

WIDEX CLEAR™ 440

STAY IN SYNC WITH LIFE

TENTATIVE

USER INSTRUCTIONS

THE CLEAR™ 440 SERIES

C4-XP model
In-the-ear

WIDEX®
HIGH DEFINITION HEARING

YOUR WIDEX CLEAR™440 HEARING AID

(To be filled out by the hearing care professional)

Date: _____

Battery size: _____

Vent:

Vent

No vent

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SYMBOLS

The following symbols will be used throughout the manual:



Messages with this heading indicate serious adverse reactions, potential safety hazards and inadequate performance of device.



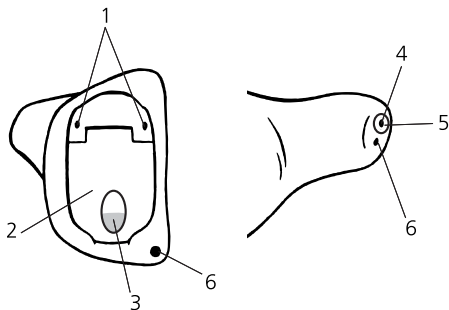
Messages with this heading indicate/include information regarding any special care to be exercised.



Not for general waste.

THE HEARING AID

1. Microphone openings
2. On/off function
3. Nail grip
4. Sound outlet
5. NanoCare wax guard
6. Vent (Not in all models).





WARNING

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

NOTE

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

Intended use

The CLEAR hearing aids are intended as air conduction amplification devices to be used in everyday listening environments. The CLEAR hearing aids may be provided with the Zen program intended to provide a relaxing sound background (i.e. music/noise source) for adults who desire to listen to such a background in quiet.

Indications for use

The devices are indicated for individuals with a range of hearing loss severity from minimal (10 dB HL) to moderately severe (85 dB HL) and all hearing loss configurations.

They are to be prescribed by licensed hearing healthcare professionals (audiologists, hearing aid specialists, otolaryngologists) who are trained in hearing (re)habilitation as well as tinnitus management.

Description of device

The hearing aid uses a proprietary wireless technology, WidexLink, to enable communication between the left and the right hearing aids, as well as between the hearing aids and the DEX accessories.

Your hearing aid may be provided with an listening program called Zen. It makes musical tones (and sometimes a rushing noise) in the background. These sounds are shaped according to your hearing loss.

Right/left identification

A right-ear hearing aid has a red Widex logo, and a left-ear hearing aid a blue logo.



The arrow shows the position of the logo.

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 via remote control | | Tone* | Off |
| Confirming RC program key use | | Clicking sound | Off |
| Changing program via remote control | Message | Tones | Off |
| Starting up the hearing aid | Message | Tone | Off |
| Warning about low battery | Message | 4 tones | Off |
| Warning about lost partner | Message | | Off |
| Service reminder | Message | | Off |

* *Bold indicates standard setting*

The battery

We recommend **zinc-air batteries**. Use a **size 312** 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.



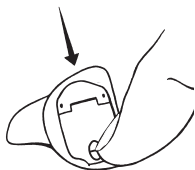
Inserting the battery

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.



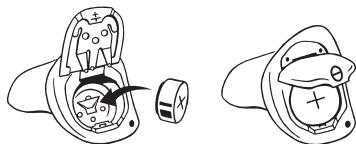
CAUTION

Do not use batteries if there is a sticky residue from the tab or other unwanted substance, as this can cause the hearing aid to malfunction.



Use the nail grip to push the battery compartment cover downwards and open the cover. Do not press the battery compartment cover beyond the open position.

Place the battery so that the plus (+) sign of the battery faces upwards.



You can use the battery magnet provided to steer the battery into place.

If the battery compartment cover 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). We recommend that you always have a spare battery with you.



WARNING

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



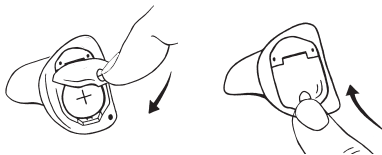
WARNING

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 compartment cover of your hearing aid also functions as the on/off switch.

Close the battery compartment cover and push it upwards to turn the hearing aid on. An acoustic indicator will indicate that the hearing aid has been switched on unless this function has been disabled.



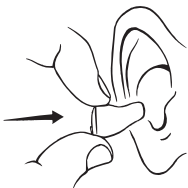
Push the battery compartment cover downwards to turn the hearing aid off.



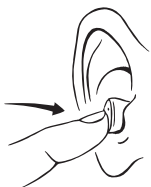
Please remember to turn off the hearing aid when it is not in use. Remove the battery if the hearing aid will not be used for several days.

Positioning the hearing aid

Close the battery compartment cover completely.



Hold your hearing aid with your thumb and forefinger. Slowly guide the hearing aid into your ear canal until you feel resistance.

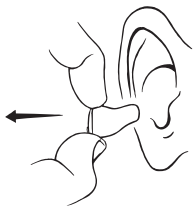


Let go of the hearing aid and use the tip of your forefinger to gently push it into your ear until it rests comfortably in your ear canal.



To help position the hearing aid properly you could pull the outer ear backwards and upwards with the opposite hand.

Removing the hearing aid



Hold the hearing aid with your thumb and forefinger and pull gently.

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

Volume adjustment

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

If you have a remote control, you can also adjust the volume manually or mute your hearing aid. Any adjustment of the volume setting will be cancelled when your hearing aid is turned off, or when you change program.

In the default setting, any volume adjustment via the remote control will affect both hearing aids.

To alter the increments in which the volume is increased or decreased, consult your hearing care professional.

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

To mute the hearing aid with a remote control:

Keep pressing the volume down key on the remote control after the long beep-tone has sounded and until it stops. Pressing one of the volume keys briefly will bring back the sound.



CAUTION

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 out of your ear, and/or the battery is exhausted, a tone signal and a spoken message will sound two times in the other hearing aid.

Listening programs

By default, your hearing aid has one listening program.

If you have a remote control, your hearing aid may be provided with five of the following programs, plus the special Zen program called Zen+. Please also refer to the user instructions for your remote control.

| | |
|---|---|
| <input type="checkbox"/> Master | Standard |
| <input type="checkbox"/> Music | For listening to music |
| <input type="checkbox"/> TV | For listening to the TV |
| <input type="checkbox"/> Comfort | Attenuates background noise |
| <input type="checkbox"/> Reverse focus | Focus on sounds from behind |
| <input type="checkbox"/> Audibility Extender | Makes high-frequency sounds audible |
| <input type="checkbox"/> Phone | For listening to the telephone |
| <input type="checkbox"/> Zen | Generates different kinds of tones. Contains one style |
| Compound programs | The Master program in one ear and Zen, Audibility Extender, Reverse focus, or Phone in the other. |
| <input type="checkbox"/> _____ | |
| <input type="checkbox"/> _____ | |
| <input type="checkbox"/> _____ | |
| <input type="checkbox"/> _____ | |
| <input type="checkbox"/> Zen+ | Special Zen program with up to three different Zen styles. |

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.



CAUTION

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.



CAUTION

If you perceive decrease in loudness, tolerance of sounds, speech not as clear, or worsening tinnitus, contact your hearing care professional.

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

In the default setting, both your hearing aids will be affected when you change programs.

Zen+

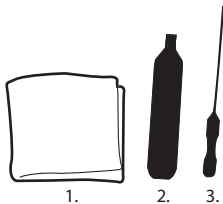
This program is accessed via a long press (two secs.) on the RC program key. A short press then allows you to cycle through the available Zen styles.

You can exit Zen+ by pressing and holding the program key for two seconds.

CLEANING

The following cleaning accessories are available for the hearing aid.

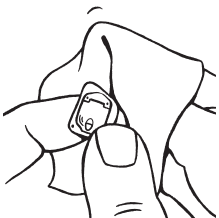
1. Cloth
2. Brush
3. Wax removing tool



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

The hearing aid

It is very important for the hearing aid's performance that it is kept free from earwax and dirt.

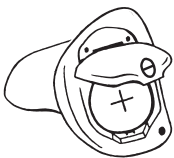


Clean your hearing aid daily with the soft cloth to keep it dry and clean of earwax or dirt.



WARNING

Never clean the hearing aid with water or cleaning solutions, as this may cause it to malfunction.

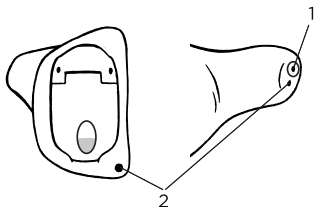


When the hearing aid is not in use, the battery compartment cover should be left open to ventilate the hearing aid and allow it to dry.

We recommend that every time you take the hearing aid out of your ear, you inspect the sound outlet and the vent openings to ensure that no earwax or dirt has gathered there. Below is an example of how the sound outlet and vent openings may be positioned. The positions can be slightly different on your hearing aid.

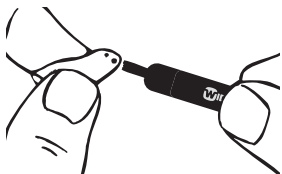
1. Sound outlet

2. Vent opening



The sound outlet

It is important that the sound outlet is not blocked by earwax. If it is blocked, do as follows:



Remove any visible earwax from around the sound outlet with the small brush or cloth. Do not attempt to clean the wax guard,

If the sound outlet is still blocked, you should change the wax guard (see pages 24-27).

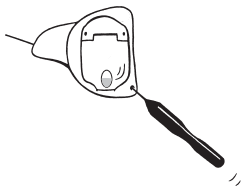


WARNING

If you cannot clean the sound outlet completely, you should contact your hearing care professional. Do not insert anything into the sound outlet as this could damage the hearing aid.

The vent

If earwax has accumulated in and/or around the vent opening, do as follows:



Clean any earwax from the vent by passing the wax removing tool all the way through the vent.



WARNING

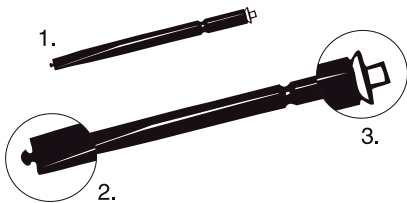
It is important for the performance of the hearing aid that the vent is never blocked by earwax. Make it a habit to clean the vent every day! In rare cases so much earwax can accumulate in the vent that the hearing aid sound is affected. In that case you should see your hearing care professional.

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 consists of the following parts:

1. Holder
2. Removal hook
3. Wax guard



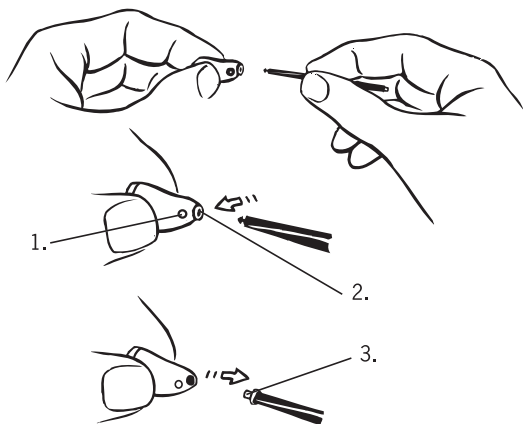
CAUTION

The wax guard is disposable and for one-time use only. 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

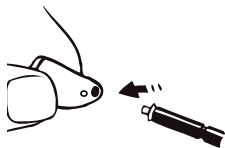
Insert the removal hook into the used wax guard placed in the sound outlet. Pull the wax guard straight out.

1. Vent opening
2. Sound outlet
3. Used wax guard

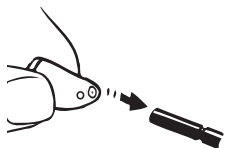




Turn the holder around so that the new wax guard is in position to be inserted.



Insert the holder into the opening of the sound outlet and gently press the wax guard into the opening.



Then pull the holder straight out. The new wax guard will automatically detach from the holder. Press the hearing aid gently against a flat surface to ensure that the wax guard remains in place.



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.



WARNING

If the wax guard fits loosely, discard it and insert another. If the wax guard becomes dislodged from the hearing aid while 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.

- RC-DEX
- TV-DEX
- M-DEX

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

The following pages contain some quick advice on what to do if your hearing aid stops working or performs unsatisfactorily. If the problems persist, contact your hearing care professional for assistance.

| Problem | Possible cause | Solution |
|--------------------------------------|-----------------------------------|--|
| The hearing aid is completely silent | The hearing aid is not turned on | Make sure the battery is placed correctly and the battery compartment cover is closed |
| | The battery does not work | Insert a new battery in the hearing aid |
| | The sound outlet is blocked | See page 23 |
| | The microphone opening is blocked | If you suspect that earwax or dirt has migrated into the microphone inside the hearing aid, contact your hearing care professional. Do not insert anything into the microphone opening |

| Problem | Possible cause | Solution |
|---|---|--|
| The hearing aid volume is not powerful enough | The battery is nearly exhausted | Insert a new battery in the hearing aid |
| | The sound outlet is blocked | See page 23 |
| | Your ear is blocked by earwax | Contact your ENT doctor/physician |
| | Your hearing may have changed | Contact your hearing care professional |
| The hearing aid whistles continuously | Your ear is blocked by earwax | Contact your ENT doctor/physician |
| | The hearing aid is not correctly placed in your ear canal | Take the hearing aid out and reinsert it |
| | The hearing aid fits loosely in your ear canal | Contact your hearing care professional |

| Problem | Possible cause | Solution |
|--|--|---|
| If the hearing aid is uncomfortable to wear | The hearing aid is not correctly placed in your ear canal. | Consult your hearing care professional on how to place the hearing aid correctly in your ear canal |
| | The hearing aid does not fit your ear properly | Contact your hearing care professional |
| | Your outer ear or ear canal is sore | It is important that first-time users only wear the hearing aid for short periods of time at the beginning. The skin in the ear canal is very thin and may swell a bit because of the pressure from the hearing aid. Take 2-3 weeks to gradually get used to the hearing aid. If the soreness continues, contact your hearing care professional |
| Your hearing aids are not working in synchrony | The connection between the hearing aids is lost | Turn the hearing aids off and on again |

| Problem | Possible cause | Solution |
|---|---|--|
| <p>The hearing aids do not respond with a corresponding change in volume or program to the DEX</p> | <ul style="list-style-type: none"> a. The DEX is used beyond the transmission range b. Strong electromagnetic interference in the vicinity c. The DEX and the CLEAR hearing aids are not matched | <ul style="list-style-type: none"> a. Move the DEX closer to the CLEAR hearing aids b. Move away from known source of EM interference c. Check with dispenser to make sure DEX is matched with CLEAR hearing aids |
| <p>The wearer hears “interrupted” speech (on and off) from the hearing aids or no speech (muted) from the transmitting ear.</p> | <ul style="list-style-type: none"> a. The battery in one of the hearing aids has expired b. Strong electromagnetic interference in the vicinity | <ul style="list-style-type: none"> a. Replace battery in one or both hearing aids b. Move away from known sources of interference |

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:



CAUTION

- 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. Make sure to dry the hearing aid thoroughly after heavy perspiration such as that which may occur during intense physical activity, e.g. playing sports.
- Avoid dropping your hearing aid – perform cleaning and battery changes while holding the hearing aid above a soft surface.
- Do not wear your hearing aid while in the shower or swimming, or when using a hair dryer, perfume, hair and body sprays or gels such as suntanning lotions or creams.
- In environments with high humidity, a drying kit may be used daily to reduce the amount of moisture inside the hearing aid. See the instructions enclosed with the drying kit.

WARNINGS



WARNING

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.



WARNING

- 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.
- 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 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 from your ear at night to allow the ear canal to be ventilated. Make sure that you clean and inspect your hearing aid as required. If an infection occurs, you should seek medical attention and contact your hearing care professional for advice on how to disinfect the hearing aid. Do not under any circumstances use alcohol, chlorine or similar substances.
- Do not use Widex hearing aids in mines or other areas with explosive gases.



WARNING

- **Do not wear your hearing aid during radiation, X-rays, MRIs, CT or other medical treatments and scans.** The emissions from these procedures as well as from other types of radiation, such as that in a microwave oven, can 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, but may create audible interference.



CAUTION

- 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, room surveillance equipment 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.
- Never try to open or repair the hearing aid yourself.

ADVICE

NOTE

- The hearing aid will not restore normal hearing and will not prevent or improve a hearing loss resulting from organic conditions. However, the hearing aid can help you to make the best possible use of your remaining hearing ability. You should also bear in mind that it can take time to get used to a new hearing aid and new sounds.
- In most cases, using the hearing aid infrequently will not permit you to gain full benefit from it.
- The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading.
- 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.

FCC ID: TTY-C4XP

IC: 5676B-C4XP

Federal Communications Commission Statement

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

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

**Industry Canada Statement /
Déclaration d'industrie Canada**

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada.

To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada.

Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

REGULATORY INFORMATION

CE 0459

Hereby, Widex A/S declares that this C4-XP 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**



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

Manufacturer

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Denmark • www.widex.com



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