



User's instructions The REAL™ Series

RE-19
Behind-the-ear

The hearing aid, ear-set and accessories shown in these instructions may not look the same as the ones you have. We furthermore reserve the right to make any changes considered necessary.



Hearing aids, their accessories and batteries should not be disposed of with normal household waste. Please consult your national Widex distributor for advice on how to dispose of these items.

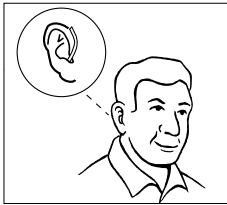
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Thank you...

...for choosing a Widex hearing aid.

Your hearing aid is a sophisticated instrument that can be adjusted to your requirements in consultation with your hearing care professional.



All illustrations in this booklet show a right-ear hearing aid. Unless otherwise stated, the same principles apply to the left ear.

We hope you will be pleased with your new Widex hearing aid.

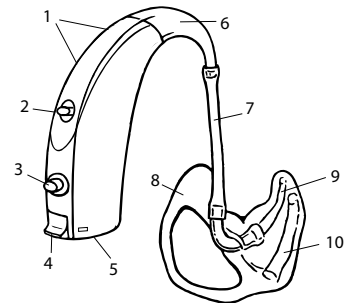
Important

Please read this booklet carefully before you start using your hearing aid.

The hearing aid

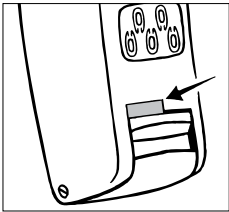
The illustration below shows the hearing aid and ear-set. The ear-set consists of tubing and an earmould.

1. **Microphone cover** giving access to the microphone openings, where the sound enters the hearing aid.
2. **Volume control** for fine tuning of volume is available on some models.
3. **Program button** for choosing between different listening programs
4. **On/off switch**
5. **Battery drawer** with nail grip for easy opening
6. **Integrated earhook**
7. **Tubing**
8. **Earmould**
9. **Sound bore**
10. **Relief vent** for ventilation of the ear canal



Right/left identification

If you wear hearing aids on both ears, the hearing aids can be provided with coloured marks (red mark = right and blue mark = left).



The arrow shows the position of the identification mark.

The battery

We recommend **Zinc Air batteries**. Use a **type 13** battery for your hearing aid.

To obtain replacement batteries, please consult your hearing care professional. It is important to take note of the expiry date and the recommendations regarding disposal of used batteries on the battery pack. The battery life will depend on a number of factors, such as the setting of your hearing aid, how many hours you use it daily and the listening environments in which you use it.

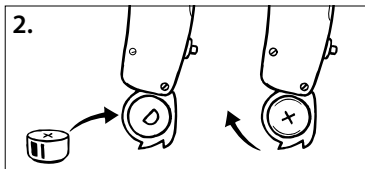
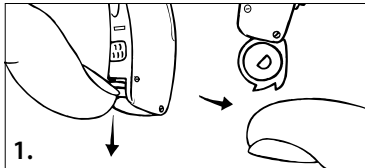


Inserting the battery

Before inserting a new battery in the hearing aid, remember to remove the adhesive tab. Once the tab has been removed, the battery will start

functioning after a few seconds. Do not use batteries on which there is a sticky residue from the tab or other unwanted substance.

1. Use the nail grip to swing open the battery drawer.
2. Place the battery so that the plus (+) sign of the battery faces upwards.
3. You can use the provided battery magnet to steer the battery into place.



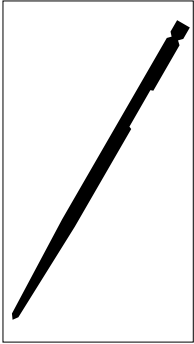
If the battery drawer does not close easily, the battery is incorrectly inserted.

Low battery indication

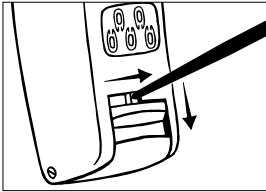
If you hear four rapid beep-tones while wearing your hearing aid, it is an indication that the battery is nearly exhausted. Once the battery is totally exhausted, the hearing aid will be completely silent. Exactly how long the hearing aid will function after the low battery indication varies from one case to another. We recommend that you always have a spare battery with you.

If you wish to have the beep-tone function disabled, please consult your hearing care professional.

Never leave an exhausted battery in the hearing aid. Exhausted batteries may leak, damaging the hearing aid. When changing battery, it is a good idea to hold the hearing aid over a table.



The hearing aid may be provided with a battery drawer lock. This lock can be a good choice if the hearing aid is worn by a child. The tool used to open the lock is the small screwdriver included in the cleaning accessories.

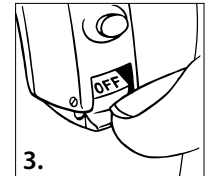
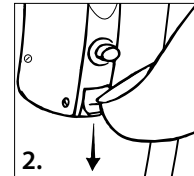
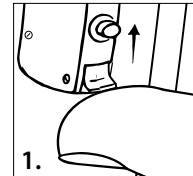


The lock is opened by pushing it to the right and then downward with the tool in one movement as illustrated.

Turning the hearing aid on and off

The battery drawer is placed at the bottom of the hearing aid. The battery drawer also functions as the on/off switch.

1. Push the switch upwards to turn the hearing aid on.
If you have just turned off the hearing aid, wait at least three seconds before turning it on again.
2. Push the switch downwards to turn the hearing aid off.
3. The word "OFF" is clearly visible on the switch when the hearing aid is turned off.

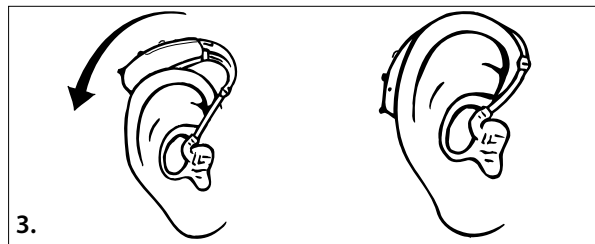
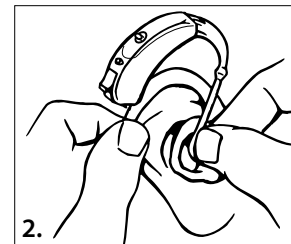
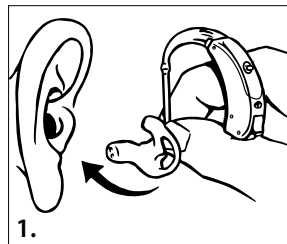


The hearing aid can be set to produce a beep-tone when turned on.

Please remember to switch the hearing aid off when it is not in use. Remove the battery if the hearing aid will not be used for several days.

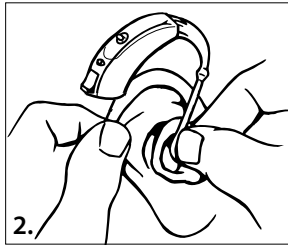
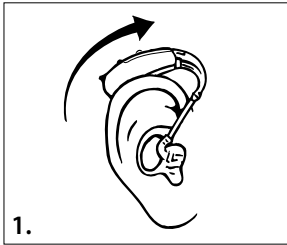
Placing the hearing aid and earmould

1. Insert the earmould in the ear canal while holding the lower part of the tubing.
2. It may help to pull the outer ear backwards and upwards with the opposite hand.
3. Place the hearing aid behind the ear, so that the earhook rests comfortably on the ear, close to your head.



Removing the hearing aid and earmould

1. Remove the hearing aid from its position behind the ear.
2. Carefully pull the earmould out of the ear canal, while holding the lower part of the tubing.



If it is difficult, you can try to move the earmould carefully from side to side while pulling it out. It may also help to pull the outer ear backwards and upwards with the opposite hand.

Possible start-up settings

The hearing aid can be set to start up in two different ways:

- In the standard start-up setting the hearing aid minimises whistling while it is being placed on the ear.
- The alternative is a setting where the hearing aid whistles slightly while you place it on the ear.

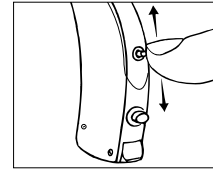
Together with your hearing care professional you can choose the start-up setting that suits your needs best.

Automatic volume adjustment

The hearing aid volume is adjusted automatically in accordance with your sound environment.

Fine tuning volume

Your hearing aid may be provided with a volume control, shaped like a small lever.



Push the lever upwards to gradually raise the automatically set volume.

Push the lever downwards to gradually lower the volume.

Each time you operate the volume control, you will hear a beep-tone unless you have chosen to have the tone indication deactivated. When you raise the volume, you will hear a higher beep-tone for each step the volume is raised. When you lower the volume, you will hear a deeper beep-tone for each step the volume is lowered. When the maximum or minimum adjustment level is reached, a steady tone will sound.

Important

Your hearing aid is a powerful instrument. Do not use it at uncomfortably high volume levels for prolonged periods of time – it might damage your hearing.

If the volume in your hearing aid is generally too loud or too weak, or if the reproduced sounds are distorted, or you would like any further information, consult your hearing care professional.

To turn off the sound completely:

- Keep pressing the volume control lever downwards after the steady tone has sounded.

To turn the sound on again:

- Press the lever upwards *or*
- Change listening program *or*
- Turn the hearing aid off, wait 3 seconds and turn it on again.

Any adjustment of the volume setting will be cancelled when your hearing aid is turned off.

If you wish to have the volume control disabled, please consult your hearing care professional.

Listening programs

Your hearing aid may be provided with up to three listening programs intended for specific listening situations.

At the back of this booklet your hearing care professional can list the listening programs that are available in your hearing aid. If your needs change over time, the combination of listening programs can be changed. You can choose from the following programs:

Master: Standard program

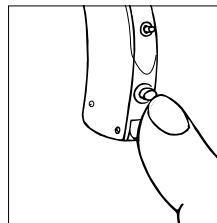
Acclimatisation: Has the same features as the Master program, but provides slightly less amplification.

Music: For listening to music.

TV: For listening to the TV.

T: In this program you listen via the telecoil (T) and not via the hearing aid microphone (M). The telecoil is used where a loop system is installed. Activating the telecoil program allows you to listen to a specific sound source and shut out surrounding sounds.

M + T: In this program you listen via the hearing aid microphone (M) and the telecoil (T).



Switching between the listening programs

You can switch between the programs by using the program button on the back of the hearing aid. Each time you use the program button, a click is produced unless you have chosen to have this function disabled. Beep-tones indicate which program you have chosen:

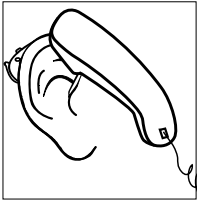
Program 1: One brief beep

Program 2: Two brief beeps

Program 3: Three brief beeps

If you wish to have the program button disabled, please consult your hearing care professional.

Using a telephone



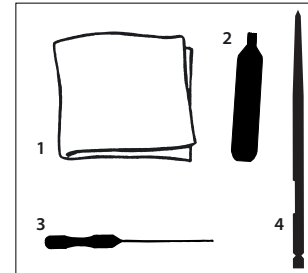
When listening on a telephone, we recommend that you hold the telephone against your head at an angle above your ear, and not directly against the ear. If the sound is not optimal, try to move the telephone loudspeaker to a slightly different

position. If the telephone is provided with a telecoil and you have the telecoil program in your hearing aid, you can choose this program to obtain the best possible sound. You may also have to move the telephone a little upwards or downwards to find the best position.

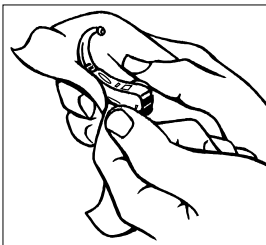
Cleaning

The following cleaning accessories are available for the hearing aid and ear-set.

1. **Soft cloth**
2. **Small brush**
3. **Wax removing tool**
4. **Small screwdriver**

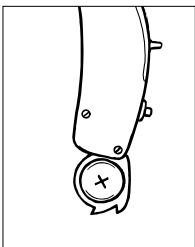


Contact your hearing care professional if you need additional supplies of cleaning accessories.



The hearing aid

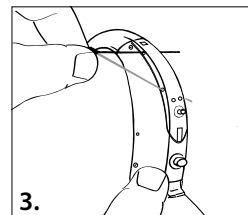
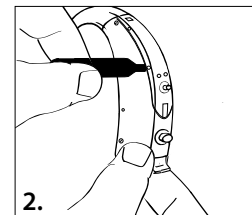
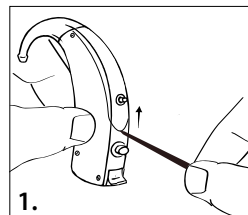
Clean the hearing aid with the soft cloth after use. *Never* use water or cleaning solutions to clean the hearing aid.



When the hearing aid is not in use, the battery drawer should be left open, so as to ventilate the hearing aid and allow it to dry.

The microphone openings

1. Use the small screwdriver to lift up the microphone cover and remove the cover.
2. Remove any dirt from around the microphone openings on the hearing aid and on the cover with the small brush.
3. Pass the wax removing tool through both microphone openings to clean these.

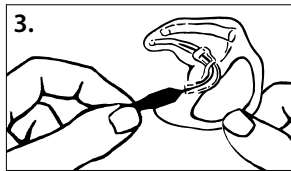
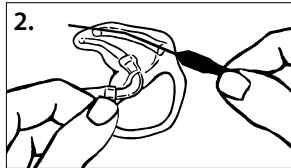
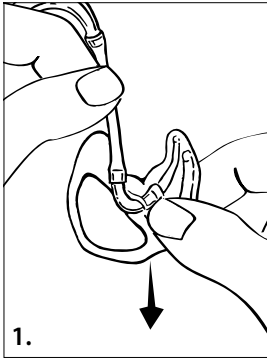


The earmould

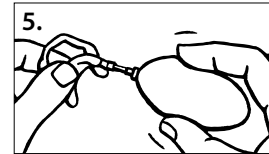
Make sure that your earmould is clean and free of ear-wax and moisture. *Never* use alcohol or other cleaning solutions to clean the earmould.

Cleaning the earmould:

1. Disconnect the earmould from the tubing.
2. Clean the vent with the wax removing tool.
3. Clean the sound bore with the wax removing tool.



4. At least once a week disconnect the earmould from the tubing and wash the earmould in lukewarm water. Allow it to dry overnight.
5. If there is still moisture in the earmould the next time you want to use the hearing aid, use a blower or the like to blow it dry.



Changing the tubing

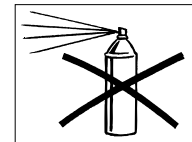
If your ear-set tubing becomes slack, stiff, yellow or cracked, replace the tubing.

For further supplies of tubing or if the earmould no longer fits your ear, contact your hearing care professional.

Caring for your hearing aid

With proper care, your hearing aid will give you consistent reliable service. Here are some things you can do to prolong the life of your hearing aid:

- Switch your hearing aid off when it is not in use. Should you not use it for several days, take out the battery.
- Treat the hearing aid as the valuable object it is: with care. When the hearing aid is not in use, keep it in its case in a cool, dry location where it cannot be reached by children or pets.
- When not in use, do not expose the hearing aid to extreme heat or high humidity.
- In environments with high humidity, a Widex drying kit may be used daily to reduce the amount of moisture inside the hearing aid. See the instructions enclosed with the Widex drying kit.



- Do not wear your hearing aid in the shower or swimming or when using a hair dryer, perfume or other sprays.
- Never try to open or repair the hearing aid yourself.
- Do not wear your hearing aid during x-ray, MR scans, CT scans, short-wave diathermy, or similar radiation treatments and never place your hearing aid in a microwave oven. These are some of the types of radiation that can damage your hearing aid. Radiation from, for example, room surveillance equipment, burglar alarms and cellular telephones is weaker and will not damage your hearing aid.
- Widex hearing aids are not certified for use in mines or other areas with explosive gases.

Good advice

- The use of hearing aids increases the risk of accumulation of earwax. Contact your physician/ENT doctor if you suspect that a plug of earwax has accumulated in your ear. Earwax may not only reduce your own hearing but also the effect of the hearing aid considerably. It is a good idea to ask your physician to clean your ears a couple of times a year.
- Please be sure to keep the hearing aid and its parts and accessories out of the reach of children, who might place them in their mouths. Also keep batteries out of children's reach and discard used batteries carefully. Do not change batteries in front of children and do not let them see where you keep your supply.
- Batteries are very small and can easily be mistaken for pills or the like. Never put a battery or hearing aid in your mouth for any reason as you may risk swallowing it. In case of ingestion, contact your physician immediately.

- The hearing aid will not restore normal hearing but can help you make best possible use of your remaining hearing ability. However, you should be aware that it takes time to get used to a new hearing aid and new sounds.
- The hearing aid is made of modern non-allergenic materials. Still, in rare cases skin irritation can occur. If you notice skin irritation in or around your ear or ear canal, contact your hearing care professional.
- Please be aware that the use of any type of hearing aid may involve a slightly increased risk of infection in the ear canal. An infection can arise as a result of inadequate ventilation of the ear. Therefore, we recommend that you remove the hearing aid and ear-set from your ear at night to allow the ear canal to be ventilated. Make sure that you clean and inspect your hearing aid and ear-set as required. If an infection occurs, you should seek medical attention and contact your hearing care professional for advice on how to disinfect the various hearing aid parts. Do not under any circumstances use alcohol, chlorine or similar substances.

Accessories

Audio input

The hearing aid can be furnished with an audio shoe. This allows direct connection to different kinds of accessories (FM and CROS/Bi-CROS systems), as well as external audio equipment (radio, TV, etc.). In this way the sound from, for example, a radio or someone provided with an FM microphone can be sent directly into your hearing aid.

In the standard setting, the hearing aid automatically switches to an audio program when an audio shoe is attached. If you then wish to switch to one of the other programs, you must use the program button on the hearing aid. As soon as you remove the audio shoe, the usual program order is re-established.

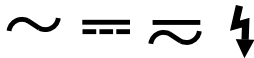
In the form on the next page, your hearing care professional can make a note of the audio programs you have access to and where they are located.

Program	Program order with audio shoe
1.	
2.	
3.	

Important:

If the hearing aid is connected to equipment which is connected to the electrical mains, this equipment must meet the safety requirements stated in the international standard IEC 60065.

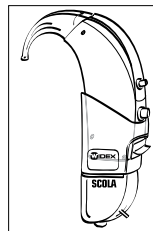
Do not connect the hearing aid to sockets that are labelled with one or more of the following symbols:



For more information on the use of audio input consult your hearing care professional.

FM systems

An FM system is an assistive listening device that can be used as an accessory for the hearing aid. The FM system makes it easier to understand speech in difficult listening situations.



The FM system from Widex is called SCOLA. The FM system consists of a wireless microphone placed near the speaker and a receiver clicked onto the hearing aid via an FM shoe. The operating range is approx. 15 metres depending on the surroundings. As the system is wireless, both the listener and the speaker have full freedom of movement within the specified range.

The SCOLA FM system can be set according to your needs. This may mean that the hearing aid program button will work differently than when using an audio shoe.

For help to determine whether you could benefit from an FM system, please consult your hearing care professional.

In case of malfunction

The following pages include some quick advice in case you experience problems. Before contacting your hearing care professional, please follow the advice below:

If the hearing aid is dead, it could be because:

- *The hearing aid is not turned on.* Make sure the battery drawer is pushed all the way upwards and that the word "OFF" is not visible on the switch.
- *The battery is dead or does not work.* Insert a new battery in the hearing aid.
- *The sound bore of the earmould is blocked.* Clean the blocked sound bore as described on page 26.

If the hearing aid volume is not powerful enough, it could be because:

- *The battery is nearly exhausted.* Insert a new battery in the hearing aid.
- *The sound bore of the earmould is blocked.* Clean the blocked sound bore as described on page 26.
- *Your ear is blocked by earwax.* Contact your physician/ENT doctor.
- *Your hearing may have changed.* Contact your hearing care professional.

If the hearing aid whistles continuously, it could be because:

- *Your ear is blocked by earwax.* Contact your physician/ENT doctor.
- *The tubing is broken.* Replace the tubing.
- *The tubing is yellow and stiff.* Replace the tubing.
- *The tubing often comes off the earmould or hearing aid hook.* Replace the tubing.
- *The hook is cracked.* Contact your hearing care professional.
- *The earmould is not correctly placed in your ear canal.* Take the earmould out and reinsert it.
- *The earmould fits loosely in your ear canal.* Contact your hearing care professional.

If the hearing aid functions intermittently, it could be because:

- *The on/off switch is dirty.* Push the switch back and forth a couple of times (also see page 11).

Your hearing aid

(To be filled out by the hearing care professional)

Date: _____

Battery type: _____

Listening programs	Chosen program position
Master	
Acclimatisation	
Music	
TV	
T	
M + T	

CE 0459

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