USER INSTRUCTIONS
THE VITAL™ SERIES

VL-XP model
In-the-ear
YOUR WIDEX VITAL™ HEARING AID
(To be filled out by the hearing care professional)

Date: __________________________________________

Battery size: 312

☐ Vent
☐ No vent

Programs:

☒ Master
☐ T
☐ M+T
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DESCRIPTION OF THE HEARING AID

1. Microphone openings
2. Volume control (optional)
3. Program button
4. On/off function
5. Nail grip
6. Sound outlet
7. NanoCare wax guard
8. Vent (Not in all versions).

If you need help to identify the serial number (usually six or seven digits) on the product, please contact your hearing care professional.
WARNING
This booklet contains important information and instructions. Please read this booklet carefully before you start using the hearing aid.

NOTE
Your hearing aid and accessories may not look exactly as illustrated in this booklet. We also reserve the right to make any changes considered necessary.
**Intended use**
The hearing aids are intended as air conduction amplification devices to be used in everyday listening environments.

**Indications for use**
The devices are indicated for individuals with a range of hearing loss severity from minimal (10 dB HL) to severe (80 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.
Right/left identification

If you are wearing hearing aids in both ears, it is easy to tell them apart as the right-ear hearing aid has a red Widex logo, and the left-ear hearing aid a blue logo.

The arrow shows the position of the logo.
Acoustic indicators

The hearing aid may be set to produce tones (SmartTone) to indicate the use of certain functions. The signal can also be deactivated.

<table>
<thead>
<tr>
<th>Functions</th>
<th>Default settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjusting volume</td>
<td>Tone</td>
</tr>
<tr>
<td>Confirming program button use</td>
<td>Clicking sound</td>
</tr>
<tr>
<td>Changing program</td>
<td>Tones</td>
</tr>
<tr>
<td>Starting up the hearing aid</td>
<td>Tone</td>
</tr>
<tr>
<td>Warning about low battery</td>
<td>4 tones</td>
</tr>
</tbody>
</table>
The battery

We recommend **zinc-air batteries**. Use a **size 312** battery for the hearing aid.

To obtain replacement batteries, please consult your hearing care professional. It is important to take note of the expiry date and the recommendations on the battery pack regarding disposal of used batteries. Otherwise there is a risk that the battery life may be reduced.

**Inserting the battery**

Before inserting a new battery into the hearing aid, 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 hearing aid to malfunction.
Use the nail grip to push the battery compartment cover downwards and open the cover. Do not press the battery compartment cover beyond the open position.

Place the battery so that the plus (+) sign of the battery faces upwards.
You can use the battery magnet provided to steer the battery into place.

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

When changing battery, it is a good idea to hold the hearing aid over a table.
Low battery indication

An acoustic indicator will sound when the battery is nearly exhausted, unless this function has been disabled (see page 9). We recommend that you always have a spare battery with you.

⚠️ WARNING

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

⚠️ WARNING

Your hearing aid may stop functioning, for instance if the battery is exhausted. You should be aware of this possibility, in particular when you are in traffic or are otherwise dependent on warning signals.
Turning the hearing aid on and off

The battery compartment cover of your hearing aid also functions as the on/off switch.

Close the battery compartment cover and push it upwards to turn the hearing aid on. An acoustic indicator will indicate that the hearing aid has been switched on unless this function has been disabled.
Push the battery compartment cover downwards to turn the hearing aid off.

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

Close the battery compartment cover completely.

Hold your hearing aid with your thumb and forefinger. Slowly guide the hearing aid into your ear canal until you feel resistance.

Let go of the hearing aid and use the tip of your forefinger to gently push it into your ear until it rests comfortably in your ear canal.
To help position the hearing aid properly you could pull the outer ear backwards and upwards with the opposite hand.

If your hearing aid does not fit or sit properly, causing discomfort, irritation, redness or the like, contact your hearing care professional.
Removing the hearing aid
Hold the hearing aid with your thumb and forefinger and pull gently.

If it is difficult, you can try to move the hearing aid carefully from side to side. It may also help to pull the outer ear backwards and upwards with the opposite hand.
Volume adjustment

The hearing aid volume is adjusted automatically in accordance with your sound environment.

Your hearing aid may furthermore be provided with a volume control, shaped like a small lever.

Push the lever upward to gradually raise the volume.

Push the lever downwards to gradually lower the volume.
Each time you operate the volume control, you will hear a beep-tone unless this function has been disabled. When the maximum or minimum adjustment level is reached, a steady tone will sound.

⚠️ WARNING

If the volume in the hearing aid 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 turn off the sound completely
• Keep pressing the volume control lever downwards after the steady tone has sounded

To turn the sound on again
• Press the lever upwards or
• Change listening program

Any adjustment of the volume setting will be cancelled when your hearing aid is turned off, or when you change program.

If you wish to have the volume control disabled, please consult your hearing care professional.
# Listening programs

Your hearing aid contains a Master program, with the option of an extra program.

<table>
<thead>
<tr>
<th>Master</th>
<th>All the automatic functions work to ensure comfort in all listening situations</th>
</tr>
</thead>
<tbody>
<tr>
<td>T</td>
<td>In this program you listen via the telecoil (T) and not via the hearing aid microphones (M). The telecoil is used where a loop system is installed. If you activate the telecoil program, you listen to a specific sound source and shut out surrounding sounds.</td>
</tr>
<tr>
<td>M+T</td>
<td>In this program you listen via the hearing aid microphones (M) and the telecoil (T).</td>
</tr>
</tbody>
</table>

If your needs change over time, the combination of listening programs can be altered.
Switching between the listening programs

To change programs, press the program button briefly. Each time you switch to another program, an acoustic indicator will sound unless this function has been disabled.

Program 1: One short beep
Program 2: Two short beeps

If you wish to have the program button disabled, please consult your hearing care professional.
CLEANING

The following cleaning accessories are available for the hearing aid.

1. Cloth
2. Brush
3. Wax removing tool

Contact your hearing care professional if you need additional supplies of cleaning accessories.
The hearing aid

It is very important for the hearing aid’s performance that it is kept free from earwax and dirt.

Clean your hearing aid daily with the soft cloth to keep it dry and clean of earwax or dirt.

⚠️ WARNING

Never clean the hearing aid with water or cleaning solutions, as this may cause it to malfunction.
When the hearing aid is not in use, keep it in a warm, dry place with the battery compartment cover open, to ventilate the hearing aid and allow it to dry.
We recommend that every time you take the hearing aid out of your ear, you inspect the sound outlet and the vent openings to ensure that no earwax or dirt has gathered there. Below is an example of how the sound outlet and vent openings may be positioned. The positions can be slightly different on your hearing aid.

1. Sound outlet
2. Vent opening
The sound outlet

It is important that the sound outlet is not blocked by earwax. If it is blocked, do as follows:

Remove any visible earwax from around the sound outlet with the small brush or cloth. Do not attempt to clean the wax guard.

If the sound outlet is still blocked, you should change the wax guard (see pages 33-37).
WARNING

If you cannot clean the sound outlet completely, you should contact your hearing care professional. Do not insert anything into the sound outlet, as this could damage the hearing aid.
The vent
If earwax has accumulated in and/or around the vent opening, do as follows:

Clean any earwax from the vent by passing the wax removing tool all the way through the vent.
WARNING

It is important for the performance of the hearing aid that the vent is never blocked by earwax. Make it a habit to clean the vent every day! In rare cases so much earwax can accumulate in the vent that the hearing aid sound is affected. In that case you should see your hearing care professional.
NANOCARE™ WAX GUARD

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

The NanoCare wax guard 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 hearing aid and/or cause the wax guard to become dislodged in your ear.
Changing the NanoCare wax guard

Insert the removal hook into the used wax guard placed in the sound outlet. Pull the wax guard straight out.

1. Vent opening
2. Sound outlet
3. Used wax guard
Turn the holder around so that the new wax guard is in position to be inserted.

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

Then pull the holder straight out. The new wax guard will automatically detach from the holder. Press the hearing aid gently against a flat surface to ensure that the wax guard remains in place.
Discard the holder with the used wax guard.

The frequency with which the NanoCare wax guard should be changed varies from one individual to another. Widex recommends that you change the NanoCare wax guard at least once a month.

If you have any questions regarding your NanoCare wax guard, please contact your hearing care professional.
If the wax guard fits loosely, discard it and insert another. If the wax guard becomes dislodged from the hearing aid while in the ear canal, please contact your physician. Do not try to remove the wax guard from your ear canal yourself.
IN CASE OF MALFUNCTION

The following pages contain some quick advice on what to do if your hearing aid stops working or performs unsatisfactorily. If the problems persist, contact your hearing care professional for assistance.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The hearing aid is completely silent</td>
<td>The hearing aid is not turned on</td>
<td>Make sure the battery is placed correctly and the battery compartment cover is closed correctly. See page 15</td>
</tr>
<tr>
<td>The battery does not work</td>
<td>Insert a new battery in the hearing aid</td>
<td></td>
</tr>
<tr>
<td>The sound outlet is blocked</td>
<td>See page 29</td>
<td></td>
</tr>
<tr>
<td>Problem</td>
<td>Possible cause</td>
<td>Solution</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-----------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>The hearing aid is completely silent</td>
<td>The microphone opening is blocked</td>
<td>If you suspect that earwax or dirt has migrated into the microphone inside the hearing aid, contact your hearing care professional. Do not insert anything into the microphone opening</td>
</tr>
<tr>
<td>The hearing aid volume is not powerful enough</td>
<td>The battery is nearly exhausted</td>
<td>Insert a new battery in the hearing aid</td>
</tr>
<tr>
<td></td>
<td>The sound outlet is blocked</td>
<td>See page 29</td>
</tr>
<tr>
<td></td>
<td>Your ear is blocked by earwax</td>
<td>Contact your ENT doctor/physician</td>
</tr>
<tr>
<td></td>
<td>Your hearing may have changed</td>
<td>Contact your hearing care professional</td>
</tr>
<tr>
<td>Problem</td>
<td>Possible cause</td>
<td>Solution</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-----------------------------------------------------</td>
<td>-----------------------------------------------------------</td>
</tr>
<tr>
<td>The hearing aid whistles continuously</td>
<td>Your ear is blocked by earwax</td>
<td>Contact your ENT doctor/physician</td>
</tr>
<tr>
<td></td>
<td>The hearing aid is not correctly placed in your ear canal</td>
<td>Take the hearing aid out and reinsert it</td>
</tr>
<tr>
<td></td>
<td>The hearing aid fits loosely in your ear canal</td>
<td>Contact your hearing care professional</td>
</tr>
<tr>
<td>If the hearing aid is uncomfortable to wear</td>
<td>The hearing aid is not correctly placed in your ear canal.</td>
<td>Consult your hearing care professional on how to place the hearing aid correctly in your ear canal</td>
</tr>
<tr>
<td></td>
<td>The hearing aid does not fit your ear properly</td>
<td>Contact your hearing care professional</td>
</tr>
<tr>
<td></td>
<td>Your outer ear or ear canal is sore</td>
<td>Contact your hearing care professional</td>
</tr>
</tbody>
</table>
CARING FOR YOUR HEARING AID

The hearing aid is a valuable object and should be treated with care. Here are some things you can do to prolong the life of your hearing aid:
CAUTION

- Turn off your hearing aid when it is not in use. Remove the battery if the hearing aid will not be used for several days.
- When the hearing aid is not in use, keep it in its case in a dry location out of reach of children and pets.
- Do not expose the hearing aid to extreme temperatures or high humidity. Make sure to dry the hearing aid thoroughly after heavy perspiration such as that which may occur during intense physical activity, e.g. playing sports.
- Avoid dropping your hearing aid – perform cleaning and battery changes while holding the hearing aid above a soft surface.
- Do not wear your hearing aid while in the shower or swimming, or when using a hair dryer, and avoid letting the hearing aid come into contact with sticky or greasy substances, such as hair spray or sunscreen.
WARNINGS

⚠️ WARNING

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 a physician immediately.

- Keep hearing aids 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 hearing aid in your mouth for any reason as you may risk swallowing it.

- Clean and inspect your hearing aid after use to check that it is intact. If the hearing aid breaks while in the ear canal, contact your hearing care professional immediately. Do not try to remove the parts yourself.
WARNING

• 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 hearing aid, as this could cause permanent damage to their hearing.

• When selecting a listening program, please remember that there are situations in which it is particularly important to be able to hear the surrounding sounds (e.g. traffic, warning signals).

• The hearing aid 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.
• Please note that when using any type of hearing aid, you must allow regular ventilation of the ear. If the ear is not adequately ventilated, there may be a slightly increased risk of infection or disease in the ear canal. We therefore recommend that you remove the hearing aid from your ear when you go to bed, to allow the ear canal to be ventilated. If possible, you should also remove your hearing aid during the day if there are any periods when you do not need them. Make sure that you clean and inspect your hearing aid as required. If an ear infection or disease occurs, you should seek medical attention and contact your hearing care professional for advice on how to disinfect the hearing aid. Do not under any circumstances use alcohol, chlorine or similar substances for this purpose.
**WARNING**

- Regular use of a de-humidifier is recommended to help avoid malfunction of the hearing aid.
- Do not use Widex hearing aids in mines or other areas with explosive gases.

**WARNING**

- Do not wear your hearing aid 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 hearing aid and the hearing aid can become very hot. Radiation from, for example, room surveillance equipment, burglar alarms and mobile phones is weaker and will not damage the hearing aid, but may create audible interference.
CAUTION

• Your hearing aid has been tested for interference according to international standards. Nevertheless, it is possible that unforeseen interference may occur in the hearing aid due to electromagnetic radiation from other products such as alarm systems, room surveillance equipment and mobile phones.

• Although your hearing aid 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 hearing aid yourself.
ADVICE

NOTE

• The hearing aid will not restore normal hearing and will not prevent or improve a hearing loss resulting from organic conditions. However, the hearing aid can help you to make the best possible use of your remaining hearing ability. You should also bear in mind that it can take time to get used to a new hearing aid and new sounds.

• In most cases, using the hearing aid infrequently will not permit you to gain full benefit from it.

• The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading.

• The use of hearing aids 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 hearing aid considerably. It is a good idea to ask your physician to clean your ears a couple of times a year.
Electrical and electronic equipment (EEE) contains materials, components and substances that can be hazardous and present a risk to human health and the environment when waste electrical and electronic equipment (WEEE) is not handled correctly.

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

Hearing aids, batteries and hearing aid accessories should be disposed of at sites intended for waste electrical and electronic equipment, or given to your hearing care professional for safe disposal. Proper disposal helps to protect human health and the environment.
# SYMBOLS

Symbols commonly used by Widex A/S in medical device labelling (labels/IFU/etc.)

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Title/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Manufacturer" /></td>
<td><strong>Manufacturer</strong></td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td><img src="image" alt="Date of manufacture" /></td>
<td><strong>Date of manufacture</strong></td>
</tr>
<tr>
<td></td>
<td>The date when the product was manufactured.</td>
</tr>
<tr>
<td><img src="image" alt="Use-by date" /></td>
<td><strong>Use-by date</strong></td>
</tr>
<tr>
<td></td>
<td>The date after which the product is not to be used.</td>
</tr>
<tr>
<td><img src="image" alt="Batch code" /></td>
<td><strong>Batch code</strong></td>
</tr>
<tr>
<td></td>
<td>The product’s batch code (lot or batch identification).</td>
</tr>
<tr>
<td>Symbol</td>
<td>Title/Description</td>
</tr>
<tr>
<td>--------</td>
<td>------------------</td>
</tr>
<tr>
<td><img src="image" alt="REF" /></td>
<td><strong>Catalogue number</strong>&lt;br&gt;The product’s catalogue (item) number.</td>
</tr>
<tr>
<td><img src="image" alt="SN" /></td>
<td><strong>Serial number</strong>&lt;br&gt;The product’s serial number.*</td>
</tr>
<tr>
<td><img src="image" alt="Sun" /></td>
<td><strong>Keep away from sunlight</strong>&lt;br&gt;The product must be protected from light sources and/or The product must be kept away from heat</td>
</tr>
<tr>
<td><img src="image" alt="Rain" /></td>
<td><strong>Keep dry</strong>&lt;br&gt;The product must be protected from moisture and/or The product must be kept away from rain</td>
</tr>
<tr>
<td><img src="image" alt="Temp" /></td>
<td><strong>Lower limit of temperature</strong>&lt;br&gt;The lowest temperature to which the product can be safely exposed.</td>
</tr>
<tr>
<td>Symbol</td>
<td>Title/Description</td>
</tr>
<tr>
<td>--------</td>
<td>-------------------</td>
</tr>
</tbody>
</table>
| ![Thermometer](thermometer.png) | **Upper limit of temperature**  
The highest temperature to which the product can be safely exposed. |
| ![Thermometer](thermometer.png) | **Temperature limits**  
The highest and lowest temperatures to which the product can be safely exposed. |
| ![Book](book.png) | **Consult instructions for use**  
The user instructions contain important cautionary information (warnings/precautions) and must be read before using the product. |
| ![Exclamation](exclamation.png) | **Caution/Warning**  
Text marked with a caution/warning symbol must be read before using the product. |
<table>
<thead>
<tr>
<th>Symbol</th>
<th>Title/Description</th>
</tr>
</thead>
</table>
| ![WEEE mark](image) | **WEEE mark**  
“Not for general waste”  
When the product is to be discarded, it must be sent to a designated collection point for recycling and recovery. |
| ![CE mark](image) | **CE mark**  
The product is in conformity with the requirements set out in European CE marking directives. |
| ![Alert](image) | **Alert**  
The product is identified by R&TTE Directive 1999/5/EC as an equipment Class 2 product with some restrictions on use in some CE member states. |
| ![RCM mark](image) | **RCM mark**  
The product complies with electrical safety, EMC and radio spectrum regulatory requirements for products supplied to the Australian or New Zealand market. |
<table>
<thead>
<tr>
<th>Symbol</th>
<th>Title/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="symbol" /></td>
<td>Interference</td>
</tr>
</tbody>
</table>

Electromagnetic interference may occur in the vicinity of the product.

*The six- or seven-digit number on the product is the serial number. Serial numbers may not always be preceded by SN.*