

WIDEX ZEN²GO™

USER INSTRUCTIONS WIDEX ZEN²GO™

C2-PA (RIC)
tinnitus devices



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SYMBOLS

The following symbols will be used throughout the manual:



WARNING


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



CAUTION

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



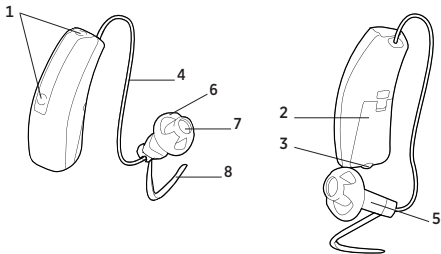
 Not for general waste.

DESCRIPTION

Your WIDEX ZEN2GO package includes two C2-PA tinnitus devices and an RC-DEX remote control. The devices are provided with ear-sets, which consist of an earwire and an open ear-tip in which the receiver is placed. The devices use a proprietary wireless technology, WidexLink, to enable communication between them. The devices provide Zen listening programs, which make musical tones and/or a rushing noise in the background.

The illustrations below show the tinnitus devices.

1. Microphone openings
2. Battery drawer (on/off function)
3. Nail grip
4. Earwire
5. Receiver
6. Ear-tip
7. Wax guard
8. Anchor



**WARNING**

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

NOTE

The descriptions provided in this manual apply to both tinnitus devices.

Please also read “User instructions - RC-DEX remote control for Widex tinnitus devices”.

Indications for use

The Zen program is intended to provide a relaxing sound background for adults (21 years and older) who desire to listen to such a background in quiet. It may be used as a sound therapy tool in a tinnitus treatment program that is programmed by a licensed hearing care professional (audiologists, hearing aid specialists, otolaryngologists) who is trained in tinnitus management.

Acoustic indicators

The tinnitus devices may be set to produce a signal to indicate the use of certain functions.

| Functions | Settings |
|-------------------------------------|-----------------|
| Adjusting volume via remote control | Tone |
| Confirming RC program key use | Clicking sound |
| Changing program via remote control | Clicking sound |
| Starting up the device | Tone |
| Warning about low battery | 4 tones |

The battery

We recommend **zinc-air batteries**. Use a **size 10** battery for the devices.

To obtain replacement batteries, please consult your hearing care professional. It is important to take note of the expiry date and the recommendations regarding disposal of used batteries on the battery pack.



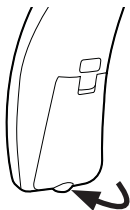
Inserting the battery

Before inserting a new battery into the device, remember to remove the adhesive tab. Once the tab has been removed, the battery will start functioning after a few seconds.



CAUTION

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



Use the nail grip to gently swing the battery drawer open. Do not press the drawer beyond the open position.

Place the battery in the drawer as illustrated, so that the plus (+) sign on the battery is facing towards you when you hold the device as shown. You can use the battery magnet provided to steer the battery into place.



If the battery drawer does not close easily, the battery is incorrectly inserted.

When changing battery, it is a good idea to hold the device over a table.

Low battery indication

An acoustic indicator will sound when the battery is nearly exhausted, unless this function has been disabled. Exactly how long the device will function after the low battery indication varies from one case to another. We recommend that you always have a spare battery with you.

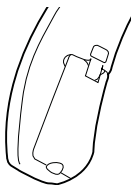


WARNING

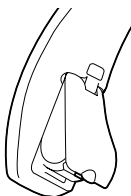
Never leave an exhausted battery in the device. Exhausted batteries may leak, damaging the device.

Turning the device on and off

The battery drawer of the device also functions as the on/off switch.



Close the battery drawer to turn on the device. An acoustic indicator will indicate that the device has been switched on unless this function has been disabled.



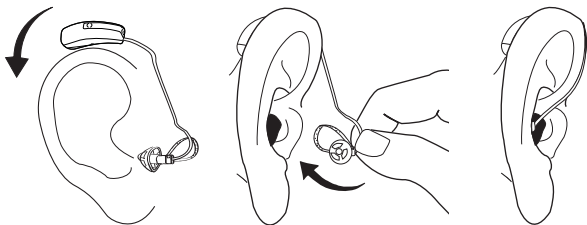
Open the battery drawer to turn off the device.

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

Positioning the device

Insert the ear-tip in the ear canal while holding the lower part of the earwire. It may help to pull the outer ear backwards and upwards with the opposite hand.

Place the device behind the ear, so that the device and earwire rest comfortably on the ear, close to your head.

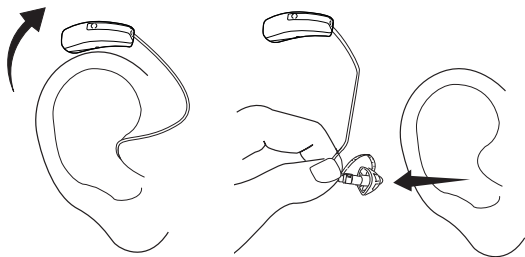


An anchor is used with the open ear-tip to help secure the device in the ear. Please refer to the section: The anchor.

Removing the device

Remove the device from its position behind the ear.

Carefully pull the ear-tip out of the ear canal, while holding the lower part of the earwire.



Volume adjustment

The remote control allows you to fine-tune the volume. Any volume adjustment via the remote control will affect both devices.

Please also refer to the user instructions for the remote control.



CAUTION

If the volume in the device is generally too loud or too weak, or the reproduced sounds are distorted, or if you would like any further information, consult your hearing care professional.

To mute the device with the remote control:

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

Listening programs

Your devices have a start-up program and three sound stimulation programs called Zen programs.

| | |
|-----------------|---|
| Start-up | The devices are prefitted to 10 dB HTL and no Zen tones or Zen noise. |
| Zen A | Tones |
| Zen B | Tones and Noise |
| Zen C | Noise |

Switching between the programs

When you turn on your tinnitus devices, they will be in the start-up program. From this program you access the Zen program mode by a long press (more than 1 second) on the program key of the remote control. A short press then allows you to cycle through the available Zen programs. You can return to the start-up program by pressing and holding the program key for more than a second.

The Zen programs

Because of the unique ways in which Zen is programmed in your device, please follow the recommendations of your hearing care professionals as to how to use the programs, when to use the programs and/or how long.

**CAUTION**

Use of the different Zen programs may interfere with hearing surrounding sounds including speech. Zen should not be used when hearing such sounds is important.

**CAUTION**

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

Benefits

The Zen program may provide a relaxing listening background for some people. When the Zen program is used in a tinnitus management program, its wearer may experience some relief from tinnitus.

Precautions

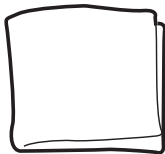
To ensure the safety and effectiveness of the Zen programs when used as a sound therapy tool for tinnitus, the tinnitus management program must be designed and conducted by hearing care professionals who are trained in tinnitus management. A tinnitus management program should include a complete audiological evaluation, tinnitus diagnosis, counselling, use of proper amplification and/or sound therapy tools.

Prior to any tinnitus management program, it is advisable that you seek medical attention to exhaust any medical or surgical treatment options.

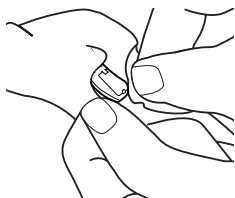
Use your devices and the Zen programs according to the directions and schedule recommended by your hearing care professionals.

Cleaning

For cleaning your device and ear-set a cloth is provided.



Contact your hearing care professional if you need a new cloth.



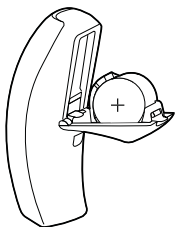
Cleaning the device

Clean the device after use with the cloth provided.



WARNING

Never use water or cleaning solutions to clean the device, as this may cause it to malfunction.



When the device is not in use, keep it in a warm, dry place with the battery drawer open to ventilate the device and allow it to dry.

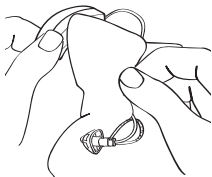
Cleaning the ear-set

Make sure that your **ear-set** is always clean and free of earwax, moisture and the like.



WARNING

Never use alcohol or other cleaning solutions to clean the ear-set, as this can discolour it.



Clean the **earwire** with the cloth after use.



WARNING

Never use water or cleaning solutions to clean the earwire. The receiver must **never** come into contact with water, as this can damage the receiver.

If dirt has collected on the receiver, use the cloth to remove it, after first pulling the receiver out of the ear-tip.



If necessary, the open ear-tip can be rinsed thoroughly in lukewarm water, **after disconnecting it from the rest of the ear-set.** Allow it to dry overnight.

Placing the ear-tip on the earwire

Gently insert the receiver at the end of the earwire into the ear-tip until it touches the end. It is very important to ensure that the ear-tip is firmly secured.

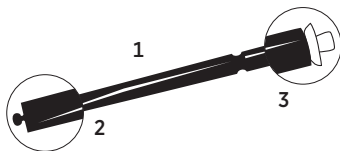


THE NANOCARE WAX GUARD

The NanoCare wax guard helps to protect the device against earwax. Always use NanoCare wax guards with your device. Otherwise the warranty for the device will be void.

The wax guard system consists of the following parts:

1. Holder
2. Removal hook
3. Wax guard

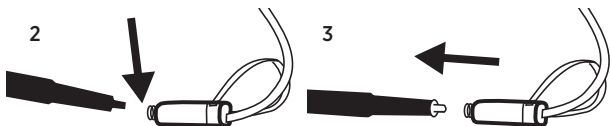


CAUTION

The wax guard is disposable and for one-time use only. Do not attempt to clean or reuse a wax guard. This could damage your device and/or cause the wax guard to become dislodged in your ear.

Changing the wax guard

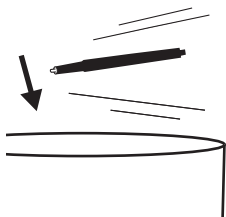
1. Remove the ear-tip from the earwire
2. Insert the removal hook into the used wax guard placed in the sound outlet.
3. Pull the wax guard straight out.



Now turn the holder around so that the used wax guard is away from the receiver and the new one is in position to be inserted.

4. Insert the holder into the opening of the sound outlet and gently press the wax guard onto the receiver.
5. Pull the holder straight out. The new wax guard will automatically detach from the holder. Press the receiver gently against a flat surface to ensure that the wax guard remains in place.
6. Place the ear-tip on the earwire.





Discard the holder with the used wax guard.

The frequency with which the wax guard should be changed varies from one individual to another.

If you have any questions regarding your wax guard, please contact your hearing care professional.



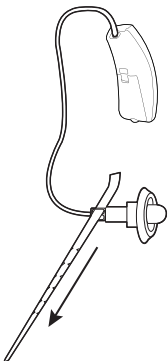
WARNING

If the wax guard fits loosely, discard it and insert another. If the wax guard becomes dislodged while the ear-tip is placed in the ear canal, please contact your physician. Do not try to remove the wax guard from your ear canal yourself.

THE ANCHOR



The anchor is supplied separately from the rest of the ear-set and can be used in different ways. Firstly, we show how the anchor can be used without prior trimming:



Pull the pointed end of the anchor through the upper hole on the receiver located at the end of the earwire.

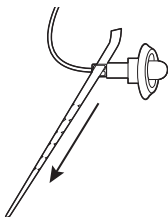
The angled grip should be pointing towards the device.

Continue pulling until the anchor is stopped by the grip at the end.



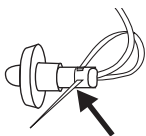
Your ear-set is now ready for use and is positioned so that it rests comfortably in your ear.

The anchor can also be trimmed to fit your ear:



Pull the pointed end of the anchor through the upper hole on the receiver located at the end of the earwire. The angled grip should be pointing towards the device.

Continue pulling until the anchor is stopped by the grip at the end. Now turn the ear-set around.



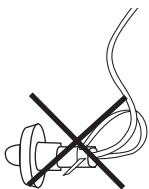
Then guide the pointed end of the anchor through the lower hole to form a loop.



When the loop is the correct size, cut any excess off, leaving only the loop.

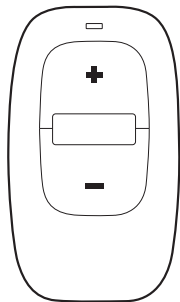


The anchor loop has the correct size when it supports the position of the ear-tip in the ear canal, and the ear-set sits securely in and on the ear.



Take great care to cut off all the excess so that the end of the anchor loop is flush with the small hole and there are no sharp edges. Use the tip of your finger to check for sharp edges. If part of the anchor sticks out through the hole, creating an uneven surface, this may cause irritation of the ear.

RC-DEX REMOTE CONTROL



A remote control is supplied with your devices. Please refer to the “RC-DEX for Widex tinnitus devices” user instructions for further information.

IN CASE OF MALFUNCTION

| Problem | Potential cause | Solution |
|--|---|--|
| The device is dead | The device is not turned on | Make sure the battery drawer is closed |
| | The earwire is broken | Contact your hearing care professional |
| | The battery does not work | Insert a new battery in the battery drawer of the device |
| | The NanoCare wax guard is blocked | Change the wax guard |
| The device volume is not powerful enough | The NanoCare wax guard is blocked | Change the wax guard |
| | Your ear is blocked by earwax | Contact your ENT doctor/physician |
| | Your hearing/tinnitus may have changed | Contact your hearing care professional |
| The device whistles continuously | Your ear is blocked by earwax | Contact your ENT doctor/physician |
| | The ear-tip is not correctly placed in your ear canal | Take the ear-tip out and reinsert it |
| | The ear-tip fit is too loose | Contact your hearing care professional |
| | The receiver is not adequately secured in the ear-tip | Replace the ear-tip. If the problem persists, contact your hearing care professional |

| Problem | Potential cause | Solution |
|---|--|--|
| Your two devices are not working in synchrony | The connection between the devices is lost | Turn the devices off and on again |
| The devices do not respond with a corresponding change in volume or program to the RC-DEX | <ul style="list-style-type: none"> a. The RC-DEX is used beyond the transmission range (> 1 m) b. Strong electro-magnetic interference in the vicinity c. The RC-DEX and the devices are not matched | <ul style="list-style-type: none"> a. Move the RC-DEX closer to the devices b. Move away from known source of EM interference c. Check with dispenser to make sure RC-DEX is matched with the devices |

CARING FOR YOUR TINNITUS DEVICES

Your tinnitus device is a valuable object and should be treated with care. Here are some things you can do to prolong the life of your device:



CAUTION

- Turn off your device when it is not in use. Remove the battery if the device will not be used for several days.
- When the device is not in use, keep it in its case in a dry location out of reach of children and pets.
- Do not expose the device to extreme temperatures or high humidity. Make sure to dry the device thoroughly after heavy perspiration such as that which may occur during intense physical activity, e.g. playing sports.
- Avoid dropping your device – perform cleaning and battery changes while holding the device above a soft surface.
- Do not wear your device while in the shower or swimming, or when using a hair dryer, perfume, hair and body sprays or gels such as suntanning lotions or creams.

WARNINGS



WARNING

Tinnitus devices and batteries can be dangerous if swallowed or used improperly. Swallowing or improper use can result in severe injury or even fatalities. In case of ingestion, contact a physician immediately.

- Keep tinnitus devices and their parts, accessories and batteries out of reach of children and anyone else who might swallow such items or otherwise cause injury to themselves. Do not change batteries in front of them and do not let them see where you keep your battery supply. Discard used batteries carefully.
- Batteries are very small and can easily be mistaken for pills or the like. Never put a battery or device in your mouth for any reason as you may risk swallowing it.
- Risk of explosion if battery is replaced by an incorrect type or recharged. Dispose of used batteries according to the instructions.
- Never allow others to wear your device.
- The device is made of modern non-allergenic materials. Nonetheless, in rare cases skin irritation may occur. If you notice skin irritation in or around your ear or ear canal, contact your hearing care professional.



WARNING

- Be aware that the use of tinnitus devices may involve a slightly increased risk of infection in the ear canal. An infection can arise as a result of inadequate ventilation of the ear. We therefore recommend that you remove the device and ear-set from your ear at night to allow the ear canal to be ventilated. Make sure that you clean and inspect your device and ear-set as required. If an infection occurs, you should seek medical attention and contact your hearing care professional for advice on how to disinfect the various device parts. Do not under any circumstances use alcohol, chlorine or similar substances.
- Regular use of a de-humidifier is recommended to help avoid malfunction of the hearing aid.
- Do not use Widex tinnitus devices in mines or other areas with explosive gases.
- **Do not wear your device during radiation, X-rays, MRIs, CT or other medical treatments and scans.** The emissions from these procedures as well as from other types of radiation, such as that in a microwave oven, can damage your device. Radiation from, for example, room surveillance equipment, burglar alarms and mobile phones is weaker and will not damage the device but may create audible interference.



CAUTION

- Your device has been tested for interference according to international standards. Nevertheless, it is possible that unforeseen interference may occur in the device due to electromagnetic radiation from other products such as alarm systems, room surveillance equipment and mobile phones.
- Although your device has been designed to comply with the most stringent international electromagnetic compatibility standards, the possibility cannot be excluded that it may cause interference with other equipment, such as medical devices.
- Never try to open or repair the device yourself.

ADVICE

NOTE

- The use of the devices increases the risk of accumulation of earwax. Contact your physician/ENT doctor if you suspect that a plug of earwax has accumulated in your ear. Earwax may not only reduce your own hearing but also the effect of the device considerably. It is a good idea to ask your physician to clean your ears a couple of times a year.

REGULATORY INFORMATION

FCC ID: TTY-C4PA

IC: 5676B-C4PA

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.

CE 0459

Hereby, Widex A/S declares that this C2-PA is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

A copy of the Declaration of Conformity can be found at: <http://www.widex.com>

 **N26346**



Tinnitus devices, accessories and batteries should not be disposed of with normal household waste. Please consult your national Widex distributor for advice on how to dispose of these items.

CE 0459

Manufacturer

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Denmark • www.widex.com



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