



**Senso** Diva

# **User's instructions** **The *Senso Diva* Series**

**SD-19M**  
**Behind-the-ear**

**WIDEX**<sup>®</sup>  
*high definition hearing*

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*Your hearing aid, earmold, cleaning accessories and the like may not look exactly the same as in these user's instructions. We furthermore reserve the right to make any changes considered necessary.*



*Hearing aids and their accessories should not be disposed of with normal household waste. Please consult your national Widex distributor for advice on how to dispose of your hearing aid.*

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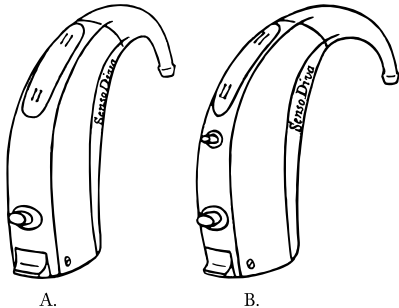
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## Your new *Senso Diva*

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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.



- A. *Senso Diva* without a volume control
- B. *Senso Diva* with a volume control

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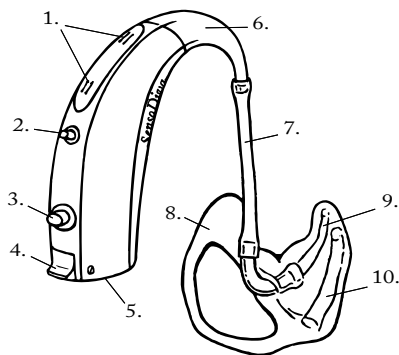
*Senso Diva* gives you the clearest and most comfortable sound possible and automatically adjusts loudness according to your listening environment. Through a continuous analysis of the incoming sounds, *Senso Diva* is able to reduce noise and enhance speech. *Senso Diva* also allows enhancement of the sounds of a specific person or sound source by attenuating noise coming from behind you - you just have to turn your head in the direction of that person or sound source. *Senso Diva* is able to effectively reduce any feedback whistling - an otherwise common complaint of 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!

## Senso Diva

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1. **Microphone openings**, where the sound enters the hearing aid.
2. **Volume control** is available in some *Senso Diva* models. It makes it possible to fine tune the automatically adjusted loudness.
3. **Program switch**, which allows you to choose among different listening programs.
4. **On/off switch**.
5. **Battery drawer** with a nail grip for easy opening.
6. **Earhook** – non-detachable.
7. **Plastic tubing**.
8. **Earmold**.
9. **Sound outlet**.
10. **Relief vent**.



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## The battery

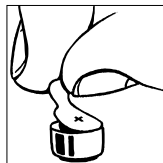
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### Battery type

The recommended battery type for your *Senso Diva* is:

### Zinc Air battery type 13

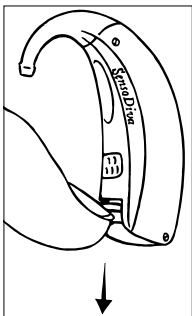
Please note the expiration date on the battery pack. To ensure proper battery function, do not use batteries past the expiration date. Because they are Zinc Air type batteries, they need air to work. Therefore, do not remove the adhesive tab until just before inserting the battery in the hearing aid. Once the tab has been removed, the battery will start functioning after a few seconds. The lifetime of the battery depends on a number of factors, such as the setting of your hearing aid, how many hours you use it daily and the listening environments in which you use it.



### Inserting the battery

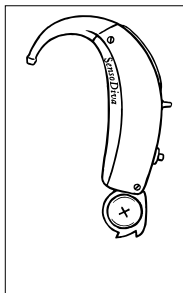
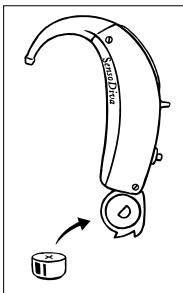
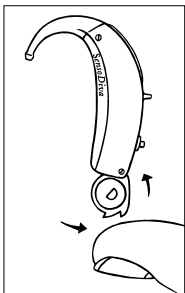
Before inserting a new battery in your hearing aid, remember to remove the adhesive tab. Do not use batteries on which there is a sticky residue from the tab or other unwanted substance as this can block the battery airholes.

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Push the nail grip downwards to swing open the battery drawer. The nail grip is located on the opposite side of the on/off switch at the bottom of the hearing aid.

The plus (+) sign of the battery must face upwards. If the battery drawer does not close easily, the battery is incorrectly inserted.

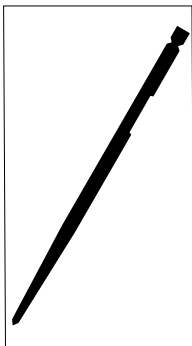


### Changing the battery

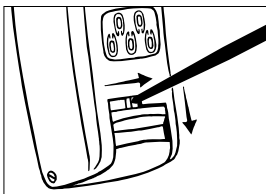
If you hear four rapid beep-tones while wearing your hearing aid, it is an indication that the battery is nearly exhausted. Once the battery is totally exhausted, the hearing aid will be completely silent. Exactly how long the hearing aid will function after the beep-tones varies from one case to another. We recommend that you always have a spare battery with you.

The rate at which a battery loses power is dependent upon the circumstances under which the battery is used. In some circumstances, the battery can drain so suddenly that the beep-tones for low battery warning will only be partially produced or not be produced at all.

Never leave an exhausted battery in the hearing aid. Exhausted batteries may leak, which could damage the hearing aid. When changing batteries, it is a good idea to hold the hearing aid over a table or a carpet, in case you drop the hearing aid or battery.

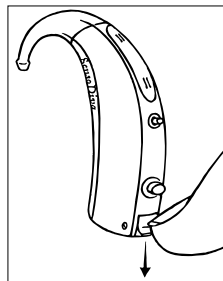


The hearing aid can be provided with a battery drawer lock, if required. This is a particularly good idea if the hearing aid is worn by a child. A special tool for opening the lock will be included when ordering the lock (see the drawing).

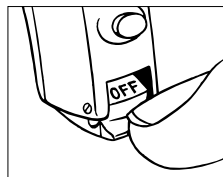


You open the lock by pushing it to the right and then downward with the tool in one movement as illustrated.

## Turning the hearing aid on and off



The battery drawer is placed at the bottom of the hearing aid. The battery drawer also functions as the on/off switch. The hearing aid is turned on when the switch is pushed upwards, and off when the switch is pushed downwards as illustrated.

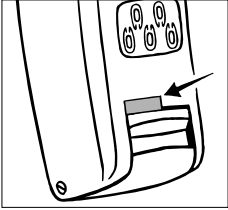


The word “OFF” is clearly visible on the switch when the hearing aid is turned off.

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.

## Left/right identification

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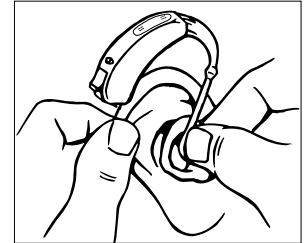
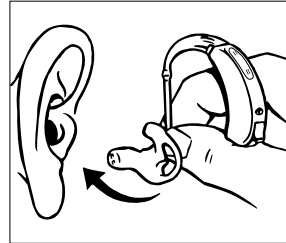


If you wear hearing aids on both ears, your hearing healthcare professional can put color indicators on your hearing aids so you can easily see which is for the left ear and which is for the right ear (red mark = right and blue mark = left).

## Placing Senso Diva on/in the ear

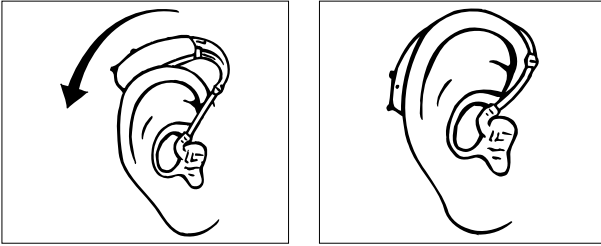
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Insert a battery in your hearing aid. We recommend that you turn off the hearing aid before placing it on the ear. First insert the earmold in the ear canal while holding the lower part of the tubing. It may also be helpful to gently pull the outer ear backwards and upwards with the opposite hand.



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Once the earmold has been inserted, you place the hearing aid behind the ear, so that the hook rests comfortably on the ear, close to your head. When the hearing aid is in its correct position, turn on the hearing aid.



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## Removing Senso Diva

First remove the hearing aid from its position behind the ear. Carefully pull the earmold out of the ear canal, while holding the lower part of the tubing. If it is difficult, it may help to try to move the earmold carefully from side to side while pulling it out. It may also help to pull the outer ear backwards and upwards with the opposite hand.



## Automatic adjustment of loudness

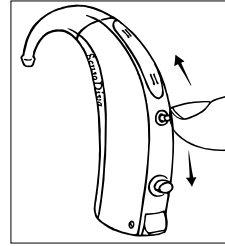
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*Senso Diva* adjusts loudness automatically in accordance with your sound environment. Several thousand times per second, *Senso Diva* analyzes the surroundings and tailors its sound accordingly. With *Senso Diva* you do not have to think about adjusting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

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Your hearing aid may be provided with a volume control, shaped like a small lever. Push the lever upwards to raise the automatically set volume.

Push the lever downwards to lower the volume. Use short touches for minor corrections

of the volume. Faster adjustments are obtained by keeping the lever pressed for some seconds.

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.

## Listening programs

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Your *Senso Diva* may be equipped with a number of listening programs optimized for different listening situations. 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 in your hearing aid (see page 20).

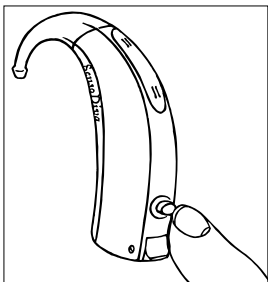
### **Listening programs:**

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

**M+T:** "M+T" stands for a combination of microphone and telecoil (M+T). If you activate "M+T" you can listen to the source of sound and still hear the surrounding sounds.

**T:** "T" stands for Telecoil. The telecoil can only be used where a loop system is installed. Activating the telecoil will enable you to listen to the source of sound while excluding surrounding sounds.

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



### Switching between the listening programs

Switch between the programs by using the switch on the back of the hearing aid, just above the battery drawer. 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.

## Listening programs

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

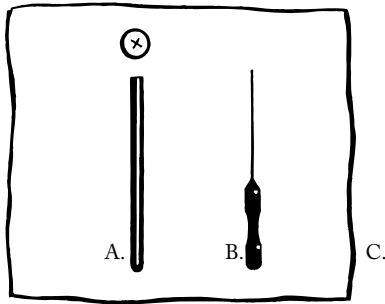
## Keeping Senso Diva clean

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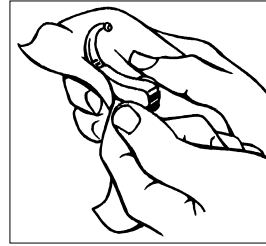
### Cleaning accessories

The following accessories are available for your hearing aid:

- A. Battery magnet to facilitate insertion of the battery into the battery drawer.
- B. Wax removing tool for cleaning the relief vent opening.
- C. Soft cloth for drying and cleaning the hearing aid.



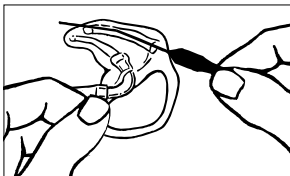
Additional supplies of accessories can be acquired from the hearing healthcare professional where you received your hearing aid.



### The hearing aid

Never wash your hearing aid with water, cleaning solutions or other liquids. Instead, clean your hearing aid with a dry soft cloth after use.

When the hearing aid is not in use, it is a good idea to leave the battery drawer open, so as to ventilate the hearing aid and allow it to dry.

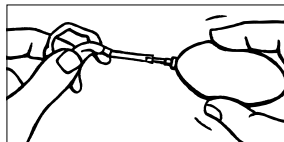


### **The earmold**

Make sure that your earmold is clean and free of earwax and moisture. If it is plugged, clear the opening with a wax removing tool.



Disconnect the plastic tubing from the hook of the hearing aid at least once a week and wash the earmold in lukewarm water. Rinse the earmold thoroughly and allow it to dry overnight.



If there is still moisture in the earmold the next time you want to use the hearing aid, use a small blower or the like to blow

it dry. *Never* use alcohol or other cleaning solutions to clean your earmold.

**Make sure the earmold and tubing are clean and dry before you use it again with the hearing aid.**

If your earmold tubing becomes slack, stiff, yellow or cracked, it should be replaced. Consult with your hearing healthcare professional.

## Getting used to the hearing aid

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### **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 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 sounds such as a ticking clock, the telephone bell, clinking of dishes. Try to identify and localise 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.

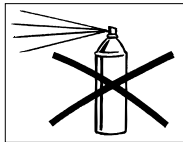
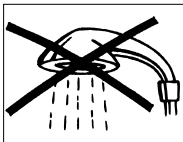
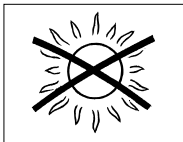
Gradually you will become better able to participate in conversations with several people at a time.

## Caring for your hearing aid

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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 hearing 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. Use care to dry the hearing aid and earmold thoroughly after heavy perspiration (e.g. such as that which may occur with intense activity level in certain sports).
- Do not wear your hearing aid in the shower or swimming, or when using a hair dryer, hair spray, or other sprays. Use care when applying topical lotions such as suntanning oils or sunscreens.



- Never try to open or repair the hearing aid yourself.
- Do not wear your hearing aid during x-ray, MR scans, CT scans, short-wave diathermy, 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; however, you may hear interference noise
- Widex hearing aids are not certified for use in mines or other areas with explosive gases.

## Good advice

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- The use of hearing aids increases the risk of accumulation of earwax. Contact your ENT doctor/physician if you suspect that a plug of earwax has accumulated in your ear. Earwax may not only reduce your own hearing but also the effect of the hearing aid considerably. It is a good idea to ask your physician to clean your ears a couple of times a year.
- Please be sure to keep your hearing aid and its accessories out of the reach of children, who might 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 a battery in your mouth for any reason as you may risk swallowing it. In case of ingestion, contact your physician immediately and the 24 Hour National Button Battery Ingestion Hotline at: (202)626-3333

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- 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.
  - Please be aware that the use of any type of earmold may involve a slightly increased risk of infection in the ear canal. An infection can arise as a result of inadequate ventilation of the ear or scratches in the ear canal caused by the earmold. Therefore, we recommend that you take out your earmold at night to allow the ear canal to be ventilated. Make sure that you clean and inspect your earmold as required. If an infection occurs it is a good idea to clean your earmold with a disinfecting tissue or the like. Do not under any circumstances use alcohol, chlorine or similar substances to clean your earmold.



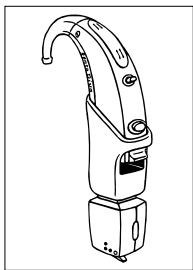
## Accessories

### FM systems

The FM system from Widex can be used as an accessory to *Senso Diva*. The FM system makes it easier to understand speech in difficult listening situations.



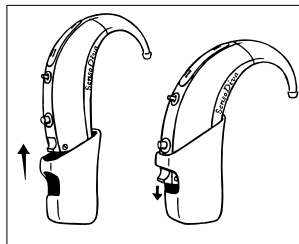
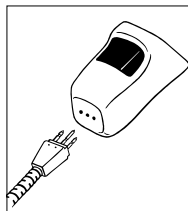
The FM system consists of a small radio transmitter placed near the speaker and a small radio receiver clipped onto *Senso Diva* via an audio/FM shoe. When using this system you can hear speech clearly at a distance of up to approximately 50 feet or more. As the system is wireless both the listener and the speaker have full freedom of movement within the specified range.



For further information on the FM system from Widex please contact your hearing healthcare professional.

### Audio input

Your *Senso Diva* can be furnished with an audio shoe. This allows direct connection to different kinds of accessories (radio, TV, FM systems, CROS and Bi-CROS). Consult your hearing healthcare professional on the use of audio input.



**Important:** If the hearing aid is connected to an accessory which requires use of an electric outlet, this accessory must meet the safety requirements stated in IEC (international) or UL safety standards.

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



## In case of malfunction

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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 drawer, which functions as the on/off switch, is pushed all the way upwards and that the word “OFF” is not visible on the switch.
- *The battery is dead or does not work.* Insert a new battery. Make sure the battery is placed correctly and that the battery drawer is closed correctly.
- *The sound outlet of the earmold is blocked.*

Blockage of the sound outlet of an earmold is often caused by earwax. Clean the blocked sound outlet.

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

- *The battery is nearly exhausted.* Insert a new battery. Make sure the battery is placed correctly and that the battery drawer is closed correctly.
- *The sound outlet of the earmold is blocked.* Blockage of the sound outlet of an earmold is often caused by earwax. Clean the blocked sound outlet.
- *Your ear is blocked by earwax.* Contact your ENT doctor/physician.
- *Your hearing may have changed.* Contact your hearing healthcare professional.
- *Your earmold no longer fits your ear.* Contact your hearing healthcare professional.

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

- *Your ear is blocked by earwax.* Contact your ENT doctor/physician.
- *The tubing is broken.* Contact your hearing care professional regarding replacement.
- *The tubing is yellow and stiff.* Contact your hearing care professional regarding replacement.
- *The tubing often comes off the earmold or hearing aid hook.* Contact your hearing care professional regarding replacement.
- *The hook or elbow is cracked.* Contact your hearing healthcare professional.

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

- *The on/off switch is dirty.* Push the switch back and forth a couple of times.



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