

VERAS 9
VERAS 7
VERAS 5

In-the-ear hearing instruments

INSTRUCTIONS
FOR USE

TABLE OF CONTENTS

Introduction	7
Description of features	8
Inserting instruments	9
Removing instruments	10
Operating instruments (ON/OFF)	11
Changing the volume level	12
Changing programs	14
Telecoil function	15
Telephone use	16
Changing the battery	18
Data logging and learning	20
Operating the instruments with remote control	21
Operating the instruments with SoundGate	22
Instrument care	23
Cleaning the sound outlet	24



Using your hearing instruments	27
Using the telephone	30
Environmental protection	31
Product approval, markings and compliance	32
Cell phone and hearing instrument compatibility	34
International warranty	36
Your hearing instrument configuration	37
Accessories	39
General warnings and safety guidelines	40
Common problems and solutions	44
Compliance with requirements for Europe	48
Compliance with radio communications requirements for the USA and Canada	50
Service	54

Congratulations on the purchase of your new Bernafon hearing instruments. With a little practice, you will soon be on your way to better hearing.

Please read the entire contents of this booklet before using your hearing instruments. It contains instructions and important information about the use and handling of your hearing instruments and batteries.

Introduction

The following instruments are covered in these instructions:

Veras ITE instruments



VR9 ITCD
VR7 ITCD
VR5 ITCDx



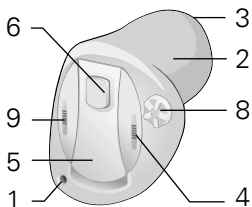
VR9 ITC
VR7 ITC
VR5 ITC



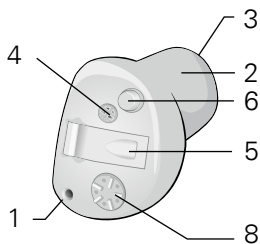
VR9 CIC
VR7 CIC
VR5 CIC

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

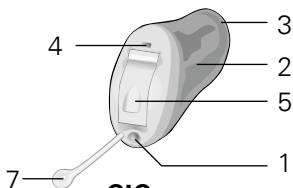
Description of features



ITCD / ITCDx



ITC



CIC

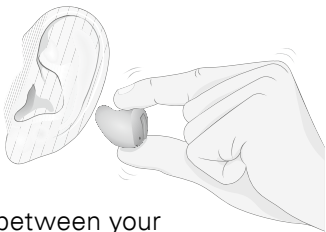
- 1 Vent
- 2 Canal
- 3 Sound outlet with wax protection
- 4 Microphone opening
- 5 Battery drawer

- 6 Push button (optional)
- 7 Pull-out string
- 8 Volume control (optional)
- 9 Second microphone opening

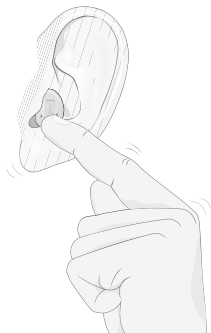
Inserting instruments

It takes patience and **practice** to insert your instruments correctly. If you have difficulty, please consult your hearing care professional.

- Insert your right instrument with your right hand and your left instrument with your left hand.



- Hold your instrument between your thumb and index finger with the microphone towards the top.
- Place the canal part of your 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.



Removing instruments

- Use your thumb to push up against the bottom (back part) of your ear to loosen the instrument.
- Grasp the 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 instrument by pulling on the battery drawer. This may cause damage. Contact your hearing care professional if you are having problems removing the instrument.

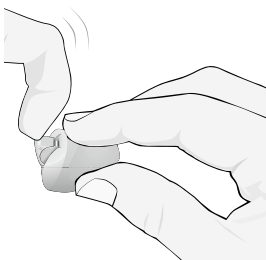
Operating instruments (ON/OFF)

To turn the instrument ON

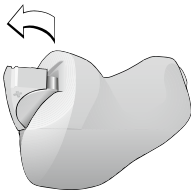
Push the battery drawer closed until it snaps. The hearing instrument will make one long beep as it starts.

To turn the instrument OFF

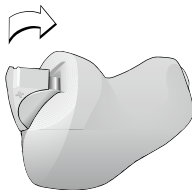
Place your fingernail underneath the front edge of the battery drawer and lift to open.



open (OFF)



closed (ON)



Note: Never force the battery drawer open or closed.

Changing the volume level

Your hearing instruments are programmed to be at a comfortable volume level for your hearing loss. They are designed to automatically adjust to changes in the sound environment.

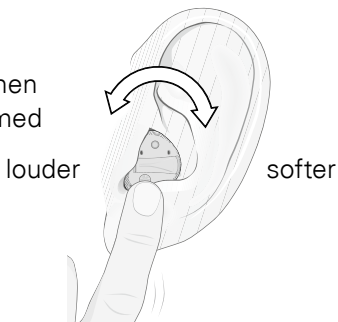
Some models allow you to adjust the volume yourself, either with an optional control on the instrument or an optional remote control.

Volume control wheel

(optional for all ITCD / ITCDx and ITC)

To increase the volume

Turn the volume control towards your front. The instrument will beep when you reach the programmed maximum.



To decrease the volume

Turn the volume control towards your back. The instrument will beep when you reach the programmed minimum.

The volume control has no mechanical stop. You can continue to turn it, but the loudness will only be altered between the programmed minimum and maximum. Your hearing care professional can program the volume to remain at a fixed level, if desired.

Note: Your instruments automatically return to a preset loudness level when the instrument starts, the battery is low, or when the program is changed. If you find that you frequently need to turn the volume up or down, your hearing care professional may need to adjust your settings.

Changing programs

(ITCD or ITCDx and ITC instruments)

Your hearing instrument can be configured with 3 to 4 listening programs. Please see page 37 to find out which programs have been configured for your hearing instruments. You can change programs as follows:

Push Button

If your instrument has been made with an optional push button, you can use it to change programs. You will hear the same number of beeps as the program you are in each time you press the push button.

RC-P remote control (optional for ITCD or ITCDx only)

You may change programs and adjust the volume level with the RC-P remote control. See page 21 for instructions.

SoundGate (optional for ITCD or ITCDx only)

If you have a SoundGate communication device paired to your instruments, you can use it to change the program and volume level. Please see page 22 for instructions.

Telecoil function

(optional for ITCD / ITCDx and ITC instruments)

The telecoil helps you hear better when using a telephone or in buildings where inductive loop systems are installed (places of worship, halls, theatres, etc.). When the telecoil is active, you hear directly through the telephone or inductive loop. To access the telecoil, go to the telecoil program. See page 37.



This symbol or a similar sign should be displayed wherever a permanent loop has been installed.

Note: Not all telephones are compatible with hearing instruments.

Telephone use

Auto Telephone (all ITCD or ITCDx)

Your instrument may have an Auto Telephone functionality. When the hearing instrument is close to a telephone receiver, the Auto Telephone will activate a phone program. When you end your conversation, the hearing instrument will automatically return to the previous program.

Note: All telephones can activate the Auto Telephone. The telephone receiver may need to have a special magnet fitted. Please follow the separate instructions for mounting the magnet, which are available from your hearing care professional.



Your hearing care professional can configure your instruments to allow answering the phone on both ears or on your preferred ear. If you have a preferred ear, the instrument on the opposite side can be programmed to sound softer or to mute when the Auto Telephone is active. Please see page 38 to find out how your instruments are configured.

Warning

- Keep magnets out of reach of children and pets. If a magnet is swallowed, see a doctor immediately.
- Do not wear the magnet in a breast pocket and keep it 30 cm away from pacemakers and other active implants.
- Use the magnet on the opposite side from active implantable devices.
- Keep the magnet 30 cm away from credit cards or other magnetically sensitive items.

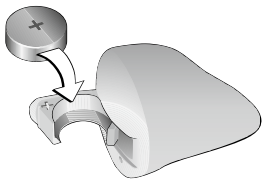
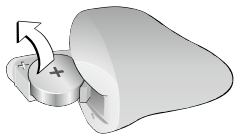
Changing the battery

When the battery is running out, the instrument will beep at regular intervals. You should be prepared to replace the battery. The time until the instruments stop working depends on the battery type and manufacturer. Mercury-free batteries generally cause earlier warning beeps.

The following battery sizes are used:

- ITC, ITCD and ITCDx: size 312 battery
- CIC: size 10 battery

- Gently swing the battery drawer fully open, but do not force it.
- Take out the used battery.
- Remove the sticker from the new battery.
- Place the battery into the drawer with the flat, smooth side facing up (+ sign) as shown in the drawing.
- Close the battery drawer securely.



Important battery information

- Battery life will vary with conditions of use (batteries will run down faster in noisy environments).
- Always keep spare batteries on hand.
- A used battery should be replaced immediately.
- If you are not going to use your hearing instruments for a few days, remove the batteries.
- 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 safe disposal.
- Never dispose of batteries by burning them. 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 a drying kit. Drying out zinc-air batteries shortens their lifetime.

Data logging and learning

Data logging

The data log automatically stores information about your use of the hearing instruments such as changes made to the volume control, hours of wear, etc. This information can be used by your hearing care professional to adjust your instruments. If you do not want this feature to be active, please ask your hearing care professional to turn it off.

Data learning

(optional for VR9 / VR7 ITCD and ITC only)

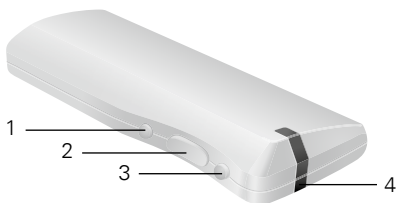
If your instrument is equipped with data learning, your hearing care professional can activate this feature to help customize your hearing instruments. When data learning is operating, the instrument keeps track of how often and how much you adjust the volume control and “learns” your preferred setting. This new setting can be made permanent during your follow-up visit.

Operating the hearing instruments with the RC-P remote control

(optional for ITCD or ITCDx only)

If you have purchased a remote control you can use it to change programs, adjust the volume level up and down, or mute the instruments.

For complete operating instructions, please read the separate RC-P remote control instructions for use booklet.



- 1 Program cycle button
- 2 Volume control
- 3 Mute button
- 4 Status light

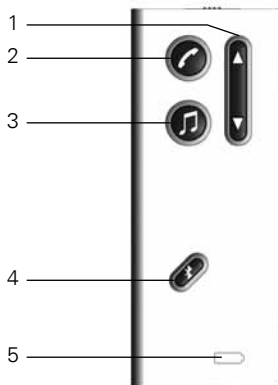
Operating the instrument with the optional SoundGate communication device

If you have purchased a SoundGate you may use it to perform basic functions such as program changes and volume adjustments. In addition, the SoundGate serves as a link between your hearing instruments and external sources such as music players, cell phones, computers, etc.

For complete operating instructions, please read the separate SoundGate instructions for use booklet.

SoundGate (optional)

- 1 Volume control and program change
- 2 Phone
- 3 Music connection e.g. MP3
- 4 Bluetooth® music/audio
- 5 Battery indicator



Instrument care

Healthy ears produce a waxy substance that can clog your hearing instruments. Please follow these cleaning instructions to prevent wax build-up and ensure optimal performance of your instruments.

Every night

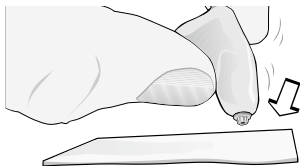
- Check your instruments for ear wax and wipe them clean with a cloth or tissue.
- If necessary, use the cleaning tool to remove wax from the canal and vent openings on your instrument.
- Open the battery drawer fully to allow air to circulate.
- A dry storage kit is recommended to remove any moisture that may have accumulated in the instrument.

Cleaning the sound outlet

The sound outlet is an integral part of your hearing instrument and should be kept clean and free from ear wax at all times. Your instruments are built with a wax protection system. Please follow the instructions for the type of wax protection your instrument uses. If you have questions, please ask your hearing care professional.

WaxBuster system

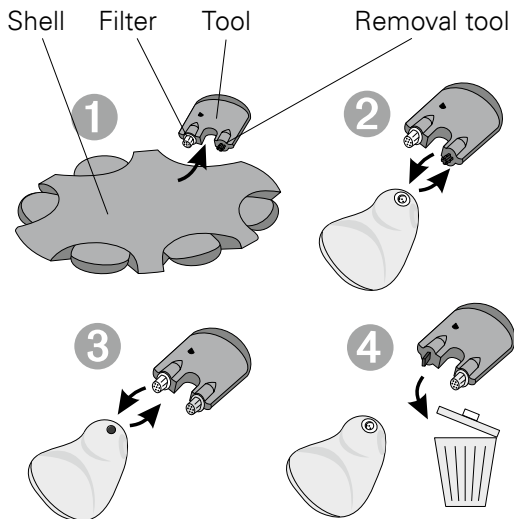
- Wipe the hearing instrument with a dry soft cloth. Carefully wipe away traces of wax on the WaxBuster.
- Place the tip on a dry soft cloth over a smooth surface. Gently press the WaxBuster and drag the hearing instrument across the cloth.
- Clean your hearing instruments with the small brush or the soft cloth provided.



Do not insert tools into the sound outlet.
This could damage the receiver. If you cannot clean the hearing instruments completely, it is best to contact your hearing care professional.

NoWax system

- Always inspect your NoWax filter before using the instrument to ensure that it has not become detached from the instrument.
- Change the filter if you can see that it is clogged or if the instrument does not sound normal.



- Remove the tool from the shell and push the removal part into the old wax filter to remove it from the instrument.
- Push the new filter into the hearing instrument.
- Discard the used tool.

Avoid heat, humidity and chemicals

- Do not expose the instruments to extreme heat by leaving them in the car, near a radiator, etc.
- Avoid exposing your instruments to moisture i.e. steambaths, showers, heavy rain, etc.
- Never attempt to dry your instruments with a hair dryer, microwave oven, etc.
- Remove your instruments before applying aftershave, hairspray, oils, perfume, mosquito repellent, lotions, etc. Allow the product to dry before wearing your instruments.
- Protect your instruments by keeping them in the case when you are not wearing them.

Using your hearing instruments

Hearing instruments do not restore perfect hearing. They make sounds louder and help you make the most of the hearing you have. While some immediate benefit is usually noticed, it often takes several weeks for your brain to adapt to the new sounds.

The following tips will help you learn to use your instruments. If you have trouble adjusting, consult your hearing care professional.

Getting started

- Wear your instruments at home in a quiet environment. Have a conversation with one person or listen to a news program on TV.
- You will benefit most if you wear your instruments all day long. Increase the time each day until you are comfortable wearing them for several hours at a time.

- You may notice that your own voice sounds louder. If the voices of others are at a comfortable level, try speaking at a lower volume.
- Sounds like footsteps, chirping birds, rustling paper, etc. may seem quite loud at first because you probably haven't heard them for awhile. They will soon fade to the background.

Dining out

- Start with a quiet restaurant (no music or entertainment).
- Request a table away from the kitchen and other noisy areas.
- Conversation will be easier in a smaller group.

In the car

- Sit with your better ear toward the center of the car.
- Turn off the radio.
- Keep windows closed to minimize traffic, road and wind noise.

Attending theatre, concerts, lectures, etc.

- Ask if there is a loop system available. If not, request to be seated near the front.
- Try to sit with your better ear closer to the sound source.
- Become familiar with the program in advance to make it easier to follow.

At work

- Inform your co-workers about your hearing loss.
- If you hear only part of a conversation, repeat what you have heard and ask for the missing information.

Using the telephone

- Hold the receiver close to the microphone inlet of your hearing instrument. If this causes whistling, move the receiver away a small distance.
- If voices over the telephone are too soft or background noise is a problem, use the telecoil (if your instrument has this option). Be aware that not all phones are telecoil compatible.
- Mobile phones may cause interference with the telecoil. In this case, the microphone mode will give a better result.
- Before purchasing a mobile phone, test it with your hearing instrument.
- People with a greater degree of hearing loss may need a volume control on the telephone.

Environmental protection

Your hearing instruments contain electronic components subject to the Directive 2002/96/EC on waste electrical and electronic equipment.

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 according to your local regulations or return them to your hearing care professional for disposal.



Product approval, markings and compliance

All Bernafon Veras hearing instrument models comply with international standards concerning electromagnetic compatibility. Due to the limited size available on the instruments all relevant approval markings are found in this document.

Electromagnetic interference

Your hearing instrument has been thoroughly tested for electromagnetic interference. However, some products may emit electromagnetic energy causing unforeseen interference with hearing instruments. Examples include induction cooking appliances, shop alarm systems, mobile phones, fax machines, personal computers, X-rays, CT scans, etc.

Even though your hearing instruments are designed to comply with the most stringent international standards of electromagnetic compatibility, they may emit electromagnetic energy that can cause interference with other devices.

Your hearing instruments contain a radio transmitter using short range magnetic induction technology working at 3.84 MHz.

The magnetic field strength of the transmitter is $< -42 \text{ dB}\mu\text{A/m @ 10 m}$.

The electromagnetic emission from the radio system is well below international limits for human exposure. By comparison, the electromagnetic energy of the hearing instrument is lower than that generated by household items such as halogen lamps, computer monitors, dishwashers etc.

Cell phone and hearing instrument compatibility

Some hearing instrument users have reported a buzzing sound in their instruments when they are using cell phones, indicating that the cell phone and hearing instrument may not be compatible.

The compatibility of a particular hearing aid and cell phone can be predicted by adding the rating for the hearing aid immunity to the rating for the cell phone emissions (ANSI C63.19-2006 American National Standard Methods of Measurement of Compatibility between Wireless Communication Devices and Hearing Aids).

For example, the sum of a hearing aid with a rating of 2 (M2/T2) and a telephone with a rating of 3 (M3/T3) would result in a combined rating of 5. According to the standard, any combined rating that equals at least 5 would provide "normal use"; a combined rating of 6 or greater would indicate "excellent performance."

The immunity of your Veras hearing instrument is at least M2/T2. The equipment performance measurements, categories and system classifications are based upon the best information available but Bernafon cannot guarantee that all users will be satisfied.

International warranty

Your hearing instruments have 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 the warranty with your hearing care professional and make sure that your warranty card is completed correctly.

Your hearing instrument configuration

Available programs (ITCD / ITCDx and ITC only)

Your hearing instruments are programmed in the following way:

Program	Beeps	Function
1	1 	_____
2	2 	_____
3	3 	_____
4	4 	_____

Optional telecoil (ITCD / ITCDx and ITC only)

right ear left ear none

Your instrument has been programmed for:

Microphone + Telecoil (right ___; left ___)

Telecoil only (right ___; left ___)

Your instrument uses:

WaxBuster NoWax

Telephone use options (VR9 / VR7 ITCD and ITC only)

Preferred telephone ear

- Both Right Left

Behavior of instrument on the non-telephone ear

- No change
- Microphone is 6 dB softer when Auto Telephone or Telephone Program is active
- Instrument mutes when Auto Telephone or Telephone Program is active

Right and left instruments synchronized

(For ITCD or ITCDx only)

When this feature is active, program and volume changes made to one instrument are automatically made in the other through a wireless communication link.

- Active Inactive

Accessories

Bernafon offers a wide range of optional accessories that may be purchased to enhance your hearing system. Depending on hearing instrument type and local regulations, the following accessories are available:

- Remote control
- SoundGate communication device (for wireless connection to cell phones, music players, etc.)
- TV adapter (for wireless connection to your television via the SoundGate)
- Phone adapter (for wireless connection to your landline phone via the SoundGate)
- Cleaning and drying kit

For further information on accessories please contact your hearing care professional.

General warnings and 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 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.
- Hearing aids will not restore normal hearing or prevent hearing loss resulting from organic conditions.
- 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.).
- Be aware that use of a hearing instrument may cause excess ear wax to build up in the ear canal which may require removal by a trained medical professional.
- In rare cases, a hearing aid or earmold may cause a discharge from the ear or allergic reaction. See a physician immediately if these conditions occur.
- An earmold is a custom-made product. If you experience discomfort or irritation of your ear, please see your hearing care professional immediately for modification of the earmold.
- Hearing instruments, their parts and batteries should be kept out of reach of infants, children and anyone who might swallow these items or otherwise cause themselves injury.
- Discard batteries and keep them out of sight of infants, small children, persons of mental incapacity or pets.

- Clean your hearing instruments and their parts on a regular basis as recommended. Micro-organisms 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.

- Traffic or other warning sounds may also be reduced in level by a directional microphone when these sounds are coming from behind you.
- Never insert cleaning tools into the sound outlet or microphone inlet. This could damage the hearing instruments.

Common problems and solutions

Problem	Possible cause
Instrument whistles or squeals	Instrument not inserted correctly
	Ear wax accumulation in ear canal
	Instrument may be too loose
No volume, level too soft or humming noise	Instrument may not be turned ON
	Battery may be dead or inserted wrong way
	Volume level too soft
	Instrument may be in telecoil (optional) position
	Ear wax accumulation in ear canal
	Battery contacts may be dirty or corroded
	Instrument sound outlet may be blocked
	Microphone sound inlet may be blocked
	Your hearing loss may have increased

Solution

Re-insert instrument

Consult your hearing care professional or physician

Consult your hearing care professional

Check that the battery drawer is closed completely

Insert a fresh battery

Increase volume level with control on instrument
or remote control

Check to make sure you are in the intended program

Consult your hearing care professional or physician

Open and close the battery drawer several times or
clean the battery contacts carefully with a dry Q-tip

Check the sound outlet and change the filter if you
can see that it is clogged

Consult your hearing care professional, do not try
to clean this yourself

Consult your hearing care professional

Problem**Possible cause**

Whirring noise,
fading, weak
or motor-boating
sounds

Battery contacts may be dirty
or corroded

Moisture in hearing instrument

Low battery

Instrument
switches from
ON to OFF
periodically

Low battery

Solution

Open and close the battery drawer several times or clean the battery contacts carefully with a dry Q-tip

Place instrument in Dry-Aid pack. Remove battery first. Consult your hearing care professional.

Insert a fresh battery

Insert a fresh battery

Compliance with requirements for Europe

This device is in conformance with the requirements of the Directive 93/42/EEC of the Council of the European Communities concerning medical devices, MDD. This is certified by applying the following marking:



Veras hearing instrument models VR9 ITCD; VR7 ITCD; VR5 ITCDx

This device also complies with the essential requirements of the Directive 1999/5/EC of the European Parliament on radio equipment and telecommunications terminal equipment, R&TTE. It operates as an inductive application in a harmonized frequency band according to the Commission Decision 2008/432/EC and may be used in all member states of the EU and EFTA. This is certified by applying the following marking:



Declarations of conformity are available at:

Bernafon AG
Morgenstrasse 131
3018 Bern
Switzerland

Compliance with radio communications requirements for the USA and Canada

Bernafon AG

Veras hearing instrument models VR9 ITCD; VR7 ITCD; VR5 ITCDx



FCC ID U6XFUITE01
IC: 7031A-FUITE01

Statement of compliance:

This device complies with part 15 of the FCC Rules and RSS-210 of Industry Canada. 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.

This Class B digital apparatus complies with Canadian ICES-003.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experience radio/TV technician for help.

Caution: Changes or modifications not expressly approved by Bernafon AG could void the user's authority to operate the equipment.

Notes

Service

If none of the actions, listed on the previous pages, solve the problem, contact your hearing care professional.

Do not attempt to repair your hearing instruments yourself.

Place stamp with dispenser name and address here:



FSC

MIX

Paper

FSC® C043970

Australia

Bernafon Australia Pty. Ltd.
12/97 Castlemaine Street
Milton QLD 4064
Freecall 1800 809 111
Phone +61 7 3250 0300
Fax +61 7 3250 0372
www.bernafon.com.au

Canada

Bernafon Canada Ltd.
500 Trillium Drive, Unit 15
Kitchener, Ontario
Canada N2R 1A7
Phone +1 519 748 6669
Toll Free +1 800 265 8250
Toll Free Fax +1 888 748 9158
www.bernafon.ca

Manufacturer

Bernafon AG
Morgenstrasse 131
3018 Bern
Switzerland
Phone +41 31 998 15 15
Fax +41 31 998 15 90
www.bernafon.com

CE 0543 0682



New Zealand

Bernafon New Zealand Ltd.
Level 1, Building F
27-29 William Pickering Drive
Albany, Auckland 0632
Toll Free 0800 44 22 57
Telephone +64 9 415 7917
Fax +64 9 415 7916
www.bernafon.co.nz

United Kingdom

Bernafon UK
Cadzow Industrial Estate
Off Low Waters Road
Hamilton
ML3 7QE Scotland
Phone +44 1698 285 968
Fax +44 1698 421 456
www.bernafon.co.uk

United States of America

Bernafon, LLC
200 Cottontail Lane, Bldg. B
Somerset, NJ 08873
Phone +1 888-941-4203
Fax +1 732-560-4877
www.bernafon-us.com

www.bernafon.com

For more information about
hearing and hearing loss

08.10/BAG/104911/UK/subject to change

bernafon 
Your hearing • Our passion