

WIDEX CLEAR™440

STAY IN SYNC WITH LIFE

## USER INSTRUCTIONS

### **THE CLEAR™440 SERIES**

C4-PA  
RIC  
RECEIVER-IN-CANAL

**WIDEX**®  
HIGH DEFINITION HEARING

## YOUR HEARING AID

*(To be filled out by the hearing care professional)*

**Date:** \_\_\_\_\_

**Battery size:** \_\_\_\_\_

**Ear-set:** \_\_\_\_\_

- Closed ear-tip
- Open ear-tip
- Custom ear-tip

Ear-tip size:      Left \_\_\_\_\_      Right \_\_\_\_\_

Earwire size:      Left \_\_\_\_\_      Right \_\_\_\_\_

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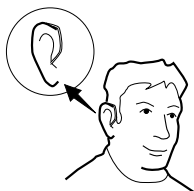
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## THANK YOU...

...for choosing a Widex hearing aid.

Your hearing aid is designed with high-quality sound, ease, comfort and freedom of choice in mind.

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



All illustrations in this booklet show a right-ear hearing aid.

### IMPORTANT

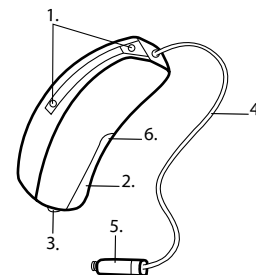
This booklet contains important information and instructions. Please read this booklet carefully before you start using the hearing aid.

**Your hearing aid, ear-set and accessories may not look exactly as illustrated in this booklet. We also reserve the right to make any changes considered necessary.**

## THE HEARING AID

The illustration below shows the hearing aid with earwire.

1. Microphone openings
2. On/off function
3. Nail grip
4. Earwire
5. Receiver
6. LED



Below, your hearing care professional can tick the ear-piece solution chosen for you.



Closed ear-tip

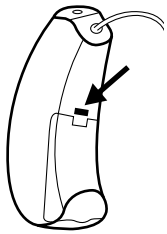


Open ear-tip



Custom ear-tip

### RIGHT/LEFT IDENTIFICATION



The arrow shows the position of the identification mark (red mark = right and blue mark = left).

### ACOUSTIC INDICATORS

The hearing aid may be set to produce a signal to indicate the use of certain functions. The signal may be a spoken message or tones adjusted by the hearing care professional in consultation with you. The signal can also be deactivated.

Adjusting volume		<b>Tone*</b>	Off
Confirming program button use		<b>Clicking sound</b>	Off
Changing program	<b>Message</b>	Tones	Off
Starting up the hearing aid	<b>Message</b>	Tone	Off
Warning about low battery	<b>Message</b>	4 tones	Off
Warning about lost partner	Message		<b>Off</b>
Service reminder	Message		<b>Off</b>

\* bold indicates standard setting

### THE BATTERY

We recommend **zinc-air batteries**. Use a **size 10** battery for the 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.



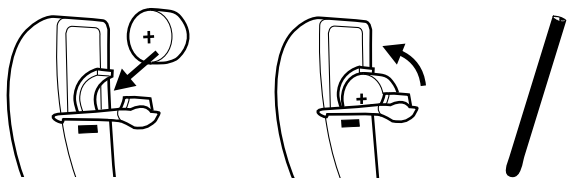
### INSERTING THE BATTERY

Before inserting a new battery into 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.



Use the nail grip to gently swing the battery drawer open. Do not press the drawer beyond the open position.

Place the battery in the drawer as illustrated, so that the plus (+) sign on the battery is facing towards you when you hold the hearing aid as shown. You can use the battery magnet provided to steer the battery into place.



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

When changing battery, it is a good idea to hold the hearing aid over a table.

## LOW BATTERY INDICATION

An acoustic indicator will sound when the battery is nearly exhausted, unless this function has been disabled (see page 8). 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.

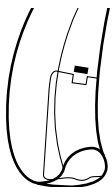
Never leave an exhausted battery in the hearing aid. Exhausted batteries may leak, damaging the hearing aid.

## IMPORTANT

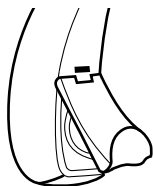
Your hearing aid may stop functioning, for instance if the battery is exhausted. You should be aware of this possibility, in particular when you are in traffic or are otherwise dependent on warning signals.

## TURNING THE HEARING AID ON AND OFF

The battery drawer of the hearing aid also functions as the on/off switch.



Close the battery drawer to turn on the hearing aid. An acoustic indicator will indicate that the hearing aid has been switched on unless this function has been disabled.



Open the battery drawer to turn off the hearing aid.

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

## VOLUME ADJUSTMENT

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

Ordinarily, you cannot fine tune the volume in your hearing aid. However, if you have a remote control, the option of fine tuning becomes available.

Any volume adjustment via the remote control will affect both hearing aids.

For any adjustment of the steps in which volume increases or decreases, consult your hearing care professional.

If you have a remote control, please also refer to the user instructions for this.

### IMPORTANT

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

## LOST PARTNER ALARM

(Note: Only applicable if this feature has been activated by your hearing care professional).

If one of your hearing aids falls off your ear, and/or the battery is exhausted, a spoken message will sound in the other hearing aid after 8 seconds and a diode will flash on both hearing aids.

When the lost hearing aid is repositioned, and/or the battery is exchanged, the diodes stop flashing.

For use with mobile phones, see page 51.

## LISTENING PROGRAMS

By default, your hearing aid has one listening program (Master).

If you have a remote control, five of the following programs, including Master, can be made available, plus the special Zen program called Zen+. Please also refer to the user instructions for your remote control.

<input type="checkbox"/> <b>Master</b>	Standard
<input type="checkbox"/> <b>Music</b>	For listening to music
<input type="checkbox"/> <b>TV</b>	For listening to the TV
<input type="checkbox"/> <b>Comfort</b>	Attenuates background noise
<input type="checkbox"/> <b>Reverse focus</b>	Focus on sounds from behind
<input type="checkbox"/> <b>Audibility Extender</b>	Makes high-frequency sounds audible
<input type="checkbox"/> <b>Zen</b>	Randomly plays harmonic tones. Contains one style
<b>Compound programs</b>	The Master program in one ear and Zen, Audibility Extender or Reverse focus in the other
<input type="checkbox"/> _____	
<input type="checkbox"/> _____	
<input type="checkbox"/> _____	
<input type="checkbox"/> <b>Zen+</b>	Special Zen program with up to three different Zen styles. Accessed via a long press (two sec.) on the remote control program toggle key



If your needs change over time, the combination of listening programs can be altered.

The Zen program may be used with amplification so that both the surrounding sounds and the Zen tones are heard together. Or, it may be used alone (without amplification) in quiet when you are not required to hear surrounding sounds.

The duration of the Zen play time can be set by your hearing care professional according to your needs.

#### IMPORTANT

Use of the different Zen programs may interfere with hearing surrounding sounds including speech. The programs should not be used when hearing such sounds is important. Switch the hearing aid to a non-Zen program in those situations.

**SWITCHING BETWEEN THE LISTENING PROGRAMS**  
Each time you change program via a remote control, an acoustic indicator will sound unless this function has been disabled.

**Program 1:** Message or one short beep

**Program 2:** Message or two short beeps

**Program 3:** Message or three short beeps

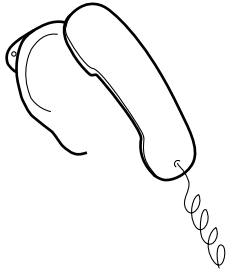
**Program 4:** Message or one long and one short beep

**Program 5:** Message or one long and two short beeps

**Zen+:** Message or tone

If you change program, the change will apply to both your hearing aids.

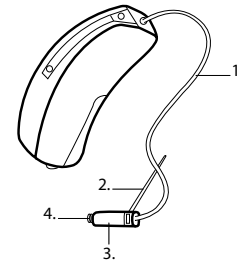
## USING A TELEPHONE



When using a telephone, we recommend that you hold the telephone against your head at an angle above your ear, rather than directly against the ear. If the sound is not optimal, try moving the telephone ear-piece to a slightly different position.

## HEARING AID WITH A CLOSED OR OPEN EAR-TIP

1. Earwire
2. Anchor (where applicable)
3. Receiver
4. NanoCare wax guard

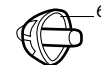


### 5. Closed ear-tip

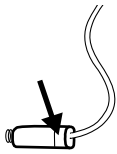
- 5a. Sound bore
- 5b. Vent



### 6. Open ear-tip



## RIGHT/LEFT IDENTIFICATION

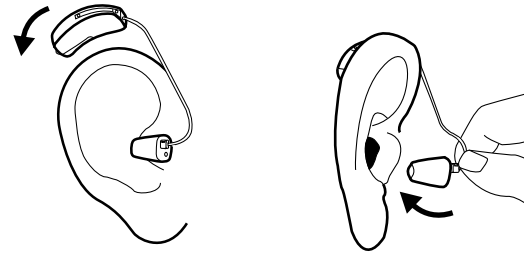


The earwire is available in different lengths for the right and left ear, respectively. The individual size is printed on the ear-set (see arrow). Red print indicates that it is for the right ear, and blue print that it is for the left ear.

## POSITIONING THE HEARING AID AND EAR-TIP

Place the hearing aid behind the ear, so that the earwire rests comfortably on the ear, close to your head.

Insert the ear-tip into the ear canal while holding the lower part of the earwire.



### IMPORTANT

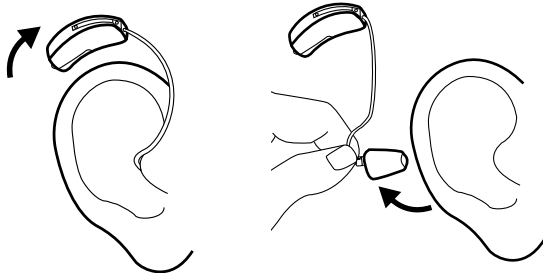
The anchor should always be used with the hearing aid with an **open** ear-tip. If the hearing aid is not secured by the anchor, it may fall off your ear and be lost. With a **closed** ear-tip, the anchor should only be used if this is necessary to further secure the ear-set/hearing aid.

Remember to check at regular intervals that the hearing aid and the ear-set are positioned correctly.

## REMOVING THE HEARING AID AND EAR-TIP

Remove the hearing aid from its position behind the ear.

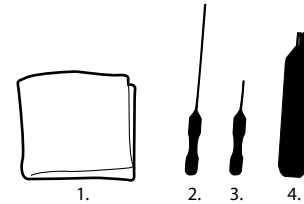
Carefully pull the ear-tip out of the ear canal, while holding the lower part of the earwire.



## CLEANING

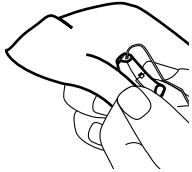
The following cleaning accessories are available for the hearing aid and ear-set.

1. Cloth
2. Long wax removing tool (for closed ear-tip only)
3. Short wax removing tool (for closed ear-tip only)
4. Brush

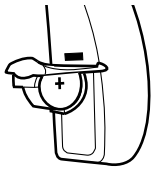


Contact your hearing care professional if you need additional supplies of cleaning accessories.

### THE HEARING AID



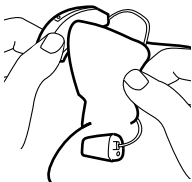
Clean the hearing aid after use with the cloth provided. **Never** use water or cleaning solutions to clean the hearing aid.



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 EAR-SET

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



### THE EARWIRE

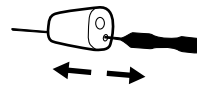
Clean the earwire with the cloth after use. **Never** use water or cleaning solutions to clean the earwire.

### THE EAR-TIP

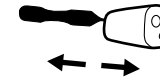
**Closed** ear-tip: First change the NanoCare wax guard (see pages 40-43), then use the wax guard holder to push the receiver out of the ear-tip.



Clean the vent with the long wax removing tool (no. 2), as illustrated.



Clean the sound bore with the short wax removing tool (no. 3), as illustrated.



If necessary, the **closed** or **open** ear-tip can be rinsed thoroughly in lukewarm water, **when disconnected from the rest of the ear-set**. Allow it to dry overnight. **Never** use cleaning solutions to clean the ear-tip.



### IMPORTANT

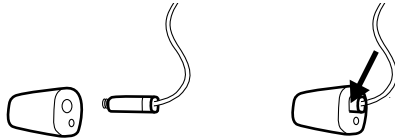
The receiver must **never** come into contact with water.

If dirt has gathered on the receiver, use the cloth to remove it.

Place the new/clean ear-tip on the ear-set. It is very important to ensure that the ear-tip is firmly secured.

### Closed ear-tip

The right/left identification mark should still be visible. See arrow.



### Open ear-tip



### CHANGING THE EAR-SET

The ear-set should be changed as required. The life of an ear-set is individual. Consult your hearing care professional for advice on how often you should change your ear-set.

For further supplies of ear-sets, or if the ear-tip size no longer fits your ear, contact your hearing care professional.

## EARWIRE AND EAR-TIP SIZE

The ear-set must fit your ear exactly in order to ensure a good and comfortable fit.

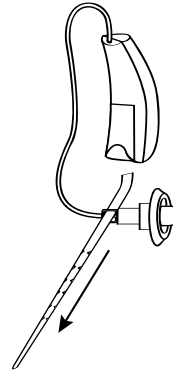
Your hearing care professional will choose the correct earwire length and ear-tip size, and help you to trim the anchor if your ear-set solution requires an anchor.

On page 2 of this booklet your hearing care professional can write down the sizes selected for you.



### THE ANCHOR

The anchor is supplied separately from the rest of the ear-set and can be used in different ways. Firstly, we show how the anchor can be used without prior trimming:



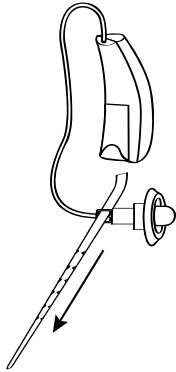
Pull the pointed end of the anchor through the upper hole on the receiver located at the end of the earwire. The angled grip should be pointing towards the hearing aid.

Continue pulling until the anchor is stopped by the grip at the end.



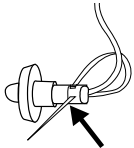
Your ear-set is now ready for use and is positioned so that it rests comfortably in your ear.

The anchor can also be trimmed to fit your ear:



Pull the pointed end of the anchor through the upper hole on the receiver located at the end of the earwire. The angled grip should be pointing towards the hearing aid.

Continue pulling until the anchor is stopped by the grip at the end. Now turn the ear-set around.

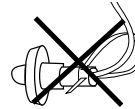


Then guide the pointed end of the anchor through the lower hole to form a loop.



When the loop is the correct size, cut any excess off, leaving only the loop.

The anchor loop has the correct size when it supports the position of the ear-tip in the ear canal, and the ear-set sits securely in and on the ear.



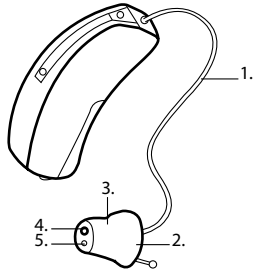
Take great care to cut off all the excess so that the end of the anchor loop is flush with the small hole and there are no sharp edges.

Use the tip of your finger to check for sharp edges. If part of the anchor sticks out through the hole, creating an uneven surface, this may cause irritation of the ear.



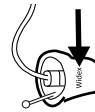
## HEARING AID WITH A CUSTOM EAR-TIP

1. Earwire
2. Receiver (at the end of the earwire, inside the custom ear-tip)
3. Custom ear-tip with extraction cord
4. NanoCare wax guard
5. Vent (optional)



## RIGHT/LEFT IDENTIFICATION

The earwire is available in different lengths for the right and left ear, respectively. The individual size is printed on the ear-set. Red print indicates that it is for the right ear, and blue print that it is for the left ear.



The custom ear-tip has "Widex" printed on it (see arrow). Red print indicates that it is for the right ear, and blue print that it is for the left ear.

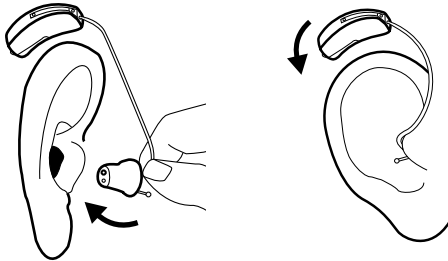
### IMPORTANT

**Never** attempt to disconnect the earwire from the custom ear-tip.

### POSITIONING THE HEARING AID AND CUSTOM EAR-TIP

Insert the custom ear-tip into the ear canal while holding the lower part of the earwire. It may also help to pull the outer ear backwards and upwards with the opposite hand.

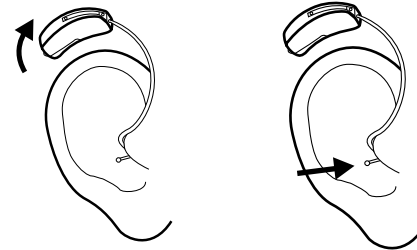
Place the hearing aid behind the ear, so that the hearing aid and earwire rest comfortably on the ear, close to your head.



### REMOVING THE HEARING AID AND CUSTOM EAR-TIP

Remove the hearing aid from its position behind the ear.

Take hold of the extraction cord and carefully pull the custom ear-tip out of the ear canal.



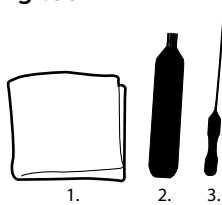
#### IMPORTANT

Do not pull the earwire to remove your hearing aid. Use the extraction cord.

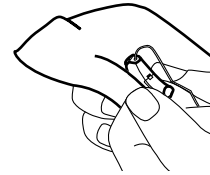
## CLEANING

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

1. Cloth
2. Brush
3. Wax removing tool

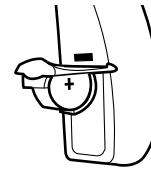


Contact your hearing care professional if you need additional supplies of cleaning accessories.



## THE HEARING AID

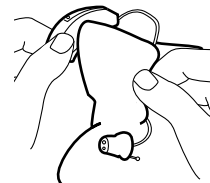
Clean the hearing aid after use with the cloth provided. **Never** use water or cleaning solutions to clean the hearing aid.



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 EAR-SET

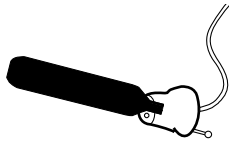
Make sure that your ear-set is clean and free of ear-wax, moisture or the like. **Never** use alcohol or other cleaning solutions to clean the ear-set.



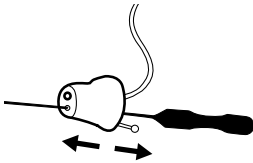
## THE EARWIRE

Clean the earwire with the cloth after use. **Never** use water or cleaning solutions to clean the earwire.

## THE CUSTOM EAR-TIP



If dirt has gathered on the custom ear-tip, use the small brush or cloth to remove it. Do not clean the wax guard. If it is plugged, change it (see pages 40-43).



If your ear-tip is provided with a vent, use the wax removing tool to clean the vent.

## IF THE EARWIRE NEEDS TO BE REPLACED

Changing the earwire for the custom ear-tip requires special tools and experience. We recommend that you consult your hearing care professional when the earwire needs replacement. Do not attempt to do it yourself.

If the custom ear-tip no longer fits your ear, contact your hearing care professional.

### IMPORTANT

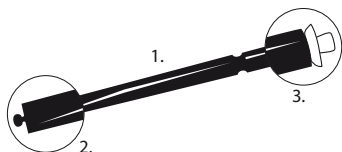
The custom ear-tip, in which the receiver is placed, must **never** come into contact with water.

## NANOCARE WAX GUARD

The NanoCare wax guard helps to protect the hearing aid against earwax. Always use NanoCare wax guards with your hearing aid. Otherwise the warranty for your hearing aid will be void.

The NanoCare wax guard system consists of the following parts:

1. Holder
2. Removal hook
3. Wax guard



### IMPORTANT

Do **not** attempt to clean or reuse a wax guard. This could damage your hearing aid and/or cause the wax guard to become dislodged in your ear.

## CHANGING THE NANOCARE WAX GUARD

See the illustrations for your ear-tip type

### Hearing aid with a closed ear-tip

The wax guard can be changed with or without the ear-tip being attached to the earwire.

### Hearing aid with a custom ear-tip

Do **NOT** remove the ear-tip from the earwire.

### Hearing aid with an open ear-tip

Remove the ear-tip from the earwire.

1. Insert the removal hook into the used wax guard placed in the sound outlet.
2. Pull the wax guard straight out.

### Closed ear-tip

(Also applies to the custom ear-tip)



### Open ear-tip



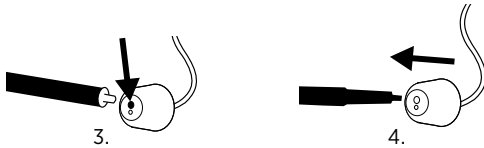


Now turn the holder around so that the used wax guard is away from the receiver and the new one is in position to be inserted.

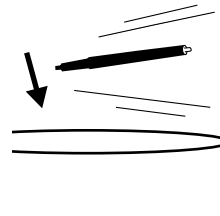
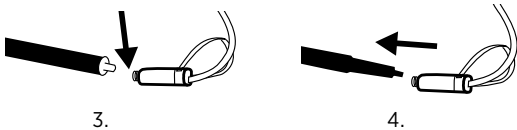
3. Insert the holder into the opening of the sound outlet and gently press the wax guard onto the receiver.
4. Pull the holder straight out. The new wax guard will automatically detach from the holder and remain in place.

**Closed ear-tip**

(Also applies to the custom ear-tip)



**Open ear-tip**



Discard the holder with the used wax guard.

The frequency with which the NanoCare wax guard should be changed varies from one individual to another.

If you have any questions regarding your NanoCare wax guard, please contact your hearing care professional.

**IMPORTANT**

If the wax guard fits loosely, discard it and insert another. If the wax guard becomes dislodged while the ear-tip is placed in the ear canal, please contact your physician. Do not try to remove the wax guard from your ear canal yourself.

## ACCESSORIES

A variety of assistive listening devices are available for your hearing aid.

For help in determining whether you could benefit from a remote control or other accessories, please consult your hearing care professional.

## IN CASE OF MALFUNCTION

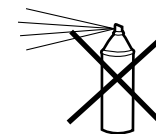
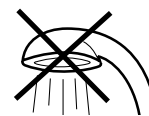
<b>Problem</b>	<b>Potential cause</b>	<b>Solution</b>
The hearing aid is dead	The hearing aid is not turned on	Make sure the battery drawer is closed
	The earwire is broken	Contact your hearing care professional
	The battery is dead or does not work	Insert a new battery in the hearing aid
	The NanoCare wax guard is blocked	Change the wax guard
The hearing aid volume is not powerful enough	The battery is nearly exhausted	Insert a new battery in the hearing aid
	The NanoCare wax guard is blocked	Change the wax guard
	Your ear is blocked by earwax	Contact your ENT doctor/physician
	Your hearing may have changed	Contact your hearing care professional

Problem	Potential cause	Solution
The hearing aid whistles continuously	Your ear is blocked by earwax	Contact your ENT doctor/physician
	The earwire is yellow and stiff	Contact your hearing care professional
	The ear-tip is not correctly placed in your ear canal	Take the ear-tip out and reinsert it
	The ear-tip fit is too loose	Contact your hearing care professional
	The receiver is not adequately secured in the ear-tip	<b>Closed and open ear-tip:</b> Replace the ear-tip. If the problem persists, contact your hearing care professional <b>Custom ear-tip:</b> Contact your hearing care professional
The receiver is inserted in the wrong hole	<b>Closed ear-tip:</b> Remove the ear-tip and insert the receiver as illustrated on page 26.	

## CARING FOR YOUR HEARING AID

The hearing aid is a valuable object and should be treated with care. Here are some things you can do to prolong the life of your hearing aid:

- Turn off your hearing aid when it is not in use. Remove the battery if the hearing aid will not be used for several days.
- When the hearing aid is not in use, keep it in its case in a cool, dry location out of reach of children and pets.
- Do not expose the hearing aid to extreme temperatures or high humidity.
- Do not wear your hearing aid while in the shower or swimming, or when using a hair dryer, perfume or other sprays.
- 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.





- Never try to open or repair the hearing aid yourself.
- Do not wear your hearing aid during X-rays, scans or radiation treatments. Other types of radiation, such as that in a microwave oven, can also damage your hearing aid. Radiation from, for example, room surveillance equipment, burglar alarms and mobile phones is weaker and will not damage the hearing aid.
- Widex hearing aids are not certified for use in mines or other areas with explosive gases.

## GOOD ADVICE AND WARNINGS

**Hearing aids and batteries can be dangerous if swallowed or used improperly. Swallowing or improper use can result in severe injury or even fatalities. In case of ingestion, contact a physician immediately.**

- Keep hearing aids and their parts, accessories and batteries out of reach of children and anyone else who might swallow such items or otherwise cause injury to themselves. Do not change batteries in front of them and do not let them see where you keep your battery supply. Discard used batteries carefully.
- 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.

### CAUTION

Risk of explosion if battery is replaced by an incorrect type or recharged. Dispose of used batteries according to the instructions.

- Never allow others to wear your hearing aid, as this could cause permanent damage to their hearing.
- The hearing aid will not restore normal hearing but can help you to make the 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.
- When selecting a listening program, please remember that there are situations in which it is particularly important to be able to hear the surrounding sounds (e.g. traffic, warning signals).
- 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.
- The hearing aid is made of modern non-allergenic materials. Nonetheless, in rare cases skin irritation may occur. If you notice skin irritation in or around your ear or ear canal, contact your hearing care professional.
- 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. We therefore 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.
- Your hearing aid uses a built-in transceiver for coordination between the hearing aids. The magnetic field strength of the transceiver is very low.
- Your hearing aid has been tested for interference according to international standards. Nevertheless, it is possible that unforeseen interference may occur in the hearing aid due to electromagnetic radiation from other products such as alarm systems and mobile phones.

- Although your hearing aid has been designed to comply with the most stringent international electromagnetic compatibility standards, the possibility cannot be excluded that it may cause interference with other equipment, such as medical devices.

## REGULATORY INFORMATION

**CE 0459**

Hereby, Widex A/S declares that this C4-PA is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

A copy of the Declaration of Conformity can be found at: <http://www.widex.com>

**✓ N26346**

## Federal Communications Commission and Industry Canada Statement

**FCC ID: TTY-C4PA**

**IC: 5676B-C4PA**

This device complies with part 15 of the FCC Rules and with 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.

### NOTE:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

### NOTE:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment complies with the Industry Canada RF radiation exposure limits set forth for an uncontrolled environment as per IC RSS-102 Issue 3.

Changes or modifications to the equipment not expressly approved by Widex could void the user's authority to operate the equipment.



Hearing aids, 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.





**CE** 0459

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