

INSTRUCTIONS FOR USE

BTE13 SP



## Introduction to this booklet

This booklet guides you in how to use and maintain your new hearing instrument. Please read the booklet carefully including the **Warning section**. This will help you to achieve the full benefit of your new hearing instrument.

Your Hearing Care Professional has adjusted the hearing instrument to meet your needs. If you have additional questions, please contact your Hearing Care Professional.

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

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

## Intended use

The hearing instruments are intended to amplify and transmit sound to the ear and thereby help compensate for hearing loss. The hearing instruments are intended to be used by infants, children and teens with a severe-to-profound hearing loss.

### **IMPORTANT NOTICE**

The hearing instrument amplification is uniquely adjusted and optimized to your personal hearing capabilities during the instrument fitting performed by your Hearing Care Professional.

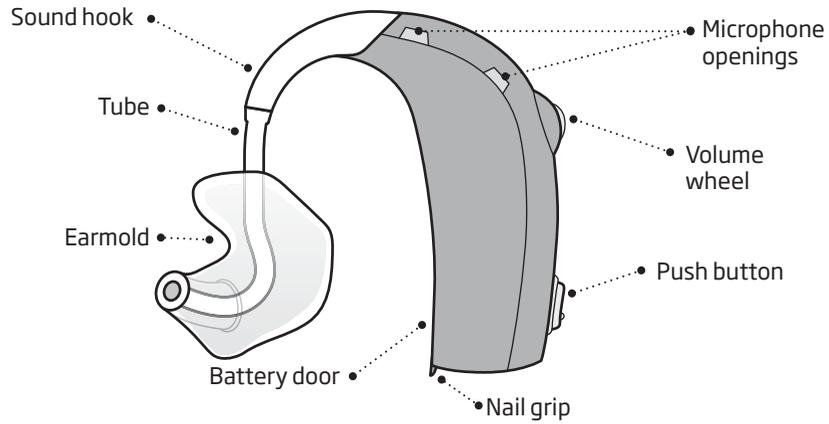
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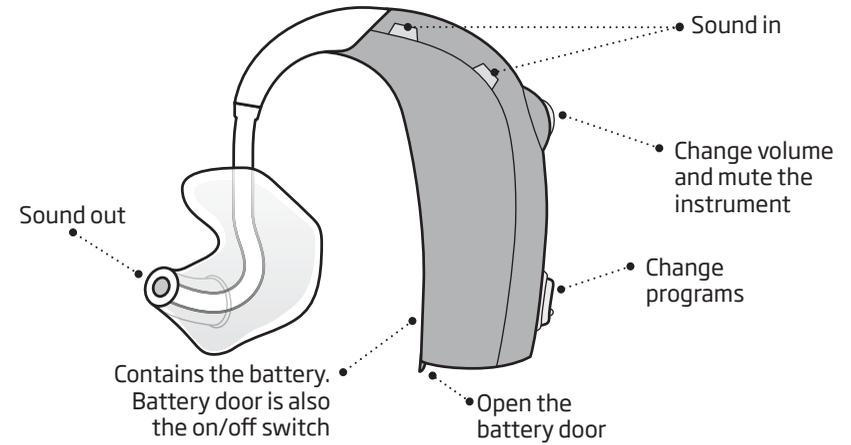
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## Instrument view

### What it is

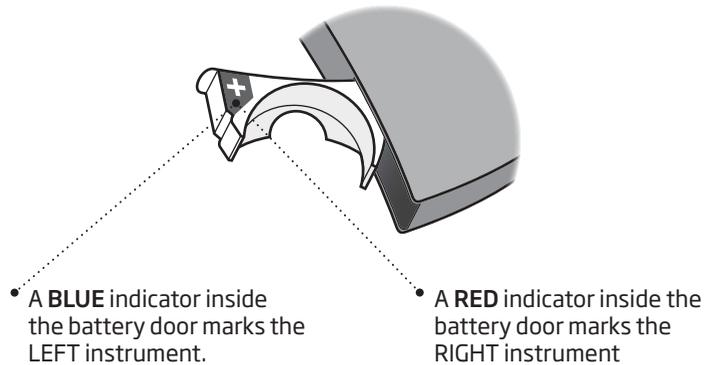


### What it does



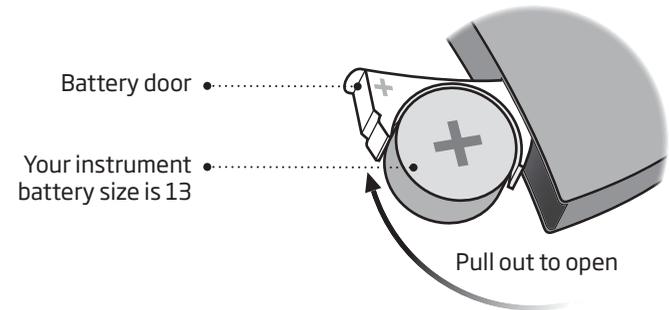
## Identify left and right hearing instrument

It is important to distinguish between the left and the right instrument as they might be programmed differently. Insert the colored indicators provided for your LEFT and RIGHT instruments.



## Battery (size 13)

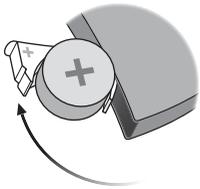
Your hearing instrument is a miniature electronic device that runs on special batteries. To activate the hearing instrument, you must insert a new battery in the battery door. See how in the "Replace the battery" section.





## Replace the battery

### 1. Remove



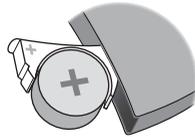
Fully open the battery door. Remove the battery.

### 2. Uncover



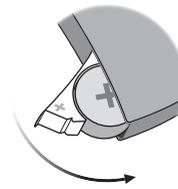
Remove the sticky label from the + side of the new battery.

### 3. Insert



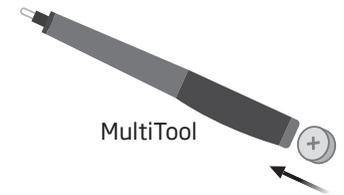
Insert the new battery into the battery door. Make sure the + side faces up.

### 4. Close



Close the battery door. The instrument will play a jingle. Hold the earmold close to your ear to hear the jingle.

### Tip



The MultiTool can be used for battery change. Use the magnetic end to remove and insert batteries.

The MultiTool is provided by your Hearing Care Professional.

## Caring for your hearing instrument

When handling your hearing instrument, hold it over a soft surface to avoid damage in case you drop it.

### Clean the microphone openings

Carefully brush away debris from the openings. Gently brush the surface. Make sure the brush is not pressed into the openings.

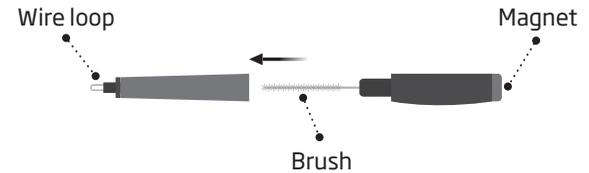


#### IMPORTANT NOTICE

Use a soft, dry cloth to clean the hearing instrument. It must never be washed or immersed in water or other liquids.

## The MultiTool

The MultiTool contains a brush and a wire loop for cleaning ear wax from the earmold. The brush can be replaced and purchased from your Hearing Care Professional.

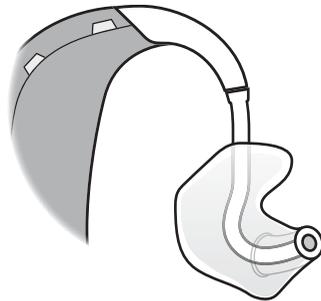


#### IMPORTANT NOTICE

Your MultiTool has a built-in magnet. Keep the MultiTool 12 inches away from credit cards and other magnetically sensitive devices.

## Sound hook with earmold

The earmold is customized for you and fits your ear.



## Put on the hearing instrument with earmold

### Step 1



Gently pull your ear outwards and press the earmold in the direction of the ear canal, twisting slightly.

### Step 2



Place the hearing instrument behind your ear.

## **Put on the hearing instrument with earmold and SmartFit™ Trainer**

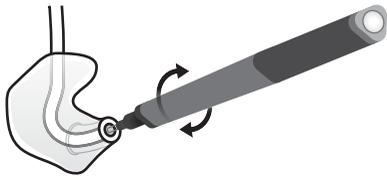
Your hearing instrument may have SmartFit™ Trainer, a guidance help for parents and caregivers when inserting the earmold. Your Hearing Care Professional may enable or disable the SmartFit™ Trainer.

The LED indicator will remain ON for up to 20 seconds while the system checks the earmold insertion and fit. If the earmold is NOT inserted correctly, a series of rapid blinks on the LED will appear.

If the blinks appear, turn the hearing instrument off and on again, and reinsert the earmold. It may be possible that the rapid blinks will continue to appear even after re-inserting the earmold . This is often an indication that the earmold may be loose and needs replacing. Be assured that the hearing instrument will still proceed to turn on and work properly.

## Clean the earmold

The earmold should be cleaned regularly. Use a soft cloth to clean the surface of the mold. Use the MultiTool wire loop to clean the opening.



## Replace the tubing

The tubing between the earmold and the instrument should be replaced when it becomes yellow or stiff. Consult your Hearing Care Professional in relation to this.

## Wash the earmold

### Step 1



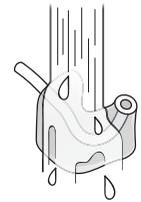
Make sure you are able to identify which earmold is for which instrument (L or R) before disconnecting them from the instruments.

### Step 2



Disconnect the tube and earmold from the hook. Hold the hook firmly, when pulling off the tube. Otherwise the instrument may be damaged.

### Step 3



Wash the earmold and tube using mild soap. Rinse and dry completely before reconnecting to the hearing instrument.

## Optional features and accessories

The features and accessories described on the following pages are optional. Please contact your Hearing Care Professional to find out how your hearing instrument is programmed.

If you experience difficult listening situations, a special program may be helpful. These are programmed by your Hearing Care Professional.

*Write down hearing situations where you may need help.*

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## Mute the hearing instrument (optional)

Use the mute function if you need to silence the instrument while wearing it. Note, the LED indicates current program if enabled.



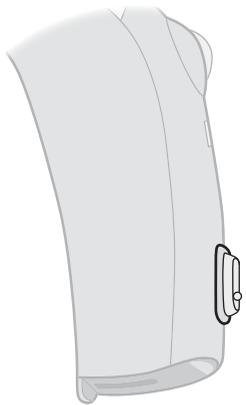
Apply a very long press to the button to mute the instrument. To reactivate the instrument, push the button briefly.

### IMPORTANT NOTICE

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

## **Change programs** (optional)

Your hearing instrument can have up to 4 different programs. These are programmed by your Hearing Care Professional. When using FM, DAI or Streamer, two additional programs are automatically added.



• Press the button to change program

Note that if you have two instruments, the RIGHT instrument switches forward from e.g. program 1 to 2 and the LEFT instrument switches backwards from e.g. program 4 to 3.

## To be filled out by the Hearing Care Professional

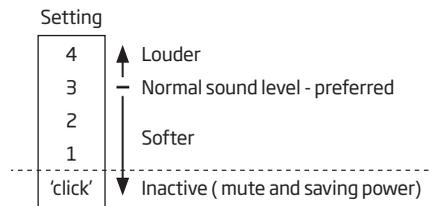
Program	Sound you will hear when activated	When to use
1	 "1 beep"	
2	 "2 beeps"	
3	 "3 beeps"	
4	 "4 beeps"	

Program change:	<input type="checkbox"/> LEFT	<input type="checkbox"/> RIGHT	<input type="checkbox"/> Short press	<input type="checkbox"/> Long press
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## Change volume

The volume wheel may be activated. The volume wheel allows you to adjust the volume in specific situations to the level you feel comfortable with.

The volume wheel has markings 1, 2, 3 and 4 and a 'click' position:



The normal volume wheel setting is 3. When adjusting the volume to the normal level "3" you will hear a double beep.



Use the volume wheel to mute the instrument by turning below setting 1 until it clicks.

To reactivate the instrument, turn up on the volume wheel.

### IMPORTANT NOTICE

Do not use the inactive 'click' position as an off switch as the hearing aid still draws power from the battery in this mode.

## **Volume Control and ConnectLine** (Optional)

Make sure to set the volume control on the instrument in the 1 to 4 range to enable use of the Streamer for remote control, phone calls and TV/music streaming. Streaming cannot be initiated while the instrument volume wheel is set to the inactive 'click' position.

If you use the Streamer to adjust the regular hearing instrument listening volume, the resulting volume will no longer match the indications on the volume wheel. Turning the volume wheel to the inactive 'click' position and back into the 1-4 range or turning the instrument off and back on will reset the volume to the setting indicated on the volume wheel.

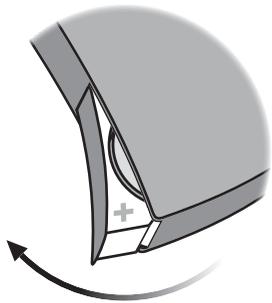
When adjusting the volume to the preferred level the visual indicator (LED) will blink and two beeps can be heard (if enabled).

During audio streaming, adjust the volume on the Streamer. The Streamer will control the volume independently of the setting of the volume wheel.

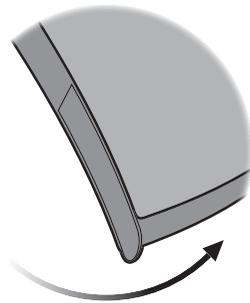
### Quick reset

If you wish to return to the standard settings of the instrument programmed by your Hearing Care Professional, simply open and then close the battery door.

Open



Close



Note that volume setting is not changed with the quick reset.

### Tamper-resistant battery door (optional)

To keep the battery out of reach of infants, small children and people with cognitive impairments, a tamper-resistant battery door should be used. Use a small screwdriver to lock and unlock the door.

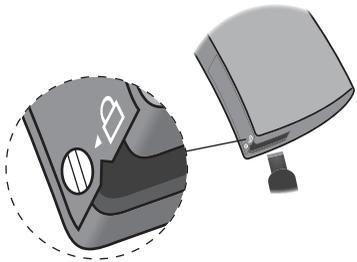
A tamper-resistant battery door is automatically provided on hearing aids for children ages 3 years and under.

#### **IMPORTANT NOTICE**

Avoid excessive force to open the battery door when in the locked position. Do not force the battery door beyond its fully opened position. Make sure to insert the battery correctly.

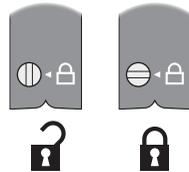
Please contact your Hearing Care Professional if you suspect the tamper-resistant effectiveness and locking ability is damaged.

### Unlock the battery door



Use the screwdriver to turn the screw to unlock position (vertical). Insert the screwdriver into the slit in the bottom of the hearing instrument and push the door open.

### Lock the battery door



Make sure the door is completely closed. Turn the screw to the locked position (horizontal).

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

As an enhancement to your wireless hearing instrument a broad range of wireless accessories are available.

#### **ConnectLine**

ConnectLine is a family of products that allows you to receive audio signals from TVs, phones, music players, PCs or an external microphone wirelessly through your hearing instrument.

#### **Remote Control**

The Remote Control offers an opportunity to change program or adjust the volume or mute your hearing instrument.

## □ Direct Audio Input - DAI (optional)

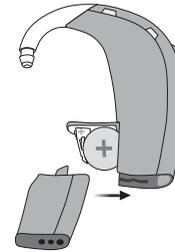
Direct Audio Input allows your hearing instrument to receive signals directly from external sources such as TV, radio, music players, etc. The DAI adaptor is mounted to your instrument and connected to an external sound source via a DAI cord.

For detailed information on these options contact your Hearing Care Professional or visit [www.oticonusa.com](http://www.oticonusa.com)

### IMPORTANT NOTICE

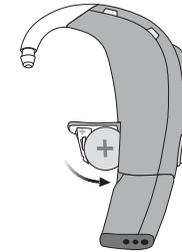
Only connect hearing aids with DAI to electrically powered devices that comply with EN 60950-1, EN 60065 or equivalent safety standards. The external signal source determines the safety of hearing aids with DAI.

### Attaching the DAI adapter



Start by opening the battery door and slide the DAI adapter onto the instrument.

### Insert the DAI cord into the adapter

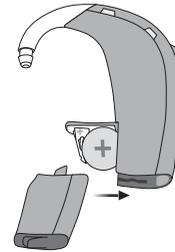


When the DAI adapter is connected, the instrument will automatically switch to a combination of a DAI program and the microphone input of the instrument. If you would like to turn off the hearing instrument microphone input and listen to the DAI alone, you can advance to the next program by using the program switch button.

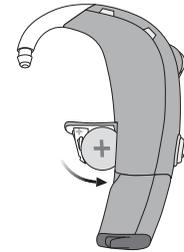
## **FM** (optional)

Your hearing instrument supports the option of attaching an FM receiver as part of an FM system. The FM system allows you to receive speech or audio signals directly to your hearing instrument from a dedicated FM transmitter.

### Attaching an FM receiver



Start by opening the battery door. Slide the FM receiver onto the instrument. (Oticon Amigo R12 dedicated FM receiver shown)



When the FM receiver is connected and turned on, the instrument will automatically switch to a program that receives signals from the hearing aid microphone in combination with an external wireless FM transmitter.

**Other options** (optional)



**Telecoil**

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



**Autophone**

Autophone can automatically activate a phone program in the hearing instrument, if your telephone has a dedicated magnet. The magnet needs to be placed on your telephone next to the sound outlet.

## Audible and visual indicator (LED) summary table

Programs	Audible	Visual (LED)
Program 1		
Program 2		
Program 3		
Program 4		
FM or DAI + microphone		
FM or DAI		

Volume	Audible	Visual (LED)
Preferred volume		
Maximum volume		
Minimum volume		

Warnings	Audible	Visual (LED)
Battery low warning		
Battery dead		

SmartFit™ Trainer	Audible	Visual (LED)
Inserted correctly		
Reinsert earmold		

## Warnings

You should familiarize yourself fully with the following general warnings before using your hearing instrument for personal safety and to secure correct use.

Please note that a hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Furthermore, note that in most cases, infrequent use of a hearing instrument does not permit a user to attain full benefit from it.

Consult your Hearing Care Professional if you experience unexpected operations or events with your hearing instrument.

### Usage of hearing instruments

- Hearing instruments should be used only as directed and adjusted by your Hearing Care Professional. Misuse can result in sudden and permanent hearing loss.
- Never allow others to wear your hearing instrument as incorrect use could cause permanent damage to their hearing.

### Choking hazards & risk of swallowing batteries

- Hearing instruments, their parts, and batteries should be kept out of reach of children and anyone who might swallow these items, or otherwise cause injury to themselves.

- Batteries have occasionally been mistaken for pills. Therefore, check your medicine carefully before swallowing any pills.
- Most hearing instruments can be supplied with a tamper-resistant battery door upon request. This is strongly recommended for infants, small children and people with cognitive impairments.
- Children below 36 months must always use a tamper-resistant battery door. This option is typically provided by default when the hearing instrument is ordered for a child ages 0-3 years.

*If a battery or hearing instrument is swallowed, see a doctor immediately and contact the National Poison Center at 800-222-1222 or National Battery Ingestion Hotline at 202-625-3333.*

### Battery use

- Always use batteries recommended by your Hearing Care Professional. Batteries of low quality may leak and cause bodily harm.
- Never attempt to recharge your batteries and never dispose of batteries by burning them. There is a risk that the batteries will explode.

## Warnings

### Dysfunction

- Be aware of the possibility that your hearing instrument may stop working without notice. Keep this in mind when you depend on warning sounds (e.g. when you are in traffic). The hearing instruments may stop functioning, for instance if the batteries have expired or if the tubing is blocked by moisture or ear wax.

### Active implants

- Caution must be taken with active implants. In general, follow the guidelines recommended by manufacturers of implantable defibrillators and pacemakers regarding use with mobile phones and magnets.
- Your hearing instrument has a wireless transmission. Please keep the hearing instrument at least 6 in. away from the implant, e.g. do not carry it in a chest pocket.
  - When the hearing instruments are mounted on or in the ears, the distance between the hearing instruments and the implant is larger than 6 in.
  - Your Autophone magnet and Multi-Tool (which has a built-in magnet) should be kept more than 12 in. away from the implant e.g. do not carry it in a chest pocket.

- If you have an active brain implant, please contact the manufacturer of your implantable device for information about the risk of disturbance.

### Explosives

- The power source in your hearing instrument has insufficient energy to cause fire in normal usage conditions. The hearing instrument has not been tested for compliance with international standards concerning explosive environments. It is recommended not to use your hearing instrument in areas where there is a danger of explosions.

### X-ray, CT, MR, PET scanning and electrotherapy

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

## Warnings

### Avoiding heat and chemicals

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

### Power instrument

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

### Possible side effects

- Wearing earmolds may cause an accelerated accumulation of ear wax.
- The otherwise non-allergenic materials used in hearing instruments may in rare cases cause a skin irritation or any other unusual condition.

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

### Interference

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

## Troubleshooting guide

Symptom	Possible causes	Solutions
<b>No sound</b>	Worn-out battery	Replace the battery
	Clogged tube or earmold	Clean earmold
<b>Intermittent or reduced sound</b>	Clogged sound outlet	Clean earmold
	Moisture	Wipe battery with a dry cloth and/or dry tube
	Worn-out battery	Replace the battery
	Clogged damping filter in sound hook	Contact your Hearing Care Professional for assistance
<b>Squealing noise</b>	Hearing instrument earmold inserted incorrectly	Re-insert earmold
	Ear wax accumulated in ear canal	Have ear canal examined by your doctor

If none of the above solutions works, consult your Hearing Care Professional for assistance.

## Water resistance (IP58)

Your hearing instrument is water resistant, which means it is designed to be worn in all daily life situations. Therefore, you do not have to worry about sweat or getting wet in a rain shower. Should your hearing instrument come in contact with water and stop working, please follow these guidelines:

1. Gently wipe off any water
2. Open the battery door and remove the battery and gently wipe off any water in the battery door
3. Let the hearing instrument dry with the battery door left open for approximately 30 minutes
4. Insert a new battery

### IMPORTANT NOTICE

Do not wear your hearing instrument while showering or participating in water activities. Do not immerse your hearing instrument in water or other liquids.

## Conditions

<b>Operating conditions</b>	Temperature: +33°F to +104°F Relative humidity: 5% to 93%, non-condensing
<b>Storage and transportation conditions</b>	Temperature and humidity shall not exceed the below limits for extended periods during transportation and storage:  Temperature: -13°F to +140°F Relative humidity: 5% to 93%, non-condensing

## Warranty certificate

Name of owner: \_\_\_\_\_

Dispenser: \_\_\_\_\_

Dispenser address: \_\_\_\_\_

Dispenser phone: \_\_\_\_\_

Purchase date: \_\_\_\_\_

Warranty period: \_\_\_\_\_ Month: \_\_\_\_\_

Model left: \_\_\_\_\_ Serial no.: \_\_\_\_\_

Model right: \_\_\_\_\_ Serial no.: \_\_\_\_\_

Battery size: \_\_\_\_\_

## International warranty

Your hearing instrument is covered by an international limited warranty issued by the manufacturer for a period of 36 months from the date of delivery. This limited warranty covers manufacturing and material defects in the hearing instrument itself, but not accessories such as batteries, tubing, ear wax filters, etc. Problems arising from improper handling or care, excessive use, accidents, repairs made by an unauthorised party, exposure to corrosive conditions, physical changes in your ear, damage due to foreign objects entering the device, or incorrect adjustments are NOT covered by the limited warranty and may void it. The above warranty does not affect any legal rights that you might have under

applicable national legislation governing the sale of consumer goods. Your Hearing Care Professional may have issued a warranty that goes beyond the clauses of this limited warranty. Please consult him/her for further information.

### If you need service

Take your hearing instrument to your Hearing Care Professional, who may be able to sort out minor problems and adjustments immediately.

## Mobile phone

Some hearing instrument users have reported a buzzing sound in their hearing instrument when they are using mobile phones, indicating that the mobile phone and hearing instrument may not be compatible.

The ANSI C63.19 standard determines the prediction of compatibility between a specific hearing instrument and a mobile phone by: adding the numerical value of the rating for the hearing instrument immunity to the numerical value of the rating for the mobile phone emissions. A sum of 4 would indicate that the combination of wireless device and hearing instrument is usable; a combined rating that equals at least 5 would provide normal use;

a combined rating of 6 or greater would indicate excellent performance.

Whereas all hearing instruments have acoustic coupling, only the larger instruments have the physical space for telecoil (inductive) coupling. These two types of coupling have different rating scales (M1-M4 for acoustic coupling and T1-T4 for telecoil coupling, respectively) and both ratings are therefore relevant when predicting the compatibility of a particular hearing instrument.

For a hearing instrument with both acoustic coupling and telecoil coupling with a rating of M4/T2 and with a telephone rating of M3/T3), the combined

rating is 7 (M4 + M3) for the acoustic coupling and 5 (T2 + T3) for the telecoil coupling. According to the guidelines given above, both types of coupling will thereby be acceptable, with the acoustic coupling indicating excellent performance and the telecoil coupling indicating normal use.

The above equipment performance measurements, categories and system classifications are based upon the best information available, but it cannot be guaranteed that all users will be satisfied.

The immunity of this hearing instrument is M4/T4.

### IMPORTANT NOTICE

The performance of individual hearing instruments may vary with individual mobile phones. Therefore, please try this hearing instrument with your mobile phone or, if you are purchasing a new phone, be sure to try it with your hearing instrument prior to purchase.

For additional guidance, please ask your mobile phone provider for the booklet entitled "Hearing Aid Compatibility with Digital Wireless Cell Phones."

## Technical information

The hearing instrument contains a radio transmitter using short range magnetic induction technology working at 3.84 MHz. The magnetic field strength of the transmitter is < -42 dBµA/m @ 10m.

The emission power from the radio system is well below international emission limits for human exposure. For comparison, the radiation of the hearing instrument is lower than unintended electromagnetic radiation from, for example, halogen lamps, computer monitors, dishwashers, etc. The hearing instrument complies with international standards concerning Electromagnetic Compatibility.

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

Additional information can be found in the Product Information sheet on Oticon.com.

The hearing instrument contains a module with:

FCC ID: U28FU2SP  
IC: 1350B-FU2SP

The device complies with Part 15 of the FCC rules and RSS-210 of Industry Canada.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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

Oticon declares that this hearing instrument is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Declaration of Conformity is available from the manufacturer.



Manufactured by:  
Oticon A/S  
Kongebakken 9  
DK-2765 Smørum  
Denmark  
www.oticon.com

CE 0543 0682



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



E2831

IP58

Settings overview for your hearing instrument				
Left			Right	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Volume wheel	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Program shift	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Mute	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Volume control indicators				
<input type="checkbox"/> On	<input type="checkbox"/> Off	Beeps at min /max volume	<input type="checkbox"/> On	<input type="checkbox"/> Off
<input type="checkbox"/> On	<input type="checkbox"/> Off	Clicks when changing volume	<input type="checkbox"/> On	<input type="checkbox"/> Off
<input type="checkbox"/> On	<input type="checkbox"/> Off	Beeps at preferred volume	<input type="checkbox"/> On	<input type="checkbox"/> Off
Battery indicators				
<input type="checkbox"/> On	<input type="checkbox"/> Off	Low battery warning	<input type="checkbox"/> On	<input type="checkbox"/> Off
<input type="checkbox"/> On	<input type="checkbox"/> Off	Change battery	<input type="checkbox"/> On	<input type="checkbox"/> Off
<input type="checkbox"/> On	<input type="checkbox"/> Off	Reinsert earmold	<input type="checkbox"/> On	<input type="checkbox"/> Off

TECHNICAL DATA

BTE13 SP

**ZCC Coupler**  
measured  
according to  
American National  
Standard  
ANSI S 3.22 (2003)  
and S3.7 (1995).

Supply voltage:  
Battery Zinc  
Air 1.4 Volt

**0 dB SPL ref. 20 mPa**

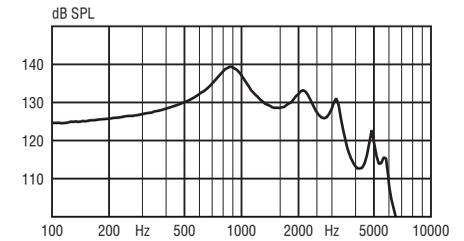
Peak OSPL90	139 dB SPL
HF Average OSPL90	131 dB SPL
Peak Full-on Gain	78 dB
HF Average Full-on Gain	69 dB
Reference Test Gain	54 dB
Frequency Range	100-6200 Hz
Total Harmonic Distortion 500 Hz	2.0 %
Total Harmonic Distortion 800 Hz	<2%
Total Harmonic Distortion 1600 Hz	2.0 %
Battery Consumption	1.9 mA
Equivalent Input Noise Level (omni/dir)	18/33 dB SPL
HF Average SPLITS (left/right ear)	107/107 dB SPL
Attack Time	1.6 ms
Release Time	93 ms

**BTE13 SP**

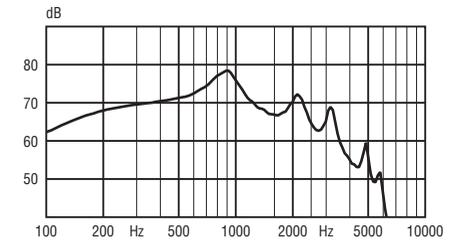
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**BTE13 SP**

**OSPL90 - Output Sound Pressure Level**  
Input: 90 dB SPL.  
Technical setting: A0



**Full-on Gain**  
Input: 50 dB SPL.  
Technical setting: A0



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to empower people  
to communicate freely,  
interact naturally and  
participate actively

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