

NHS Hearing Aids

Bernafon Alpha
User Guide

The following guide will help you to use and care for your NHS hearing aids. Please read it carefully and keep it safe for future reference. If you have any issues, your local branch or our Customer Care Team will be pleased to offer you any help you need and are always available for further assistance.

We will guide you on:

- > The parts of your hearing aids
- > How the controls work
- > How to change the batteries
- > How to look after your hearing aids
- > How to insert and remove your hearing aids

**Your hearing aid information:
(HAA to complete)**

Ear fitting

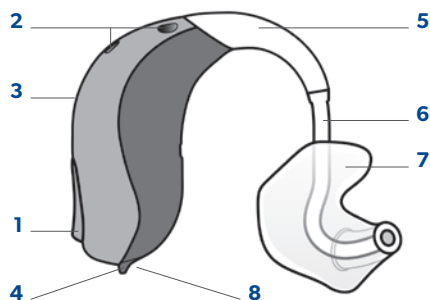
- > Tubing/Dome ☐ _____
- > Ear mould ☐ _____

Hearing aid options

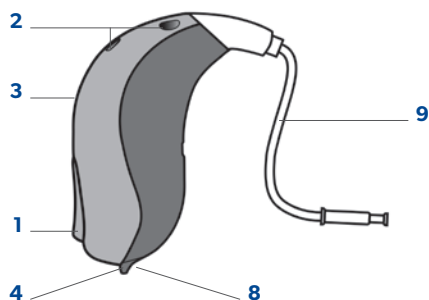
- > Automatic ☐
Programmes ☐ _____
- > Volume Control ☐ _____

Your hearing aid

Bernafon BTE with earhook and mould



Bernafon BTE with thin tube



1 Push-button **2** Microphone openings **3** LED light **4** Nail grip
5 Earhook **6** Tube **7** Mould **8** Battery drawer **9** Thin tube

You can find the left/right side indicator inside the battery drawer.

RED is for **right ear**, **BLUE** is for **left ear**.

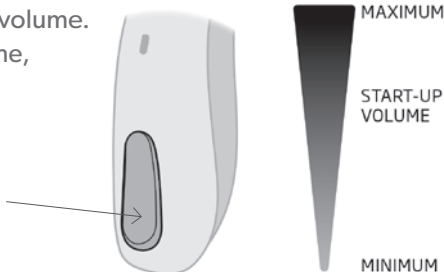
Turning your hearing aid on/off

- > The battery drawer is used to turn the hearing aids ON and OFF.
Depending on your hearing aid settings, you may also hear a start-up jingle.
- > To turn ON, close the battery drawer with the battery in place. When the hearing aid LED light blinks green three times, the hearing aid is turned ON.
- > To turn OFF, open the battery drawer.

Changing the volume level

The push-button allows you to adjust the volume. When you increase or decrease the volume, you will hear a beep.

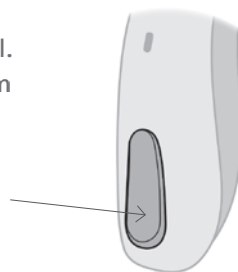
- > A short press on the RIGHT hearing aid increases the volume.
- > A short press on the LEFT hearing aid decreases the volume.



Changing the programme

Your hearing aid can have up to four different programs. These are programmed by your hearing care professional. You will hear one to four tones when you change program depending on the program.

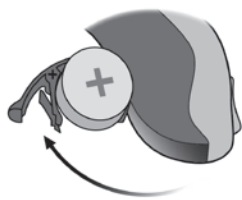
- > Press the push-button to switch between programs.
- > If you have two hearing aids, the RIGHT hearing aid switches one program forward, for example program 1 to 2, and the LEFT hearing aid switches one program backward, for example from program 4 to 3.



Changing the battery

Your hearing aid uses a battery as its power source. The battery size can be identified by the brown (312) colour code on the packaging.

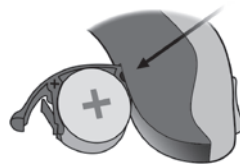
- > Fully open the battery drawer. Remove the battery (A).
- > Remove the sticky label from the + side of the new battery (B).
- > Wait 2 minutes so that the battery can draw air, to ensure optimal functioning.
- > Insert the new battery into the battery drawer. Insert it from above, NOT from the side (C).
- > Ensure that the + side of the battery and battery drawer align.



A



B



C

How to dispose of batteries

You should never store used zinc air batteries, instead please take them to your local disposal point. If you are unsure of the best way to dispose of your used batteries, contact your local council who will have information on the battery disposal schemes in your area.

How to look after your hearing aid

General care instructions

You need to treat your hearing aid like any other delicate electronic device.

Make sure that the hearing aid electronics do not come in contact with moisture or water. For example, do not wear your hearing aid while showering and do not immerse your hearing aid in water or other liquids to clean it.

Should your hearing aid come in to contact with water and stop working, please follow these guidelines:

- > Gently wipe off any water on the outside of the hearing aid.
- > Open the battery door and remove the battery.
- > Gently wipe off any water in the battery door.
- > Let the hearing aid dry with the battery door open for approximately 30 minutes.
- > Insert a new fresh battery and close the battery door. Your hearing aid should work normally again.

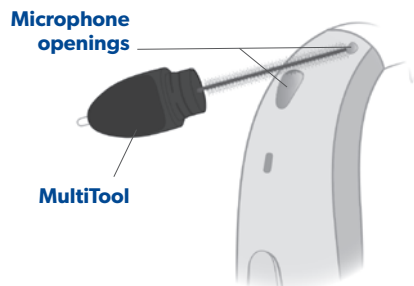
Daily care instructions

Check your hearing aid for ear wax deposits every morning before using it. It is better to clean the hearing aid after any wax deposits have dried overnight.

Wipe it clean with a soft, dry cloth or tissue. The hearing aid must never be washed or immersed in water or other liquids.

The MultiTool contains a brush and wire loop for cleaning and removing earwax. If you need a new MultiTool, contact your Hearing Aid Audiologist.

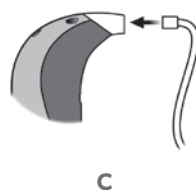
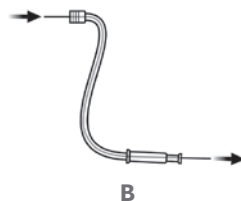
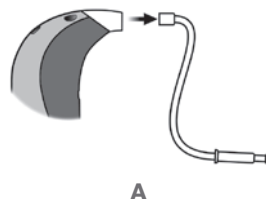
- > Use the brush of the MultiTool to carefully brush debris away from the openings and the surface around the openings.
- > Ensure that you do not forcefully squeeze parts of the MultiTool into the microphone openings. This may damage the hearing aid.



How to clean the thin tube (if fitted)

The thin tube should be cleaned regularly to keep it clear of moisture and earwax. If not cleaned, it may become blocked with earwax, which stops sound from coming out. Do not use water to clean the thin tube as this can block the tube.

- > Handle your hearing aid over a soft surface to avoid damage in case you drop it.
- > Pull the thin tube out of the hearing aid and remove the earpiece (A).
- > Only remove the thin tube from one hearing aid at a time to avoid replacing the tube onto the wrong hearing aid.
- > Use a soft dry cloth or tissue to clean the outside of the thin tube and dome.
- > To remove wax or other debris from inside the thin tube, insert the cleaning wire tool at the connector end. Push the wire all the way through the thin tube (B).
- > After use, wipe off any deposits from the cleaning wire before storing it for future use.
- > Reattach the thin tube connector to the hearing aid adapter by pushing the thin tube connector into the hearing aid adapter (C). Avoid any twists or kinks in the tube.
- > Ensure the dome is pushed all the way down and secure on the tubing.



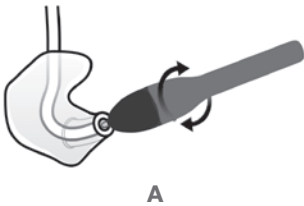
Do not attempt to use your hearing aid if you think you may have a dome in your ear, or without a dome or mould attached.

We would recommend replacing the thin tube and dome every six months to help maintain the hearing aid.

How to clean the ear mould (if fitted)

You should clean your ear mould regularly. However, the hearing aid itself must never be washed or allowed to get wet! The tubing between the mould and the hearing aid should be replaced if it becomes yellow or stiff.

- > Handle your hearing aid over a soft surface to avoid damage in case you drop it.
- > Disconnect the ear mould from the hearing aid by grasping the end of the hook firmly with one hand and grasping the tubing firmly with the other hand.
- > Pull the tubing away from the earhook.
- > Only remove the ear mould from one aid at a time to avoid replacing the mould onto the wrong hearing aid.
- > Gently clean the ear mould and tubing in warm soapy water, ensuring all wax deposits have been removed.
- > Rinse the ear mould and tubing; allow them to dry completely. Check there are no droplets of water remaining in the tube as they can prevent sound travelling into the ear canal.
- > Use the MultiTool wire loop to clean the opening (A).
- > When reattaching the ear mould to the hearing aid, it is important to position it correctly so the sound outlet points into your ear canal when the hearing aid is behind your ear. Avoid any twists or kinks in the tube.



Inserting and removing your hearing aids

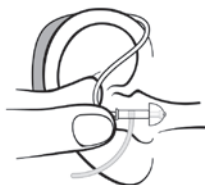
Your hearing aid will either have a thin tube or an earhook and mould fitting. Please refer to the relevant instructions below to insert and remove your hearing aids.

Inserting a thin tube hearing aid

- > First, position the hearing aid behind your ear (A).
- > Hold the bend of the tube between your thumb and index finger. The earpiece should point towards the opening of the ear canal (B).
- > Gently push the earpiece into your ear canal until the thin tube sits close to your head (C).
- > If the thin tube has an ear grip, place it in the ear so it follows the contour of the ear. If the ear grip is sticking out, it has not been positioned correctly. Try adjusting it again.



A



B



C

Removing a thin tube hearing aid

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

Inserting an earhook and mould hearing aid

- > The mould is customised for you and fits your ear shape. The moulds are unique for the left or the right ear (A). When inserting the right ear mould, hold it with the right hand. When inserting the left ear mould, hold it with the left hand.
- > Gently pull your ear outwards and press the mould in the direction of the ear canal, twisting it slightly (B).
- > Place the hearing aid behind your ear, making sure that the tubing is not twisted (C).



A



B



C

Removing an ear mould hearing aid

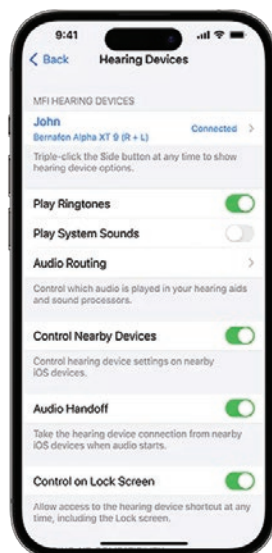
- > Lift the hearing aid from your ear first.
- > Push the back of your ear with your thumb to loosen the frame of the ear mould, then use your index finger to remove it.
- > Grasp the frame of the ear mould and twist it forwards.
- > Gently pull the ear mould straight out of the ear, holding on to the frame of the mould.

Pairing your hearing aids with your mobile phone

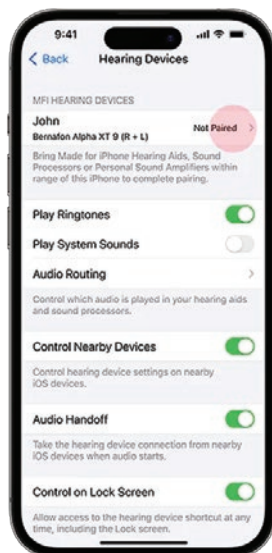
Your NHS Bernafon hearing aids are able to connect to an iPhone or Android device to stream music and hear phone calls (although they do not work as a microphone so, you would have to use your phone or a SoundClip accessory for them to hear your voice).

How to connect your hearing aids to your iPhone iOS platform

1. Ensure your model of smartphone is compatible by checking bernafon.co.uk/support/compatibility-guide.
2. Go to the Apple App store.
3. Search for “Bernafon App”.
4. Tap ‘Get’ and then ‘Install’ to start downloading the app.
5. The hearing aids will need to be paired on the phone first before you open the app.
6. Ensure your Bluetooth is switched ON. By going to Settings and selecting Bluetooth and toggling to ‘ON’.
7. Restart your hearing aids by opening and closing the battery door.
8. Place your hearing aids close to your iPhone and your iPhone should detect your hearing aids and display their names under MFI HEARING DEVICES.

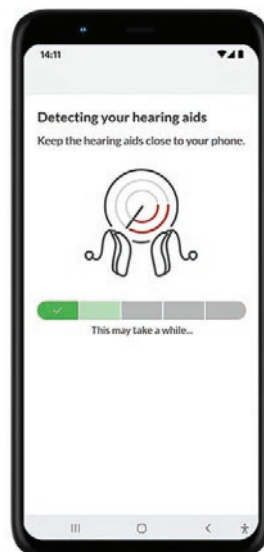
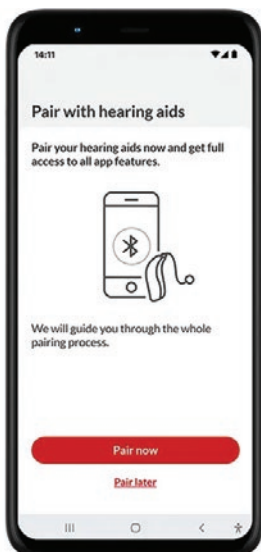


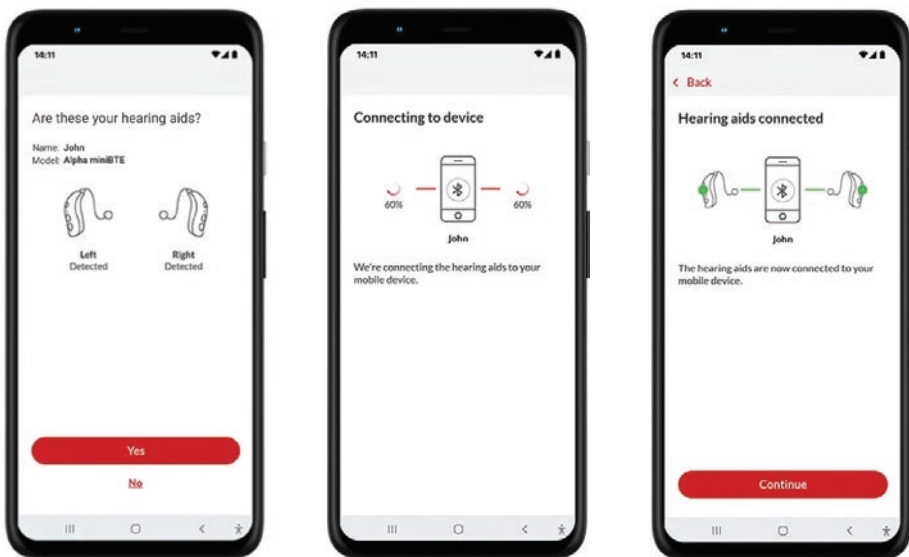
9. Go to Settings > Accessibility > Hearing Devices > MFI HEARING DEVICES.
And tap the name of your hearing aids.
10. Tap 'Pair' in the dialogue box when you get a pairing request on the screen. Please note pairing can take up to a minute.
11. When pairing two hearing aids, you will receive separate pairing requests. You'll need to confirm both pairing requests. The second request may take a few seconds to appear after starting the first pairing.
12. Pairing is complete when you see each hearing aid listed under MFI HEARING DEVICES. Your hearing aid name colour will also change from black to blue and it will say 'Connected' on the right hand side.
13. You can then use the Bernafon App to control your hearing aids.



How to connect your hearing aids to your Android device with ASHA

1. Ensure your model of smartphone is compatible by checking bernafon.co.uk/support/compatibility-guide
2. Download the Bernafon app on your phone
3. Place your hearing aids near your phone. Ensure that they are within 20cm (7.9 in) of each other.





4. Ensure Bluetooth® is turned on. Go to > Settings and switch Bluetooth on if necessary.
5. Open the Bernafon App. The app will automatically search for hearing aids.
6. Restart your hearing aids by opening and closing the battery draw.
7. The app will automatically start to detect your hearing aids. Once detected, the name of your hearing aids will appear on the screen. Select your hearing aids.
8. Wait for the Bernafon App to connect to your hearing aids. If requested, allow your device to pair with your hearing aids. Once your hearing aids are connected, press Continue.

Ongoing support

If you have any concerns regarding your hearing or hearing aids, please contact your local branch or our Customer Care Team on Freephone 0800 027 5102 or email customercare@scrivens.com

Compatible accessories

Your hearing aid is wireless which means it can connect to household devices to help you hear even better. Below is a list of available to purchase accessories, which are compatible with your hearing aids.

TV Adaptor (TV-A) Wirelessly connects your hearing aids to your television.	£140	
Remote Control (RC-A) Adjust the volume and settings on your hearing aid.	£100	
SoundClip-A A microphone worn by a speaker that plays their voice directly into your hearing aids you can also adjust the volume and settings on your hearing aid.	£220	

www.scrivens.com/hearing

Freephone: 0800 027 5102 | Email: customercare@scrivens.com

Scrivens House, 60 Islington Row Middleway, Birmingham B15 1PH

If you would like this leaflet in another format such as large print, braille, or another language, please contact your local branch or our Customer Care Team.