USER INSTRUCTIONS
THE WIDEX BEYOND™ HEARING AID

B-F2 model
RIC/RITE
Receiver-in-canal/Receiver-in-the-ear
YOUR HEARING AID
(To be filled out by the hearing care professional)

Your hearing aid series:

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<th>Programs</th>
<th>Audibility Extender</th>
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<tr>
<td>Quiet</td>
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<tr>
<td>Transport</td>
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<tr>
<td>Urban</td>
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<tr>
<td>Party</td>
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<td>Music</td>
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<th>Special Programs</th>
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<td>Zen</td>
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SMARTTOGGLE PROGRAMS

☐ Zen+          ☐ Audibility Extender

☐ Phone+        ☐ Audibility Extender

NOTE
The description and use of the Phone and Phone+ programs in this user guide refer only to normal phone conversations, not phone conversations using direct streaming from your smartphone.

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

NOTE
This hearing aid allows direct wireless control and sound streaming from smartphones and other devices. For more help and information contact your hearing care professional or visit www.widex.com/BEYOND.

This hearing aid works wirelessly with the Beyond App. We take no responsibility if the hearing aid is used with any third part App or if the Beyond App is used with any other device.
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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

1. Push button
2. Nail grip
3. Earwire
4. Battery compartment
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 a doctor 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.

⚠️ 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.

⚠️ 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.

Please note that streaming sound to your hearing aids at a high volume can prevent you from hearing other important sounds such as alarms and traffic noise. In such situations make sure to keep the volume of the streamed sound at a suitable level.

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 from 0°C (32°F) to 50°C (122°F).

For more information about your hearing aids, visit: http://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 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 your hearing aid batteries, as they 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 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.

Tamper-resistant battery drawer
If the hearing aid is going to be used by a child, you must 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 program. These sounds can be spoken messages or tones.

Ask your hearing care professional to turn these sounds off if you don’t need them.
Lost partner
(Only available in 440-series)

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 lid. 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 lid 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 the hearing aid

1. Insert the ear-set in the ear while holding the lower part of the tube. 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.

NOTE
If the hearing aid doesn’t feel comfortable, or if it doesn’t fit properly, causing irritation, redness or the like, contact your hearing care professional.

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.
## Programs

<table>
<thead>
<tr>
<th>Programs</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universal</td>
<td>For everyday use</td>
</tr>
<tr>
<td>Quiet</td>
<td>Special program for listening in quiet environments</td>
</tr>
<tr>
<td>Transport</td>
<td>For listening in situations with noise from cars, trains, etc.</td>
</tr>
<tr>
<td>Urban</td>
<td>For listening in situations with changing sound levels (in supermarkets, noisy workplaces or similar)</td>
</tr>
<tr>
<td>Party</td>
<td>For listening in situations with many people talking at the same time</td>
</tr>
<tr>
<td>Music</td>
<td>For listening to music</td>
</tr>
<tr>
<td>T</td>
<td>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)</td>
</tr>
<tr>
<td>M+T</td>
<td>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</td>
</tr>
</tbody>
</table>
### SPECIAL PROGRAMS

<table>
<thead>
<tr>
<th>USE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zen</td>
</tr>
<tr>
<td>Phone</td>
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<td>Zen+</td>
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<tr>
<td>Phone+</td>
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</tbody>
</table>

**NOTE**

The names in the list of programs are the default names. Your hearing care professional can also select a program name from a preselected list. Then it is even easier for you to select the right program in each listening situation.

**NOTE**

You can only have one SmartToggle program on your hearing aid.

Depending on your hearing loss, your hearing care professional can activate the Audibility Extender feature. Ask your hearing care professional if you could benefit from this.
If your needs and preferences 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, tolerance of sounds, speech not 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 hearing such sounds is important. Switch the hearing aid to a non-Zen program in those situations.

**Sound and program adjustment**

If you have two hearing aids, the push button can be programmed in several ways:

**As a dedicated program button:**
To change programs, just press the button. To access and exit SmartToggle programs, press and hold the push button down for more than one second (this setting is optional). Once you have accessed the SmartToggle program, you can change among the different Zen styles by short presses on the button.

**As a dedicated sound adjustment button:**
Press the button on your right hearing aid if you’d like more audibility and more volume. If you need to decrease the volume or you’d like more comfort, press the button on your left hearing aid.
A long push (more than one second) on either of your hearing aids will mute the sound. To unmute the sound, press the push button on your right hearing aid briefly (this setting is optional).

**As a combined program and sound adjustment button:**

If you have this option, press the button on your right hearing aid if you’d like more audibility and more volume. If you need to decrease the volume or if you’d like more comfort, just press the button on your left hearing aid. A long press on either of your hearing aids will change programs.

If you only have one hearing aid, a short press will change programs and a long press will allow you to access the SmartToggle programs.

**Using a phone with your 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 still 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 Dry-Go to help keep their hearing aids dry and clean. Ask your hearing care professional if this is right for you.
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

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.

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

Available in some countries only.
COMPATIBILITY WITH SMARTPHONES

You can see a list of compatible smartphones, tablets, etc, at:

www.widex.com/BEYOND

You can also use this QR code:
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.

<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>It is not turned on</td>
<td>Make sure the battery drawer is completely closed</td>
</tr>
<tr>
<td>The battery does not work</td>
<td></td>
<td>Insert a new battery</td>
</tr>
<tr>
<td>The hearing aid volume is not powerful enough</td>
<td>Your ear is blocked by earwax</td>
<td>Contact your doctor</td>
</tr>
<tr>
<td>Your hearing may have changed</td>
<td></td>
<td>Contact your hearing care professional/doctor</td>
</tr>
<tr>
<td>The hearing aid whistles continuously</td>
<td>Your ear is blocked by earwax</td>
<td>Contact your doctor</td>
</tr>
<tr>
<td>Your two hearing aids are not working in synchrony</td>
<td>The connection between the hearing aids is lost</td>
<td>Turn them off and on again</td>
</tr>
<tr>
<td>Problem</td>
<td>Possible cause</td>
<td>Solution</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| The hearing aids do not respond with a corresponding change in volume or program to the control device | a. The device is used beyond the transmission range  
b. Strong electromagnetic interference in the vicinity  
c. The device and the hearing aids are not matched | a. Move the device closer to the hearing aids.  
b. Move away from known source of EM interference  
c. Check with your hearing care professional to make sure the device is matched with hearing aids |
| You hear “interrupted” speech (on and off) from the hearing aids or no speech (muted) from the transmitting hearing aid. | a. The battery in one of the hearing aids has expired  
b. Strong electromagnetic interference in the vicinity | a. Replace battery in one or both hearing aids  
b. Move away from known sources of interference |

**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

EU directives

Directive 2014/53/EU
Hereby, Widex A/S declares that this B-F2 is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. The B-F2 contains radio transmitters operating at: 10.6 MHz, -54 dBµA/m @10 m 2.4 GHz, 0.9 mW EIRP.

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 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.

FCC and IC statements

FCC ID: TTY-BF2
IC: 5676B-BF2

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.)

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Title/Description</th>
</tr>
</thead>
</table>
| ![Manufacturer](icons/manufacturer.png) | **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](icons/catalogue.png) | **Catalogue number**  
The product’s catalogue (item) number. |
| ![Consult instructions for use](icons/instructions.png) | **Consult instructions for use**  
The user instructions contain important cautionary information (warnings/precautions) and must be read before using the product. |
| ![Warning](icons/warning.png) | **Warning**  
Text marked with a warning symbol must be read before using the product. |
| ![WEEE mark](icons/wEEE.png) | **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. |
<table>
<thead>
<tr>
<th>Symbol</th>
<th>Title/Description</th>
</tr>
</thead>
</table>
| ☑️ | **CE mark**  
The product is in conformity with the requirements set out in European CE marking directives. |
| ⚠️ | **RCM mark**  
The product complies with electrical safety, EMC and radio spectrum regulatory requirements for products supplied to the Australian or New Zealand market. |
| 📣 | **Interference**  
Electromagnetic interference may occur in the vicinity of the product. |