

# WIDEX DREAM™

## USER INSTRUCTIONS

### THE WIDEX DREAM™ FAMILY

D-9 model  
Behind-the-ear



**WIDEX**®  
HIGH DEFINITION HEARING

# YOUR HEARING AID

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

Your hearing aid series :

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## PROGRAMS

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Master

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Music

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TV

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Comfort

---

Reverse focus

---

Phone

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T

---

M+T

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Zen

---

## SPECIAL PROGRAMS

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Master + Zen

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Master + T

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## **SPECIAL PROGRAMS**

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Master + MT

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Master + Phone

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Master + Reverse focus

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## **SMARTTOGGLE PROGRAMS**

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Zen+

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Phone+

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### **NOTE**

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

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# YOUR HEARING AID

## Welcome

Congratulations on your new hearing aid.

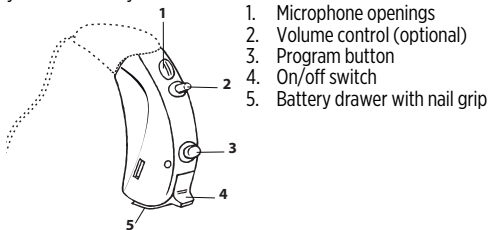
Use your hearing aid regularly, even if it takes some time getting used to it. Infrequent users don't usually get the full benefit of a hearing aid.

### NOTE

Your hearing aid and its accessories may not look exactly as illustrated in this booklet. We also reserve the right to make any changes we consider necessary.

## Your hearing aid at a glance

The illustration shows your hearing aid without the ear-set. For further information on the ear-set see the ear-set manual. The ear-set consists of a tube and an ear-tip or earmould, and it is the part of your hearing aid that you wear inside your ear.



## 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.



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



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

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

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

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



# THE HEARING AID

## Indications for use

The devices are indicated for individuals with a range of hearing loss severity 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 13 zinc-air** battery for your hearing aid.

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

## NOTE

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



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



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



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

## Low battery indication

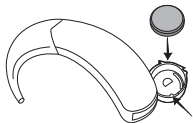
When the battery is flat, a sound signal will play. If the battery drains suddenly there may however be no warning. We recommend carrying a spare battery with you wherever you go.

## Changing the battery

To change the battery, do as follows:



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



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

Now place the new battery in the drawer as shown. Close the drawer. If it doesn't close easily, the battery is not placed correctly.

If you are not using the hearing aid for a few days, remove the battery.

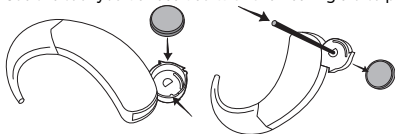
#### **NOTE**

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

#### **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.

Use the tool you've received with the hearing aid to push out 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

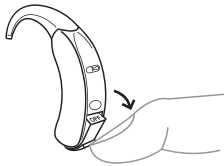
(Only available in selected models)

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. 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

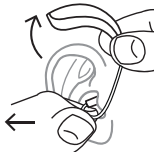
### Putting on the hearing aid



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

Your hearing aid can be fitted using different types of ear-sets. See the separate ear-set manual for more information about your ear-set.

## Removing the hearing aid



Start by removing the hearing aid from behind the ear.

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

## Sound adjustment

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

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

Each time you operate the volume control, you will hear a beep-tone unless your hearing care professional has deactivated this function. When you reach the maximum or minimum setting, you will hear a steady tone.

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

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

**To turn the sound on again:**

- Press the lever upwards or
- Change program

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

## Programs

<b>PROGRAM</b>	<b>USE</b>
Master	Standard
Music	Use this program if you want to listen to music
TV	This program is ideal when you want to listen to the TV
Comfort	This program reduces background noise
Reverse focus	Use this program if you want to focus on sounds from behind you
Phone	Use this program when listening to phone conversations
T	With this program you listen through the hearing aid's telecoil, which allows you to listen directly to the sound without background noise
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
Zen	Plays tones and noise for a relaxing sound background

<b>PROGRAM</b>	<b>USE</b>
Compound programs	The Master program in one hearing aid and Zen, Reverse focus, T, MT 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
Phone+	This program lets you listen to the phone and avoid the surrounding sounds. One of your hearing aids transmits the phone conversation to the other, so that you can listen with both ears - making it much easier to understand your phone conversation

#### **NOTE**

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

If you have certain types of hearing loss, your hearing care professional can activate the Audibility Extender feature. This feature allows you to hear sounds like birdsong and children's voices. 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 or tolerance of sounds, speech not to be as clear, or worsening tinnitus, contact your hearing care professional.



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

## Changing programs

To change programs, simply push the program button.

### NOTE

The Phone+ program can't be accessed using a remote control.

### Zen+

To access this program, press and hold the program button for more than one second. A quicker press then allows you to cycle through the available Zen styles. To exit the program, press and hold down the program button for more than one second.

### Phone+

To access this program, press and hold the program button for more than one second. To leave it repeat the same procedure.

## Using a telephone with hearing aids

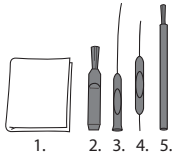


When you use a phone, hold it against your head at an angle above your ear, rather than directly against the ear.

# CLEANING

## Tools

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



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

## Cleaning

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



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

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

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

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



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



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

## ACCESSORIES

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.

## Audio input

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

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

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



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



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



## TROUBLESHOOTING

These pages contain advice on what to do if your hearing aid stops working or if it doesn't work as expected. If the problem persists, contact your hearing care professional.

<b>Problem</b>	<b>Possible cause</b>	<b>Solution</b>
The hearing aid is completely silent	It is not turned on	Make sure the battery drawer is completely closed
	The battery does not work	Insert a new battery
The hearing aid volume is not powerful enough	Your ear is blocked by earwax	Contact your doctor
	Your hearing may have changed	Contact your hearing care professional/doctor
The hearing aid whistles continuously	Your ear is blocked by earwax	Contact your doctor
Your two hearing aids are not working in synchrony	The connection between the hearing aids is lost	Turn them off and on again

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

#### **NOTE**

This information covers only the hearing aid. See the “Ear-sets for Widex hearing aids” user manual for information specific to your ear-set. If the problems persist, contact your hearing care professional for assistance.



# REGULATORY INFORMATION

## EC directives

### Directive 2014/53/EU

Hereby, Widex A/S declares that this D-9 is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

The D-9 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 ID: TTY-D9

IC: 5676B-D9

#### 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
	<b>Manufacturer</b> 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.
	<b>Catalogue number</b> The product's catalogue (item) number.
	<b>Consult instructions for use</b> The user instructions contain important cautionary information (warnings/precautions) and must be read before using the product.
	<b>Warning</b> Text marked with a warning symbol must be read before using the product.
	<b>WEEE mark</b> "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.



**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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**CE** 0459

**Manual no.:**  
9 514 0221 001 #09  
**Issue:**  
2019-03

