

SONIC | varicom.



User Guide

VARICOM NANO BTE

VM9N, VM5 Nx



 **SONIC**
innovations

Owner Information

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

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Congratulations On Your Purchase!

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

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.

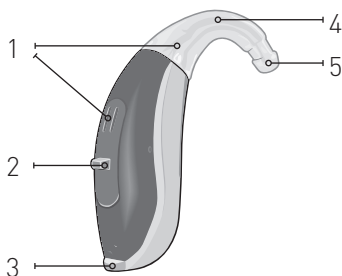
Consistent use of your hearing aid is strongly recommended. In most cases, infrequent use does not allow you to obtain the full benefit from your aid.

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.

04

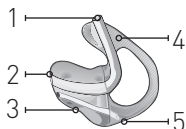
Your Nano BTE Hearing Aid: Earhook Style

- 1 Microphones
- 2 Push button
- 3 Battery door
- 4 Earhook
- 5 Sound outlet



Earmold (used with earhook)

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



Your Nano BTE Hearing Aid: Thin Tube Style

1 Microphones

2 Push button

3 Battery door

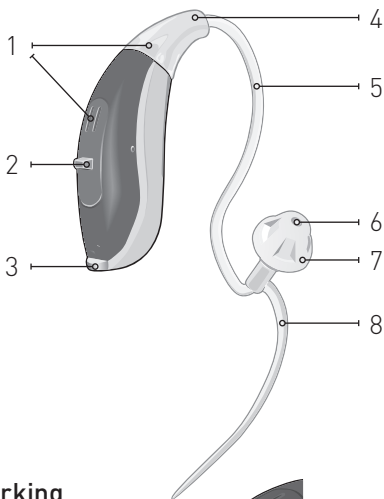
4 Adapter

5 Thin tube

6 Sound outlet

7 Dome

8 Retention lock



Left/Right ear marking

A color marking inside the battery door can help you distinguish the left and right hearing aids.

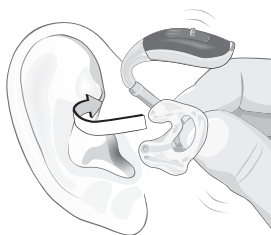
Red = right; Blue = left



Putting On Your Hearing Aid: Earhook Style

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

- » 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 aid into place behind your ear. Be careful not to twist the tubing.




(fig 01)



(fig 02)

Taking Off Your Hearing Aid: Earhook Style

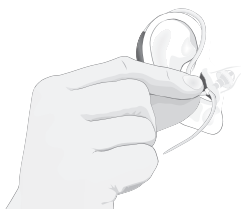
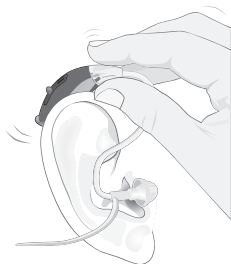
- » Lift the hearing aid from your ear first.
- » Push the back of your ear with your thumb to loosen the helix part of the earmold, then use your index finger to remove it.
- » Grasp the helix part of the earmold and twist it forward.
- » Gently pull the earmold straight out of the ear, holding on to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

IMPORTANT  *Do not remove the earmold by pulling on the hearing aid. This could disconnect the aid from the earmold or damage the tubing.*

Putting On Your Hearing Aid: Thin Tube Style


Practice inserting your sound tube correctly.

- » First, position the hearing aid 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 retention lock into the bowl of your ear.
- » If the sound tube is sticking out from your ear, insert the dome further. If the retention lock is sticking out, it has not been positioned correctly.



Taking Off Your Hearing Aid: Thin Tube Style

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

IMPORTANT  *Do not remove the sound tube and dome by pulling on the hearing aid. This might disconnect the device from the sound tube.*

Turning Your Hearing Aid On and Off

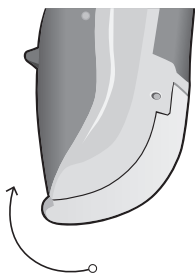
To turn your hearing aid ON

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

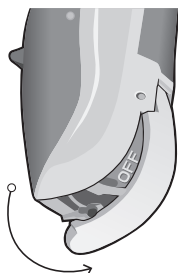
To turn your hearing aid OFF

Open the battery door slightly until a click is felt.

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



Click "ON"




Click "OFF"

Changing the Volume

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.

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

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 hearing aids. You can change programs as follows:

Push button

A press on the button will cause the program to change. 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 or SoundGate (optional accessories)

The program can be changed with either of these devices. Please see pages 15 and 16 for instructions.

Using the Telephone

- » Hold the receiver close to the microphone inlet of your hearing aid. If this causes whistling, move the receiver away a small distance.
- » 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.

Changing the Battery

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 instrument uses a size 312 zinc air battery.

- » Gently open the battery door, but do not force it.
- » Remove the used battery.
- » Remove the sticker from the new battery.
- » Place the battery into the door with the flat, smooth side facing up (+ sign).
- » Close the battery door 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 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

Data logging

The data log automatically stores information about your use of your hearing aids such as program changes, 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[™] 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.

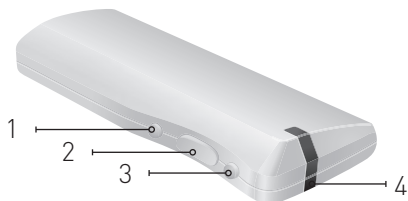
Operating Your Hearing Aids with the RC-P Remote Control

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



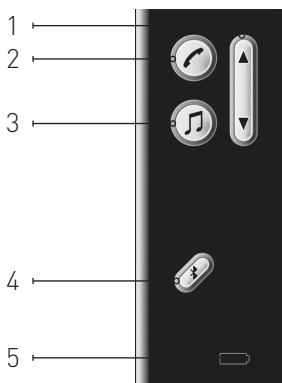
Operating Your Hearing Aids with the SoundGate Communication Device

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

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.

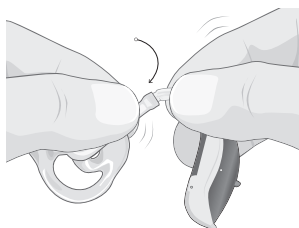
Every night

- » 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 earmold.
- » 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.

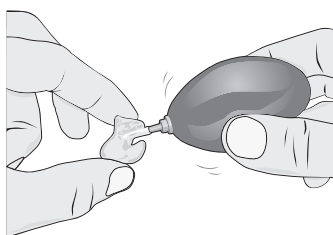
Cleaning Your Earmold: Earhook Style

If you have an earmold, you should wash them regularly. The hearing aid itself must never be washed or allowed to get wet!

- » Handle your hearing aids over a soft surface to avoid damage in case you drop them.
- » Disconnect the earmold from the hearing aid by grasping the end of the earhook firmly with one hand and grasping the tubing firmly with the other hand (fig 01).
- » 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 (fig 02).
- » When re-attaching the earmold to the hearing aid, it is important to position it correctly, as shown in figure 1.



(fig 01)



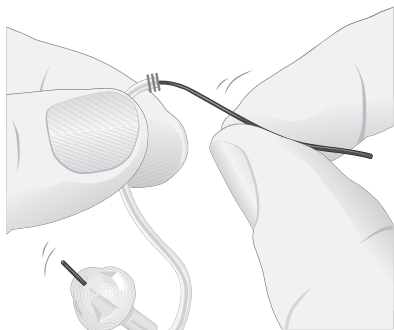
(fig 02)

Cleaning the Thin Tube and Dome: Thin Tube Style

If your hearing aid has a thin tube instead of an earhook, 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 hearing aid 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 provider.

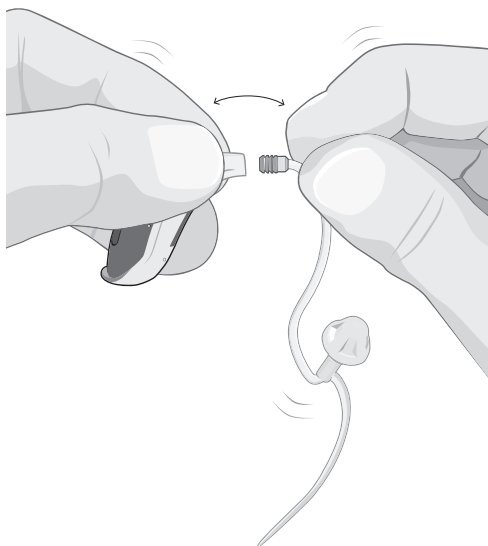
- » Remove the old dome by pulling it off the end of the sound tube.
- » With clean fingers, push a new dome as far as possible onto the sound tube. When attached correctly, the dome should touch the plastic ring around the sound tube.

CAUTION  *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 sound tube

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

- » Hold the hearing aid 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 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

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

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

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[™] 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

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

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

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 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 provider immediately for modification of the earmold.
- » 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 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 aids in front of infants, small children and persons of mental incapacity.
- » Never put your hearing aid 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 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

Problem	Possible cause
Aid whistles or squeals	Hearing aid not inserted correctly
	Ear wax accumulation in ear canal
	Hearing aid may be too loose
	Tubing may be split or improperly connected
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
	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	

Solution

Re-insert hearing aid

Consult your hearing care provider or physician

Consult your hearing care provider

Consult your hearing care provider

Check that the battery door is closed completely

Insert a fresh battery

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

Consult your hearing care provider or physician

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

Check the tubing and earmold or dome for moisture or wax blockage

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

Consult your hearing care provider

Problem	Possible cause
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

Solution

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

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

Insert a fresh battery

Insert a fresh battery

Compliance with Requirements for Europe



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

Bernafon AG Statement of Compliance
VM9 N, VM5 Nx




FCC ID: U6XFUBTE01
IC: 7031A-FUBTE01

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

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

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


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

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

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

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

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

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

Notes

Notes

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Service

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.

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

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

4001547.A