

NEO

In-the-ear hearing instruments

INSTRUCTIONS FOR USE

bernafon[®]
Your hearing · Our passion

Summary

Operating Instructions for ITE (In-the-Ear) Hearing Instruments

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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. They are custom made to fit your specific hearing needs.

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.

The following hearing instruments are covered by these operating instructions:



Neo 401/411



Neo 301/302/322/352



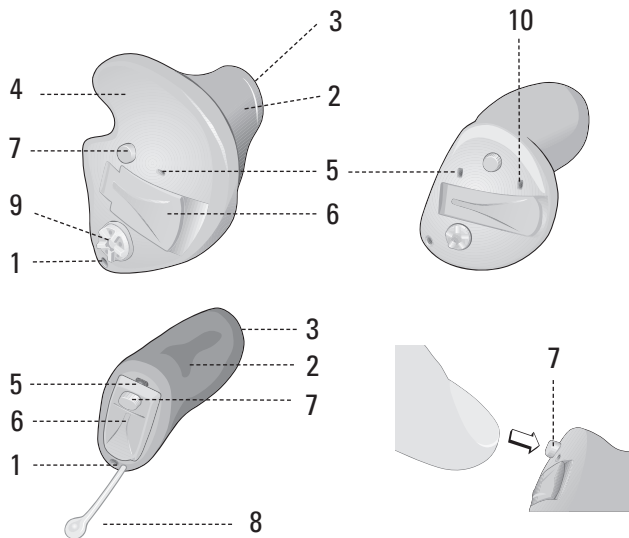
Neo 315/355 DM



Neo 202

Note: Custom hearing instruments vary in size and shape due to the unique characteristics of individual ears.

Description of features



- 1 Vent
- 2 Canal
- 3 Sound outlet with Wax Protection
- 4 Helix
- 5 Microphone opening
- 6 Battery drawer
- 7 Push button
- 8 Pull out string
- 9 Volume control
- 10 Directional microphone opening (Neo 315/355 only)

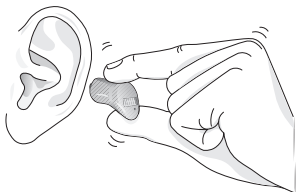
Inserting your hearing instrument

Inserting your hearing instruments correctly every time takes ***practice, patience and perseverance***.

If you are having difficulty inserting your hearing instruments, please consult your hearing care professional.

- The right instrument has a red marking, the left instrument has a blue marking.

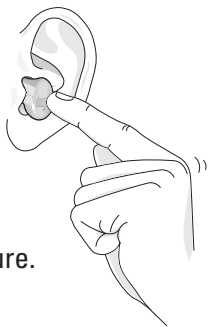
- Insert your right hearing instrument with your right hand. Use your left hand for the left instrument.



- Hold your hearing instrument between your thumb and index finger with the microphone towards the top.

- Place the canal part of your hearing instrument into your ear canal.

- Gently pull your ear lobe down with the other hand while pushing the hearing instrument in until it feels secure.



- If your ear is becoming sore from trying to insert the hearing instrument, spread a small amount of Vaseline around the outer edges of the hearing instrument to help it slip into position more easily. Be careful not to get any Vaseline into the sound outlet. If your ear remains sore, please consult your hearing care professional.
- If you have difficulty inserting the hearing instrument, pull the top of the ear back and up with your other hand while continuing to gently push the hearing instrument into the ear.

If the helix does not fit properly (Neo 202)

Look in a mirror. If the helix part (see page 4) of the hearing instrument 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 instrument, it is not inserted correctly. Use your index finger to push the helix part of your hearing instrument 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.

Removing your hearing instrument

- Gently use your thumb to push up against the bottom (back part) of your ear to loosen the hearing instrument.
- Grasp the hearing instrument at its edge between your thumb and forefinger, and gently remove it from your ear.
- If your hearing instrument has a removal (pull-out) string, pull it gently.

Important

Do not try to remove your hearing instrument by pulling on the battery drawer. This may cause damage. In case of problems when removing the hearing instrument, contact your hearing care professional.

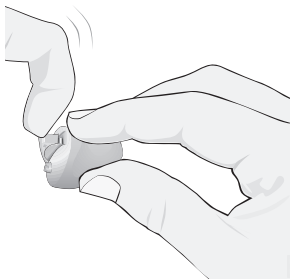
ON/OFF control

ON:

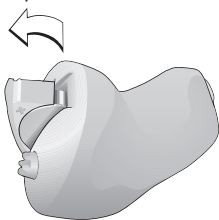
Close the battery drawer securely. Push it down until it snaps closed. The hearing instrument will make a beep.

OFF:

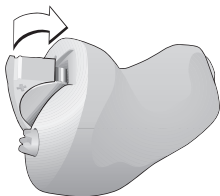
Place your fingernail underneath the front edge of the battery drawer and lift to open.



open
(OFF)



closed
(ON)

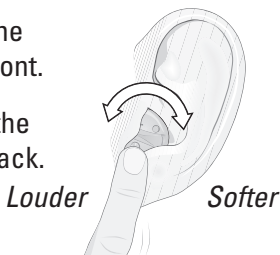


Note: Never force the battery drawer open or closed.

Volume control (Neo 302, 315/355, 322/352 and 202)

To increase the volume: Turn the volume control towards your front.

To decrease the volume: Turn the volume control towards your back.



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.

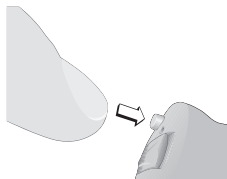
Note: The instrument loudness level will reset when the battery is low, the battery drawer is opened or if the program is changed. If the instrument resets, it will automatically default to the preset loudness level.

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

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.

For hearing instruments equipped with a telecoil. 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 instruments are programmed see page 19

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)

(Optional for Neo 301/302, 315/355, 322/352 and 202)

As an option, your hearing instrument may be fitted with either one or both of the following telecoils:

- Manual telecoil
- Automatic telecoil

The telecoil enables you to hear better when using the 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).

If your hearing instrument is equipped with an automatic telecoil it is activated only with magnet-equipped telephones and not with induction loop systems. Follow the instructions for use from your hearing care professional.

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 hearing instrument has been programmed for

Microphone and telecoil (M+T)

Telecoil only (T)

Note: Not all telephones are hearing instrument compatible

Directionality (Neo 315/355 only)

Omni-Directional mode (program 1)

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

Directional mode (program 2)

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

- The following battery sizes are used:

Neo 202

Neo 301/302/315/355/322/352

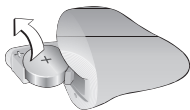
Neo 401/411

Battery size 13

Battery size 312

Battery size 10

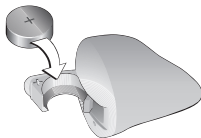
- Use your fingernail to gently swing the battery drawer fully open, but do not force it.
- Take out the used battery.



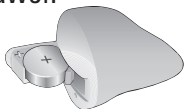
- Remove colored sticker from new battery (if applicable).



- Match flat, smooth side of battery (+ sign) to side of battery drawer with «+» sign.



- Slide battery into battery drawer.
The battery must fit flush into the drawer.
- Close battery drawer securely.



Never force the battery drawer closed.

Battery Indicator

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

Note: The battery low indication is not available in Neo 401/411 styles.

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 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 can 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.

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, 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

Notes

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

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