

# Instructions for use

## Remote Control 3.0



## **Introduction to this booklet**

This booklet gives you guidance on how to use and maintain your new Remote Control. Please read the booklet carefully including the Warnings section. This will help you get the most out of your new Remote Control.

If you have additional questions about the use of your Remote Control, please contact your hearing care professional.

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

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

## Intended use

<b>Intended use</b>	Remote Control 3.0 is intended to assist Oticon wireless hearing aids users to control the functionality provided by their hearing aid.
<b>Indications for use</b>	No indications for use.
<b>Intended user</b>	Adults and children older than 36 months.
<b>Use environment</b>	Indoor / Outdoor.
<b>Contraindications</b>	Users of active implants must pay special attention when using the device. For more information, read the Warnings section.
<b>Clinical benefits</b>	See clinical benefits of the hearing aid.

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## More info

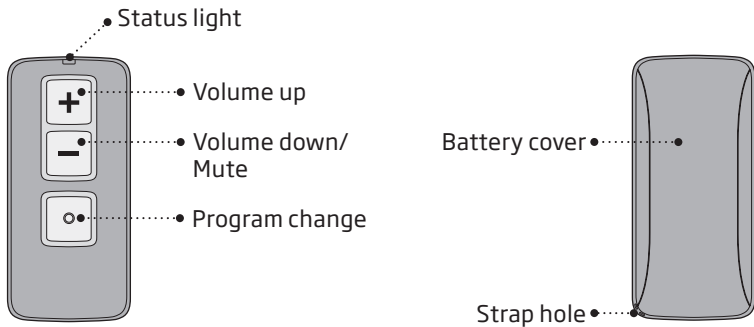
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# Product overview



## Batteries

To activate Remote Control you need to insert two AAAA batteries into the battery compartment.

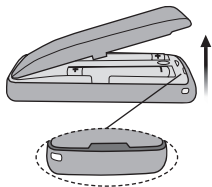
Battery life will vary depending on the conditions of use. Standard use requires battery replacement about once a year.

The battery cover should never be forced. If force is required to click the battery cover into place, check the alignment and reposition the cover so that it clicks easily into place.



# Insert batteries

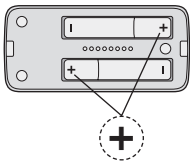
## 1. Remove



Gently remove the battery cover.

Remove any used batteries.

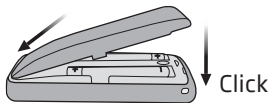
## 2. Insert



Place the new batteries in the battery compartment.

Make sure that the "+" sign on the battery matches with the "+" sign in the battery compartment.

## 3. Close



Insert the battery cover at the top.

Then press the battery cover down gently until it clicks into place.

## Pair with hearing aids

Remote Control is a personal device intended to be used with one set of hearing aids. Remote Control can operate up to two hearing aids at a time after pairing.

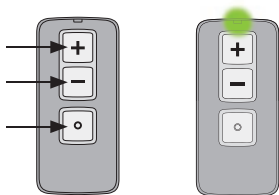
Before Remote Control can be used with your hearing aids, the devices need to be paired.

You can choose to pair Remote Control with either two hearing aids at the same time or with one hearing aid at a time. You need to repeat the pairing process if you choose to pair your hearing aids one at a time.

In the next pages, the example shows the pairing of hearing aids.



## 1. Prepare for pairing



Press and hold all three buttons, (+), (-) and (0) for 5 seconds. The status light will flash green twice.

The status light will light up green for about 10 seconds to confirm the remote is ready for pairing.

## 2. Put hearing aids in pairing mode

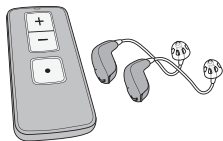


Restart the hearing aids to activate pairing mode.

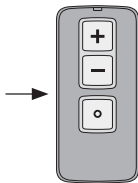
To turn the hearing aids OFF and ON again, see your hearing aid's instructions for use.

Wait for about 10 seconds - until the hearing aids are fully turned on and a jingle has been played which indicates that the power is on. The hearing aids will remain in pairing mode for 3 minutes.

### 3. Pair with hearing aids



Place both hearing aids within 20 centimetres of Remote Control.



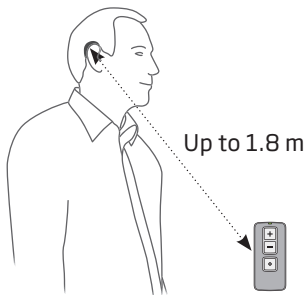
Briefly press any key on Remote Control to make it automatically pair with the hearing aids.



When pairing is completed, the status light will light up green for about 10 seconds.

## Operating range

With Remote Control you can operate your hearing aids from a distance of up to 1.8 metres. A direct line of sight between Remote Control and your hearing aids is not required. If you have paired two hearing aids with Remote Control, both will be adjusted at the same time.



# Confirmations

## Visible indications

The status light will light up when a button is pressed.



## Audible indications

You will hear a sound in your hearing aids which confirms the action.

## Low battery

If the batteries are running low the status light will blink rapidly whenever a button is pressed. In this case replace the batteries at your earliest convenience.

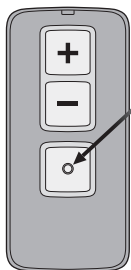




## Change program

You can use Remote Control to change the program, if your hearing aid has more than one program.

Shortly press the “•” button on Remote Control to go through the hearing aid programs. Each press will advance the hearing aids to the next program in the cycle.



Press to change program

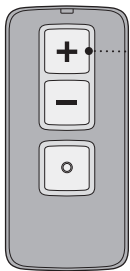
### **IMPORTANT NOTICE**

Please refer to your hearing aid's instructions for use for details on the functionality of your specific hearing aid.

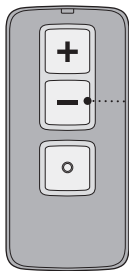
## Adjust volume

With Remote Control you can adjust the volume of your hearing aids by using the volume control buttons.

You will hear a short confirmation in your hearing aids when you turn the volume up or down.



• Press "+" to increase volume (louder sound)

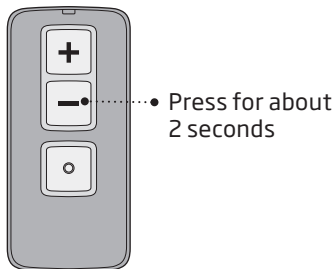


• Press "-" to decrease volume (softer sound)

## Mute

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

Briefly press any button on Remote Control to unmute the hearing aids.



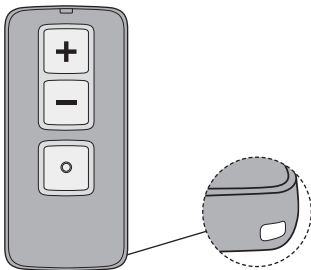
### IMPORTANT NOTICE

Please refer to your hearing aid's instructions for use for details on the functionality of your specific hearing aid.

## Strap hole

Remote Control has a strap hole in the lower right corner.

Any suitable hand strap can be used.



## Caring for Remote Control

When changing the batteries or cleaning Remote Control, hold it over a soft surface to avoid damage if you drop it.

### **IMPORTANT NOTICE**

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

## Warnings

For your personal safety and to ensure correct usage, you should familiarise yourself fully with the following general warnings before using your Remote Control. Consult your hearing care professional if you experience unexpected operations or serious incidents with your Remote Control during use or because of its use. Your hearing care professional will support you with issue handling and, if relevant, reporting to the manufacturer and/or the national authorities.

### **Choking hazards and risk of swallowing batteries or other small parts**

Remote Control, its parts and batteries should be kept out of reach of children and anyone who might swallow these items or otherwise cause injury to themselves.

*If a battery, hearing aid, or small part is swallowed, see a doctor immediately.*

### **Cross control**

Remote Control should be kept out of reach of children or anyone who might take control of the functionality, to ensure your personal safety and avoid incorrect use.

### **Use of straps**

If a hand strap is used, make sure it is designed and suitable for the purpose. Never use a lanyard due to the risk of strangulation.

### **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 batteries by burning them. There is a risk that the batteries will explode.

### **Active implants**

Remote Control has been thoroughly tested and characterised for human health according to international standards for human exposure (Specific Absorption Ratio - SAR), induced electromagnetic power and voltages into the human body.

The exposure values are well below international accepted safety limits for SAR, induced electromagnetic power and voltages into the human body defined in the standards for human health and coexistence with active medical implants, such as pacemakers and heart defibrillators.

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

### **X-ray/CT/MR/PET scanning, electrotherapy and surgery**

Remove Remote Control before X-ray/CT/MR/PET scanning, electrotherapy, surgery etc., as Remote Control may be damaged when exposed to strong electromagnetic fields.

### **Possible side effects**

The otherwise non-allergenic materials used in Remote Control may in rare cases cause a skin irritation or other side effects.

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

## **Warnings**

### **Heat and chemicals**

Remote Control must never be exposed to extreme heat e.g. left inside a parked car in the sun.

Remote Control 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 Remote Control. Always remove your Remote Control before applying such products and allow time to dry before use.

### **Use in traffic**

Using Remote Control can distract you. Be aware of your surroundings while using Remote Control.

Please refer to national traffic laws regarding the use of communication devices while in traffic.

### **Use on aircraft**

Remote Control contains Bluetooth. Your Remote Control should not be used on board an aircraft, unless specifically permitted by the flight personnel.

### **Interference**

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





## Conditions of Use

<b>Operating conditions</b>	Temperature: +5°C to +40°C Humidity: 15% to 93% relative humidity, non-condensing Atmospheric pressure: 700 hPa to 1060 hPa
<b>Storage and transportation conditions</b>	Temperature and humidity shall not exceed the below limits for extended periods during transportation and storage: Temperature: -25 °C to +70 °C Humidity: 15% to 93% relative humidity, non-condensing Atmospheric pressure: 700 hPa to 1060 hPa

## International warranty

Remote Control is covered by an international limited warranty issued by the manufacturer for a period of 12 months from the date of delivery. This limited warranty covers manufacturing and material defects in the device itself, but not in accessories such as e.g. batteries, cables, power supplies, etc. Problems arising from improper/incorrect handling or care, excessive use, accidents, repairs made by an unauthorised party, exposure to corrosive conditions, 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 Remote Control to your hearing care professional, who may be able to sort out minor problems and adjustments immediately.

## Technical information

Model	RC-3A
Mechanical dimensions	75.3 x 35 x 12 mm; weight 32.7 g (incl. batteries)
Compatibility	Oticon hearing aids with 2.4 GHz radio technology
Battery type	2 x AAAA
Battery life at normal use	12 months
Typical transmission range	Up to 1.8 m
Status indicator	Green LED
Frequency	Licence free 2.4 GHz (ISM band)
Emission power	Max. 10 dBm EIRP

Remote Control contains a radio transceiver using Bluetooth Low Energy (BLE). The radio transmitter is weak and always below 10 mW equal to the 10 dBm in total radiated power.

Remote Control complies with international standards concerning electromagnetic compatibility and human exposure.

For body-worn operation, this device meets FCC and IC RF exposure limits and has been tested while in contact with the human body. The device must not be co-located or used in conjunction with any other antenna or transmitter.

Due to the limited space available on Remote Control, relevant approval markings can be found in this document.

Additional information can be found in the Technical data sheets (TD) on [www.oticon.global](http://www.oticon.global)

### **USA and Canada**

This device is certified under

FCC ID: 2ACAHREMCTRO3

IC: 11936A-REMCTRO3

This device complies with Part 15 of the FCC Rules and with Industry Canada's licence-exempt RSSs.

Operation is subject to the following two conditions:

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

The manufacturer declares that Remote Control is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

Declaration of conformity is available at the manufacturer.



SBO Hearing A/S  
Kongebakken 9  
DK-2765 Smørum  
Denmark



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



TA-2016/1771  
APPROVED



Complies with  
IMDA Standards  
DA103820



## Description of symbols used in this booklet



### **Warnings**

Text marked with a warning symbol must be read before using the device.



### **Manufacturer**

The device is produced by the manufacturer whose name and address are stated next to the symbol. Indicates the medical device manufacturer, as defined in EU Regulations 2017/745 and 2017/746.



### **CE mark**

The device complies with Medical Device Regulation 2017/745.



### **Electronic waste (WEEE)**

Recycle hearing aids, accessories or batteries according to local regulations. Hearing aid users can also return electronic waste to their hearing care professional for disposal. Electronic equipment covered by Directive 2012/19/EU on waste and electrical equipment (WEEE).



### **Bluetooth logo**

Registered trademark of Bluetooth SIG, Inc. where any use of such requires a license.



### **2.4 GHz**

The device contains Bluetooth Low Energy 2.4 GHz radio technology, which supports wireless streaming to Oticon hearing aids with a 2.4 GHz receiver.



### **Regulatory Compliance Mark (RCM)**

The device complies with electrical safety, EMC and radio spectrum requirements for devices supplied to the Australian or New Zealand market.

## Description of symbols used in this booklet

Complies with  
IMDA Standards  
DA103820

### **Singapore IMDA label**

The device complies with the standards and specification published by Info-Communications Media Development Authority (IMDA) and is compatible with the public telecommunication networks in Singapore and does not cause radio frequency interference to other authorized radio-communication networks.



### **South Africa ICASA label**

The device has license to be sold in South Africa.



## Description of additional symbols used on labels



### **Keep dry**

Indicates a medical device that needs to be protected from moisture.



### **Serial number**

Indicates the manufacturer's serial number so that a specific medical device can be identified.



### **Catalogue number**

Indicates the manufacturer's catalogue number so that the medical device can be identified.



### **Medical Device**

The device is a medical device.



### **Battery**

Indicates type and mode of battery insertion.



### **Japan TELEC symbol**

Mark for certified radio equipment.



### **Unique device identifier**

Indicates a carrier that contains unique device identifier information



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