

# ACRIVA 9 ACRIVA 7

In-the-ear hearing instruments  
**INSTRUCTIONS  
FOR USE**



# TABLE OF CONTENTS

General Warnings and Safety Guidelines	7
Introduction	12
Description of Features	13
Inserting Instruments	15
Removing Instruments	16
Operating Your Instruments (ON/OFF)	17
Changing the Volume Level	18
Changing Programs	21
Muting	22
Telecoil Function	23
Telephone Use	24
Changing the Battery	26
Data Logging and Learning	28
Operating the Hearing Instruments with the Optional RC-P Remote Control	29
Operating the Hearing Instruments with the Optional SoundGate Communication Device	30
Instrument Care	32



Cleaning the Sound Outlet	33
Microphone Protection System	36
Using Your Hearing Instruments	39
Tips for Communicating with Hearing Impaired People	43
Your Hearing Instrument Configuration	45
Accessories	48
Environmental Protection	49
Product Approval, Markings and Compliance	50
Cell Phone and Hearing Instrument Compatibility	52
International Warranty	54
Common Problems and Solutions	56
Information for the Hearing Care Professional	62
Compliance with Requirements for Europe	64
Compliance with Radio Communications Requirements for the USA and Canada	66
Information and Explanation of Symbols	68
Service	70

Congratulations on the purchase of your new Bernafon hearing instruments. The amplification of sound provided by your hearing instruments was adjusted by your hearing care professional to the needs of your individual hearing loss. With a little practice, you will soon be on your way to better hearing.



Please read the entire contents of this booklet before using your hearing instruments. It contains instructions and important information about the use and handling of your hearing instruments and batteries.

# General Warnings and Safety Guidelines

Hearing instruments and batteries can be dangerous if swallowed or improperly used. Such actions can result in severe injury, permanent hearing loss or even fatality.

Familiarize yourself completely with the following general warnings before using your hearing instruments.







## Hazard Warnings









Never allow others to wear your hearing instruments, because they are adjusted for your hearing requirements and may permanently damage another person's hearing.



A slap to your ear while wearing the instrument could be harmful. Avoid wearing your hearing instrument while playing contact sports (e.g. rugby, football etc.).

-  Hearing instruments, their parts and batteries should be kept out of reach of infants, children and anyone who might swallow these items or otherwise cause themselves injury.
-  Discard batteries and keep them out of sight of infants, small children, persons of mental incapacity or pets.
-  Clean your hearing instruments and their parts on a regular basis as recommended. Micro-organisms from unclean instruments may cause skin irritations.
-  Be careful with leaking battery liquid, as it is a hazardous substance.
-  Never try to recharge non-rechargeable batteries.
-  Never change the battery or adjust the controls of the hearing instrument in front of infants, small children and persons of mental incapacity.



-  Never put your hearing instrument or batteries in your mouth, they could easily be swallowed.
-  Keep batteries away from medications. Batteries are easily mistaken for pills.
-  In case a battery or hearing instrument is swallowed, see a doctor immediately.
-  Be aware of the possibility that your instruments may stop functioning without notice. Keep this in mind while you circulate in traffic or otherwise depend on warning sounds.
-  Traffic or other warning sounds may also be reduced in level by a directional microphone when these sounds are coming from behind you.
-  Remove your instruments before applying aftershave, hairspray, oils, perfume, mosquito repellent, lotions, etc. Allow the product to dry before wearing your instruments.

## **Safety Information**

- Hearing instruments should be used only as directed and adjusted by your trained hearing care professional. Misuse or improper adjustments can result in sudden and permanent hearing loss.
- Hearing instruments will not restore normal hearing or prevent hearing loss resulting from organic conditions.
- Be aware that use of a hearing instrument may cause excess earwax to build up in the ear canal which may require removal by a trained medical professional.
- In rare cases, a hearing instrument or earmold may cause a discharge from the ear or allergic reaction. See a physician immediately if these conditions occur.
- An earmold is a custom-made product. If you experience discomfort or irritation of your ear, please see your hearing care professional immediately for modification of the earmold.
- Never insert cleaning tools into the sound outlet or microphone inlet. This could damage the hearing instruments.

- Do not expose hearing instruments to extreme heat by leaving them in the car, near a radiator, etc.
- Avoid exposing your instruments to water and moisture i.e. steambaths, showers, heavy rain, etc.
- Never attempt to dry your instruments with a hair dryer, microwave oven, etc.
- It is recommended to remove your hearing instruments before sleeping.
- Protect your instruments by keeping them in the case when you are not wearing them.

# Introduction

The following instruments are covered in these instructions:

## Acviva In-the-Ear Hearing Instruments



**AR9 ITED**  
**AR7 ITED**



**AR9 ITCPD**  
**AR7 ITCPD**



**AR9 ITCD**  
**AR7 ITCD**



**AR9 ITC**  
**AR7 ITC**



**AR9 CICP/CIC**  
**AR7 CICP/CIC**

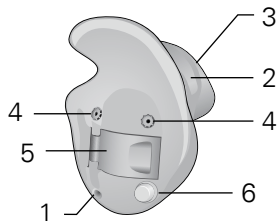


**AR9 IIC**

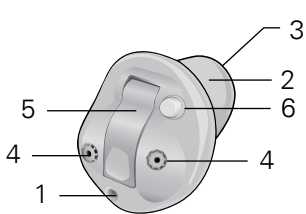


In-the-ear hearing instruments vary in size and shape due to the unique characteristics of individual ears.

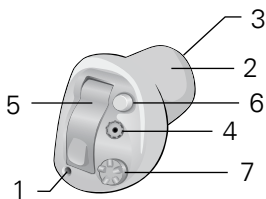
## Description of Features



**ITED**



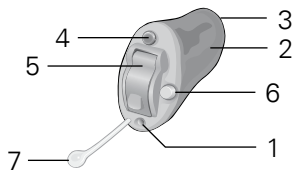
**ITCPD/ITCD**



**ITC**

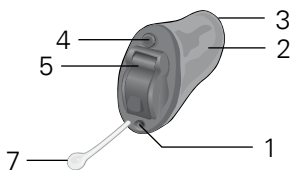
- 1 Vent
- 2 Canal
- 3 Sound outlet with wax protection
- 4 **Microphone opening with O-cap filter**

- 5 Battery door
- 6 Push button (optional)
- 7 **Volume control (optional)**



**CICP/CIC**

- 1 Vent
- 2 Canal
- 3 Sound outlet with wax protection



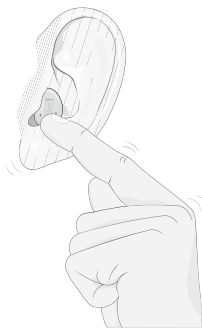
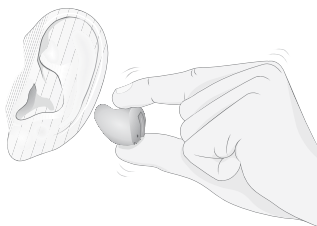
**IIC**

- 4 Microphone opening with T-cap filter
- 5 Battery door
- 6 Push button (optional)
- 7 Pull-out string

## Inserting Instruments

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

- Insert your right instrument with your right hand and your left instrument with your left hand.
- Hold your instrument between your thumb and index finger with the microphone on top. If you have an CIC, or CICP the pull-out string must be on the bottom. The location of an IIC pull-out string can vary.
- Place the canal part of your instrument into your ear canal.
- Gently pull your earlobe down with the other hand while pushing the hearing instrument in until it feels secure and comfortable.



## Removing Instruments

- Use your thumb to push up against the bottom (back part) of your ear to loosen the instrument.
- Grasp the instrument at its edge between your thumb and forefinger, and gently remove it from your ear.
- If your hearing instrument has a removal (pull-out) string, pull it gently.

**i** Do not try to remove your instrument by pulling on the battery door. This may cause damage. Contact your hearing care professional if you are having problems removing the instrument.



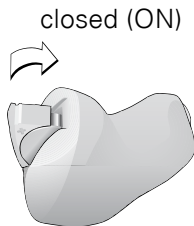
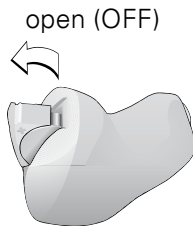
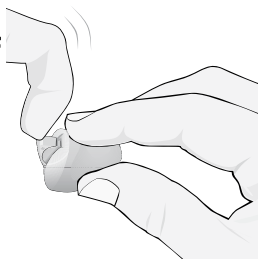
# Operating Your Instruments (ON/OFF)

## To Turn the Instrument ON

Push the battery door closed until it snaps.  
The hearing instrument will make one long beep as it starts.

## To Turn the Instrument OFF

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



Never force the battery door open or closed.

# Changing the Volume Level

Your hearing instruments 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.

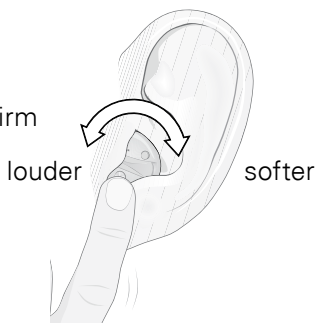
Some models allow you to adjust the volume yourself with an optional control on the instrument.

## **Volume Control Wheel**

(optional for ITC)

### **To Increase the Volume**

Turn the volume control towards the front. The instrument will click to confirm that the volume has been changed and then will beep when you reach the programmed maximum.



## To Decrease the Volume

Turn the volume control towards the back. The instrument will click to confirm that the volume has been changed and then will beep when you reach the programmed minimum.

The volume control has no mechanical stop. You can continue to turn it, but the loudness will only be altered between the programmed minimum and maximum. Your hearing care professional can program the volume to remain at a fixed level, if desired.

**i** Your instrument automatically returns to a preset loudness level when it starts, the battery is low, or when the program is changed. If you find that you frequently need to turn the volume up or down, your hearing care professional may need to adjust your hearing instrument settings.

## **Volume Control With Push Button**

(Optional for ITCD, ITCPD, and ITED)

The instrument automatically adjusts the volume to the changing sound environment. If you desire to manipulate the volume yourself, your hearing care professional can program the push button to be used as a volume control. Please see page 46 to see how this has been configured for your hearing instruments. Your hearing instruments will emit a click to confirm that a volume change has been made and then will beep to inform you when the maximum or minimum volume has been reached.

## **Optional RC-P Control or SoundGate**

(Optional for ITCD, ITCPD, and ITED)

You may also use the optional RC-P remote control or the SoundGate communication device to change the volume level. Please see pages 29 to 31 for instructions or follow the detailed directions in the Instructions for Use included with these devices.

## Changing Programs

(optional for CIC, CICP, ITCD, ITC, ITCPD and ITED)

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

### **Push Button**

If your instrument has been made with a push button, your hearing care professional can program it to change programs. A press on the button will cause the program to change. This will take 1 – 2 seconds until you hear the program change. The number of beeps you hear will tell you which program you are in.

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

(optional for ITCD, ITCPD, ITED)

The program can be changed with either of these devices. Please see pages 29 to 31 for instructions or follow the detailed directions in the Instructions for Use included with these devices.

## Muting

(optional for CIC, CICIP, ITCD, ITC, ITCPD and ITED)

Your hearing instruments can be muted by giving the push button on the hearing instruments a long press (about 2 seconds), via the optional RC-P remote control, or via the optional SoundGate.

Please see page 46 to see how the push button has been configured or the Instructions for Use that are included with the optional RC-P, and SoundGate devices.

To un-mute the hearing instruments give any control on the instrument, RC-P, or SoundGate a push.



Do not use the Mute function to turn off the hearing instrument due to the fact that in this mode it is still drawing current from the battery.

## Telecoil Function

(optional for ITC, ITCD, ITCPD and ITED)

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 the telecoil program. See page 45.



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



Not all telephones are compatible with telecoil mode.

# Telephone Use

## Auto Telephone

(optional for ITC, ITCD, ITCPD and ITED)

Your instrument may have an Auto Telephone functionality. When the hearing instrument is close to a telephone receiver, the Auto Telephone will activate a phone program. When you end your conversation, the hearing instrument will automatically return to the previous program.



- i** Not all telephones can activate the Auto Telephone. The telephone receiver may need to have a special magnet fitted. Please follow the separate instructions for mounting the magnet, which are available from your hearing care professional.



Your hearing care professional can configure your instruments to allow answering the phone on both ears or on your preferred ear. If you have a preferred ear, the instrument on the opposite side can be programmed to sound softer or to mute when the Auto Telephone (Acuva 9 ITCD, ITCPD, and ITED only) is active. Please see page 47 to find out how your instruments are configured.

- i** • Keep magnets out of reach of children and pets. If a magnet is swallowed, see a doctor immediately.
- Keep the magnet 30 cm (1 ft) away from pacemakers and other active implants.
  - Use the magnet on the opposite side from active implantable devices.
  - Keep the magnet 30 cm (1 ft) away from credit cards or other magnetically sensitive items.

# Changing the Battery

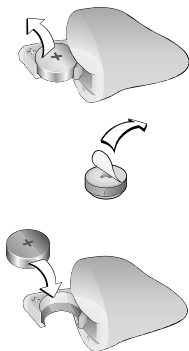
When the battery is running out, the instrument will beep at regular intervals. You should be prepared to replace the battery. The time until the instruments stop working depends on the battery type and manufacturer. Mercury-free batteries generally cause earlier warning beeps.

The following battery sizes are used:

- ITED: size 13 battery
- ITCPD, ITC and ITCD: size 312 battery
- CICP, CIC, and IIC: size 10 battery

## To Change the Battery:

- Gently swing the battery door fully open, 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).
- Once the sticker is removed, it takes several seconds for the battery to give the adequate voltage.
- Always keep spare batteries on hand.
- A used battery should be replaced immediately.
- If you are not going to use your hearing instruments for a few days, remove the batteries.
- Any moisture found on a battery should be wiped off immediately with a soft cloth.
- Used batteries should be returned to your battery supplier or hearing care professional for safe disposal.
- Never dispose of batteries by burning them. They may explode and cause injury.
- Never dispose of batteries with household waste. **They cause environmental pollution.**

**i** Always remove zinc-air batteries before drying your hearing instrument with a drying kit. Drying out zinc-air batteries shortens their lifetime.

# Data Logging and Learning

## Data Logging

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

## Data Learning

(optional for ITC, ITCD, ITCPD, ITED)

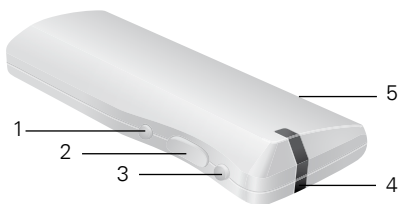
If your instrument is equipped with Data Learning, your hearing care professional can activate this feature to help customize your hearing instrument. When Data Learning is operating, the instrument keeps track of how often and how much you adjust the volume control and “learns” your preferred setting. This new setting can be made permanent during a follow-up visit with your hearing care professional.

# Operating the Hearing Instruments with the Optional RC-P Remote Control

(optional for ITCD, ITCPD, and ITED)

If you have purchased a remote control you can use it to change programs, adjust the volume level up and down, or mute the instruments.

For complete operating instructions, please read the separate RC-P remote control Instructions for Use booklet.



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

# Operating the Hearing Instruments with the Optional SoundGate Communication Device

(optional for ITCD, ITCPD, and ITED)

If you have purchased a **SoundGate device** you may use it to perform basic functions such as program changes and volume adjustments. In addition, the SoundGate serves as a link between your hearing instruments and external sources such as music players, cell phones, computers, etc.

**SoundGate 2** comes with an integrated telecoil which allows you to hear directly through the telephone or inductive loop, when your hearing instrument is paired with SoundGate 2.

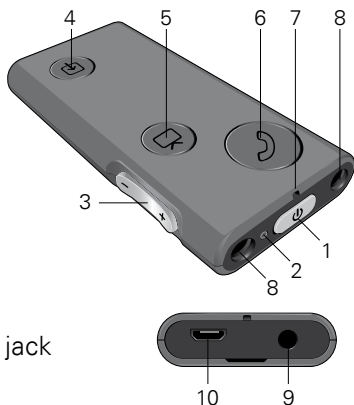
For complete operating instructions, please read the separate **Instructions for Use** booklet for your SoundGate device.



When the telecoil is active, you hear directly through the telephone or inductive loop.

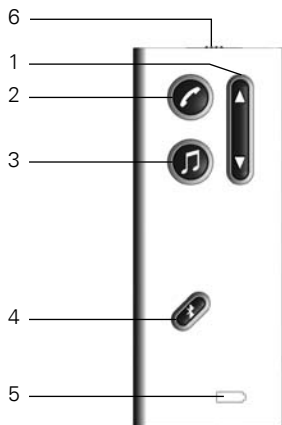
## SoundGate 2

- 1 Power on/off
- 2 LED indicator
- 3 Volume control
- 4 Auxiliary input key
- 5 TV key
- 6 Phone key
- 7 Microphone inlet
- 8 Neck strap inlet
- 9 3.5 mm input jack
- 10 Micro-USB charger jack



## SoundGate

- 1 Volume control and program change
- 2 Phone
- 3 Music/audio key
- 4 Bluetooth® key
- 5 Battery indicator
- 6 Key lock



# Instrument Care

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

## **Every Night**

- Check your instruments for earwax 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 instrument.
- 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 instrument. Always remove zinc-air batteries before drying your hearing instrument with a drying kit. Drying out zinc-air batteries shortens their lifetime.

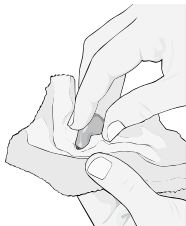


## Cleaning the Sound Outlet

The sound outlet is an integral part of your hearing instrument and should be kept clean and free from earwax at all times. Your instrument is built with a wax protection system. See page 45 for the wax protection system specific to your hearing instrument. Please follow the instructions for the type of wax protection your instrument uses. If you have questions, please ask your hearing care professional.

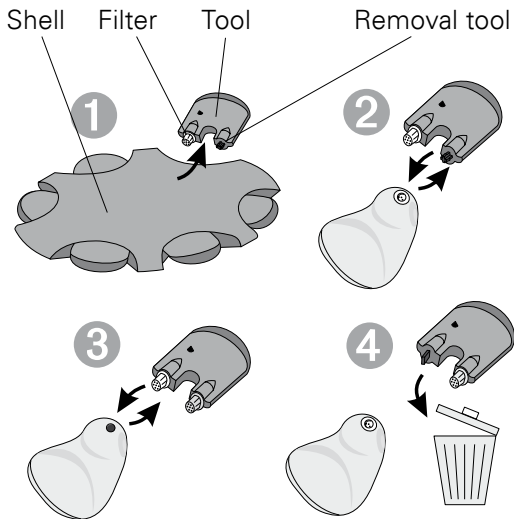
### WaxBuster System

- Wipe the hearing instrument 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 instrument across the cloth.
- Clean your hearing instruments with the small brush or soft cloth provided.



## ProWax Protection System

- Always inspect your ProWax filter before using the instrument to ensure that it has not become detached from the instrument.
- Change the filter if you can see that it is clogged or if the instrument does not sound normal.
- Remove the tool from the shell and push the removal tool into the old wax filter to remove it from the instrument.



- Push the new filter into the hearing instrument.
- Discard the used tool.

**i** Do not insert tools into the sound outlet. This could damage the receiver. If you cannot clean the hearing instruments completely, it is best to contact your hearing care professional.

# Microphone Protection System

The microphone is an integral part of your hearing instrument and should be kept clean and free from cerumen (earwax) at all times. Your instruments are built with a protection system. Please follow the instructions for using either the T-Cap or O-Cap filter below. If you have questions, please ask your hearing care professional.

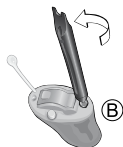
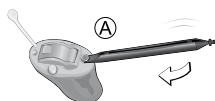
## Replacing the T-Cap Filter

(for IIC, CIC, and CICP)

The tool has two ends, one for removal of the T-Cap (A) and one with the new T-Cap attached (B).



- Using the removal end (A), push it under the top edge of the used T-Cap.
- Lift the used T-Cap up and out.
- Using the other end of the tool (B), insert the new T-Cap into the opening and slightly twist the handle so that the new T-Cap is free.
- Discard the tool and the used T-Cap filter.



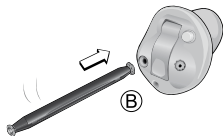
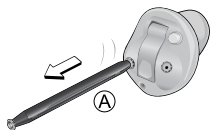
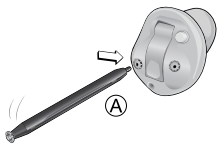
## How to Replace the O-Cap Filter

(for ITC, ITCD, ITCPD, and ITED)

The tool has two ends, one for removal of the O-Cap (A) and one with the new O-Cap attached (B).



- Using the removal end (A), insert it into the opening of the used O-Cap and pull it out slowly. Keep the stick straight.
- Using the other end of the tool (B), insert the new O-Cap into the opening and gently remove the stick.
- Discard the tool and the used O-Cap filter.



# Using Your Hearing Instruments

Hearing instruments do not restore perfect hearing. They make sounds louder and help you make the most of the hearing you have. While some immediate benefit is usually noticed, it often takes several weeks for your brain to adapt to the new sounds.

The following tips will help you learn to use your hearing instruments. If you have trouble adjusting to them, consult your hearing care professional.

## **Getting Started**

- Wear your instruments at home in a quiet environment. Have a conversation with one person or listen to a news program on TV.
- You will benefit most if you wear your instruments all day long. Increase the time each day until you are comfortable wearing them for several hours at a time.

- You may notice that your own voice sounds louder. If the voices of others are at a comfortable level, try speaking at a lower volume.
- Sounds like footsteps, chirping birds, rustling paper, etc. may seem quite loud at first because you probably haven't heard them for a while. They will soon fade to the background.

### **Dining Out**

- Start with a quiet restaurant (no music or entertainment).
- Request a table away from the kitchen and other noisy areas.
- Conversation will be easier in a smaller group.

### **In the Car**

- Sit with your better ear toward the center of the car, if possible.
- Turn off the radio.
- Keep windows closed to minimize traffic, road and wind noise.



## **Attending Theatre, Concerts, Lectures, etc.**

- Try to sit with your better ear closer to the sound source, if possible.
- Become familiar with the program in advance to make it easier to follow.
- If your hearing is similar in both ears, sit in the middle.
- If your hearing instruments have a telecoil (optional), inquire if a loop is available. When the telecoil is active, you hear directly through the inductive loop (see page 23). If no loop is available, sit towards the front.

## **At Work**

- Inform your co-workers about your hearing loss and teach them to talk clearly. Keep eye contact when conversing.
- Focus on the person nearest to you.
- If you hear only part of a conversation, repeat what you have heard and ask for the missing information.

## **At Home**

- Always use your hearing instruments.
- Inform family and friends about your situation.
- Teach your family to talk clearly and keep eye contact when conversing.
- Teach your family how to involve you in conversations.
- Avoid background noise.

## **Hearing on the Telephone**

- Hold the receiver close to the microphone inlet of your hearing instrument. If this causes whistling, move the receiver away a small distance.
- If voices over the telephone are too soft or background noise is a problem, use the telecoil (if your instrument has this option). 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 instrument.
- People with a greater degree of hearing loss may need a volume control on the telephone.

# Tips for Communicating with Hearing Impaired People

(Suggestions for Family Members and Friends)

Speech should be clear and distinct. Some people may need to slow down a little but if speech is too slow it can be even more difficult to understand.

- Do not shout! Many people with hearing impairment are very sensitive to loud sounds.
- If you are having difficulty being understood, rephrase the statement rather than repeating the same words several times.
- Do not try to have a conversation from another room or with your back turned. Talk face to face!
- Avoid eating, drinking or smoking while talking and keep your hands away from your face.
- Minimize background noise – turn off the TV or radio or move to a quiet area for conversation.
- Try to give some warning when the topic changes during group conversations – it is much easier to follow the conversation when you know what is being discussed.
- Ensure there is good light on your face – the eyes and ears work best together for maximum understanding of speech.





- Encourage those with hearing instruments to wear them as often as possible.
- Most of all, be patient and understanding. Even when wearing hearing instruments, many people will still not hear or understand everything the first time.

# Your Hearing Instrument Configuration

## Available Programs

(optional for CIC, CICP, ITCD, ITC, ITCP and ITED)

Your hearing instruments are programmed in the following way:

Program	Beeps	Function
1		_____
2		_____
3		_____
4		_____

## Your Instrument Has Been Programmed For:

Program	1	2	3	4
Telecoil + Microphone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telecoil + Damped Microphone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telecoil Only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Your Instrument Uses:

- |                                 |                                    |
|---------------------------------|------------------------------------|
| <input type="checkbox"/> ProWax | <input type="checkbox"/> WaxBuster |
| <input type="checkbox"/> T-Cap  | <input type="checkbox"/> O-Cap     |

## Push Button (two hearing instruments)

	left	right
Short push (less than 1 sec.)	<input type="checkbox"/> volume down	<input type="checkbox"/> volume up
Medium push (about 1 sec.)	<input type="checkbox"/> program change	<input type="checkbox"/> program change
	<input type="checkbox"/> synchronized	
Long push (about 2 sec.)	<input type="checkbox"/> mute	<input type="checkbox"/> mute
	<input type="checkbox"/> synchronized	

## Push Button (one hearing instrument)

Short push (less than 1 sec.)	<input type="checkbox"/> volume down
Medium push (about 1 sec.)	<input type="checkbox"/> volume up
Long push (about 2 sec.)	<input type="checkbox"/> program change



It is not possible to mute the hearing instrument in a monaural fitting unless an RC-P or SoudGate is used.

## Telephone Use

Preferred telephone ear:

(Acriva 9 ITCD, ITCPD, and ITED only)

both

left

right

## Behavior of Instrument on the Non-Telephone Ear

No change

The microphone is softer when the Auto Telephone or Telephone Program is active

The instrument mutes when the Auto Telephone or Telephone Program is active

## Accessories

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

- Remote control (RC-P)
- SoundGate communication device (for wireless connection to cell phones, music players, etc.)
- TV adapter (for wireless connection to your television via the SoundGate)
- Phone adapter (for wireless connection to your landline phone via the SoundGate)
- Cleaning and drying kit

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



# Environmental Protection

Your hearing instruments contain electronic components subject to the Directive 2002/96/EC on waste electrical and electronic equipment.

Help to protect the environment by not disposing of your hearing instruments or batteries with your unsorted household waste. Please recycle your hearing instruments and batteries according to your local regulations or return them to your hearing care professional for disposal.



# Product Approval, Markings and Compliance

All Bernafon Acriva hearing instrument models comply with international standards concerning electromagnetic compatibility. Due to the limited size available on the instruments all relevant approval markings are found in this document.

## **Electromagnetic Interference**

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

Even though your hearing instruments are designed to comply with the most stringent international standards of electromagnetic compatibility, they may emit electromagnetic energy that can cause interference with other devices.

**For ITCD, ITCPD, and ITED models:**

Your hearing instruments contain a radio transmitter using short range magnetic induction technology working at 3.84 MHz.

The magnetic field strength of the transmitter is  $< -42 \text{ dB}\mu\text{A/m @ 10 m}$ .

The electromagnetic emission from the radio system is well below international limits for human exposure. By comparison, the electromagnetic energy of the hearing instrument is lower than that generated by household items such as halogen lamps, computer monitors, dishwashers etc.

## Cell Phone and Hearing Instrument Compatibility

Some hearing instrument users have reported a buzzing sound in their instruments when they are using cell phones, indicating that the cell phone and hearing instrument may not be compatible.

The compatibility of a particular hearing aid and cell phone can be predicted by adding the rating for the hearing aid immunity to the rating for the cell phone emissions (ANSI C63.19-2006 American National Standard Methods of Measurement of Compatibility between Wireless Communication Devices and Hearing Aids).

For example, the sum of a hearing aid with a rating of 2 (M2/T2) and a telephone with a rating of 3 (M3/T3) would result in a combined rating of 5. According to the standard, any combined rating that equals at least 5 would provide "normal use"; a combined rating of 6 or greater would indicate "excellent performance."

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

## International Warranty

Your hearing instruments have a limited warranty, covering defects in materials and workmanship. This warranty covers the hearing instruments themselves, but not accessories such as batteries, tubing, earmolds, etc.

This warranty is void if a defect is the result of misuse or mistreatment. The warranty is also void if the hearing instruments have been repaired by nonauthorized service personnel.

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



# Common Problems and Solutions

## Problem

## Possible Cause

---

Instrument whistles  
or squeals

Instrument not  
inserted correctly

---

Earwax accumulation in  
ear canal

---

Instrument may be too  
loose

---

No volume, level too  
soft or humming noise

Instrument may not be  
turned ON

---

Battery may be dead or  
inserted upside down

---

Volume level too soft

---

Instrument may be  
in telecoil (optional)  
programm

---



## **Solution**

---

Re-insert instrument

---

Consult your hearing care professional or physician

---

Consult your hearing care professional

---

Check that the battery door is closed completely

---

Re-insert the battery correctly or insert a fresh battery

---

Increase volume level with volume control on instrument (if available) or with the optional RC-P or SoundGate

---

Check to make sure you are in the intended program

---

**Problem****Possible Cause**

No volume, level too soft or humming noise

Earwax accumulation in ear canal

Battery contacts may be dirty or corroded

Instrument sound outlet may be blocked

Microphone sound inlet may be blocked

Your hearing loss may have increased

Wax filter blocked by earwax

Instrument may be muted

## **Solution**

---

Consult your hearing care professional or physician

---

Open and close the battery door several times or clean the battery contacts carefully with a dry cotton swab

---

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

---

Change the microphone protection (T-Cap/O-Cap). If the problem persists, consult your hearing care professional

---

Consult your hearing care professional

---

Replace the wax filter

---

Press any button on the remote control, SoundGate, or hearing instrument to unmute

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**Problem****Possible Cause**

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Whirring noise,  
fading, weak  
or motor-boating  
sounds

Battery contacts may  
be dirty or corroded

---

Moisture in the hearing  
instrument

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Low battery

---

Instrument switches  
from ON to OFF  
periodically

Low battery

---

Instrument beeps  
without any action  
from you  
(e.g. program change)

Low battery

---

## **Solution**

---

Open and close the battery door several times or clean the battery contacts carefully with a clean dry cotton swab

---

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

---

Insert a fresh battery

---

Insert a fresh battery

---

Insert a fresh battery

---

## Information for the Hearing Care Professional

A hearing care professional should advise a prospective hearing instrument user to consult with a licensed physician (preferably an ear specialist) promptly, before dispensing a hearing instrument, if the hearing care professional 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:

- Visible congenital or traumatic deformity of the external or middle ear.
- History of active drainage from the ear within the previous 90 days.
- History of sudden or rapidly progressive hearing loss within the previous 90 days.
- Acute or chronic dizziness or vertigo.
- Unilateral hearing loss of a sudden or recent onset within the previous 90 days.

- Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1000 Hz, and 2000 Hz.
- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- Pain or discomfort in the ear.

Special care should be exercised in selecting and fitting a hearing instrument whose maximum sound pressure level exceeds 132 decibels due to the fact that there may be risk of impairing the remaining hearing of the hearing instrument user.

### **Children with Hearing Loss**

A child with a hearing loss should be directed to a physician for medical evaluation and to other professionals for evaluation and rehabilitation since hearing loss may cause problems with language development and the educational and social growth of a child.

## Compliance with Requirements for Europe

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



Additionally for models ITCD, ITCPD, ITED:

This device also complies with the essential requirements of the Directive 1999/5/EC of the European Parliament on radio equipment and telecommunications terminal equipment, R&TTE. It operates as an inductive application in a harmonized frequency band according to the Commission Decision 2008/432/EC and may be used in all member states of the EU and EFTA. This is certified by applying the following marking:





Declaration of conformity is available at:

Bernafon AG  
Morgenstrasse 131  
3018 Bern  
Switzerland

# Compliance with Radio Communications Requirements for the USA and Canada

Bernafon AG

Acriva hearing instrument models AR9 ITCD, AR7 ITCD, AR9 ITCPD, AR7 ITCPD, AR9 ITED, AR7 ITED.



FCC ID  
IC

U6XF2ITE01  
7031A-F2ITE01

Statement of compliance:

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

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

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

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.

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

## Information and Explanation of Symbols

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The CE conformity marking indicates conformance to all applicable European Directives

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This symbol indicates that the products described in these instructions for use adhere to the requirements for an applied part of Type B of EN 60601-1. The surface of the hearing instrument is specified as applied part of Type B.

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This symbol indicates that it is important for the user to read and take into account the relevant information in these instructions for use

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This sign indicates important safety information that must be observed to minimize risks or to avoid hazardous situations

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Important information for handling and product safety

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The crossed-out wheeled bin indicates that the European Directive on waste of electronic equipment applies

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**OPERATING  
CONDITIONS**

The product is designed such that it functions without problem or restrictions if used as intended, unless otherwise noted in these instructions for use

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**TRANSPORT  
AND STORAGE  
CONDITIONS**

During transport or storage, the temperature should not exceed the limit value of  $-25^{\circ}/60^{\circ}$  Celsius

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## Service

If none of the actions, listed on the previous pages, solve the problem, contact your hearing care professional.

**Do not attempt to repair your hearing instruments yourself.**

Place stamp with dispenser name and address here:

< >  
8,15 mm

Placeholder  
for FSC logo

FSC  
MIX  
Paper

FSC® C043970

^  
19 mm  
v

< 15 mm >

^  
9,0 mm  
v

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