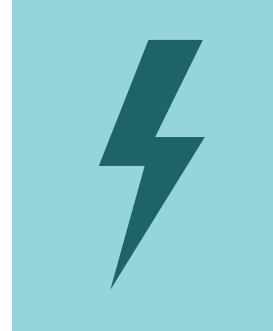




**eyes open
ears on**



EYES OPEN EARS ON HANDBOOK

TECHNOLOGY - BONE CONDUCTION HEARING DEVICES

BCHD OVERVIEW

ADHEAR APPLICATION GUIDE

ADHEAR QUICK GUIDE

BCHD GENERAL TROUBLESHOOTING

COCHLEAR BAHA 5

COCHLEAR BAHA 6 MAX

COCHLEAR OSIA 2

OTICON PONTO 3

OTICON PONTO 4

OTICON PONTO 5

HEARTSFORHEARING.ORG

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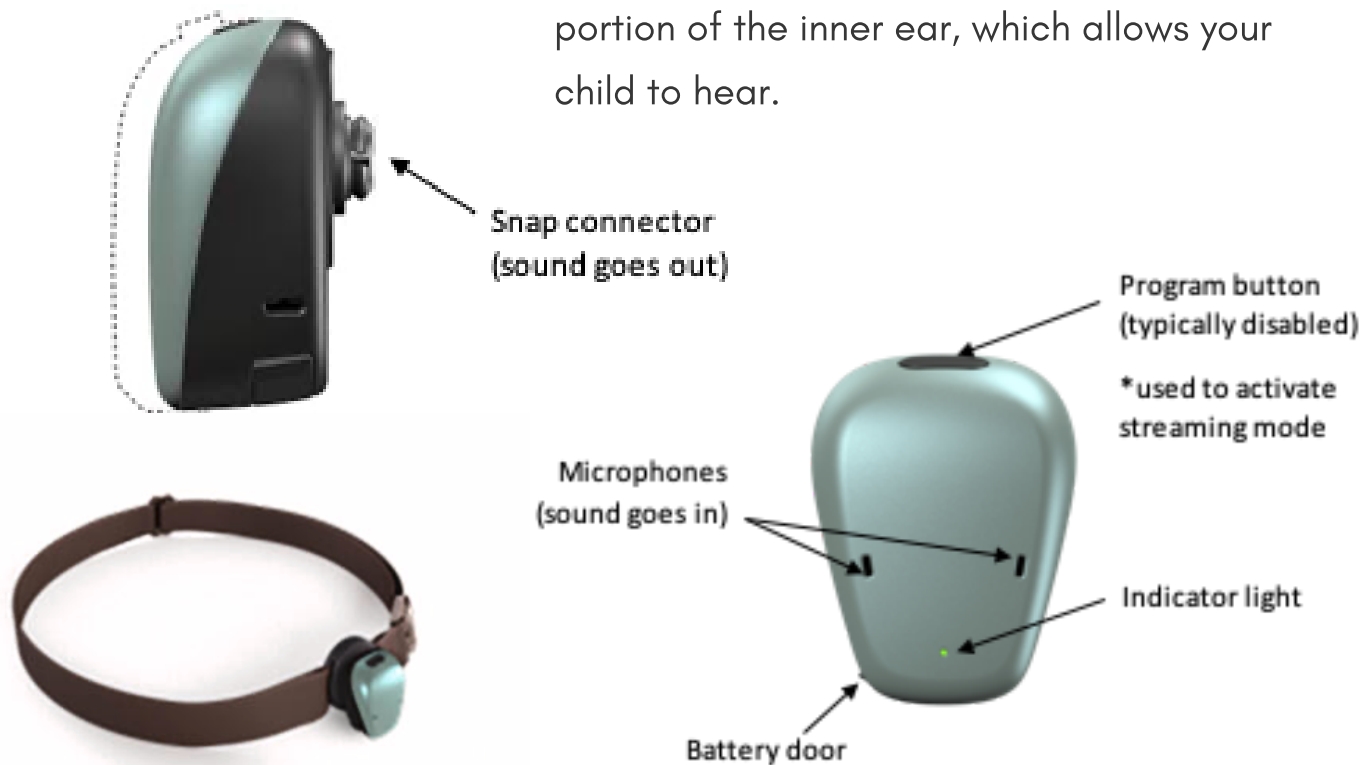
BCHD OVERVIEW



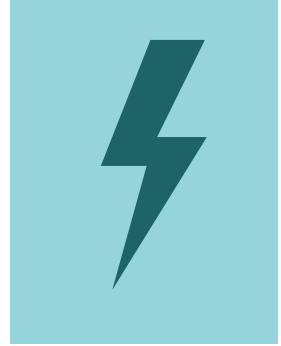
Bone conduction hearing devices are typically recommended for children who have conductive hearing loss, mixed hearing loss, or single-sided deafness. They are typically worn on a soft headband until the child is at least 5 years old, at which time the child may be eligible for surgically-placed bone conduction technology options.

These devices are placed on the bone located just behind the ear, called the mastoid bone. Sound travels in through the microphones and then out through the snap connector as a vibration. The sound vibrations travel

through the skull and directly to the bony portion of the inner ear, which allows your child to hear.



ADHEAR APPLICATION GUIDE



1. MAKE SURE THE SITE IS CLEAN

- Use soap and water or an alcohol wipe to clean the area.

2. ALLOW THE SITE TO DRY THOROUGHLY

- If you live in a humid climate, or if the child is perspiring, give them a few minutes to cool down.

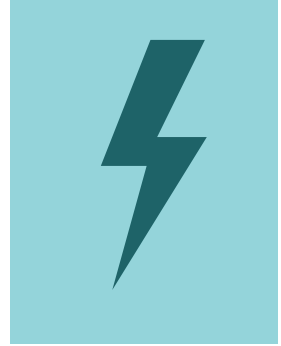
3. MAKE SURE THE SITE IS HAIRLESS

- Often there is enough room behind the ear. (i.e., it's a hairless zone that is large enough to fit the adhesive adapter).
- You may need to adjust the hairline by shaving it.

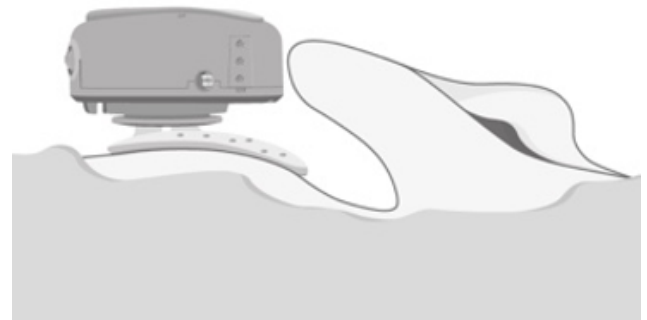
4. HOLD THE POSITIONING TOOL IN THE APPROPRIATE POSITION ON THE MASTOID BEHIND THE EAR (I.E. THE BONY BUMP UNDER THE SKIN BEHIND THE EAR)

- If you're working with a typically developed ear, the tool should likely touch the ear.
- You can also use a marker to outline where you'll put the adhesive. You can use the positioning tool as your guide.

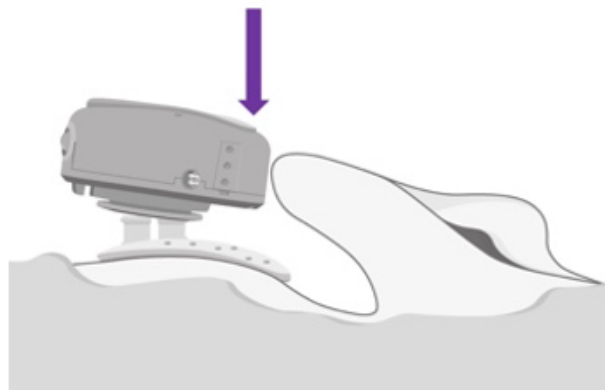
ADHEAR APPLICATION GUIDE



To attach the ADHEAR processor, you tilt the audio processor at a slight angle onto that snap connector.

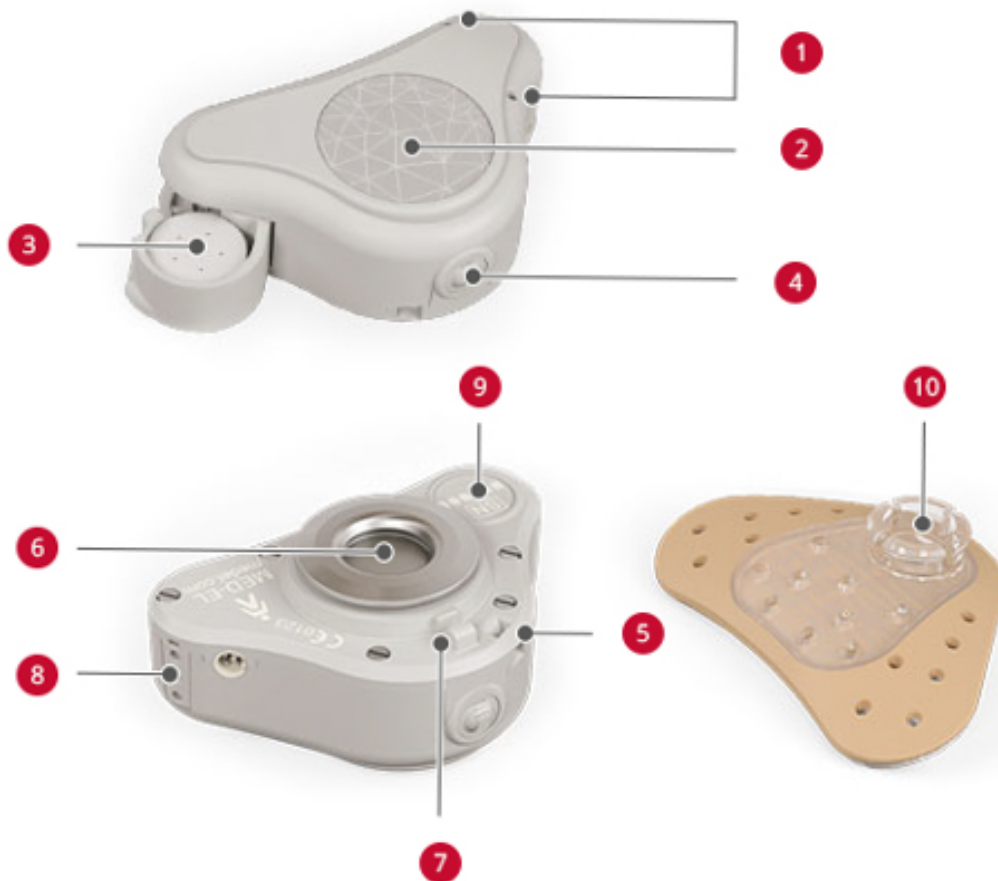
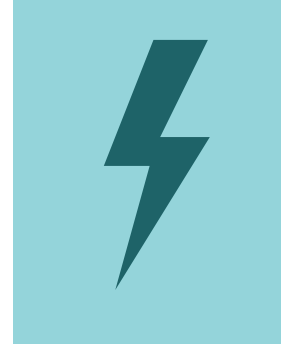


Correct positioning of ADHEAR. You want to make sure that the processor is not touching the child's ear.



To detach the ADHEAR, press the audio processor down at the side that is closest to the pinna, or to the ear. Do not pull it off the head and do not press down on the rear, as either of those two actions may dislodge the adhesive adapter from the skin.

ADHEAR QUICK GUIDE



PARTS OF ADHEAR

- | | |
|---------------------------|---------------------------------|
| 1. Microphones | 6. Coupling Plate |
| 2. Program Button | 7. Angled Adapter Cable Fixture |
| 3. Battery Compartment | 8. Audio Input Socket |
| 4. Volume Control | 9. Serial Number |
| 5. Retention Clip Fixture | 10. Snap Connector |

ADHEAR QUICK GUIDE



WHAT IS AN ADHEAR?

- The ADHEAR is for children with unilateral or bilateral conductive hearing loss, either chronic or temporary
- The ADHEAR is a bone conduction hearing device where the vibration must pass through the skin to get to the bones of the skull
- Sound goes in the microphones of the ADHEAR, and sound is vibrated through the adhesive adapter.
- Through the ADHEAR, the vibration of the sound will travel through the skull to the ears to help the child hear.

TROUBLESHOOTING

Is the battery new?

- Open the battery door and check to make sure the battery does not need to be changed and is in the right position. The flat side (+) of the battery should be facing up.

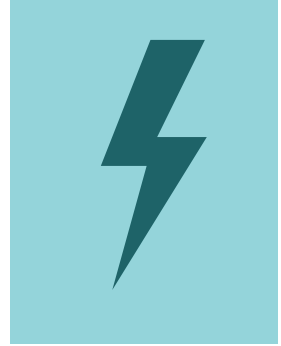
Are there any cracks or pieces missing from the processor?

- Check the audio processor for dirt or signs of damage. Gently clean any processor parts that are dirty and wipe dry any parts that are wet. Contact your audiologist if any parts appear to be damaged.

Is the ADHEAR placed behind the ear but not touching the ear?

- The ADHEAR and adhesive adapter should sit on the bony portion of the head behind the ear but should not touch any part of the ear.

BCHD TROUBLESHOOTING



Is the battery new?

- Open the battery compartment door and check to ensure the battery does not need to be changed and is in the right position. The flat side of the battery should be facing up.

Are there any cracks or pieces missing from the BCHD processor (e.g., Cochlear Baha 6, Ponto 5)?

- Look at the casing of the BCHD processor to make sure there are no visible cracks

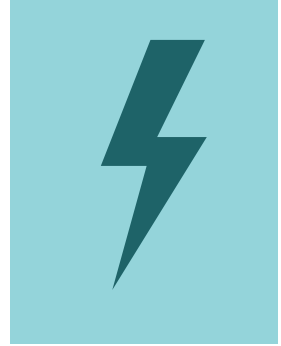
Is the softband tight?

- The softband should be snug on the head but not tight enough to leave impressions of the band on the head (you should be able to fit one finger between the head and the softband).

Is the BCHD placed on the correct location on your child's head?

- The BCHD should sit on the bony portion of the head behind the ear but should not touch any part of the ear. For infants, it is ok for the BCHD to be placed in the center of the forehead. Avoid placing the processor over the temple as that location is more likely to be uncomfortable.

COCHLEAR BAHA 5



Program/wireless streaming button

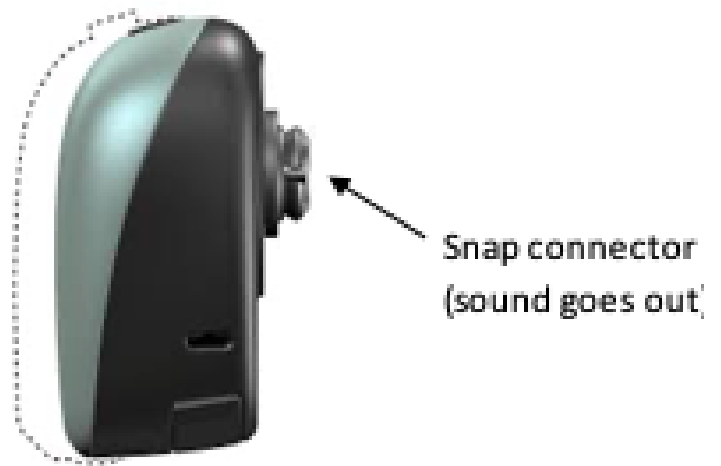
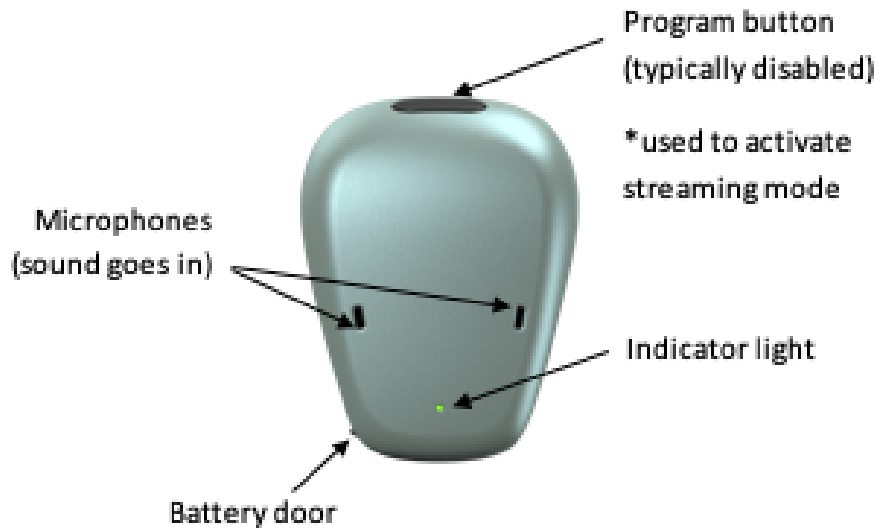
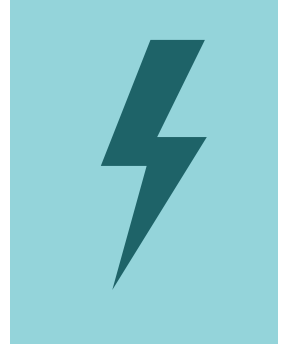
Snap connector



Check out this link for helpful how-to videos related to the Baha 5:

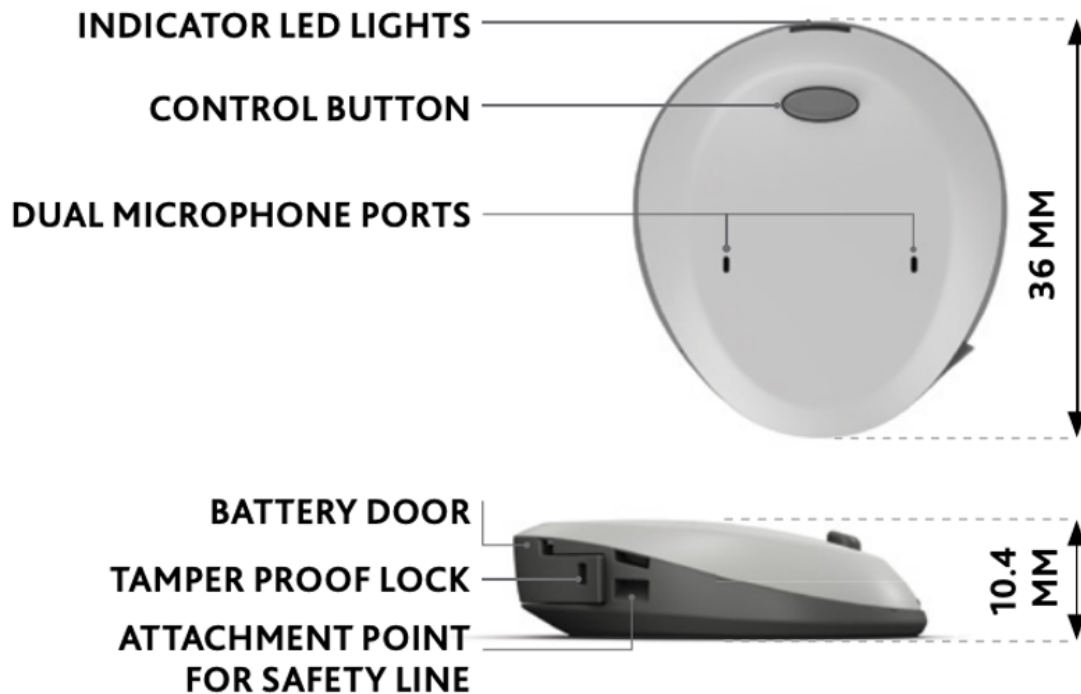
<https://www.cochlear.com/us/en/home/ongoing-care-and-support/device-support/cochlear-baha-portfolio/baha-5>

COCHLEAR BAHA 6 MAX



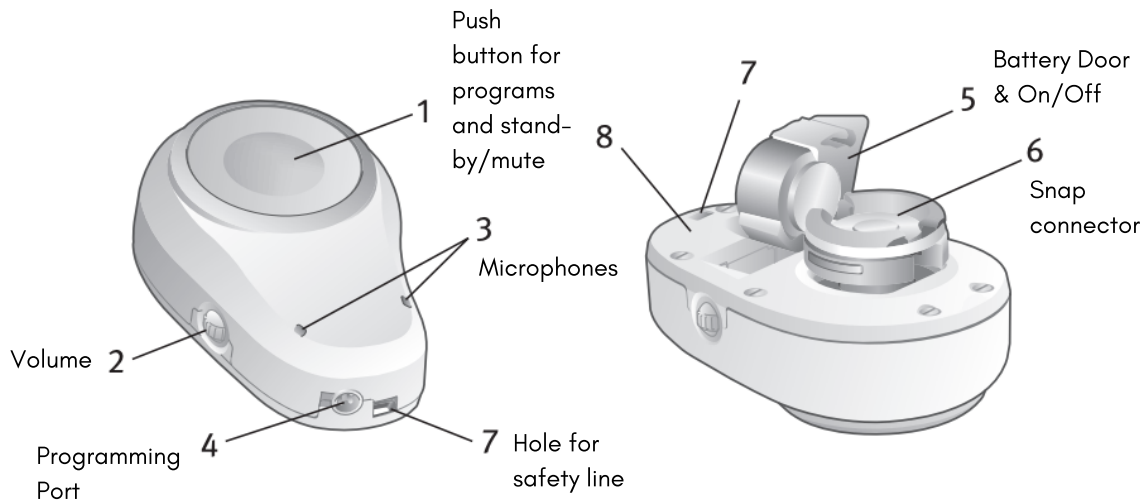
Check out this link for helpful how-to videos related to the Baha 6 Max:
<https://www.cochlear.com/us/en/home/ongoing-care-and-support/device-support/cochlear-baha-portfolio/baha-6>

COCHLEAR OSIA 2



- The Osia uses a 675-zinc air battery and has an estimated battery life of 22-35 hours.
- Osia is made for iPhone so you can enjoy streaming music, phone calls, or other media.
- Control your Osia through the [Osia Smart App](#) for iPhone and Android smartphones.
- Enjoy wireless connectivity with the Cochlear Mini Microphone 2/2+, Cochlear TV streamer, Cochlear Phone Clip, and Cochlear Baha Remote Control 2.
- The sound processor is water and dust-resistant. Using the Aqua + accessory, your sound processor becomes waterproof.

OTICON PONTO 3



VOLUME ADJUSTMENTS & MUTE

- Volume adjustments can be made by rolling the volume wheel up or down. Ask your audiologist if the volume control is turned on.
- Volume adjustments can also be made using the Oticon Medical Streamer.
- To mute the processor, press and hold the push button until 2 beeps are heard.

PROGRAM ADJUSTMENTS

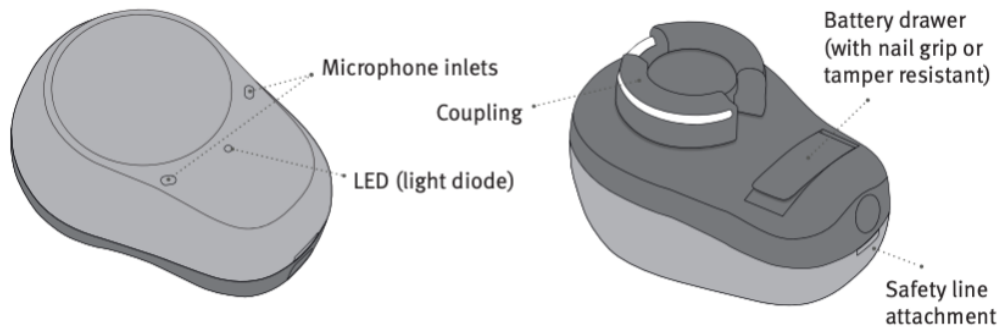
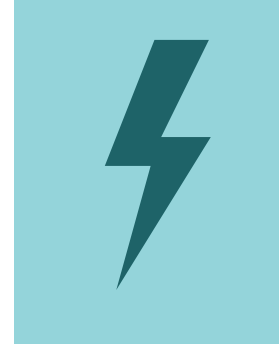
- To change the program, press and release the push button on the Ponto 3. Ask your audiologist if you have more than one program

WIRELESS CONNECTIVITY

- Stream wirelessly from your Ponto 3 to different sources using the Oticon Medical Streamer
- Stream a phone call to your Ponto 3, a list of compatible cell phones is available at www.oticonmedical.com/connectline
- Oticon Medical Streamer can be used with the ConnectLine TV, ConnectLine phone, and ConnectLine microphone

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OTICON PONTO 4



Adjustments to the volume/mute can be made using the following:

- Oticon ON app (compatible smart technology includes iPhone, iPad, iPod touch, and Android)
- ConnectClip
- Remote Control 3.0

Wireless Accessories:

- ConnectClip
- Remote Control 3.0
- TV Adapter 3.0
- EduMic

Program status	Sound	LED	LED comments
Program 1	1 beep	○	Continuously repeated or repeated three times with small pauses
Program 2	2 beeps	○○	
Program 3	3 beeps	○○○	
Program 4	4 beeps	○○○○	
Wireless accessories incl. microphone	2 beeps	○□	
Wireless accessories	2 beeps	○□	

○ Green short blink □ Green long blink ● Orange short blink ▣ Orange long blink

On/Off	Sound	LED	LED comments
On	Start-up jingle	□□	Shown one time
Off	4 descending tones	▣	
Volume	Sound	LED	
Preferred volume	2 beeps	□	Shown one time
Minimum/maximum volume	3 beeps	●	
Volume up/down	1 beep	○	
Mute activated on Oticon ON App, ConnectClip or Remote Control 3.0		○●	Repeated three times

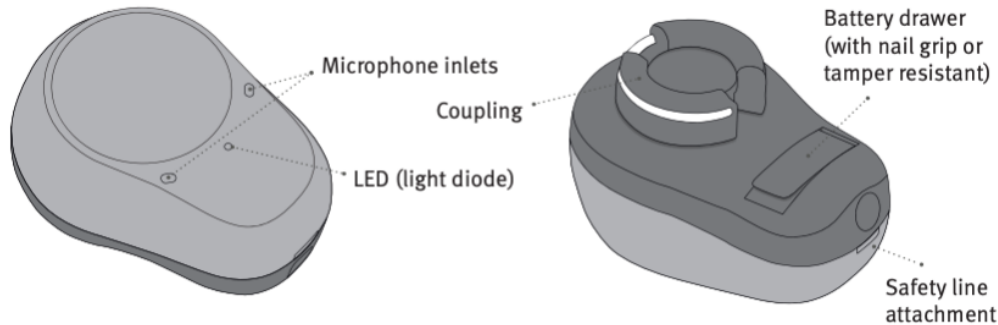
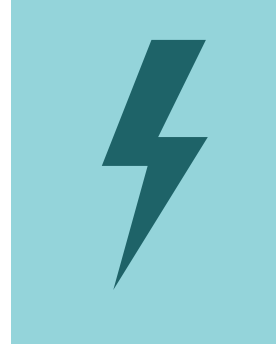
○ Green short blink □ Green long blink ● Orange short blink ▣ Orange long blink

Warnings	Sound	LED	LED comments
Battery low indication	3 beeps	●●●●●●●●	Continuously repeated
Battery shut down	4 descending tones		
Microphone service check needed	8 beeps	▣▣▣▣	Repeated four times with small pauses

● Orange short blink ▣ Orange long blink

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OTICON PONTO 5



Adjustments to the volume/mute can be made using the following:

- Oticon ON app (compatible smart technology includes iPhone, iPad, iPod touch, and Android)
- ConnectClip
- Remote Control 3.0

Wireless Accessories:

- ConnectClip
- Remote Control 3.0
- TV Adapter 3.0
- EduMic

Program status	Sound	LED	LED comments
Program 1	1 beep	○	Continuously repeated or repeated three times with small pauses
Program 2	2 beeps	○○	
Program 3	3 beeps	○○○	
Program 4	4 beeps	○○○○	
Wireless accessories incl. microphone	2 beeps	▬○	
Wireless accessories	2 beeps	○▬	

○ Green short blink ▬ Green long blink ● Orange short blink ▬ Orange long blink

On/Off	Sound	LED	LED comments
On	Start-up jingle	▬▬	Shown one time
Off	4 descending tones	▬	
Volume	Sound	LED	
Preferred volume	2 beeps	▬	Shown one time
Minimum/maximum volume	3 beeps	●	
Volume up/down	1 beep	○	
Mute activated on Oticon ON App, ConnectClip or Remote Control 3.0		○●	Repeated three times

○ Green short blink ▬ Green long blink ● Orange short blink ▬ Orange long blink

Warnings	Sound	LED	LED comments
Battery low indication	3 beeps	●●●●●●●●	Continuously repeated
Battery shut down	4 descending tones		
Microphone service check needed	8 beeps	▬▬▬▬▬▬	Repeated four times with small pauses

● Orange short blink ▬ Orange long blink

[HTTPS://WWW.OTICONMEDICAL.COM/US/BONE-CONDUCTION/NEW-TO-BONE-CONDUCTION/LIVING-WITH-A-PONTO/PONTO-FREQUENTLY-ASKED-QUESTIONS](https://www.oticonmedical.com/us/bone-conduction/new-to-bone-conduction/living-with-a-ponto/ponto-frequently-asked-questions)