

NEO

Behind-the-ear hearing instruments

INSTRUCTIONS FOR USE

bernafon[®]
Your hearing • Our passion

Summary

Operating Instructions for

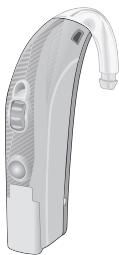
BTE (Behind-the-Ear) Hearing Instruments

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The following hearing instruments are covered in these operating instructions



Neo 102/112



Neo 105 DM

Congratulations on the purchase of your new hearing instruments. These advanced devices are fully digital, and have been adjusted by your hearing care professional with the aid of a computer and specially developed software.

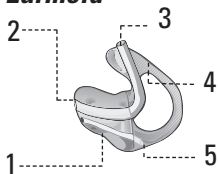
Please follow these instructions when using and caring for your new hearing instruments. These guidelines will help you to achieve the best possible results from your instruments and to once again enjoy the sounds of life...your family, friends and environment.

Important

Please read the entire content of these instructions as well as the attached "Guide for Better Hearing" before using your hearing instruments.

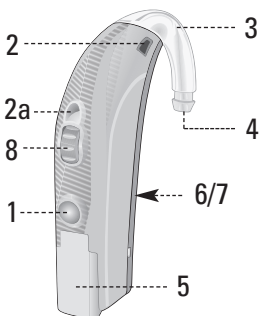
Description of features

Earmold



- 1 Canal
- 2 Sound outlet
- 3 Tubing
- 4 Helix
- 5 Vent

Neo 102/112/105 DM



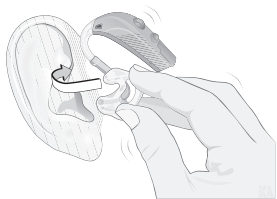
- 1 Push button
- 2 Microphone
- 2a Second microphone (105 only)
- 3 Earhook
- 4 Sound outlet
- 5 Battery drawer
- 6 Direct audio input
- 7 Programming port
- 8 Volume control

Inserting your earmold

Inserting your earmold correctly every time, takes ***practice, patience and perseverance***. If you are having difficulty inserting your earmolds, please consult your hearing care professional.

Insert your earmold first, then position the hearing instrument over your ear.

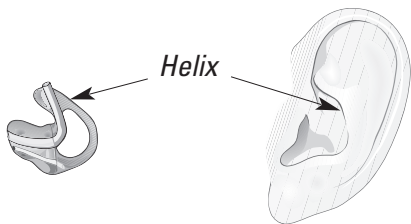
- Grasp the earmold tubing between your thumb and index finger. The thumb should be just behind the tubing where it enters the earmold. The top part of the earmold needs to be pointing straight up. The canal part of the earmold should be pointing towards the ear canal entrance.
- If you have difficulty inserting the earmold, pull the ear lobe down with the other hand, or pull the top of the ear back and up.



- Lift the earmold up to your ear. Push the canal part of the earmold into the ear canal opening twisting slightly to ease the helix portion into position. The helix part should be pointing straight up and should slip into position.
- If your ear is becoming sore from trying to insert the earmold, spread a small amount of Vaseline around the outer edges of the earmold to help it slip into position easily. Be careful not to get any Vaseline into the sound outlet. If your ear remains sore please consult your hearing care professional.

Look in a mirror. If the helix part of the earmold is visible, it is not inserted correctly.

Run your index finger down the skin just in front of your ear. If you can touch the helix part of the earmold, it is not inserted correctly. Use your index finger to push the helix part of your earmold back behind the flap of skin. It may help to gently pull this flap of skin forward with the other hand at the same time.



To position the hearing instrument

- Once the earmold is inserted correctly, lift the hearing instrument up and position it behind the ear. Take care not to twist the tubing of the hearing instrument.



Removing your earmold and hearing instrument

- Lift the hearing instrument up and over from behind the ear.
- Using your index finger, pry out the helix part of the earmold.
- Grasp the helix part.
- Twist the helix part forward.
- Gently pull the earmold straight out of the ear, holding on to the helix part of the mold.

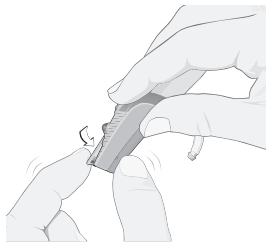
Important

Do not take the earmold out of the ear by pulling the hearing instrument. This might disconnect the instrument from the earmold or damage the tubing.

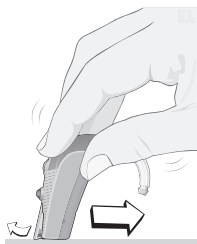
ON/OFF function Neo 102/112/105

Turn on your hearing instruments by closing the battery doors completely. **They will make a beep.**

Turn off your hearing instruments by opening the battery doors slightly until a click is felt.



It is also possible to turn off the hearing instruments by placing the base on a flat surface and then gently pressing and dragging the hearing instrument as illustrated. This action will open the battery door slightly and turn the hearing instrument off.

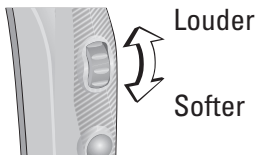


Note: Never force the battery drawer open or closed.

Volume Control

To increase the volume:
Turn the volume control up

To decrease the volume:
Turn the volume control down



The volume control has no mechanical stop. This means that you can continue to turn it, but the loudness will only be altered between the programmed minimum and maximum.

Note: The instrument loudness level will reset when the battery is low, the battery drawer is opened or if the program is changed. If the instrument resets, it will automatically default to the preset loudness level.

Your hearing care professional can program the Volume Control to remain at a fixed level, if desired.

Note: If you find that you are frequently turning the volume control up or frequently turning the volume control down in most listening situations then consult your hearing care professional for a possible adjustment of the hearing instrument settings.

Push button function

Use the push button to change between programs.

When the hearing instrument is turned on it will automatically be in program 1



Press the push button once to change to program 2. You will hear two short beeps. For hearing instruments equipped with a directional microphone, program 2 is always the directional mode.

Press the push button once again to change to telecoil. You will hear three short beeps.

If you wish to return to program 1 then press the push button again. You will hear one short beep. Repeat this action to cycle through the programs.

To see how your hearing instrument push button operates with an FM system or a Direct Audio Input shoe, see page 16. To see how your hearing instruments are programmed see page 21.

Mute function

Press the push button and hold for 2 to 3 seconds to mute the hearing instrument. Give a short press to the push button to unmute. The hearing instrument will revert to its current program and will beep to tell you which program you are in.

Telecoil function Neo 102/105/112

The telecoil enables you to hear better when using a telephone or in places where inductive loop systems are installed (places of worship, churches, theaters, etc.). When the telecoil is active, you will hear directly through the inductive loop or telephone. To access the telecoil mode press the push button until you hear three beeps (two pushes if you were previously in the first program).

Typically, the microphone is automatically switched off when the telecoil is activated to reduce any background noise. Your hearing care professional can program the telecoil to function in combination with the microphone.

Your instrument has been programmed for:

- Microphone and telecoil (M+T)
- Telecoil only (T)

Note: Not all telephones are hearing instrument compatible.

This symbol or a similar sign should be displayed wherever a permanent loop has been installed. Please ask your hearing care professional for further information.



Directionality (Neo 105 only)

Omni-Directional mode (program 1)

This mode will provide clear sound from all directions in normal listening situations when on the street, listening to music or in quiet situations. This mode is for everyday, typical use.

Directional mode (program 2)

The directional mode can help you to hear better in a noisy environment like a loud restaurant or a social gathering. The directional microphone focuses on speech and sound coming from directly in front of you. Background sounds and other disturbing noises from the sides or from the back will be reduced, making it easier for you to focus on your conversation.

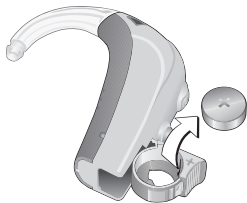
Note: When using the directional mode you may not hear important sounds from behind. Use is not recommended in situations where sound from all directions is needed (e.g. traffic).

Battery replacement

- Your hearing instrument uses a size 13 battery.

To insert a new battery

- Use your fingernail to gently swing the battery drawer fully open, but do not force it.



- Take out the used battery.
- Remove colored sticker from new battery (if applicable).
- Place battery into the drawer with flat, smooth side facing up (+ sign) as shown in the drawing. The battery must fit flush into the drawer.
- Close battery drawer securely.



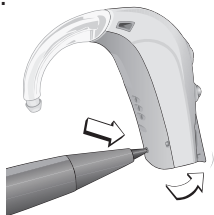
Battery Indicator

When the battery is about to run out the instrument will beep at regular intervals. This warning indicates that the battery should be replaced immediately.

Optional tamper-resistant battery drawer

This is recommended for small children.

With the hearing instrument in the off position, insert the end of a ballpoint pen into the small recess as shown. Press gently while opening the battery drawer with the other hand.



Note: Do not force the battery drawer open or closed, excessive strain may deform it.

Battery information

- Battery life will vary with conditions of use. See your hearing care professional for more information.
- Always keep spare batteries on hand. These are available from your hearing care professional.
- A used battery should be replaced immediately.
- If you are not going to use your hearing instruments for a few days, remove the batteries.
- Only use batteries recommended by your hearing care professional, since poor quality batteries can produce a harmful substance.
- At bedtime, or at times when you are not wearing your hearing instrument, fully open the battery drawer. This may help to conserve battery power and reduce the impact of moisture.
- Any moisture found on a battery should be wiped off immediately, with a soft cloth.

- Used batteries should be returned to your battery supplier or hearing care professional for disposal.
- Never dispose of batteries by burning them. There is a risk that they may explode and cause injury.
- Never dispose of batteries with household waste. They cause environmental pollution.

Note: Always remove zinc-air-batteries before drying your hearing instrument with the help of a drying kit. Drying out zinc-air batteries shortens their life time.

FM or Direct Audio Input (DAI) shoe

FM

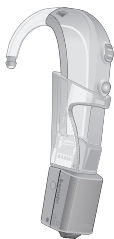
An FM receiver enables the hearing instrument to receive signals directly from an external wireless transmitter.

Direct Audio Input (DAI)

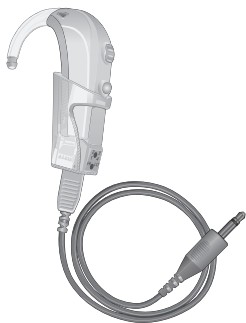
Direct Audio Input (DAI) enables the hearing instrument to receive signals directly from external sources such as T.V., personal stereo, etc.

Mounting of the FM or DAI shoe

Click the FM shoe or DAI shoe onto the hearing instrument as shown. To release the shoe, click the grey button and pull back. Once the shoe is on the hearing instrument it is possible to connect either the FM receiver or the DAI cords.



FMA 3



DAI 3

The hearing instrument will mix the signals from the shoe with the microphone so that you can listen to both sources. The hearing instrument will beep twice in this mode: one lower frequency beep followed by a higher frequency beep.

It is possible to switch from this combined setting by pressing the push button so that the hearing instrument is only amplifying the signal from the FM shoe or DAI shoe. The hearing instrument will beep three times in this mode: one lower frequency beep followed by two higher frequency beeps.

If the push button is pressed again, only the sound from the hearing instrument microphone will be amplified. The hearing instrument will beep once in this mode.

Note: The telecoil and second program will not function with the FM or DAI shoe in place. To access these functions remove the FM or DAI shoe from the hearing instrument.

Note: The safety of hearing instruments with DAI (Direct Audio Input) is determined by the external signal source. When the DAI is connected to an electrically powered device, the equipment must comply with EN 60601-1-1, EN 60065 or equivalent safety standards.

Safety guidelines

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

Familiarize yourself completely with the following general warnings and the full contents of this booklet before using your hearing instruments.

- Hearing instruments should be used only as directed and adjusted by your trained hearing care professional. Misuse or improper adjustments can result in sudden and permanent hearing loss.
- Never allow others to wear your hearing instruments, because they are adjusted for your hearing requirements and may permanently damage another person's hearing.
- A slap to your ear while wearing the instrument could be harmful. Avoid wearing your hearing instrument while playing contact sports (e.g rugby, football etc.).
- Hearing instruments, their parts and batteries should be kept out of reach of anyone who might swallow these items or otherwise cause themselves injury.
- Discard batteries out of reach of infants, small children, pets or persons of mental incapacity.

- Clean your hearing instruments and their parts on a regular basis only with products that are recommended by your hearing care professional. Microorganisms from unclean instruments may cause skin irritations.
- Be careful with leaking battery liquid, as it is a hazardous substance.
- Never try to recharge non-rechargeable batteries.
- Never change the battery or adjust the controls of the hearing instrument in front of infants, small children and persons of mental incapacity.
- Never put your hearing instrument or batteries in your mouth, they could easily be swallowed.
- Keep batteries away from medications. Batteries are easily mistaken for pills.
- In case a battery or hearing instrument is swallowed, see a doctor immediately.
- Be aware of the possibility that your instruments may stop functioning without notice. Keep this in mind while you circulate in traffic or otherwise depend on warning sounds.
- Never insert cleaning tools into the sound outlet or microphone inlet. This could damage the hearing instruments.

International warranty

Your hearing instruments are covered by a limited warranty, covering defects in materials and workmanship. This warranty covers the hearing instruments themselves, but not accessories such as batteries, tubing, earmolds, etc.

This warranty is void if a defect is the result of misuse or mistreatment.

The warranty is also void if the hearing instruments have been repaired by nonauthorized service personnel. Please review your warranty with your hearing care professional and make sure that your warranty card is completed correctly.

Environmental protection






Help to protect the environment by not disposing of your hearing instruments or batteries with your unsorted household waste. Please recycle your hearing instruments and batteries or return them to your hearing care professional for disposal. Contact your hearing care professional for more information.




Push button configuration

Your hearing instruments are programmed in the following way:




Omni Directional Hearing Instruments (Neo _____)

<i>Program</i>	<i>Beeps</i>	<i>Function</i>
1	1 	Normal listening situations
2	2 	<input type="checkbox"/> Noise <input type="checkbox"/> Music <input type="checkbox"/> Car noise
Telecoil	3 	<input type="checkbox"/> Telecoil <input type="checkbox"/> Telecoil with microphone

Directional Hearing Instruments (Neo _____)

<i>Program</i>	<i>Beeps</i>	<i>Function</i>
1	1 	Normal listening situations
2	2 	Noise (Directional)
Telecoil	3 	<input type="checkbox"/> Telecoil only <input type="checkbox"/> Telecoil with microphone

If your hearing instrument is connected to the Direct Audio Input (DAI) or an FM system:

<i>Program</i>	<i>Beeps</i>	<i>Function</i>
1	2  (1 low + 1 high)	DAI/FM + hearing instrument microphone
2	3  (1 low + 2 high)	DAI/FM only
3	1 	Hearing instrument microphone only

Notes

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Notes

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**For more information about
hearing and hearing loss**

11.08/BAG/956-73-610-06/subject to change

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