

BTE 105

Behind-the-Ear Hearing Aids

ZERENA



Made for

Apple iPhone | iPad | iPod

Instructions for Use

bernafon®
Your hearing • Our passion

Model overview

This booklet is valid for the following hearing aid families and models:

FW 1

- ☐ Zerena 9 – ZR9 B 105
GTIN:(01)05711584081587 (21)20170517
- ☐ Zerena 7 – ZR7 B 105
GTIN:(01)05711584081594 (21)20170517
- ☐ Zerena 5 – ZR5 B 105
GTIN:(01)05711584081600 (21)20170517

FW 2

- ☐ Zerena 9 – ZR9 B 105
GTIN:(01)05711584084977 (21)20180111
- ☐ Zerena 7 – ZR7 B 105
GTIN:(01)05711584084960 (21)20180111
- ☐ Zerena 5 – ZR5 B 105
GTIN:(01)05711584084953 (21)20180111

FW 3

- ☐ Zerena 9 – ZR9 B 105
GTIN:(01)05711584090237 (21)20180820
- ☐ Zerena 7 – ZR7 B 105
GTIN:(01)05711584090220 (21)20180820
- ☐ Zerena 5 – ZR5 B 105
GTIN:(01)05711584090213 (21)20180820
- ☐ Zerena 3 – ZR3 B 105
GTIN:(01)05711584090343 (21)20180820
- ☐ Zerena 1 – ZR1 B 105
GTIN:(01)05711584090305 (21)20180820

with NFMI, 2.4 GHz radio functionality, and
Tinnitus SoundSupport.

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. This power hearing aid is intended to be used by adults and children older than 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 and earpiece	10
Your hearing aid with earhook and mold – What it is	12
What it does	13
Your hearing aid with miniFit thin tube – What it is	14
What it does	15
Identify left and right hearing aid	16
Battery (size 13)	17
MultiTool for handling batteries and cleaning	18
Turn the hearing aid ON and OFF	19
When to replace a battery	20
Replace the battery	21
Put on the hearing aid with earhook	23
Caring for your hearing aid	24
miniFit thin tube	28
Standard earpieces for thin tube	31

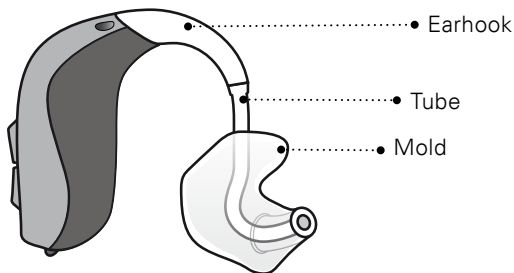
Replace dome or Grip Tip	33
Customized earpieces for thin tube	34
Clean Micro Mold	35
Replace ProWax filter	37
Flight mode	38
Optional features and accessories	39
Change volume (optional)	40
Change program (optional)	41
Mute the hearing aid (optional)	43
Quick reset	44
Using hearing aid with iPhone, iPad, and iPod touch	45
Pairing hearing aid with iPhone	46
Re-connect your hearing aids to your iPhone, iPad, or iPod touch	49
Bernafon EasyControl-A app	50
Wireless accessories (optional)	52
Other options (optional)	53
Tamper-resistant battery drawer (optional)	54

Tinnitus SoundSupport (optional)	56
Guidelines for tinnitus sound generator users	57
Sound options and volume adjustment	58
Limitation on use time	61
Important information for hearing care professionals about Tinnitus SoundSupport	62
Warnings related to Tinnitus SoundSupport	64
General warnings	66
Troubleshooting guide	74
Water & dust resistance (IP68)	76
Conditions of use	77
Warranty certificate	78
International warranty	79
Mobile Phone	80
Technical information	82
Your individual hearing aid settings	85
Technical data	89

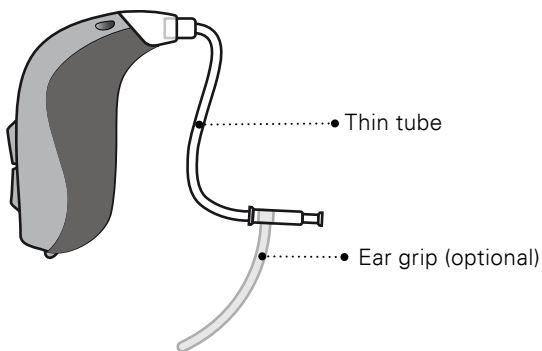
Identify your hearing aid and earpiece

There are two different attachments and several different earpieces which classify your hearing aid. Please identify your attachment and earpiece. This will make it easier for you to navigate through this booklet.

☐ **Earhook with mold**



☐ miniFit thin tube



Earpieces

The thin tube uses one of the following earpieces:



☐ Dome (Bass Dome shown)*



☐ Grip Tip*



☐ VarioTherm® Micro Mold

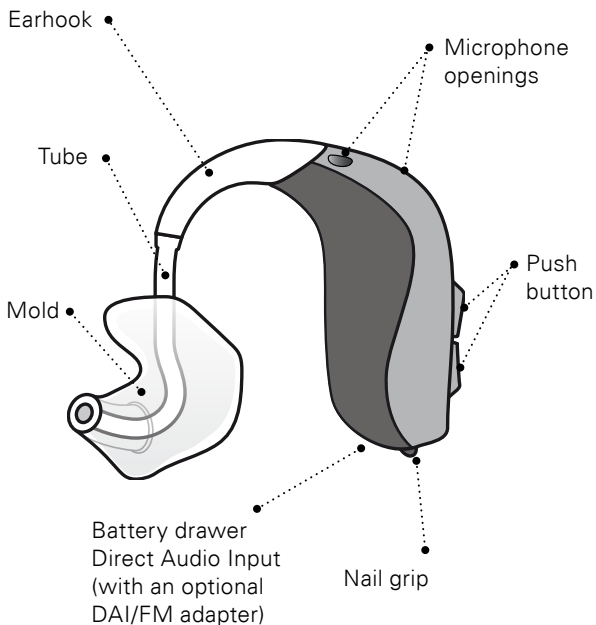


☐ Micro Mold

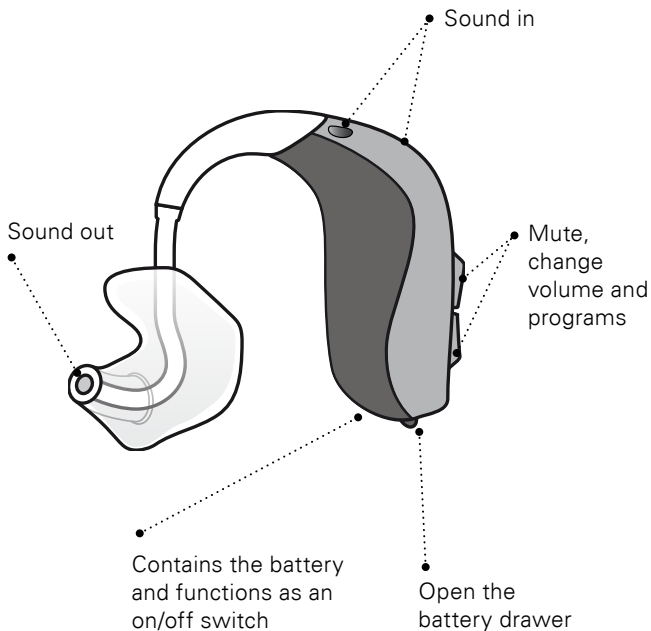
* Please see details for replacing the dome or Grip Tip in section: "Replace dome or Grip Tip".

VarioTherm® is a registered trademark of Dreve.

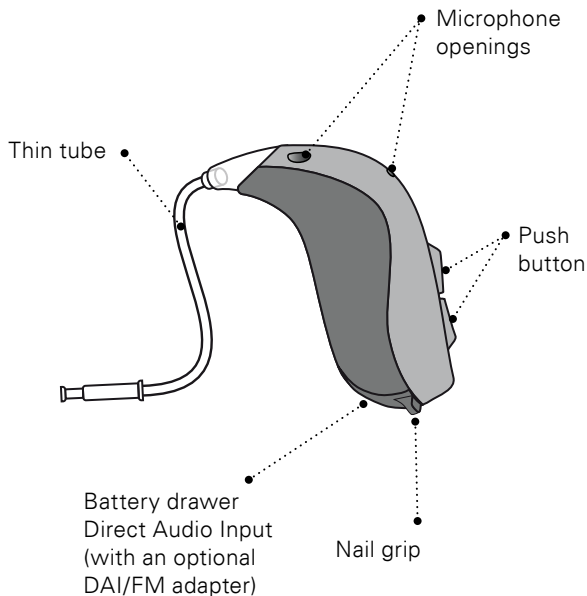
Your hearing aid with earhook and mold – What it is



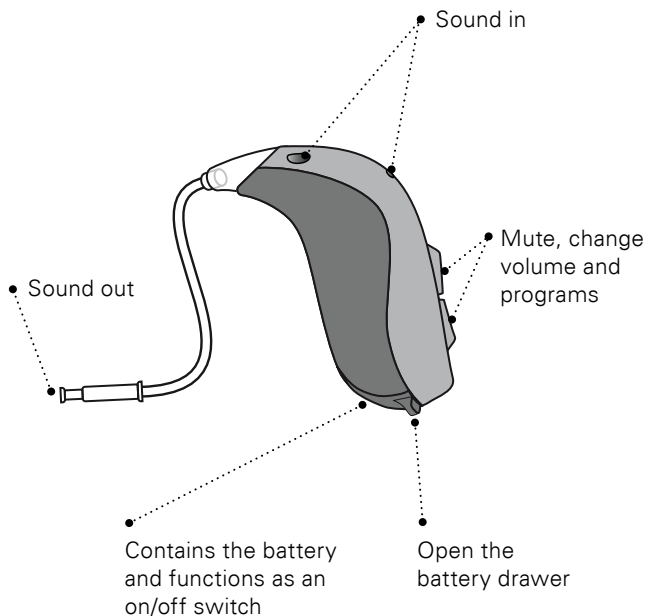
What it does



Your hearing aid with miniFit thin tube – What it is

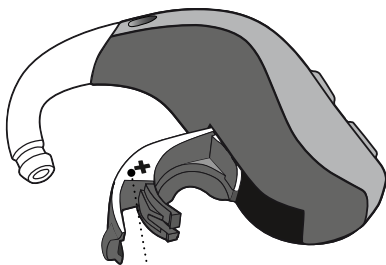


What it does



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. Indicators can also be found on the molds.



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

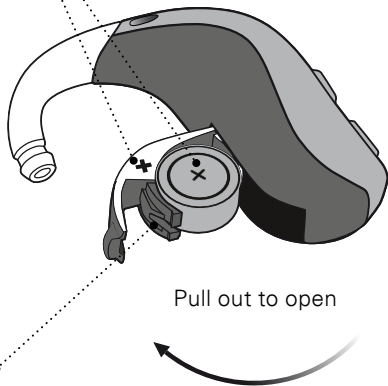
A **BLUE** indicator marks the LEFT hearing aid

Battery (size 13)

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.

Make sure the plus
is visible

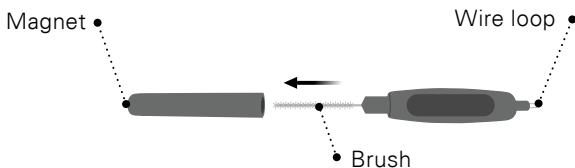
Battery drawer



Pull out to open

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 from your earpiece. If you need a new MultiTool, please contact your hearing care professional.



IMPORTANT NOTICE

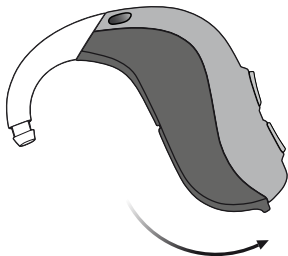
The MultiTool has a built-in magnet. Keep the MultiTool at least 30 cm away from credit cards and other magnetically sensitive devices.

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.

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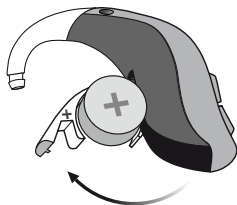


The batteries need to be replaced more often if you are streaming audio or music to your hearing aid.

Replace the battery

1. Remove

Fully open the battery drawer. Remove the battery.

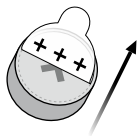


2. Uncover

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

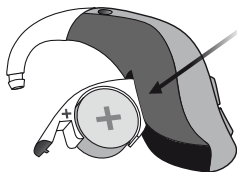
Tip:

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.



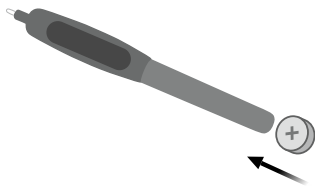
4. Close

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 with earhook

Read the following pages if you have a hearing aid with an earhook and mold.

The mold is customized for you and fits your ear shape. The molds are unique for the left or the right ear.

Step 1

Gently pull your ear outwards and press the mold in the direction of the ear canal, twisting slightly.



Step 2

Place the hearing aid behind your ear.

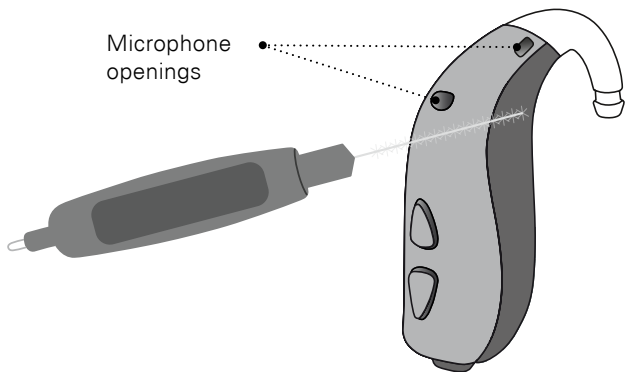


Caring for your hearing aid

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.

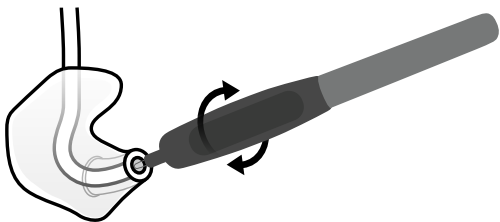


IMPORTANT NOTICE

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

Clean the mold

The mold should be cleaned regularly. Use a soft cloth to clean the surface of the mold. Use the MultiTool wire loop to clean the opening.



Replace the tube

The tubing between the mold and the instrument should be replaced when it becomes yellow or stiff. Consult your hearing care professional for tubing replacement.

Wash the mold

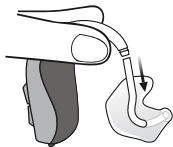
Step 1

Make sure you are able to identify which mold is for which hearing aid before disconnecting them from the hearing aid.



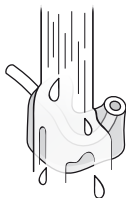
Step 2

Disconnect the tube and mold from the earhook. Hold the earhook firmly, when pulling off the tube. Otherwise the hearing aid may be damaged.



Step 3

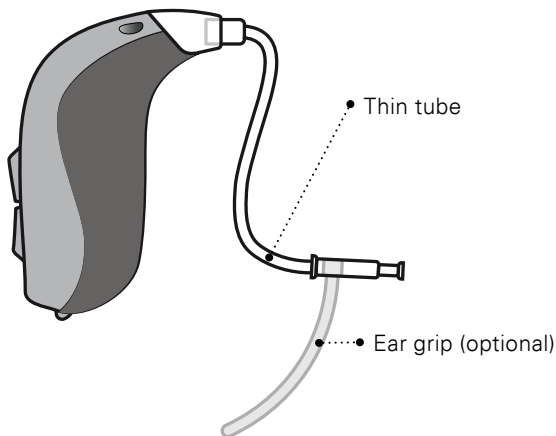
Wash the mold and tube using mild soap. Rinse and dry completely before reconnecting to the hearing aid.



miniFit thin tube

Read the following pages if your hearing aid has a miniFit thin tube with either a dome, Grip Tip, or Micro Mold as earpiece.

miniFit is a thin tube that brings the sound into your ear. The thin tube should only be used with an earpiece attached. Use only parts designed for your hearing aid.



Put on the hearing aid with thin tube

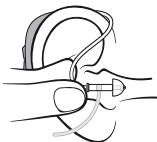
Step 1

Place the hearing aid behind your ear.



Step 2

Hold the bend of the tube 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 thin tube sits close against the side of your head. If the thin tube has an ear grip, place it in the ear so it follows the contour of the ear.

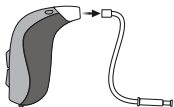


Clean the thin tube

The thin tube should be cleaned to keep it clear from moisture and wax. If not cleaned, it could become blocked with wax which means no sound will be able to come out.

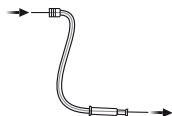
Step 1

Pull the thin tube out of the hearing aid.



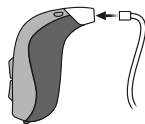
Step 2

Push the cleaning tool all the way through the thin tube.



Step 3

Reconnect the thin tube to the hearing aid.



Standard earpieces for thin tube

There are 3 different types of domes. Both domes and Grip Tip are made of soft rubber material. Identify 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)



6 mm



8 mm



10 mm



12 mm*

* not for Open Dome

IMPORTANT NOTICE

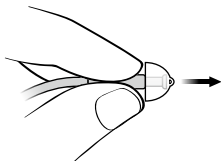
If the earpiece is not on the thin tube when removed from the ear, the earpiece might still be in the ear canal. Consult your hearing care professional for further instructions.

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.

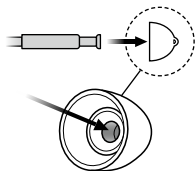
Step 1

Hold on to the end of the thin tube and then pull off the earpiece.



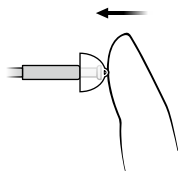
Step 2

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



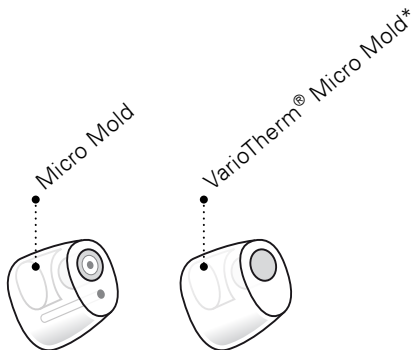
Step 3

Push firmly to ensure that the earpiece is fastened securely.



Customized earpieces for thin tube

Micro Molds 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".

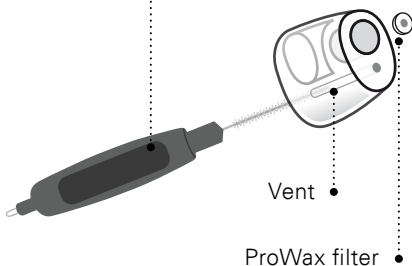
* VarioTherm® Micro Mold does not have a wax filter.

Clean Micro Mold

The Micro Mold should be cleaned regularly.

The Micro Mold has a white wax filter that must be replaced when clogged, or if the hearing aid does not sound normal.

- The vent is cleaned by pressing the brush through the hole, twisting it slightly.



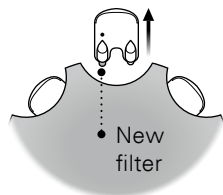
IMPORTANT NOTICE

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 filter

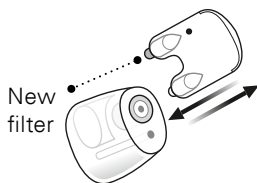
1. Tool

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



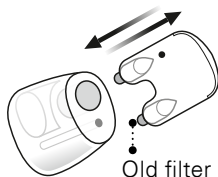
2. Remove

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



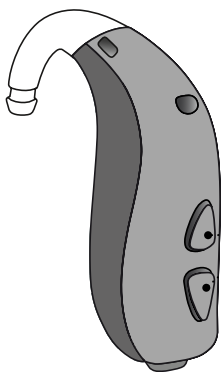
3. Insert

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”.

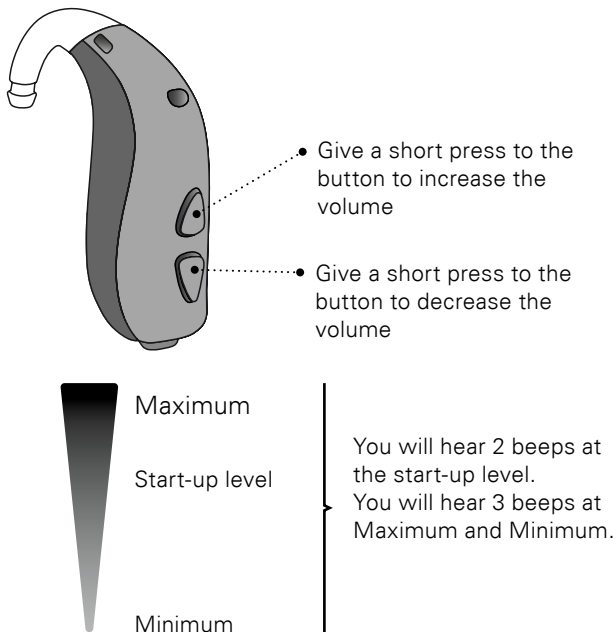
Optional features and accessories

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.



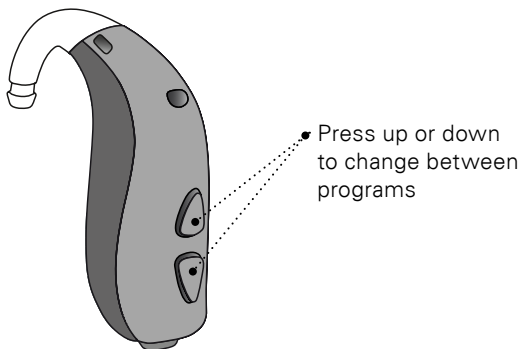
Volume Change

<input type="checkbox"/> Left	<input type="checkbox"/> Right	
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To be filled out by the hearing care professional.





□ 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

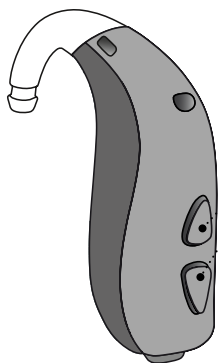
Program	Activation sound	When to use
1	 "1 beep"	
2	 "2 beeps"	
3	 "3 beeps"	
4	 "4 beeps"	

Program change:

<input type="checkbox"/> Left	<input type="checkbox"/> Right	<input type="checkbox"/> Short press	<input type="checkbox"/> Medium press
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□ 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.

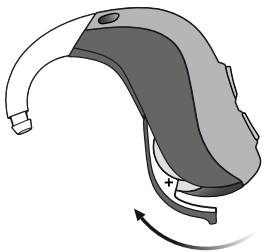
IMPORTANT NOTICE

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

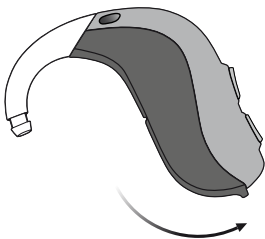
Quick reset

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/library.

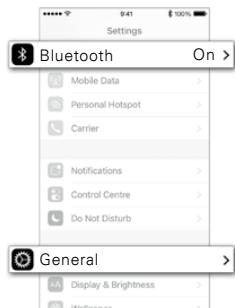


Direct audio streaming is currently not supported by Android™.

Zerena is compatible with iPhone X, iPhone 8 Plus, iPhone 8, 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.

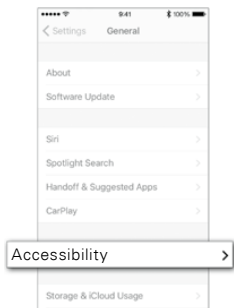
Pairing hearing aid with iPhone

1. Settings



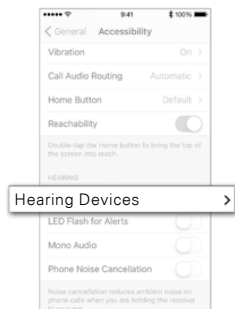
Open your iPhone and go to "Settings". Make sure Bluetooth® is on. Then choose "General".

2. General



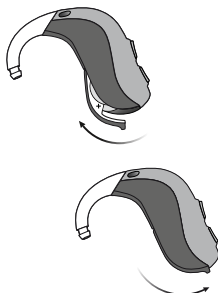
On the "General" screen, choose "Accessibility".

3. Accessibility



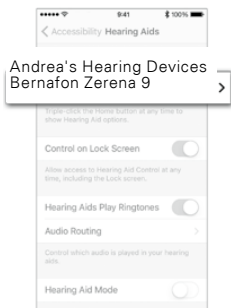
On the “Accessibility” screen, choose “Hearing Devices”.

4. Prepare



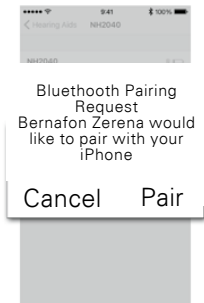
Open and close the battery drawer, on both hearing aids if you have two and place it close to your iPhone. The hearing aid stays in pairing mode for 3 minutes.

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/products/accessories for more details and information on compatibility. Bernafon EasyControl-A app is available on App Store® and on Google Play™. 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/products/accessories.

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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.

☐ **SoundClip-A**

When this device is paired with your mobile phone, you can use the hearing aids like stereo headphones. SoundClip-A can also function as a remote microphone and remote control.

☐ **TV-A**

TV-A adapter 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 remote control offers the ability to change programs, adjust volume or mute your hearing aid.

☐ **Bernafon EasyControl-A app**

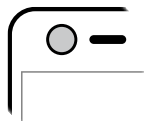
Offers an intuitive and discreet way to control your hearing aids. For iPhone, iPad, iPod touch, and Android devices.

For more information, please contact your hearing care professional or visit:
www.bernafon.com/products/accessories.

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.



☐ **Direct Audio Input (DAI) adapter**

Allows your hearing aid to receive signals directly from external sources such as TV, personal stereos, etc.

☐ **FM adapter**

Allows your hearing aid to connect to an external FM receiver.

For more information, please contact your hearing care professional.

☐ Tamper-resistant battery drawer (optional)

To keep the battery out of reach of infants, small children and people with learning difficulties, a tamper-resistant battery drawer should be used.

IMPORTANT NOTICE

Avoid excessive force to open the battery drawer when in the locked position. Do not force the battery drawer beyond its fully opened position. Make sure to insert the battery correctly. Please contact your hearing care professional if you suspect the tamper-resistant effectiveness and locking ability are damaged.

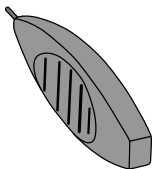
To lock the battery drawer

Close the battery door completely and make sure it is locked.



Tool to unlock the battery drawer

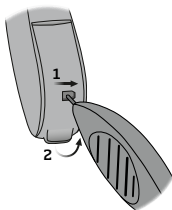
Use this small tool provided by your hearing care professional.



Unlock the battery drawer

Insert the tip of the tool into the small hole at the back of the battery drawer.

1. Move it to the right and hold it.
2. Open the battery drawer.



☐ 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/decrease 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. See “max wearing time indicator” next to the tinnitus fitting graph in the fitting software.

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 “Buttons & Indicators” 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.

The Tinnitus SoundSupport is manufactured for Bernafon AG.

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 unauthorized use and to keep the device out of reach of children and pets.

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. Contact the National Poison Center at 1-800-222-1222 or National Battery Ingestion Hotline at 202-625-3333.

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.

General warnings

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.

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.

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.

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.

General warnings

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.

Connection to external equipment

- The safety of the hearing aid when connected to external equipment with an auxiliary input cable and/or with a USB cable and/or directly, is determined by the external signal source. When connected to external equipment plugged into a wall outlet, this equipment must comply with IEC-62368 (or IEC-60065, IEC-60950 until June 20, 2019) or equivalent safety standards.

IMPORTANT NOTICE

When the DAI is connected to an audio source plugged into a wall outlet, the audio source must comply with IEC-60065, IEC-60950 or equivalent safety standards.

Warning to Hearing Aid Dispensers

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of 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 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.
- (vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- (viii) Pain or discomfort in the ear.

Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user. (This provision is required only for those hearing aids with a maximum sound pressure capability greater than 132 decibels [dB].)

Important Notice for Prospective Hearing Aid Users

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts this device to sale by or on the order of a doctor, audiologist or other hearing care practitioner licensed to dispense hearing aids in your state-in accordance with all applicable rules and regulations.

Children with Hearing Loss

In addition to seeing a physician for medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

Troubleshooting guide

Symptom	Possible causes
No sound	Dead battery
	Clogged earpieces (dome, Grip Tip, or Micro Mold)
Intermittent or reduced sound	Clogged sound outlet
	Moisture
	Dead battery
Squealing noise	Hearing aid earpiece inserted incorrectly
	Ear wax accumulated in ear canal
Beeping	If your hearing aid plays 8 beeps, 4 times consecutively, your hearing aid needs a microphone service check
Pairing issue with Apple device	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 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: +34 °F to +104 °F 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: −13 °F to +140 °F 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.

Mobile Phone

Some hearing aid users have reported a buzzing sound in their hearing aid when they are using mobile phones, indicating that the mobile phone and hearing aid may not be compatible. The ANSI C63.19 standard determines the prediction of compatibility between a specific hearing aid and a mobile phone by adding the numerical value of the rating for the hearing aid immunity to the numerical value of the rating for the mobile phone emissions. A sum of 4 would indicate that the combination of wireless device and hearing aid is usable; a combined rating that equals 5 would provide normal use; a combined rating of 6 or greater would indicate excellent performance.

Whereas all hearing aids have acoustic coupling, only the larger instruments have the physical space for telecoil (inductive) coupling. These two types of coupling have different rating scales (M1 – M4 for acoustic coupling and T1 – T4 for telecoil coupling, respectively) and both ratings are therefore relevant when predicting the compatibility of a particular hearing aid.

For a hearing aid with both acoustic coupling and telecoil coupling with a rating of M4/T2 and with a telephone rating of M3/T3, the combined rating is 7 (M4 + M3) for the acoustic coupling and 5 (T2 + T3) for the telecoil coupling. According to the guideline given above, both types of coupling will thereby be acceptable, with the acoustic coupling indicating excellent performance and the telecoil coupling indicating normal use.

The above equipment performance measurements, categories and system classifications are based upon the best information available, but it cannot be guaranteed that all users will be satisfied.

The immunity of this hearing aid is at least M2/T2. The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied.

IMPORTANT NOTICE

The performance of individual hearing aids may vary with individual mobile phones. Therefore, please try this hearing instrument with your mobile 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 mobile phone provider for the booklet entitled "Hearing Aid Compatibility with Digital Wireless Cell Phones".

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 ISM band 2.4 GHz. The radio transmitter is weak and is always below 4.8 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.

Additional information can be found in the Product Information Sheet on www.bernafon.com.

USA and Canada

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

FCC ID:U6XAUBTEP

IC: 7031A-AUBTEP

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.

The manufacturer declares that this hearing aid is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. Declaration of Conformity is available from the manufacturer.

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



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



IP68

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.

To comply with FCC RF exposure requirements, the device and the antenna for this device must be installed to ensure a minimum separation distance of 20 cm or more from a person's body. Other operating configurations should be avoided.

Your individual hearing aid settings

To be filled out by your hearing care professional

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


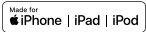




<input type="checkbox"/>	Beeps at min/max volume	<input type="checkbox"/>
<input type="checkbox"/>	Clicks when changing volume	<input type="checkbox"/>
<input type="checkbox"/>	Beeps at preferred volume	<input type="checkbox"/>

Battery indicators

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

Description of symbols used in this booklet or on the packaging label

	<p>Warnings</p> <p>Text marked with a marking symbol must be read before using the product.</p>
	<p>Manufacturer</p> <p>The product is produced by the manufacturer whose name and address are stated next to the symbol. Indicates the medical device manufacturer, as defined in EU Directives 90/385/EEC, 93/42/EEC and 98/79/EC.</p>
	<p>CE mark</p> <p>The product complies with Medical Device Directive 93/42/EEC. The four digits number indicates the identification of the notified body.</p>
	<p>Electronic waste (WEEE)</p> <p>Recycle your hearing aids, accessories or batteries according to local regulations or return them to your hearing care professional for disposal.</p> <p>Electronic equipment covered by Directive 2012/19/EU on waste and electrical equipment (WEEE).</p>
	<p>Regulatory Compliance Mark (RCM)</p> <p>The product complies with electrical safety, EMC and radio spectrum requirements for products supplied to the Australian or New Zealand market.</p>
	<p>IP code</p> <p>This symbol indicates the class of protections against harmful ingress of water and particulate matter according to EN 60529:1991/A1:2002. IP6X indicates total dust protection IPX8 indicates the protection against the effects of continuous immersion in water.</p>

 Bluetooth®	Bluetooth® logo Registered trademark of Bluetooth® SIG, Inc. where any use of such requires a license.
	Made for iPod, iPhone, and iPad Indicates that the device is compatible with iPod, iPhone and iPad. Description of symbols used on the packaging label.
	Keep dry Indicates a medical device that needs to be protected from moisture.
	Caution symbol Consult instructions for use for warnings and cautions.
	Catalogue number Indicates the manufacturer's catalogue number so that the medical device can be identified.
	Serial number Indicates the manufacturer's serial number so that a specific medical device can be identified.

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.

BTE 105

Behind-the-Ear Hearing Aids

ZERENA



Made for

 iPhone | iPad | iPod

Technical data

BTE 105

	2CC COUPLER ¹⁾ , EARHOOK	
	ZR 9	ZR 7 5 3 1
OSPL 90, HFA (dB SPL)	126	126
Full-on Gain, HFA (dB)	62	62
Reference Test Gain (dB)	50	50
Frequency Range (Hz)	100–5800	100–5800
Distortion 500/800/1600 Hz (%)	<4/<2/<2	<4/<2/<2
Equivalent Input Noise, dB(A)	14	14
Operating Current (mA)	1.9	1.9
Attack Time (ms)	<5	<5
Release Time (ms)	<50	<50
Telecoil HFA SPLITS (dB SPL)	107	106

Additional Information

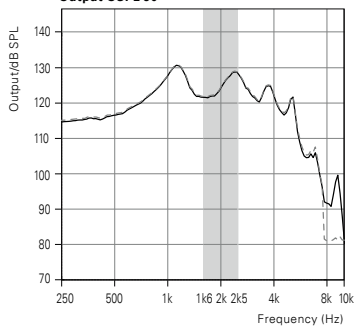
¹⁾ Technical data measured with expansion, corresponding to the test box measurement settings.

“2cc” refers to a coupler according to IEC 60318-5:2006. Applied standard: ANSI S3.22:2014.

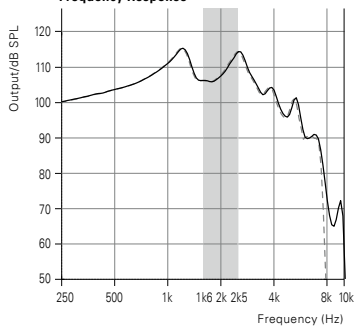
Full-on gain is measured with the gain control of the hearing aid set to its full-on position minus 20 dB and with an input SPL of 70 dB. This is to obtain a gain response equal to the full-on gain response from e.g. IEC 60118-0+A1:1994 but without influence of feedback.

2CC COUPLER

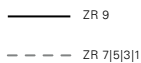
Output OSPL 90



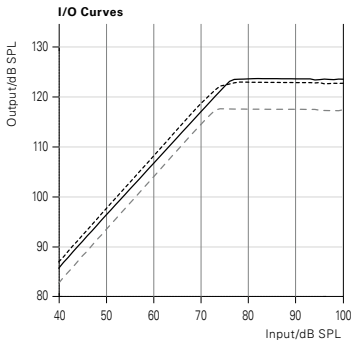
Frequency Response



Measurements with undamped earhook



2CC COUPLER



ZR9|7|5|3|1

**Measurements with
undamped earhook**

--- 500 Hz
 --- 800 Hz
 --- 1600 Hz

< >
8,15 mm

Placeholder
for FSC logo

FSC
MIX
Paper

FSC® C043970

19 mm

9,0 mm

< 15 mm >

United States of America

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0000190433000001

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Your hearing • Our passion