

WIDEX **ALLURE™**

USER INSTRUCTIONS

THE WIDEX ALLURE™ FAMILY

ABRD1 model
BTE
(Behind-the-ear)



WIDEX

SOUND LIKE NO OTHER

YOUR HEARING AID

(To be filled out by your hearing care professional)

This is a list of possible programs for your hearing aids.

For further information on the use of these programs, see Customization.

Your hearing aid programs:

PROGRAMS

☐ Universal

☐ PureSound

☐ Music

☐ T

☐ M+T

SPECIAL PROGRAMS

☐ Phone

The program names in the table are the default names. If you have chosen to use some of the other names available, write the new names in the table. That way you will always know which programs you have in your hearing aids.

Read the instructions

Carefully read the user instructions in this booklet and in the booklet "Ear-sets for Widex hearing aids" before you start using your hearing aid. You should also read the user instructions for the charger.

Sound streaming and wireless control

The hearing aid allows sound streaming and direct wireless control from smartphones and other devices. For more help and information contact your hearing care professional or visit: www.widex.com.

The hearing aid works wirelessly with the ALLURE app. We take no responsibility if the hearing aid is used with any third party app or if the app is used with any other device. Read more about the app in the booklet.

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IMPORTANT SAFETY INFORMATION

Read these pages carefully before you begin using your hearing aid.



WARNING: People younger than 18 should go to a doctor before using this. People younger than 18 years old need specialized care, and using this without a medical evaluation may worsen impairment or disability. A hearing aid user who is younger than 18 should have a recent medical evaluation from a doctor, preferably an ear-nose-throat doctor (an ENT). Before using this, a doctor should determine that the use of a hearing aid is appropriate.



WARNING to Hearing Aid Dispensers:

You should advise a prospective hearing aid user to consult promptly with a doctor, preferably an ear specialist such as an ENT, before dispensing a hearing aid if you determine through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- Visible deformity of the ear, either congenital or traumatic
- Fluid, pus, or blood coming out of the ear within the previous 6 months
- Pain or discomfort in the ear
- History of excessive ear wax or suspicion that something is in the ear canal
- Dizziness, either recent or long-standing
- Sudden, quickly worsening, or fluctuating hearing loss within the previous 6 months

- Hearing loss or ringing (tinnitus) only in one ear or a noticeable difference in hearing between ears

- Audiometric air-bone gap equal to or greater than 15 dB at 500 Hz, 1000 Hz, and 2000 Hz



WARNING to Hearing Aid Dispenser, Outputs over 132 dB SPL: You should exercise special care in selecting and fitting a hearing aid with a maximum output that exceeds 132 dB SPL because it may impair the remaining hearing of the hearing aid user.



WARNING This product can expose you to nickel, which is known to the State of California to cause cancer. For more information, go to www.P65Warnings.ca.gov.

Read these pages carefully before you begin using your hearing aid.



WARNING

Observe the operating conditions.

Pay special attention to protect your device from extreme heat (e.g. fire, microwave oven, induction oven or other high induction fields) and sunlight.

Charge your hearing instruments only with the approved charger. Ask your Hearing Care Professional for support.

Do not disassemble the device.

Do not use the device in explosive atmospheres.

Do not use devices that are deformed or obviously damaged.

Do not use the device when its performance after charging reduces considerably. Return the device to your Hearing Care Professional.

Do not dispose of the device in fire or water.

**WARNING**

Replacement and repair have to be performed by a professional. Therefore:

Do not repair or replace the lithium-ion rechargeable battery yourself. In the unlikely event of a lithium-ion rechargeable battery bursting or exploding, keep all combustible materials away.

In any of the above cases, return your device to the Hearing Care Professional.

**WARNING**

In case of a known contact allergy, consult the hearing aid manufacturer regarding the presence of the allergen before using the hearing aid.

If an allergic reaction develops after wearing the hearing instrument, immediately discontinue use and consult a licensed physician.

**WARNING****Choking hazard!**

Your hearing aids/device contain/s small parts which can be swallowed.

- Keep hearing aids, batteries and accessories out of reach of children and mentally disabled persons.

- If parts have been swallowed consult a physician or hospital immediately.

**WARNING****Risk of impairing the residual hearing of the user**

For hearing aids with an output sound pressure level of 132 dB SPL or more.

- Take special care when fitting this instrument.

**WARNING****Risk of impairing the residual hearing of the user**

Use only hearing aids that have been fitted especially for your needs.

**WARNING****Risk of explosion!**

Do not use your hearing aids / devices in explosive atmospheres (e.g. mining areas).

**WARNING****Risk of injury, fire or explosion!**

Ship lithium batteries and hearing aids according to local regulations.

**WARNING****Risk of injury, fire or explosion!**

A lithium-ion rechargeable battery is permanently built into your device. Incorrect use of the device can cause the lithium-ion rechargeable battery to burst.



WARNING
Risk of electric shock!

Connect the charger only with a USB power supply which complies with IEC 60950-1 and/or IEC 62368-1



WARNING
Risk of injury!

Do not use obviously damaged devices and return them to point of sale.



WARNING
Choking hazard posed by small parts.

This instrument is not intended for the fitting of infants, children under 3 years and persons of mental incapacity.



WARNING
Interference with implantable devices

The device can be used with all electronic implants that comply with the ANSI/AAMI/ISO 14117:2012 Electromagnetic compatibility standard for human implants.

In case your implant does not comply with the ANSI/AAMI/ISO 14117:2012 standard, consult the manufacturer of your implantable device for information about the risk of disturbance.

**WARNING****Risk of affecting electronic equipment!**

In areas where the use of electronics or wireless devices are restricted, verify if your device has to be turned off.

**WARNING**

Note that any unauthorized changes to the product may cause damage to the product or cause injury.

Use only approved parts and accessories. Ask your Hearing Care Professional for support.

Do not modify this product without authorization from the manufacturer. If this equipment is modified, appropriate inspection and testing must be conducted to ensure safe use of the product.

**WARNING**

A Hearing Care Professional should advise a prospective hearing instrument user to consult a licensed physician before using the hearing instrument if the Hearing Care Professional determines that the prospective user has any of the following conditions:

- Visible congenital or traumatic deformity of the ear.
- History of active drainage from the ear within the previous 90 days.
- History of sudden or rapidly progressive hearing loss within the previous 90 days.
- Acute or chronic dizziness.
- Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.
- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- Pain or discomfort in the ear (eg: recent or current ear infections).
- Pain or discomfort in the ear (eg: recent or current ear infections).

**WARNING**

Consult a Hearing Care Professional if you experience any unusual side effects like skin irritation, excessive accumulation of ear wax, dizziness, change in your hearing, or if you think there may be a foreign object in your ear canal.



CAUTION
Risk of injury!

Always wear the tube/receiver cable/hearing aid with an ear piece.
Make sure that the ear piece is completely attached.



CAUTION
Risk of injury!

Insert the ear piece carefully and not too deeply into the ear.



CAUTION
Risk of injury!

In very rare cases the ear piece could remain in your ear when removing the hearing aid. If this happens, have the ear piece removed by a medical professional.



CAUTION

When not in use, please store your hearing aids in the supplied jewel case or charging case (if applicable) and keep out of the reach of children.

NOTICE

- Protect your hearing aids from extreme heat. Do not store them in direct sunlight.
- Protect your hearing aids from high humidity. Do not wear them in the shower or when you apply make-up, perfume, aftershave, hairspray or suntan lotion.
- Do not dry your hearing aids in the microwave oven.
- Different types of strong radiation, e.g. during X-ray, MRI procedures, proximity of idle MRI or CT scan, may damage hearing aids. Do not wear the hearing aids during these or similar procedures like electrosurgery (diathermy, electrocautery, HF-surgery). Do not wear the hearing aids during these or similar procedures like electrosurgery (diathermy, electrocautery, HF-surgery). Weaker radiation, e.g. from radio equipment or airport security, does not damage the hearing aids.
- Your devices comply with international standards. However, it cannot be guaranteed that all products on the market work interference-free, for example some induction cookers, electromagnetic security systems (e.g. anti-theft systems and metal detectors) cellular telephones, RFID, room surveillance systems may cause audible interference. If you encounter unwanted noise in the vicinity of such device, you should increase the distance between the hearing aid and that device.
- Your hearing aids are designed to comply with international standards on electromagnetic compatibility but interference with nearby electronic devices could occur. In this case, move away from the source of interference.
- Recycle hearing aids, accessories and packaging according to local regulations.
- To avoid environmental pollution, do not throw power cells or hearing instruments into household trash. Recycle or dispose of power cells or hearing instruments according to local regulations.



Caution: This is not hearing protection.

You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.



Caution about excessive sound output.

Caution: The sound output should not be uncomfortable or painful. You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.



Caution: You might need medical help if a piece gets stuck in your ear.

If any part of your hearing aid, like the eartip, gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can.

You should not try to use tweezers or cotton swabs because they can push the part farther into your ear, injuring your eardrum or ear canal, possibly seriously.



Note: What you might expect when you start using a hearing aid.

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss.

People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices.

If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially in situations that make you tired from listening-for example, noisy environments.



Note: Tell FDA about injuries, malfunctions, or other adverse events.

To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them "adverse events," and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc.

Instructions for reporting are available at <https://www.fda.gov/Safety/MedWatch>, or call 1-800-FDA-1088. You can also download a form to mail to FDA.



Note: Hearing loss in people younger than 18.

- People younger than 18 should see a doctor first, preferably an ear-nose- throat doctor (an ENT), because they may have different needs than adults.
- The doctor will identify and treat medical conditions as appropriate.
- The doctor may refer the person to an audiologist for a separate test, a hearing aid evaluation.
- The hearing aid evaluation will help the audiologist select and fit the appropriate hearing aid.

A person who is younger than 18 years old with hearing loss should have a medical evaluation by a doctor, preferably an ENT, before buying a hearing aid.

The purpose of a medical evaluation is to identify and treat medical conditions that may affect hearing but that a hearing aid won't treat on its own.

Following the medical evaluation and if appropriate, the doctor will provide a written statement that the hearing loss has been medically evaluated and the person is a candidate for a hearing aid. The doctor may refer the person to an audiologist for a hearing aid evaluation, which is different from the medical evaluation and is intended to identify the appropriate hearing aid.

The audiologist will conduct a hearing aid evaluation to assess the person's ability to hear with and without a hearing aid. This will enable the audiologist to select and fit a hearing aid for the person's individual needs. An audiologist can also provide evaluation and rehabilitation since, for people younger than 18, hearing loss may cause problems in language development and educational and social growth. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of hearing loss in people younger than 18.



Note:

In case of a serious incident, report the occurrence to the manufacturer of the device.

Instructions for reporting are available at <https://www.fda.gov/Safety/MedWatch>, or call 1-800-FDA-1088. You can also download a form to mail to FDA.

YOUR HEARING AID

Welcome

Congratulations on your new hearing aid.

This hearing aid is powered by a rechargeable lithium-ion battery and must be used with the charger model WPT301. The battery is built-in and you cannot replace this.

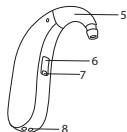
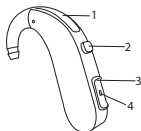
We recommend that you use your hearing aid regularly, even if it takes some time getting used to it. Infrequent users do not usually get the full benefit of a hearing aid.

NOTICE

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

Your hearing aid at a glance

The illustration shows your hearing aid without the ear-set. For further information on the ear-set see the ear-set manual. The ear-set consists of a tube and an ear-tip or earmould, and it is the part of your hearing aid that you wear inside your ear.



1. Microphone opening
2. Program button / On/off switch
3. Volume control
4. Light indicator
5. Hook
6. Identification plate (model and serial number)
7. Left/right identification. Blue indicates your left hearing aid, while red is for your right hearing aid.
8. Charging contacts

NOTE



If your hearing aids feature a hook or an adaptor, please note that the hook or the adaptor is fixed to the hearing aid and should not be removed.

CONDITIONS FOR USE

Indications for use

The hearing aids are indicated for individuals older than 36 months with a range of hearing loss from minimal (10 dB HL) to severe (105 dB HL) and all hearing loss configurations.

They are to be programmed by licensed hearing care professionals (audiologists, hearing aid specialists, otolaryngologists) who are trained in hearing (re)habilitation.

Hearing aids with rechargeable batteries

Hearing aids with rechargeable batteries should NOT be used by children younger than 36 months or mentally disabled people.

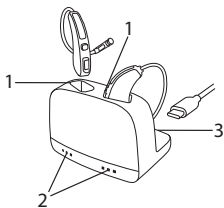
Intended purpose/intended use

Hearing aids are intended to improve the hearing of hearing impaired persons. Diagnosis and prescription of a hearing instrument must be performed by hearing health specialists, e.g. acousticians, audiologists, or ENT doctors.

The 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.

Charging

We recommend that you charge your hearing aid daily. This illustration shows your charger at a glance:



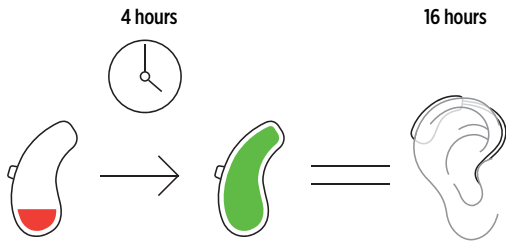
1. Charging wells
2. Light indicators
3. USB-C port

For further information on how to charge your hearing aid, see the user instructions for the charger.

Use time and charging time

If you charge your hearing aid for half an hour, you have approximately 4 hours of use. Charging your hearing aid fully will take approximately 4 hours.

When the hearing aid is fully charged, you can use it for at least 16 hours in normal hearing environments before the next charge.



When you hear the battery alert indicating low power, you will have approximately 3-4 hours of normal use. The hearing aid turns off when the battery power is critically low.

Hearing loss, sound environment and streaming are factors that affect the estimated use time. For example, if you use the streaming service, you will reduce the use time of the hearing aid.

Operating and charging conditions

Your hearing aid has been designed to operate in everyday situations, and it works in environmental conditions that are comfortable for you. You can wear your hearing aid during flights, but you should remove it before showering, swimming and sleeping.

Operating conditions

	Minimum	Maximum
Temperature	0 °C (32 °F)	50 °C (122 °F)
Humidity	5% rH	93% rH
Atmospheric pressure	700 mbar	1060 mbar

Charging conditions

	Minimum	Maximum
Temperature	10 °C (50 °F)	35 °C (95 °F)
Humidity	20% rH	75% rH

Long-term storage when not in use

If you plan to not wear your hearing aid for a longer period of time, charge it fully and store it in the end-user case you received with the hearing aid. Remember to turn off the hearing aid before storage.

Every 6 months you will have to charge the hearing aid to avoid an unrecoverable deep-discharge of the battery. A deep-discharged battery can no longer be charged and has to be replaced. We would however recommend recharging more frequently than every 6 months.

Storage and transport conditions

Your hearing aid is sensitive to extreme conditions such as high temperatures. It should not be stored or transported in direct sunlight, but only within the following conditions.

Storage conditions

	Minimum	Maximum
Temperature	10 °C (50 °F)	40 °C (104 °F)*
Humidity	10% rH	80% rH**

* Recommended temperature is 10°C to 25°C.

** Recommended humidity is 20 to 80% rH

Transport conditions

	Minimum	Maximum
Temperature	-20 °C (-4 °F)	60 °C (140 °F)
Humidity	5% rH	90% rH
Atmospheric pressure	700 mbar	1060 mbar

You can find technical data sheets on www.widexpro.com/documents and additional information on your hearing aids on www.widex.com.

DAILY USE

Turning the hearing aid on and off

You can turn the hearing aid on in two ways:

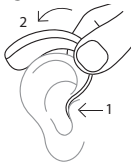
1. Press and hold the push button for a few seconds. After another few seconds, the light indicator on the volume control will flash green and the hearing aid will play a sound signal to indicate that it is on, unless you have agreed with your hearing care professional to deactivate this function.
2. Remove the hearing aid from the charger. It will turn on automatically after a few seconds. The light indicator on the volume control will flash green and the hearing aid will play a sound signal to indicate that the hearing aid is on.

You can turn the hearing aid off in two ways:

1. Place the hearing aid in the charger and the charging starts.
2. Press and hold the push button for a few seconds. A final tone will sound and the light indicator on the volume control will flash red.

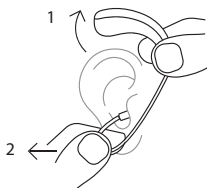
Putting on and removing the hearing aid

Putting on the hearing aid



1. Insert the ear-tip into the ear canal opening. Pulling the outer ear upwards and backwards at the same time can be helpful.
2. Place the hearing aid onto the top of the ear. It can be helpful to hold the ear-tip in the ear canal while placing the hearing aid on the ear. The hearing aid should rest comfortably on the ear, close to your head.

Removing the hearing aid



1. Start by removing the hearing aid from behind the ear.
2. Remove the ear-tip carefully from the ear canal while holding the lower part of the earwire.

Your hearing aid can be fitted using different types of ear-sets. See the separate ear-set manual for more information about your ear-set.

CUSTOMIZATION

Programs

This is an overview of programs that you can select from. Ask your hearing care professional for guidance.

PROGRAMS	USE
Universal	Automatic program with focus on optimum sound in all situations
PureSound	Automatic program with focus on natural and pleasant sound in all situations
Music	For listening to music
T	With this program you listen through the hearing aid's telecoil, which allows you to listen directly to the sound without background noise (requires a teleloop system)
M+T	This program is a combination of the hearing aid's microphone and the telecoil. You listen to the sound source, but can also hear other sounds

PROGRAMS**USE**

TV Program

This program is designed for listening to audio from TV. The TV program will automatically be created when pairing the hearing aids to a Widex TV Streamer

SPECIAL PROGRAMS**USE**

Phone

This program is designed for listening to phone conversations

The names in the list of programs are the default names. Your hearing care professional can also select an alternative program name from a preselected list. Then it is even easier for you to select the right program in each listening situation.

Depending on your hearing loss, your hearing care professional can activate the Audibility Extender feature. Ask your hearing care professional if you could benefit from this.

If your needs and preferences change over time, your hearing care professional can easily change your program selection.

Sound and light indicator signals

Ask your hearing care professional to turn the sound or light indicator signals off if you do not need them.

Program sound signals

Your hearing aid plays sounds to inform you which program you have activated or that you have changed program.

Light indicator overview

Light indicators	Status
Turn glowing green 	The hearing aid is turning on
Blinking green 1 time 	The hearing aid is turned on Battery more than 20%
Blinking red 4 times 	The hearing aid is turned on Low battery, less than 20%
Blinking red 3 times and then turn glowing red 	The hearing aid is turning off
Blinking green 6 times 	The hearing aid has successfully been paired with a Bluetooth device

Light indicators

Status

Continuously blinking red every 5 seconds



The hearing aid is turned on
Critical battery, less than 5%

Push button sound and light indicator signals

Push button

Feedback type

Explanation of feedback

Switching between programs.

Beep tone.

When you switch to another program, a beep tone will play.

Switching on.

Beep tone and light indication.

The light indicator turn solid green to indicate that the hearing aid is turning on.

Switching off.

Beep tone and light indication.

The light indicator will flash red 3 times and then turn solid red to indicate that the hearing aid is turning off.

Lost partner

Your hearing care professional can turn on a feature in your hearing aid that warns you whenever it loses contact with the hearing aid in the opposite ear. You will hear a spoken message in your ear.

Sound and program adjustment

ALLURE app

You can connect your smartphone to your ALLURE hearing aid with the ALLURE app to stream sound and control the functions of the hearing aid. For example, you can personalize your listening experience, change programs, and adjust or mute the sound in your hearing aid.

Remote control

If you have a remote control, you can also change program or adjust the sound manually to achieve more comfort or more audibility, depending on your needs and preferences. For more information on how this works, consult your hearing care professional.

Your hearing aid adjusts the sound automatically according to your sound environment.

You can also adjust the sound manually to achieve more comfort or more audibility, depending on your needs and preferences. For more information on how this works, consult your hearing care professional.

Depending on the hearing aid settings and features, any sound adjustment you make will affect both hearing aids.

Each time you operate the volume control, you will hear a beep-tone unless your hearing care professional has deactivated this function. When you reach the maximum or minimum setting, you will hear a steady tone.

To mute your hearing aid do as follows:

- Keep pressing the lower part of the volume control until you can hear the steady sound

To turn the sound on again:

- Press the upper part of the volume control **or**
- Change program

Any adjustment of the volume will be cancelled when you turn off your hearing aid or if you change program.

PAIRING WITH YOUR SMARTPHONE

Connecting with your smartphone via Bluetooth

To pair your hearing aid and smartphone you need to restart your hearing aid. Do as follows:

1. Restart your hearing aid.
2. Keep the hearing aid close to your phone and follow the instructions in the ALLURE app.
3. The hearing aid and smartphone are now ready for use.

NOTICE

Your hearing aid is only in pairing mode for three minutes after you restart it. You might need to restart it again if you do not pair it in time.

How to connect the hearing aid to the app

When you have paired your hearing aid with your smartphone (in the settings menu), open the ALLURE app and it automatically connects to the hearing aid.

Audio streaming with iPhone

Your hearing aids are Made for iPhone hearing aids. This means you can get phone calls and listen to music from your iPhone directly into your hearing aids. Additionally, your hearing aids may offer hands-free calling with compatible iPhone and iPad devices.

For more information about compatible iOS devices, pairing, audio streaming and other useful functions, contact your hearing care professional.

How to use an Android smartphone with your hearing aid

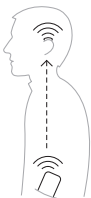


If your hearing aid is paired with your Android smartphone via Bluetooth, your phone will send sound data directly to your hearing aid during phone calls.

During a call, hold your Android smartphone in front of you so the microphone on the phone is close to your mouth. This is how you experience the best sound quality.

How to use the hearing aid as a two-way headset for iPhone calls

If your hearing aid is paired with your iPhone via Bluetooth, it can receive and transmit voice data during phone calls. Your iPhone will send sound data directly to your hearing aid. Your hearing aid will pick up your voice and transmit it back to the iPhone. This lets you enjoy hands-free calls while on the go.



Your hearing aid automatically functions as a two-way headset when it is paired with your iPhone. You can make phone calls without having to speak into the phone itself.

Your hearing aid lets you accept incoming calls without interacting with your phone directly, and to end the call when it is over. To use this functionality, do the following:

1. Press the push button on your hearing aid to pick up an incoming call.
2. Press the push button on your hearing aid to end the call.

If you use the app, you can enable Call Control, which lets you interact with your hearing aids by tapping the top part of your ear with a finger. Call Control is enabled for both ears, and you can use it by tapping either ear. With Call Control enabled, do the following:

1. Tap twice with a finger on the top part of your ear to pick up an incoming call.
2. Tap twice with a finger on the top part of your ear to end the call.

You may also accept incoming calls and end calls by using the app directly on your phone.

How to turn off the Bluetooth connection

Go to the More menu in the ALLURE app and select “Hearing aid Bluetooth” to turn off the Bluetooth connection. Bluetooth will reconnect once the hearing aid has been restarted.

Compatibility with smartphones

You can see a list of compatible smartphones, tablets, etc. at this website:

www.widex.com/support/compatibility/

CLEANING

Cleaning your hearing aid every day will make it more effective and more comfortable to wear.



Wipe the hearing aid off with a soft, dry cloth.
If the microphone grid is blocked, contact your hearing care professional.

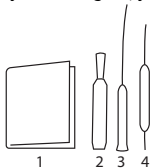
If you notice dirt on the microphone covers, gently blow it away or wipe it off with a soft cloth.

Dry your hearing aid quickly if it gets wet, or if you perspire heavily.

For information on how to clean the ear-set, see the ear-set manual.

Tools

With your hearing aid, you will receive the following cleaning tools:



1. Cloth
2. Brush for ear-set
3. Long wax-removing tool for ear-set
4. Short wax-removing tool for ear-set

Wax guard

The wax guard is a filter placed in the opening of the receiver behind the ear-tip, and it helps to protect the receiver against earwax. Always use wax guards supplied by Widex with your hearing aid.

For information on how to change the wax guard, see the ear-set manual.

Widex CHARGE n CLEAN

The Widex CHARGE n CLEAN charger WPC301 is intended to dry, charge and maintain your hearing aid.

While charging the hearing aids, the maintenance (Ultraviolet-C treatment and drying) is carried out.

The maintenance cycle takes 30 minutes.

ACCESSORIES

You can use a variety of accessories with your hearing aid. Ask your hearing care professional if you could benefit from using these accessories.

Name	Use
RC-DEX	remote control
TV PLAY 2	for direct TV streaming
WPT301	charger for the hearing aids
WPC301	CHARGE n CLEAN charger for the hearing aids
ALLURE APP	for using your smartphone to control your hearing aids

TROUBLESHOOTING

These pages contain advice on what to do if your hearing aid stops working or if it doesn't work as expected. If the problem persists, contact your hearing care professional.

Problem	Possible cause	Solution
The hearing aid is completely silent	It is not turned on	Turn the hearing aid on by pressing the push button or placing the hearing aid in the charger for 10 sec. before taking it out
	The hearing aid is not charged	Charge the hearing aid in the charger
The hearing aid is completely silent although charged and turned on	The wax guard is blocked with ear wax.	Remove the ear-tip from the earwire. If ear wax has accumulated in the wax guard, change the wax guard. For further information, see the ear-set manual. You can also contact your hearing care professional for advice
The hearing aid volume is not powerful enough	Your ear is blocked by earwax	Contact your doctor

Problem	Possible cause	Solution
	The wax guard is blocked with ear wax.	Remove the ear-tip from the earwire. If ear wax has accumulated in the wax guard, change the wax guard. For further information, see the ear-set manual. You can also contact your hearing care professional for advice
	The microphone grid is dirty	Wipe the microphone grid
	Your hearing may have changed	Contact your hearing care professional/Contact your doctor
The hearing aid whistles continuously	Your ear is blocked by earwax	Contact your doctor
	The ear-set is not placed correctly	See "Putting on and removing the hearing aid"
Your two hearing aids are not working in synchrony	The connection between the hearing aids is lost	Turn them off and on again

Problem	Possible cause	Solution
The two hearing aids do not respond with a corresponding change in volume or program to the accessory	The accessory is used beyond the transmission range	Move the accessory closer to the hearing aids
	Strong electromagnetic interference	Move away from known source of electromagnetic interference
	The accessory and the hearing aids are not matched	Check with your hearing care professional to make sure the accessory is matched with the hearing aids
The HA shuts off when I put a headset on top of the HA and HA turns on when I remove my headset.	The headset has a magnet inside placed too close to the HA	Use a different Headset or try to place it differently over the HA to see if that could work

NOTICE

This information covers only the hearing aid. See the "Ear-sets for Widex hearing aids" user manual for information specific to your ear-set. If the problems persist, contact your hearing care professional for assistance.

TRAVELLING ON AN AIRPLANE

When traveling by air, it is important to transport both hearing aids (HAs) and chargers, as well as any other accessories for hearing aids, in your carry-on baggage. Hearing aids can be worn on the ears during the flight.

You need to turn off the Bluetooth connection on the hearing aid by using the app. There is no risk of transmitting from the hearing aid's 2.4 GHz radio transmitter as long as the hearing aid is not connected to the mobile phone.

REGULATORY INFORMATION

Warning to hearing aid dispensers

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- (i) Visible congenital or traumatic deformity of the ear.
- (ii) History of active drainage from the ear within the previous 90 days.
- (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days.
- (iv) Acute or chronic dizziness.
- (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- (vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.
- (vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- (viii) Pain or discomfort in the ear.

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

Important notice for prospective hearing aid users

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists, or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased. Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical

evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

Children with hearing loss

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

EU directives

Directive 2014/53/EU

WSAUD A/S hereby declares that this ABRD1 is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. The ABRD1 contains radio transmitters operating at: 10.6 MHz, -30 dBμA/m @10 m; 2.4 GHz, Max 1.0 mW.

A copy of the Declaration of Conformity according to 2014/53/EU can be found at:

www.widex.com/doc

To avoid potential degradation of radio performance, your device should be separated by at least 25 cm (10 inches) from other radio communications equipment.



Information regarding disposal

Do not dispose of hearing aids, hearing aid accessories and charger with ordinary household waste.

Hearing aids, hearing aid accessories and charger should be disposed of at sites intended for electrical waste and electronic equipment, or given to your hearing care professional for safe disposal.

FCC and ISED statements

Contains FCC ID: 2AXDT-RFM017

Contains IC: 26428-RFM017

HVIN: RFM017

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 the party responsible for compliance could void the user's authority to operate the equipment.

ISED Statement / Déclaration d'ISED

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

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

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique 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;
- (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

ISED RADIATION EXPOSURE STATEMENT:

This equipment complies with ISED RF 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.

ISED EXPOSITION AUX RADIATIONS:

Cet équipement est conforme avec ISED les limites d'exposition aux rayonnements définies pour un contrôlé environnement. Cet émetteur ne doit pas être co-localisés ou fonctionner en conjonction avec une autre antenne ou émetteur.

Wireless radio transmission

Wireless functions and operating characteristics

The following tables summarizes the technical details of the wireless technology:

Technical details	Inductive radio	Bluetooth LE
Antenna type	Integral coil antenna	Integral frame antenna
Antenna dimensions	Ø 2 mm, L 5 mm	18 mm x 4.5 mm
Modulation	FSK	GFSK / FHSS
Magnetic field strength	-54 dBµA/m @ 10 m	-
Output power (EIRP)	-	0 dBm / 1 mW
Range	0.3 m	6 m
Center frequency	10.6 MHz	2401 MHz – 2480 MHz
Channel	Single Channel	40
Bandwidth	660 kHz	2 MHz
Data rate	212 kbps	1 Mbps
Data flow	Simplex/Semi duplex	Duplex
Protocol	Random Access / Proprietary	BLE

Wireless security measures

Security of the wireless signals is assured through device system design that includes:

- Individual MAC address for each unit which is checked during each transmission.
- A built-in pairing table which specifies valid and legitimate pairing among units
- A proprietary Widex communication protocol which checks the package numbers during each transmission.
- A Cyclic Redundancy Check (CRC) to check data validity and correct errors.

Electromagnetic emissions/immunity standards

The product complies with the following EMC/EMI standards:

Standard	Test type	Note
47 CFR Part 15, Subpart B	RF emissions	US FCC requirements for unintentional radiators
47 CFR Part 15, Subpart C	RF emissions	US FCC requirements for intentional radiators
IEC 60601-1-2	General EMC including RF emissions, RF immunity, ESD	Medical Electrical Equipment, Electromagnetic compatibility

Standard	Test type	Note
IEC 60118-13	RF immunity	International standard for hearing instruments to ensure adequate immunity radio interference from mobile telephones

SYMBOLS

Symbols commonly used by WIDEX in medical device labelling (labels/IFU/etc.).

Symbol	Title/Description
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Manufacturer

The product is produced by the manufacturer whose name and address are stated next to the symbol. If appropriate, the date of manufacture may also be stated.



Catalogue number

The product's catalogue (item) number.
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Consult instructions for use

The user instructions contain important cautionary information (warnings/precautions) and must be read before using the product.
--



Warning

Text marked with a warning symbol must be read before using the product.
--



WEEE mark

“Not for general waste”. When a product is to be discarded, it must be sent to a designated collection point for recycling and recovering to prevent the risk of harm to the environment or human health as a result of the presence of hazardous substances.

Symbol	Title/Description
	CE mark The product is in conformity with the requirements set out in European CE marking directives.
	RCM mark The product complies with electrical safety, EMC and radio spectrum regulatory requirements for products supplied to the Australian or New Zealand markets.
	Medical device Indication that the device is a medical device.

LICENSES AND ACKNOWLEDGEMENTS

Open-source acknowledgement

This device makes use of a third-party open-source software resource. The open-source resource is listed below, followed by the full text of its license.

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