



senso Diva

User's instructions

The Senso Diva Series

SD-XM
In-the-ear

WIDEX
high definition hearing

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Your new *Senso Diva*

Widex has been developing and manufacturing high quality hearing aids since 1956. In *Senso Diva* we have utilized the latest advancements in digital technology and created a hearing aid with innovative and sophisticated solutions that make the most of your hearing ability and help ensure optimum communication. Made to fit in the ear canal, *Senso Diva* in-the-ear is very discreet.

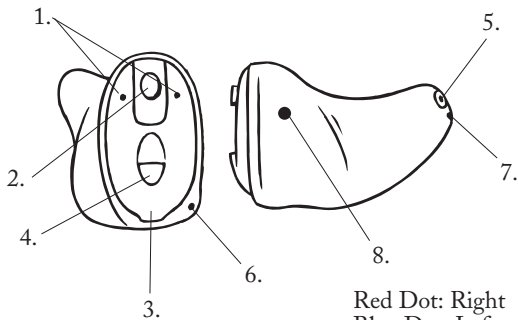
Senso Diva gives you the clearest and most comfortable sound reproduction possible and automatically adjusts loudness according to your listening environment. Through an analysis of the incoming sounds, *Senso Diva* is able to reduce noise and enhance speech. Furthermore, *Senso Diva* effectively cancels feedback whistling – an otherwise common complaint of many hearing aid users. In addition to the traditional listening programs, *Senso Diva* may be equipped with a music program specially optimized for listening to music.

To get full satisfaction from the quality and the performance we have built into your *Senso Diva* hearing aid, please read and follow the instructions carefully.

We hope you will be pleased with your new *Senso Diva* hearing aid. Happy listening!

Getting to know the hearing aid

1. **Microphone openings**, where the sound enters the hearing aid.
2. **Program switch**, which allows you to choose among different listening programs (if necessary).
3. **On/off function**, which is integrated into the battery compartment cover.
4. **Nail grip** on the battery compartment cover for easy opening.
5. **Sound outlet**, through which the amplified sound from the hearing aid reaches your ear.
6. **Front relief vent opening**.
7. **Rear relief vent opening**.
8. **Colored indicating dots**: Red dot for the right ear. Blue dot for the left ear.



Red Dot: Right
Blue Dot: Left
Serial #

*The first two digits
in the serial number
indicate the year
your instrument was
manufactured.*

Operating the hearing aid

Recommended battery type

The recommended battery type for *Senso Diva* is:

Zinc Air battery type 312

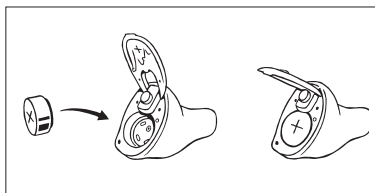
The Zinc Air battery is very durable.

Please note the use-by date on the battery packaging stating how long the batteries will be good. Do not use batteries with an expired use-by date. Because they are Zinc Air type batteries, they need air to work. Therefore, do not remove the sealing label until just before inserting the battery in the hearing aid. Once the sealing label has been removed, the battery will start functioning after a few seconds.

Placing the battery in the battery compartment



Before inserting a new battery in your hearing aid, remember to remove the battery sealing label. Do not use batteries on which there is sticky residue as the residue can block the battery airholes.



Remember to turn off the hearing aid before opening the battery compartment cover.

Push the nail grip upwards to gently swing the battery compartment cover open. The plus (+) sign of the battery must face upwards. This means that the side of the battery with the small plus (+) sign should face in the same direction as the plus (+) sign on the battery compartment cover. If the battery compartment cover does not close easily, the battery is incorrectly inserted.

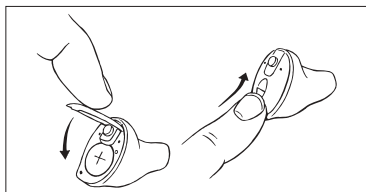
When to change the battery

If you hear four rapid beep-tones while wearing your hearing aid, it is an indication that you should change the battery as soon as possible, as the battery is nearly exhausted. Once the battery is totally exhausted, the hearing aid will be completely silent.

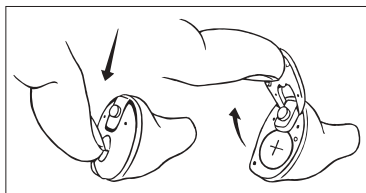
Never leave an exhausted battery in the hearing aid. Exhausted batteries may leak, which could damage the hearing aid. When changing batteries, hold the hearing aid over a table or a carpet to make it easier to find a dropped hearing aid or battery.

Turning the hearing aid on and off

The battery compartment cover of your *Senso Diva* also functions as an on/off switch.



The hearing aid is turned on when a battery is inserted correctly and the battery compartment cover is completely closed.



The hearing aid is turned off when the battery compartment cover is open.

Please remember to switch the hearing aid off when it is not in use. Remove the battery if the hearing aid will not be used again soon.

Automatic adjustment of loudness

Senso Diva adjusts loudness automatically in accordance with your sound environment. Several thousand times per second, *Senso Diva* analyzes the surroundings and tailors its sound accordingly. With *Senso Diva* you do not have to think about adjusting the volume – it happens automatically.

Important: If the volume in your hearing aid is too loud or too weak, or if the reproduced sounds are distorted, or you would like any further information, consult the hearing healthcare professional where you received your hearing aid.

Fine tuning loudness

Your *Senso Diva* hearing aid may also be equipped with a volume control so that you can fine tune the automatic loudness setting.

When you raise the volume, you will hear a beep-tone for each step the volume is raised. When you lower the volume, you will hear a deeper beep-tone for each step the volume is lowered.

When the maximum or minimum adjustment level is reached, a steady tone will sound until you release the lever.

Any adjustment of the automatic volume setting will be cancelled when your hearing aid is turned off.

Important: If the volume in your hearing aid is too loud or too weak, or if the reproduced sounds are distorted, or you would like any further information, consult the hearing healthcare professional where you received your hearing aid.

Left/right identification

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

Senso Diva listening programs

Your *Senso Diva* may be equipped with a number of listening programs. Your hearing healthcare professional can help you select the programs that are of use to you and make them available on the hearing aid program switch. If your needs change over time, the combination of listening programs can be changed. In these user's instructions, the hearing healthcare professional can list the listening programs that are available on the program switch.

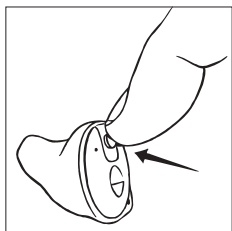
Listening programs:

M: “M” stands for Microphone and is the standard setting. It is the listening program for ordinary listening situations.

T: “T” stands for Telecoil. The telecoil can be used for telephone use and/or for induction loop use (for certain assistive listening devices).

M+T: “M+T” stands for a combination of microphone and telecoil (M+T). If you activate “M+T” you can use the telephone and still hear the surrounding sounds.

Music: The music program is optimized for listening to music. The music program is not available in all *Senso Diva* models.



Switch between the programs by using the switch on the battery compartment cover. Each time you switch to another program, you will hear beep-tones. The number of beeps tells you which program you are in; one beep-tone for program 1, two beep-tones for program 2, three beep-tones for program 3 and four beep-tones for program 4. Please note that if, for example, you only have 3 programs, program 3 will be followed by program 1 as you switch programs.

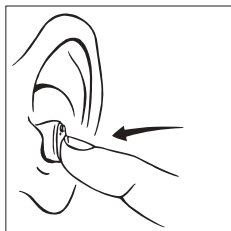
If you – in consultation with your hearing healthcare professional – decide on other combinations of programs later, these can be written on the blank forms found at the back of these instructions.

Program	Chosen programs:	Application:
1.		
2.		
3.		
4.		

Placing Senso Diva in the ear

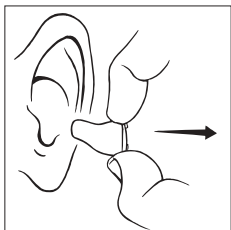
Before inserting the hearing aid, you must place a battery in the battery compartment and close the battery compartment cover.

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 the hearing aid into your ear until it rests comfortably in your canal.



To ease the final adjustments it can be a help to pull the outer ear backwards and upwards with the opposite hand.

Removing Senso Diva



Hold the hearing aid with your thumb and forefinger and pull gently. If it is difficult to loosen the hearing aid it may help to try to move the hearing aid gently from side to side. It may also help to pull the outer ear upwards and backwards

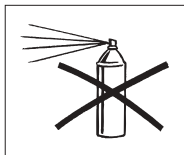
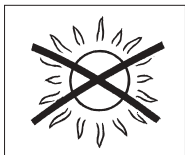
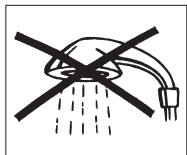
while applying a little pressure around the ear opening with the opposite forefinger.

Caring for your hearing aid

Take good care of your hearing aid

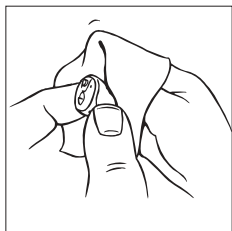
With proper care, your hearing aid will give you years of reliable service. Here are some things you can do to prolong the life of your aid:

- Treat your hearing aid as the valuable object it is: with care. Keep it in its case in a cool, dry location where it cannot be reached by children or pets.
- Switch your hearing aid off when it is not in use. Should you not use it for a day or more, take out the battery to avoid battery leakage.
- Never expose it to extreme temperatures or high humidity.

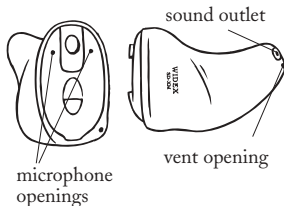


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- Do not wear your aid in the shower or swimming, or when using a hair dryer, hair spray, or other sprays.
 - Never try to open or repair the hearing aid yourself.
 - Do not wear your hearing aid during short-wave diathermy, x-ray, MR scans, CT scans, or similar radiation treatments. Some types of radiation can damage your hearing aid. Other types of radiation from, for example, room surveillance equipment, burglar alarms, and cellular telephones, are weaker and will not damage your hearing aid.
 - Widex hearing aids are not certified for use in mines or other areas with explosive gases.

Keeping Senso Diva clean



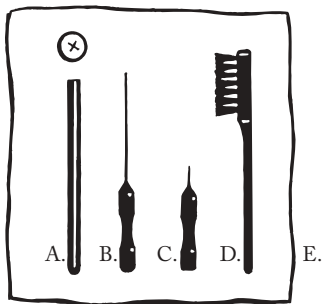
Because your *Senso Diva* is worn in your ear canal, it is very important for its performance that you inspect and clean the instrument daily. Never wash your *Senso Diva* in water, cleaning solutions or other liquids. Instead, clean your hearing aid daily with a dry soft cloth to keep the outside dry and clean of residue, wax, etc. We recommend that every time you take the hearing aid out of your ear, you inspect the sound outlet and the microphone and relief vent openings to ensure that no dirt has gathered there. Below is an example of how the sound outlet and the relief vent and microphone openings can be positioned.



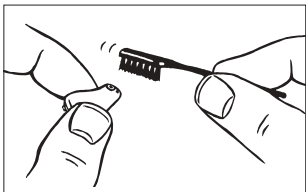
They may be placed in a slightly different way on your hearing aid.

The following accessories are included with your hearing aid:

- A. **Battery magnet** to facilitate insertion of the battery into the battery compartment.
- B. **Wax removing tool** for cleaning the relief vent opening.
- C. **Wax removing tool** for cleaning the microphone openings.
- D. **Small brush** for removal of earwax from the area around the sound outlet
- E. **Soft cloth** for drying and cleaning the hearing aid.



Cleaning the sound outlet

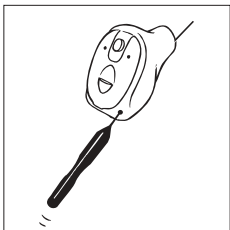


If wax has gathered around the sound outlet this should be removed with the small brush. It is important that the sound outlet is never blocked.

Important: Do not insert any objects into the sound outlet as this could damage the hearing aid.

Your *Senso Diva* may be equipped with a Ceru-STOP™ wax guard to prevent earwax from working its way into the sound canal. See page 25.

Cleaning the relief vent opening

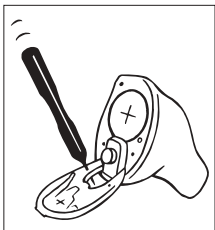


If the relief vent opening is blocked by earwax, the sound of your hearing aid will change. In this case please follow the directions below:

Insert the vent cleaning tool into the **front** relief vent opening as shown in the illustration. Gently push the cleaning tool completely through the shell, pushing out any earwax. Make sure the vent is thoroughly clean. If the problem persists, you should see your hearing healthcare professional for service.

Important: Never insert the vent cleaning tool into the **rear** relief vent opening.

Cleaning the microphone openings



Sometimes dirt may gather around the microphone openings on the hearing aid front. Remove this with the short wax removing tool. Open the battery compartment cover and turn the hearing aid so the battery

compartment cover is facing downwards. Guide the wax removing tool through the microphone opening on the battery compartment cover from the inside as illustrated.

Do not insert any objects into the microphone itself.

The CeruSTOP™ wax guard

Please read carefully and follow these instructions for using your wax guard.

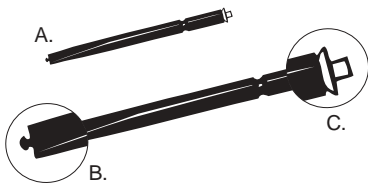
Earwax is one of the main causes of hearing aid malfunction. During daily use, earwax can work its way into the sound outlet of your hearing aid and partially or completely block the passage of sound. Completely-In-The-Canal (CIC) instruments are especially vulnerable to wax problems due to their placement deep in the ear canal. By using a wax guard you can protect your CIC or In-The-Ear (ITE) instruments from earwax, thereby minimizing earwax-related problems.

The CeruSTOP™ wax guard system consists of the following parts:

A. Holder

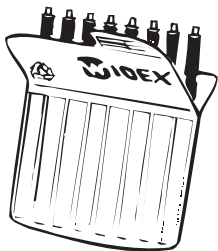
B. Removal hook

C. Wax guard



A white wax guard is mounted on one end of the holder. At the other end is a hook for removing the used wax guard.

CeruSTOP™ wax guards come in a carrying case.



Your hearing instrument has come equipped with a CeruSTOP™ wax guard.

When should I change my wax guard?

Since the amount of earwax produced by each individual can vary dramatically, it is recommended that the wax guard be checked daily.

If the hearing aid is weak/silent or if wax is visible in the wax guard, it's time to change the wax guard.

Removing the used wax guard

Wipe away any visible wax from the shell of your hearing instrument. The used wax guard is in the stainless steel bushing of the sound outlet.

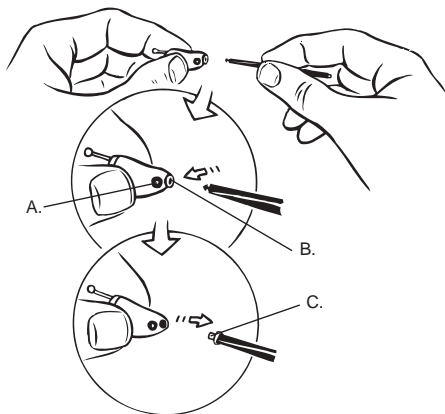
With the gray holder perpendicular to the face of the bushing, insert the removal hook into the used wax guard so that the shaft of the holder is touching the rim of the wax guard, then slowly pull the wax guard **straight** out.

Do not pry or twist the wax guard from the bushing.

A. Vent opening

B. Sound outlet

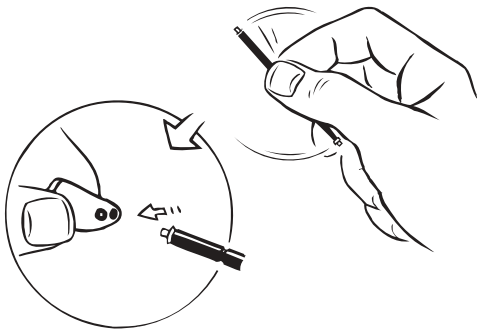
C. Used wax guard

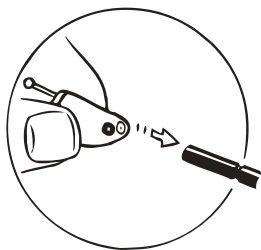


Inserting a new wax guard

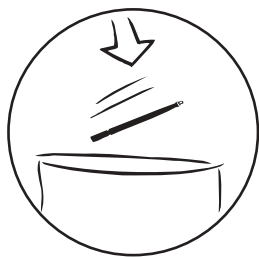
Now turn the gray holder around so that the used wax guard is away from the instrument and the new one is in position to be inserted into your hearing instrument.

Gently press the new wax guard straight into the opening of the sound outlet. Do not force the wax guard into the sound outlet. The outer ring of the wax guard should sit flat on the stainless steel bushing.





Then pull the holder **straight** out. Do not pry or twist the gray holder. The new wax guard will automatically dismount from the holder and remain in place.



After inserting the new wax guard, discard the holder with the used wax guard attached to the removal hook.

Never reuse a wax guard.

Note: If the wax guard fits loosely, discard it and insert another.

Are there times when I should not use the wax guard?

If a medical condition exists, such as a perforated eardrum, or if an ointment is used do not use the wax guard.

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

The use of CeruSTOP™ wax guard does not eliminate the need for daily cleaning procedures.

WARNING

If the wax guard becomes dislodged from the hearing aid while in the ear canal, please contact your physician immediately. Do not try to remove the wax guard from your ear canal yourself.

Important

- Please be sure to keep your hearing aid and its accessories out of the reach of children, who may place them in their mouths. Also keep batteries out of children's reach and discard used batteries carefully. Do not change batteries in front of children or let them see where you keep your supply.
- Never put batteries in your mouth for any reason and never let a child obtain a battery or place it in his or her mouth. In case of ingestion, contact your physician **immediately** and **The National Button Battery Ingestion Hotline at: (202) 625-3333**.
- The hearing aid is made of modern non-allergenic materials. Still, in rare cases skin irritation can occur. If you notice skin irritation in or around your ear or ear canal, contact your hearing healthcare professional.

Getting used to the hearing aid

There is only one way

Whether you are an experienced or a new user, only consistent and determined daily practice will give you the maximum results from your hearing aid. There are no tricks or short cuts.

Your hearing aid does not restore normal hearing but it will make it much easier for you to hear and understand what other people are saying and to enjoy many other sounds. So, don't give up. The learning process will take time, but millions of experienced users can testify that the results are worth the effort.

Beginning to use the hearing aid

When you wear a hearing aid for the first time, you will hear sounds that you may not have heard for years. It takes time to get used to hearing so many ordinary sounds again, but with practice and patience these sounds will become a part of your comfortable world of sounds.

Start wearing your new hearing aid in familiar and quiet surroundings. Focus on the various types of background noise such as a ticking clock, the telephone bell, clinking of dishes. Try to identify and localize the sounds you are not accustomed to hearing.

Once you are comfortable hearing sounds in your surroundings, you can begin wearing your hearing aid during conversations with a person you know well. Gradually you will become better able to participate in conversations with several people at a time.

In case of malfunction

The following pages include some quick advice to follow if you experience problems. Before contacting your hearing healthcare professional, please follow the advice below:

If the hearing aid is dead, it could be because:

- *The instrument is not turned on.* Make sure the battery is placed correctly and the battery compartment cover is closed correctly.
- *The battery does not work/is dead.* Insert a new battery. Make sure the battery is placed correctly and that the battery compartment cover is closed correctly.
- *The sound outlet is blocked.* Earwax is often the cause of a blocked sound outlet. If the hearing aid is equipped with a CeruSTOP™ wax guard, change the wax guard. If the hearing aid is not equipped with a wax guard, clean the sound outlet of the hearing aid with the small brush. See page 22. Do not insert any objects into the sound outlet as this could damage the hearing aid. If you cannot clean the sound outlet completely, we recommend that you contact your hearing healthcare professional.

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- *The battery contacts are dirty.* Contact your hearing healthcare professional to have the battery contacts cleaned.
 - *The microphone opening is blocked.* Wax or dirt can block the microphone opening. Do not insert any objects into the microphone itself. Remove wax and dirt with the short wax removing tool. Open the battery compartment cover and turn the hearing aid, so the battery compartment cover is facing downwards. Guide the wax removing tool through the microphone opening on the battery compartment cover from the inside. See page 24.

If the hearing aid is not powerful enough, it could be because:

- *The sound outlet is blocked.* Earwax is often the cause of a blocked sound outlet. If the hearing aid is equipped with a CeruSTOP™ wax guard, change the wax guard. If the hearing aid is not equipped with a wax guard, clean the sound outlet of the hearing aid with the small brush. See page 22. Do not insert any objects into the sound outlet as this could damage the hearing aid. If you cannot clean the sound outlet completely, we recommend that you contact your hearing healthcare professional.
- *Your ear canal is blocked by earwax.* Contact your hearing healthcare professional.
- *The hearing aid shell fit is too loose.* Contact your hearing healthcare professional.

If the hearing aid whistles continuously, it could be because:

- *The hearing aid is not correctly placed in your ear canal.* Take the hearing aid out and reinsert it. It is important that the hearing aid is placed correctly in your ear canal.
- *Your ear canal is blocked by earwax.* Contact your hearing healthcare professional.
- *The hearing aid shell fit is too loose.* Contact your hearing healthcare professional.

If the hearing aid is uncomfortable to wear, it could be because:

- *The hearing aid is not placed correctly in your ear canal.* Consult your hearing healthcare professional on how to place the hearing aid correctly in your ear canal.
- *The hearing aid shell has a poor physical fit.* This can be the reason for irritation in your ear canal. Contact your hearing healthcare professional.

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- *Your outer ear or ear canal is sore.* It is important for first-time users to only wear the hearing aid for short periods of time at the beginning. The skin in the ear canal is very thin and may swell a little because of the pressure from the hearing aid. Take 2-3 weeks to gradually get used to the hearing aid. If the soreness continues, contact your hearing healthcare professional.

If the hearing aid performs intermittently, it could be because:

- *The battery contacts are dirty.* Contact your hearing healthcare professional to have the battery contacts cleaned.

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