

# miniRITE T

---

Receiver-in-the-Ear Hearing Aids

ZERENA



Made for



iPod



iPhone



iPad

Instructions for Use

**bernafon**<sup>®</sup>  
Your hearing • Our passion



## Model overview

This booklet is valid for the following hearing aid families:

- Zerena 9 MNR T
- Zerena 7 MNR T
- Zerena 5 MNR T

with NFMI and 2.4 GHz radio functionality.

The following acoustic options are available for the above families:

- 60-Speaker
- 85-Speaker
- 100-Speaker
- 100-Speaker with Power Mold
- 105-Speaker with Power Mold

## Introduction to this booklet

This booklet shows you how to use and maintain your new hearing aid. Please read the booklet carefully including the warning sections. This will help you to get the most out of your new hearing aid.

Your hearing care professional has adjusted the hearing aid to meet your needs. If you have further questions, please contact your hearing care professional.

## Intended use

The hearing aid is intended to amplify and transmit sound to the ear and thereby compensate for impaired hearing within mild to moderate to profound hearing loss. The hearing aid is not intended to be used by infants/children <36 months.

### **IMPORTANT NOTICE**

The hearing aid amplification is uniquely adjusted and optimized to your hearing capabilities during the hearing aid fitting performed by your hearing care professional.



# Table of contents

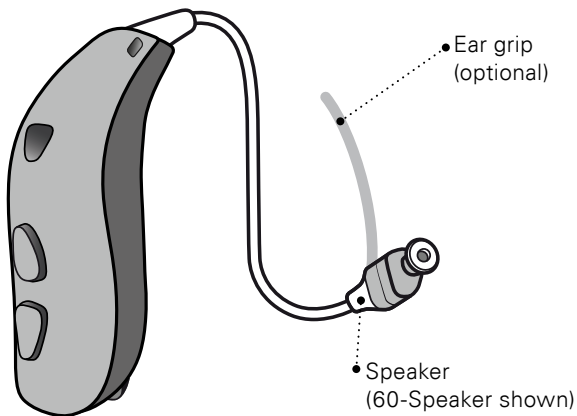
Identify your hearing aid, speaker, and earpiece	10
Your hearing aid – What it is	12
What it does	13
Identify left and right hearing aid	14
Battery (size 312)	15
MultiTool for handling batteries and cleaning	16
Turn the hearing aid ON and OFF	17
When to replace a battery	18
Replace the battery	19
Put on the hearing aid	21
Caring for your hearing aid	22
Standard earpieces: dome or Grip Tip	24
Replace dome or Grip Tip	26
ProWax miniFit filter	27
Replace ProWax miniFit filter	28
Customized earpieces: Micro Mold, Lite Tip, or Power Mold	29

Clean Micro Mold, Lite Tip, or Power Mold	30
Replace ProWax filter	31
Flight mode	32
Optional features and accessories	33
Change volume (optional)	34
Change program (optional)	35
Mute the hearing aid (optional)	37
Quick reset	38
Using hearing aid with iPhone, iPad, and iPod touch	39
Pairing hearing aid with iPhone	40
Re-connect your hearing aids to your iPhone, iPad, or iPod touch	43
Bernafon EasyControl-A app	44
Wireless accessories (optional)	46
Other options (optional)	47
Tinnitus SoundSupport (optional)	48
Guidelines for tinnitus sound generator users	49



Sound options and volume adjustment	50
Limitation on use time	53
Important information for hearing care professionals about Tinnitus SoundSupport	54
Warnings related to Tinnitus SoundSupport	56
General warnings	58
Troubleshooting guide	66
Water & dust resistance (IP68)	68
Conditions of use	70
Warranty certificate	71
International warranty	72
Technical information	73
Your individual hearing aid settings	77

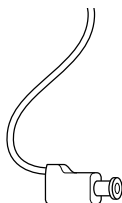
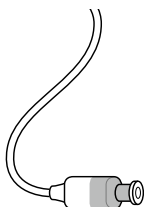
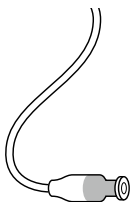
# Identify your hearing aid, speaker, and earpiece



## Speakers

miniRITE T hearing aid comes with three different speakers:

- 60-Speaker     85-Speaker     100-Speaker



## Earpieces

The speaker uses one of the following earpieces:



Dome (Open Dome shown)\*



Grip Tip\*



VarioTherm® Micro Mold or Lite Tip

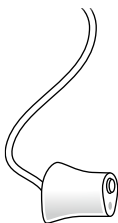


Micro Mold or Lite Tip

## Power Mold speakers

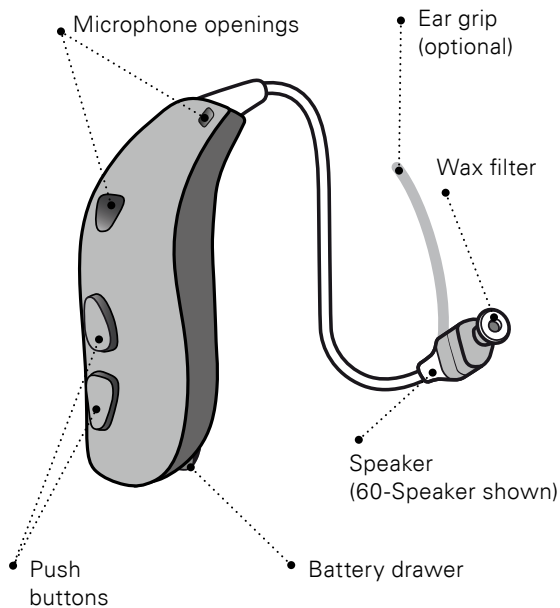
100-Speaker

105-Speaker

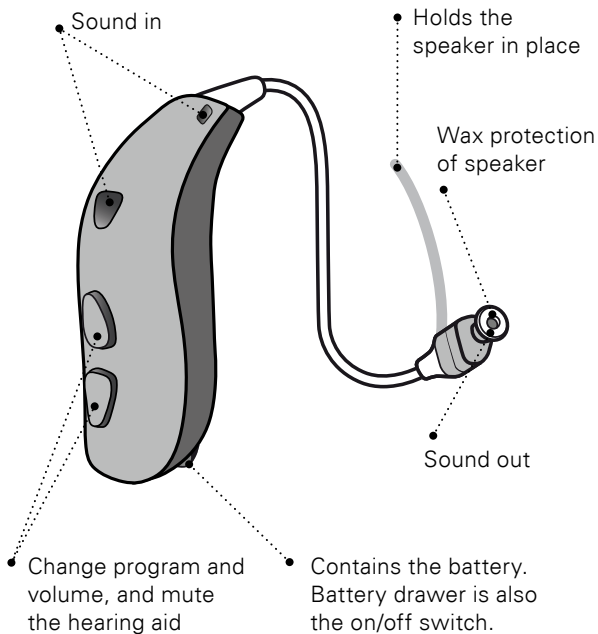


\* Please see details for replacing the dome or Grip Tip in section: "Replace dome or Grip Tip". VarioTherm® is a registered trademark of Dreve.

# Your hearing aid – What it is

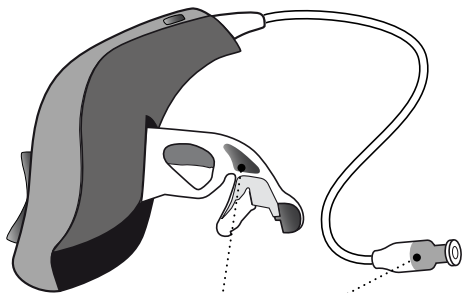


## What it does



## Identify left and right hearing aid

It is important to distinguish between the left and the right hearing aid as they might be programmed differently. You can find left/right color indicators in the battery drawer, on 60- and 85-Speakers. Indicators can also be found on 100-Speakers and some earpieces.

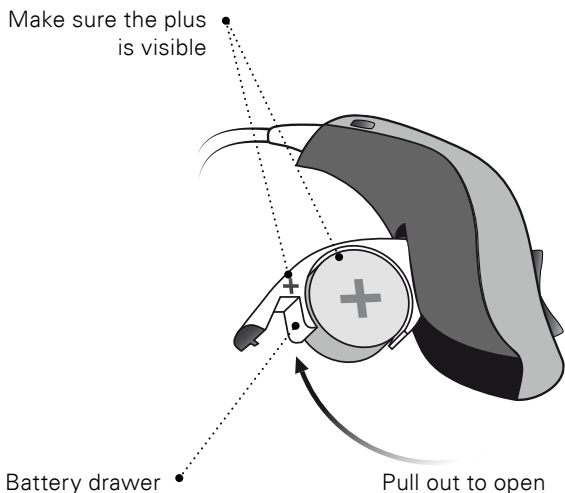


• A **RED** indicator marks the  
RIGHT hearing aid

A **BLUE** indicator marks the  
LEFT hearing aid

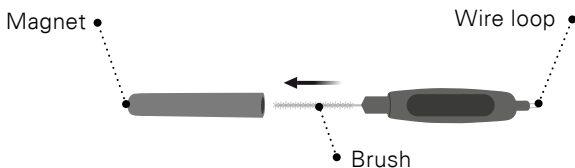
## Battery (size 312)

Your hearing aid is a miniature electronic device that runs on special batteries. To activate the hearing aid, you must insert a new battery in the battery drawer. See how in the “Replace the battery” section.



## MultiTool for handling batteries and cleaning

The MultiTool contains a magnet which makes it easier to replace the battery in the hearing aid. It also contains a brush and a wire loop for cleaning and removing ear wax. If you need a new MultiTool, please contact your hearing care professional.



### **IMPORTANT NOTICE**

The MultiTool has a built-in magnet. Keep the MultiTool at least 30 cm away from credit cards and other magnetically sensitive devices.

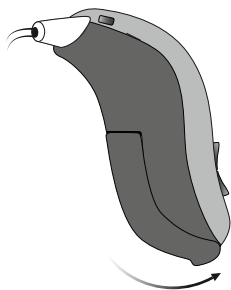


## Turn the hearing aid ON and OFF

The battery drawer is used to switch the hearing aid on and off. To save battery life, make sure your hearing aid is switched off when you are not wearing it.

### Turn ON

Close the battery drawer with the battery in place.



### Turn OFF

Open the battery drawer.



## When to replace a battery

When it is time to replace the battery, you will hear three beeps repeated at moderate intervals until the battery runs out.



### **Three beeps\***

= The battery  
is running low



### **Four beeps**

= The battery  
has run out

### **Battery tip**

To make sure the hearing aid is always working, bring spare batteries with you, or replace the battery before you leave home.

\* Bluetooth® will be shut down and is not possible to use wireless accessories.

The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by William Demant Holding A/S is under license. Other trademarks and trade names are those of their respective owners.



---

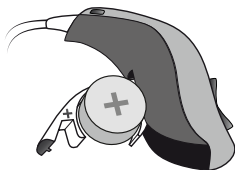
The batteries need to be replaced more often if you are streaming audio or music to your hearing aid.

---

# Replace the battery

## 1. Remove

Fully open the battery drawer. Remove the battery.

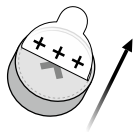


## 2. Uncover

Remove the sticky label from the + side of the new battery.

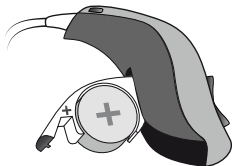
Tip:

Wait 2 minutes so that the battery can draw air, to ensure optimal function.



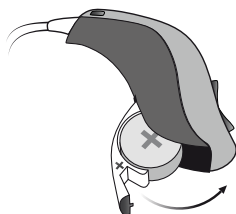
## 3. Insert

Insert the new battery into the battery drawer. Make sure the + side faces up.



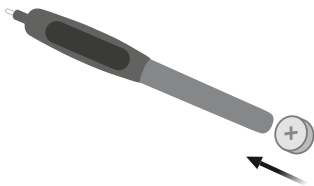
#### 4. Close

Close the battery drawer. The hearing aid will play a jingle through the earpiece. Hold the earpiece close to your ear to hear the jingle.



#### Tip

The MultiTool can be used for battery change. Use the magnetic end to remove and insert batteries. The MultiTool is provided by your hearing care professional.



## Put on the hearing aid

The speaker brings the sound into your ear. The speaker should always be used with an earpiece attached. Use only parts designed for your hearing aid.

If the speaker has an ear grip, place it in the ear so it follows the contour of the ear (see step 3).

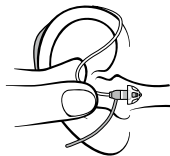
### Step 1

Place the hearing aid behind your ear.



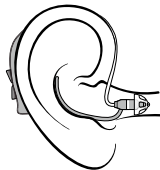
### Step 2

Hold the bend of the speaker wire between your thumb and index finger. The earpiece should point towards the ear canal opening.



### Step 3

Gently push the earpiece into your ear canal until the speaker wire sits close against the side of your head.

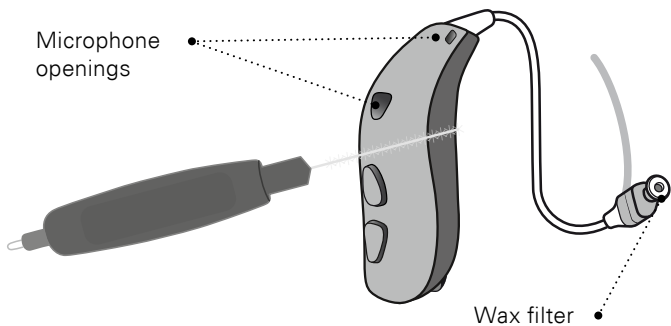


## Caring for your hearing aid

When handling your hearing aid, hold it over a soft surface to avoid damage if you drop it.

### **Clean the microphone openings**

Carefully brush away debris from the openings using a clean brush. Gently brush the surface and make sure the brush is not pressed into the openings.



**IMPORTANT NOTICE**

Use a soft, dry cloth to clean the hearing aid. It must never be washed or immersed in water or other liquids.

## Standard earpieces: dome or Grip Tip

Both domes and Grip Tip are made of soft rubber material. There are 4 different types of domes. Check your earpiece type and size below.



Open Dome



Power Dome



Bass Dome, single vent



Bass Dome, double vent



Grip Tip (available in small and large, left and right, with or without vent)



5 mm\*



6 mm



8 mm



10 mm



12 mm\*\*

\* only as Open Dome for 60-Speaker

\*\* not for Open Dome



**IMPORTANT NOTICE**

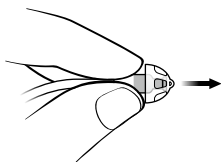
If the earpiece is not on the speaker when removed from the ear, the earpiece might still be in the ear canal. Consult your hearing care professional for further instructions.

## Replace dome or Grip Tip

The earpiece (dome or Grip Tip) should not be cleaned. If the earpiece is filled with wax, replace it with a new one. Grip Tip should be replaced at least once a month.

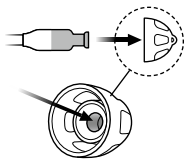
### Step 1

Hold on to the speaker and then pull off the earpiece.



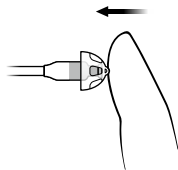
### Step 2

Insert the speaker exactly into the middle of the earpiece to obtain a firm attachment.



### Step 3

Push firmly to ensure that the earpiece is fastened securely.



## ProWax miniFit filter

The speaker has a white wax filter attached to the end where the earpiece is attached. The wax filter will help prevent wax and debris from damaging the speaker. If the filter becomes clogged, please replace the wax filter (see section “Replace ProWax miniFit filter”) or contact your hearing care professional.

Remove the earpiece from the speaker before replacing the wax filter.

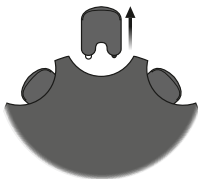
### **IMPORTANT NOTICE**

Always use the same type of wax filter as was originally supplied with the hearing aid. If you are in any doubt about the use or replacement of wax filters, contact your hearing care professional.

# Replace ProWax miniFit filter

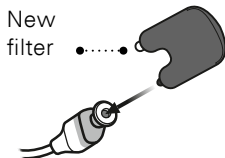
## 1. Tool

Remove the tool from the shell. The tool has two pins, one empty for removal and one with the new wax filter.



## 2. Remove

Push the empty pin into the wax filter in the speaker and pull it out.



## 3. Insert

Insert the new wax filter using the other pin, remove the tool and throw it out.



## 4. Final

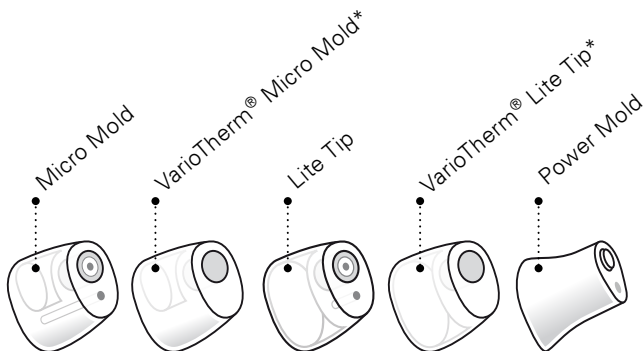
The speaker should look as shown when you have replaced the wax filter.



If you use a mold, a hearing care professional must replace the wax filter in the speaker.

## Customized earpieces: Micro Mold, Lite Tip, or Power Mold

There are 3 different types of molds: Micro Mold, Lite Tip, and Power Mold. Micro Mold and Lite Tip are available in two different materials. The earpieces are customized for your ear.



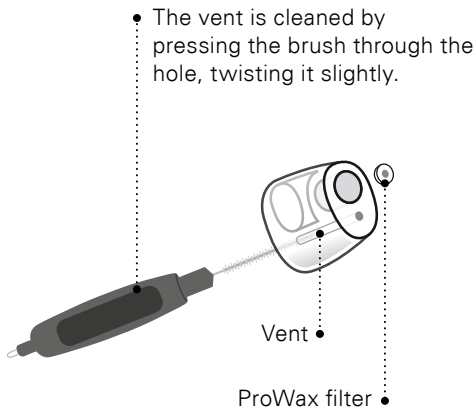
Customized earpieces have a white wax filter attached to the sound opening. ProWax is the filter type to be used with these earpieces. To replace the ProWax filter, see section “Replace ProWax filter”.

\* VarioTherm® Micro Mold and Lite Tip do not have a wax filter.

## Clean Micro Mold, Lite Tip, or Power Mold

The earpiece should be cleaned regularly. The earpiece contains a wax filter which should be replaced when clogged or when the hearing aid does not sound normal.

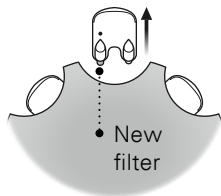
Always use the wax filter delivered by your hearing care professional.



# Replace ProWax filter

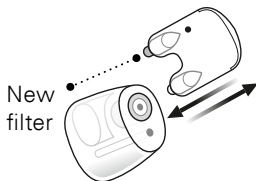
## 1. Tool

Remove the tool from the shell. The tool has two pins, one empty for removal and one with the new wax filter.



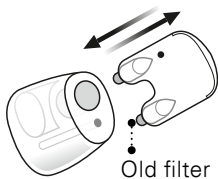
## 2. Remove

Push the empty pin into the wax filter in the mold and pull it out.



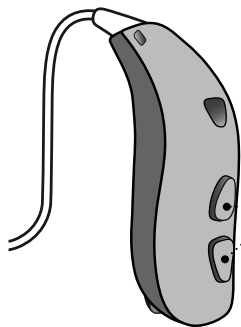
## 3. Insert

Insert the new wax filter using the other pin, remove the tool, and throw it out.



## Flight mode

When boarding an airplane or entering an area where it is prohibited to radiate radio signals, e.g., during flight, flight mode must be activated. The hearing aid will still be working. It is only necessary to activate flight mode on one hearing aid.



### **To activate and deactivate flight mode**

Press either end of the push button for at least 7 seconds. A jingle confirms your action.

Opening and closing the battery drawer will deactivate the flight mode. See section "Quick reset".



## Optional features and accessories

The features and accessories described on the following pages are optional. Please contact your hearing care professional to find out how your hearing aid is programmed. If you experience difficult listening situations, a special program may be helpful. These are programmed by your hearing care professional.

Write down hearing situations where you may need help.

---

---

---

---

---

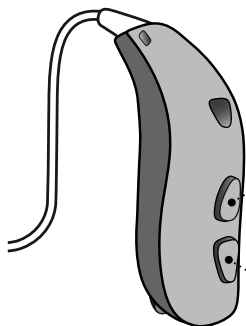
---

---

---

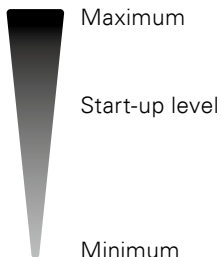
## □ Change volume (optional)

The push button allows you to adjust the volume. You will hear a click when you turn the volume up or down.



- Give a short press to the button to increase the volume

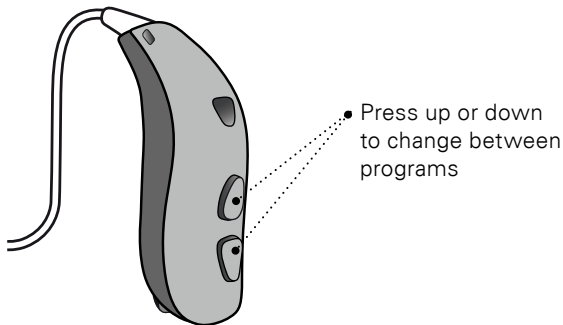
- Give a short press to the button to decrease the volume



You will hear 2 beeps at the start-up level.  
You will hear 3 beeps at Maximum and Minimum.

## □ Change program (optional)

Your hearing aid can have up to 4 different programs. These are programmed by your hearing care professional.







---

\*

You can change continuously between programs both up and down in the program order. For example, if you want to go from program 1 to 4, you can press the down button once instead of pressing the up button 3 times.

---

## To be filled out by the hearing care professional

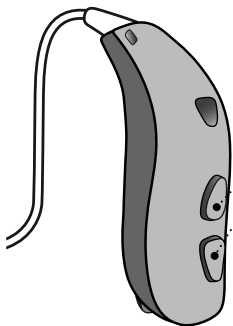
<b>Program</b>	<b>Activation sound</b>	<b>When to use</b>
1	 "1 beep"	
2	 "2 beeps"	
3	 "3 beeps"	
4	 "4 beeps"	

### Program change:

Left  Right  Short press  Medium press

## □ Mute the hearing aid (optional)

Use the mute function if you need to silence the hearing aid while wearing it.



• Apply a very long press (4 seconds) to either end of the button to mute the hearing aid.

To reactivate, push the button briefly.

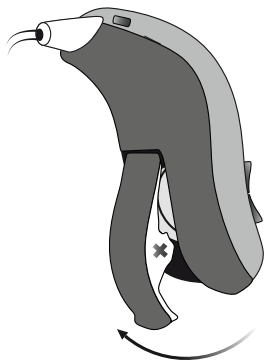
### **IMPORTANT NOTICE**

Do not use the mute function as an off switch, as the hearing aid still draws current from the battery in this mode.

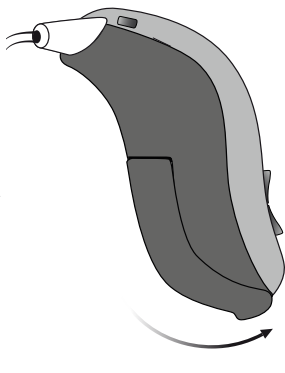
## Quick reset

If you wish to return to the standard settings of the hearing aid programmed by your hearing care professional, simply open and then close the battery drawer. A jingle is played when you reset the hearing aid.

**Open**



**Close**



## Using hearing aid with iPhone, iPad, and iPod touch

Your hearing aid is a Made for iPhone® hearing aid and allows for direct communication and control with an iPhone®, iPad® or iPod® touch.

For assistance in pairing and using these products with your hearing aid, please contact your hearing care professional or visit our support site at: [www.bernafon.com](http://www.bernafon.com).

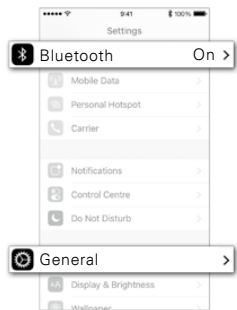


Direct audio streaming is currently not supported by Android™.

Zerena is compatible with iPhone 7 Plus, iPhone 7, iPhone SE, iPhone 6s Plus, iPhone 6s, iPhone 6 Plus, iPhone 6, iPhone 5s, iPhone 5c, iPhone 5, 9.7-inch iPad Pro, 12.9-inch iPad Pro, iPad Air 2, iPad Air, iPad (4th generation), iPad mini 4, iPad mini 3, iPad mini 2, iPad mini, and iPod touch (5th and 6th generation).  
Devices must be running iOS 9.3 or later.

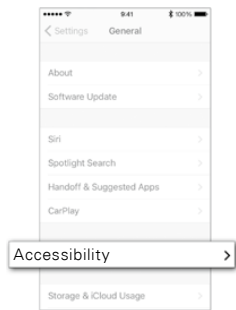
# Pairing hearing aid with iPhone

## 1. Settings



Open your iPhone and go to "Settings". Make sure Bluetooth® is on. Then choose "General".

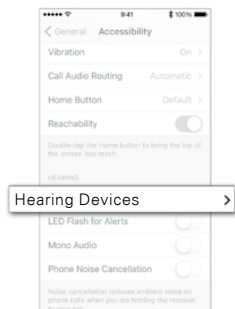
## 2. General



On the "General" screen, choose "Accessibility".

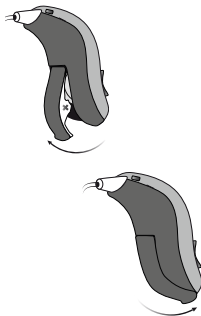


### 3. Accessibility



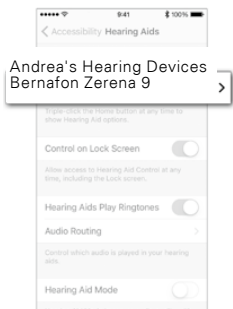
On the “Accessibility” screen, choose “Hearing Devices”.

### 4. Prepare



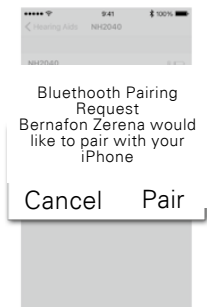
Open and close the battery drawer, on both hearing aids if you have two and place it close to your iPhone. The hearing aid stays in pairing mode for 3 minutes.

## 5. Select



Your iPhone will detect the hearing aid for pairing. Detected devices will appear in your iPhone list. Choose your hearing aid.

## 6. Confirm pairing



Confirm pairing. If you have two hearing aids, pairing confirmation is needed for each hearing aid.

## Re-connect your hearing aids to your iPhone, iPad, or iPod touch

When you turn off your hearing aids or Apple device, these will no longer be connected. To connect them again, turn on your hearing aids by opening and closing the battery door. The hearing aids will then automatically re-connect to your Apple device.

“Made for iPod,” “Made for iPhone,” and “Made for iPad” mean that an electronic accessory has been designed to connect specifically to iPod, iPhone, or iPad, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with iPod, iPhone, or iPad may affect wireless performance.

## Bernafon EasyControl-A app

Bernafon EasyControl-A app for iPhone, iPad, iPod touch, and Android devices offers an intuitive and discreet way to control your hearing aid. Bernafon EasyControl-A app also enables you to connect and control an endless range of other devices by linking to IFTTT via the internet. Go to [www.bernafon.com](http://www.bernafon.com) for more details and information on compatibility. Bernafon EasyControl-A app is available on App Store<sup>®</sup> and on Google Play<sup>™</sup>. When downloading Bernafon EasyControl-A app on iPad, search for iPhone apps on App Store.



Direct audio streaming is currently not supported by Android.

---



Please find more details here: [www.bernafon.com](http://www.bernafon.com).

Apple, the Apple logo, iPhone, iPad, iPod touch, and Apple Watch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android, Google Play and the Google Play logo are trademarks of Google Inc.

## Wireless accessories (optional)

As an enhancement to your wireless hearing aid, a range of wireless accessories are available. They can enable you to hear and communicate better in a lot of everyday situations.

### **TV-A**

TV-A is a wireless transmitter of sound from TV and electronic audio devices. The TV-A streams sound directly to your hearing aid.

### **RC-A**

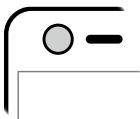
RC-A offers the ability to change program, adjust volume or mute your hearing aid.

For more information, please contact your hearing care professional or visit: [www.bernafon.com](http://www.bernafon.com).

## Other options (optional)

### **Auto Telephone**

The Auto Telephone can automatically activate a phone program in the hearing aid, if your telephone has a dedicated magnet. The magnet needs to be placed on your telephone next to the sound outlet.



### **Telecoil**

Telecoil helps you hear better when using a telephone with a built-in loop or when you are in buildings with teleloop systems such as theatres, churches, or lecture rooms. This symbol or a similar sign is shown wherever a teleloop has been installed.



For more information, please contact your hearing care professional.

## □ Tinnitus SoundSupport (optional)

### **Intended use of Tinnitus SoundSupport**

Tinnitus SoundSupport is a tool intended to generate sounds to provide temporary relief for patients suffering from tinnitus as part of a tinnitus management program.

The target population is the adult population (over 18 years old).

Tinnitus SoundSupport is targeted to licensed hearing care professionals (audiologists, hearing aid specialists, or otolaryngologists) who are familiar with the evaluation and treatment of tinnitus and hearing loss. Fitting of Tinnitus SoundSupport must be done by a hearing care professional participating in a tinnitus management program.



## Guidelines for tinnitus sound generator users

These instructions contain information about Tinnitus SoundSupport, which may have been enabled in your hearing aids by your hearing care professional.

Tinnitus SoundSupport is a tinnitus management device intended to generate sound of sufficient intensity and bandwidth to help manage tinnitus.

Your hearing care professional will also be able to offer the appropriate follow-up care. It is important to follow his/her advice and directions regarding such care.

### **Prescription use only**

Good health practice requires that a person reporting tinnitus has had a medical evaluation by a licensed ear physician before using a sound generator. The purpose of such an evaluation is to ensure that any medically treatable condition that may cause tinnitus is identified and treated prior to using a sound generator.

## Sound options and volume adjustment

Tinnitus SoundSupport is programmed by your hearing care professional to match your hearing loss and preferences for tinnitus relief. It offers a number of different sound options. Together with your hearing care professional, you can select your preferred sound(s).

### **Tinnitus SoundSupport programs**

Together with your hearing care professional, you decide for which programs you may want to have Tinnitus SoundSupport activated. The sound generator can be activated in up to four different programs.

## **Mute**

If you are in a program for which Tinnitus SoundSupport is activated, the mute functionality will mute only the environmental sounds, and not the sound from Tinnitus SoundSupport. See chapter: “Mute the hearing aid”.

## **Volume adjustments with Tinnitus SoundSupport**

When you select a hearing aid program for which Tinnitus SoundSupport is activated, your hearing care professional can only set the push button on your hearing aid to work as a volume control for the tinnitus relief sound.

Your hearing care professional will set the volume control for the sound generator in one of two ways:

- A) change volume in each ear separately, or
- B) change volume in both ears simultaneously.

**A) How to change Tinnitus SoundSupport volume in each ear separately**

To increase volume (on one hearing aid only), use a short press on the upper part of the push button repeatedly until desired level is reached.

To decrease volume (on only one hearing aid), use a short press on the lower part of the push button repeatedly until desired level is reached.

**B) How to change Tinnitus SoundSupport volume in both ears simultaneously**

You can use one hearing aid to increase the sound in both hearing aids. When changing the volume in one hearing aid, the volume on the other hearing aid will follow. To increase volume, use a short press on the upper part of the push button repeatedly. To decrease volume, use a short press on the lower part of the push button repeatedly.

To be filled out by your hearing care professional.

## Limitation on use time

### **Daily use**

The volume levels of Tinnitus SoundSupport can be set to a level which could lead to permanent hearing damage when used for a prolonged period of time. Your hearing care professional will advise you of the maximum amount of time per day you should use Tinnitus SoundSupport. It should never be used at uncomfortable levels.

See table “Tinnitus SoundSupport: Limitation on use” at the end of this booklet to learn how many hours per day you can safely use the relief sound in your hearing aids.

# Important information for hearing care professionals about Tinnitus SoundSupport

## **Device description**

Tinnitus SoundSupport is a module function that can be enabled in the hearing aids by the hearing care professional.

## **Maximum wearing time**

The wearing time of Tinnitus SoundSupport will decrease as you increase the level above 80 dB(A) SPL. The fitting software will automatically display a warning when the hearing aid exceeds 80 dB(A) SPL. A “max wearing time” indicator is located in the software on the tinnitus fitting screen.

## **The volume control is deactivated**

By default, the volume control for the sound generator is deactivated in the hearing aid. Risk of noise exposure increases when the volume control is activated.

## **If the volume control is activated**

A warning may be displayed if you activate the tinnitus volume control in the “Local Controls” screen. This occurs if the relief sound can be listened to at levels that may cause hearing damage. The “Limitation on Use” table in the fitting software displays the number of hours the patient can safely use Tinnitus SoundSupport.

- Note the max wearing time for each program for which Tinnitus SoundSupport is activated.
- Write those values in the table: “Tinnitus SoundSupport: Limitation on use”, in the back of this booklet.
- Instruct your patient accordingly.

## ⚠ Warnings related to Tinnitus SoundSupport

If your hearing care professional has activated the sound generator Tinnitus SoundSupport, please pay attention to the following warnings.

There are some potential concerns associated with the use of any sound generated by a tinnitus management device. Among them are the potential worsening of tinnitus, and/or a possible change in hearing thresholds.

Should you experience or notice a change in hearing or tinnitus, or any dizziness, nausea, headaches, heart palpitations, or possible skin irritation at the point of contact with the device, you should immediately discontinue use of the device and consult a medical, audiology, or other hearing care professional.

As with any device, misuse of the sound generator feature may cause potentially harmful effects. Care should be taken to prevent unauthorised use and to keep the device out of reach of children and pets.

A hearing care professional should advise a prospective sound generator user to consult promptly with a licensed physician (preferably an ear specialist) before using a sound generator if the



hearing care professional determines through inquiry, actual observation, or review or any other available information concerning the prospective user that the prospective user has any of the following conditions:

- I. Visible congenital or traumatic deformity of the ear.
- II. History of active drainage from the ear within the previous 90 days.
- III. History of sudden or rapidly progressive hearing loss within the previous 90 days.
- IV. Acute or chronic dizziness.
- V. Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- VI. Audiometric air-bone gap equal to or greater than 15 dB at 500 Hz, 1000 Hz, and 2000 Hz.
- VII. Visible evidence of significant cerumen accumulation or a foreign body in the earcanal.
- VIII. Pain or discomfort in the ear.

### **Maximum wearing time**

Always follow the maximum wearing time per day of the Tinnitus SoundSupport advised by your hearing care professional. Prolonged use may lead to worsening of your tinnitus or of your hearing loss.

## ⚠ General warnings

You should familiarize yourself fully with the following general warnings before using your hearing aid for your personal safety and to ensure correct use.

Please note that a hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Furthermore, note that in most cases, infrequent use of a hearing aid does not permit a user to attain full benefit from it.

Consult your hearing care professional if you experience unexpected operations or events with your hearing aid.

### **Usage of hearing aids**

- Hearing aids should be used only as directed and adjusted by your hearing care professional. Misuse can result in sudden and permanent hearing loss.
- Never allow others to wear your hearing aid, as incorrect usage could cause permanent damage to their hearing.

## **Choking hazards & risk of swallowing batteries and other small parts**

- Hearing aids, their parts, and batteries should be kept out of reach of children and anyone who might swallow these items or otherwise cause injury to themselves.
- Batteries have occasionally been mistaken for pills. Therefore, check your medicine carefully before swallowing any pills.
- Most hearing aids can be supplied with a tamper-resistant battery drawer upon request. This is strongly recommended for infants, small children, and people with learning difficulties.
- Children younger than 36 months must always use a tamper-resistant battery drawer. Please talk to your hearing care professional about the availability of this option.

**If a battery or hearing aid is swallowed, see a doctor immediately.**

## General warnings

### **Battery use**

- Always use batteries recommended by your hearing care professional. Batteries of low quality may leak and cause bodily harm.
- Never attempt to recharge your batteries, and never dispose of batteries by burning them. There is a risk that the batteries will explode.

### **Dysfunction**

- Be aware of the possibility that your hearing aid may stop working without notice. Keep this in mind when you depend on warning sounds (e.g. when you are in traffic). The hearing aids may stop functioning, for instance if the batteries have expired or if the tubing is blocked by moisture or ear wax.

## **Active implants**

- Caution must be taken with active implants. In general, follow the guidelines recommended by manufacturers of implantable defibrillators and pacemakers regarding use with mobile phones and magnets.
- The Auto Telephone magnet and MultiTool (which has a built-in magnet) should be kept more than 30 cm away from the implant, e.g. do not carry it in a breast pocket.
- If you have an active brain implant, please contact the manufacturer of your implantable device for information about the risk of disturbance.

## ⚠ General warnings

### **X-ray, CT, MR, PET scanning and electrotherapy**

- Remove your hearing aid before X-ray, CT/MR/PET scanning electrotherapy, surgery etc. as your hearing aid may be damaged when exposed to strong fields.

## **Heat and chemicals**

- The hearing aid must never be exposed to extreme heat e.g. left inside a parked car in the sun.
- The hearing aid must not be dried in microwave ovens or other ovens.
- The chemicals in cosmetics, hairspray, perfume, aftershave lotion, suntan lotion and insect repellent can damage the hearing aid. Always remove your hearing aid before applying such products and allow time to dry before use.

## ⚠ General warnings

### **Power instrument**

- Special care should be exercised in selecting, fitting and using a hearing aid where maximum sound pressure capability exceeds 132 dB SPL (IEC 711), as there may be risk of impairing the remaining hearing of the hearing aid user.

For information on whether your hearing aid is a power instrument, see page 77 of this leaflet.

### **Possible side effects**

- Hearing aids and earpieces may cause an accelerated accumulation of ear wax.
- The otherwise non-allergenic materials used in hearing aids may in rare cases cause a skin irritation or other side effects.

Please seek consultation with a physician if these conditions occur.



## **Interference**

- The hearing aid has been thoroughly tested for interference, according to the most stringent international standards. However, interference between the hearing aid and other devices (e.g. some mobile telephones, citizens band systems and shop alarm systems and other devices) may occur. If this occurs, increase the distance between the hearing aid and the interfering device.

## **Use on Aircraft**

- Your hearing aid contains Bluetooth®. On board an aircraft, flight mode must be activated, unless Bluetooth® is permitted by the flight personnel.

## Troubleshooting guide

<b>Symptom</b>	<b>Possible causes</b>
<b>No sound</b>	Dead battery
	Clogged earpieces (dome, Grip Tip, Micro Mold, or Lite Tip)
<b>Intermittent or reduced sound</b>	Clogged sound outlet
	Moisture
	Dead battery
<b>Squealing noise</b>	Hearing aid earpiece inserted incorrectly
	Ear wax accumulated in ear canal
<b>Beeping</b>	If your hearing aid plays 8 beeps, 4 times consecutively, your hearing aid needs a microphone service check
<b>Pairing issue with Apple device</b>	Bluetooth® connection failed
	Only one hearing aid paired

## **Solutions**

---

Replace the battery

---

Clean mold

---

Consider replacing wax filter, dome, or Grip Tip

---

Clean mold or replace wax filter, dome, or Grip Tip

---

Wipe battery with a dry cloth

---

Replace the battery

---

Re-insert the earpiece

---

Have ear canal examined by your doctor

---

Contact your hearing care professional

---

1. Unpair your hearing aids (Settings→General→Accessibility→Hearing Devices→Devices→Forget this device).
  2. Turn Bluetooth® off and on again.
  3. Open and close battery drawer on hearing aids.
  4. Re-pair hearing aids (see section “Pair Hearing Aid with iPhone”).
- 

If none of the above solutions work, consult your hearing care professional for assistance.

## Water & dust resistance (IP68)

Your hearing aid is dust-tight and protected against ingress of water which means it is designed to be worn in all daily life situations. Therefore, you do not have to worry about sweat or getting wet in the rain. Should your hearing aid come in contact with water and stop working, please follow the these guidelines:

1. Gently wipe off any water.
2. Open the battery drawer and remove the battery and gently wipe off any water in the battery drawer.
3. Let the hearing aid dry with the battery drawer left open for approximately 30 minutes.
4. Insert a new battery.

**IMPORTANT NOTICE**

Do not wear your hearing aid while showering or participating in water activities. Do not immerse your hearing aid in water or other liquids.

## Conditions of use

---

Operating conditions	Temperature: +1°C to +40°C Relative humidity: 5% to 93%, non-condensing
Storage and transportation conditions	Temperature and humidity should not exceed the following limits for extended periods during transportation and storage:  Temperature: -25°C to +60°C Relative humidity: 5% to 93%, non-condensing

---

# Warranty certificate

Name of owner:

---

Hearing care professional:

---

Hearing care professional address:

---

---

Hearing care professional phone:

---

Purchase date:

---

Warranty period:

---

Month:

---

Model right:

---

Serial no.:

---

Model left:

---

Serial no.:

---

## International warranty

Your hearing aid is covered by an international limited warranty issued by the manufacturer for a period of 12 months from the date of delivery. This limited warranty covers manufacturing and material defects in the hearing aid itself, but not in accessories such as batteries, tubing, speakers, earpieces and filters, etc. Problems arising from improper/incorrect handling or care, excessive use, accidents, repairs made by an unauthorized party, exposure to corrosive conditions, physical changes in your ear, damage due to foreign objects entering the device or incorrect adjustments are NOT covered by the limited warranty and may void it. The above warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods. Your hearing care professional may have issued a warranty that goes beyond the clauses of this limited warranty. Please consult him/her for further information.

### **If you need service**

Take your hearing aid to your hearing care professional, who may be able to sort out minor problems and adjustments immediately.



## Technical information

The hearing aid contains two radio technologies, which are described below:

The hearing aid contains a radio transceiver using short range magnetic induction technology working at 3.84 MHz. The magnetic field strength of the transmitter is very weak and is always below  $-40 \text{ dB}\mu\text{A/m}$  at 10 meter distance.

The hearing aid also contains a radio transceiver using Bluetooth® Low Energy (BLE) and a proprietary short range radio technology both working at 2.4 GHz. The 2.4 GHz radio transmitter is weak and is always below 4 dBm e.i.r.p. in total radiated power.

The hearing aid complies with international standards concerning electromagnetic compatibility and human exposure.

Due to the limited space available on the hearing aid, relevant approval markings can be found in this document.

## **USA and Canada**

The hearing aid contains a radio module with the following certification ID numbers:

FCC ID: U6XAUMRTE

IC: 7031A-AUMRTE

The device complies with Part 15 of the FCC Rules and with Industry Canada's licence-exempt RSSs.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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 manufacturer or an experienced radio/TV technician for help.

The manufacturer declares that this hearing aid is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC (R&TTE) as well as the new Directive 2014/53/EU (RED).

Declarations of Conformities for both relevant directives are available from the manufacturer.

**Bernafon AG**  
**Morgenstrasse 131**  
**3018 Bern**  
**Switzerland**

**Tinnitus SoundSupport:**

The Tinnitus SoundSupport is manufactured for Bernafon AG.

**CE 0543 0682**



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

 **Bluetooth®**



**IP68**

# Your individual hearing aid settings

To be filled out by your hearing care professional

**Power Instrument**       Yes     No

## Settings overview for your hearing aid

Left		Right
<input type="checkbox"/>	Volume control	<input type="checkbox"/>
<input type="checkbox"/>	Program shift	<input type="checkbox"/>
<input type="checkbox"/>	Mute	<input type="checkbox"/>
<input type="checkbox"/>	Tinnitus SoundSupport	<input type="checkbox"/>

## Volume control indicators

<input type="checkbox"/>	Beeps at min/max volume	<input type="checkbox"/>
<input type="checkbox"/>	Clicks when changing volume	<input type="checkbox"/>
<input type="checkbox"/>	Beeps at preferred volume	<input type="checkbox"/>

## Battery indicators

<input type="checkbox"/>	Low battery warning	<input type="checkbox"/>
--------------------------	---------------------	--------------------------

## Tinnitus SoundSupport: Limitation on use

---

No limitation on use

---

Program	Start-up volume (Tinnitus)	Max volume (Tinnitus)
<input type="checkbox"/> 1	Max ____ hours per day	Max ____ hours per day
<input type="checkbox"/> 2	Max ____ hours per day	Max ____ hours per day
<input type="checkbox"/> 3	Max ____ hours per day	Max ____ hours per day
<input type="checkbox"/> 4	Max ____ hours per day	Max ____ hours per day

---

Ref. OSHA (Occupational Safety & Health Administration, U.S. department of Labour) / DIRECTIVE 2003/10/EC on the minimum health and safety requirements regarding the exposure of workers to the risks arising from physical agents (noise) / Occupational exposure to noise: evaluation, prevention and control – Special Report S 64, WHO.

< >  
8,15 mm

Placeholder  
for FSC logo  
FSC  
MIX  
Paper  
FSC® C043870

^  
19 mm  
v

^  
9,0 mm  
v  
< 15 mm >

## **Australia**

Bernafon Australia  
629 Nudgee Road  
Nundah QLD 4012  
Freecall 1800 809 111  
Phone +61 7 3250 0300  
info@bernafon.com.au

## **Canada**

Bernafon Canada  
500 Trillium Drive, Unit 15  
Kitchener, Ontario  
Canada N2R 1A7  
Canada +1 800 265 8250  
contact@bernafon.ca



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

## **New Zealand**

Bernafon New Zealand  
Millennium Centre  
Level 2, Building A  
600 Great South Road  
Greenlane, Auckland 1051  
Toll Free 0800 442 257  
info@bernafon.co.nz

## **South Africa**

Bernafon South Africa (Pty) Ltd  
39 Van Vuuren Street  
Constantia Kloof  
1709  
Phone +27 11 675 6104

## **United Kingdom**

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



0000178549000001

**bernafon**   
Your hearing • Our passion