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# User's instructions The Bravissimo Series

**BV-19**  
Behind-the-ear



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Your hearing aid, earmould and accessories may not look exactly the same as in these user's instructions. We furthermore reserve the right to make any changes considered necessary.



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

# Contents

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Your new Bravissimo BV-19 .....	4
A world of new sounds .....	5
Having something in your ear .....	6
Practice makes perfect .....	7
The road to better hearing and a more active everyday life .....	7
Help to help yourself .....	8
Bravissimo BV-19 .....	10
The battery .....	11
Battery type .....	11
Inserting the battery .....	11
Changing the battery .....	13
Turning the hearing aid on and off .....	15
Left/right identification .....	16
Placing Bravissimo BV-19 on/in the ear .....	17
Removing Bravissimo BV-19 .....	19
Automatic adjustment of loudness .....	20
Fine tuning loudness .....	21
Listening programs .....	22
Switching between the listening programs .....	23
Keeping Bravissimo BV-19 clean .....	25
Cleaning accessories .....	25
The hearing aid .....	26
The earmould .....	27
Caring for your hearing aid .....	29
Good advice .....	31
Accessories .....	33
In case of malfunction .....	36

## Your new Bravissimo BV-19

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We hope you will be pleased with your new Widex hearing aid. We have included these user's instructions to inform you about the various aspects associated with wearing hearing aids. The instructions are made up of two parts: The first part is an introduction to life as a hearing aid user, how to get used to new sounds, etc. The second part contains facts about your hearing aid. How to operate and maintain it and what you can do if you experience problems. Both parts are equally important, so we recommend that you read the entire booklet to get full satisfaction from the quality and performance we have built into your new Bravissimo BV-19 hearing aid.



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## **A world of new sounds**

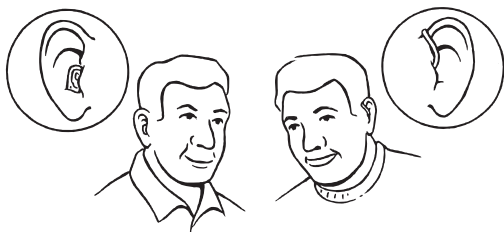
Becoming a hearing aid user can be an exciting challenge. Your hearing aid does not restore normal hearing, but it brings back sounds that you may not have heard or thought about for years - everyday sounds such as a ticking clock, dripping water, the television, the car, footsteps on hard floors, children's voices, music, doors banging, laughter, tools, machinery, etc. All these sounds can be a bit overwhelming. Try to identify and localise the sounds you are not accustomed to hearing. Once you become used to hearing these everyday sounds again, they will become a part of your active world of sounds.



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## Having something in your ear

Your ears need to become accustomed to your new hearing aids. If you are wearing a hearing aid for the first time, you also have to become used to having something in your ear. It is not uncommon to feel a sensation of pressure in the ear for the first few days and your ear canal may feel warm and a bit sore. But if wearing the hearing aid causes you outright discomfort, you should consult your hearing healthcare professional.



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## **Practice makes perfect**

It is a good idea to start slowly and wear your hearing aids for just short intermittent periods of time, for example one or two hours, and first try them in situations with few people and not too much noise. Gradually you can use them for longer periods of time and in noisier environments. It is important that you allow yourself the time needed to become used to the new sounds and the new sensation in your ears.



## **The road to better hearing and a more active everyday life**

Your hearing aids may help you regain the pleasure of communicating with other people and increase your quality of life. So, although it may feel like a big challenge in the beginning, it will be worth the effort.

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## **Help to help yourself**

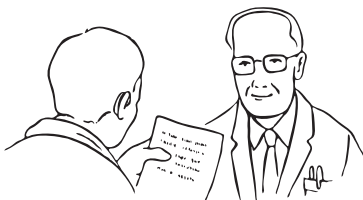
Most modern hearing aids are designed with a multitude of options, settings and features to benefit most hearing aid users. Your Bravissimo BV-19 hearing aid is set individually to your hearing loss and hearing to ensure the best and most comfortable sound reproduction.

After a period of use, your hearing aid may have to be fine tuned by your hearing healthcare professional. Maybe you have discovered new needs or maybe there are situations where the loudness level or sound reproduction is not satisfactory. The more details you can provide for your hearing healthcare professional about your initial experience with the hearing aids, the easier it is to find the right solution. Before your next consultation with your hearing healthcare professional, it is important that you notice how your new hearing aids feel.



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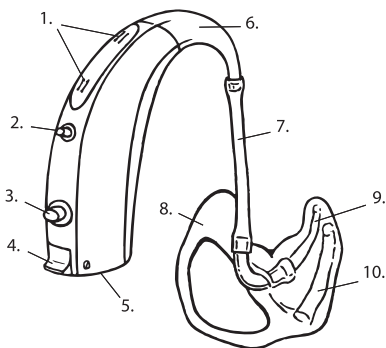
Make a note of the situations where you are not satisfied and why. Is the problem related to low frequency, high frequency, weak or loud sounds? Is it all the time or only in specific situations? Try to describe your experiences as detailed as possible so that you and your hearing health-care professional have something to go on when you meet again.



# Bravissimo BV-19

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1. **Microphone openings**, where the sound enters the hearing aid.
2. **Volume control**, which makes it possible to fine tune the automatically adjusted loudness.
3. **Program button**, which allows you to choose between different listening programs.
4. **On/off switch**.
5. **Battery drawer** with a nail grip for easy opening.
6. **Earhook – non-detachable**.
7. **Plastic tubing**.
8. **Earmould**.
9. **Sound canal**.
10. **Relief vent**.



# The battery

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## Battery type

The recommended battery type for Bravissimo BV-19 is:

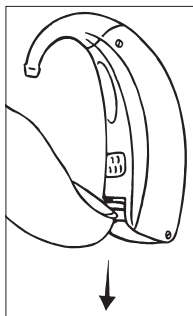
### **Zinc Air battery type 13**

For acquisition of batteries, consult your hearing health-care professional. Please note the expiry date and the recommendations regarding disposal of used batteries on the battery pack. To ensure proper battery function, do not use batteries past the expiry date. Because they are Zinc Air type batteries, they need air to work. Therefore, do not remove the adhesive tab until just before inserting the battery in the hearing aid. Once the tab has been removed, the battery will start functioning after a few seconds. The lifetime of the battery depends on a number of factors, such as the setting of your hearing aid, how many hours you use it daily and the listening environments in which you use it.



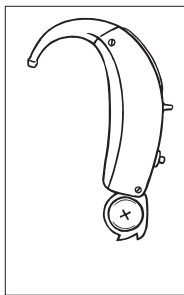
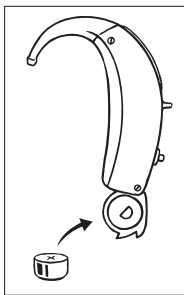
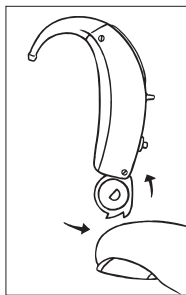
### **Inserting the battery**

Before inserting a new battery in your hearing aid, remember to remove the adhesive tab. Do not use batteries on which there is a sticky residue from the tab or other unwanted substance.



Push the nail grip downwards to swing open the battery drawer. The nail grip is located on the opposite side of the on/off switch at the bottom of the hearing aid.

The plus (+) sign of the battery must face upwards. If the battery drawer does not close easily, the battery is incorrectly inserted.



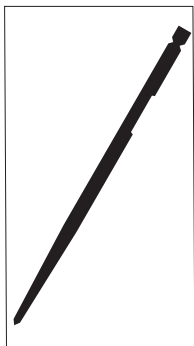
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## **Changing the battery**

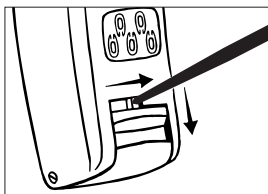
If you hear four rapid beep-tones while wearing your hearing aid, it is an indication that the battery is nearly exhausted. Once the battery is totally exhausted, the hearing aid will be completely silent. Exactly how long the hearing aid will function after the beep-tones varies from one case to another.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

The rate at which a battery loses power is dependent upon the circumstances under which the battery is used. In some circumstances, the battery can drain so suddenly that the beep-tones for low battery warning will only be partially produced or not be produced at all.

Never leave an exhausted battery in the hearing aid. Exhausted batteries may leak, which could damage the hearing aid. When changing batteries, it is a good idea to hold the hearing aid over a table or a carpet, in case you drop the hearing aid or battery.



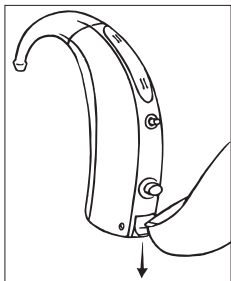
The hearing aid can be provided with a battery drawer lock, if required. This is a particularly good idea if the hearing aid is worn by a child. A special tool for opening the lock will be included when ordering the lock (see the drawing).



You open the lock by pushing it to the right and then downward with the tool in one movement as illustrated.

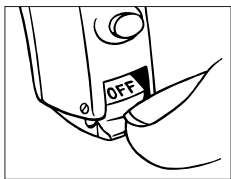
## Turning the hearing aid on and off

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

The hearing aid is turned on when the switch is pushed upwards, and off when the switch is pushed downwards.

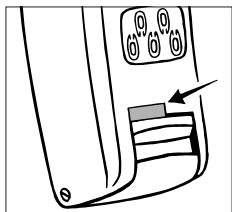


The word "OFF" is clearly visible on the switch when the aid is turned off.

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

## Left/right identification

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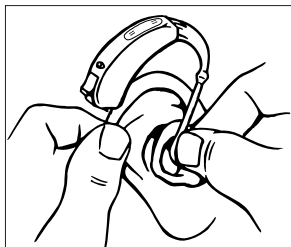
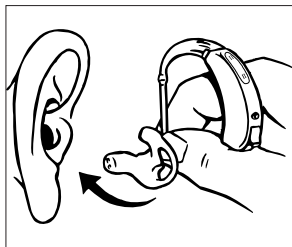
If you wear hearing aids on both ears, your hearing healthcare professional can put coloured marks on your hearing aids so you can easily see which is for the left ear and which is for the right ear (red mark = right and blue mark = left).



## Placing Bravissimo BV-19 on/in the ear

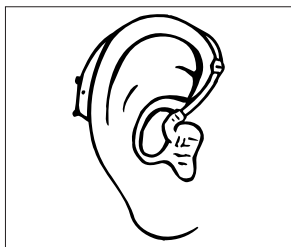
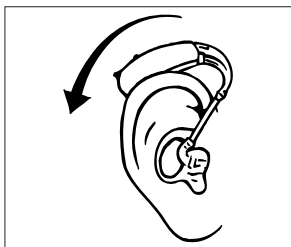
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Insert a battery in your hearing aid. We recommend that you turn off the hearing aid before placing it on the ear. First insert the earmould in the ear canal while holding the lower part of the tubing. It may also help to pull the outer ear backwards and upwards with the opposite hand.



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Once the earmould has been inserted, you place the hearing aid behind the ear, so that the hook rests comfortably on the ear, close to your head. When the hearing aid is in its correct position, turn on the hearing aid.



## **Removing Bravissimo BV-19**

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First remove the hearing aid from its position behind the ear. Carefully pull the earmould out of the ear canal, while holding the lower part of the tubing. If it is difficult, it may help to try to move the earmould carefully from side to side while pulling it out. It may also help to pull the outer ear backwards and upwards with the opposite hand.

## **Automatic adjustment of loudness**

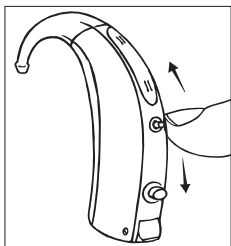
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Bravissimo BV-19 adjusts loudness automatically in accordance with your sound environment. Several thousand times per second, Bravissimo BV-19 analyses the surroundings and tailors its sound accordingly. With Bravissimo BV-19 you do not have to think about adjusting the volume – it happens quite automatically.

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

## Fine tuning loudness

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Your hearing aid may be provided with a volume control, shaped like a small lever. Push the lever upwards to raise the automatically set volume. Push the lever downwards to lower the volume. Use short touches for minor corrections of the volume. Faster adjustments are obtained by keeping the lever pressed for some seconds.

When you raise the volume, you will hear a beep-tone for each step the volume is raised. When you lower the volume, you will hear a deeper beep-tone for each step the volume is lowered. When the maximum or minimum adjustment level is reached, a steady tone will sound until you release the lever.

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

## Listening programs

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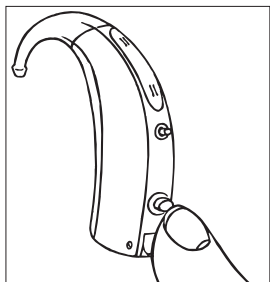
Your Bravissimo BV-19 behind-the-ear hearing aid may be equipped with a number of listening programs optimised for different listening situations. Your hearing healthcare professional can help you select the programs that are of use to you and make them available on the hearing aid program button. If your needs change over time, the combination of listening programs can be changed. In these user's instructions, the hearing healthcare professional can list the listening programs that are available in your hearing aid (see page 25).

### Listening programs:

**M: (microphone).** This is the standard program, which means it is the listening program for ordinary listening situations.

**T: (telecoil).** This listening program can only be used where a loop system or specially adapted telephone is installed. By selecting this program you can listen to the sound source and shut out surrounding sounds.

**M+T.** This listening program is a combination of the **M** (microphone) and **T** (telecoil) programs. If you activate "M+T", you can listen to the source of sound and still hear the surrounding sounds.



## **Switching between the listening programs**

You switch between the programs by using the program button on the back of the hearing aid.

To switch between programs 1 and 2, press the button briefly once (approx. 1 second). To switch from program 1 to program 3 you also press the button once, but for a longer time (approx. 3 seconds).

If your Bravissimo hearing aid is set to program 3 and you press the program button, the hearing aid will always switch to program 1 (whether you give it a short or long press).

Each time you switch to another program, you will hear beep-tones. They tell you which program you have chosen; one brief beep-tone for program 1, one brief deeper beep-tone for program 2 and two brief beeps for program 3. The number of different beeps depends on how many programs you – together with your hearing healthcare professional - have chosen to have in your hearing aid.

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If you – in consultation with your hearing healthcare professional – decide on other combinations of programs later, these can be written on the blank form found at the back of these instructions.

### Listening program form

Program	Chosen programs:	Application:
1.		
2.		
3.		



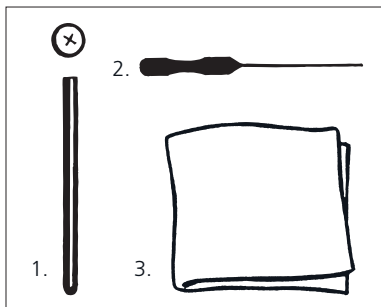
## Keeping Bravissimo BV-19 clean

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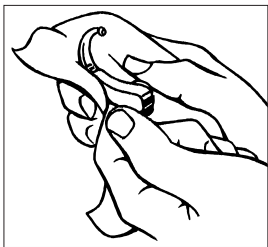
### Cleaning accessories

The following accessories are available for your hearing aid:

1. **Battery magnet** to facilitate insertion of the battery into the battery drawer.
2. **Wax removing tool** for cleaning the relief vent opening.
3. **Soft cloth** for drying and cleaning the hearing aid.



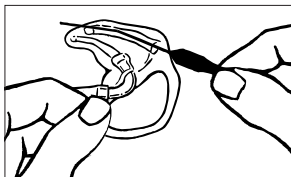
Contact your hearing healthcare professional if you need additional supplies of accessories.



### **The hearing aid**

Never wash your hearing aid with water, cleaning solutions or other liquids. Instead, clean your hearing aid with a dry soft cloth after use.

When the hearing aid is not in use, it is a good idea to leave the battery drawer open, so as to ventilate the hearing aid and allow it to dry.

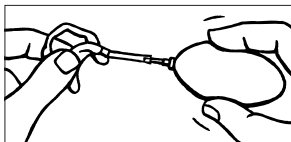


### **The earmould**

Make sure that your earmould is clean and free of earwax and moisture. If it is plugged, clear the opening with a wax removing tool.



Disconnect the plastic tubing from the hook of the hearing aid at least once a week and wash the earmould in lukewarm water. Rinse the earmould thoroughly and allow it to dry overnight.



If there is still moisture in the earmould the next time you want to use the hearing aid, use a small blower or the like to blow it dry. **Never** use alcohol or other cleaning solutions to clean your earmould.

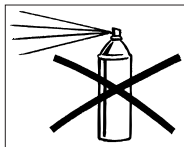
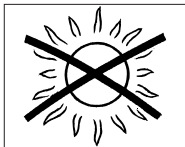
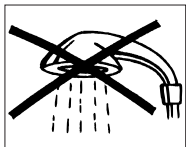
If your earmould tubing becomes slack, stiff, yellow or cracked, replace the tubing. Consult with your hearing healthcare professional.

## Caring for your hearing aid

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

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



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

## Good advice

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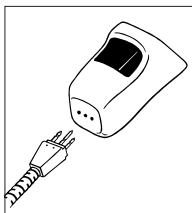
- The use of hearing aids increases the risk of accumulation of earwax. Contact your ENT doctor/physician if you suspect that a plug of earwax has accumulated in your ear. Earwax may not only reduce your own hearing but also the effect of the hearing aid considerably. It is a good idea to ask your physician to clean your ears a couple of times a year.
- Please be sure to keep your hearing aid and its accessories out of the reach of children, who might place them in their mouths. Also keep batteries out of children's reach and discard used batteries carefully. Do not change batteries in front of children and do not let them see where you keep your supply.
- Never put a battery in your mouth for any reason as you may risk swallowing it. In case of ingestion, contact your physician immediately.
- The hearing aid is made of modern non-allergenic materials. Still, in rare cases skin irritation can occur. If you notice skin irritation in or around your ear or ear canal, contact your hearing healthcare professional.

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- Please be aware that the use of any type of hearing aid/earmould may involve a slightly increased risk of infection in the ear canal. An infection can arise as a result of inadequate ventilation of the ear. Therefore, we recommend that you take out your hearing aid/earmould at night to allow the ear canal to be ventilated. Make sure that you clean and inspect your hearing aid/earmould as required. If an infection occurs, you should disinfect your hearing aid/earmould and seek medical advice. Contact your hearing healthcare professional for further advice on methods of disinfection. Do not use alcohol, chlorine or similar substances to clean your hearing aid/earmould.



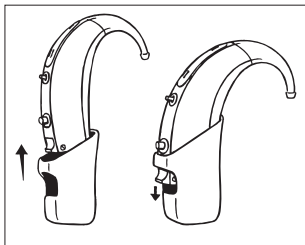
## Accessories

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### Audio input

Your Bravissimo BV-19 hearing aid can be furnished with an audio shoe. This allows direct connection to different kinds of accessories (radio, TV, FM systems, CROS and BiCROS).



If you set the program button to the M position, you will hear both the sound from the external audio equipment and the sound from the hearing aid microphone.

If the program button is set to T, only sounds from the telecoil will be heard. If the program button is set to MT, signals from the microphone, telecoil and external audio equipment will be heard.

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

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



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



### **FM systems**

The FM system from Widex can be used as an accessory to Bravissimo BV-19. The FM system makes it easier to understand speech in difficult listening situations.

The system consists of a small radio transmitter placed near the speaker and a small radio receiver clipped onto Bravissimo BV-19 via an audio/FM shoe. The operating range is approx. 15 metres depending on the surroundings. As the system is wireless, both the listener and the speaker have full freedom of movement within the specified range.

For more information on the FM system from Widex, please consult your hearing healthcare professional.

## In case of malfunction

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The following pages include some quick advice to follow if you experience problems. Before contacting your hearing healthcare professional, please follow the advice below:

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

- *The instrument is not turned on.* Make sure the battery drawer, which functions as the on/off switch, is pushed all the way upwards and that the word "OFF" is not visible on the switch.
- *The battery is dead or does not work.* Insert a new battery. Make sure the battery is placed correctly and that the battery drawer is closed correctly.
- *The sound outlet of the earmould is blocked.* Blockage of the sound outlet of an earmould is often caused by earwax. Clean the blocked sound outlet.

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

- *The battery is nearly exhausted.* Insert a new battery. Make sure the battery is placed correctly and that the battery drawer is closed correctly.
- *The sound outlet of the earmould is blocked.* Blockage of the sound outlet of an earmould is often caused by earwax. Clean the blocked sound outlet.
- *Your ear is blocked by earwax.* Contact your ENT doctor/physician.
- *Your hearing may have changed.* Contact your hearing healthcare professional.

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

- *Your ear is blocked by earwax.* Contact your ENT doctor/physician.
- *The tubing is broken.* Replace the tubing.
- *The tubing is yellow and stiff.* Replace the tubing.
- *The tubing often comes off the earmould or hearing aid hook.* Replace the tubing.
- *The hook or elbow is cracked.* Contact your hearing healthcare professional.
- *The earmould is not correctly placed in your ear canal.* Take the earmould out and reinsert it. It is important that the earmould is placed correctly in your ear canal.
- *The earmould fit is too loose.* Contact your hearing healthcare professional.

**If the hearing aid performs intermittently, it could be because:**

- *The on/off switch is dirty.* Push the switch back and forth a couple of times.

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### Listening program form

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Program	Chosen programs:	Application:
1.		
2.		
3.		



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**WIDEX A/S** • Nymoellevej 6, DK-3540 Lyngø  
Denmark • [www.widex.com](http://www.widex.com)



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