

advance 52 series
USER INSTRUCTIONS
**A52-CIC/A52-CIC (TR)/A52-CIC M/A52-
CIC M (TR) model**

Completely-in-canal



Specsavers®

YOUR HEARING AID

(To be filled out by the hearing care professional)

Vent: Short Full length None

CIC CIC-M

Your hearing aid series:

PROGRAMS

Universal Audibility Extender

Quiet Audibility Extender

Transport Audibility Extender

Urban Audibility Extender

Party Audibility Extender

Music Audibility Extender

SPECIAL PROGRAMS

Zen Audibility Extender

Phone Audibility Extender

Zen+ Audibility Extender

NOTE

The program names in the table are the default names. If you have chosen to use some of the other names available, write the new names in the table. That way you will always know which programs you have in your hearing aids.

NOTE

The CIC-M is not a wireless hearing aid, which means that the hearing aids cannot communicate with each other or with any accessory. Consequently, you cannot adjust the sound and you will only have one listening program.

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YOUR HEARING AID

Welcome

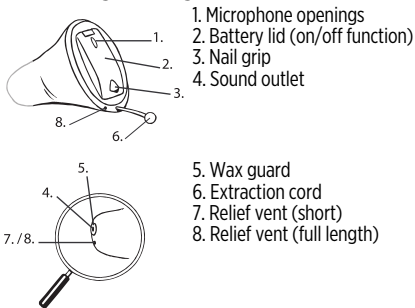
Congratulations on your new hearing aid.

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



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.



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: www.specsavers.com.

THE HEARING AID

Indications for use

The hearing aids are indicated for individuals older than 36 months with a range of hearing loss 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 quiet.

The battery

Use a **type 10 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.

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.

| | |
|------------------|---|
| Program 1 | Message/one short beep |
| Program 2 | Message/two short beeps |
| Program 3 | Message/three short beeps |
| Program 4 | Message/one short and one long beep |
| Program 5 | Message/one long beep and two short beeps |
| Zen+ | Message/tone |

Ask your hearing care professional to turn these sounds signals off if you don't need them.

Lost partner

(Only available in top 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 cover and push it upwards. 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 cover 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.

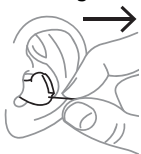
Putting on and removing your hearing aid



Close the battery lid completely. Hold the hearing aid with your thumb and forefinger and insert it slowly into your ear until you feel resistance.

Then use the tip of your forefinger to gently push the hearing aid into your ear until it feels comfortable. Pulling the outer ear upwards and backwards while you insert the hearing aid can be helpful.

Removing the hearing aid



Use the extraction cord to take the hearing aid out of your ear.

NOTE

If you find it difficult to take out the hearing aid, move it carefully from side to side while pulling on the extraction cord.

Sound adjustment

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

If you have a remote control, you can also adjust the sound manually to achieve more comfort or more audibility, depending on your needs and preferences. For more information on how this works, consult your hearing care professional.

Depending on the hearing aid settings and features, any sound adjustment you make will affect both hearing aids.

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.

To mute your hearing aid do as follows:

- Keep pressing the lower part of the volume key on the remote control until you can hear the steady sound

To turn the sound on again:

- Press the upper part of the volume key **or**
- Change program

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

Programs

| PROGRAM | USE |
|----------------|---|
| Universal | For everyday use |
| Quiet | Special program for listening in quiet environments |
| Transport | For listening in situations with noise from cars, trains, etc. |
| Urban | For listening in situations with changing sound levels (in supermarkets, noisy workplaces or similar) |
| Party | For listening in situations with many people talking at the same time |

| PROGRAM | USE |
|----------------|------------------------|
| Music | For listening to music |

| SPECIAL PROGRAMS | USE |
|-------------------------|--|
| Zen | Plays tones or noise for a relaxing sound background |
| Phone | This program is designed for listening to phone conversations |
| Zen+ | This program is similar to Zen but allows you to listen to different types of tones or noise |

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.

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.

Changing programs

To change programs, simply push the program key on your remote control.

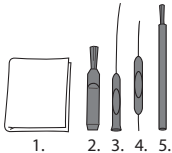
Zen+

To access this program, press and hold the program key 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 key for more than one second.

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

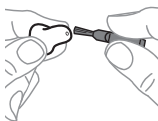
Cleaning your hearing aid every day will make it more efficient and more comfortable to wear.

The hearing aid



Just wipe it with the a soft cloth (for example the cloth you received from your hearing care professional).

The sound outlet

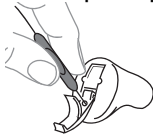


Remove any visible earwax from **around** the sound outlet with the small brush or cloth. **Never** try to clean the wax guard.

NOTE

If you can't clean the sound outlet, contact your hearing care professional. **Never** insert anything into the sound outlet as this can ruin your hearing aid.

The microphone openings

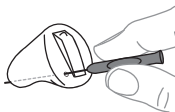


Open the battery lid and turn the hearing aid so the lid is facing downwards (see illustration). Guide the short wax removing tool (no. 4) through the microphone openings on the lid from the inside (see illustration).

NOTE

If you suspect that earwax or dirt has got into the microphone inside the hearing aid, contact your hearing care professional. Do **not** insert anything into the microphone.

The vent



Short vent: clean the vent as far as the long end of the wax removing tool (no. 3) can reach.

Long vent: clean the vent every day by passing the long wax removing tool (no. 3) all the way through the vent.

Leave the hearing aid open to ventilate it.

NOTE

It is important for the performance of your hearing aid that you keep the vent clean and free of earwax, dirt or the like. Clean it every day after use and consult your hearing care professional if the vent is blocked.

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.



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



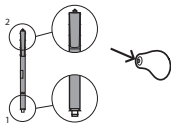
Clean and inspect your hearing aid every day after use to check that it is not broken. If the hearing aid breaks while you are wearing it, leaving small fragments in your ear canal, contact your doctor. Never try to take out the fragments yourself.

The wax guard

The wax guard helps to protect the hearing aid against earwax. Always use wax guards supplied by Widex with your hearing aid.

Changing the wax guard

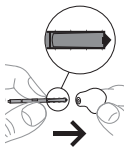
Open the wax guard case as illustrated.

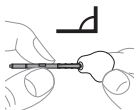


The wax guard consists of the following parts:

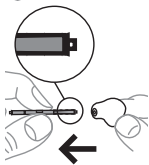
1. Removal hook
2. New wax guard

Insert the removal hook into the used wax guard.

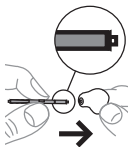
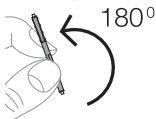




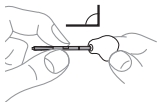
Keep the holder at a right angle.



Pull the used wax guard straight out.



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



Pull the holder straight out.



Ask your hearing care professional about how often you should change the wax guard.



The wax guard is for one-time use only and is not intended to be cleaned.



If the wax guard fits loosely, discard it and use a new one.



If the wax guard falls off inside your ear, contact your doctor or hearing care professional to have it removed. Do NOT attempt to remove the wax guard 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.

| Name | Use |
|--------------------|---|
| RC-DEX | remote control |
| TV-DEX | for listening to TV and audio |
| PHONE-DEX | for easy landline use |
| FM+DEX | for streaming audio and FM signals |
| 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 Remote Mic | for helping hearing aid users hear speech in difficult listening situations |

Available in some countries only.

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.

| Problem | Possible cause | Solution |
|---|-----------------------------------|--|
| The hearing aid is completely silent | It is not turned on | Make sure the battery is placed correctly and the battery compartment cover is closed correctly. |
| | The battery does not work | Insert a new battery in the hearing aid |
| | The sound outlet is blocked | See the cleaning section |
| | The microphone opening is blocked | See the cleaning section |
| The hearing aid volume is not powerful enough | The sound outlet is blocked | See the cleaning section |
| | Your ear is blocked by earwax | Contact your doctor |
| | Your hearing may have changed | Contact your hearing care professional/doctor |

| Problem | Possible cause | Solution |
|--|---|--|
| The hearing aid whistles continuously | Your ear is blocked by earwax | Contact your doctor |
| | It is not correctly placed in your ear canal | Take it out and reinsert it |
| | It fits loosely in your ear canal | Contact your hearing care professional |
| The hearing aid is uncomfortable to wear | It is not correctly placed in your ear canal. | Consult your hearing care professional |
| | It does not fit your ear properly | Contact your hearing care professional |
| | Your outer ear or ear canal is sore | It is important that first-time users only wear the hearing aid for short periods of time at the beginning. Take 2-3 weeks to gradually get used to the hearing aid. If the soreness continues, contact your hearing care professional |

| Problem | Possible cause | Solution |
|--|---|---|
| Your hearing aids are not working in synchrony | The connection between the hearing aids is lost | Turn them off and on again |
| The hearing aids do not respond with a corresponding change in volume or program to the device | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 device is matched with the hearing aids |
| You hear “interrupted” speech (on and off) from the hearing aids or no speech (muted) from the transmitting hearing aid. | <ul style="list-style-type: none"> a. The battery in one of the hearing aids has expired b. Strong electromagnetic interference in the vicinity | <ul style="list-style-type: none"> a. Replace battery in one or both hearing aids b. Move away from known sources of interference |

REGULATORY INFORMATION

EC directives

Directive 2014/53/EU

Hereby, Widex A/S declares that this A52-CIC/A52-CIC (TR)/A52-CIC M/A52-CIC M (TR) is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

The A52-CIC/A52-CIC (TR)/A52-CIC M/A52-CIC M (TR) contains a radio transmitter operating at 10.6 MHz, $-54\text{dB}\mu\text{m}/\text{m}$ @10 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 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.

SYMBOLS

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

| Symbol | Title/Description |
|---|---|
|  | 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 The product's catalogue (item) number. |
|  | Consult instructions for use The user instructions contain important cautionary information (warnings/precautions) and must be read before using the product. |
|  | Warning Text marked with a warning symbol must be read before using the product. |
|  | 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. |
|  | CE mark The product is in conformity with the requirements set out in European CE marking directives. |

**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**

The product's catalogue (item) number.

**Consult instructions for use**

The user instructions contain important cautionary information (warnings/precautions) and must be read before using the product.

**Warning**

Text marked with a warning symbol must be read before using the product.

**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.

**CE mark**

The product is in conformity with the requirements set out in European CE marking directives.

| Symbol | Title/Description |
|---------------|--------------------------|
|---------------|--------------------------|



| | |
|--|-----------------|
| | 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. |
|--|--|



WIDEX A/S

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