

# WIDEX DREAM™

## USER INSTRUCTIONS

### THE WIDEX DREAM™ FAMILY

D-XP model  
In-the-ear



**WIDEX**®  
HIGH DEFINITION HEARING

# YOUR HEARING AID

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

Vent:

Vent

No vent

**Your hearing aid series:**

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## PROGRAMS

Master

Music

TV

Comfort

Reverse focus

Phone

T

M+T

Zen

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## SPECIAL PROGRAMS

Master + Zen

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## **SPECIAL PROGRAMS**

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Master + T

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Master + MT

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Master + Phone

---

Master + Reverse focus

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## **SMARTTOGGLE PROGRAMS**

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Zen+

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# CONTENTS

<b>YOUR HEARING AID.....</b>	<b>6</b>
Welcome .....	6
Your hearing aid at a glance.....	6
Important safety information.....	7
<b>THE HEARING AID.....</b>	<b>9</b>
Indications for use.....	9
Intended use.....	9
The battery.....	9
Low battery indication.....	10
Changing the battery.....	10
Sound signals.....	11
Lost partner .....	12
How to tell right from left.....	12
Turning the hearing aid on and off.....	12
Putting on and removing your hearing aid.....	13
Removing the hearing aid.....	13
Sound adjustment.....	13
Programs.....	14
The Zen program.....	16
Changing programs.....	16

<b>CLEANING.....</b>	<b>17</b>
Tools.....	17
Cleaning the hearing aid.....	17
The wax guard.....	20
<b>ACCESSORIES.....</b>	<b>23</b>
Accessories.....	23
<b>TROUBLESHOOTING.....</b>	<b>24</b>
<b>REGULATORY INFORMATION.....</b>	<b>27</b>
EC directives.....	27
Directive 2014/53/EU.....	27
Information regarding disposal.....	27
FCC and IC statements.....	28
FCC and IC statements.....	28
<b>SYMBOLS.....</b>	<b>31</b>

# 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.

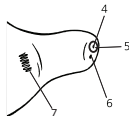
### NOTE

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



1. Microphone openings
2. Battery compartment (on/off function)
3. Nail grip



4. Sound outlet
5. Wax guard
6. Vent (optional)
7. Left/right identification. Blue indicates your left hearing aid, while red is for your right hearing aid.

## 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 aids contain radio communication technology. Always observe the environment in which you are using them. If any restrictions apply, you must take precautions to comply with these.



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  $-20^{\circ}\text{C}$  to  $+55^{\circ}\text{C}$  ( $-4^{\circ}\text{F}$  to  $131^{\circ}\text{F}$ ) and 10%-95% rH.

Your hearing aids are designed to operate within the temperature, humidity and atmospheric pressure ranges of  $0^{\circ}\text{C}$  ( $32^{\circ}\text{F}$ ) to  $50^{\circ}\text{C}$  ( $122^{\circ}\text{F}$ ), 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 older than 36 months with a range of hearing loss from minimal (10 dB HL) to severe (90 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 312 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 a zinc-air hearing aid battery, as it could explode.



Never leave a flat 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

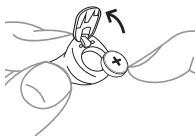
To change the battery, do as follows:



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 push the battery compartment cover downwards and open the cover.



Now place the battery in the battery compartment as shown. Close the battery compartment door. 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.

## **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/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
<b>Zen+</b>	Message/tone

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

## Lost partner

(Only available in selected models)

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.

## 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 and push it upwards. 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, push the battery door downwards.

### NOTE

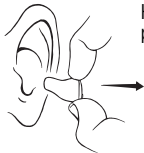
You can also cup the hearing aid in your hand to verify that it is turned on. If it's on, it will whistle. Don't forget to turn off the hearing aid when it is not in use.

## Putting on and removing your hearing aid



Close the battery lid completely. Hold the hearing aid with your thumb and forefinger and insert it slowly into your ear until you feel resistance. Then use the tip of your forefinger to gently push the hearing aid into your ear until it feels comfortable. Pulling the outer ear upwards and backwards while you insert the hearing aid can be helpful.

## Removing the hearing aid



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

### NOTE

If you find it difficult to take out the hearing aid, move it carefully from side to side.

## Sound adjustment

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

If you have a remote control, you can also adjust the sound manually, depending on your needs and preferences.

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 lower part of the volume key on the remote control until you can hear the steady sound

**To turn the sound on again:**

- Press the upper part of the volume key **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>
Master	For everyday use
Music	For listening to music
TV	For listening to the TV
Comfort	Attenuates background noise
Reverse focus	Focus on sounds from behind

<b>PROGRAMS</b>	<b>USE</b>
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.
Phone	This program is designed for listening to phone conversations
Zen	Plays tones or noise for a relaxing sound background
<b>SPECIAL PROGRAMS</b>	<b>USE</b>
Compound programs	The Master program in one ear and Zen, T, M+T, Reverse focus or Phone in the other
<b>SMARTTOGGLE PROGRAMS</b>	<b>USE</b>
Zen+	This program is similar to Zen but allows you to listen to different types of tones or noise

## **NOTE**

Not all hearing aids can be used with a remote control.

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

## **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**

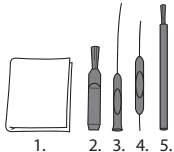
To change programs, simply push the program key on your remote control.



# 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

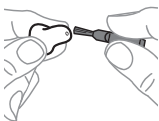
Cleaning your hearing aid every day will make it more efficient and more comfortable to wear.

### The hearing aid



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

## The sound outlet



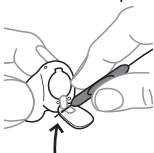
Remove any visible earwax from **around** the sound outlet with the small brush or cloth. **Never** try to clean the wax guard.

### NOTE

If you can't clean the sound outlet, contact your hearing care professional. **Never** insert anything into the sound outlet as this can ruin your hearing aid.

## The microphone openings

Clean the microphone openings in the hearing aid front as follows:



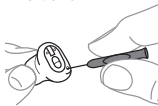
Open the battery door and turn the hearing aid so the lid is facing downwards (see illustration).

Guide the short wax removing tool (no. 4) through the microphone openings on the door from the inside (see illustration).

### NOTE

If you suspect that earwax or dirt has got into the microphone inside the hearing aid, contact your hearing care professional. Do **not** insert anything into the microphone.

## The vent



Clean the vent every day by passing the long wax removing tool (no. 4) all the way through the vent.



When not in use leave the hearing aid open to ventilate it.

### NOTE

It is important for the performance of your hearing aid that you keep the vent clean and free of earwax, dirt and the like. Clean it every day after use and consult your hearing care professional if the vent is blocked.

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.



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



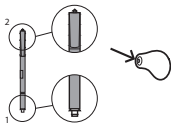
Clean and inspect your hearing aid every day after use to check that it is not broken. If the hearing aid breaks while you are wearing it, leaving small fragments in your ear canal, contact your doctor. Never try to take out the fragments yourself.

## The wax guard

The wax guard helps to protect the hearing aid against earwax. Always use wax guards supplied by Widex with your hearing aid.

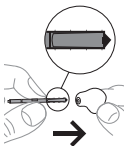
### Changing the wax guard

Open the wax guard case as illustrated.

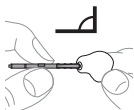


The wax guard consists of the following parts:

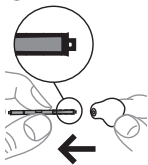
1. Removal hook
2. New wax guard



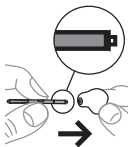
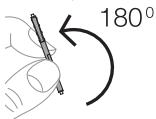
Insert the removal hook into the used wax guard.



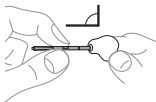
Keep the holder at a right angle.



Pull the used wax guard straight out.



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



Pull the holder straight out.



Ask your hearing care professional about how often you should change the wax guard.



The wax guard is for one-time use only and is not intended to be cleaned.



If the wax guard fits loosely, discard it and use a new one.



If the wax guard falls off inside your ear, contact your doctor or hearing care professional to have it removed. Do NOT attempt to remove the wax guard yourself.

# ACCESSORIES

## Accessories

You can use a variety of accessories with your hearing aid. To see whether you could benefit from using these accessories, ask your hearing care professional.

<b>Name</b>	<b>Use</b>
RC-DEX	remote control
TV-DEX	for listening to TV and audio
PHONE-DEX 2	for easy landline use
FM+DEX	for streaming audio and FM signals
T-DEX	for connecting hearing aids to mobile phones via a telecoil
UNI-DEX	for connecting hearing aids to mobile phones
CALL-DEX	for easy wireless connection to mobile phones
COM-DEX	for wireless connection to mobile phones and other devices via Bluetooth
COM-DEX Re- mote Mic	for helping hearing aid users hear speech in difficult listening situations

Available in some countries only.

## 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 is placed correctly and the battery compartment cover is closed correctly.
	The battery does not work	Insert a new battery in the hearing aid
	The sound outlet is blocked	See the cleaning section
	The microphone opening is blocked	See the cleaning section
The hearing aid volume is not powerful enough	The sound outlet is blocked	See the cleaning section
	Your ear is blocked by earwax	Contact your doctor
	Your hearing may have changed	Contact your hearing care professional/doctor



<b>Problem</b>	<b>Possible cause</b>	<b>Solution</b>
The hearing aid whistles continuously	Your ear is blocked by earwax	Contact your doctor
	It is not correctly placed in your ear canal	Take it out and reinsert it
	It fits loosely in your ear canal	Contact your hearing care professional
The hearing aid is uncomfortable to wear	It is not correctly placed in your ear canal.	Consult your hearing care professional
	It does not fit your ear properly	Contact your hearing care professional
	Your outer ear or ear canal is sore	It is important that first-time users only wear the hearing aid for short periods of time at the beginning. Take 2-3 weeks to gradually get used to the hearing aid. If the soreness continues, contact your hearing care professional

<b>Problem</b>	<b>Possible cause</b>	<b>Solution</b>
Your hearing aids are not working in synchrony	The connection between the hearing aids is lost	Turn them off and on again
The hearing aids do not respond with a corresponding change in volume or program to the 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 device is matched with the hearing aids</li> </ul>
You hear “interrupted” speech (on and off) from the hearing aids or no speech (muted) from the opposite hearing aid.	<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 of both hearing aids</li> <li>b. Move away from known sources of interference</li> </ul>

# REGULATORY INFORMATION

## EC directives

### Directive 2014/53/EU

Hereby, Widex A/S declares that this D-XP is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

The D-XP contains a radio transmitter operating at 10.6 MHz,  $-54 \text{ dB}\mu\text{A}/\text{m}@10 \text{ m}$ .

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

<http://global.widex.com/doc>



N26346

### 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.

## FCC and IC statements

### FCC and IC statements

FCC ID: TTY-DXP

IC: 5676B-DXP

Federal Communications Commission Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

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

NOTE:

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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**NOTE:**

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

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

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

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

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

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

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

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

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

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

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

# 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.

**Catalogue number**

The product's catalogue (item) number.

**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.

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**Symbol Title/Description**

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**CE mark**

The product is in conformity with the requirements set out in European CE marking directives.

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**RCM mark**

The product complies with electrical safety, EMC and radio spectrum regulatory requirements for products supplied to the Australian or New Zealand markets.

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**WIDEX A/S**

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<https://global.widex.com>

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