

VÉRITÉ 9  
VÉRITÉ 7  
VÉRITÉ 5

Receiver-in-the-ear

INSTRUCTIONS  
FOR USE



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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:

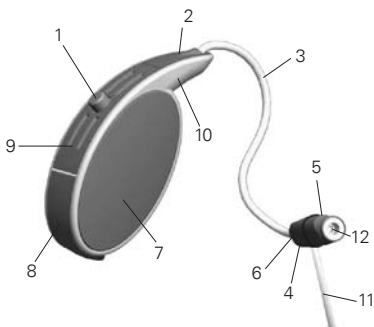
## **Vérité Receiver-in-the-ear**



**VE9 MR**  
**VE7 MR**  
**VE5 MR**

# Instrument overview

- |                             |                  |
|-----------------------------|------------------|
| 1 Program button            | 7 Shell          |
| 2 Connector plug            | 8 Battery drawer |
| 3 Wire                      | 9 Wind filter    |
| 4 Left/Right indicator      | 10 Housing       |
| 5 Speaker                   | 11 Ear grip      |
| 6 Speaker unit size marking | 12 NoWax filter  |





## Ear piece overview

Domes, micro molds and power molds are ear pieces used to secure the speaker in your ear canal and to protect the sound outlet (20) from wax. The micro mold has a marking (21) (red = right; blue = left). The marking should point upwards in the ear canal. The removal tab (22) is for easy removal.

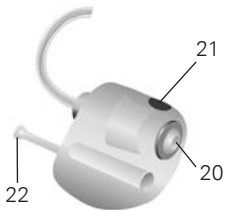
Open dome



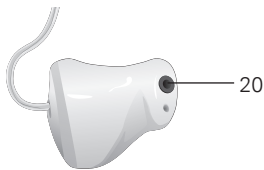
Tulip dome



Micro mold



Power mold



## Battery exchange

Your hearing instrument needs a size 312 battery. To insert a new battery:

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

2) Take out the used battery.

3) Remove the sticker from the new battery (if applicable).

4) Place the fresh battery into the drawer with the flat, smooth side up (“+” sign) as shown in the drawing.

5) Close battery drawer securely.



**Note:** Vérité will not work if the battery is inserted incorrectly and may be damaged. Correct battery insertion is very important.

## **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.

## ON/OFF

### **ON:**

Close the battery compartment completely until a click is felt. The hearing instrument will then make a long beep.

### **OFF:**

Open the battery door slightly with your finger until a click is felt. Keep your hearing instrument switched off when not worn.



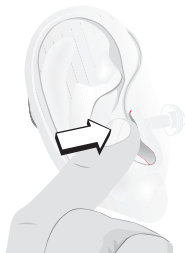
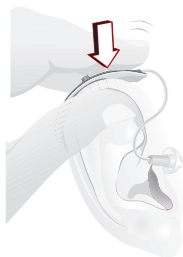
For protection, place it in the product case.

**Important:** Never force the battery drawer open or closed.

## Placement

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

- Look for the side marking:  
left = blue; right = red.
- Make sure the dome is pushed firmly onto the speaker.
- Position the hearing instrument behind your ear.
- Grasp the speaker between thumb and index finger. The dome or micro mold should point towards the ear canal opening. Gently push the speaker into your ear canal, until the wire sits flush against the side of your head.



- If you have an ear grip attached to the speaker, gently push it into your ear as shown.
- When looking in the mirror the device should be almost invisible.



**Important:** Never insert the speaker in the ear canal without the dome attached. Do not force the speaker too deeply into your ear canal. Do not apply any lubrication to the ear piece as this may damage the speaker.

## Removal

To remove the speaker, grasp the wire with thumb and index finger. Do not pull on the ear grip. Gently pull the speaker out of your ear.

**If the dome is not correctly attached and falls off in the ear canal, please see your medical practitioner.**

**Important:** Do not remove by pulling on the hearing instrument, as the speaker may be damaged at the connector.

## Changing programs

Your hearing instrument can be configured with 1 to 4 listening programs (depending on model). Please see page 51 to find out which programs have been configured for your hearing instrument. You can change programs as follows:

### **Push button**

A press on the button will cause the program to change. This may take some seconds until you hear the program change. The number of beeps you hear will tell you which program you are in.

### **RC-P or SoundGate**

The program can be changed with either of these devices. Please see pages 18 and 19 for instructions.



## Changing the volume level

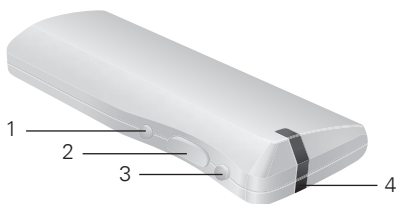
The hearing instrument automatically adjusts the volume to the changing sound environment. If you desire to manipulate the volume yourself, you may use the optional RC-P remote control or the SoundGate communication device for this purpose. Please follow the detailed directions in the instructions for use included with these devices.

**Note:** Your hearing instrument automatically returns to a preset loudness level when it 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.

## Operating the hearing instruments with the optional RC-P remote control

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

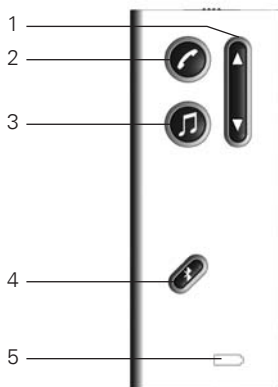
## Operating the instruments with the optional SoundGate communication device (VE9 MR and VE7 MR instruments only)

If you have purchased a SoundGate you may use it to operate 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 player
- 4 Bluetooth® music/audio
- 5 Battery indicator



# 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 instrument. If you do not want this feature to be active, please ask your hearing care professional to turn it off.

## **Data learning**

VE9 MR and VE7 MR instruments are equipped with data learning. Your hearing care professional can activate this feature to help to customize your hearing instrument. 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 to your hearing care professional.

## Instrument care

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

### **Every night**

- Check your hearing instrument for ear wax and wipe it clean with a cloth or tissue.
- Clean the speaker unit and dome with a cloth or tissue. If you find earwax remaining on the dome, exchange it. When the dome comes off, never put it back onto the speaker, but replace it with a new one.
- 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.

## **General care instructions**

Treat Vérité like other delicate electronic devices (check safety guidelines on page 39) and make sure the instrument and the speaker do not get in contact with moisture or water.

- Always clean and dry your hands thoroughly before manipulating the instrument.
- Do not use Vérité without a dome or mold.
- Do not pull the speaker off the hearing instrument. Should the speaker detach from the instrument, ask your hearing care professional for support.
- Never mount a used dome on the speaker.

## **Exchanging the dome**

The dome should be changed regularly. The frequency of dome changes will depend on how fast ear wax builds up on the dome. We suggest to exchange your dome with every battery change. Spare domes can be obtained from your hearing care professional.

- Clean your hands thoroughly before replacing the dome. Never change the dome with wet or dirty fingers.
- Push the new dome as far as possible onto the speaker.
- Make sure the dome is pushed firmly onto the speaker.

### **Warning**

If the dome is not securely attached to the speaker, it could fall off in your ear canal. If this happens, please see your medical practitioner.

## Replacing the dome

Replace the dome of your hearing instrument **with every battery change**. This will help to prolong the lifetime of your speaker.

- 1) Hold the end of the dome between your fingers and pull it off.



- 2) Take a fresh dome out of the package.



- 3) Place the new dome on the speaker so it fits securely.





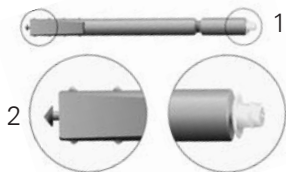
## Cleaning the custom mold

Clean your custom mold after every use by wiping it with a dry cloth. In most cases, there is a hole through the custom mold (below the speaker unit). This is the vent. If the vent is plugged with wax, insert the cleaning tool (supplied) from the opposite end (nearest the speaker wire), and push through to remove the wax.



Replace the wax protection (WaxStop) whenever needed following this procedure:

- 1) Take the stick with the new WaxStop on it (1).  
On the opposite end is a removal socket for the used WaxStop (2).



- 2) Insert the removal socket (2) into the opening of the used WaxStop and pull it slowly out. Keep the stick straight.



- 3) To insert the new WaxStop turn the stick around and place the new filter in the sound outlet and gently remove the stick.



- 4) A WaxStop cannot be reused; throw the stick away.



## **Avoid heat, humidity and chemicals**

- Do not expose hearing 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 hearing instruments. If you have trouble adjusting to them, 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 a while. 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 towards the center of the car, if possible.
- Turn off the radio.
- Keep the windows closed to minimize traffic, road and wind noise.

## **Attending theatre, concerts, lectures, etc.**

- Try to sit with your better ear closer to the sound source, if possible.
- 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 any 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.
- 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.

## 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 (RC-P)
- 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.**



## 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 Vérité 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 may 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 Vérité 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.

## 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 earwax 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.

# Troubleshooting

## Domes

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### Symptom

### Potential solution

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#### **No or too little sound**

Dome blocked  
by earwax

Exchange dome

---

Battery low or dead

Exchange battery

---

#### **Dome fell off during removal**

Dome was not sitting  
correctly on speaker unit

Carefully remove  
dome if you cannot  
reach it contact your  
medical professional

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#### **Device beeps**

Low battery

Change battery

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#### **Device whistles**

Speaker and dome  
not fully inserted

Reposition

---

## Custom molds

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### Symptom

### Potential solution

---

#### **No or little sound**

Mold blocked  
by earwax

Clean mold with  
dry cloth and  
replace wax filter

---

Wax filter blocked  
by earwax

Replace wax filter

---

Battery low or dead

Change battery

---

#### **Device beeps**

Low battery

Change battery

---

#### **Device whistles**

Speaker and mold  
not fully inserted

Reposition

---

## Generic issues

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### **No sound**

Device muted

Press any button on the RC-P remote control or hearing instrument to unmute

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Device off

Switch on

---

Speaker blocked

Consult hearing care professional for changing

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## 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:



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:



Declaration of conformity is available at:

Bernafon AG  
Morgenstrasse 131  
3018 Bern  
Switzerland

# Compliance with radio communications requirements for the USA and Canada

Bernafon AG

Vérité hearing instrument models VE9 MR;  
VE7 MR; VE5 MR



FCC ID            U6XFURITE1  
IC:                7031A-FURITE1

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 experienced 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.**

# Your hearing instrument configuration

## Available programs

Your hearing instruments are programmed in the following way:

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

\*) not available for VE5 MR

## Right and left instruments synchronized

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

Active

Inactive

## 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:



## Notes

A series of 15 horizontal dotted lines, providing space for writing notes.



**FSC**

Mixed Sources  
Cert no. SW-COC-004246

## Australia

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



03.10/BAG/100369/UK/subject to change

**bernafon**

*Your hearing • Our passion*