life-changing **technology**

Pocket Guide

February 2024





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Superior technology for all your patients

Superior technology for all your patients

User profiles		Models
	**DEMAND THE BEST** • Adults with mild-to-severe hearing loss • Want the best sound quality and performance in difficult listening environments	**Oticon Intent™ †** **Oticon Real™**
	**EVERYDAY ESSENTIAL** • Adults with mild-to-severe hearing loss • Want good performance and are more cost conscious about their hearing solutions	**Oticon Zircon** **Oticon Ruby***
	**CUSTOM** • Adults with mild-to-severe hearing loss • Want an in-the-ear solution with superior sound quality and ultimate discreetness	**Oticon Own™**
	**PEDIATRICS** • Ages 0–21 with mild-to-profound hearing loss • Require hearing solutions specifically designed to meet their unique requirements	**Oticon Play PX** **Oticon Opn Play™*** **Oticon Xceed Play**
	**POWER USERS** • Adults with severe-to-profound hearing loss • Require additional power in their hearing solutions	**Oticon Xceed**
	**SINGLE-SIDED DEAFNESS** • Adults and children with single-sided deafness • Want a fuller, more immersive sound experience	**Oticon CROS PX†** **Oticon CROS†**

Rechargeable style available · miniRITE style available · Custom styles available · Super Power & Ultra Power styles available · Various BTE styles available

Oticon hearing solutions	Built on BrainHearing technology	A full range of connectivity & apps
Our selection of premium products takes BrainHearing™ technology to the next level to deliver speech understanding in noisy environments with less listening effort.	✓	
Our selection of high-quality hearing aids in the essential category features good sound quality, connectivity and rechargeable styles.		
Oticon Own is the world's first in-the-ear hearing aid with an on-board Deep Neural Network (DNN).** A dedicated custom family, Oticon Own comes in five styles and five performance levels to match your patient's needs.	✓	✓
Our hearing solutions for children and teens help them grow, thrive and learn by providing better conditions to meet their developmental needs.		
The world's most powerful hearing aid gives your patients access to more speech than ever before to help reduce the listening effort this patient population struggles with each day.	✓	
This is the world's first CROS/BiCROS solution that supports speech awareness and wireless streaming at the same time, providing a revolutionary sound experience for clients with single-sided deafness.	✓	

BrainHearing™ · oticon

For more information about Oticon products, please contact your Account Manager or visit **oticon.com**.
†miniBTE, BTE, and custom styles not available
*miniBTE styles not available
**DNN is only available in Oticon Own 1, 2 and 3

Oticon Intent at a glance

Sensor Driven
BrainHearing™
Technology

Oticon Intent allows patients to engage in life like never before.
Oticon Intent is the world's first hearing aid with sensor-driven BrainHearing™ technology.





Highlights:

1. Powered by the Sirius™ platform featuring:
   - 4D user-intent sensors
   - More Sound Intelligence™ 3.0 with Deep Neural Network (DNN) 2.0 and Wind &Handling Stabilizer
   - MoreSound Amplifier™ 3.0 with SuddenSound Stabilizer
   - MoreSound Optimizer™
2. Compatibility with miniFit Detect receivers which provide precise gain to the patient and valuable information to you about the fitting.
3. Two-way hands-free* calls from:
   - Select Mac®, iPhone® and iPad® devices
   - Select Android™ devices

*Hands-free communication is available with select Android™ devices, iPhone® 11 or later running iOS 15.2 or later, and iPad® running iPadOS® 15.2 or later. Hands-free available with Mac® computers with macOS® 14 Sonoma with select M1 chip devices and all M2 chip devices. Please visit **oticon.com/support/compatibility** for more information and to see which devices are compatible.

4D user-intent sensors

A groundbreaking technology that captures listening intentions Oticon Intent features the world's first user-intent sensors – a unique new technology that allows the hearing aid to recognize when the user's listening needs change and adapt accordingly.

Building on insights from research on human communication behavior, Oticon Intent combines four different types of sensor input to understand and act on the user's listening needs: conversation activity, head movement, body movement, and acoustic environment.



Conversation activity
Monitoring if there is an active conversation or not, informing the system to prioritize speech.

Head movement
Following how the user moves their head helps to understand the type of communication situation.

Body movement
Detecting physical movement helps anticipate the need for increased spatial awareness support.

Acoustic environment
Sensors gather details of the 360° sound scene around the listener as it varies within listening environments and between environments.

Oticon Intent

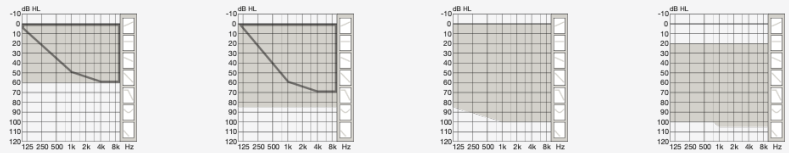
RITE style

Oticon Intent miniRITE R*
(lithium-ion)

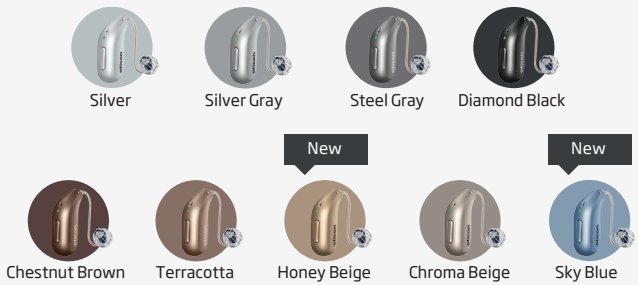
60 85 100 105



RITE fitting ranges**



RITE instrument colors



*Includes Telecoil
**Fitting range is for Intent 1. Fitting ranges for Intent 2, Intent 3, and Intent 4 are limited to 8kHz.
Details available in Technical data sheets.

	Oticon Intent 1
Speech Understanding	
MoreSound Intelligence™ 3.0	Level 1
Sensor technology	✓
Environment classifier	5 configurations
Virtual Outer Ear	3 configurations
Spatial Balancer	100%
Neural Noise Suppression Difficult/Easy	12 dB / 6 dB
Sound Enhancer	3 configurations
Wind & Handling Stabilizer	✓
MoreSound Amplifier™ 3.0	✓
SuddenSound Stabilizer	6 configurations
MoreSound Optimizer™	✓
Feedback shield	✓
Spatial Sound™	4 estimators
Soft Speech Booster	✓
Frequency lowering, Speech Rescue™	✓
Sound Quality	
Clear Dynamics	✓
Better-Ear Priority	✓
Fitting Bandwidth[1]	10 kHz
Power bass (streaming)	✓
Processing channels	64
Personalization & Optimizing Fitting	
Fitting bands	24
Multiple directionality options	✓
Adaptation management	✓
Fitting formulas	VAC+, NAL-NL1/NAL-NL2, DSL v5
Connecting to the World	
Oticon Companion app	✓
Bluetooth® LE Audio	✓
Hands-free communication[2]	✓
Direct streaming[3]	✓
ConnectClip	✓
EduMic	✓
Remote Control 3.0	✓
TV Adapter 3.0	✓
Phone Adapter 2.0 (with ConnectClip)	✓
Tinnitus SoundSupport™	✓
CROS/BiCROS support	✓

[1] Bandwidth accessible for gain adjustments during fitting. [2] Hands-free communication is available with select Android™ devices, iPhone® 11 or later running iOS 15.2 or later, Mac® computers with macOS® 14 Sonoma with select M1 chip devices and all M2 chip devices and iPad® running iPadOS® 15.2 or later.

60 85 100 105

	Oticon Intent 2
Speech Understanding	
MoreSound Intelligence™ 3.0	Level 2
Sensor technology	✓
Environment classifier	5 configurations
Virtual Outer Ear	2 configurations
Spatial Balancer	60%
Neural Noise Suppression Difficult/Easy	10 dB / 4 dB
Sound Enhancer	2 configurations
Wind & Handling Stabilizer	✓
MoreSound Amplifier™ 3.0	✓
SuddenSound Stabilizer	5 configurations
MoreSound Optimizer™	✓
Feedback shield	✓
Spatial Sound™	4 estimators
Soft Speech Booster	✓
Frequency lowering, Speech Rescue™	✓
Sound Quality	
Clear Dynamics	✓
Better-Ear Priority	✓
Fitting Bandwidth[1]	8 kHz
Power bass (streaming)	✓
Processing channels	48
Personalization & Optimizing Fitting	
Fitting bands	20
Multiple directionality options	✓
Adaptation management	✓
Fitting formulas	VAC+, NAL-NL1/NAL-NL2, DSL v5
Connecting to the World	
Oticon Companion app	✓
Bluetooth® LE Audio	✓
Hands-free communication[2]	✓
Direct streaming[3]	✓
ConnectClip	✓
EduMic	✓
Remote Control 3.0	✓
TV Adapter 3.0	✓
Phone Adapter 2.0 (with ConnectClip)	✓
Tinnitus SoundSupport™	✓
CROS/BiCROS support	✓

[3] From iPhone, iPad, and select Android™ devices with the ASHA protocol.

60 85 100 105

Oticon Intent 3	Oticon Intent 4
Level 3	Level 4
-	-
3 configurations	Not adjustable
1 configuration	1 configuration
60%	40%
8 dB / 2 dB	6 dB / 0 dB
1 configuration	1 configuration
✓	✓
✓	✓
4 configurations	2 configurations
✓	✓
✓	✓
4 estimators	-
✓	✓
✓	✓
-	-
✓	-
8 kHz	8 kHz
✓	✓
48	48
18	14
✓	✓
✓	✓
VAC+, NAL-NL1/NAL-NL2, DSL v5	VAC+, NAL-NL1/NAL-NL2, DSL v5
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓

Oticon Real at a glance



Oticon Real is designed to help patients stay sharp in the real world.
Oticon Real features technology to minimize disruptive sounds to help keep patients focused and engaged on what matters.



Highlights:

1. Powered by Polaris R™ with RealSound Technology™ featuring:
   - MoreSound Intelligence™ 2.0 with Wind & Handling Stabilizer
   - MoreSound Amplifier™ 2.0 with SuddenSound Stabilizer
   - MoreSound Optimizer™
2. Broad choice of flexible fitting options with rechargeable and non-rechargeable miniRITE and miniBTE models
3. Two-way hands-free calls from select Mac®, iPhone® and iPad® devices and direct streaming from select Android™ devices*

*Android devices need to support ASHA to allow direct connectivity to Oticon Real. iPhone and iPad devices need to support two-way hands-free communication. Hands-free available with Mac® computers with macOS® 14 Sonoma with select M1 chip devices and all M2 chip devices. Please visit **oticon.com/support/compatibility** for more information and to see which devices are compatible.

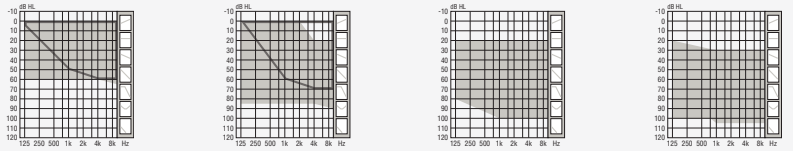
Oticon Real

RITE styles

Oticon Real miniRITE R* (lithium-ion)	Oticon Real miniRITE T* (312 Zinc-air)
60 85 100 105	60 85 100 105



RITE fitting ranges**



60 | 85 | 100 | 105

- Mold, Bass & Power dome
- OpenBass dome
- Power Receiver Mold, Bass & Power dome
- Power Receiver Mold

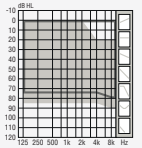
BTE styles

Oticon Real miniBTE R (lithium-ion)
Oticon Real miniBTE T (312 zinc-air)

85



BTE fitting ranges**



- Corda miniFit
- Hook

85

RITE and BTE instrument colors

C044 Silver	C092 Steel Grey	C091 Silver Grey	C090 Chroma Beige	C094 Terracotta	C093 Chestnut Brown	C063 Diamond Black	C079 Hear Pink	C114*** Olive Green

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

*Includes Telecoil and Toggle Switch
**Fitting range is for Real 1. Fitting range for Real 2, Real 3 is limited to 8 kHz. Details available in Technical data sheets.
***Only available for miniRITE R

	Oticon Real 1	Oticon Real 2	Oticon Real 3
Speech Understanding			
MoreSound Intelligence™ 2.0	Level 1	Level 2	Level 3
-Environment configuration	5 Options	5 Options	3 Options
-Virtual Outer Ear	3 Configurations	1 Configuration	1 Configuration
-Spatial Balancer	100%	60%	60%
-Neural Noise Suppression, Difficult / Easy	10 dB / 4 dB	6 dB / 2 dB	6 dB / 0 dB
-Sound Enhancer	3 Configurations	2 Configurations	1 Configuration
-Wind & Handling Stabilizer	•	•	•
MoreSound Amplifier™ 2.0	•	•	•
-SuddenSound Stabilizer	6 Configurations	5 Configurations	4 Configurations
Feedback Prevention	MoreSound Optimizer™ & Feedback shield	MoreSound Optimizer™ & Feedback shield	MoreSound Optimizer™ & Feedback shield
Spatial Sound™	4 Estimators	2 Estimators	2 Estimators
Soft Speech Booster	•	•	•
Frequency lowering	Speech Rescue™	Speech Rescue™	Speech Rescue™
Sound Quality			
Clear Dynamics	•	•	
Better-Ear Priority	•	•	
Fitting Bandwidth*	10 kHz	8 kHz	8 kHz
Bass Boost (streaming)	•	•	•
Processing Channels	64	48	48
Personalization & Optimizing Fitting			
Fitting Bands	24	20	18
Multiple Directionality options	•	•	•
Adaptation Manager	•	•	•
Fitting Formulas	VAC+, NAL-NL1/NAL-NL2, DSL v5	VAC+, NAL-NL1/NAL-NL2, DSL v5	VAC+, NAL-NL1/NAL-NL2, DSL v5
Connecting to the World			
Oticon Companion app	•	•	•
Hands-free communication**	•	•	•
Direct streaming***	•	•	•
ConnectClip	•	•	•
EduMic	•	•	•
Remote Control 3.0	•	•	•
TV Adapter 3.0	•	•	•
Phone Adapter 2.0	•	•	•
Additional			
Tinnitus SoundSupport™	•	•	•
CROS/BiCROS support	•	•	•

*Bandwidth accessible for gain adjustments during fitting **Hands-free communication is available with iPhone 11 or later running iOS 15.2 or later, and iPad running iPadOS® 15.2 or later. Hands-free available with Mac® computers with macOS® 14 Sonoma with select M1 chip devices and all M2 chip devices. ***From iPhone, iPad, Mac computer with macOS® and select, and select Android™ devices with the Audio Streaming for Hearing Aids (ASHA) protocol

• Indicates feature included

Oticon Zircon at a glance

Oticon Zircon is designed for patients who are looking for an everyday essential solution. The life-changing technology in Zircon brings the open sound experience* to an essential hearing aid for the first time ever.



Highlights:

1. Powered by Polaris
2. Built upon our BrainHearing technology, Oticon Zircon is designed to give the brain information it needs to make sense of sound.
3. Two-way hands-free calls from select Mac®, iPhone® and iPad® devices and direct streaming from select Android™ devices.**

*OpenSound Navigator™ is only available in Oticon Zircon 1.
**Android devices need to support ASHA to allow direct connectivity to Oticon Zircon. Hands-free communication is available with iPhone 11 or later running iOS 15.2 or later, and iPad running iPadOS 15.2 or later. Hands-free available with Mac® computers with macOS® 14 Sonoma with select M1 chip devices and all M2 chip devices.
Please visit **oticon.com/support/compatibility** for more information and to see which devices are compatible.

Oticon Zircon

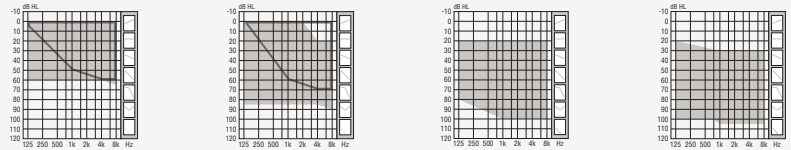
RITE styles

Oticon Zircon miniRITE R* (lithium-ion)	Oticon Zircon miniRITE T* (312 Zinc-air)
60 85 100 105	60 85 100 105





RITE fitting ranges



60 85 100 105

Mold, Bass & Power dome
OpenBass dome
Power Receiver Mold, Bass & Power dome
Power Receiver Mold

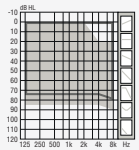
BTE styles

Oticon Zircon miniBTE R (lithium-ion)
Oticon Zircon miniBTE T (312 zinc-air)

85



BTE fitting ranges



Corda miniFit
Hook

85

RITE and BTE instrument colors

C092 Steel Grey | C091 Silver Grey | C090 Chroma Beige | C093 Chestnut Brown | C063 Diamond Black

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

*Includes Telecoil and Toggle Switch
To ensure that your patient's hearing aids have the latest firmware, please connect the devices to Genie 2.

	Oticon Zircon 1	Oticon Zircon 2
Speech Understanding		
OpenSound Navigator™	•	
– Balancing power effect	40%	
– Max. noise removal difficult/ simple	6 dB/0 dB	
Multiband Adaptive Directionality		•
Noise Reduction		•
Speech Guard™	•	
Single Compression		•
Frequency lowering	Speech Rescue™	Speech Rescue™
Sound Quality		
Fitting Bandwidth*	8 kHz	8 kHz
Processing Channels	48	48
Bass Boost (streaming)	•	•
Listening Comfort		
Feedback Management	SuperShield & Feedback shield	SuperShield & Feedback shield
Wind Noise Management	•	•
Transient Noise Management	On/Off	
Personalization & Optimizing Fitting		
Fitting Bands	14	12
Multiple Directionality Options	•	•
Adaptation Management	•	•
Oticon Firmware Updater	•	•
Fitting Formulas	NAL-NL1 / NAL-NL 2, DSL v5.0	NAL-NL1 / NAL-NL 2, DSL v5.0
Connecting to the World		
Hands-free communication**	•	•
Direct streaming***	•	•
Oticon Companion App	•	•
ConnectClip	•	•
EduMic	•	•
Remote Control 3.0	•	•
TV Adapter 3.0	•	•
Phone Adapter 2.0	•	•
Special Needs		
Tinnitus SoundSupport™	•	•
CROS/BiCROS support	•	•

• Indicates feature included

*Bandwidth accessible for gain adjustments during fitting **Available for Oticon Zircon from Firmware 1.1 with iPhone® 11 or later running iOS 15.2 or later, and iPad® running iPadOS® 15.2 or later. Hands-free available with Mac® computers with macOS® 14 Sonoma with select M1 chip devices and all M2 chip devices. ***From iPhone, iPad, Mac computers with macOS® Sonoma, and select Android™ devices.

Oticon Own at a glance



Oticon Own is the world's first custom hearing aid with an on-board Deep Neural Network* that works more like the brain because it learned through experience. Providing access to a full and balanced sound scene and offering an exceptional listening experience, Oticon Own enables your patients who want a discreet custom solution the opportunity to do all the things they love.

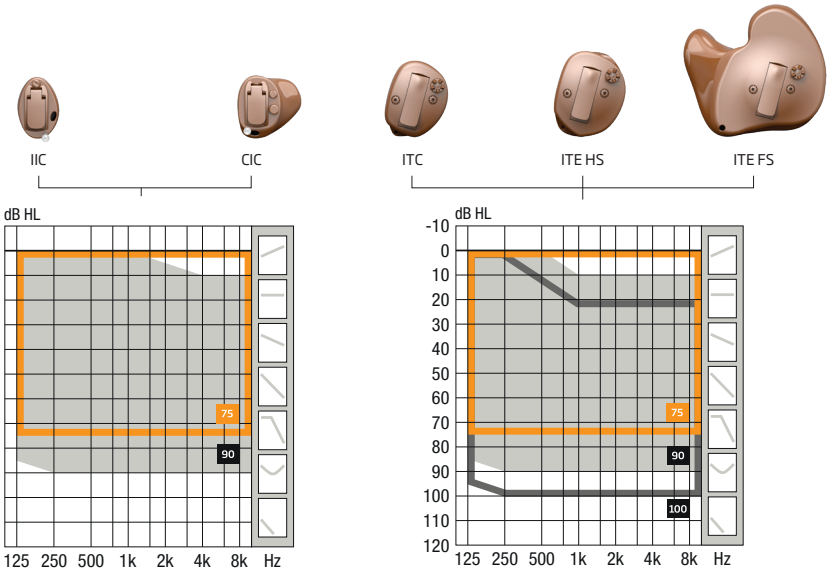


Highlights:

1. Thanks to continuous design improvements, IIC is invisible in 9 out of 10 ears**
2. Available in five styles, five colors, and five performance levels
3. Two-way hands-free calls from select Mac®, iPhone® and iPad® devices and direct streaming from select Android™ devices.***

*DNN is only available in Oticon Own 1, 2 and 3.
**Rumley et al. (2022). Oticon Own Evidence. White paper.
***Only available in styles with 2.4 GHz. Android devices need to support ASHA to allow direct connectivity to Oticon Own. Hands-free communication is available with iPhone 11 or later running iOS 15.2 or later, and iPad running iPadOS 15.2 or later. Hands-free available with Mac® computers with macOS® 14 Sonoma with select M1 chip devices and all M2 chip devices. Please visit **oticon.com/support/compatibility** for more information and to see which devices are compatible .

Oticon Own fitting ranges*



	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	-	o	•	•	•
2.4 GHz	-	-	o^	o^	o^
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
o^ Not possible with telecoil - Unavailable

Firmware number	New functionality/improvements
1.0.1 - 1.0.3	• 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

*Fitting ranges are based on Oticon Own 1. Fitting range for Own 2, Own 3, Own 4 and Own 5 is limited to 8kHz.
Details are available in technical data sheets.
To ensure that your patient's aids have the latest firmware, please connect the devices to Genie 2.

Notes

		Own 1	Own 2	Own 3
Speech Understanding	MoreSound Intelligence™	Level 1	Level 2	Level 3
	- Environment configuration	5 Options	5 Options	3 Options
	- Virtual Outer Ear	3 Configurations	2 Configurations	1 Configuration
	- Spatial Balancer	100%	60%	60%
	- Neural Noise Suppression, Difficult / Easy	10 dB / 4 dB	6 dB / 2 dB	6 dB / 0 dB
	- Sound Enhancer	3 Configurations	2 Configurations	1 Configuration
	MoreSound Amplifier™	•	•	•
	Feedback Prevention	MoreSound Optimizer™ & Feedback shield	MoreSound Optimizer™ & Feedback shield	MoreSound Optimizer™ & Feedback shield
	Spatial Sound™	4 Estimators	2 Estimators	2 Estimators
	Soft Speech Booster	•	•	•
	Frequency lowering	Speech Rescue™	Speech Rescue™	Speech Rescue™
Sound Quality	Clear Dynamics	•	•	N/A
	Better-Ear Priority	•	•	N/A
	Fitting Bandwidth*	10 kHz	8 kHz	8 kHz
	Bass Boost (streaming)**	○	○	○
	Processing Channels	64	48	48
Listening Comfort	Transient Noise Management	4 configurations	3 configurations	3 configurations
	Wind Noise Management	•	•	•
Personalization & Optimizing Fitting	Fitting Bands	24	20	18
	Multiple Directionality options	•	•	•
	Adaptation Management	•	•	•
	Fitting Formulas	VAC+, NAL-NL1/ NAL-NL2, DSL 5.0	VAC+, NAL-NL1/ NAL-NL2, DSL 5.0	VAC+, NAL-NL1/ NAL-NL2, DSL 5.0
Connecting to the world	Hands-free communication** †	○	○	○
	Direct streaming** ††	○	○	○
	Oticon Companion App**	○	○	○
	ConnectClip**	○	○	○
	EduMic**	○	○	○
	Remote Control 3.0**	○	○	○
	TV Adapter 3.0**	○	○	○
	Tinnitus SoundSupport™ §	○	○	○

• Default ○ Optional N/A Not Available

*Bandwidth accessible for gain adjustments during fitting **Requires 2.4 GHz
†Hands-free communication is available with iPhone® 11 or later running iOS 15.2 or later, and iPad® running iPadOS® 15.2 or later. ††From iPhone®, iPad®, Mac computers with macOS® Sonoma and select Android™ devices.
§Requires push-button

The shown feature set is available for Oticon Own ITC, ITE HS and ITE FS.
Feature overviews for Oticon Own IIC and CIC can be found in the Technical data sheets

		Own 4	Own 5
Speech Understanding	OpenSound Navigator™	•	N/A
	- Balancing power effect	40%	N/A
	- Max. noise removal difficult/simple	6 dB / 0 dB	N/A
	Multiband Adaptive Directionality	N/A	•
	Noise Reduction	N/A	•
	Speech Guard™	•	N/A
	Single Compression	N/A	•
	Frequency lowering	Speech Rescue™	Speech Rescue™
Sound Quality	Fitting Bandwidth*	8 kHz	8 kHz
	Bass Boost (streaming)**	○	○
	Processing Channels	48	48
Listening Comfort	Feedback Management	SuperShield & Feedback shield	SuperShield & Feedback shield
	Transient Noise Management	On/Off	N/A
	Wind Noise Management	•	•
Personalization & Optimizing Fitting	Fitting Bands	14	12
	Multiple Directionality options	•	•
	Adaptation Management	•	•
	Fitting Formulas	NAL-NL1/NAL-NL2, DSL v5.0	NAL-NL1/NAL-NL2, DSL v5.0
Connecting to the world	Hands-free communication** †	○	○
	Direct streaming** ††	○	○
	Oticon Companion App	○	○
	ConnectClip**	○	○
	EduMic**	○	○
	Remote Control 3.0**	○	○
	TV Adapter 3.0**	○	○
	Phone Adapter 2.0**	○	○
	Tinnitus SoundSupport™ §	○	○

• Default ○ Optional N/A Not Available

*Bandwidth accessible for gain adjustments during fitting
**Requires 2.4 GHz
†From iPhone®, iPad®, hands-free available with Mac® computers with macOS® 14 Sonoma with select M1 chip devices and all M2 chip devices.
††From iPhone, iPad, and select Android™ devices

Oticon Own options*

Examples of special needs

Large ball



Raised push button



Volume Wheel Large, Small or Raised



Clothing loop



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.

Oticon Xceed at a glance

Oticon Xceed is the world's most powerful hearing aid with 146 dB SPL and 87 dB full-on-gain.* Powered by the Velox S™ platform, and featuring BrainHearing™ technology, Oticon Xceed provides more access to speech than ever before for your patients with severe-to-profound hearing loss.



Highlights:

1. Thanks to OpenSound Navigator™ and OpenSound Optimizer™, super- and ultra-power users can benefit from the open sound experience for the very first time with less noise and less effort than before.
2. Equipped with DSE dedicated prescriptive fitting rationale for maximum audibility for those with severe-to-profound loss.
3. Features 2.4 GHz Bluetooth® Low Energy technology, allowing users to open up to a connected world.

*Values shown are based upon IEC measurements for Xceed 1 BTE UP.

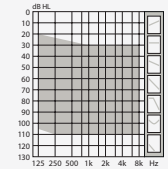
Xceed SP & UP instruments

BTE styles	
Xceed SP BTE (13 Zinc-air)	Xceed UP BTE (675 Zinc-air)
110	120

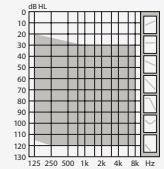




BTE fitting ranges



110



120

Hook

BTE instrument colors

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

Firmware number	New functionality/improvements
8.0	• Compatibility to Oticon CROS • Hearing aids to pair with multiple TV adapters • Enhanced connection using Android devices and the Oticon On app

To ensure that your patient's hearing aids have the latest firmware, please connect the devices to Genie 2.

		Xceed 1	Xceed 2	Xceed 3
	BTE Styles: Super Power (SP) 13 battery; Ultra Power (UP) 675 battery	•	•	•
Speech Understanding	OpenSound Navigator™	Level 1	Level 2	
	Balancing power effect	100%	50%	
	Max. noise removal	9 dB	5 dB	
	OpenSound Optimizer™	•	•	•
	Noise Reduction LX			•
	Multiband Adaptive Directionality LX			•
	OpenSound Booster™	•	•	
	Speech Guard™ LX	Level 1	Level 3	
	Single Compression LX			•
	Speech Rescue™ LX	•	•	•
Sound Quality	Clear Dynamics	•		
	Spatial Noise Management	•		
	Processing Channels	48	48	48
	Bass Boost (streaming)	•	•	•
Listening Comfort	Transient Noise Management	4 configurations	3 configurations	
	Feedback shield LX	•	•	•
	Wind Noise Management	•	•	•
Personalization & Optimizing Fitting	YouMatic™ LX, Noise Reduction Levels	3 configurations	2 configurations	
	Fitting Bands	14	12	8
	Multiple Directionality Options	•	•	•
	Adaptation Management	•	•	•
	Oticon Firmware Updater	•	•	•
	VC range and step size	•	•	•
	Fitting Formulas	DSE, VAC+, NAL-NL1 + 2, DSL v5.0	DSE, VAC+, NAL-NL1 + 2, DSL v5.0	DSE, NAL-NL1 + 2, DSL v5.0
Connecting to the World	Stereo streaming (2.4 GHz)	•	•	•
	Oticon Companion App	•	•	•
	ConnectClip	•	•	•
	Remote Control 3.0	•	•	•
	TV Adapter 3.0	•	•	•
	Phone Adapter 2.0	•	•	•
	Amigo FM	•	•	•
	Tinnitus SoundSupport™	•	•	•
	CROS/ BiCROS support	•	•	•
	Bimodal fitting panel	•	•	•

Note: For Xceed hearing devices, the effect and availability of features varies with hearing aid style and prescriptions.
For information on compatibility, please visit **oticon.com/support/compatibility**

• Indicates feature included

Oticon Pediatrics at a glance



Oticon Play PX, Opn Play and Xceed Play are built upon our BrainHearing philosophy and designed to support children's developing brains.



Highlights:

1. Life-changing technology gives children access to speech from all around
2. A variety of styles provides you with a broad fitting range, from mild-to-profound hearing loss
3. Features 2.4 GHz Bluetooth® Low Energy technology, providing children enhanced learning and communication opportunities
4. Tamper resistant battery doors available for a variety of styles

Oticon Play PX

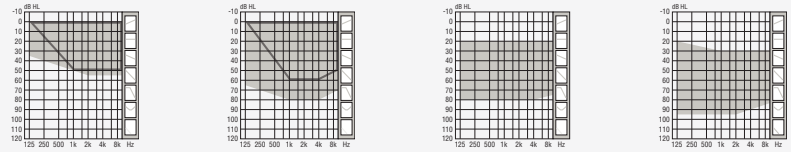
RITE styles

Oticon Play PX miniRITE R* (lithium-ion)	Oticon Play PX miniRITE T* (312 Zinc-air)
60 85 100 105	60 85 100 105





miniRITE DSL fitting ranges**



60 85 100 105

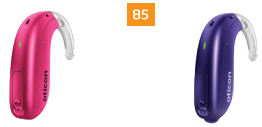
Mold, Bass & Power dome
OpenBass dome

Power Receiver Mold, Bass & Power dome

Power Receiver Mold

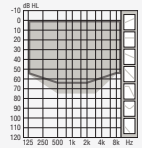
BTE styles

Oticon Play PX miniBTE R (lithium-ion)
Oticon Play PX miniBTE T (312 zinc-air)



85

miniBTE DSL fitting ranges**



Corda miniFit standard thin tube

Hook

85

RITE and BTE instrument colors

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

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

*Includes Telecoil and Toggle Switch
**Fitting ranges are based on Oticon Play PX 1. Details for all Oticon Play PX models are available in technical data sheets.
To ensure that your patient's hearing aids have the latest firmware, please connect the devices to Genie 2.

	Oticon Play PX 1	Oticon Play PX 2
Speech Understanding		
MoreSound Intelligence™	Level 1	Level 3
Environment configuration	5 Options	3 Options
Virtual Outer Ear	3 Configurations	1 Configuration
Spatial Balancer	100%	60%
Neural Noise Suppression, Difficult / Easy	10 dB/4 dB	6 dB/0 dB
Sound Enhancer	3 Configurations	1 Configuration
MoreSound Amplifier™	•	•
Feedback Prevention	MoreSound Optimizer™ & Feedback shield	MoreSound Optimizer™ & Feedback shield
Spatial Sound™	4 Estimators	2 Estimators
Soft Speech Booster	•	•
Frequency lowering	Speech Rescue™	Speech Rescue™
Sound Quality		
Clear Dynamics	•	
Better-Ear Priority	•	
Fitting Bandwidth*	10 kHz	8 kHz
Bass Boost (streaming)	•	•
Processing Channels	64	48
Listening Comfort		
Transient Noise Management	4 configurations	3 configurations
Wind Noise Management	•	•
Optimizing Fitting		
Fitting Bands	24	18
REM AutoFit	Verifit®*LINK*, IMC 2**	Verifit®*LINK*, IMC 2**
Pediatric Fitting Mode	•	•
DSL Fitting Range***	•	•
Fitting Formulas	DSL v5.0, NAL-NL 1/ NAL-NL 2, VAC+	DSL v5.0, NAL-NL 1/ NAL-NL 2, VAC+
Designed for Children		
LED	•	•
Biologically safe	•	•
Nano coating	•	•
Color options	12	12
Direct streaming****	•	•
EduMic	•	•
Oticon Companion App	•	•

• Indicates feature included
*Bandwidth accessible for gain adjustments during fitting **Inter Module Communication 2 ***Available in Technical Data sheet and Oticon Play PX Product Guide ****From iPhone®, iPad®, iPod touch®, Mac computers with macOS® Sonoma and select Android™ devices. Android devices need to support ASHA to allow direct streaming to Oticon Play PX.

Please visit **oticon.com/support/compatibility** for more information.

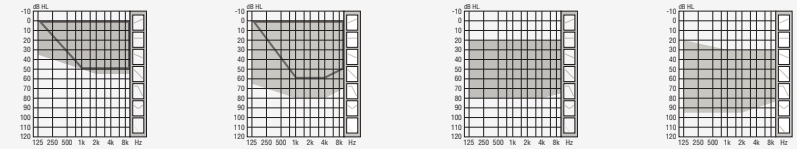
Additional pediatric hearing aids

Opn Play™ styles

Opn Play miniRITE R | Opn Play miniRITE T | Opn Play miniRITE



miniRITE DSL fitting ranges*



60 | 85 | 100 | 105

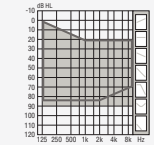
Mold, Bass & Power dome
Open dome
Power Receiver Mold, Bass & Power dome
Power Receiver Mold

BTE style

Opn Play BTE PP



BTE DSL fitting ranges*

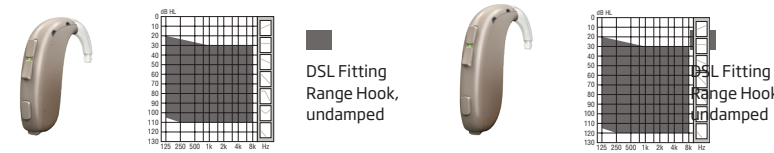


105

Corda miniFit
Hook

Xceed Play Styles and fitting ranges

Xceed Play BTE SP | Xceed Play BTE UP



DSL Fitting Range Hook, undamped

110 | 120

RITE and BTE instrument colors

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

*Fitting ranges are based on Opn Play 1. Details for Opn Play 2 are available in technical data sheets.

	Oticon Opn Play 1	Oticon Opn Play 2
Speech Understanding		
OpenSound Navigator™	Level 1	Level 3
- Balancing power effect	100%	50%
- Max. noise removal	9 dB	3 dB
OpenSound Optimizer™	•	•
Speech Guard™ LX	Level 1	Level 3
Spatial Sound™ LX	4 estimators	2 estimators
Speech Rescue™ LX	•	•
Sound Quality		
Clear Dynamics	•	
Spatial Noise Management	•	
Fitting Bandwidth*	10 kHz	8 kHz
Processing Channels	64	48
Bass Boost (streaming)	•	•
Listening Comfort		
Transient Noise Management	4 configurations	On/Off
Feedback shield LX	•	•
Wind Noise Management	•	•
Optimizing Fitting		
YouMatic™ LX	3 configurations	1 configuration
Fitting Bands	16	12
REM AutoFit	Verifit®*LINK*, IMC 2**	Verifit®*LINK*, IMC 2**
Pediatric Fitting Mode	•	•
DSL Fitting Range ***	•	•
Fitting Formulas	DSL v5.0, NAL-NL1 + 2, VAC+	DSL v5.0, NAL-NL1 + 2, VAC+
Designed for Children		
LED	•	•
Tamper Resistant Battery Drawer	•	•
Hypoallergenic	•	•
IP Rating	IP68	IP68
Nano Coating	•	•
Color Options	12	12
Integrated 2.4 GHz Receiver	•	•
DAI/FM Compatibility	•	•

*Bandwidth accessible for gain adjustments during fitting
**Inter Module Communication 2
***Available in the Technical Data sheets and Opn Play Product Guide

Oticon BrainHearing Technology Powered by Velox S

TwinLink NFMI + 2.4 GHz

IP68

Made for iPhone | iPad | iPod

	Oticon Xceed Play 1	Oticon Xceed Play 2
Speech Understanding		
OpenSound Navigator™	Level 1	Level 2
Balancing power effect	100%	50%
Max. noise removal	9 dB	5 dB
OpenSound Optimizer™	•	•
OpenSound Booster™	•	•
Speech Guard™ LX	Level 1	Level 3
Speech Rescue™ LX	•	•
Sound Quality		
Clear Dynamics	•	
Spatial Noise Management	•	
Processing channels	48	48
Bass Boost (streaming)	•	•
Listening Comfort		
Transient Noise Management	4 configurations	3 configurations
Feedback shield LX	•	•
Wind Noise Management	•	•
Optimizing Fitting		
YouMatic™ LX, NR levels	3 configurations	2 configurations
Fitting bands	14	12
REM AutoFit	Verifit®*LINK*, IMC2*	Verifit®*LINK*, IMC2*
Pediatric fitting mode	•	•
DSL fitting range	•	•
VC range and step size	•	•
Fitting formulas	DSL v5.0, NAL-NL1+2, DSE, VAC+	DSL v5.0, NAL-NL1+2, DSE, VAC+
Bimodal fitting panel	•	•
Designed for Children		
LED	•	•
Tamper resistant battery drawer	•	•
Hypoallergenic	•	•
IP Rating	IP68	IP68
Nano coating	•	•
Color options	12	12
Integrated 2.4 GHz receiver	•	•
Remote Mic	•	•
DAI/FM compatibility	•	•
CROS/BiCROS support	•	•

• Indicates feature included

*Inter Module Communication 2
For information on compatibility, please visit **oticon.com/support/compatibility**

Oticon CROS & CROS PX at a glance

Oticon CROS and CROS PX are designed to give confidence and peace of mind to those with single-sided deafness. They provide a variety of fitting choices–rechargeable, non-rechargeable, CROS, or BiCROS fittings.



Highlights:

1. Offers backward and forward compatibility with a variety of Oticon hearing aids
2. Features TwinLink™ technology, making it possible to carry on a conversation while streaming

Oticon CROS & CROS PX

RITE styles	
Oticon CROS (312 zinc-air)	Oticon CROS PX (rechargeable)





Oticon CROS family compatibility			
Sirius	Polaris R	Polaris	Velox S
Oticon Intent: All models	Oticon Real: All models and styles	Oticon More: All models and styles	Opn Play 1: All styles
		Oticon Zircon: All models and styles	Xceed: All models and styles
		Oticon Play PX: All models and styles	Xceed Play: All models and styles



Hear Pink is available for CROS PX only

Please note, CROS and CROS PX must be manually selected under style on the Selection screen, as the programming device does not detect transmitters.

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.

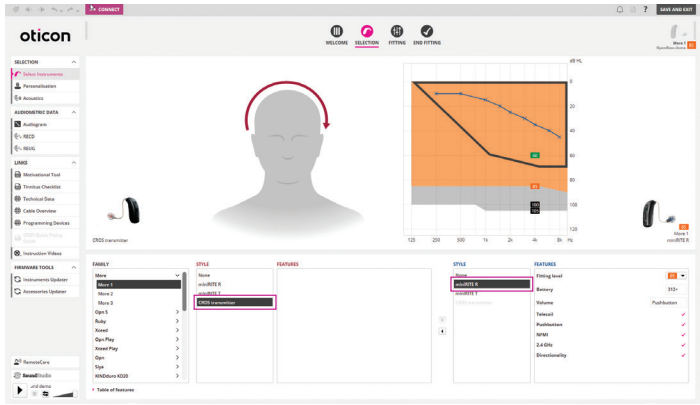
In this guide, both fitting scenarios are described in a few simple steps.

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.

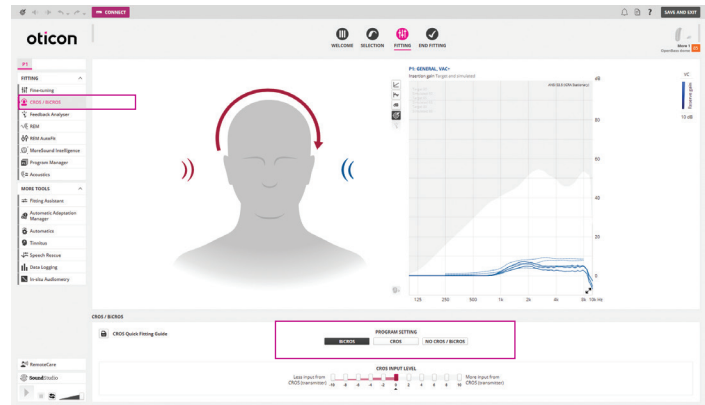
---

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.

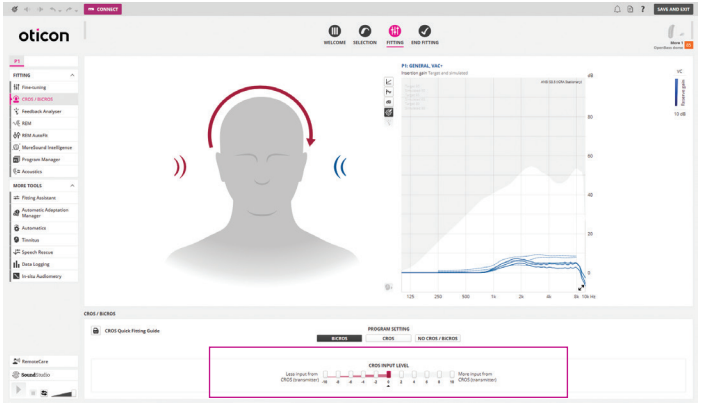
   Go to step 8.

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.

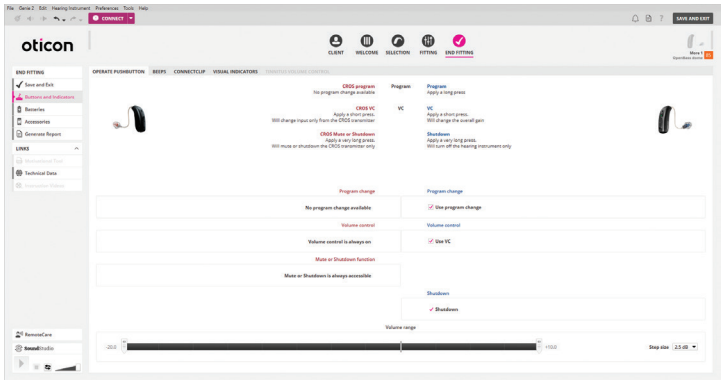


Oticon CROS & CROS PX
Quick Fitting Guide (cont'd)

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.

Hearing aid parts overview

miniFit Detect Receiver Options (Sirius only)



- 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



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

Standard miniFit Receiver Options (Polaris R, Polaris and Velox 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



MicroShell

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



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

miniFit Earpiece compatibility overview

Oticon Intent, Oticon Real, Oticon Zircon, Oticon Play PX and Oticon Opn Play

miniFit earpieces	 **Open Dome***	 **OpenBass Dome****	 **Bass Dome double vent**	 **Bass Dome single vent***	 **Power Dome**	 **Grip Tip** open	 **Grip Tip** closed
Fitting level	(60,85)	(60,85)	(60,85, 100)	(60,85, 100)	(60,85, 100)	(60,85)	(60,85)
Corda miniFit Tubing	(0.9, 1.3)	(0.9, 1.3)	(0.9, 1.3)	(0.9, 1.3)	(0.9, 1.3)	(0.9, 1.3)	(0.9, 1.3)
Domes & Grip Tips	- 6mm 8mm 10mm -	5mm*** 6mm 8mm 10mm 12mm	- 6mm 8mm 10mm 12mm	- 6mm 8mm 10mm 12mm	- 6mm 8mm 10mm 12mm	Large/ Small Vent	Large/ Small No Vent
Grip Tips	**Grip Tip** provides an instant fit option that is more durable than domes. Soft flexible tips shape comfortably to most ears; the slightly tacky texture helps prevent slippage. Choose between large/small and small vent/no vent.						

*Velox S products only
** For Sirius, Polaris R, and Polaris products only.
*** 5mm OpenBass dome is compatible with Velox S instruments.

Hook Options: miniBTE, UP, SP, BTE PP

Choose between adult and child hooks. UP, SP, BTE PP are available in damped and undamped. miniBTE is only available in damped.



Adult hook



Child hook

Thin tube for BTE PP and miniBTE

Corda miniFIT slimtube is also available in 0.9 and 1.3mm. Tubing lengths range from -1 to 4.



miniBTE hook



Corda miniFit
0.9 mm or 1.3 mm

Wax protection

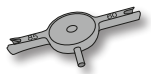
For Sirius, Polaris R, Polaris, and Velox S products

	Type/Color	Application
	**ProWax miniFit** Grey "turtle"/Black tools **Part Number (1 pc):** 128057	**miniFit Detect Receivers (Sirius Only)**  *MicroShell Detect* **Standard miniFit Receivers (Polaris R, Polaris, Velox S)**  *MicroShell (Polaris R and Polaris only)* **Polaris custom instruments** 
	**ProWax** Grey "turtle"/Lt Grey tools **Part Number (1 pc):** 123367- Beige	**miniFit Detect Molds (Sirius Only)**  *LiteTip* *MicroMold* *MicroShell Detect* **Standard miniFit Receivers (Polaris R, Polaris, Velox S Only)**  *LiteTip* *MicroMold* *Power Receiver Mold*
	**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**  *T Cap*
	**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**  *O Cap*

Additional parts

Power Receiver Mold cover plates	
	**Part Number** 127908 - Transparent 127909 - Beige 127910 - Light Brown 127911 - Medium Brown 127912 - Dark Brown 127913 - Black
Ear grips	
	**Part Number** 250363 - miniFit Detect 60 Ear Grip (Sirius Only) 207948 - miniFit Detect 85 Ear Grip (Sirius Only) 260689 - miniFit Detect 100 Ear Grip (Sirius Only)
	Part Number 120066 - miniFit 60 Ear Grip (Polaris R, Polaris, Velox S only) 135986 - miniFit 85 Ear Grip (Polaris R, Polaris, Velox S Only)
SafeLine	
	SafeLine (standard BTE 312/13/675) **Part Number** 183088
	SafeLine (mini RITE/miniBTE) **Part Number** 183093

Tools

Mold removal tools	Name	Part number
	**LiteTip/ MicroMold Removal tool miniFit Detect 60 and 85 (Sirius Instruments Only)**	268944
	**Power Receiver Mold Wire Removal Tool**	143330
	**Tool Set Removal Tool 60 & 85 (Polaris R, Polaris, Velos S instruments only)**	127901

Cleaning tools	Name	Part number
	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**	273437
	**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
	**Service Tool for New Tamper Resistant Battery Doors** - Green/Use to remove new tamper resistant battery doors for BTE PP and BTE SP hearing instruments	230821
	**Service Tool for Legacy and FM Tamper Resistant Battery Doors** - Blue/Use to remove legacy and FM tamper resistant battery doors. Also, serves as the current tamper resistant battery door service tool for BTE UP instruments.	165593
	**Vent Measuring Tool** Tool for all custom products	890-21-770-02

Genie 2 Introduction

Genie 2 is the fitting software used for Sirius, Polaris R, Polaris, and Velox S platform instruments.

System requirements

The following are the recommended minimum system requirements to install and use the fitting software:

Hardware	CPU	Intel Core i5, 4 cores, 3.2 GHz or faster
	RAM	8 GB
	Free hard drive space	8 GB
	Hard drive	256 GB Solid State Drive (SSD)
	Screen resolution	1920 x 1080
	Ports	USB 2.0 for USB installation and programming devices
	Drive	DVD drive for DVD installation
	Soundcard	Stereo or 5.1/7.1 surround sound (recommended)
	Accessory	Keyboard and mouse
Software	Operating System	Windows 11 or Windows 10 Anniversary update (32/64 bit)

NOTE: Installation of software on computers that do not meet specific requirements noted above may result in system failures.

Optional tools

- Noah audiology software

NOTE: Noah-compatible management systems must be HIMSA certified.

- An internet browser to access the Oticon website
- Adobe™ Acrobat Reader™ software
- It is recommended that you protect your data by using whole disk encryption (e.g. BitLocker)

Stand-alone fitting software database

When you use the fitting software without Noah software (in stand-alone mode), you can manually enter or edit patient data. The data is automatically saved in the fitting software database and used for any subsequent fittings.

Which programming device can be used in Genie 2

Programming devices		
Style	Oticon Intent, Oticon Real, Zircon and Play PX  All RITEs/BTEs	Opn Play™, Xceed, Xceed Play  All RITEs/BTEs
Expresslink 3	✗	✓
FittingLink 2	✗	✗
FittingLink 3[1]	✗	✗
HiPro[2]	✗	✓
HiPro USB[2]	✗	✓
HiPro 2 *Recommended*	✗	✓
nEARCom	✗	✗
NOAHlink	✗	✗
Noahlink Wireless[1,3] *Recommended*	✓	✓
Noahlink Wireless 2 *Recommended*	✓	✓

Programming devices		
	Oticon Own	
Style	 Custom with 2.4 GHz	 Custom without 2.4 GHz
Expresslink 3	✗	✓
FittingLink 2	✗	✗
FittingLink 3[1]	✗	✗
HiPro[2]	✗	✓
HiPro USB[2]	✗	✓
HiPro 2 *Recommended*	✗	✓
nEARCom	✗	✗
NOAHlink	✗	✗
Noahlink Wireless[1,3]	✓	✗
Noahlink Wireless 2 *Recommended*	✓	✗

[1] Compatible with 2.4 GHz hearing instruments
[2] Expect slower programming and firmware update times as these are older devices.
[3] Compatible with Genie 2 | 2017.2 and onwards

Programming cables

Please note: For custom hearing aids, wireless programming for custom instruments are based on 2.4 GHz technology. Oticon Own ITC, ITE HS and ITE FS with 2.4 GHz wireless technology must be programmed wirelessly. All other custom instruments must be programmed with a cable connection.

All products on the Sirius, Polaris R, Polaris (with 2.4GHZ), and Velox S platforms can be programmed wirelessly using the Noahlink Wireless programmer.

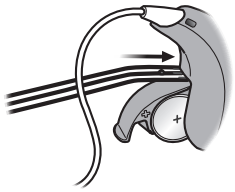
For instruments compatible with wired programming, the following cables can be used: Oticon programming cable #3 or HI-PRO #3 Left: 214463 Right: 214372

miniRITE and miniRITE T (for Velox S instruments only)*

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

Step 1: Insert a new battery. Do not close the battery drawer.

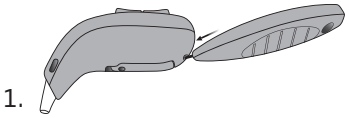
Step 2: Insert the gold end of FlexConnect into the space right above the battery drawer hinge. Make sure the black dot on FlexConnect is facing away from the battery drawer and push until the black dot touches the hearing aid. Close the battery drawer.



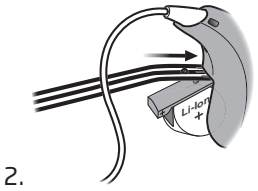
miniRITE R (for Velox S instruments only)*

Use Service tool 890-22-270-00 (see page 50 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.

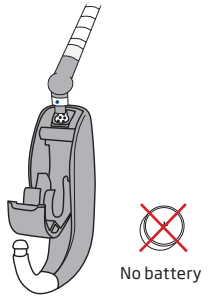


*Sirius, Polaris R and Polaris instruments must be programmed wirelessly.

Programming cables (cont'd)

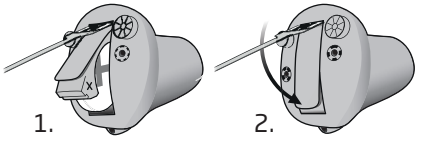
BTE PP, BTE SP, BTE UP

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



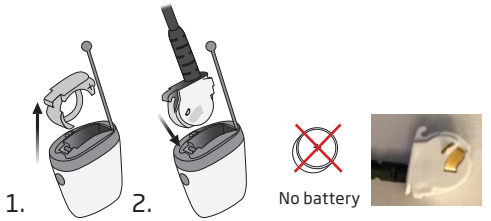
ITC, ITE HS, ITE FS**

Use FlexConnect Mini 117468 (See image below)



IIC, CIC

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.

Oticon Fitting Guide Comprehensive

This comprehensive guide provides a person-centered approach to fitting hearing aids for patients who do not require the additional fitting steps taken with the pediatric population or users with tinnitus and/or profound hearing loss. The intention is to provide evidence-based recommendations for Oticon hearing aids, to deliver optimal outcomes in a clinically efficient manner.

Before fitting:

1. ***Communication and quality of life assessment***
   Consider completing an assessment questionnaire with your patient. Assessment questionnaires such as the Revised Hearing Handicap Inventory (RHHI)[1] and the Client Oriented Scale of Improvement (COSI)[2,3] are great counseling tools that can help you understand your patient's hearing needs and how they impact their quality of life. For a measure of individual hearing abilities in a relatively short format, we recommend the Speech, Spatial and Qualities of Hearing Scale (SSQ12)[4].

2. ***Audible Contrast Threshold (ACT™)***
   It is recommended to complete the Audible Contrast Threshold test before fitting the hearing aids, to determine your patient's hearing in noise ability. The ACT value is used in the hearing aid fitting to adjust the advanced sound processing (in Oticon Real and onwards) to best support your patient when hearing in noise.

3. ***Uncomfortable Loudness Level (UCL)***
   Before fitting the hearing aids, it is recommended to measure the patient's Uncomfortable Loudness Level, as this will alter the MPO in the fitting prescription. Therefore, ensure UCL information has been saved in the patient's Noah profile before opening Oticon Genie 2. If using Genie stand-alone, go to ***PATIENT*** and open ***Audiogram*** to enter the patient's UCL.

During the fitting session complete the following steps:

1. Through Noah, open Oticon Genie 2. Click on ***CONNECT*** in either the ***WELCOME*** or ***SELECTION*** screen. If using Genie 2 stand-alone, go to ***PATIENT*** and open ***Audiogram*** to enter the patient's audiogram and connect the hearing aids.

2. Select ***Personalization*** in either the ***WELCOME*** or ***SELECTION*** screen. Under ***PATIENT DATA***, fill out basic information about your patient such as experience level and native language. Next, under ***PERSONALIZATION METHOD***, select either the ***Audible Contrast Threshold (ACT)*** or the ***Personalization questionnaire***.

   a. By selecting ***Audible Contrast Threshold (ACT)***, the obtained ACT value will either be automatically imported from Noah, or you may have to manually enter it in the designated box. Once entered click ***SAVE***.

   b. If ACT is not available, the ***Personalization questionnaire*** can be filled out.

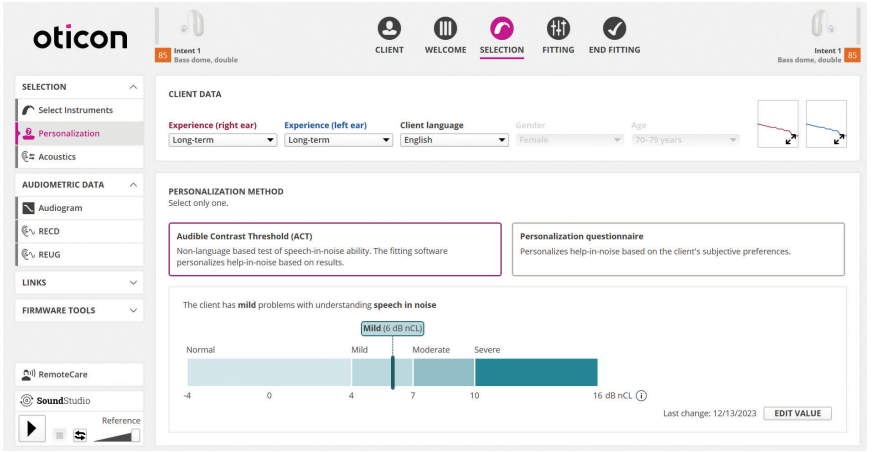


Figure 1: Personalization screen. ACT is available for Oticon Real devices and onwards.

In ***FITTING***, complete the following steps:

1. Select ***Acoustics:*** First, ensure that the acoustics placed in the patient's ears match the selected acoustics in Genie 2. It is recommended to use the default acoustic option for best performance.

2. Select ***Program Manager:*** The recommended fitting rationale for Oticon hearing aids is VAC+. However, a generic fitting rationale can be selected when choosing programs for your patient.

3. Select ***Feedback Analyzer***: Ensure the patient is wearing their hearing aids before clicking ***START***. Remember to warn the patient that the sound produced during the measurement may be loud but will only last a few seconds. Running a feedback analysis better ensures preservation of gain all day when there is dynamic movement around the head or neck.

4. Select ***REM AutoFit***: Perform a target match to the chosen fitting rationale using Real Ear Measurement. ***REM AutoFit*** or ***Manual REM*** can be performed. These measurements will ensure the hearing aid gain and output meet prescribed targets. The fitting rationale chosen in REM AutoFit must match the fitting rationale selected in step 2 above.

5. Select ***Fine-tuning:***

   a. *Optional:* Adjust the Adaptation Manager (1, 2, or 3). Keep in mind that a new user may benefit from starting at a lower gain level (1 or 2) and gradually adapting to the prescribed gain (3) over time. Automatic adjustment over time is available under ***MORE TOOLS*** and then ***Automatic Adaptation Manager***. For new users, the adjustment period may take up to 4 months.

   b. *Optional:* Adjust ***SUDDEN SOUND STABILIZER.*** This feature seamlessly monitors the sound environment and instantly adapts amplification to keep both soft and loud sudden sounds available, balanced, and comfortable, without compromising access to speech.

   - By default, Sudden Sound Stabilizer is set to ***Medium***. The feature is customizable and can easily be adjusted to address varying levels of patient sound sensitivity based on clinical judgment and UCL values.

6. If ACT is *not* measured: Select ***MoreSound Intelligence***™ to adjust the advanced signal processing and provide the appropriate amount of help for your patient in complex listening environments.
   - **a**. Turn your screen towards the patient and ask a simple question: *"Which situations are Easy or Difficult for you?"*
   - **b**. Use the ***ENVIRONMENT CLASSIFIER*** with the patient to choose which situations are difficult or easy. Then, move the boxes at the top to the appropriate side.
   - **c**. When finished categorizing the environments, move on to personalizing ***Neural Noise Suppression***. This feature adjusts the strength of the support provided by the Deep Neural Network 2.0, for both easy and difficult situations.

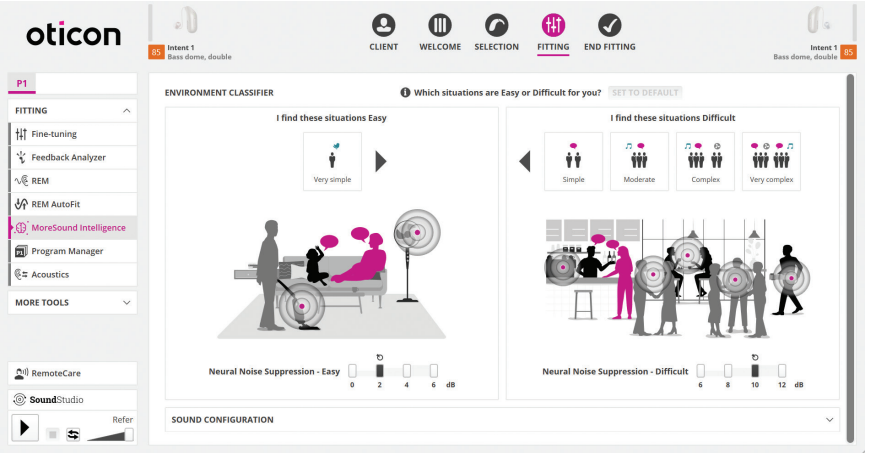


Figure 2: MSI 3.0 for Sirius platform instruments

7. In Oticon Genie 2, it is possible to use data logging for counseling, employing the hearing aid user's voice activity in different listening environments. To obtain conversation activity data, it is crucial to receive consent in advance. Follow the steps to turn on conversation activity:
   - **a**. Under ***MORE TOOLS***, click on ***Data Logging***.
   - **b**. The patient must be informed that data logging tracks the progress of their hearing aid use, including use time, conversation activity, and time spent in different environments, and that conversations are not recorded as part of data logging. The obtained data can be used in a follow-up visit to discuss the patient's ability to converse and engage in different listening environments.
   - **c**. If the patient consents, click on ***Patient agrees*** under ***Conversation activity.***

In ***END FITTING***, complete these steps:

1. Go to ***Controls***, then ***BUTTONS AND TAPS***, and into ***CALL CONTROLS*** to adjust the settings for hands-free call control. This functionality makes it possible to answer and end calls by tapping the hearing aid.*
2. Go to ***AUDIBLE INDICATORS*** to demonstrate the available sound indicators for e.g., ***Program change*** (in ***STANDARD***) or ***Answer call*** (in ***CALL CONTROLS***). Additionally, the Battery low indicator is available as a spoken indicator in select languages.
   - **a**. If the patient prefers no audible indicators, consider going to ***VISUAL INDICATORS*** to make modifications.

3. To end the fitting session, click ***SAVE AND EXIT.***

After Fitting:

1. Help your patient connect their hearing aids to any external devices.
2. If your patient uses a smartphone or tablet, recommend that they download the Oticon Companion app. With the app your patient can easily and discreetly control their hearing aids and access Oticon RemoteCare.

At a follow-up visit, either in-person or remotely:

1. If the patient has initially given consent, click on ***Data Logging*** under ***MORE TOOLS.***
   - **a**. It is recommended to use the data shown in ***ENVIRONMENTS*** as an overview of time spent in different environments, while ***CONVERSATION ACTIVITY*** shows the average time the user has actively been speaking over a given time period.
2. Based on the patient's experiences after the last visit, further adjustments can be made to their help-in-noise settings:

Go to ***MoreSound Intelligence***

Select ***Sound Configuration (See Figure 2)***

For adjustments targeting **easy situations,** consider adjusting ***Virtual Outer Ear,*** which helps spatial sensation in easy situations.

Ask your patient these simple questions:

- "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.***

For adjustments targeting **difficult situations,** consider adjusting ***Sound Enhancer.*** This feature works dynamically, i.e., it activates in noisy situations to preserve and enhance speech detail when noise suppression is actively working.

Ask your patient these simple questions:

- "In difficult listening situations, are you sometimes overwhelmed?" – if yes, choose ***Comfort.***
- "When listening to speech in difficult situations, do you prefer more speech details?" – if yes, choose ***Detail.***

3. Complete an assessment questionnaire with your patient to validate their hearing aid fitting. If a questionnaire was administered prior to fitting the hearing aid, compare the patient's answers to determine the benefit from amplification and rehabilitation.

*Only available with devices on the Sirius platform

[1]Cassarly, C., Matthews, L J., Simpson, A. N., & Dubno, J. R. (2020). The Revised Hearing Handicap Inventory and Screening Tool Based on Psychometric Reevaluation of the Hearing Handicap Inventories for the Elderly and Adults. Ear and hearing, 41(1), 95-105. **doi.org/10.1097/AUD.0000000000000746** [2]Laboratory, N. A. (2023). A clinical tool with a focus on patient's individual needs widely adopted when designing rehabilitation program in appointments. Retrieved from NAL: **www.nal.gov.au/nal_products/cosi** [3]Dillon, H., James, A., & Ginis, J. (1997). Client Oriented Scale of Improvement (COSI) and its relationship to several other measures of benefit and satisfaction provided by hearing aids. Journal of the American Academy of Audiology, 8(1), 27-43.' [4]Noble, W., Jensen, N. S., Naylor, G., Bhullar, N., & Akeroyd, M. A. (2013). A short form of the Speech, Spatial and Qualities of Hearing scale suitable for clinical use: the SSQ12. International journal of audiology, 52(6), 409-412. **doi.org/10.3109/14992027.2013.781278**

MoreSound Intelligence™ in Polaris R and Polaris 2-microphone 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.

*Effect and availability of features vary with hearing aid style and performance level.

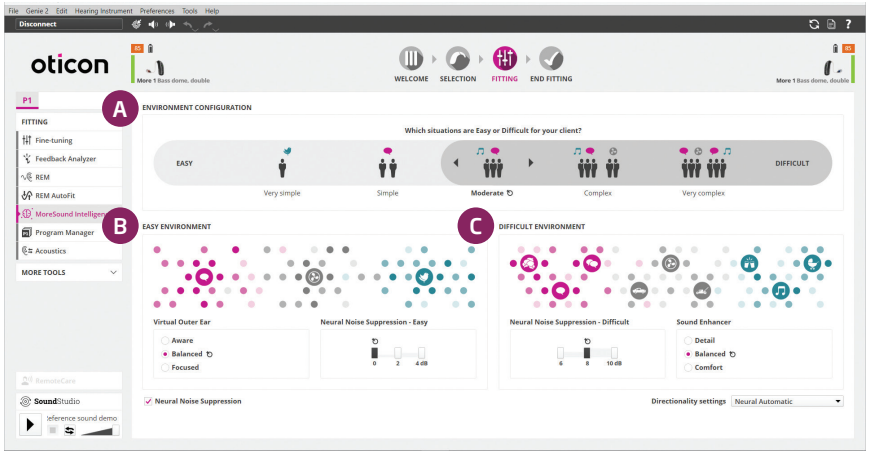


MoreSound Intelligence at initial fitting

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



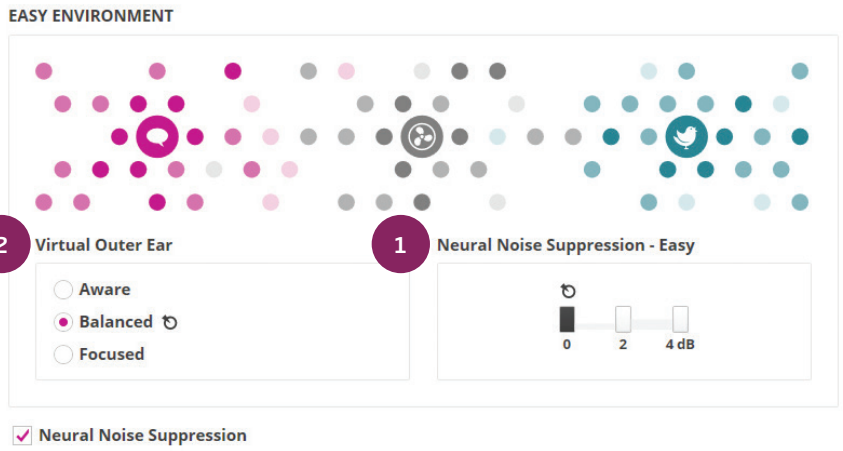
Please note, the MoreSound Intelligence 2.0/MoreSound Intelligence screen may look different depending on performance level of the hearing aid. Images in this guide are for Oticon Real 1, More 1, and dual-microphone Own 1 devices.

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.

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.

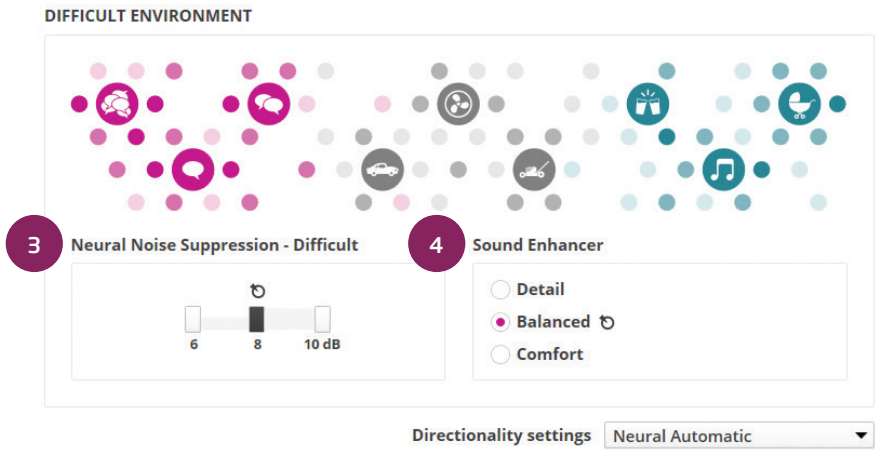
Ask patient: Do you find background sounds to be disturbing sometimes, even in quieter situations?

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?

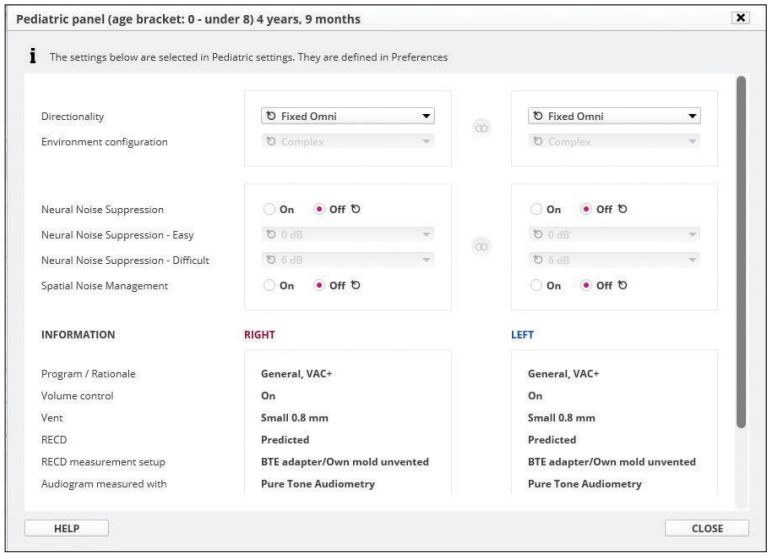
4. Sound Enhancer - Difficult

- 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?

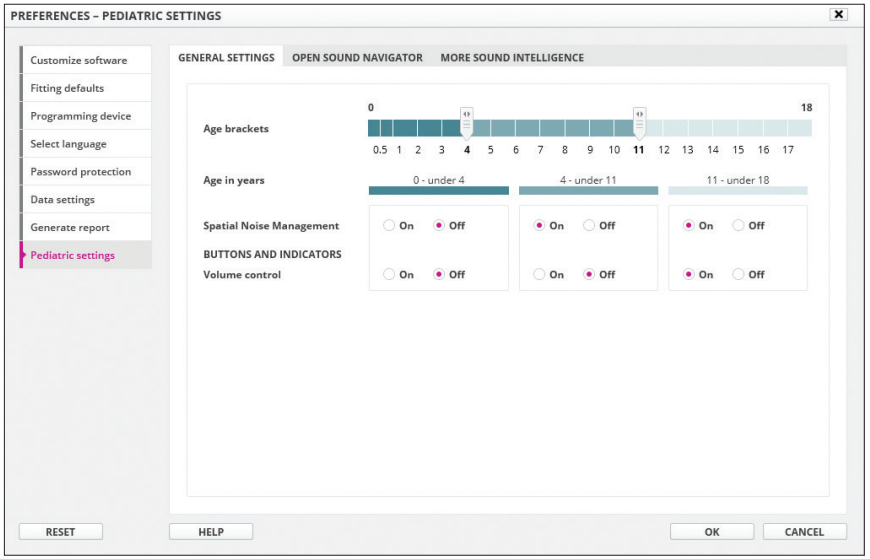
Pediatric fitting panels

When you fit a patient under 18 years, you will automatically enter pediatric fitting mode, which supports the fitting process for children.



The pediatric panel will appear when moving from the selection screen to the fitting screen. The pediatric panel gives easy access to an overview of settings in the current fitting and lets you adjust some of these settings. The overview also shows the program, rationale, and various audiometric data. Genie 2 lets you customize pediatric settings and save your preferences.

Go to the Preferences menu and click **Edit preferences**. In the dialog box task pane, click the **Pediatric settings tab**. Within the Pediatric settings tab, adjustments can be made for general settings, OpenSound Navigator™, and MoreSound Intelligence™.



Other pediatric features in Genie 2 include pediatric focused tools under **More tools** located in the left side panel. You will also notice a Pediatric Fitting Mode banner across the top of Genie 2 when fitting a pediatric patient.

Earmold overview

RITE molds

Sirius Platform Options

	Solid	Hollow	Embedded
	 MicroMold	 LiteTip	 MicroShell Detect
Micro	●●●	●●	●
Canal	●●●	●●	●
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

Polaris R, Polaris, Velox S Options

	Solid	Hollow	Embedded	
	 MicroMold	 LiteTip	 MicroShell	 Power Receiver Mold
Micro	●●●	●●	●	N/A
Canal	●●●	●●	●	●
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	
		 MicroMold (Solid)	 LiteTip (Hollow)
Micro	N/A	●●●	●●
Canal	●●●	●●●	●●
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)

- Dry Tubing is slightly less flexible than standard tubing and moisture resistant.
- Thicker tubing can help if there are feedback issues from a power fitting.

Vent size	MicroMold/ STD BTE	MicroShell	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 MicroShell Detect, MicroShell, and Power Receiver Mold

 Power Receiver Mold

 MicroShell

 MicroShell Detect

Transparent | Beige | Light Brown | Medium Brown | Dark Brown | Black

Red | Blue

(MicroShell/MicroShell Detect Only)

Color Options for Silicone Material (MicroMold and BTE Mold)

Soft Material Colors (Shore 60)

☐ Transparent
☐ Pink

Soft Material Colors (Shore 40)

☐ Transparent
☐ White
☐ Black
☐ Rose
☐ Orange
☐ Yellow
☐ Green
☐ Red
☐ Blue

Materials and style options

Standard custom style variants

Micro



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



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.

Custom earmold materials

All product materials making skin contact have been evaluated to be biologically safe for permanent skin contact according to ISO-10993.

Hard Acrylic
- Hard Acrylic is a hard plastic earmold that is easy to insert and remove.
- Hard ear molds are made of light polymerized acrylic material and coated with light polymerized acrylate lacquer.
- Lacquer is applied by default – no lacquer/ matte finish is available upon request.

Soft Silicone
- Soft Silicone is comfortable and flexible making it an excellent choice for many.
- Soft ear molds are made of silicone elastomer and coated with silicone lacquer.
- Lacquer is applied by default – no lacquer/ matte finish is available upon request.

OtoTherm™
- OtoTherm is a body-temperature reactive material that softens to Shore 70 in the ear.
- This earmold provides increased comfort and optimal sealing.
- Lacquer is applied by default. Matte finish is not available for this material.

Accessories



ConnectClip



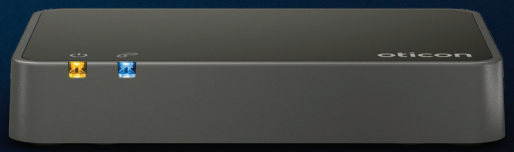
Remote Control 3.0



BTD800



EduMic



Phone Adapter 2.0



TV Adapter 3.0

Learn more about our wireless connectivity accessories at **oticon.com/connectivity**

Oticon Chargers

Oticon Intent Desktop Charger (Sirius Instruments only)



- Advanced Contact Charging
- Fitting during charging available
- Quick charge in 15 minutes
- 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

Hearing aid LED light charging status:

◑	Charging - Low battery
●	Charging - At least 4 hours of use*
●	Fully charged

◑ ORANGE pulse ● ORANGE ● GREEN

Oticon Desktop Chargers (Polaris R and Polaris Instruments only)



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

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

Oticon SmartChargers (Polaris R and Polaris Instruments only)



- Protective Lid
- Power Bank
- Drying Capabilities

*Oticon miniBTE SmartCharger is compatible with Oticon More devices on Firmware 1.3 or newer
**Oticon miniRITE SmartCharger is compatible with Oticon More devices on Firmware 1.1.1 or newer



Polaris R, Polaris, and Velox S miniRITE hearing aids		
3 hours	**1 hour**	**30 mins**
Fully charged	**50%** charged	**25%** charged



Polaris R and Polaris 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 (Polaris R and Polaris Instruments only)
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

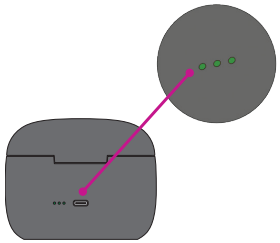
◑ ORANGE blink ● ORANGE steady ● GREEN steady

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 miniBTE SmartCharger is compatible with Oticon More devices on Firmware 1.3 or newer.

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

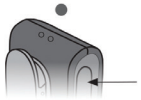
Notes

ConnectClip
Quick Start Guide



PAIRING CONNECTCLIP WITH HEARING AIDS

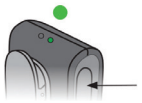
1. **Ensure ConnectClip is powered off.** Press and hold multi-button for approximately 6 seconds until power indicator OFF ●



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.

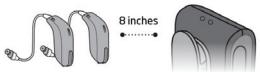
4. **Turn ON ConnectClip.** Press and hold multi-button for approximately 3 seconds until power indicator shows STEADY GREEN ●



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)



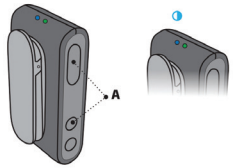
7. **Connection established with hearing aid(s)** is indicated by status indicator STEADY YELLOW ●



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

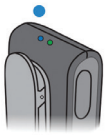
If connected to a mobile phone or other paired device through Bluetooth, the music played on the phone/device will automatically be played in the hearing aids. STATUS ORANGE ●

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

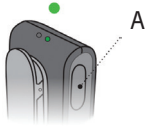


Phone ringing: When the phone rings your patient will hear a ring indicator (and, if available, the ring-tone from your phone) in your hearing aids. The status indicator will BLINK GREEN

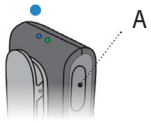


Answer call: Either a short press of the multi-button (A) – or answer the call from the mobile phone.

Once the call is connected status will change to STEADY GREEN

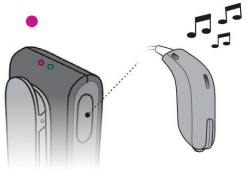


End call: Either a short press of the multi-button (A) – or hang up the call from the mobile phone. Status STEADY BLUE



REMOTE MICROPHONE

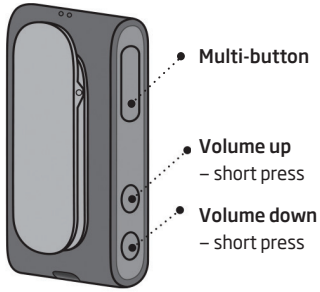
Press and hold multi-button for approximately 3 seconds to change mode. Mode change is confirmed by an audible indication in the hearing aids. STATUS MAGENTA

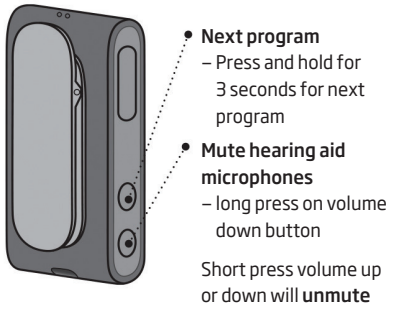


IMPORTANT: Attach the ConnectClip to the speaker's clothing about 8 inches below their mouth. Make sure the microphone is pointing towards the mouth and is not covered by clothes, ties, scarves, in a shirt pocket, etc. Your patient may also use the lanyard provided to hang the ConnectClip over the speaker's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

REMOTE CONTROL

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



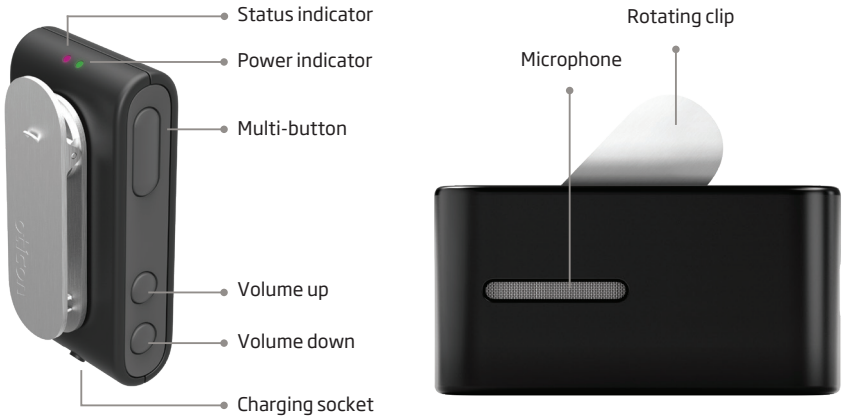


IMPORTANT: When used as a remote control, the maximum distance between ConnectClip and hearing aids is 6 feet.

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

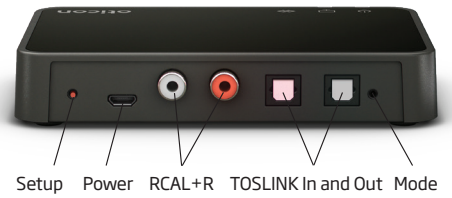
Troubleshooting



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.)

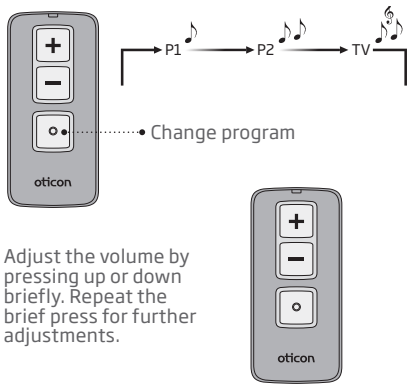
Step 3: **Start TV sound using the hearing aids**

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.*



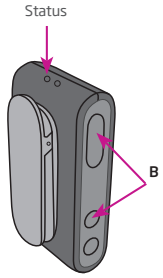
Reset TV Adapter 3.0: Press and hold the setup button for more than 5 seconds. Indicators will fade blue to indicate no pairings. Re-pair by following the steps outlined above.

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

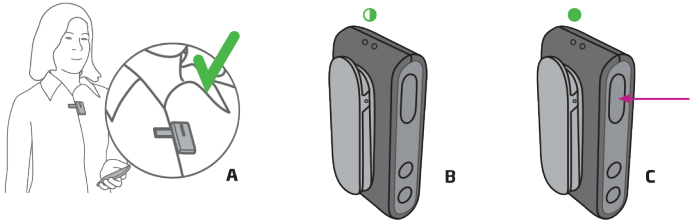
Incoming calls

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.





Outgoing calls

How to make a call

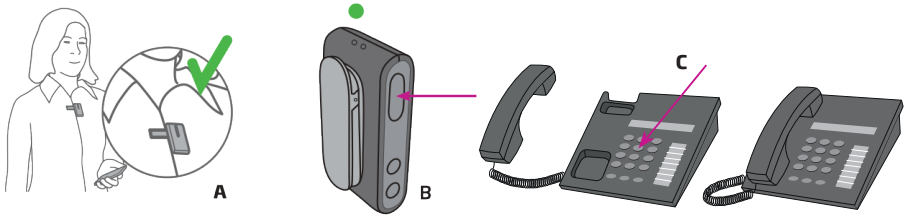
Make sure that your patient is able to speak into the ConnectClip microphone (A).

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



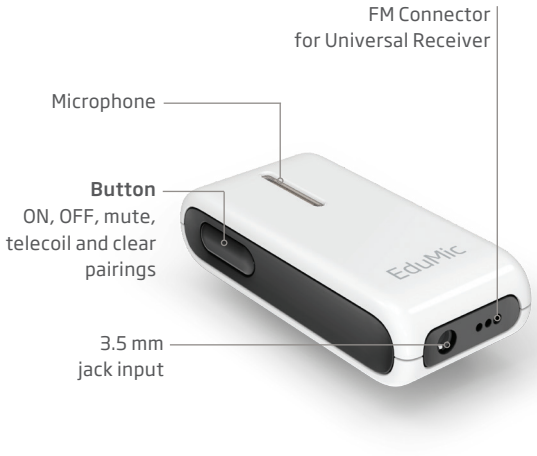
The remote control is a personal device intended to be used with one set of hearing aids. Please see below steps for pairing and using the Remote Control 3.0.

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

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

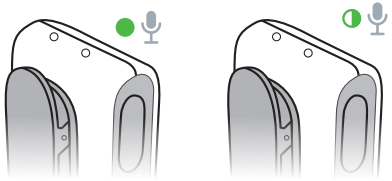
1. Turn EduMic ON by pressing the button for **2 seconds** until both indicators turn WHITE. Then, release the button.
2. Wait for 10 seconds until the status indicator turns GREEN.
3. EduMic is now ON.

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.



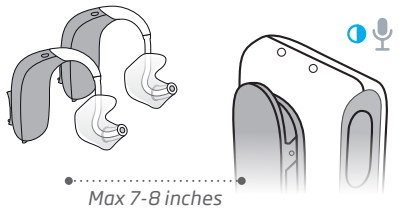
EduMic is ON *EduMic is muted*

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.

1. When the status indicator turns green, EduMic is paired with the hearing aids.
2. Confirm the patient can hear your voice in both hearing aids through EduMic.



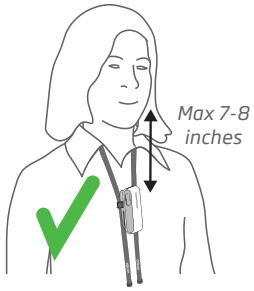
Max 7-8 inches

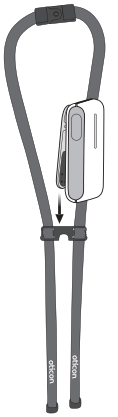
Clearing Pairings: Ensure EduMic is turned on. Press and hold down the button for 12 seconds until the status indicator turns RED. All pairings with hearing aids are now cleared from EduMic.

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

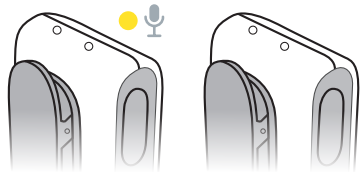
1. Plug in the 3.5 mm jack cable to send sound to the patient's hearing aids from external sound sources like sound field systems, smartboards or PC/tablets, etc.
2. When the cable is connected, the status indicator turns YELLOW, and the EduMic microphone is disabled (OFF). Unplug the cable from EduMic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

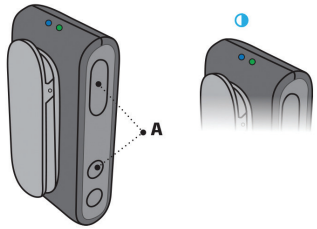
1. To mute the connection, press the button briefly. The status indicator flashes yellow.
2. To unmute, press the button again briefly.



EduMic is connected with cable or FM receiver *Connection is muted*

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.

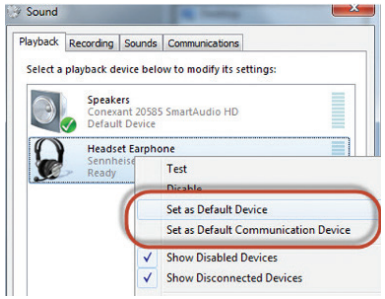


Step 2 Plug BTD-800 USB dongle into the USB port on the computer, allow the computer to detect and connect to the dongle.

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"**.



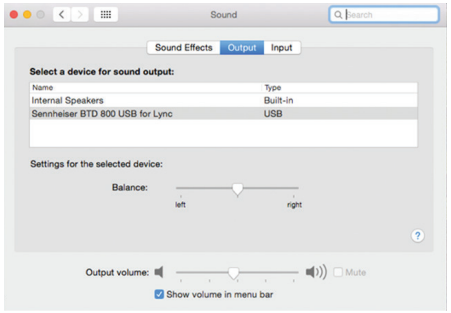
Step 6 Now you are ready to stream audio from the computer. The status indicator light on the ConnectClip will display orange when audio is being played through a paired computer. Status light will change from orange to a very light blue (almost white) color when audio is turned off.



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.



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.

Download on the App Store | GET IT ON Google Play | oticon

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.

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®, Oticon Zircon, 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



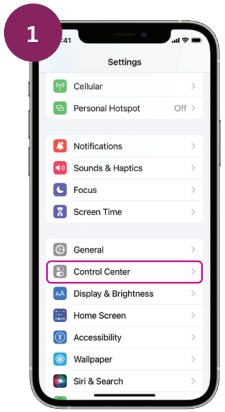
Caller's voice is streamed directly into hearing aids. Hang up when call is complete on iPhone or iPad**

**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.

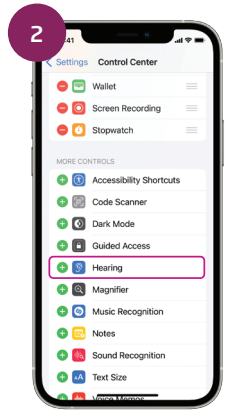
Oticon Intent hearing aids have the additional functionality of accepting or rejecting phone calls by tapping one of the aids.

Getting started

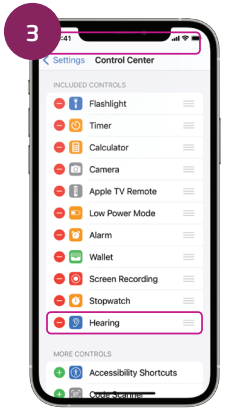
Adding the *Hearing* icon to *Control Center* allows for direct access to various hearing aid functions.



From the Home screen, click on *Settings* and then click on *Control Center.*



Click on *Hearing.*



The Hearing icon will now be added to the *INCLUDED CONTROLS* menu.

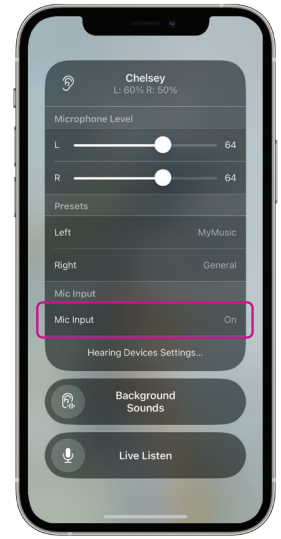


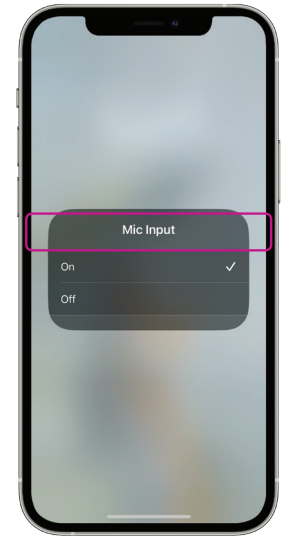
The Hearing icon will now be accessible via *Control Center* which can be accessed by swiping from the top right corner of the iPhone or iPad screen.

Hands-free communication is activated by default when compatible hearing aids are paired with a compatible iPhone or iPad.

Choosing Mic Input for iPhone or iPad







You can change the *Mic Input* by accessing the *Control Center*. You access the *Control Center* by swiping from the top right corner of the iPhone or iPad screen.

On: By default, the input will be set to On.

Off: This will turn off hands-free communication, and the hearing aid will be back to direct streaming.

Oticon Companion app
Apple Watch® compatibility

Oticon Companion app now has Apple Watch* compatibility offering a range of functionalities including **program** and **volume changes**, **SpeechBooster activation/deactivation**, **battery level status**, **tinnitus volume adjustment**, and **remote microphone deactivation**.

Getting started



1. Install Oticon Companion app on the iPhone®.
2. Ensure that the hearing aids are paired with the iPhone.
3. Open the Apple Watch app on the iPhone and install Oticon Companion. After installing the Oticon Companion app for Apple Watch, it will appear and be ready for use in the app overview on Apple Watch.
4. Tap the Oticon Companion app icon on the Apple Watch to open the app.

The Oticon Companion app for Apple Watch only works when the app is open or running in the background on the iPhone. The Apple Watch also needs to be within Bluetooth® connection range of the iPhone to be able to control/adjust the hearing aids.

The **General** Oticon Companion screen is used to change program, adjust volume, and mute/un-mute the hearing aids.

Adjusting the volume:

The hearing aids' volume can be **increased** or **decreased** individually or as a pair. This mimics what is set/displayed in the Oticon Companion app on the iPhone.

- Tap the + (plus) or – (minus) buttons to increase or decrease volume

If using an **accessory** such as a **TV Adapter**, **EduMic**, or **ConnectClip**, it will also be possible to adjust volume for both the streamed and surrounding sounds in the dedicated accessory programs. The volume sliders are split over two screens in Apple Watch – one for surrounding sounds and one for streamed sounds. Swipe right to access the available screens.



Muting the hearing aids:

- To mute/un-mute both hearing aids simultaneously, tap the mute button
- To mute/un-mute each individual hearing aid, tap the – (minus) button until the mute icon appears

If adjusting as a pair, you can also adjust with Apple Watch Crown.

Changing programs

1. Tap the Program icon (P1) to enter the Program screen.
2. Scroll through the programs and tap the desired program to select it.
3. Alternatively, scroll through programs by turning the Digital Crown.



SpeechBooster and Remote Microphone

From the General Oticon Companion screen, access the Options menu by swiping to the left.

Here, it is possible to turn SpeechBooster on or off and deactivate the remote microphone option using the toggle switch, if this has been activated via the Oticon Companion app in the iPhone.



Check Battery Levels

From the General screen, check the battery levels for both hearing aids by swiping to the right. The battery status is only displayed as a percentage on Apple Watch.



Tip: When answering a call from Apple Watch, the sound is always output through the Apple Watch speaker. There are no options on Apple Watch to change the output device, and the callers voice cannot be streamed directly to the hearing aids. To switch the answered call on an Apple Watch to the hearing aids, change the output option from the iPhone call screen while in the call.

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

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.

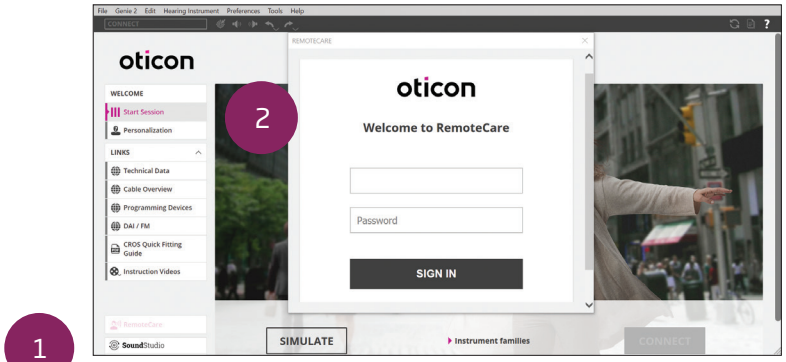
*For Custom models to be compatible, they must have 2.4 GHz Bluetooth® Low Energy wireless technology

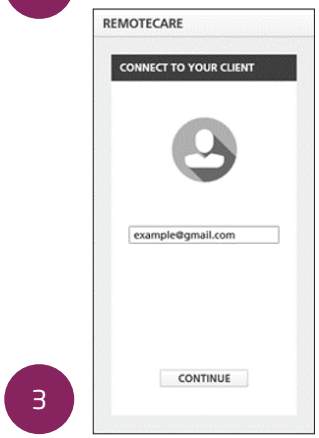
Step 1: Getting started

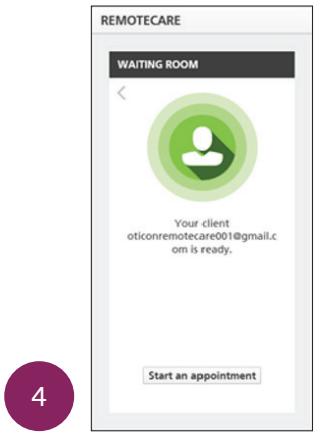
Open NOAH/Genie 2 and select the patient's most recent session.

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.*





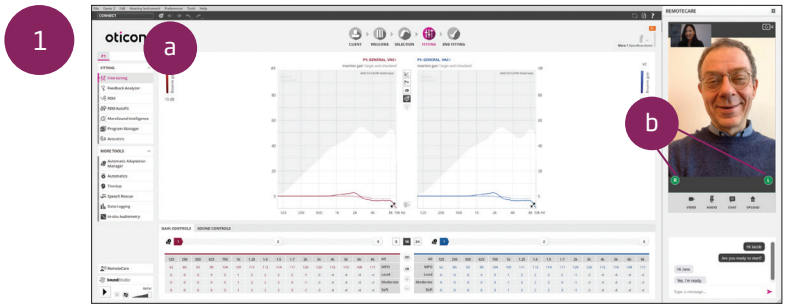


Step 2: Conduct the session

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



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





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.

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.

22-399248 15500-1175/04.24

Oticon Customer Service:
800.526.3921

Oticon Patient Support Hotline:
855.400.9766

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