

SONIC | varicom.



# User Guide

VARICOM. ITCD

VM9 ITCD, VM5 ITCDx

 **SONIC**  
innovations



## Owner Information

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### Hearing Aid Serial Number(s):

Left \_\_\_\_\_ Right \_\_\_\_\_

### Hearing Aid Model(s):

Left \_\_\_\_\_ Right \_\_\_\_\_

### Battery Size(s):

Left \_\_\_\_\_ Right \_\_\_\_\_

### Memory

#### Number/Beeps

1

2

3

4

### Listening

#### Situation

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Telecoil:

Left Ear

Right Ear

### Preferred Telephone Ear:

Left Ear

Right Ear

Either

### Non-Telephone Ear:

No Change

Softer when telephone is in use

Mutes when telephone is in use

### Right & Left Instruments Synchronized

Active

Inactive

## Table of Contents

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- 01 Congratulations On Your Purchase!
- 02 Hearing Expectations
- 04 Your ITCD Hearing Aid
- 05 Turning Your Hearing Aid On and Off
- 06 Putting On Your Hearing Aid
- 07 Taking Off Your Hearing Aid
- 08 Changing the Volume
- 10 Changing Programs
- 11 Using the Telecoil
- 12 Using the Telephone
- 14 Changing the Battery
- 16 Data Logging and Learning
- 17 Operating Your Hearing Aids with the RC-P Remote Control
- 18 Operating Your Hearing Aids with the SoundGate Communication Device
- 19 Caring for Your Hearing Aids
- 19 Cleaning the Sound Outlet
- 22 Environmental Protection
- 23 Product Approval, Markings and Compliance
- 24 Cell Phone and Hearing Aid Compatibility
- 25 Warranty and Repairs

## **Table of Contents** *continued*

---

- 26 Accessories
- 27 General Warnings and Safety Guidelines
- 29 Important Notice for Prospective Hearing Aid Users
- 31 Warning to Hearing Aid Dispensers
- 30 Common Problems and Solutions
- 33 Compliance with Requirements for Europe
- 34 Compliance with Radio Communications  
Requirements for the USA and Canada
- 38 Service

## **Congratulations On Your Purchase!**

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**With a little practice, you will soon be on your way to better hearing.**

Your hearing aid has been programmed to fit your hearing and communication needs. If you feel your programming needs to change, your hearing healthcare provider can make changes to improve the sound.

Please read the entire contents of this booklet before using your hearing aids. It contains instructions and important information about the use and handling of your hearing aids and batteries. With proper use and care, your hearing aid will improve your connection with the world around you.

## Hearing Expectations

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### Set Appropriate Expectations

It is important that you have the right expectations regarding your hearing aids. Hearing aids will give you better hearing, but they are not a cure for hearing loss. People whose expectations are too high (“I thought they would make my hearing normal”) are likely to be disappointed and may give up.

### Hearing Aids Can:

- » Help you hear and understand better in most situations.
- » Allow you to participate more in group situations and meetings.

### Hearing Aids Cannot:

- » Give you normal hearing.

### Hearing Aids May Not:

- » Let you hear very soft sounds.
- » Block ALL background noises—especially in noisy groups. Even people without hearing loss may have difficulty hearing in the presence of background noise.

## **Be Patient**

Unlike eyeglasses, which correct your vision as soon as you first put them on, hearing aids need some time for proper adjustment. It may take several weeks or months to completely adjust to your hearing aids, so try to be patient. During the first week or so, try different listening situations, such as one-on-one conversations with family and friends and conversations with two or three people at home or in quiet settings. Also, try having conversations in noisier places like parties, restaurants, meetings, and outdoors. Do not forget that some situations are simply too noisy in general—even for people without hearing loss. So, do not get discouraged.

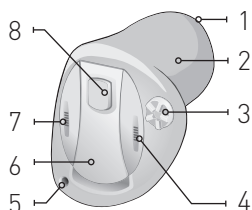
Consistent use of your hearing aid is strongly recommended. In most cases, infrequent use does not allow you to obtain the full benefit from your aid.

The use of a hearing aid is only a part of total hearing rehabilitation, and may need to be supplemented by auditory training and instruction in lip reading.

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## Your ITCD Hearing Aid

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- 1 Sound outlet with wax protection
- 2 Canal
- 3 Volume control (optional)
- 4 Microphone opening
- 5 Vent
- 6 Battery door
- 7 Second microphone opening
- 8 Push button (optional)

## Turning Your Hearing Aid On and Off

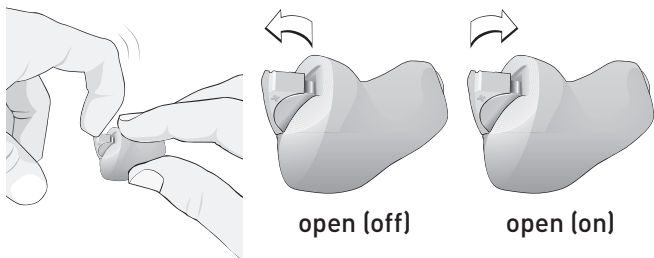
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### To turn your hearing aid ON

Push the battery door closed until it snaps. Your hearing aid will make one long beep as it starts up.

### To turn your hearing aid OFF

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



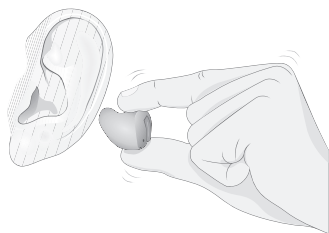
**NOTE** >> *Never force the battery door open or closed.*

## Putting On Your Hearing Aid

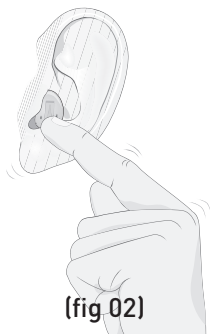
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It takes patience and practice to insert your hearing aids correctly. If you have difficulty, please consult your hearing care provider.

- » Hold your hearing aid between your thumb and index finger with the microphone towards the top.
- » Insert your right hearing aid with your right hand and your left hearing aid with your left hand.
- » Place the canal part of your hearing aid into your ear canal. (fig 01)
- » Gently pull your ear lobe down with the other hand while pushing the hearing aid in until it feels secure. (fig 02)



(fig 01)



(fig 02)

## Taking Off Your Hearing Aid

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- » Use your thumb to push up against the bottom (back part) of your ear to loosen the hearing aid.
- » Grasp your hearing aid at its edge between your thumb and forefinger, and gently remove it from your ear.

**IMPORTANT** » *Do not try to remove your hearing aid by pulling on the battery door. This may cause damage. Contact your hearing care provider if you are having problems removing your hearing aid.*

## Changing the Volume

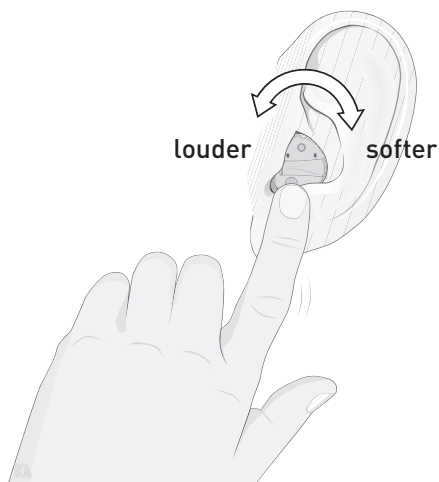
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Your hearing aids are programmed to be at a comfortable volume level for your hearing loss. They are designed to automatically adjust to changes in the sound environment.

Your hearing aid may allow you to adjust the volume yourself, either with an optional control on the hearing aid or an optional remote control.

### To increase the volume


Turn the volume control forward. The hearing aid will beep when you reach the loudest setting.



## To decrease the volume

Turn the volume control backwards. The hearing aid will beep when you reach the softest setting.

The volume control has no mechanical stop. You can continue to turn it, but the loudness will only be adjusted between the loudest and softest settings. Your hearing care provider can program the volume to remain at a fixed level, if desired.

**NOTE**  *Your hearing aids automatically return to a preset loudness level when they are powered on, 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 provider may need to adjust your settings.*

## Changing Programs

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Your hearing aid can be configured with multiple listening programs. Please see inside the front cover to find out which programs have been configured for your needs. You can change programs as follows:

### **Push Button**

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

### **RC-P remote control (optional accessory)**

You may change programs and adjust the volume level with the RC-P remote control. See page 17 for instructions.

### **SoundGate (optional accessory)**

If you have a SoundGate communication device paired to your hearing aids, you can use it to change the program and volume level. Please see page 18 for instructions.

## Using the Telecoil

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The telecoil helps you hear better when using a telephone or in buildings where inductive loop systems are installed (places of worship, halls, theatres, etc.). When the telecoil is active, you hear directly through the telephone or inductive loop. To access the telecoil, go to your telecoil program. Please see inside the front cover to find out which program is your telecoil program.



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

**NOTE** ➤ *Not all telephones are compatible with the telecoil in your hearing aids.*

## Using the Telephone

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### Auto Telephone

Your hearing aid has an Auto Telephone feature. When the hearing aid is close to a telephone receiver, the Auto Telephone will activate your phone program. When you end your conversation, the hearing aid will automatically return to the previous program.

Your hearing care provider can configure your hearing aids to allow answering the phone on both ears or on your preferred ear. If you have a preferred ear, the hearing aid on the opposite side can be programmed to sound softer or to mute when the Auto Telephone is active. Refer to the information inside the front cover to find out how your hearing aids are configured.

**NOTE** >> *Some telephones may need a special magnet added to help engage the Auto Telephone feature. Please follow the separate instructions for mounting the magnet, which are available from your hearing care provider.*



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

### **Warning**

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

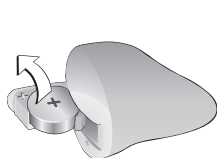
## Changing the Battery

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

Your hearing aid uses a size 312 zinc air battery.

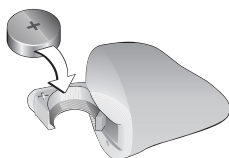
- » Gently open the battery door fully.
- » Remove the used battery. (fig 01)
- » Remove the sticker from the new battery. (fig 02)
- » Place the battery into the door with the flat, smooth side facing up (+ sign) as shown in the drawing. (fig 03)
- » Close the battery door securely.



(fig 01)



(fig 02)



(fig 03)

## 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 aids for a few days, remove the batteries.
- » Any moisture found on a battery should be wiped off immediately with a soft cloth.
- » Always remove zinc-air batteries before drying your hearing aid with a drying kit. Drying out zinc-air batteries shortens their lifetime.
- » Used batteries should be returned to your battery supplier or hearing care provider 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.
- » Batteries can be harmful if swallowed. Keep batteries out of the reach of pets and small children. In case of ingestion, contact your physician or call the **National Button Battery Ingestion Hotline collect at 202-625-3333.**

## **Data Logging and Learning**

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### **Data logging**

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

### **Data learning (Varicom<sup>™</sup> 9 only)**

When data learning is operating, the hearing aid keeps track of how often and how much you adjust the volume and “learns” your preferred setting. This new setting can be made permanent during your follow-up visit.

## Operating Your Hearing Aids with the RC-P Remote Control

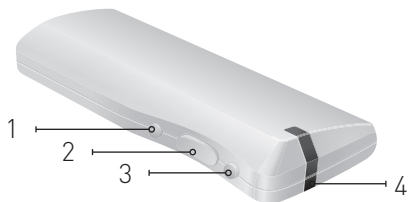
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### Optional accessory

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 aids.

For complete operating instructions, please read the separate RC-P remote user guide.

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



## Operating Your Hearing Aids with the SoundGate Communication Device

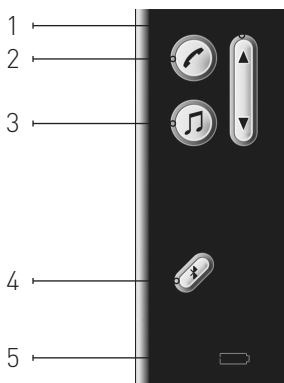
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### Optional accessory

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 aids and external sources such as music players, cell phones, computers, etc.

For complete operating instructions, please read the separate SoundGate user guide.

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



## Caring for Your Hearing Aids

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

### Every night

- » Check your hearing aids 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 hearing aid.
- » Open the battery door fully to allow air to circulate.
- » A dry storage kit is recommended to remove any moisture that may have accumulated in the hearing aid.

## Cleaning the Sound Outlet

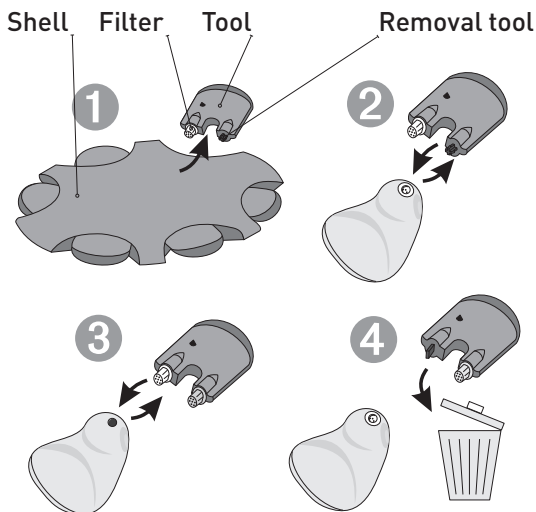
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The sound outlet is an integral part of your hearing aid and should be kept clean and free from ear wax at all times. Your hearing aids are built with a wax protection system. Please follow the instructions for your specific type of wax protection.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

**NOTE** >> *If you cannot clean the hearing aids completely, it is best to contact your hearing care provider.*

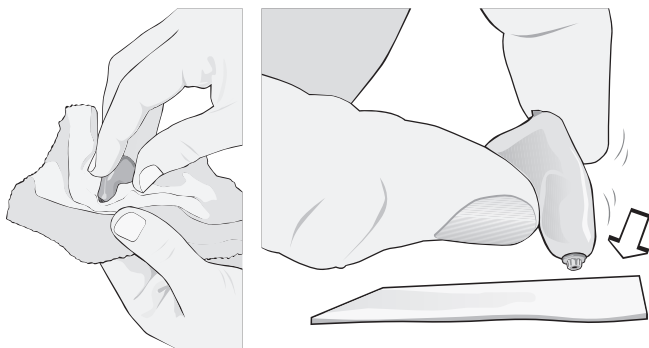
## NoWax system

- » Always inspect your NoWax filter before using the hearing aid to ensure that it has not become detached from your hearing aid.
- » Change the filter if you can see that it is clogged or if the hearing aid does not sound normal.
- » Remove the tool from the shell and push the removal part into the old wax filter to remove it from the sound outlet.
- » Push the new filter into the sound outlet.
- » Discard the used tool.



## WaxBuster system

- » Wipe the hearing aid with a dry soft cloth. Carefully wipe away traces of wax on the WaxBuster.
- » Place the tip on a dry soft cloth over a smooth surface. Gently press the WaxBuster and drag the hearing aid across the cloth.
- » Clean your hearing aids with the small brush or the soft cloth provided.
- » Do not insert tools into the sound outlet. This could damage the receiver.



**Avoid heat, humidity and chemicals**

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

**Environmental Protection**

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Your hearing aids 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 aids or batteries with your unsorted household waste. Please recycle your hearing aids and batteries according to your local regulations or return them to your hearing care provider for disposal.



## Product Approval, Markings and Compliance

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All Sonic Innovations Varicom™ hearing aids comply with international standards concerning electromagnetic compatibility. Due to the limited size available on the hearing aids all relevant approval markings are found in this document.

### Electromagnetic interference

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

Even though your hearing aids 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 aids 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 aids is lower than that generated by household items such as halogen lamps, computer monitors, dishwashers etc.

## Cell Phone and Hearing Aid Compatibility

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Some hearing aid users have reported a buzzing sound in their devices when they are using cell phones, indicating that the cell phone and hearing aid 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 Varicom<sup>™</sup> hearing aid is at least M2/T2. The equipment performance measurements, categories and system classifications are based upon the best information available but Sonic Innovations cannot guarantee that all users will be satisfied.

**NOTE** >> *The performance of individual hearing aids may vary with individual cell phones. Please try this hearing aid with your cell phone or, if you are purchasing a new phone, be sure to try it with your hearing aid prior to purchase. For additional guidance, please ask your cell phone provider for the booklet entitled “Hearing Aid Compatibility with Digital Wireless Cell Phones.”*


## Warranty and Repairs

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Your hearing aids have a limited warranty, covering defects in materials and workmanship. This warranty covers the hearing aids 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 aids have been repaired by nonauthorized service personnel.

Please review the warranty with your hearing care provider and make sure that your warranty card is completed correctly.

**NOTE**  *Your hearing care provider may charge a service fee for processing warranty repairs.*

## Accessories

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

- » RC-P 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)

**For further information on accessories please contact your hearing care provider.**

## **General Warnings and Safety Guidelines**

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Hearing aids 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 aids.

- » Hearing aids should be used only as directed and adjusted by your trained hearing care provider. 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 aids. They are adjusted for your hearing requirements and may permanently damage another person's hearing.
- » A slap to your ear while wearing your hearing aid could be harmful. Avoid wearing your hearing aid while playing contact sports (e.g. rugby, football etc.).

- » Be aware that use of a hearing aid may cause excess ear wax to build up in the ear canal which may require removal by a trained medical professional.
- » In rare cases, a hearing aid may cause a discharge from the ear or allergic reaction. See a physician immediately if these conditions occur.
- » A hearing aid is a custom-made product. If you experience discomfort or irritation of your ear, please see your hearing care provider immediately for modification of the device.
- » Hearing aids, 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 aids and their parts on a regular basis as recommended. Micro-organisms from unclean devices 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 aid in front of infants, small children and persons of mental incapacity.
- » Never put your hearing aid or batteries in your mouth as they could easily be swallowed.
- » Keep batteries away from medications. Batteries are easily mistaken for pills.
- » In case a battery or hearing aid is swallowed, see a doctor immediately.
- » Be aware of the possibility that your hearing aids 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 aids.

## Common Problems and Solutions

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

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**Solution**

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Re-insert hearing aid

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Consult your hearing care provider or physician

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Consult your hearing care provider

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Check that the battery door is closed completely

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Insert a fresh battery

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Increase volume level with control on hearing aid or remote control or consult your hearing care provider

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Check to make sure you are in the intended program

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Consult your hearing care provider or physician

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

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

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

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Consult your hearing care provider

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<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 aid
	Low battery
Aid switches from ON to OFF periodically	Low battery

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## Solution

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

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Place hearing aid in Dry-Aid pack. Remove battery first. Consult your hearing care provider.

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Insert a fresh battery

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Insert a fresh battery

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## Compliance with Requirements for Europe

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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 this 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 this marking.

Declarations of conformity are available at:  
Bernafon AG | Morgenstrasse 131 | 3018 Bern | Switzerland

## Compliance with Radio Communications Requirements for the USA and Canada

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Bernafon AG Statement of Compliance  
VM9 ITCD, VM5 ITCDx:




FCC ID: U6XFUITE01  
IC: 7031A-FUITE01

This device complies with part 15 of the FCC Rules and RSS-210 of Industry Canada. Operation is subject to the following two conditions:

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

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


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

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

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

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

36

## Notes

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## Notes

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## **Service**

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If none of the actions listed in the previous pages solve the problem, contact your hearing care provider. Do not attempt to repair your hearing aids yourself.

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Place stamp with dispenser name and address here:

**Distributed by:**

Sonic Innovations, Inc.  
4246 South Riverboat Road, #300  
Salt Lake City, Utah 84123  
United States of America  
(888) 423-7834



[www.sonici.com](http://www.sonici.com)

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This booklet must be accompanied by supplement  
4001341 in the U.S.A.

4001546.A