

USER INSTRUCTIONAL BROCHURE



Oticon ♦ Sumo DM

BTE

oticon
PEOPLE FIRST

Congratulations on your digital hearing instruments. They represent some of the most advanced technology currently available in hearing care. Carefully follow these instructions when using and maintaining them. They will help you fully realize their benefits and ensure their continued high performance.

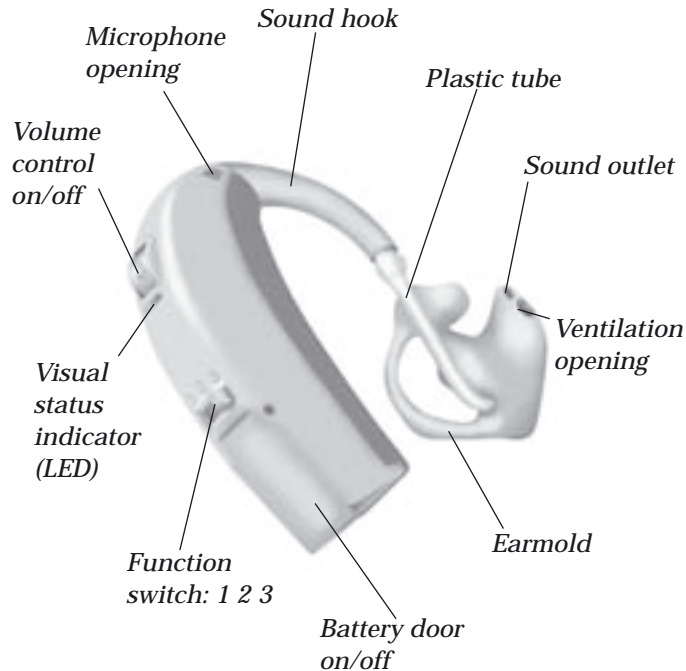
Important notice

Please familiarize yourself with the entire contents of this booklet before using your hearing instruments. It contains various statements, instructions and important information about the use and handling of your hearing instruments and batteries.

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BTE – Instrument view



Battery size: 675

Turning your instruments ON

When turning your instrument ON make sure:

- 1) The battery door is closed.
- 2) The volume control is turned up.
- 3) The function switch is set to a microphone program.

When the instrument is turned on you will hear a series of beeps indicating which program is active, and that the battery is working. The LED will flash to indicate the instrument is on, or light up permanently depending on configuration.

Turning your instruments OFF

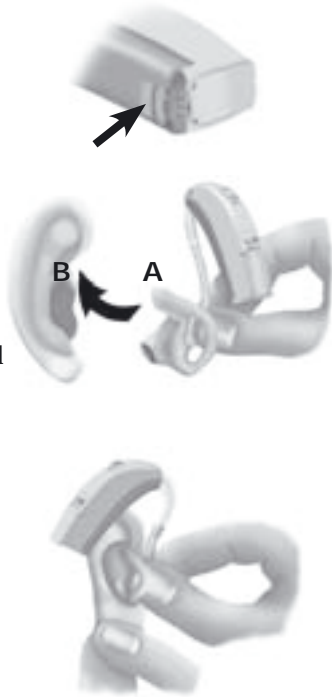
When turning your instrument OFF you can use one of the following options:

- 1) Turn the volume control down until it clicks.
- 2) Set the function switch to OFF if it has been programmed with an OFF position.
- 3) Open the battery door slightly.

To preserve the battery, make sure your hearing instrument is switched off when you are not wearing it.

Inserting your hearing instrument

- Your hearing instruments may have a right/left-identification. Red=Right, Blue=Left
- Turn off the hearing instrument.
- Hold the plastic tube as shown.
- Place the tip of the earmold in your ear canal, twisting slightly, making sure that the top part of the earmold (A) is pushed behind and under the fold (B) of your ear.
- Gently pull down your earlobe and press the earmold in the direction of the ear canal.



- With the earmold correctly positioned, slide the hearing instrument over the top of your ear to rest behind it.
- Turn on the hearing instrument and adjust the volume control until you hear the beeps indicating the preferred volume control level. This feature is optional and may be disengaged by your hearing care professional.






Function switch

Your hearing aid has a 3-position switch for switching between different programs.

- When you switch between different programs, your hearing instrument will beep.
- Operate the function switch to change programs. The number of beeps will indicate which program you are using if beeps are enabled.

Your hearing instrument can have up to three different programs.

Please note that one program may be programmed as an off position. (Optional)

	One beep, when you switch to program 1
	Two beeps, when you switch to program 2
	Three beeps, when you switch to program 3

Below you can see a description of the programs available in your hearing instrument.
(HEARING CARE PROFESSIONAL TO COMPLETE)

Program 1 _____

Program 2 _____

program 3 _____



Telecoil

The telecoil is meant for telephone conversations and for loop systems in e.g. theatres, churches or lecture rooms.

The telecoil is activated by operating the function switch. When activated you will hear a certain number of beeps.

Your telecoil can be disabled if you do not wish to use it. This will also disable any use of direct audio input (DAI) and FM functionality.

Volume Control

This wheel allows you to adjust the sound level in different listening situations. The preferred volume control level can be indicated by three beeps. This level has been programmed according to your preferences. Consult your Hearing Care Professional if you find this level too loud or too weak in most situations.

Turning up the control increases the volume. Maximum setting (4) gives you the loudest sound.

Turning down the control decreases the volume. Minimum setting (1) gives you the quietest sound.

If you turn the wheel below (1) you can feel a click and the instrument will turn off.

Your Volume Control can be disabled if you do not wish to use it. This will also disable the off functionality in the Volume Control.



Battery Replacement

A worn-out battery should be removed immediately. When battery power is low, you will hear a series of two beeps. If the status light is programmed to be steady on, it will turn off. This indicates that it is time to change the battery. It is not an indication of malfunction. To replace the battery, follow these instructions:

- Open the battery door by pushing back the raised edge and remove the old battery.
- Remove the sticky label from the + side of the new battery
- Insert the new battery (size 675, preferably dedicated super power battery) so that its + sign faces the + sign printed on the top of the battery door.
- The battery door should close easily. If you feel any resistance it could be that you have placed the battery incorrectly. Reinsert the battery and try again.



Any moisture on the battery surface should be wiped off before use. When you change batteries, it may take a couple of minutes before the new battery works with full effect.

Disposal:

- Check with your Hearing Care Professional about arrangements for battery disposal. There may be a system for disposing of them.
- Never try to charge non-rechargeable batteries.
- Never dispose of batteries by burning them. There is a risk that they will explode and cause serious injury.

Tamper-resistant battery door (optional)

This option is strongly recommended for infants, small children, and people with learning difficulties.

Instructions: To remove the battery, open the battery door. (If a DAI shoe is mounted, the shoe has to be removed). Insert the end of a ballpoint pen (or similar type of object like a miniature screwdriver or paperclip point) into the small recess in the corner. Push the battery with the ballpoint until the battery is released.

Important: Do not force the battery door beyond its fully open position. Insert the battery correctly. Excessive strain can deform the battery door, which will reduce its function and tamper resistant effectiveness.



Extended Communication

The benefit from your hearing instruments can be increased in difficult listening situations. Your hearing instruments are compatible with ear level FM systems, which can allow you to hear a person talking at a distance without interference from background noise. You can also access interference-free audio signals via the Direct Audio Input (DAI).

Mounting of accessories

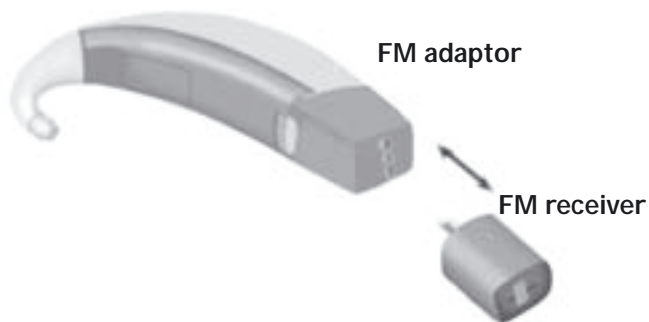
Note: Your FM receiver or Direct Audio Input accessories connect through the appropriate audio input shoe, which is securely locked into position into the battery door.



Ear-level/wireless FM systems

When using an ear-level FM system, set your program switch to your telecoil program allowing you to hear the external signal. Please note that your instrument may be set up with one or more telecoil programs that do not allow you to listen to the external signal. Your Hearing Care Professional can change this if desired.

FM receiver + Sumo FM adaptor



Consult your Hearing Care Professional for advice and purchase information about ear-level/wireless FM systems.

Dedicated receiver for Lexis FM

Users of the Lexis FM system can choose the dedicated LE-7 receiver for Sumo DM, which conveniently eliminates the need for an adaptor shoe and provides a smaller profile compared to a universal receiver.



Consult your Hearing Care Professional for advice and purchase information about ear-level/wireless FM systems.

Direct Audio Input (DAI)

DAI provides access to interference-free audio signals from external sources (such as radio, TV, PC Audio output, personal CD players, etc). The signal is received directly into your hearing instruments by using a specified cord and coupling shoe.



When using a Direct Audio Input device, set your program switch to your telecoil program allowing you to hear the external signal. Please note that your instrument may be set up with one or more telecoil programs that do not allow you to listen to the external signal. Your Hearing Care Professional can change this if desired.

Consult your Hearing Care Professional for advice and purchase information about DAI coupling shoe and cords.

Warnings

Hearing instruments and batteries can be dangerous if swallowed or improperly used. Such actions can result in severe injury, permanent hearing loss or even be fatal.

You should fully familiarize yourself with the following general warnings and the full contents of this booklet before using your hearing instrument.

- Hearing instruments should be used only as directed and adjusted by your trained Hearing Specialist. Misuse can result in sudden and permanent hearing loss.
- Hearing instruments, their parts and batteries are not toys and should be kept out of reach of anyone who might swallow these items or otherwise cause themselves injury.
- Never change the battery of the hearing instrument in front of infants, small children and people with learning difficulties.
- Discard batteries carefully in a place where they cannot be reached by infants, small children or people with learning difficulties.
- Never put your hearing instrument or batteries in your mouth for any reason, as they are slippery and could be swallowed.
- Never allow others to wear your hearing instrument, as it could be misused and permanently damage another's hearing.
- Hearing instruments may stop functioning, for instance if the battery goes dead. You should be aware of this possibility, in particular when you are in traffic or otherwise depend on warning sounds.

If a battery or hearing instrument is swallowed, see a doctor immediately and call the National Poison Center, collect (202) 625-3333.

Warning to hearing instrument dispensers

A hearing instrument dispenser should advise a prospective hearing instrument user to consult immediately with a licensed physician (preferably an ear specialist) before dispensing a hearing instrument. If the hearing instrument dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- (i) Visible congenital or traumatic deformity of the ear.
- (ii) History of active drainage from the ear within the previous 90 days.
- (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days.
- (iv) Acute or chronic dizziness.
- (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- (vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 Hertz (Hz), 1,000 Hz, and 2,000 Hz.
- (vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- (viii) Pain or discomfort in the ear.

Special care should be exercised in selecting and fitting a hearing instrument whose maximum sound pressure capability exceeds 132 dB SPL as there may be risk of impairing the remaining hearing of the hearing instrument user.

Important notice for prospective hearing instrument users

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing instrument. Licensed physicians who specialize in diseases of the ear are often referred to as Otolaryngologists, Otologists or Otorhinolaryngologists. The purpose of medical evaluation is to ensure that all medically

treatable conditions that may affect hearing are identified and treated before the hearing instrument is purchased. Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing instrument.

The physician will refer you to an audiologist or a hearing instrument dispenser, as appropriate, for a hearing instrument evaluation.

The audiologist or hearing instrument dispenser will conduct a hearing instrument evaluation to assess your ability to hear with and without a hearing instrument. The hearing instrument evaluation will enable the audiologist or dispenser to select and fit a hearing instrument to your individual needs. If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial, rental or purchase-option program. Many hearing instrument dispensers now offer programs that permit you to wear a hearing instrument for a period of time for a nominal fee, after which you may decide if you want to purchase the hearing instrument.

Federal law limits the sale of hearing instruments to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged. A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. A hearing aid is only part of hearing rehabilitation and may need to be supplemented by auditory training and lip reading.

Possible side effects

The hearing aid or earmold is a custom-made product. If you are experiencing discomfort, see your audiologist or hearing instrument dispenser immediately for modification of the hearing instrument or earmold at the point of irritation. A hearing instrument or earmold may cause an accelerated accumulation of cerumen (earwax). Also in rare cases, the otherwise non-allergenic material may cause a discharge from the ear, allergic reaction, or any other unusual condition. Please seek immediate consultation with a physician if these conditions occur.

Children with hearing loss

In addition to seeing a physician for medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation, since hearing loss may cause problems in language development, educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss. If the user is an infant, small child or person of mental incapacity, it is recommended that the hearing instrument be modified with a tamper-resistant battery compartment.

Adjustment of DAI

Note: Your hearing care professional can adjust your DAI shoe according to the application and level of input signal.

Step 1

Adjustment according to the equipment the instrument is to be connected to:

Hi setting: Plugged-in (AC) equipment such as radio, TV, computers, and battery-operated devices using 4.5 volts or greater; body-worn FM equipment.

Lo setting: Battery operated equipment (<4.5 volts) such as personal stereo/MP3 players.

Step 2

Adjust the input level control to a comfortable level.

IMPORTANT: *If you are using DAI connected to equipment that is plugged into an electrical outlet (TV, computer) the DAI cord should be disconnected from the hearing aid during an electrical (lightning) storm.*



Audible and visible status indicators

Table of functions:

Your instrument has two means of status indication, the audible beeps and a visual status indicator (LED). The function of these status indicators can be configured by your Hearing Care Professional. In the table below you find an overview of the function and the possible configurations of your status indicators.

	Audible beeps	Visual status indicator (LED)
Instrument ready	The instrument will beep according to the program that is active, when the instrument is ready.	The visual status indicator will flash according to the program that is active, when the instrument is ready.
Program switch	When you change program the instrument will beep according to the program selected. <i>This feature can be disabled.</i>	When you change program the visual status indicator will flash according to the program selected. <i>Follows audible beep setting</i>
VC preferred level setting	Your volume control is programmed to work under normal conditions at a certain level. When this level is reached by adjusting your volume control your instrument will beep three times. <i>This feature can be disabled.</i>	Your volume control is programmed to work under normal conditions at a certain level. When this level is reached by adjusting your volume control the visual status indicator will flash three times. <i>This feature can be disabled.</i>
Indicate that instrument is On		The visual status indicator can be programmed to be steady On, while the instrument is working. <i>This feature can be enabled or disabled. This is set to ON by default for users ages 7 and younger.</i>
Battery low indicator	When the battery power is low, you will hear a series of two beeps.	If steady light is enabled, it will automatically turn OFF when the Battery Low beeps are activated to indicate the battery should be changed.

Daily care of your hearing instruments

When handling a hearing instrument, hold it over a soft surface to avoid damage if dropped.

Before retiring for the evening:

- Make sure that there is no ear wax in any of the earmold openings since it may reduce the hearing instruments' efficiency.
- Open the battery compartments to allow air to circulate.

Cleaning your earmolds

The earmolds should be washed regularly:

- Disconnect the earmold and tubing from the hearing instrument.
- Wash the earmold in lukewarm water using a mild soap. Do not use strong detergents.



The hearing instruments themselves must never be washed!

- Rinse with water.
- Dry the earmold.

- Any water drops inside the earmold or tubing should be blown out. A special device for this purpose (an earmold blower) is available from your Hearing Care Professional.



- Make sure the earmold and tubing are completely dry before they are reconnected to the hearing instruments as shown in the drawing.



Replacing the tubing

The tubing in the earmold should be replaced when it becomes yellow or stiff. Consult your hearing care professional in relation to this.



Avoiding heat, humidity and chemicals

Your hearing instruments must never be exposed to extreme heat e.g. left inside a parked car in the sun or dried in microwave ovens. They must never be exposed to a lot of moisture e.g. steam baths, showers or heavy rain.

If your hearing instruments have been exposed to moisture or very humid conditions it may affect their performance. Using an anti-humidity or drying kit can help to avoid these problems and may even extend the life of your hearing instruments. Consult your hearing care professional for further advice. Wipe the batteries thoroughly if moisture is present.

The chemicals in cosmetics, hairspray, hair dye, perfume, aftershave-lotion, suntan lotion and insect repellent can discolor and even damage your hearing instruments. You should always remove your hearing instruments before applying such products and allow time for the product to dry before reinserting your hearing instruments. If you use lotion be sure to wipe your hands dry before inserting your hearing instruments.

Using your hearing instruments

It takes time to adjust to a new hearing instrument. How long this adjustment takes differs from person to person. It will depend on a number of factors, such as whether you have had hearing instruments before and the degree of your hearing loss.

Seven easy steps to better hearing

1. In the quiet of your home

Try to acclimate yourself to all the new sounds you are able to hear, including background sounds. Listen to the many background sounds and try to identify each sound. Keep in mind that some sounds will sound different. You may have to learn to identify them again. Note that in time you will become acclimated to the sounds in your environment – if not please contact your hearing care professional.

If using the hearing instruments cause you to feel fatigued, remove them. Initially, you may need to wear the hearing instruments for shorter periods of time. You will gradually be able to increase the amount of time you wear your hearing instruments. Eventually, you will be able to wear your hearing instruments comfortably all day long.

2. Conversation with another person

Sit with someone else in a quiet room. Face each other so you can read facial expressions easily. You might experience new speech sounds which can seem a little disturbing in the beginning. However, after the brain has adapted to the new speech sounds, you may hear speech clearer.

3. Listen to radio or TV

When listening to the TV or the radio, start out by listening to news commentators since they usually speak clearly, then try other programs.

If you find it difficult to listen to TV or radio, contact your Hearing Professional for advice about assistive listening devices. If your hearing instrument has a telecoil program, you may benefit from using it with an induction loop system.

4. In group conversations

Group situations are usually accompanied by a greater degree of background noise. Therefore, making it a more difficult listening situation. In difficult listening situations, focus your attention on the person you want to hear. If you miss a word, ask the speaker to repeat it.

5. Telecoil use in church, theatre, or cinema

An increasing number of churches, theatres and public buildings have installed induction loop systems. These systems send out wireless sound to be received by the telecoil in your hearing instruments. Typically, the facility will post a sign indicating that an induction loop system is available for use by its patrons. Contact your Hearing Care Professional for additional information.

6. Using the telephone

When using the telephone place the receiver 1-1.5 inches above your upper part of the ear. It may also help to tilt the receiver. If whistling occurs, tilt or move the receiver away slightly and try to keep it still. If your hearing instrument has a telecoil, try switching the instrument to the telecoil program when listening on the telephone. Depending on your telephone this eliminates any whistling.

Remember that the telecoil operates by detecting magnetic waves. Many electrical devices e.g. facsimile machines and computers emit magnetic waves. Make sure that your telephone is placed at least 4-6 feet away from such equipment to avoid interference.



7. Wireless and mobile phones

Your hearing instruments are designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However, not all mobile phones are hearing instrument compatible. The varying degree of disturbance can be due to the nature of your particular mobile phone.

Using your hearing instruments

The use of hearing instruments is only part of hearing rehabilitation and may need to be supplemented by assistive listening devices auditory training and/or instruction in lip-reading.

Common problems and their solutions

Effect	Cause	Solution
Squealing noise	Ear wax accumulated in ear canal	Have ear canal examined by your doctor
	Hearing instrument inserted improperly	Reinsert hearing instrument (pg. 6)
No sound	Clogged sound outlet	Clean sound outlet (pg. 22)
	Clogged microphone opening	Clean microphone opening with a brush
	Worn-down battery	Replace battery (pg. 12)
	Hearing aid switched to telecoil (T)	Switch to microphone signal (M) (pg. 10)
	Dirty or corroded battery contacts	Open and close the battery door several times or replace battery (pg. 12)
Whirring noise or beeping	Dirty or corroded battery contacts	Open and close the battery door several times or replace battery (pg. 12)
	Dirty or corroded battery	Clean battery surfaces with dry cloth or replace battery (pg. 12)
	Worn-down battery	Replace battery (pg. 12)

If none of the above solutions solve the problem, ask your Hearing Care Professional for assistance.

International Warranty

This Oticon hearing instrument is covered by a limited warranty issued by the manufacturer for a period of 24 months from the date of delivery. The limited warranty covers manufacturing and material defects in the hearing instrument itself, it does not cover accessories such as batteries, tubing, ear molds, ear wax filters, etc.

Problems arising from improper handling or care, accidents, repairs made by an unauthorized party, exposure to corrosive conditions, physical changes in your ear, damage due to foreign objects entering the device, or incorrect adjustments are NOT covered by the limited warranty and may void it.

The above warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods. Your Hearing Care Professional may have issued a warranty that goes beyond the clauses of this limited warranty. Please consult him/her for further information.

If you need service

Take your hearing instrument to your Hearing Care Professional, who may be able to determine and repair minor problems in their office.

Oticon 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: _____

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