

Ponto - The bone anchored hearing system from Oticon Medical

User Manual



Ponto Pro Power

oticon
MEDICAL

Congratulations

We would like to take this opportunity to congratulate you on selecting a Ponto sound processor. Ponto Pro Power is designed so that it can be optimized for each individual person. This will help you to get the best possible benefit from your sound processor.

This user manual describes how to use your Ponto Pro Power sound processor.

Please read through this manual carefully, with extra attention to the yellow pages, to learn how to get the most out of your Ponto! Discuss any questions or concerns with your hearing center. Please note the instructions for skin hygiene and maintenance in this manual.

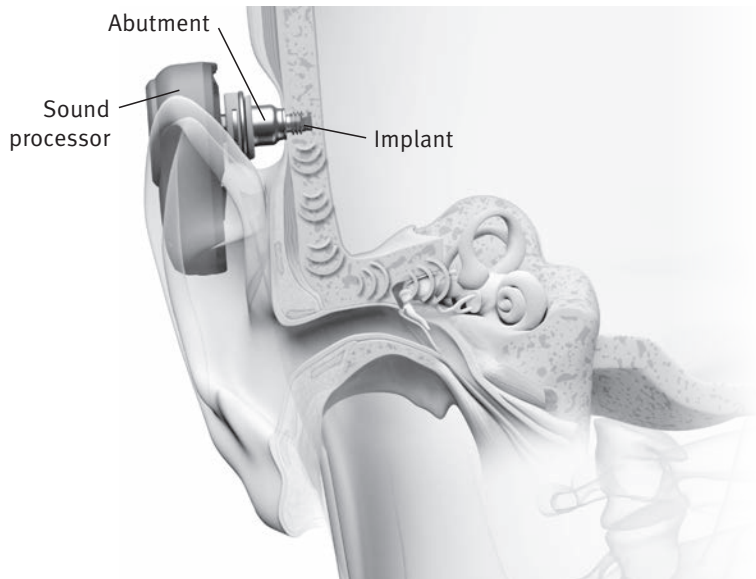
Contents

Direct bone conduction	4	Skin hygiene	20
Instrument view	6	DAI (Direct Audio Input)	22
Managing the battery	8	DAI accessories	24
Turning it ON and OFF or stand-by	10	Other accessories	28
Connection	12	Common problems and their possible solutions	32
Disconnection	13	Service and repair	34
Correct position	14	Manufacturer's warranty	35
Volume control	16	Important information	36
Programs	18	Warnings	Yellow pages
Sound processor maintenance	19		

Direct bone conduction

Your Ponto is designed to help you gain improved hearing through direct bone conduction. The sound processor converts sound into vibrations that are transmitted via the abutment and implant through the skull bone to the inner ear. In this way Ponto works independently of the function of the ear canal, ear drum and middle ear. Ponto is therefore a possible solution to hearing losses where there is a problem in the outer or middle ear preventing sound from reaching the inner ear.

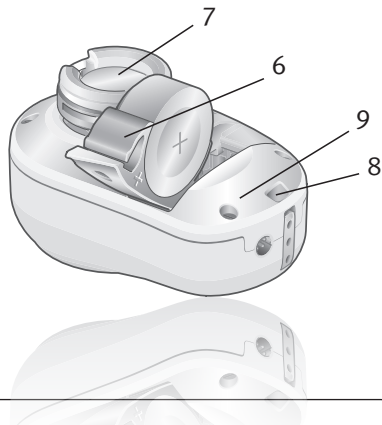
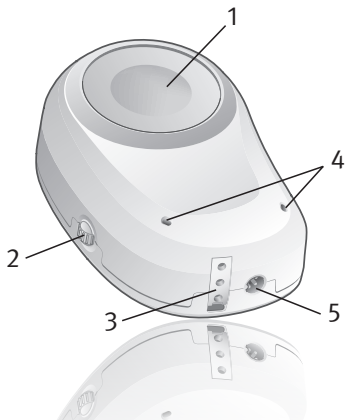
Ponto can also pick up sound from one side and transfer it to the inner ear on the opposite side. This makes it suitable for those who are deaf on one side, but have a functioning inner ear on the other side (called unilateral hearing loss or single sided deafness).



Instrument view

1. Push button for programs and stand-by/mute
2. Volume control
3. DAI (Direct Audio Input) connector
4. Microphones
5. Inlet for programming
6. Battery door (on/off, tamper-resistant)
7. Coupling
8. Hole for safety line
9. Labeling

Right or left version: Ponto Pro Power is available in a left and a right hand version. Each sound processor is marked with an L (left) or R (right) on the battery door for easy identification.



⚠ WARNING

The sound processor contains small parts that may be a choking hazard for small children. Batteries can also be harmful if swallowed. Always keep batteries out of reach of small children or people of diminished mental capacity. If a battery is accidentally swallowed, seek medical attention at the nearest emergency department!

Managing the battery

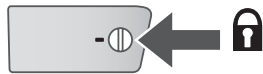
Battery insertion

Open the battery door and insert the battery with the plus-sign facing downwards on the sound processor. Only high quality zinc-air batteries, type 675, are recommended. The battery lifetime is usually between 80-160 hours.

Note: It is very important to insert the battery correctly to avoid damaging the battery compartment. The batteries are not rechargeable.

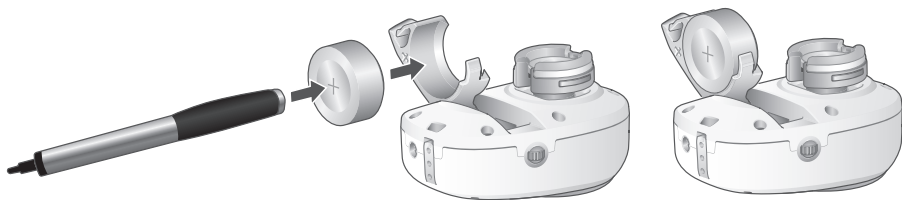
Tamper-resistant battery door

To lock the battery door: Make sure the door is completely closed. Use the screwdriver in the battery removal tool to turn the tamper-resistant screw to locked position.



To unlock the battery door: Use the screwdriver in the battery removal tool to turn the tamper-resistant screw to unlocked position. The battery door can now be opened and closed as usual.





Low battery indicator

Ponto has a low battery warning system. When it is time to change the battery you will hear two consecutive beeps. When the battery is completely worn out this will be indicated by four consecutive beeps.

Battery removal

After opening the battery door the battery can be removed. The small magnetic battery removal tool delivered with your Ponto may facilitate battery removal and insertion.

Turning it ON and OFF or stand-by

ON

Ponto is turned **ON** by closing the battery door. After a start up jingle there is a few seconds' delay before the sound processor is turned on. This will protect you from uncomfortable noise while connecting the sound processor.

OFF

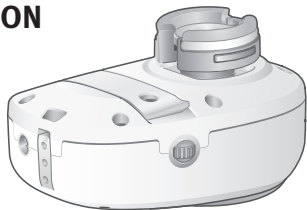
Ponto is turned **OFF** by opening the battery door. It is enough to open the battery door halfway, this prevents the battery from falling out. During longer storage it is recommended to remove the battery from the sound processor.

STAND-BY/MUTE

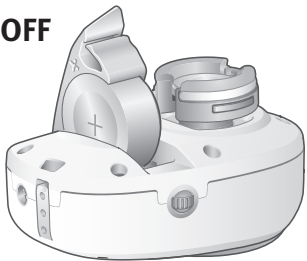
If you want to turn off the sound processor for shorter periods, press the push button and hold until 2 beeps are presented and then release the button. The sound processor will now be in stand-by/mute mode and the volume will be set to zero. To hear sound again, shortly press and release the push button and Ponto will resume in its previous setting. It is not recommended to use the stand-by mode during longer periods, more than 5 hours, since this will reduce the battery lifetime.

Note: The stand-by feature is optional and may sometimes be disabled during the fitting procedure. Talk to your hearing center if you have questions.

ON



OFF



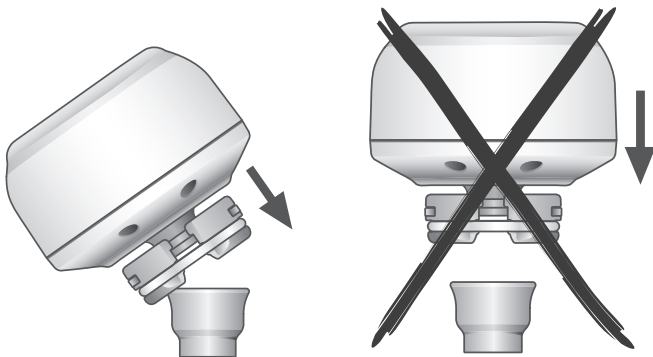
STAND-BY



Connection

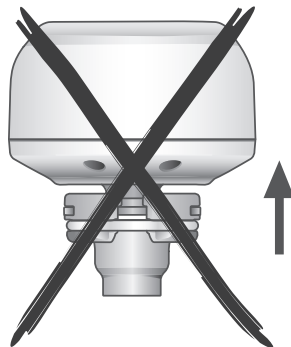
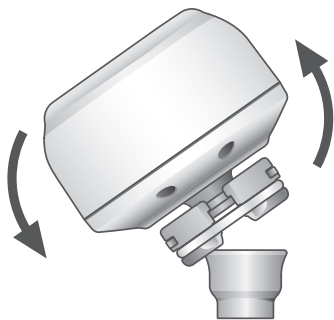
To safely and comfortably connect the sound processor, tilt it slightly and carefully push it onto the abutment.

Note: It is important to keep your hair out of the way when the sound processor is connected to the abutment.



Disconnection

The sound processor is safely and comfortably disconnected by carefully tilting it away from the abutment.



Correct position

To get optimum performance from the directional microphone system, the sound processor should be positioned vertically with the microphones at the bottom and the volume control facing backwards.

Note: It is very important that the sound processor does not touch anything, e.g. the ear, skin or a hat. This can cause feedback (a whistling sound).



Microphones



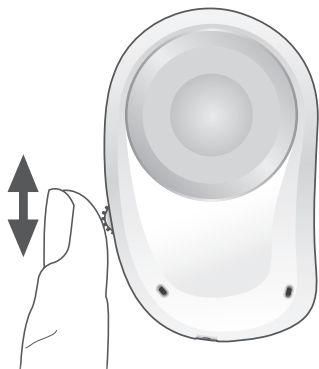
Volume control

The volume is increased by turning the volume control upwards and decreased by turning it downwards. When the volume control is turned, beeps are presented to indicate that the volume is being changed. When the maximum or minimum volume has been reached the beeps will cease. When passing the default start up volume 2 beeps are presented.

Ponto Pro Power sound processor can learn the way you adjust the volume control. After a while it will automatically adjust the amplification the way you have used the volume control in different situations.

Note: The learning volume control feature is optional and may sometimes be disabled during the fitting procedure. Contact your hearing center if you have questions.

Note: The possibility to adjust the volume control may sometimes be disabled during the fitting procedure. Contact your hearing center if you have questions.







Programs

With the push button you can put Ponto in stand-by mode or change listening program if your Ponto is set up with more than one program.

Note: The number of programs is optional and can be adjusted during the fitting procedure.

When the program push button is shortly pressed and released, the next program will be indicated by a corresponding number of beeps.

Note: If the push button is held in for more than 2 seconds Ponto will go into stand-by mode.

Program	Beeps	Description
1		
2		
3		
4		

Ask your hearing center for information on programs to fill out this program chart.

Sound processor maintenance

A dry cloth or baby wipe may be used to clean the outside of the sound processor. Special attention should be given to the coupling to remove any dirt or entangled hair.

Note: No water or liquids should be used when cleaning your sound processor, it is not waterproof! If the sound processor accidentally gets wet, open the battery door and let the sound processor dry.

Skin hygiene

Daily cleaning

In order to reduce the risk of skin infections around the abutment, it is important to maintain a good daily cleaning routine.

Before the skin has fully healed, antibacterial soap and non-alcohol baby wipes may be used to clean the area around the abutment.

When healing has progressed, you should start using the soft cleaning brush supplied with the sound processor. Use the brush on a daily basis, together with soap and water, to gently clean the outside and inside of the abutment. The cleaning brush should be replaced about once every 3 months. Only very soft cleaning brushes, like the one supplied, should be used.

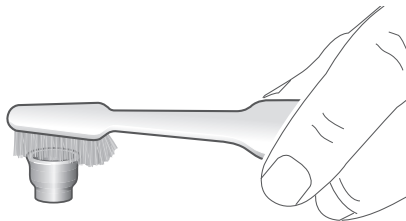
Cleaning every few days

In addition to the daily cleaning routines the skin should be cleaned more thoroughly to remove debris at least twice a week. During hair washing, debris becomes softer and is more easily removed. The cleaning brush should still be used with care.

If you have persistent problems with soreness surrounding the abutment, contact your clinic!

For children, parents or caregivers are responsible for maintaining good hygiene around the abutment.

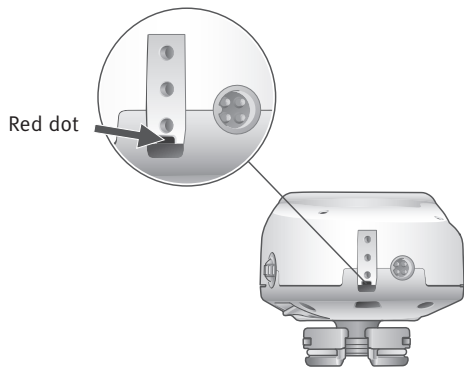
Note: It is of great importance to clean both the inside and outside of the abutment. This is important to prevent debris build-up.



DAI (Direct Audio Input)

The DAI connector allows for the connection of external equipment to your Ponto. A telecoil or FM receiver may be connected directly to the sound processor. By using an audio adapter it is also possible to connect Hi-Fi external equipment like MP3-players, radio or TV equipment.

Note: You can listen to external equipment if a telecoil/DAI/FM program has been defined in your Ponto. Talk to your hearing center if you have any questions.



External equipment must be connected so that the pin with a red dot is facing the red dot on the DAI connector.

DAI accessories

Audio adapter

The audio adapter, that protects you from power surges, allows you to connect your Ponto to any audio unit that has a headphone outlet (3.5 mm connector). This gives direct input to external Hi-fi equipment such as: stereos, MP3-players and television sets.

Getting started:

1. Connect the 3.5 mm connector of the audio adapter to the headphone outlet of the external audio unit.
2. Connect the audio adapter to the DAI connector on your Ponto before connecting the sound processor to the abutment. Make sure the red dot on the pin is aligned with the red dot on the sound processor.
3. Turn on your Ponto and connect it to the abutment.
4. Press the push button to select your telecoil/DAI/FM program.
5. The sound from the external audio unit is now directly transmitted to your Ponto.

Note: You can listen to external equipment if a telecoil/DAI/FM program has been defined in your Ponto.

WARNING

An audio adapter with an isolation transformer, that fulfills medical safety isolation (i.e., according to IEC 60601-1), must always be used when connecting to any equipment having a power supply or battery with a voltage higher than 12 V. Direct connection of any equipment with an electrical supply of higher than 12 V is potentially dangerous and may prove fatal. When an isolated audio adapter is connected to mains-operated equipment, this equipment must comply with electrical safety standards for consumer products (i.e. IEC-60065 or equivalent safety standards).

FM receiver

An FM system consists of an FM receiver and a transmitter. The receiver is connected to the DAI connector on your Ponto and is used to pick up low power radio signals from the transmitter.

FM systems are used in for example schools to support hearing impaired children. The teacher wears an FM transmitter which sends signals directly to the sound processor via the FM receiver. Contact your hearing center if you have any questions.

Telecoil unit

The telecoil is an accessory designed to improve sound quality and speech understanding within rooms that have a telecoil loop installed. Loop facilities are available in many public buildings such as theatres, cinemas, lecture halls, schools and similar locations.

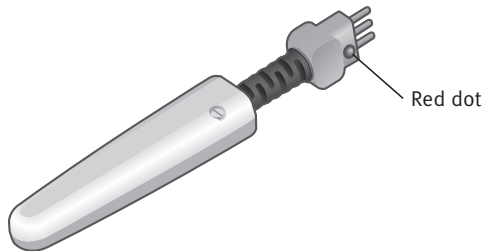
The telecoil can also be used with a FM neckloop receiver or at home with special tele-loops connected to telephones, stereo and television sets.

The telecoil unit is connected to the sound processor DAI connector and picks up the signal from the teleloop and transmits the sound to your Ponto. When it is connected with Ponto the telecoil/DAI/FM program should be selected.

Getting started:

1. Connect the telecoil to the DAI connector on your Ponto before connecting the sound processor to the abutment. Make sure the red dot on the telecoil contact is aligned with the red dot on the sound processor.
2. Turn on your Ponto and connect it to the abutment.
3. Press the push button to the telecoil/DAI/FM program.
4. The telecoil is ready to be used.

Note: You can listen to external equipment if a telecoil/DAI/FM program has been defined in your Ponto.

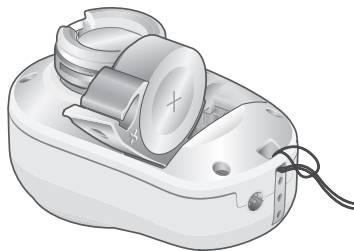


Other accessories

Safety line

The safety line is designed to help you avoid dropping your Ponto during for example physical activity or in other situations where there is a great risk that the sound processor may fall off. To avoid dropping your Ponto in such situations, the safety line should be attached to the sound processor and the clip to your clothing. We also recommend that you use the safety line at first when you are getting used to wearing the sound processor.

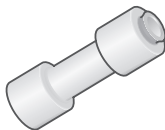
Note: Make sure nothing pulls the safety line as the sound processor may then become disconnected from the abutment.



Test rod

The test rod allows you to listen to the sound processor without connecting it to an abutment. Connect your Ponto to the test rod and press it against the head to listen to the sound processor. This is useful for demonstrating and testing your Ponto for your friends and family.

Note: The hand must not touch the sound processor when holding the rod since this will cause feedback (whistling sound).



Abutment cover

The abutment cover can be connected to the abutment when the sound processor is not used. This prevents dirt from getting into the abutment and also conceals the abutment.



Push button stickers

These stickers provide you with the opportunity to adapt the looks of your Ponto.

How to apply and remove the sticker:

1. Remove the application film with the chosen sticker connected to it from its sheet.
2. Place it on the push button so it sticks to the push button area. To avoid air bubbles, start in the center and press gently towards the outer edges of the sticker.
3. Gently remove the application film. Your Ponto now has a new look.

Use your fingernail to remove the sticker. Do not use sharp objects as they may damage the sound processor.

Common problems and their possible solutions

Symptom	Possible causes
No sound	Worn-out battery
	Sound processor is in stand-by (mute)
Intermittent or reduced sound	Dirt in the coupling or sound inlet
	Moisture
	Worn-out battery
Whistling noise	Sound processor touches something

If none of the above solutions solves the problem, please contact your hearing center for assistance.

Solutions	
Change battery	pg. 8-9
Press push button	pg. 10-11
Clean the sound processor	pg. 19
Open the battery drawer and let the sound processor dry out in its case	pg. 19
Change battery	pg. 8-9
Check so that the sound processor is correctly connected and does not touch anything	pg. 12-15

Service and repair

If your Ponto does not function properly, contact your hearing center or ear clinic to get it checked:

Contact person at hearing center – name and contact information:

Contact person at ear clinic – name and contact information:

Manufacturer's warranty

Oticon Medical Hearing instruments are covered by a 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 hearing instrument itself, but not batteries.

Problems arising from improper handling or care, excessive use, accidents, repairs made by an unauthorized party, exposure of 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 have any comments or suggestions related to the Oticon Medical bone anchored hearing system, please use the e-mail address on the back of the manual to contact us!

Important information

- It is important to follow the skin hygiene guidelines, please contact your clinic if you have questions or concerns.
- Always keep your sound processor in its box when it is not being worn so that it is protected from dust and dirt.
- Whenever the sound processor is not in use, ensure it is switched off by opening the battery door. The battery door should be left open so that any moisture in the sound processor is allowed to dry.
- When using a telephone, hold the receiver of the telephone close to the sound processor. To avoid feedback (a whistling sound), make sure the telephone does not touch the sound processor.

- Remove the sound processor or use the safety line when taking part in activities where there is a risk that the sound processor may fall off.
- Always cover your sound processor when applying hair products.
- To avoid setting off metal detectors when travelling, your sound processor can be removed before passing through the security controls.
- Dispose of electronic items in accordance with your local regulations.

Warnings

- The sound processor, batteries, parts and accessories are not toys and should be kept out of reach of children and anyone who might swallow these items or otherwise cause injury to themselves. The sound processor contains small parts that may be a choking hazard for small children.
- Never dispose of your sound processor, its parts or batteries by burning them. There is a risk that they will explode and cause serious injury.
- The sound processor is not waterproof! Always disconnect the sound processor before showering or bathing/swimming. If the sound processor accidentally gets wet, open the battery door and take out the battery to let the sound processor dry.
- Avoid exposing the sound processor to extreme heat.
- Disconnect the sound processor if you need to undergo MRI (Magnetic Resonance Imaging)! The implant and the abutment can remain in place.

Battery use

- Always use batteries recommended by your hearing care professional. Batteries of low quality may leak and cause bodily harm.
- Batteries can be harmful if swallowed. Always keep batteries out of reach of small children or people of diminished mental capacity. If a battery is accidentally swallowed, seek medical attention at the nearest emergency department!

Safety requirements regarding Direct Audio Input (DAI)

- An audio adapter with an isolation transformer, that fulfills medical safety isolation (i.e., according to IEC 60601-1), shall always be used when connecting to any equipment having a power supply or battery with a voltage higher than 12 V. Direct connection of any equipment with an electrical supply of higher than 12 V is potentially dangerous and may prove fatal. When an isolated audio adapter is connected to mains-operated equipment, this equipment must comply with electrical safety standards for consumer products (i.e. IEC-60065 or equivalent safety standards).

Dysfunction in sound processors

- The sound processor may stop functioning, for instance if the batteries have expired. You should be aware of this possibility, in particular when you are in traffic or otherwise dependent on warning sounds.

Possible side effects

- The otherwise non-allergenic materials used in sound processors may in rare cases cause a skin irritation. *Consult a doctor if you experience any side effects.*

For USA only: Federal law restricts this device to sale by or on the order of a medical practitioner.

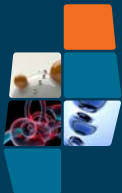
A prospective user of a bone anchored sound processor should always have a medical evaluation by a licensed physician to ensure that all medically treatable conditions that may affect hearing are identified and treated before a sound processor is purchased.

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





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