Intent users.

- Neural Noise Suppression Easy is extended from 4 dB to 6 dB for Oticon Intent.
- Neural Noise Suppression Difficult is extended from 10 dB to 12 dB for Oticon Intent.

(C) Adjustments to Sound Configuration can be made by clicking the dropdown arrow. In the Sound Configuration tab, you will find Virtual Outer Ear, Sound Enhancer, Sensor technology and Directionality settings. In most cases, these should not need to be adjusted.



MoreSound Intelligence at follow-up appointment

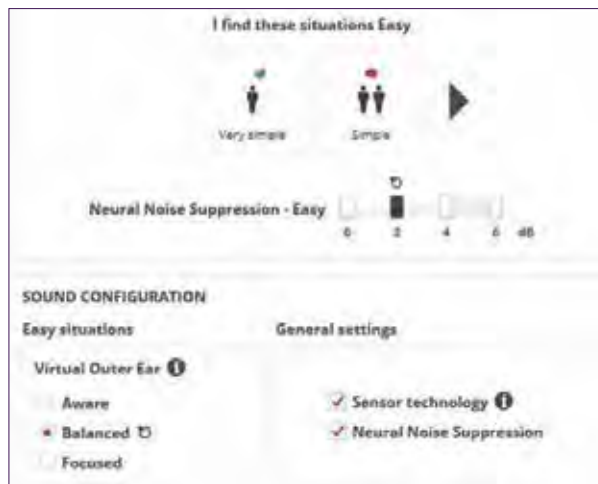
Adjusting Easy and Difficult environments: How much support is needed?

Sensor Technology: Sensor technology affects the help-in-noise system in the hearing aids based on patients' head and body movement. Movement is detected by a motion sensor in different ways, including head nodding, head turns, and full body motion. When your patient moves their head and/or body, such as during a conversation, or when walking across a room, the help-in-noise system in the hearing aids continuously adapts to the body movement, to provide suitable help for that listening situation. Likewise, when a patient is sitting still, conversing in a difficult environment, the system will adapt and maximize the help.

For more information on Sensor Technology – hover on ⓘ

- Sensor technology is **available in two programs: General and Speech in Noise**.
- Sensor technology is **ON by default** in adult fittings.
- Sensor technology is **not available if Neural Noise Suppression is off and Neural Automatic is deselected**.
- It is recommended to use your clinical judgement about when this feature may not be suitable, for example, if your client has atypical head or body movements.
- It is also important to note that Sensor technology does not affect the hearing aid processing in easy situations.

B. Easy Environment



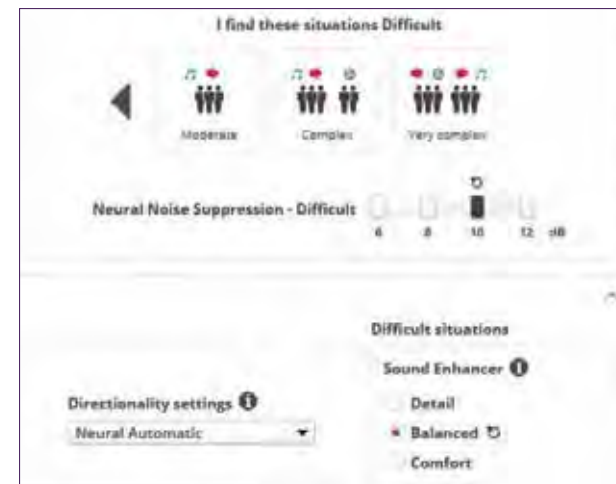
1. Virtual Outer Ear – Easy

- Compensates for loss of pinna effect.
- Choose this control should the patient want more/less of a front focus.
- Options for Virtual Outer Ear in easy environments:
 - Aware
 - Balanced
 - Focused

Ask patient

- Do you want to focus a bit more on someone in front of you, in quieter situations? If yes, choose 'Focused'.
- Do you want to be very aware of all sounds around you in quieter situations? If yes, choose 'Aware'.

C. Difficult Environment



2. Sound Enhancer – Difficult

- Allows for additional boost from 1000-4000kHz when MSI is actively working to control noise in difficult environments.
- Choose this control should patients want more support in difficult environments.
- Options for Sound Enhancer for difficult environments:
 - Detail
 - Balanced
 - Comfort

Ask patient

- In difficult listening situations, are you sometimes overwhelmed? If yes, choose 'Comfort'.
- When listening to speech in difficult situations, do you prefer more speech detail? If yes, choose 'Detail'.

MoreSound Intelligence for Oticon Real, Oticon More and Oticon Own instruments*

MoreSound Intelligence (MSI) is a groundbreaking BrainHearing™ technology that provides access to the full sound scene with clear contrast and balance.

It includes a combination of technologies designed to process the sound scene with precision. As part of the noise reduction system, MSI utilizes an on-board Deep Neural Network (DNN) that was trained on 12 million real-life sound scenes so it could learn the way the brain does naturally. The DNN allows the sounds of the world to be handled precisely and automatically allowing patients to move seamlessly across listening environments.

*MoreSound Intelligence 2.0 is a feature in Oticon Real.



MoreSound Intelligence at initial fitting

Adjusting Environmental Configuration: When is support needed?

The target 🎯 is the recommended setting and a great starting point for patients. We recommend setting the Environmental Configuration during your patient's initial fitting appointment.

A. Environmental Configuration



Images in this guide depict MoreSound Intelligence 2.0/MoreSound Intelligence for Oticon Real 1, More 1, and dual-microphone Own 1 devices.

Allows for setting the hearing aids to determine **WHEN** patients need more support (directionality and noise reduction).

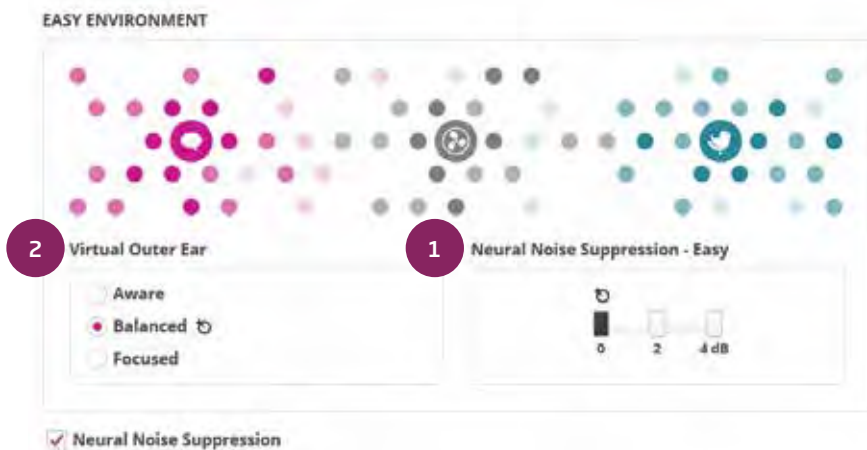
- **Ask patient:** “In which situations do you find it difficult to hear?” or “When do noisy situations go from easy to difficult for you?”
- Move gray slider bar based on their response by clicking on the left or right arrow. Based on the patient's response, the light gray indicates easier environments, dark gray indicates more difficult environments.

Those with poor speech discrimination scores may benefit from more separation of speech and noise – moving slider bar to left.

MoreSound Intelligence at follow-up appointment

Adjusting Easy and Difficult environments: How much support is needed?

B. Easy Environment



These handles determine **HOW MUCH** support a patient will have in easy environments (light gray)

1. Neural Noise Suppression – Easy

- Amount of noise suppression for easy situations (light gray).
- Choose this control if patients are struggling in situations that are considered more simple environments.

Ask patient: Do you find background sounds to be disturbing sometimes, even in quieter situations?

2. Virtual Outer Ear – Easy

- Compensates for loss of pinna effect.
- Choose this control should the patient want more/less of a front focus.
- Options for Virtual Outer Ear in easy environments:
 - Aware
 - Balanced
 - Focused

Ask patient: Do you want to be very aware of all sounds around you or focus a bit more on someone in front of you in quieter situations?

C. Difficult Environment



These handles determine **HOW MUCH** support a patient will have in difficult environments (dark gray)

3. Neural Noise Suppression – Difficult

- Amount of noise suppression for difficult situations (dark gray).
- Choose this control if patients are struggling in more complex environments.

Ask patient: Do you find background sounds to be disturbing when there are many sounds around you?

4. Sound Enhancer – Difficult

- Allows for additional boost from 1000–4000kHz when MSI is actively working to control noise in difficult environments.
- Choose this control should patients want more support in difficult environments.
- Options for Sound Enhancer for difficult environments:
 - Detail
 - Balanced
 - Comfort

Ask patient: When listening to speech in difficult situations, are you sometimes overwhelmed or do you prefer to have more speech detail?

Oticon CROS & CROS PX Quick Fitting Guide

The Oticon CROS transmitter coupled with a compatible Oticon hearing aid is a solution for people with single-sided deafness (SSD).

A CROS fitting is appropriate when hearing on the better ear is normal, whereas a BiCROS fitting is appropriate when hearing on the better ear is impaired and hearing loss must be compensated for.

Oticon CROS Family Compatibility

Oticon CROS (312 zinc-air) and Oticon CROS PX (rechargeable)

Sirius	Polaris R	Polaris		Velox S	
Oticon Intent miniRITE R	Oticon Real miniRITE R	Oticon More miniRITE R	Oticon Play PX miniRITE R	Opn S miniRITE R	Opn S BTE PP
	Oticon Real miniRITE T	Oticon More miniRITE T		Opn S miniRITE T	Xceed BTE SP
	Oticon Real miniBTE R	Oticon More miniBTE R		Opn S miniRITE	Xceed BTE UP
	Oticon Real miniBTE T	Oticon More miniBTE T		Opn Play miniRITE T	

In this guide, both fitting scenarios are described in a few simple steps.

For more information on CROS transmitters go to: oticon.com/solutions/cros

1. Place the transmitter and receiving hearing aid within 20-30 cm (8-12 inches) of each other on a table or on the client's ears.

2. Family/Selection step:

Detect the hearing aid on the better ear. If the hearing aid family and/or style supports a CROS fitting, the CROS transmitter will appear for selection in the Style list for the other ear.

The CROS transmitter exists as a miniRITE T and miniRITE R style.



Oticon CROS & CROS PX Quick Fitting Guide (cont'd)

3. Selection step:

Select CROS transmitter for the non-hearing aid ear. The CROS transmitter and receiving hearing aid will pair once you proceed with the fitting session.

Please Note: The CROS transmitter is not detected or connected to the software, but it is actively streaming throughout the fitting. Make sure both devices have fresh batteries (or are fully charged) and are turned on.

4. Fitting step:

The patient can now hear streamed sound from the CROS transmitter in the receiving hearing aid.

Check active streaming by running your finger along the transmitter microphone and listen for the microphone activity in the receiving hearing aid.

5. Fitting step:

Go to the CROS/BiCROS tab in the left taskpane to select a mode: BiCROS, CROS, or No CROS/BiCROS.

The selection of mode controls which microphones are in use. It is possible to create several programs in the hearing aid, each with its own mode.



Oticon CROS & CROS PX Quick Fitting Guide (cont'd)

6. Fitting step, CROS mode:

Ask your patient to listen to the sound coming from the right and left sides to determine the appropriate transmission level. In CROS mode, the hearing aid microphone is off by default.

In Fine-tuning, choose an appropriate adaptation step (1, 2 or 3) and adjust the overall gain of the transmitted signal as needed.

Go to step 8.

7. Fitting step, BiCROS mode:

It is possible to adjust the CROS input level or balance of sound coming from the CROS transmitter versus the receiving hearing aid where the microphone is on by default.

The balance trimmer adjusts the CROS transmitter input level in 2 dB steps.

As a default, it is set to 0, meaning equal sound from the transmitter and receiver, respectively, enters the ear canal.

The receiver input level is fixed but can be adjusted in the overall gain in the Fine-tuning tab.



Oticon CROS & CROS PX Quick Fitting Guide (cont'd)

8. End Fitting step:

It is not possible to configure buttons and indicators for the CROS transmitter, but under the Operate Push-button tab, it is possible to see how buttons are configured on the transmitter.

Be aware that beeps are configured to be High Frequency for transmitter alerts, whereas receiving hearing aid alerts are Medium Frequency by default.

If no changes to beeps are made by the hearing care professional, beeps will sound different from the transmitter versus receiver to help the patient distinguish between the two more easily.



9. Save and Exit.

Genie 2 features without CROS transmission

When performing Feedback Analyzer, In-situ Audiometry and Technical Measurements, the CROS transmission is not available to ensure that the transmission does not interfere with the measurements.

CROS transmission continues after exiting these functions in Genie 2.

Oticon CROS fittings and Real Ear Measurements (REM)

To objectively verify how the CROS transmitter is functioning and overcoming the head shadow effect, it is possible to run a REM measurement within the REM AutoFit tool in Genie 2 with the transmitter actively streaming.

If an active transmitter is not desired during REM, mute or shut down the CROS device.

RemoteCare via Companion App

Quick Guide for Clinicians

Important information

- Oticon Companion app works with:
 - Apple iPhone and iPad on iOS 15.0 or higher.
 - Android™ phones on operating system 8.0 (oreo) or higher.
- Hearing aid compatibility: **Specialized programming is not required prior to RemoteCare session.** *All Oticon Intent, Oticon Real, Oticon More, Oticon Own, Oticon Zircon, Oticon Play PX, Opn Play, Xceed and Xceed Play hearing instruments are compatible with RemoteCare.
- Oticon RemoteCare works best on WiFi, however it will also work using data.
- Should your patient require assistance with their phone or app, the patient may call the Oticon patient support hotline at: 855.400.9766

What features are not available through RemoteCare via Companion App?

- Firmware Updater
- Feedback Analyzer
- Real Ear Measurements
- Acoustics Settings (e.g., venting settings)
- Tinnitus SoundSupport™ – If a program exists, it cannot be modified during the RemoteCare session. This program will continue to work afterwards as previously programmed.

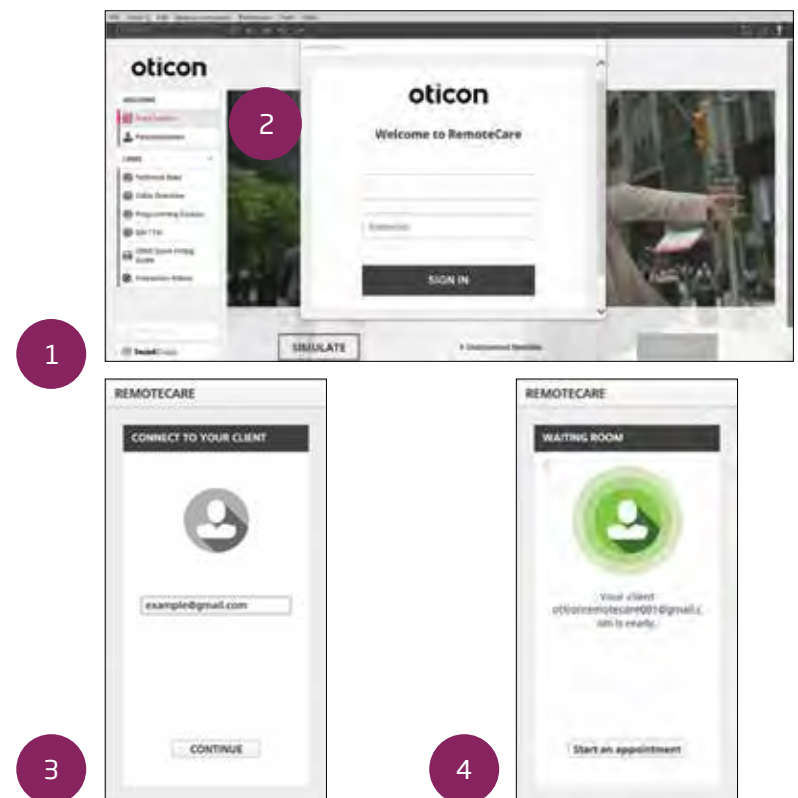
*For Custom models to be compatible, they must have 2.4 GHz Bluetooth® Low Energy wireless technology

Step 1: Getting started

Open NOAH/Genie 2 and select the patient's most recent session.

1. Click the RemoteCare box in lower left corner of screen.
2. Enter your RemoteCare credentials and click "SIGN IN"
3. Enter patient email address and click "CONTINUE"
4. Once the patient is in the virtual waiting room, click 'START AN APPOINTMENT' when you are ready.

Note: It is only possible to start a session when the patient is already present/has started an appointment.



Step 2: Conduct the session

1. Click 'CONNECT' to detect and connect to the patient's hearing aid(s). The status indicators turn green when the hearing aid(s) are connected. Please note the connection process may take up to several minutes. If you get a communication error, go to the 'FAMILY' or 'SELECTION' screen and connect the hearing aid(s). Once connected, proceed to 'FITTING'.

The connection status of the hearing aids is indicated in two places:

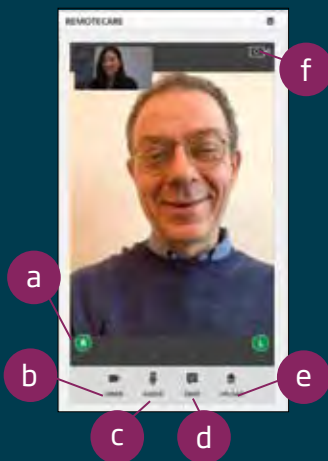
- a. Connection Bar
- b. Oticon RemoteCare Communicator



2. Program the patient's hearing aids as you would do normally, if needed.
3. Click 'UPLOAD' to upload the new settings to the hearing aids.
4. Once all desired changes have been made, click 'DISCONNECT'. The hearing aids will be disconnected from Genie 2 and will restart.
Note: You can also disconnect the hearing aids from the 'END FITTING' screen.
5. Go to the 'END FITTING' screen and click 'SAVE AND EXIT' to save and end the session with the patient.

Important: Use RemoteCare Communicator to communicate with your patient

- a. Hearing aid status indicators
- b. Enable/disable camera
- c. Mute/unmute microphone
- d. Enables text messaging and communication via audio and video between you and your patient
- e. Upload button
- f. Refresh video



Best practices if using In-situ Audiometry with RemoteCare

1. Ensure patient is in an environment with no noise
2. Turn off your microphone to avoid any unwanted noise
3. Confirm the patient is wearing the aids correctly
4. To compensate for possible delays in connection, play tones for at least two seconds and with longer than normal pauses (preferably more than two seconds) between presentations.

Important Note: Please note that In-situ Audiometry whether it is conducted in the office or via RemoteCare cannot be used for diagnostic purposes. While it cannot replace in-person audiometry, it will be beneficial in cases where the patient cannot come into the office but needs to have personalized adjustments made.

miniFit Detect Receiver Codes

ROES Codes (Compatible with Oticon Intent miniRITE R)				
	ROES Code	Description	Left Part No.	Right Part No.
60 miniFit Detect	REC64	60 miniFit Detect Speaker, Size 0	204565	204564
	REC65	60 miniFit Detect Speaker, Size 1	212431	212430
	REC66	60 miniFit Detect Speaker, Size 2	212433	212432
	REC67	60 miniFit Detect Speaker, Size 3	212435	212434
	REC68	60 miniFit Detect Speaker, Size 4	212437	212436
	REC69	60 miniFit Detect Speaker, Size 5	204575	204574
85 miniFit Detect	REC70	85 miniFit Detect Speaker, Size 0	204648	204647
	REC71	85 miniFit Detect Speaker, Size 1	212439	212438
	REC72	85 miniFit Detect Speaker, Size 2	212441	212440
	REC73	85 miniFit Detect Speaker, Size 3	212443	212442
	REC74	85 miniFit Detect Speaker, Size 4	212445	212444
	REC75	85 miniFit Detect Speaker, Size 5	204658	204657
100 miniFit Detect	REC76	100 miniFit Detect Speaker, Size 1	263473	263472
	REC77	100 miniFit Detect Speaker, Size 2	263475	263474
	REC78	100 miniFit Detect Speaker, Size 3	263477	263476
	REC79	100 miniFit Detect Speaker, Size 4	263479	263478
	REC80	100 miniFit Detect Speaker, Size 5	263481	263480

ROES CODE	EARMOLD
EM9	BTE Mold
EM10	RITE Mold
EM11	Slim Tube Mold
EM12	Power Receiver Mold*
EM13	Agil RITE Power Mold
EM14	MicroShell Classic**
EM15	Hollow/LiteTip Mold
EM16	MicroShell Detect***

*Compatible with 100 and 105 receivers for Oticon Real, Oticon More, Oticon Opn RITE aids.

**MicroShell is compatible with all miniRITE instruments except Oticon Intent.

*** Only for Oticon Intent.

ROES Receiver and Earmold Codes

ROES Codes				
	ROES Code	Description	Left Part No.	Right Part No.
60 miniFit	REC2	60 miniFit Speaker, Size 0	124946	124945
	REC3	60 miniFit Speaker, Size 1	124595	124590
	REC4	60 miniFit Speaker, Size 2	124596	124591
	REC5	60 miniFit Speaker, Size 3	124597	124592
	REC6	60 miniFit Speaker, Size 4	124598	124593
	REC7	60 miniFit Speaker, Size 5	124599	124594
85 miniFit	REC8	85 miniFit Speaker, Size 0	124968	124961
	REC9	85 miniFit Speaker, Size 1	124969	124963
	REC10	85 miniFit Speaker, Size 2	124970	124964
	REC11	85 miniFit Speaker, Size 3	124971	124965
	REC12	85 miniFit Speaker, Size 4	124973	124966
	REC13	85 miniFit Speaker, Size 5	124974	124967
100 miniFit	REC14	100 miniFit Speaker, Size 1	124585	124579
	REC15	100 miniFit Speaker, Size 2	124586	124581
	REC16	100 miniFit Speaker, Size 3	124587	124582
	REC17	100 miniFit Speaker, Size 4	124588	124583
	REC18	100 miniFit Speaker, Size 5	124589	124584
Power Mold 100	REC37	Power Mold 100 Wire, Size 1	120212	120208
	REC38	Power Mold 100 Wire, Size 2	120213	120209
	REC39	Power Mold 100 Wire, Size 3	120214	117854
	REC40	Power Mold 100 Wire, Size 4	120215	120210
Power Mold 105	REC41	Power Mold 100 Wire, Size 5	120216	120211
	REC59	Power Mold 105 Wire, Size 1	120212	120208
	REC60	Power Mold 105 Wire, Size 2	120213	120209
	REC61	Power Mold 105 Wire, Size 3	120214	117854
	REC62	Power Mold 105 Wire, Size 4	120215	120210
	REC63	Power Mold 105 Wire, Size 5	120216	120211

Earmold overview

RITE molds			
Oticon Intent			
	Solid	Hollow	Embedded
			
	MicroMold	LiteTip	MicroShell Detect
Micro/IIC	●●●	●●	●
Canal/CIC	●●●	●●	●
Canal Lock	●●●	●●	●
Half-Skeleton	●●●	●●	●
Semi-Skeleton	●●	●●	●
Skeleton	●●●	●●	●
Skeleton Wing Lock	●●	●●	●
Helix Lock	●●	N/A	●
Double Lock	●●	●●	●
Half Shell	●●●	N/A	N/A
Full Shell	●●●	N/A	N/A
Receiver	60, 85	60, 85	60, 85, 100, 105

Oticon Real, Oticon More, Oticon Play PX and Oticon Opn S				
	Solid	Hollow	Embedded	
				
	MicroMold	LiteTip	MicroShell	Power Receiver Mold
Micro/IIC	●●●	●●	●	N/A
Canal/CIC	●●●	●●	●	●
Canal Lock	●●●	●●	●	●
Half-Skeleton	●●●	●●	●	●
Semi-Skeleton	●●	●●	●	●
Skeleton	●●●	●●	●	●
Skeleton Wing Lock	●●	●●	●	●
Helix Lock	●●	N/A	●	●
Double Lock	●●	●●	●	●
Half Shell	●●●	N/A	N/A	●
Full Shell	●●●	N/A	N/A	●
Receiver	60, 85	60, 85	60, 85	100, 105

● Acrylic ● OtoTherm™ ● Silicone

BTE molds			
	Standard 13	Corda Slim Tube	
			
		Solid (MicroMold)	Hollow (LiteTip)
Micro/IIC	N/A	●●●	●●
Canal/CIC	●●●	●●●	●●
Canal Lock	●●●	●●●	●●
Half-Skeleton	●●●	●●●	●●
Semi-Skeleton	●●	●●	●●
Skeleton	●●●	●●●	●●
Skeleton Wing Lock	●●	●●	●●
Helix Lock	●●	●●	N/A
Double Lock	●●	●●	●●
Half Shell	●●●	●●●	N/A
Full Shell	●●●	●●●	N/A
Tubing	#13 Tubing	0.9, 1.3	0.9, 1.3

BTE Mold Tubing Options				
13 Medium Tube (3.1mm)	13 Medium Dry Tube (3.1mm)	13 Heavy Tube (3.3mm)	13 Heavy Dry Tube (3.3mm)	13 Double Wall Tube (3.6mm)
Vent size	Solid (MicroMold/BTE)	Embedded (MicroShell)	Hollow (LiteTip)	
Max Vent (default)	Large as possible	Large as possible	Large as possible	
X Large	>2.4	>2.4	1.5	
Large	2.4	2.4	1.2	
Medium Plus	N/A	1.8	N/A	
Medium	1.4	1.4	0.7 (short)	
Small	0.8	0.8	0.7 (long)	
No Vent	0	0	0	

Color options for Embedded (MicroShell Detect, MicroShell, and Power Receiver Mold)			
	Power Receiver Mold	Transparent	Beige
	MicroShell	Light Brown	Medium Brown
	MicroShell Detect	Dark Brown	Black
		Red	Blue
(MicroShell/MicroShell Detect Only)			

Color Options for Silicone Material (Solid RITE and BTE molds)			
Soft Material Colors (Shore 40)			
	Transparent		Rose
	White		Orange
	Black		Yellow
			Green
			Red
			Blue

Style options

Standard custom style variants

Micro/IIC



Solid mold that is as small as possible. This is the default variant for MicroMold.

- **Characteristics:** Smallest mold that can be made to fit as deep as possible.
- **Fitting range:** Recommended for mild to moderate hearing losses
- **Candidate:** Recommended for patients that prefer small deeply recessed molds.

Canal/CIC



Solid mold that is not as deep as MicroMold and more visible.

- **Characteristics:** Provides a good seal, while eliminating potential pressure points. Features a removed helix and concha area.
- **Fitting range:** Recommended for mild to moderate hearing losses.
- **Candidate:** Recommended when a larger mold is preferred and the canal length of the impression is sufficient.

Canal Lock



Canal mold which additionally provides enhanced retention in the concha area.

- **Characteristics:** A canal style that has an added lock along the edge of the concha and antitragus to provide additional retention. Canal lock length will vary with patient anatomy.
- **Fitting range:** Recommended for mild to moderate hearing losses.
- **Candidate:** Ears with a defined concha bowl in need of retention.

Half Skeleton



Half Skeleton is a Half Shell mold with the mold being cut away in the concha area.

- **Characteristics:** Provides stable placement, proper orientation, good seal, retention, and ease of insertion.
- **Fitting range:** Recommended for mild to moderate hearing losses.
- **Candidate:** This is recommended for ears with a shallow concha or high helix where additional retention is needed and there are concerns regarding dexterity.

Skeleton



Skeleton style mold is a relative of the full shell with the mold being cut away in the concha creating the ring around the bowl of the ear.

- **Characteristics:** Maximizes retention and ensures a stable placement in the ear canal.
- **Fitting range:** Recommended for mild to moderate hearing losses.
- **Candidate:** Recommended for ears where complete retention is needed.

Semi Skeleton

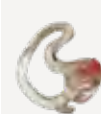


Semi Skeleton molds are designed with the concha removed for retention.

- **Characteristics:** Includes two retention points in the concha and helix offering enhanced retention with minimal material.
- **Fitting range:** Recommended for mild to moderate hearing losses.
- **Candidate:** Consider Semi-Skeleton as a great first option for patients in need of retention (short/narrow canals, difficulty inserting domes). The limited visibility coupled with minimal contact points help to provide a cosmetically appealing look while providing better retention than canal locks alone and offering better ease of insertion.

Special option style variants

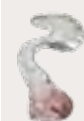
Skeleton Wing Lock



Improved version of the skeleton lock with less material for a smaller mold.

- **Characteristics:** Same retention as a Skeleton Lock with significantly reduced material in the tragus area allowing for a deeper fitting mold and more appealing fit.
- **Fitting range:** Recommended for mild to moderate hearing loss.
- **Candidate:** Recommended for any patient that desires complete retention with less visibility.

Helix Lock



Primary point of retention in the helix with minimal visibility.

- **Characteristics:** Mold extends under the helix for retention.
- **Fitting range:** Mild to moderate hearing loss.
- **Candidate:** An option for patients that have a less defined, flat concha bowl. This style can also be a choice for special populations where ear anatomy cannot accommodate other retention styles.

Half Shell



Seated in the concha area this mold is created by removing the anti-helix and parts of the upper concha area.

- **Characteristics:** This mold is utilized when seal, retention and ease of insertion is necessary.
- **Fitting range:** Recommended for moderate to severe hearing losses.
- **Candidate:** Suited for individuals with dexterity problems or difficulty orienting the earmold.

Full Shell



Universal earmold design provides a good seal.

- **Characteristics:** This style takes advantage of the full ear for optimal retention and a good seal.
- **Fitting range:** Recommended for moderate to profound hearing losses.
- **Candidate:** Ideal for ears where an acoustic seal is essential in achieving an effective fitting, particularly for high gain instruments.

Double Lock



Special option for cases where an additional point of contact will assist with fit.

- **Characteristics:** Canal mold with additional retention at crux of the helix and the concha area.
- **Fitting range:** Recommended for mild to moderate hearing losses.
- **Candidate:** Usually for remake cases where the canal lock is well placed and an additional contact point is needed to keep the patient from pushing the mold deeper, inadvertently causing a floating canal lock.

Notes

Oticon Intent chargers

Oticon Intent charging for both Oticon Intent Desktop and Oticon Intent SmartCharger



- Advanced Contact Charging
- Quick charge in 15 minutes
- Fitting during charging available
- LED located on the back of the charger

Charging time	15 min	30 min	60 min	120 min (full)
Use time*	4 hours	8 hours	16 hours	20 hours

33%
reduction in
charging
time

Hearing aid LED light charging status

	Charging – Low battery
	Charging – At least 4 hours of use*
	Fully charged

ORANGE pulsating blink ORANGE GREEN

*Expected use time for rechargeable battery depends on use pattern, active feature set, hearing loss, sound environment, battery age, and use of wireless accessories.

Oticon Intent SmartCharger

Oticon Intent SmartCharger



- Power bank
- Protective Lid
- Advanced contact charging
- Quick charge in 15 minutes
- Fitting during charging available
- LED located on back of charger



Power bank battery

Up to 4 hours depending on charging level

Power bank and hearing aids

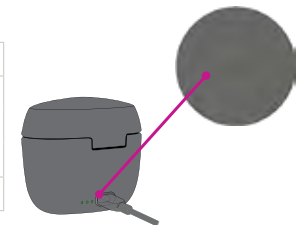
Up to 6 hours depending on charging level

Charging status is indicated via LED

LED patterns while connected to a power source

	SmartCharger miniRITE fully charged
	Charging
	Battery too low to recharge the hearing aids (pulsing)

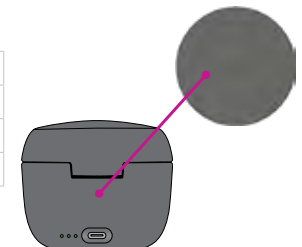
ORANGE pulsating blink ORANGE steady GREEN steady



LED patterns while disconnected from a power source

	70-100%
	40-70%
	Less than 40%
	Battery too low for a full charging cycle (pulsing)

ORANGE pulsating blink GREEN steady



Oticon Real, Oticon Play PX and Oticon More chargers

Your choice of two convenient chargers

Oticon Real, Oticon Play PX, and Oticon More
(Polaris R and Polaris instruments)

SmartCharger

miniBTE

miniRITE**



- Protective Lid
- Power Bank
- Drying Capabilities

Oticon Real, Oticon Play PX, and Oticon More
(Polaris R and Polaris instruments)

Desktop Charger

miniBTE

miniRITE



- Easy insertion and removal†
- Contact Free†
- Quick charge†

*Compatible with Oticon Real and, Oticon More instruments.

**Oticon miniRITE SmartCharger is compatible with Oticon More devices on Firmware 1.1.1 or newer.

†Features for both SmartChargers and Desktop Chargers.



Oticon miniRITE Hearing Aids

3 hours

1 hour

30 mins

Fully charged

50% charged

25% charged



Oticon miniBTE Hearing Aids

3.5 hours

1 hour

30 mins

Fully charged

~40% charged

~20% charged

Charging times apply for both the SmartCharger and Desktop Charger

Oticon SmartCharger charging times



Oticon SmartCharger

4 hours

Fully charged
power bank battery

Up to 8 hours

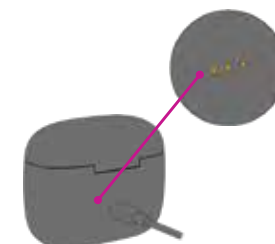
Fully charged power bank
and hearing aids

Charging the SmartCharger

When the charger is connected to a power source, the LEDs on the back of the charger indicate the charging status of the power bank.

●	Charging (battery too low to recharge the hearing aid)
●●●	Charging
●●●●	Fully charged

● ORANGE blink ● ORANGE steady ● GREEN steady

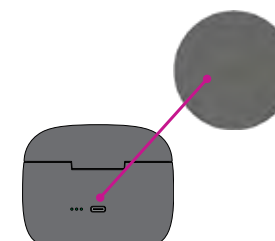


Power bank function

When the charger is disconnected from power, the LEDs on the back of the charger indicate the charger's power bank battery level. Your patient can check the remaining battery level by opening the SmartCharger's lid.

●●●●	Three full charging cycles of two hearing aids
●●●	Two full charging cycles of two hearing aids
●●	One full charging cycle of two hearing aids
●	Battery too low for a full charging cycle

● ORANGE blink ● GREEN steady



*Oticon miniRITE SmartCharger is compatible with Oticon More devices on Firmware 1.1.1 or newer

How to pair hearing aids to a smartphone

PAIRING WITH APPLE

For pairing iPhone or iPad with Oticon 2.4 GHz Bluetooth® enabled hearing aids.

1. Begin by putting your hearing aid into pairing mode by turning the hearing aids off and back on, by either using the button or placing them into a charger.
2. On your device go to Settings > Accessibility > Hearing Devices
3. Your device will search for the hearing aids, once discovered the hearing aids will appear on the screen.
4. Choose 'Pair' for each hearing aid.

PAIRING WITH ANDROID

For the best functionality, we recommend pairing all Android phones through the Oticon Companion App.

1. Begin by opening the Companion App.
2. Follow the directions on how to connect to the hearing aids:
 - a. Turn the hearing aids off and back on to put it into pairing mode
 - b. The aids should appear on the screen
 - c. Follow the prompts on the screen to connect

ASHA compatible Android devices*, allow direct streaming to Sirius, Polaris R and Polaris** hearing aids.

The Oticon Companion app is available for Android™ and iPhone/iPad

1. From the device, search for Oticon Companion in the App Store or Google Play Store.



2. Follow the prompts to install the app.

New for
Oticon
Intent

Introducing Bluetooth® LE Audio with Android Devices. Hands-free communication is only available for Sirius platform instruments with select Android devices. Please visit oticon.com/support/compatibility for more information.

*Android™ devices need to support ASHA to allow direct streaming. Please visit oticon.com/support/compatibility for more information.

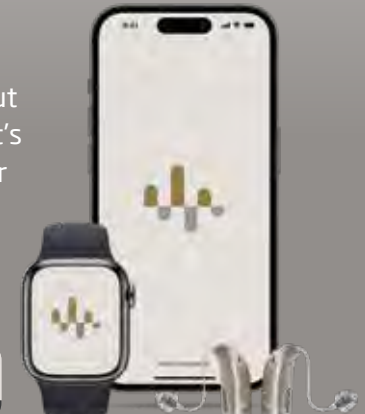
**Only for hearing aids with 2.4 GHz technology.

Empower your patients. Support your success.

Oticon Companion combines the best of the Oticon ON and Oticon RemoteCare apps, plus new features and functionality based on input from users and hearing care professionals. It's an all-in-one solution that improves the user experience, helps ease acceptance, and inspires your patients to get the most out of their hearing aid experience.



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More intuitive, discreet control

What's in it for your patients:

- New interface with improved usability on phone and Apple Watch®*
- Intuitive hearing aid control

What's in it for you:

- Reducing stigma and easing acceptance
- More opportunities for patient satisfaction



Greater support in noise

What's in it for your patients:

- Toggle on SpeechBooster** to enhance speech and reduce background noise

What's in it for you:

- Giving your patients more options for speech clarity and comfort in noise



*For Apple Watch Series 4 or later running watchOS® 8 or later.

**Only available for Oticon Intent, Oticon Real, Oticon More, Oticon Own with 2.4GHz, Oticon Play PX, Oticon Opn S, Oticon Opn Play, Oticon Xceed, Oticon Xceed Play.

More personalization options

What's in it for your patients:

- Remember volume control***
- New Sound equalizer to easily fine-tune microphone sound***
- New Streaming equalizer interface

What's in it for you:

- Set programs for your patients based on lifestyle and usage
- Helping your patients feel more in control



Simple in-app help and support

What's in it for your patients:

- Step-by-step proactive troubleshooting proposals
- News and notifications
- Automatic firmware updates keep things running smoothly
- Battery time remaining† as well as percentage
- "Find my hearing aids"

What's in it for you:

- Saves you time with fewer return visits for small fixes
- Reduces usage downtime



Updated HearingFitness™ feature***

What's in it for your patients:

- Intuitive goal-setting tool helps new patients through their adjustment period by encouraging usage

What's in it for you:

- Streamline appointments
- Wear-time data helps you to customize and optimize fittings



Integrated RemoteCare

What's in it for your patients:

- Everything in one app
- Follow-up appointments and fine-tuning from the comfort of their home or other real-life listening situations

What's in it for you:

- All the benefits of telehealth that have been shown to improve patient satisfaction
- Gain efficiency and convenience



***Only available for Oticon Real Instruments on firmware 1.1.0 or later and Oticon Intent.

†Time remaining option only available for rechargeable Sirius, Polaris R and Polaris instruments with the latest firmware.

Guide for hands-free communication with Apple®

Ready for everyone on the Sirius, Polaris R, and Polaris platforms

Hands-free communication is available for the following hearing aids: Oticon Intent, Oticon Real, Oticon More, Oticon Own with 2.4 GHz Bluetooth® and Oticon Play PX.

For patients who already have Oticon More, the hearing aid firmware must be updated to at least 1.3.0 by the hearing care professional to enable hands-free communication functionality.

Hands-free communication is available with iPhone 11 or later running iOS 15.2 or later, and iPad running iPadOS® 15.2 or later.

Please visit oticon.com/support/compatibility for more information and to see which devices are compatible.



How it works



Make or receive call on iPhone or iPad**



Hearing aid shifts to "hands-free communication" and captures wearer's voice



Caller's voice is streamed directly into hearing aids. Hang up when call is complete on iPhone or iPad**

**Note: Oticon Intent, Oticon Real and Oticon Own hearing aids (with 2.4 GHz Bluetooth) are able to accept or reject phone calls using a push button. A firmware update is required for Oticon More (1.4.0), Oticon Zircon and Play PX (1.2.0) in order to have this functionality.

Oticon Intent hearing aids have the additional functionality of accepting or rejecting phone calls by tapping one of the aids.

Notes

Notes

Accessories



ConnectClip



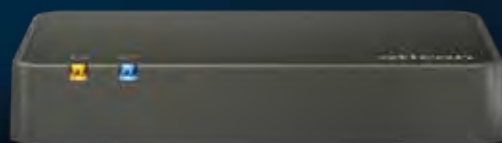
Remote Control 3.0



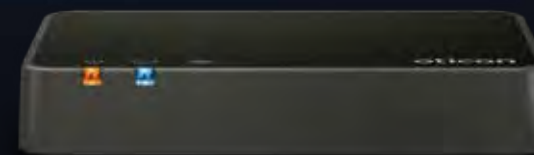
BT D800



EduMic



Phone Adapter 2.0



TV Adapter 3.0

Learn more about our wireless connectivity accessories at [oticon.com/connectivity](https://www.oticon.com/connectivity)

ConnectClip Quick Start Guide



PAIRING CONNECTCLIP WITH HEARING AIDS

1. Ensure ConnectClip is powered off. Press and hold multi-button for approximately 6 seconds until power indicator OFF ●



2. Turn both hearing aids OFF and back ON.
(Please see the Instructions For Use – Turn hearing aids ON/OFF for your device)

3. The hearing aids will now be ready for first time connection with the ConnectClip. You now have 3 minutes to complete the pairing.

4. Turn ON ConnectClip. Press and hold multi-button for approximately 3 seconds until power indicator shows STEADY GREEN ●



5. ConnectClip will now search for the hearing aids.
Status indicator BLINKING YELLOW ●



6. Place ConnectClip and both hearing aids close to each other (maximum distance is 8 inches)



7. Connection established with hearing aid(s) is indicated by status indicator STEADY YELLOW ●



PAIRING CONNECTCLIP WITH MOBILE PHONE

1. Pair the ConnectClip with the hearing aids before pairing ConnectClip with the mobile phone.

2. Place ConnectClip in Pairing mode. Press and hold the multi-button AND volume up button for about 6 seconds (A) until status BLINKS BLUE ●



The ConnectClip will be in pairing mode for about 3 minutes.

3. Enable pairing on mobile phone.
Turn on Bluetooth. Search for and connect to/pair with ConnectClip



This is normally in the Settings/Bluetooth section of the phone.

4. Enter a pin code. If the phone requests a pin code enter 0000 (four zeros).

5. Pairing complete. Pairing complete with mobile phone is indicated by status STEADY BLUE ●



UNPAIRING CONNECTCLIP

Press and hold the multi-button, volume up **and** volume down for 10 seconds to clear all Bluetooth pairings, indicated by the status indicator light BLINKING RED.

LISTENING TO MUSIC

If connected to a mobile phone or other paired device through Bluetooth, the music played on the phone/device will automatically be played in the hearing aids. STATUS ORANGE ●

You do not need to press any buttons or change anything on the ConnectClip.



RECEIVING CALLS

Phone connected: When the ConnectClip is turned on and is in range of the mobile phone it will automatically connect to the mobile phone. The status indicator is **STEADY BLUE** ●

Phone ringing: When the phone rings your patient will hear a ring indicator (and, if available, the ring-tone from your phone) in your hearing aids. The status indicator will **BLINK GREEN** ●

Answer call: Either a short press of the multi-button (A) – or answer the call from the mobile phone.

Once the call is connected status will change to **STEADY GREEN** ●

End call: Either a short press of the multi-button (A) – or hang up the call from the mobile phone. Status **STEADY BLUE** ●



REMOTE MICROPHONE

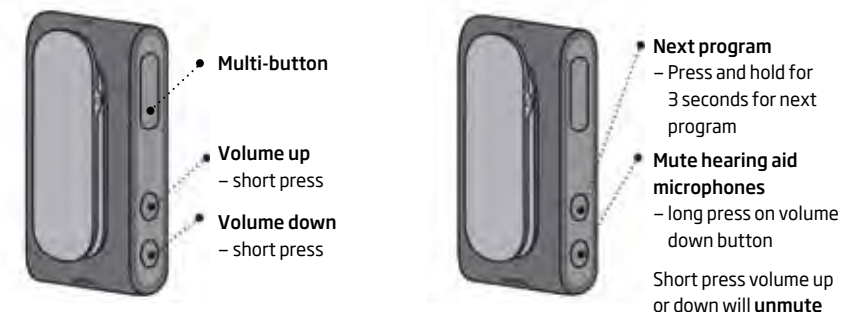
Press and hold multi-button for approximately 3 seconds to change mode. Mode change is confirmed by an audible indication in the hearing aids. **STATUS MAGENTA** ●



IMPORTANT: Attach the ConnectClip to the speaker's clothing about 8 inches below their mouth. Make sure the microphone is pointing towards the mouth and is not covered by clothes, ties, scarves, in a shirt pocket, etc. Your patient may also use the lanyard provided to hang the ConnectClip over the speaker's clothes.

REMOTE CONTROL

When ConnectClip is not streaming sound it doubles as a remote control for the hearing aids.

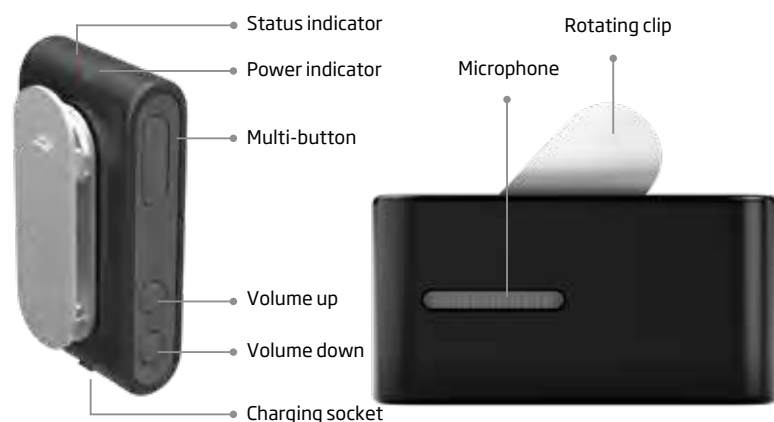


IMPORTANT: When used as a remote control, the maximum distance between ConnectClip and hearing aids is 6 feet.

OVERVIEW CONNECTCLIP BLINKING PATTERNS

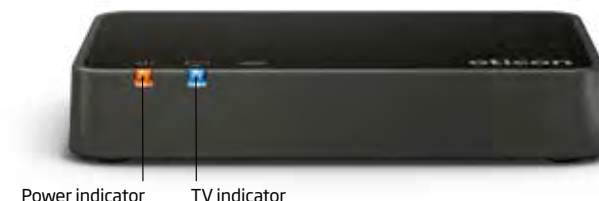
Status	Description	
●	Blinking yellow	Searching for hearing aids
●	Steady yellow	Hearing aids connected. Not connected to a phone.
●	Blinking blue	Searching for mobile phone (pairing)
●	Steady blue	Connected to a mobile phone
●	Steady green	On a call
●	Blinking green	Incoming call
●	Steady orange	Music, Mobile Phone
●	Steady magenta	Remote microphone mode
●	Blinking magenta	Remote microphone reconnecting
Power	Description	
●	Steady red	Battery low
●	Steady green	Turned on – not charging
●	Blinking green	Turned on – charging
●	Fading green	Turned on – charging complete
●	Blinking orange	Turned off – charging
●	Steady orange	Turned off – charging complete

Troubleshooting



Problem	Action
No power/no LED light	Check ConnectClip is paired with the hearing aids Does the status light show steady yellow or blue? If not, see the Instructions for Use. Has ConnectClip been turned off or disconnected? Reconnect to the hearing aids by turning ConnectClip off and on again. Note: ConnectClip needs to be within 6 feet of the hearing aids.
There's no sound from the ConnectClip	Check the battery power Does the power indicator light show steady green? Check ConnectClip is in remote microphone mode Does the status indicator light show steady magenta? Check ConnectClip is attached properly Is it in an upright position, close to the mouth and not covered by clothes? Check the volume and range Is the range within 65 feet? Try increasing the microphone volume with the volume up button.
The sound is too quiet or too loud	Adjust the microphone volume with the volume up and volume down buttons. Note: The hearing aid wearer can control the volume with the Oticon Companion.
ConnectClip runs out of battery	Turn ConnectClip off whenever not in use You can also charge it up during breaks. Note: Battery life in remote microphone mode is 8.5 hours.

TV Adapter 3.0 overview



Included

- Instructions for Use
- Power supply
- TV Adapter – black
- TOSLINK optical cable 6.5 feet (2m)
- SCART to RCA stereo cable
- Minijack 3.5mm to RCA converter

Mode	Power indicator	TV indicator
Power on, not paired to any hearing aids		
Pairing complete (steady light 30 secs)		
Power on, not streaming		
RCA inserted and streaming		
NoRCA/Audio input		
TOSLINK inserted and streaming (digital)		
TOSLINK inserted and streaming (invalid signal)*		
Fault condition*		

No light
 Blinking
 Fading
 Steady

*Try other input connection

Using TV Adapter 3.0

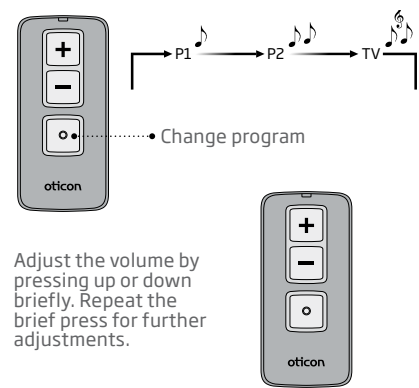
Step 1: **Connect the TV Adapter 3.0 box to the television**
 See the Instructions for Use booklet that comes with the TV adapter.
 Four methods are available to support a wide variety of connection needs.

Step 2: **Turn both hearing aids off and back on**
 (Please see the Instructions For Use Turning Hearing Aids On/Off for your device.)

Step 3: **Start TV sound using the hearing aids**
 To listen to TV, simply make long presses on the button on the hearing aids to cycle through the programs until you reach the TV listening program.
 The program cycle will depend on how many programs have already been set up.
 To stop the sound from the TV, simply cycle back to the desired program in the hearing aids.

Step 4: Alternatively, you can also start TV sound and adjust volume with the optional hearing aid Remote Control 3.0 accessory.

Note: The optional Oticon Companion App also lets you access the TV listening program and adjust volume control.



Reset TV Adapter 3.0: Press and hold the setup button for more than 5 seconds. Indicators will fade blue to indicate no pairings. Re-pair by following the steps outlined above.

Phone Adapter 2.0 with ConnectClip

The very first time the ConnectClip is used with the Phone Adapter, it must be paired to the Phone Adapter.

- For pairing:**
1. Make sure the Phone Adapter is powered on, i.e. the power indicator is steady green.
 2. Press the multibutton AND volume up button on the ConnectClip (B) for about 6 seconds until status indicator starts blinking blue.
 3. Place the ConnectClip on top of the Phone Adapter – the pairing takes around 20-60 seconds.
 4. The pairing is completed when the power indicator on the Phone Adapter and the status indicator on the ConnectClip turns steady blue. Pairing is done only once and will normally not have to be repeated.

Pairing ConnectClip			
ConnectClip Status	ConnectClip Power	Phone Adapter	Description
			ConnectClip and Phone Adapter on
			ConnectClip in pairing mode
			Pairing complete

Steady
 Blinking
 Power

Incoming calls
Make sure that your patient is able to speak into the ConnectClip microphone (A).

When the landline phone rings, your patient will hear an incoming call alert in the hearing aids. The phone indicator on the Phone Adapter will blink green and at the same time the status indicator on the ConnectClip will blink green (B).

Press the multibutton on the ConnectClip briefly (C) to answer the call. You will hear a short confirmation beep in the hearing aids. The status indicator on the ConnectClip and the phone indicator on the phone adapter will now be steady green.

To end the call, simply press the multibutton on the ConnectClip briefly and the status indicator turns blue.



Phone Adapter with ConnectClip (cont'd)

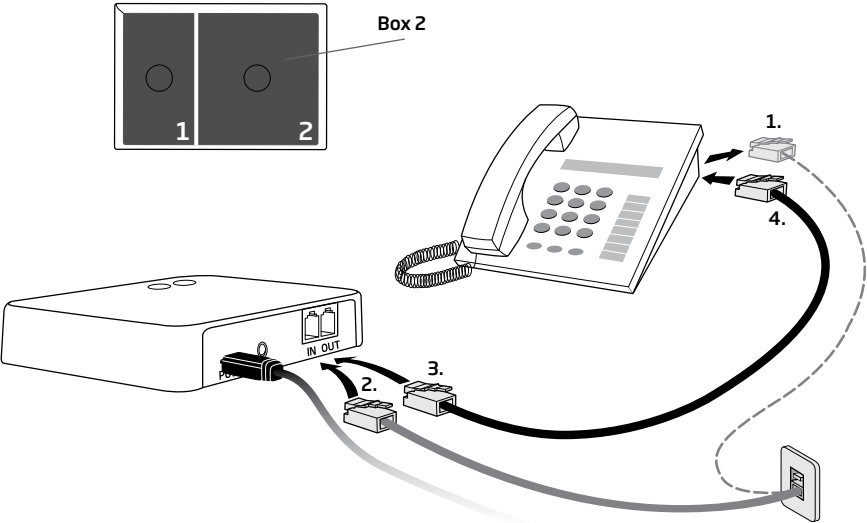
Connecting to a phone line and landline phone

Place the Phone Adapter in a suitable spot near the landline phone or base station.

1. Unplug the phone line from the landline phone (or base station).*
2. Plug the phone line from the wall outlet into the Phone Adapter "IN" connector.
3. Plug the phone cable from box 2 in the Phone Adapter "OUT" connector.
4. Plug the other end of the phone cable into the landline phone (or base station).*

Lift off the handset from the landline phone – the dial tone should be audible from the handset speaker.

** If the main phone or base station does not have a detachable plug for the landline connection, try using an alternative phone or a technician must be contacted to complete the installation.*



Outgoing calls

How to make a call

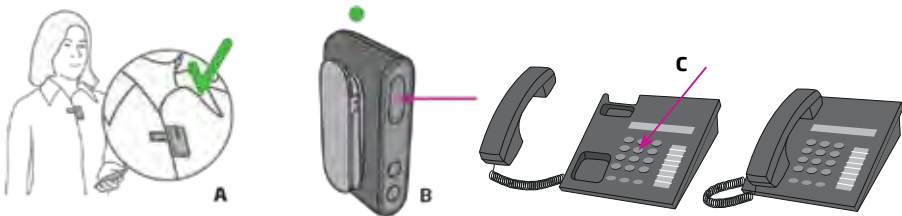
Make sure that your patient is able to speak into the ConnectClip microphone (A).

1. To make a call press the ConnectClip multibutton briefly (B). The hook is now off and you will hear a dial tone in the hearing aids. The status indicator on the ConnectClip and the phone indicator on the Phone Adapter will turn steady green.
2. Pick up the handset on the landline phone (or press "Call" on the portable phone) and dial the phone number (C) as you normally do to make a call.
3. After a short while your patient will hear the call tone in the hearing aids indicating that the call is now connected through the ConnectClip and hearing aids.

You can now put the handset back on (or press "end call" on the portable phone).

To end the call, simply press the multibutton on the ConnectClip briefly.

Note: Make sure to put the handset correctly back on the phone – otherwise the phone line will block for incoming calls.



Making a call			
ConnectClip Status	ConnectClip Power	Phone Adapter	Description
			ConnectClip and Phone Adapter are connected
			Press the multibutton on the ConnectClip briefly and you will hear a dial tone in the hearing aids

Steady Blinking

Remote Control 3.0



The remote control is a personal device intended to be used with one set of hearing aids. Please see below steps for pairing and using the Remote Control 3.0.

Step 1: Before the remote control can be used, it needs to be paired with the hearing aid(s)

Check that the remote control has working batteries by pressing any button.
(The status light at the top should light up if the batteries are good.)

Step 2: Begin by opening the battery drawer for non-rechargeable hearing aids. For rechargeable hearing aids, either use the push-button or place them in and out of the charger.

Step 3: Place both of the hearing aids within range of the remote control. (within 20 cm, approximately 7 inches)

Step 4: Press and release any button. You will see a brief green light.

Step 5: When the status light on the remote control lights up steady green for 10 seconds the devices have been paired successfully.

Operating Range

You can operate your hearing aids with the remote control from a distance of up to 1.8 meters. (approximately 6 feet)

Step 6: Your patient can change hearing aid programs and volume with the Remote Control.

Mute

Use the mute function to silence the hearing aids while wearing them. Press and hold the volume down button for approximately 2 seconds until the status light turns off, to mute the hearing aids.

Unmute

Briefly press any button on the remote control to unmute the hearing aids.

Clear Pairings: Press and hold all three buttons together at one time for 5 seconds. The light indicator will blink on, off, on. When it remains off, release the buttons. The Remote Control light indicator will turn back on. When it turns off, the remote has been cleared of pairings.

EduMic overview



Included with EduMic:

- Instructions for Use
- Adjustable lanyard
- Wall charger
- USB charger cable
- 3.5 mm jack cable
- FM protective skin

EduMic LED indicator overview

LED indicator overview



Status indicator

A steady light indicates you are sending sound. A flashing light indicates that EduMic is muted.

○ White	Start-up
● Flashing blue	Pairing in progress
● Green	ON/microphone mode
● Flashing green	Mute in microphone mode
● Yellow	Jack/FM mode
● Flashing yellow	Mute in jack/FM mode
● Red	Pairings cleared
● Magenta	Telecoil mode
● Flashing magenta	Mute in telecoil mode



Power indicator

Charging time for full charging is 2.5 hours. A quick 30 minute charge during a break provides approx. 2.5 hours of use.

When the power indicator flashes RED, there is approx. 2 hours of battery life remaining.

○ White	Start-up
● Green	Fully charged
● Flashing yellow	Charging
● Flashing red	Battery low

How to use EduMic

How to turn EduMic ON/mute

Turn ON

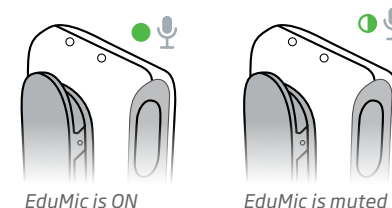
- 1 Turn EduMic ON by pressing the button for **2 seconds** until both indicators turn WHITE. Then, release the button.
- 2 Wait for 10 seconds until the status indicator turns GREEN.
- 3 EduMic is now ON.

Turn OFF

- 1 Press the button for **2 seconds** until the status indicator turns OFF.

Mute/unmute

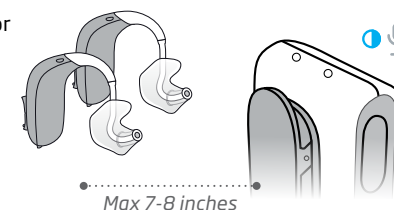
- 1 To mute EduMic, briefly press the button.
- 2 To unmute, briefly press the button again.



Getting started: Pairing the hearing aids

EduMic and the hearing aids need to be paired before use. You only need to pair the hearing aids once.

- 1 Ensure EduMic is ON.
- 2 Turn both hearing aids OFF and back ON. (Please see the Instructions For Use- Turn hearing aids ON/OFF for your device.)
- 3 Place the hearing aids within 7-8 inches of EduMic. The status indicator flashes blue during pairing.



Clearing Pairings: Ensure EduMic is turned on. Press and hold down the button for 12 seconds until the status indicator turns RED. All pairings with hearing aids are now cleared from EduMic.

How to use EduMic (cont'd)

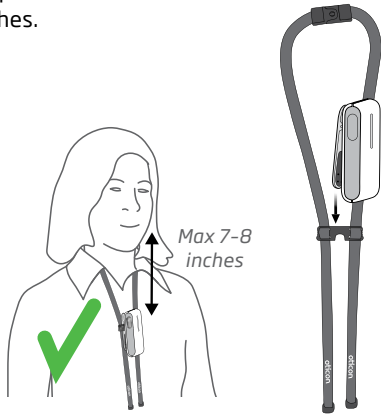
Use of the lanyard

The distance from your mouth to the microphone on EduMic should be a maximum of 7-8 inches.

- 1 Attach EduMic to the lanyard.
- 2 Hang the lanyard around your neck and adjust the distance to your mouth.

For the comfort of the patient:

- Be aware that when touching EduMic, noise is sent to the hearing aids. Mute EduMic while you are handling it.
- EduMic should not be worn close to pieces of jewelry or other hard objects.



Audio connections

Use the jack cable

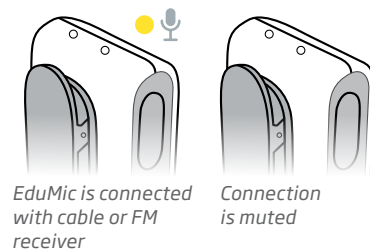
- 1 Plug in the 3.5 mm jack cable to send sound to the patient's hearing aids from external sound sources like sound field systems, smartboards or PC/tablets, etc.
- 2 When the cable is connected, the status indicator turns YELLOW, and the EduMic microphone is disabled (OFF). Unplug the cable from EduMic to use the microphone.

Use of FM connection

- 1 Plug in the FM receiver (not included) to send sound to the patient's hearing aids from classroom microphone systems like Oticon Amigo. Ensure the EduMic is placed within 9.5 feet from the hearing aids.

Mute/unmute connection

- 1 To mute the connection, press the button briefly. The status indicator flashes yellow.
- 2 To unmute, press the button again briefly.



Enter telecoil mode

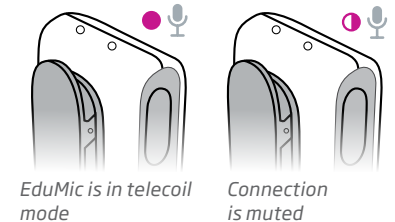
Telecoil gives direct access to teleloop systems typically found in theaters, places of worship, or lecture rooms. This symbol or a similar sign is shown wherever a teleloop has been installed.

- 1 Ensure EduMic is turned OFF
- 2 Press and hold down the button for 10 seconds until the status indicator turns MAGENTA.

EduMic is now in telecoil mode and the EduMic microphone is disabled. The range of operation is 10 ft.

Mute/unmute connection

- 1 Press the button briefly to mute the audio stream from EduMic. The status indicator flashes MAGENTA. To unmute, press the button briefly again.
- 2 To exit telecoil mode, press the button for 2 seconds until the status indicator is off.



How to pair ConnectClip to BTD-800 USB dongle and set as the audio source

Step 1

Place ConnectClip into pairing mode by pressing the multi-button and volume up button (A) for 6 seconds until the status light blinks blue. The LED lights will turn on and show green and flashing blue.



Step 2

Plug BTD-800 USB dongle into the USB port on the computer, allow the computer to detect and connect to the dongle.

Step 3

Press and hold the side button on the BTD-800 USB dongle for 3 seconds or until the LED light starts flashing red then blue.

Step 4

Pairing is complete once the dongle and ConnectClip status light turn solid blue.

Step 5

Go to the Windows Start menu and follow this path: **Control Panel > Hardware and Sound > Sound > Right click on Headset Earphone – Sennheiser BTD 800 USB for Lync -> Select “Set as Default”**.



Step 6

Now you are ready to stream audio from the computer. The status indicator light on the ConnectClip will display orange when audio is being played through a paired computer. Status light will change from orange to a very light blue (almost white) color when audio is turned off.



How to set up the BTD-800 USB dongle as the audio source on your Apple® computer

Step 1

Follow the ConnectClip and BTD-800 USB dongle pairing instructions mentioned on page 1.

Step 2

Go to the Apple logo in top left corner of the screen and follow this path: **System Preferences > Sound > click on the Output tab and select the Sennheiser BTD 800 USB for Lync**.



Step 3

At this point the BTD 800 is connected for audio out. If you want to use the BTD 800 and ConnectClip as a full headset then click on the Input tab and select the BTD 800.

Step 4

The status indicator light on the ConnectClip will display orange when audio is being played through a paired computer. Status light will change from orange to a very light blue (almost white) color when audio is turned off.



ConnectClip can also be paired to Apple computers without a BTD-800 USB. Complete the pairing process by going to the "System Preferences" > "Bluetooth" menu. Once ConnectClip is in pairing mode, it will appear in the Bluetooth menu as ConnectClip 1.0.

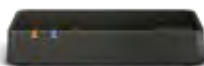
Clearing pairings accessories and devices

ConnectClip



Press and hold Multi-button, Volume UP AND Volume Down for 10 seconds to clear all Bluetooth Pairings. Indicated by status indicator light BLINKING RED.

TV Adapter



Reset System: Press and hold the setup button for more than 5 seconds. Indicators will fade blue to indicate no pairings. Repair with instructions on page 59.

Remote Control 3.0



Press and hold all three of the buttons together at one time for 5 seconds.

EduMic



Ensure EduMic is turned on. Press and hold down the button for 12 seconds until the status indicator turns RED. All pairings with hearing aids are now cleared from EduMic.

Apple Devices



Under settings app

- Accessibility
- Hearing Devices
- Click on Instruments
- Scroll to bottom of page and click on Forget Devices
- Click "Forget"

Android Devices



Bluetooth settings

- Click on Cogwheel next to hearing instruments
- Choose "unpair"

Oticon firmware update history overview

Firmware update history for Oticon Real hearing aids

Oticon Real	
Firmware number	New functionality/improvements
1.0.1	General updates for improved connectivity and performance
1.1.0	Compatibility with new functionalities in the Oticon Companion app: • Sound Equalizer and HearingFitness™. • Remember volume setting in all hearing aid programs. General updates for improved connectivity and performance.

Firmware update history for Oticon More hearing aids

Oticon More	
Firmware number	New functionality/improvements
1.0.1	Enhanced Bluetooth® performance and stability Enhanced stability of connection to Android™ devices Improved handling of multiple Bluetooth devices
1.0.2	Streaming and hearing instrument performance improvements
1.1.1	Oticon More compatibility with CROS and CROS PX SmartCharger compatibility Use of the MicroShell Introduction of MyMusic Fixed streaming volume for the TV adapter via the ON app
1.3.0	Compatibility with hands-free communication Updated volume control settings for streamed sound from TV Adapter 3.0
1.4.0	Compatibility with Corda miniFit 1.3 mm Push-button handling of hands-free calls
1.4.1-1.4.3	General updates for improved connectivity and performance
1.4.4 (12/23)	Improved connectivity to ConnectClip Performance and connectivity improvements for iOS and Android devices Improved 'battery time left' estimations in the Companion app.

Products and pricing

Firmware update history for Oticon Play PX and Oticon Zircon hearing aids

Firmware number	New functionality/improvements
1.2.0	Compatibility with Corda miniFit 1.3 mm Push-button handling of hands-free calls
1.2.1-1.2.3	General updates for improved connectivity and performance
1.2.4 (12/23)	Improved connectivity to ConnectClip Performance and connectivity improvements for iOS and Android devices Improved 'battery time left' estimations in the Companion app.

Firmware update history for Oticon Own hearing aids

Firmware number	New functionality/improvements
1.0.1-1.0.3	General updates for improved connectivity and performance
1.0.4 (12/23)	Improved connectivity to ConnectClip Performance and connectivity improvements for iOS and Android devices Improved 'battery time left' estimations in the Companion app.

Firmware update history for Companion app

Firmware number	New functionality/improvements
1.0.0	Initial release
1.1.0	Apple Watch® compatibility Background updates
1.2.0	Introduction of Sound Equalizer*, Hearing Fitness™*, Firmware Update feature (minor updates only), and Remember Volume* Widgets for Android Updates to contextual troubleshooting Near and Far indicators for Find my hearing aids
1.2.1	Fixes for: - Battery level report issues, - HearingFitness data capturing issue - Oticon Real new features requiring uninstall/reinstall to show in app resolved. Additional background updates
1.2.2	Update allows compatibility with Opn™ hearing aids, without the latest FW update 6.1.
1.3.0	- Improved connectivity - Dark mode - Charging status and RemoteCare while charging (Intent Only) - Hearing Fitness notifications (Real and Intent Only)

Oticon Government Services Price List

Group 1 (Custom Instruments) – \$348.40

Oticon Own 1

Group 2 (BTE Rechargeable) – \$401.70

Oticon Real 1 miniBTE R

Group 2 (Behind-The-Ear Instruments) – \$321.36

Oticon Real 1 miniBTE T Xceed 1 BTE Super Power

Opn S 1 BTE Plus Power Xceed 1 BTE Ultra Power

Group 3 (RITE Non-Rechargeable) – \$349.44

Oticon Real 1 miniRITE T

Group 3 (RITE Rechargeable) – \$436.80

Oticon Intent miniRITE R – **NEW**

Oticon Real 1 miniRITE R

Oticon Play PX miniRITE R

Group 4 (Wireless Systems)

TV Adapter 3.0 \$94.18

ConnectClip \$123.21

Phone Adapter 2.0 \$56.94

EduMic \$379.60

Group 5 (Earmolds)

All molds \$22.88

Group 6 (Remote Controls)

Remote Control 3.0 \$92.56

Group 7 (CROS)

Oticon CROS \$310.96

Group 7a (CROS Rechargeable)

Oticon CROS PX (Rechargeable) \$388.96

Repair Pricing (6 month warranty)

ITE \$112.68

BTE \$114.76

Chargers

Desktop Charger (miniBTE and miniRITE) \$128.96

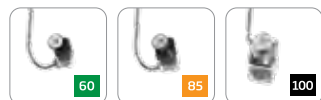
SmartCharger (miniBTE and miniRITE) \$171.60

Accessories

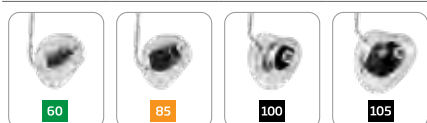
BTD800 Bluetooth Dongle \$50.00

Hearing aid parts overview

miniFit Detect Receiver Options (Oticon Intent)



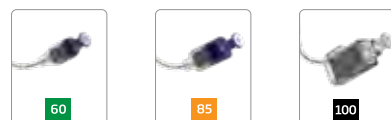
- 60, 85 and 100 fitting levels
- 60 and 85 receivers available in lengths 0-5
- 100 receiver available in lengths 1-5
- Compatible with existing dome options
- Receivers use ProWax miniFit



MicroShell Detect

- Speaker embedded custom mold option
- Available in lengths 1-5
- Service required for change in length
- 105 is only available in a custom mold
- 60 and 85 utilize ProWax miniFit
- 100 and 105 utilize ProWax

Standard miniFit Receiver Options (Oticon Real, Oticon More, Oticon Play PX Oticon Opn S)



- 60, 85 and 100 fitting levels
- 60 and 85 receivers available in lengths 0-5
- 100 receivers available in lengths 1-5
- Compatible with existing dome options
- ProWax miniFit



MicroShell

- Speaker embedded custom mold option
- Available in lengths 1-5
- Service required for change in length
- For Polaris R and Polaris products only
- ProWax miniFit



Power Receiver Mold

- Speaker embedded custom mold option
- Available in lengths 1-5
- Ability to change the wire in office
- 105 is only available in a custom mold
- ProWax

RITE parts

NEW

miniFit Detect Speakers for Oticon Intent

No.	Speaker Kit		
271186	Complete Speaker Kit – \$675		
No.	60 miniFit Detect	No.	100 miniFit Detect
204564	60 miniFit Detect Speaker, 0R	263472	100 miniFit Detect Speaker, 1R
212430	60 miniFit Detect Speaker, 1R	263474	100 miniFit Detect Speaker, 2R
212432	60 miniFit Detect Speaker, 2R	263476	100 miniFit Detect Speaker, 3R
212434	60 miniFit Detect Speaker, 3R	263478	100 miniFit Detect Speaker, 4R
212436	60 miniFit Detect Speaker, 4R	263480	100 miniFit Detect Speaker, 5R
204574	60 miniFit Detect Speaker, 5R	263473	100 miniFit Detect Speaker, 1L
204565	60 miniFit Detect Speaker, 0L	263475	100 miniFit Detect Speaker, 2L
212431	60 miniFit Detect Speaker, 1L	263477	100 miniFit Detect Speaker, 3L
212433	60 miniFit Detect Speaker, 2L	263479	100 miniFit Detect Speaker, 4L
212435	60 miniFit Detect Speaker, 3L	263481	100 miniFit Detect Speaker, 5L
212437	60 miniFit Detect Speaker, 4L		
204575	60 miniFit Detect Speaker, 5L		
No.	85 miniFit Detect		
204647	85 miniFit Detect Speaker, 0R		
212438	85 miniFit Detect Speaker, 1R		
212440	85 miniFit Detect Speaker, 2R		
212442	85 miniFit Detect Speaker, 3R		
212444	85 miniFit Detect Speaker, 4R		
204657	85 miniFit Detect Speaker, 5R		
204648	85 miniFit Detect Speaker, 0L		
212439	85 miniFit Detect Speaker, 1L		
212441	85 miniFit Detect Speaker, 2L		
212443	85 miniFit Detect Speaker, 3L		
212445	85 miniFit Detect Speaker, 4L		
204658	85 miniFit Detect Speaker, 5L		

RITE parts (cont'd)

Speakers for Oticon More, Play PX, Opn S, Opn and Opn Play	
No.	Speaker Kit
15555-9960	Complete Speaker Kit – \$675
No.	60 miniFit
124945	60 miniFit Speaker, 0R
124590	60 miniFit Speaker, 1R
124591	60 miniFit Speaker, 2R
124592	60 miniFit Speaker, 3R
124593	60 miniFit Speaker, 4R
124594	60 miniFit Speaker, 5R
124946	60 miniFit Speaker, 0L
124595	60 miniFit Speaker, 1L
124596	60 miniFit Speaker, 2L
124597	60 miniFit Speaker, 3L
124598	60 miniFit Speaker, 4L
124599	60 miniFit Speaker, 5L
No.	85 miniFit
124961	85 miniFit Speaker, 0R
124963	85 miniFit Speaker, 1R
124964	85 miniFit Speaker, 2R
124965	85 miniFit Speaker, 3R
124966	85 miniFit Speaker, 4R
124967	85 miniFit Speaker, 5R
124968	85 miniFit Speaker, 0L
124969	85 miniFit Speaker, 1L
124970	85 miniFit Speaker, 2L
124971	85 miniFit Speaker, 3L
124973	85 miniFit Speaker, 4L
124974	85 miniFit Speaker, 5L
No.	100 miniFit for dome
124579	100 miniFit Speaker, 1R
124581	100 miniFit Speaker, 2R
124582	100 miniFit Speaker, 3R
124583	100 miniFit Speaker, 4R
124584	100 miniFit Speaker, 5R

124585	100 miniFit Speaker, 1L
124586	100 miniFit Speaker, 2L
124587	100 miniFit Speaker, 3L
124588	100 miniFit Speaker, 4L
124589	100 miniFit Speaker, 5L

Interchangeable Power Mold Options				
	miniFit Speaker Wires for Power Receiver Molds			
	No.	Description	No.	Description
	120208	Speaker Wire, 1R	120212	Speaker Wire, 1L
	120209	Speaker Wire, 2R	120213	Speaker Wire, 2L
	117854	Speaker Wire, 3R	120214	Speaker Wire, 3L
	120210	Speaker Wire, 4R	120215	Speaker Wire, 4L
	120211	Speaker Wire, 5R	120216	Speaker Wire, 5L
	Cover Plate			
	No.		Description	
	127908		Clear	
	127909		Beige	
	127910		Light Brown	
	127911		Medium Brown	
	127912		Dark Brown	
	127913		Black	

Chargers and charger accessories	
No.	Description
203479	Charger Wall Plug – Desktop or Smart
226308	SmartCharger Cable A to C
miniBTE	
226282	miniBTE SmartCharger*
226352	miniBTE Desktop Charger*
miniRITE	
268271	Intent SmartCharger
265974	Intent Desktop Charger
225678	miniRITE SmartCharger**
200294	miniRITE Desktop Charger

*Oticon Real and Oticon More instruments

**Not compatible with Oticon Intent and Opn S miniRITE R

RITE parts (cont'd)

miniFit Domes		
 Box No.	 Blister Pack No.	Description
OpenBass Dome		
218359	218355	5mm OpenBass/Open Dome (10 pc)
218364	212677	6mm OpenBass Dome* (10 pc)
218368	212678	8mm OpenBass Dome* (10 pc)
218373	212679	10mm OpenBass Dome* (10 pc)
218377	212680	12mm OpenBass Dome* (10 pc)
Open Dome		
218359	218355	5mm OpenBass/Open Dome (10pc)
149303	125926	6mm Open Dome(Opn)** (10 pc)
149304	125925	8mm Open Dome(Opn)** (10 pc)
149305	125924	10mm Open Dome(Opn)** (10 pc)
Bass Dome Double Vent		
149306	133791	6mm Bass Dome Double Vent (10 pc)
149307	133792	8mm Bass Dome Double Vent (10 pc)
149308	133793	10mm Bass Dome Double Vent (10 pc)
149309	133794	12mm Bass Dome Double Vent (10 pc)
Bass Dome Single Vent		
149310	133787	6mm Bass Dome Single Vent** (10 pc)
149311	133788	8mm Bass Dome Single Vent** (10 pc)
149312	133789	10mm Bass Dome Single Vent** (10 pc)
149313	133790	12mm Bass Dome Single Vent** (10 pc)
Power Dome		
149314	125923	6mm Power Dome (10 pc)
149315	125922	8mm Power Dome (10 pc)
149316	125921	10mm Power Dome (10 pc)
149317	125920	12mm Power Dome (10 pc)

*For Oticon Intent, Oticon Real, and Oticon More products only
 **Not compatible with Oticon Intent, Oticon Real or Oticon More

RITE parts (cont'd)

Grip Tips (5 per package)		
	No.	Description
	013404	GripTip Small Vented Right (0.9mm)
	014404	GripTip Small Vented Left (0.9mm)
	015404	GripTip Large Vented (Right 0.9mm)
	016404	GripTip Large Vented (Left 0.9mm)
	013504	GripTip Small No Vent Right
	014504	GripTip Small No Vent Left
	015604	GripTip Large No Vent Right
	016604	GripTip Large No Vent Left
	15500-2610	miniFIT Grip Tip Start Up Kit

miniFit Detect Ear Grips (Oticon Intent)		
	No.	Description
	250363	miniFit Detect 60 Ear Grip
	207948	miniFit Detect 85 Ear Grip
	260689	miniFit Detect 100 Ear Grip

miniFit Ear Grips		
	No.	Description
	120066	miniFit 60 Ear Grip
	135986	miniFit 85 Ear Grip

BTE parts

Corda miniFit, Standard version (0.9mm)	
151459	Corda Slim Tube 1L (5 pc)
151461	Corda Slim Tube 1R (5 pc)
151460	Corda Slim Tube 0L (5 pc)
151462	Corda Slim Tube 0R (5 pc)
149937	Corda Slim Tube 1L (5 pc)
149938	Corda Slim Tube 1R (5 pc)
149939	Corda Slim Tube 2L (5 pc)
149940	Corda Slim Tube 2R (5 pc)
149941	Corda Slim Tube 3L (5 pc)
149942	Corda Slim Tube 3R (5 pc)
149943	Corda Slim Tube 4L (5 pc)
149944	Corda Slim Tube 4R (5 pc)
132695	Corda Thin Tube Variety Kit

Corda miniFit, Power version (1.3mm)	
151463	Corda Power Slim Tube 1L (5 pc)
151465	Corda Power Slim Tube 1R (5 pc)
151464	Corda Power Slim Tube 0L (5 pc)
151466	Corda Power Slim Tube 0R (5 pc)
149945	Corda Power Slim Tube 1L (5 pc)
149946	Corda Power Slim Tube 1R (5 pc)
149947	Corda Power Slim Tube 2L (5 pc)
149948	Corda Power Slim Tube 2R (5 pc)
149949	Corda Power Slim Tube 3L (5 pc)
149950	Corda Power Slim Tube 3R (5 pc)
149951	Corda Power Slim Tube 4L (5 pc)
149952	Corda Power Slim Tube 4R (5 pc)
135956	Ear Grip Corda
134815	Corda Power Thin Tube Variety Kit

BTE parts (cont'd)

Tonehooks, Corda Adapters	
205668	Hook More 7dB damp
208679	Hook More Ped 7dB damp
135417	Hook Std BTE PP
173685	Hook Xceed undamp
173686	Hook Xceed Ped undamp
209648	Hook Xceed Ped 9dB damp
209647	Hook Xceed 9dB damp
137859	Hook BTE PP damp 7dB
137304	Corda Adapter BTE PP

ConnectLine accessories

Accessories		
Part Number	Description	Model Supported
168567	TV3 Power Supply Plug	TV Adapter 3.0, Phone Adapter 2.0
142667	BTD 800 USB Dongle	ConnectClip Required
168517	TV3 TOSLINK Adaptor	TV Adapter 3.0
191447	TV3 Cable Kit (RCA cord)	TV Adapter 3.0
ConnectClip Accessories		
Part Number	Description	Model Supported
178623	ConnectClip Accessory Set	ConnectClip
178542	ConnectClip Lanyard	ConnectClip
168567	Power Supply/Wall Charger	ConnectClip
123815	USB Charging Cable	ConnectClip
188297	ConnectClip Skin Grey	ConnectClip
188298	ConnectClip Skin Red	ConnectClip
188299	ConnectClip Skin Blue	ConnectClip
EduMic Accessories		
Part Number	Description	Model Supported
213534	EduMic Audioline Cord	Edumic
213514	EduMic USB Charger Cable	Edumic
168558	EduMic Power Supply	Edumic
195521	EduMic Lanyard	Edumic
195524	EduMic Skin (white)	Edumic
Miscellaneous items – Ordered through Prosthetics		
Part Number	Description	Model Supported
183088	SafeLine (standard BTE 312/13/675)	
183093	SafeLine (RITE/miniBTE)	
890-52-292	Adapter 3mm	

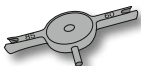
Wax protection

For Sirius, Polaris R, Polaris, and Velox S products

Type/Color	Application
 ProWax miniFit Grey "turtle"/Black tools Part Number (1 pc): 128057 	miniFit Detect Receivers (Oticon Intent)  <i>MicroShell Detect</i> Standard miniFit Receivers (Oticon Real, Oticon More, Oticon Play PX, Oticon Opn S)  <i>MicroShell</i> Oticon Own custom instruments 
 ProWax Grey "turtle"/Lt Grey tools Part Number (1 pc): 123367- Beige 	miniFit Detect Molds (Oticon Intent)  <i>LiteTip MicroMold MicroShell Detect</i> Standard miniFit Receivers (Oticon Real, Oticon More, Oticon Play PX, Oticon Opn S)  <i>LiteTip MicroMold Power Receiver Mold</i>
 T Cap (mic cover) Grey compact/Black tools Part Number (1 pc): 263515 - Beige 263513 - Light Brown 263512 - Med Brown 263514 - Dark Brown 263516 - Black	Custom 10A Battery Products  <i>T Cap</i>
 O Cap (mic cover) Grey compact/Black tools Part Number (1 pc): 128003 - Beige 128004 - Light Brown 128005 - Med Brown 128006 - Dark Brown 252488 - Black	Custom 312 Battery Products  <i>O Cap</i>

Oticon tools

Tool Kit	Name	Part number
	Clinic Supply Tool Kit Contact Oticon to order this kit for your clinic	196718

Oticon Intent		
Mold removal tools	Name	Part number
	miniFit Detect 60 and 85 mold speaker tool	268944

Oticon Real, Oticon More, Oticon Play PX, Oticon Opn S		
Mold removal tools	Name	Part number
	Power Mold Tool	143330
	60 Speaker Tool	127816
	85 Speaker Tool	126977
	60/85 Speaker Tool Set	127901

Cleaning tools	Name	Part Number
	Multi-tool	211439
	Vent Cleaner	825-01-091-02
	Brush Combination Cleaning Black/Magnet, Brush, Wax Loop	030-10-800

Miscellaneous tools	Name	Part Number
	Speaker Unit Measuring Tool - miniFIT	15500-0281 (Tear pad) 273437 (Plastic)
	Service Tool - Red/Remove RITE pin and change Corda tube adapters. This tool may also be used for opening the Opn S miniRITE R battery drawer for firmware updates.	890-22-270-00

Reprogramming information

When a hearing aid is returned from repair or loss and damage, you will receive one of 4 color-coded cards. To ensure patient settings are maintained, including binaural communication, follow the steps on the enclosed card.

Device has been restored to incoming user settings

Device has been programmed to user audiogram

Loss and damage devices need to be programmed in clinic
Oticon Opn S, Opn, Opn Play, or Xceed

Loss and damage devices need to be programmed in clinic
Oticon Intent, Oticon Real, Oticon Own and Oticon More

Programming cables

PLEASE NOTE: All programming for Oticon Intent, Oticon Real and Oticon More products is wireless utilizing the NoahLink wireless.

Please note: Wireless programming is based on 2.4 GHz technology. Only ITC, ITE HS and ITE FS with 2.4 GHz wireless technology can be programmed wirelessly. All other custom instruments must be programmed with a cable connection.

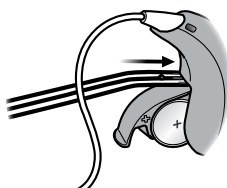
Use Noahlink wireless programmer to wirelessly connect to the hearing aids.

The following wired programming can also be used: Oticon programming cable #3 or HI-PRO #3 Left: 214463 Right: 214372

miniRITE and miniRITE T (Opn S, Opn, Alta Pro, Alta1 Pro, Alta2 Pro, Agil Pro)

Use FlexConnect 390-01-180-05 (See lower right corner for image)

- Step 1:** Insert a new battery. Do not close the battery drawer.
- Step 2:** Insert the gold end of FlexConnect into the space right above the battery drawer hinge. Make sure the black dot on FlexConnect is facing away from the battery drawer and push until the black dot touches the hearing aid. Close the battery drawer.

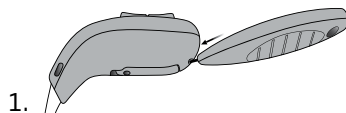


miniRITE R (Opn S)

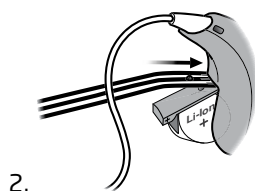
Use Service tool 890-22-270-00 (see page 86 for image)

Use FlexConnect 390-01-180-05 (See lower right corner for image)

- Step 1:** Open the battery drawer with service tool.



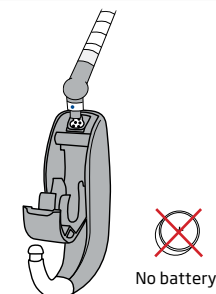
- Step 2:** Insert the gold end of FlexConnect. Follow description for miniRITE T for how to insert. Close the battery drawer before programming. Press and hold the lower part of the push-button for approx. 2 seconds. Release the button and wait until the hearing aid LED turns GREEN. The hearing aid is now turned ON.



Programming cables (cont'd)

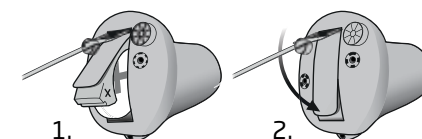
BTE, BTE PP, BTE SP, BTE UP (Opn S, Opn, Xceed SP, Xceed UP, Alta2 Pro)

Insert the programming cable in the bottom of the hearing aid (direct connection).



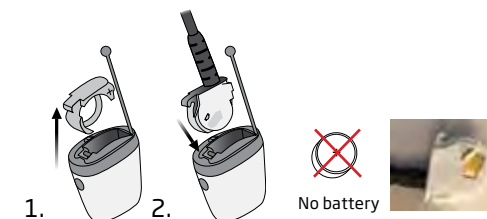
ITC, ITE HS, ITE FS* (Oticon Own, Opn, Alta Pro, Alta2 Pro)

Use FlexConnect Mini 117468 (See image below)



IIC, CIC (Oticon Own, Opn, Alta2 Pro)

Use Programming Adapter Mini 164237



FlexConnect
(miniRITE, miniRITE T, miniRITE R)



FlexConnect Mini
(ITC, ITE HS, ITE FS)



*Only devices without 2.4 GHz technology.

Your dedicated Oticon Government Services team

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Field support



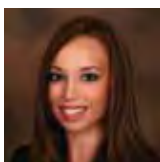
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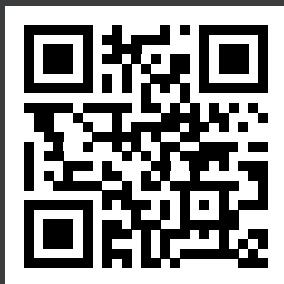


New and Improved!

Updated Cell Phone Compatibility Check

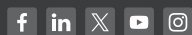


Oticon Government Services National Seminars



Oticon Patient Support Hotline:

855.400.9766



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