

# WIDEX MENU™

## USER INSTRUCTIONS

### THE WIDEX MENU™ FAMILY

ME-19 model  
Behind-the-ear



**WIDEX**®  
HIGH DEFINITION HEARING

# YOUR HEARING AID

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

**Your hearing aid series:**

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## PROGRAMS

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Master

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Music

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TV

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T

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M+T

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Standard

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Acclimatisation

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Audibility Extender

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Zen

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## NOTE

Read this booklet and the booklet "Ear-sets for Widex hearing aids" carefully before you start using your hearing aid.

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# YOUR HEARING AID

## Welcome

Congratulations on your new hearing aid.

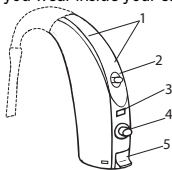
Use your hearing aid regularly, even if it takes some time getting used to it. Infrequent users don't usually get the full benefit of a hearing aid.

### NOTE

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 cover
2. Volume control
3. LED (dispenser use only)
4. Program button
5. On/Off switch

## Important safety information

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



**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 your local emergency number or hospital immediately.**



Take your hearing aids out when you are not using them. This will help to ventilate the ear canal and prevent ear infections.



Contact your doctor or hearing care professional immediately if you suspect you may have an ear infection or an allergic reaction.



Contact your hearing care professional if the hearing aid doesn't feel comfortable, or if it doesn't fit properly, causing irritation, redness or the like.



Remove your hearing aids before showering, swimming or using a hair dryer.



Do not wear your hearing aids when applying perfume, spray, gels, lotion or cream.



Do not dry your hearing aid in a microwave oven - this will ruin it.



Never use other people's hearing aids and never allow others to use yours, as this could damage your hearing.



Never use your hearing aids in environments where there may be explosive gases, such as in mines, etc.



**Keep hearing aids, their parts, accessories and batteries away from children and mentally disabled people.**



Never try to open or repair the hearing aid yourself. Contact your hearing care professional if you need to have your hearing aid repaired.



**Your hearing aid is very powerful and it can play sounds that exceed a level of 132 dB. There may therefore be a risk of damaging your remaining hearing.**



Do not expose your hearing aids to extreme temperatures or high humidity, and dry them quickly if they get wet, or if you perspire heavily.

Your hearing aids should be stored and transported within the temperature and humidity ranges of -20°C to +55°C (-4°F to 131°F) and 10%-95% rH.

Your hearing aids are designed to operate within the temperature, humidity and atmospheric pressure ranges of 0°C (32°F) to 50°C (122°F), 10%-95% rH and 750 to 1060 mBar.

You can find technical data sheets and additional information on your hearing aids on <https://global.widex.com>.

# THE HEARING AID

## Indications for use

The hearing aids are indicated for individuals with a range of hearing loss from minimal (10 dB HL) to severe-to-profound (100 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.

## Intended use

The hearing aids are intended as air conduction amplification devices to be used in everyday listening environments. The hearing aids may be equipped 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 the quiet.

## The battery

Use a **type 13 zinc-air** battery for your hearing aid.

Always use a fresh, new battery that is precisely the kind recommended by your hearing care professional.



## NOTE

Check that the battery is completely clean and free of any residue before inserting it in the hearing aid. Otherwise your hearing aid may not function as expected.



Never attempt to recharge your hearing aid batteries, as they could explode.



Never leave a dead battery in the hearing aids while storing them. It could leak and ruin your hearing aid.



Dispose of used batteries as indicated on the packaging and take note of the expiry date.

## Low battery indication

When the battery is flat, a sound signal will play. If the battery drains suddenly there may however be no warning. We recommend carrying a spare battery with you wherever you go.

## Changing the battery

To change the battery, do as follows:



Take the adhesive tab off the new battery and make sure there is no sticky substance left on it. Let it "breathe" for 60 seconds.



Use the nail grip to gently swing the battery door open and remove the old battery.



Now place the new battery in the drawer as shown. Close the drawer. If it doesn't close easily, the battery is not placed correctly. If you are not using the hearing aid for a few days, remove the battery.

#### NOTE

Avoid dropping your hearing aid - hold the hearing aid above a soft surface while changing the battery.



**WARNING - KEEP BATTERIES OUT OF REACH OF CHILDREN**

- For some types of button batteries, swallowing may lead to serious injury in as little as two hours or death, due to chemical burns and the potential perforation of the oesophagus.
- If you suspect your child has swallowed or inserted a button battery, call the 24-hour Poisons Information Centre immediately on 13 11 26 for fast, expert advice.
- Examine devices and make sure the battery compartment is correctly secured, e.g. that the screw or other mechanical fastener is tightened. Do not use if compartment is not secure.
- Dispose of used button batteries immediately and safely. Used/discharged batteries can still be dangerous.
- Tell others about the risk associated with button batteries and how to keep their children safe.

## Tamper-resistant battery drawer

If the hearing aid is going to be used by a child or a mentally disabled person, you can ask your hearing care professional to provide it with a tamper-resistant battery drawer.



To open battery drawer, use the special tool you've received, and do as illustrated.

## Sound signals

Your hearing aid plays sounds to inform you that certain features have been activated or that you have changed programs. These sounds may be spoken messages or tones, depending on your needs and preferences.

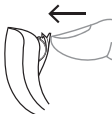
<b>Program 1</b>	Message/one short beep
<b>Program 2</b>	Message/two short beeps
<b>Program 3</b>	Message or three short beeps
<b>Program 4</b>	Message/one short and one long beep
<b>Program 5</b>	Message/one long beep and two short beeps

Ask your hearing care professional to turn these sounds signals off if you don't need them.

## How to tell right from left

The hearing aid for your right ear has a red mark. The hearing aid for your left ear has a blue mark.

## Turning the hearing aid on and off



To turn the hearing aid on, close the battery door. The hearing aid will play a sound signal to indicate that it is on, unless your hearing care professional has deactivated this function.



To turn off the hearing aid, pull the battery door downwards.

### NOTE

Don't forget to turn off the hearing aid when it is not in use.

## Putting on and removing your hearing aid

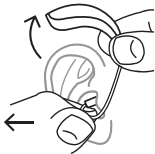
### Putting on the hearing aid



1. Insert the ear-set in the ear while holding the lower part of the tube/earwire. Pulling the outer ear upwards and backwards at the same time can be helpful.
2. Then place the hearing aid behind the ear. The hearing aid should rest comfortably on the ear, close to your head.

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.

### **Removing the hearing aid**



Start by removing the hearing aid from behind the ear.

Then take the ear-set carefully out of the ear canal while you hold the lower part of the tube/earwire.

### **Sound adjustment**

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

You can also adjust the sound manually, depending on your needs and preferences. To do so, press the lever upwards or downwards depending on whether you'd like to increase or reduce the volume.

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.

**You can also mute your hearing aid if you need to. Do as follows:**

- Keep pressing the lever downwards until you can hear the steady sound

**To turn the sound on again:**

- Press the lever upwards **or**
- Change program

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

## Programs

<b>PROGRAMS</b>	<b>USE</b>
<b>Master</b>	For everyday use
<b>Music</b>	For listening to music
<b>TV</b>	For listening to the TV
<b>T</b>	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)

<b>PROGRAMS</b>	<b>USE</b>
<b>M+T</b>	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
<b>Standard</b>	All the automatic functions work to ensure audibility and speech understanding in all listening situations
<b>Acclimatisation</b>	This program has the same features as the Master program but provides slightly less amplification
<b>Audibility Extender*</b>	Makes high-frequency sounds audible
<b>Zen*</b>	Plays tones or noise for a relaxing sound background

\*Available separately

### **The Zen program**

Your hearing aid may be provided with a unique optional listening program called Zen. It makes musical tones (and sometimes a rushing noise) in the background.



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



Use of the Zen program may interfere with hearing everyday sounds, including speech. It should not be used when it is important to be able to hear such sounds. Switch the hearing aid to a non-Zen program in these situations.

### **Changing programs**

To change programs, simply push the program button.

### **Using a telephone with hearing aids**



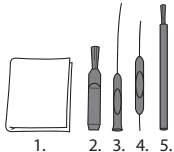
When you use a phone, hold it against your head at an angle above your ear, rather than directly against the ear.



# CLEANING

## Tools

You will receive the following cleaning tools with your hearing aid:



1. Cloth
2. Brush
3. Long wax-removing tool
4. Short wax-removing tool
5. Battery magnet

## Cleaning the hearing aid

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



Wipe the hearing aid with a soft cloth (for example the cloth you received from your hearing care professional).

If the microphone openings are blocked, contact your hearing care professional.

Dry your hearing aid quickly if it gets wet, or if you perspire heavily. Some people use a special dehumidifier like Widex PerfectDry Lux to help keep their hearing aids dry and clean. Ask your hearing care professional if this is right for you.

When not in use leave the battery compartment open to ventilate the hearing aid. For information on how to clean your ear-set, see the ear-set manual.



Do not use any kind of liquid or disinfectant to clean your hearing aid.



Clean and inspect your hearing aid every day after use to check that it is not broken. If the hearing aid breaks while you are wearing it, leaving small fragments in your ear canal, contact your doctor. Never try to take out the fragments yourself.

## ACCESSORIES



### **Remote control**

A remote control gives you a number of additional options.

### **T-DEX**

A device for connecting hearing aids to mobile phones using a telecoil.

### **Audio input**

The hearing aid can be furnished with an audio shoe. This allows direct connection to different kinds of accessories (FM and CROS/Bi-CROS systems) as well as external audio equipment.

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

To see whether you could benefit from using these accessories, ask your hearing care professional.



If the hearing aid is connected to equipment which is connected to the electrical mains, this equipment must comply with IEC 60065, IEC 60601-1 or equivalent safety standards.



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



## 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.

<b>Problem</b>	<b>Possible cause</b>	<b>Solution</b>
The hearing aid is completely silent	It is not turned on	Make sure the battery drawer is completely closed
	The battery does not work	Insert a new battery
The hearing aid volume is not powerful enough	Your ear is blocked by earwax	Contact your doctor
	Your hearing may have changed	Contact your hearing care professional/doctor
The hearing aid whistles continuously	Your ear is blocked by earwax	Contact your doctor

<b>Problem</b>	<b>Possible cause</b>	<b>Solution</b>
The hearing aids do not respond with a corresponding change in volume or program to the control device	<ul style="list-style-type: none"> <li>a. The device is used beyond the transmission range</li> <li>b. Strong electromagnetic interference in the vicinity</li> <li>c. The device and the hearing aids are not matched</li> </ul>	<ul style="list-style-type: none"> <li>a. Move the device closer to the hearing aids.</li> <li>b. Move away from known source of EM interference</li> <li>c. Check with your hearing care professional to make sure the device is matched with hearing aids</li> </ul>
You hear "interrupted" speech (on and off) from the hearing aids or no speech (muted).	<ul style="list-style-type: none"> <li>a. The battery in one of the hearing aids has expired</li> <li>b. Strong electromagnetic interference in the vicinity</li> </ul>	<ul style="list-style-type: none"> <li>a. Replace battery in one or both hearing aids</li> <li>b. Move away from known sources of interference</li> </ul>

**NOTE**

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.

## **REGULATORY INFORMATION**

### **Information regarding disposal**

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

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

# SYMBOLS

Symbols commonly used by WIDEX A/S 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.

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### 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.

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### Warning

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

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### 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.

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







**WIDEX A/S**

Nymoellevej 6, DK-3540 Lyngby, Denmark  
<https://www.global.widex.com>

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