

VERAS 9  
VERAS 7  
VERAS 5

Nano BTE

Behind-the-ear hearing instruments

# 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:

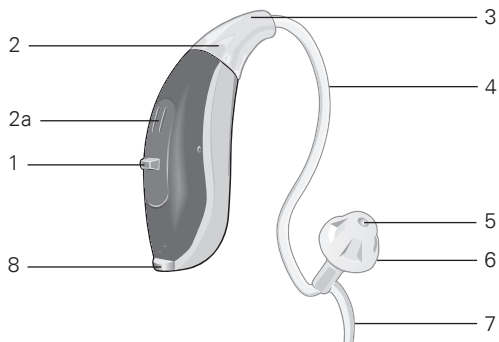
## **Veras Nano BTE**



**VR9 N**  
**VR7 N**  
**VR5 N**

**Note:** The instruments are available either with earhook or Spira Flex sound tube.

## Description of features



- |                         |                  |
|-------------------------|------------------|
| 1 Push button           | 5 Sound outlet   |
| 2 Microphone            | 6 Dome           |
| 2a Second microphone    | 7 Concha clip    |
| 3 Adapter               | 8 Battery drawer |
| 4 Spira Flex sound tube |                  |

### Left/Right ear marking

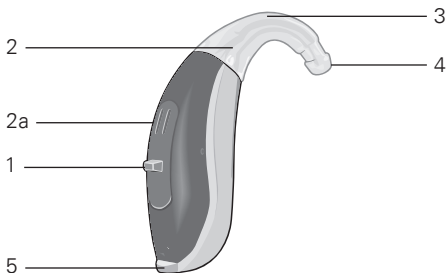
A color marking inside the battery drawer can help you distinguish the left and right instruments.

Red = right; Blue = left



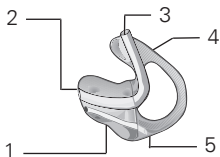


## Description of features



- |    |                   |   |                |
|----|-------------------|---|----------------|
| 1  | Push button       | 4 | Sound outlet   |
| 2  | Microphone        | 5 | Battery drawer |
| 2a | Second microphone |   |                |
| 3  | Earhook           |   |                |

### **Earmold (used with earhook)**

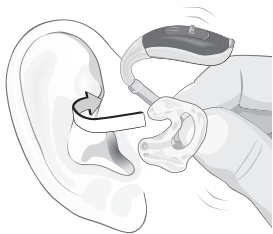


- |   |              |
|---|--------------|
| 1 | Canal        |
| 2 | Sound outlet |
| 3 | Tubing       |
| 4 | Helix        |
| 5 | Vent         |

## Inserting instruments with an earmold

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

- Hold the earmold by the tubing so that the helix part is pointing straight up and the canal part is pointing at the ear canal entrance.
- Insert the canal part into your ear canal, twisting slightly to ease the helix portion into place. It may help to pull the ear lobe down with the other hand, or pull the top of the ear back and up.



- Run your index finger down the skin just in front of your ear. If you can touch the helix part of the earmold, it is not inserted correctly. Gently push it behind the fold of your ear.
- Lift the hearing instrument into place behind your ear. Be careful not to twist the tubing.



## Removing earmold and hearing instruments

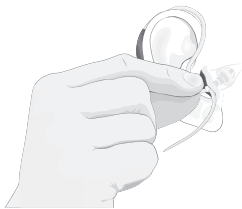
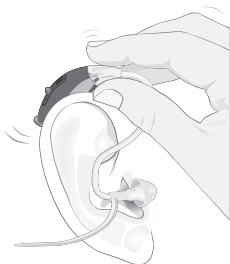
- Lift the instrument from your ear first.
- Push the back of your ear with your thumb to loosen the helix part of the earmold, then use your index finger to remove it.
- Grasp the helix part of the earmold and twist it forward.
- Gently pull the earmold straight out of the ear, holding on to the helix part of the mold.

**Important:** Do not remove the earmold by pulling on the hearing instrument. This could disconnect the instrument from the earmold or damage the tubing.

## Inserting instruments with a Spira Flex sound tube

Practice inserting your sound tube correctly.

- First, position the hearing instrument behind your ear.
- Grasp the bend of the sound tube and gently push the dome into your ear canal until the tube rests against the side of your head.
- Push the ear grip into the bowl of your ear.
- If the sound tube is sticking out from your ear, insert the dome further. If the ear grip is sticking out, it has not been positioned correctly.

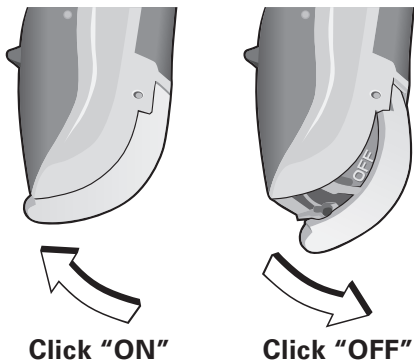


## Removing your instruments and Spira Flex sound tube

- Grasp the bend of the sound tube and gently pull the tube and dome out of your ear.
- Lift the instrument from behind your ear.

**Important:** Do not remove the sound tube and dome by pulling on the hearing instrument. This might disconnect the instrument from the sound tube.

## Operating your instruments (ON/OFF)



### To turn the instrument ON

Close the battery door completely. The hearing instrument will emit one long beep when it starts up.

### To turn the instrument OFF

Open the battery door slightly until a click is felt.

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

## Changing the volume level

The 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 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

Your hearing instrument can be configured with 3 to 4 listening programs. Please see page 45 to find out which programs have been configured for your hearing instruments. You can change programs as follows:

### **Push button**

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

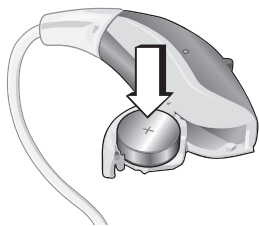
### **RC-P or SoundGate**

The program can be changed with either of these devices. Please see pages 21 and 22 for instructions.

## Changing the battery

When the battery is about to run out, the instrument will beep at regular intervals. The battery should be replaced immediately.

- 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).
- 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 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.

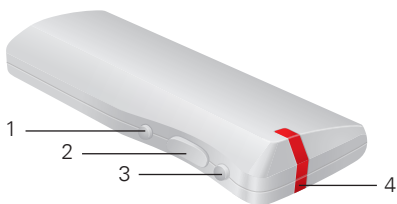
## **Data learning** (VR9 and VR7 Nano BTEs only)

If your instrument is equipped with data learning, your hearing 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 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 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

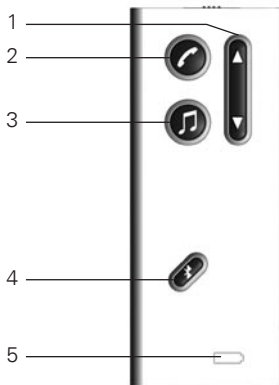
## Operating the instrument with the optional SoundGate communication device (VR9 and VR7 Nano BTEs only)

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.

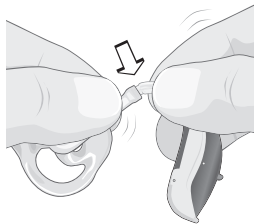
### **Every night**

- 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 earmold.
- 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.

## If you have an earmold

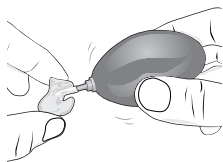
You should wash your earmolds regularly. The hearing instrument itself must never be washed or allowed to get wet!

- Handle your instruments over a soft surface to avoid damage in case you drop them.
- Disconnect the earmold from the hearing instrument by grasping the end of the hook firmly with one hand and grasping the tubing firmly with the other hand.
- Pull the tubing away from the earhook.
- Gently clean the **earmold** in warm soapy water.
- Rinse the earmold and allow it to dry completely.





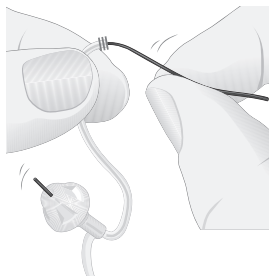
- Use an air puffer to remove any remaining moisture in the tubing.
- When re-attaching the earmold to the instrument, it is important to position it correctly, as shown above.



## Cleaning the Spira Flex thin sound tube system

If you have the sound tube system, make sure that the tube and dome are kept free of ear wax at all times.

- Grasp the adapter firmly and disconnect the sound tube from the instrument by pulling it off.
- Use a soft dry cloth or tissue to clean the outside of the sound tube and dome.



- To remove wax from the sound tube, insert the cleaning floss at the connector end. Push the floss all the way into the sound tube until it comes out through the dome.
- Pull the floss out through the dome and discard it.
- Reattach the sound tube connector to the adapter.

**Important:** To avoid blocking the sound tube, do not use water to clean it.

## **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. Spare domes can be obtained from your hearing care professional.

- Remove the old dome by pulling it off the end of the sound tube.
- With clean fingers, push a new dome as far as possible onto the sound tube. When attached correctly, the dome should touch the plastic ring around the sound tube.

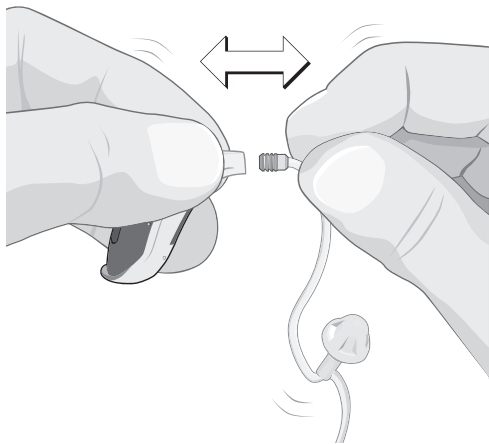
### **Warning**

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

## Exchanging the Spira Flex sound tube

If the sound tube becomes discolored, stiff or brittle, it should be replaced.

- Hold the instrument by the adapter and grasp the tube close to the connector.
- Pull firmly to remove the old tube.
- Attach the new sound tube by pushing it firmly into the connector.



## **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 ie 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.**

- 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.
- 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 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.

# Compliance with radio communications requirements for the USA and Canada

Bernafon AG

Veras hearing instrument models VR9 N; VR7 N; VR5 N



FCC ID            U6XFUBTE01  
IC:                7031A-FUBTE01

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.**

## 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

## 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

Your hearing instruments are programmed in the following way:

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

## 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

## 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 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.



## Common problems and solutions

<b>Problem</b>	<b>Possible cause</b>
Instrument whistles or squeals	Instrument not inserted correctly
	Ear wax accumulation in ear canal
	Earmold may be too loose
	Tubing may be split or improperly connected
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
	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**

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Re-insert instrument

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Consult your hearing care professional or physician

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Consult your hearing care professional

---

Consult your hearing care professional

---

Check that the battery drawer is closed completely

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Insert a fresh battery

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Increase volume level with control on instrument  
or remote control

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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

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Check the tubing and the earmold or dome

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

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Consult your hearing care professional

---

<b>Problem</b>	<b>Possible cause</b>
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**

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

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

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Insert a fresh battery

---

Insert a fresh battery

---

## 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:









## Australia

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## United States of America

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[www.hear-it.org](http://www.hear-it.org)

For more information about  
hearing and hearing loss

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