USER INSTRUCTION

Widex EVOKE App



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Compatibility

Apple devices:

The Widex Evoke app is compatible with all Apple devices with the iOS version 13.2 and higher and watchOS version 6.1 and higher.

Android devices:

The Widex Evoke app is compatible with most Android devices with the OS version Android 9.0 and higher.

A full overview of compatible devices can be found here: [Mobile device compatibility for Widex apps | Widex]

App is compatible with these hearing aids: EBB3D, ERB2D, E-F2

Installation

You can find and download the Evoke app for free in your Apple App Store or Google Play Store.

To access the app, tap on the Evoke app icon that appears on your screen after successful installation.

Read and accept the terms and conditions and privacy policy.

You are now ready to connect your hearing aids with the app. Press ‘Connection guide’ if you need assistance.

Apple Watch

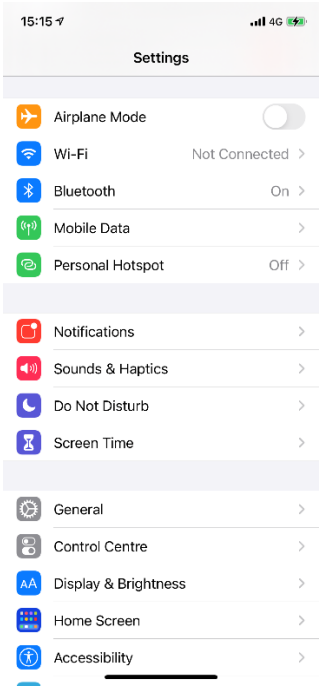
Download the Moment app to your iPhone and then install the app from your phone to your Apple Watch.

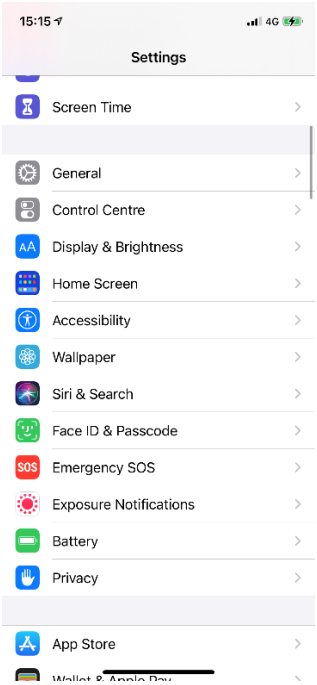
The Apple Watch gives access to a subset of the apps features. If you want to use the full feature-set, we recommend using the phone.

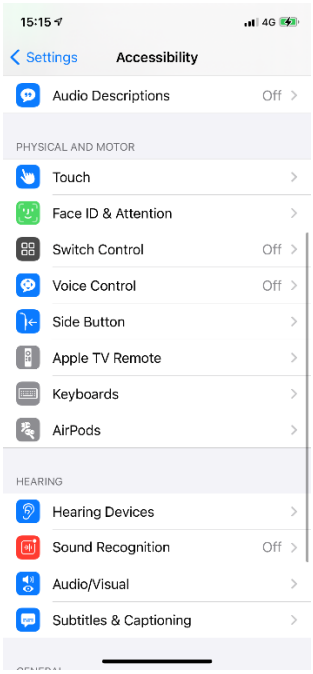
From your Apple Watch you can adjust the volume levels of your hearing aids, mute and unmute, change programs, and choose which direction you want to focus your sound using Directional focus.

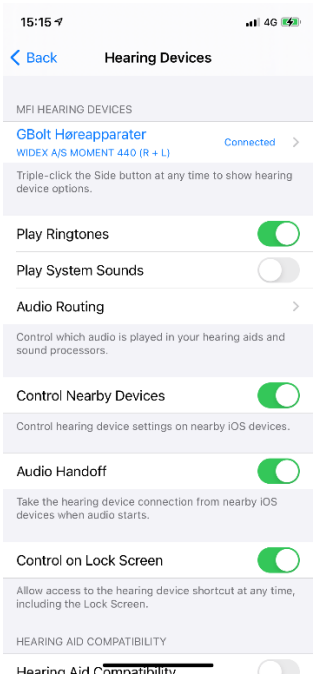
Pairing hearing aids with your Apple device

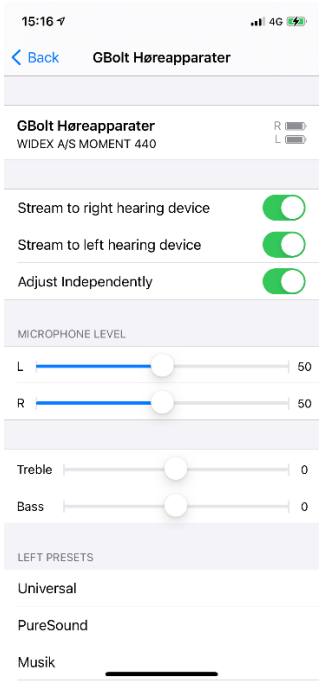
1. Preparation
   - Ensure that Bluetooth is enabled on your phone and that your hearing aids have fresh or fully charged batteries.
2. Find Hearing aids menu
   - Open Settings on your phone.
   - Select ‘Accessibility’.
   - Select ‘Hearing Devices’.
3. Pair your hearing aids
   - Restart your hearing aids.
   - Tap the name of your hearing aids when they appear under MFI HEARING DEVICES.
   - Tap ‘Pair’ when you see a pairing request for each hearing aid.
4. Ready to go
   - Pairing is confirmed when it says ‘Connected’ next to the name of your hearing aids. You are now ready to start using your Widex Evoke hearing aids with your phone.











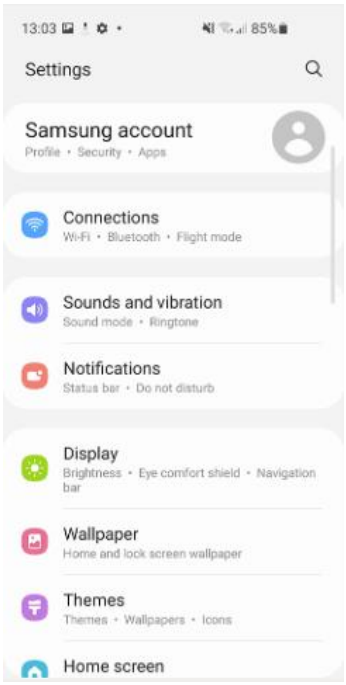
Having problems?

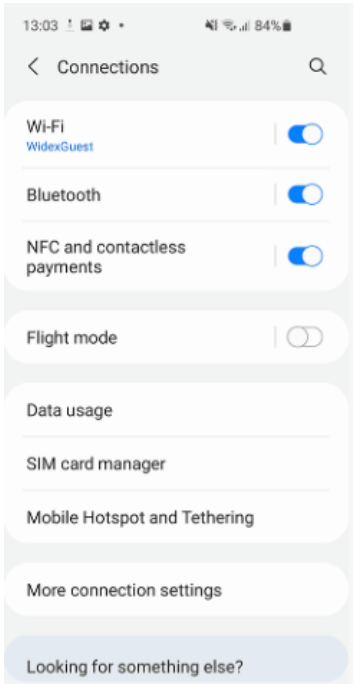
- Ensure that Bluetooth is enabled on your phone.
- Ensure that your hearing aids have fresh or fully charged batteries.
- Enable and disable Airplane/Flight mode on your phone.
- Try restarting your phone.
- When pairing: Initially restart your hearing aids. You must complete pairing within 3 minutes of restarting your hearing aids.
- Unpair hearing aids: Go to Settings > Accessibility > Hearing Devices > tap on your hearing aids in MFI HEARING DEVICES > select ‘Forget this device’. Now follow this connection guide from the beginning.

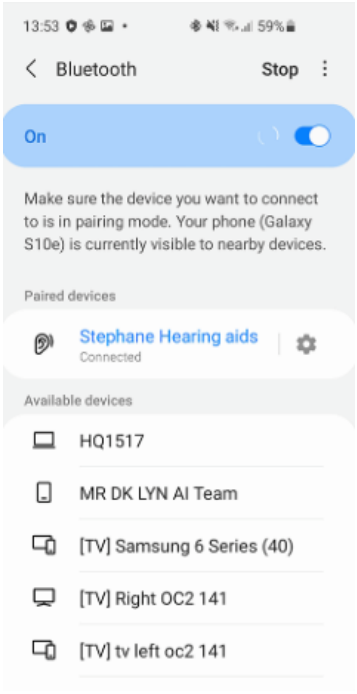
Pairing hearing aids with your Android device

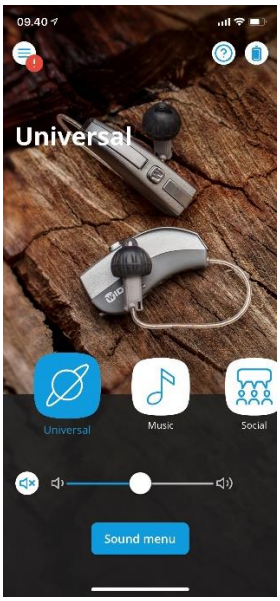
1. Preparation
   - Ensure that Bluetooth is enabled on your phone and that your hearing aids have fresh or fully charged batteries.
2. Find Hearing aids menu
   - Open Settings on your phone.
   - Select Bluetooth.
3. Pair your hearing aids
   - Restart your hearing aids.
   - Tap the name of your hearing aids when they appear under DEVICES.
4. Ready to go

- Pairing is confirmed when it appears on the list of paired devices in the Bluetooth menu. You are now ready to start using your Widex Evoke hearing aids with your phone.









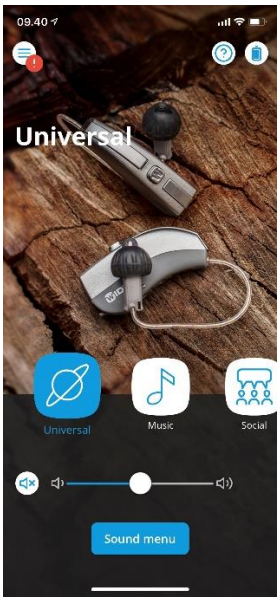
Having problems?

- Ensure that Bluetooth is enabled on your phone.
- Ensure that your hearing aids have fresh or fully charged batteries.
- Enable and disable Airplane/Flight mode on your phone.
- Try restarting your phone.
- When pairing: Initially restart your hearing aids. You must complete pairing within 3 minutes of restarting your hearing aids.
- Unpair hearing aids: Go to the Bluetooth menu and go to the paired hearing aids under the list of paired devices. Tap the hearing aids in the list and choose Unpair. Now follow this connection guide from the beginning.

Homepage

Use the app as a remote control for your hearing aids.

The Evoke app allows you to easily access your hearing aid programs on the app's homepage and to personalize your hearing aid sound.



Program selection

Tap an icon to change the active program. Slide through the list to see all programs.

Your own 'Favorite' programs will also be available from here (see section 'Save settings' below).

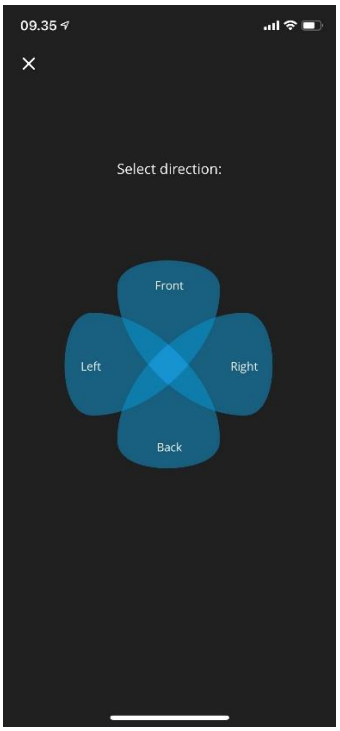
Directional focus

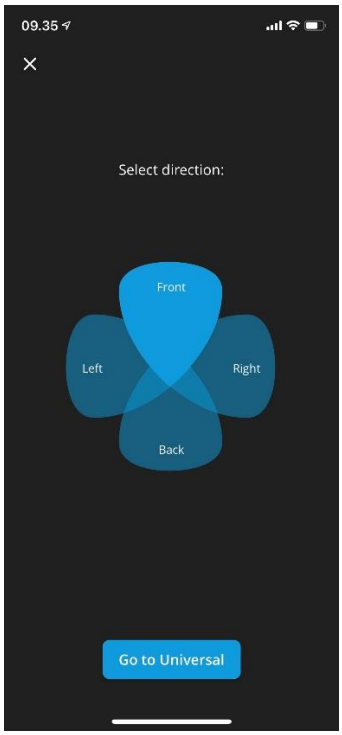
Directional focus allows you to adjust the directionality of your hearing aids.

Find Directional focus in the list of programs on your homepage.

Tap the ‘Directional focus’ icon.

Choose the direction in which you want to focus your hearing.

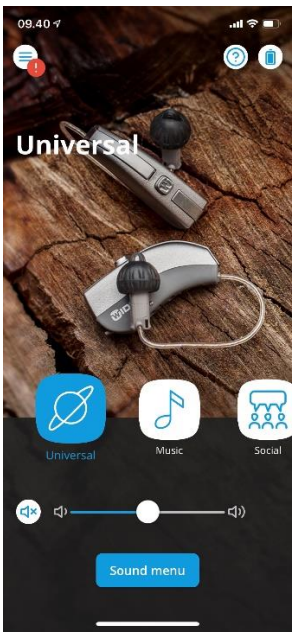


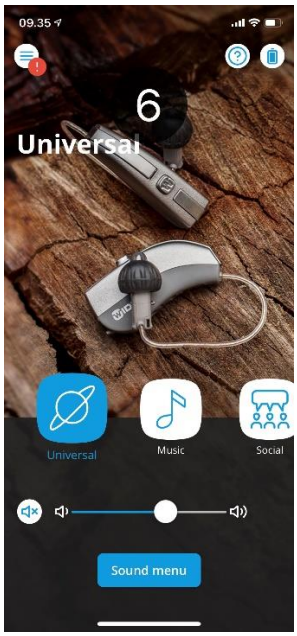




Volume control

Increase the volume by moving the volume slider to the right. Decrease the volume by moving the slider to the left.

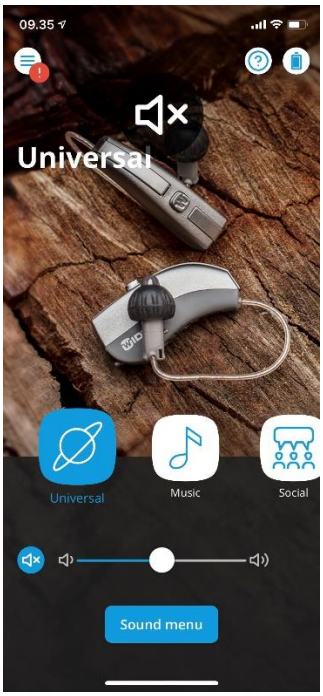




Mute / unmute your hearing aids

Press the ‘Mute’ icon to mute. Press again to unmute your hearing aids.

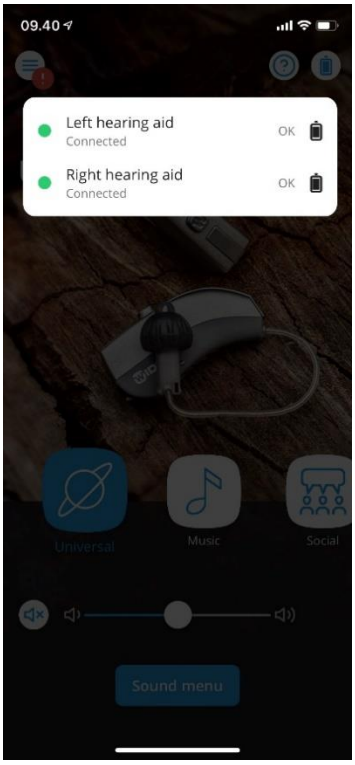
In programs with a second sound input such as streamed phone calls, music, telecoil or Zen tones, you can use this function to mute your surroundings to focus on this input.



Battery Status

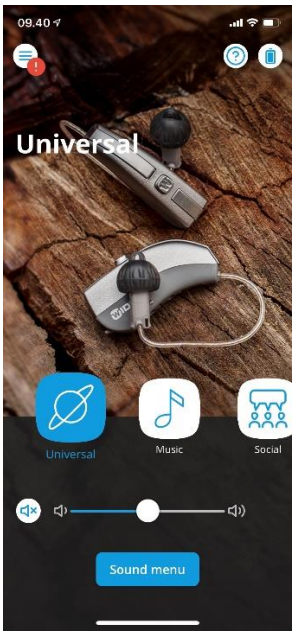
You will find your battery status on the top right corner on your homepage.

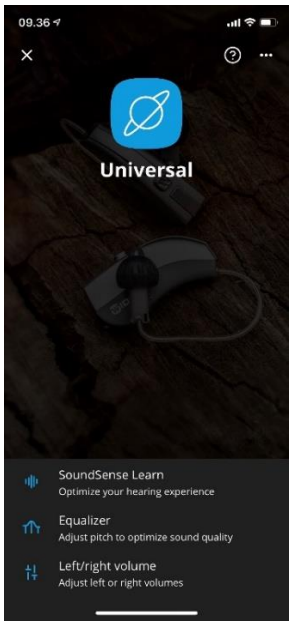
Tap the ‘Battery’ icon to see the battery status on each hearing aid separately.



Sound Menu

To make further adjustments to the hearing aid sound, press the ‘Sound menu’ icon which appear on the bottom of the screen on your homepage.

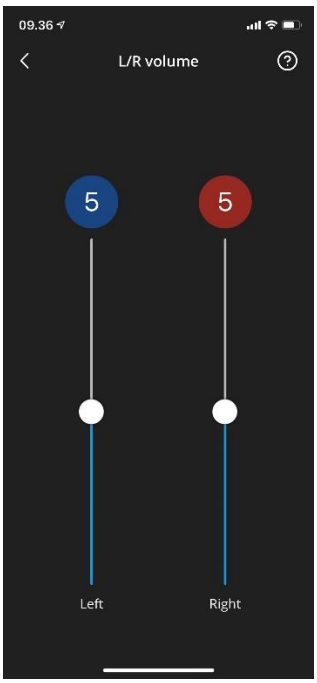




Left & right volume adjustments

Select ‘Left/right volume’.

Adjust the sound volume on your left and right hearing aids individually. Increase the volume by moving the sliders up. Decrease the volume by moving the sliders down.

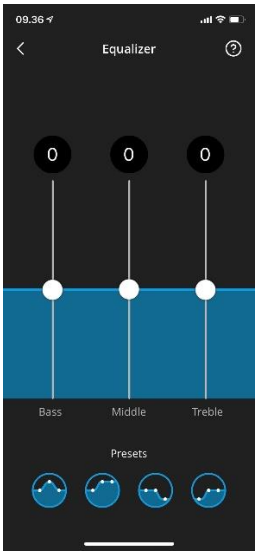


Equalizer

Select ‘Equalizer’.

Adjust the bass, middle and treble sounds of your hearing aids by moving the sliders up and down.

Below the manual setting option, you can additionally find four presets, which you can choose from to adapt the sound to fit your needs.



SoundSense Learn

SoundSense Learn is a feature that uses artificial intelligence to guide you towards a better, more personalized hearing experience.

Press ‘SoundSense Learn’.

Choose your sound preferences.

Listen to and compare the two sound profiles, A and B. Listen to A, then press on B to change profile.

Drag the slider towards A or B to indicate which sound profile sounds best to you.

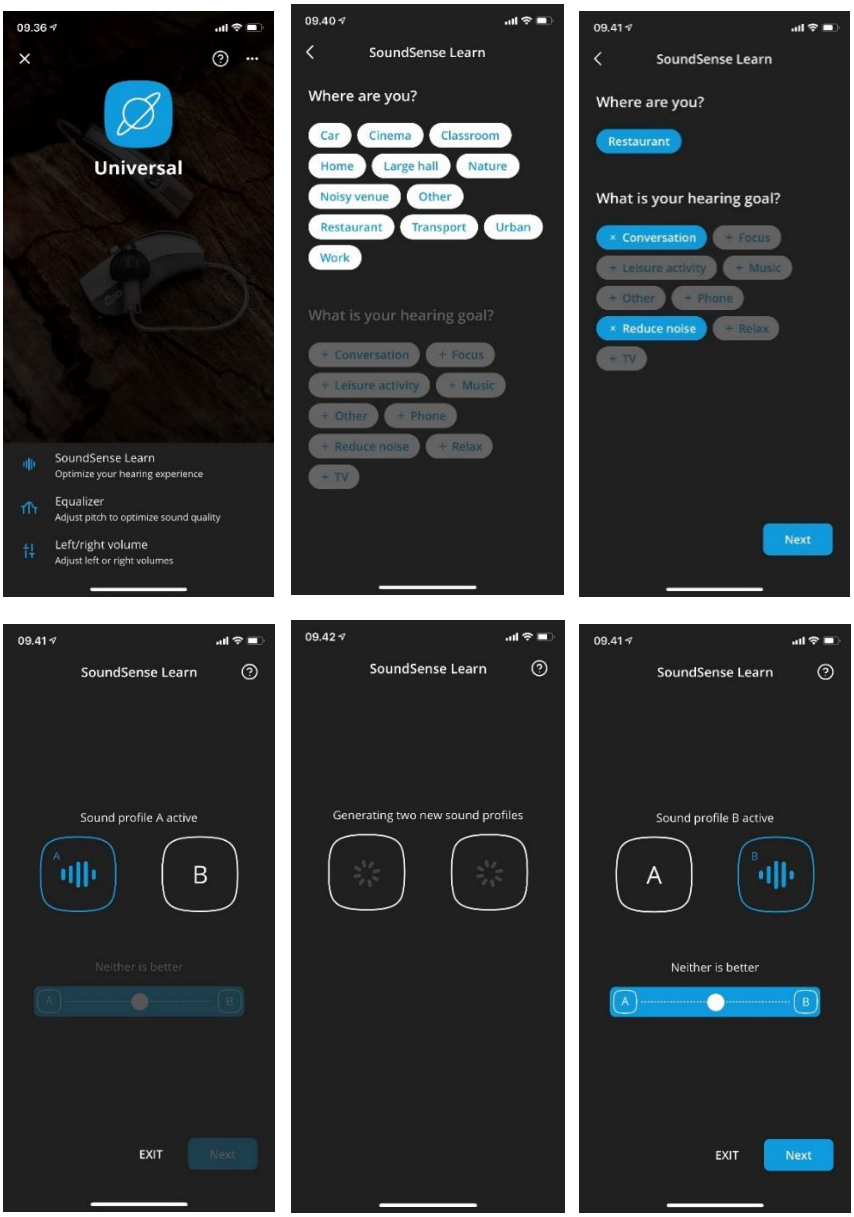
Press ‘Next’ to continue your progress by listening to two new sound profiles.

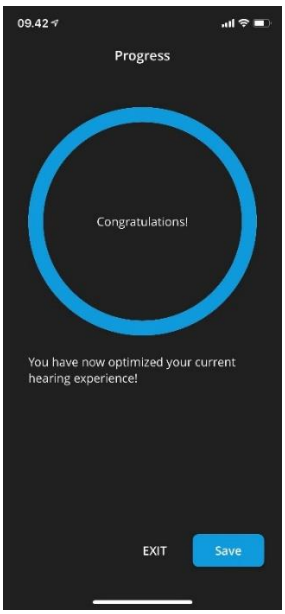
Continue fitting until you are satisfied with the sound.

When you are satisfied, press ‘Save and exit’.

Save the fitting. Give it a suitable name and an icon of your choice.

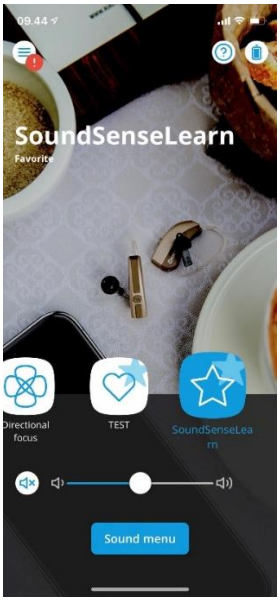
The program will appear in the program list on the homepage.


09.36
Universal
SoundSense Learn
Optimize your hearing experience
Equalizer
Adjust pitch to optimize sound quality
Left/right volume
Adjust left or right volumes
09.40
SoundSense Learn
Where are you?
Car
Cinema
Classroom
Home
Large hall
Nature
Noisy venue
Other
Restaurant
Transport
Urban
Work
What is your hearing goal?
+ Conversation
+ Focus
+ Leisure activity
+ Music
+ Other
+ Phone
+ Reduce noise
+ Relax
+ TV
09.41
SoundSense Learn
Where are you?
Restaurant
What is your hearing goal?
× Conversation
+ Focus
+ Leisure activity
+ Music
+ Other
+ Phone
× Reduce noise
+ Relax
+ TV
Next
09.41
SoundSense Learn
Sound profile A active
A
B
Neither is better
A
B
EXIT
Next
09.42
SoundSense Learn
Generating two new sound profiles
09.41
SoundSense Learn
Sound profile B active
A
B
Neither is better
A
B
EXIT
Next


09.42
Progress
Congratulations!
You have now optimized your current hearing experience!
EXIT
Save


09.43
Choose an icon for your program
CREATE


09.43
Give your program a name
SoundSenseLearn
NEXT
Q W E R T Y U I O P Å
A S D F G H J K L Æ Ø
Z X C V B N M
123
Mellemrum
OK

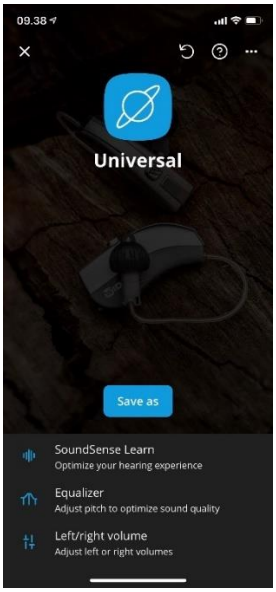

09.44
SoundSenseLearn
Favorite
Directional focus
TEST
SoundSenseLearn
Sound menu

Save Settings

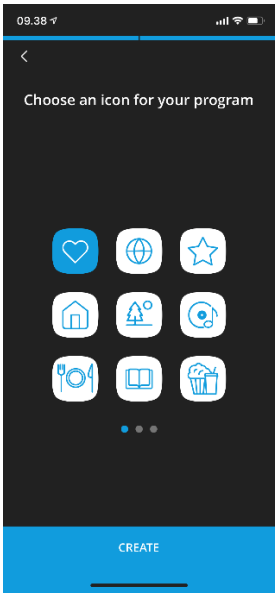
When you make changes to the sound (e.g., by adjusting the volume or equalizer), you can save the settings as a new ‘Favorite’ program.

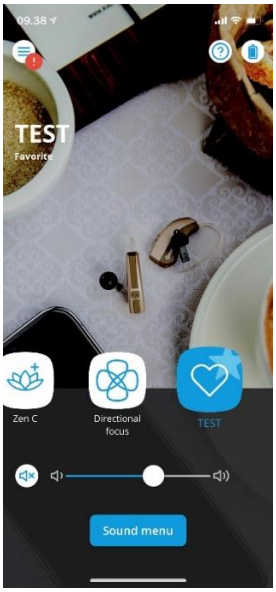
The ‘Save as’ button can be found in the ‘Sound menu’ on your homepage.

Give your program a suitable name. Choose an icon. The program will appear in the list of the programs on the homepage.



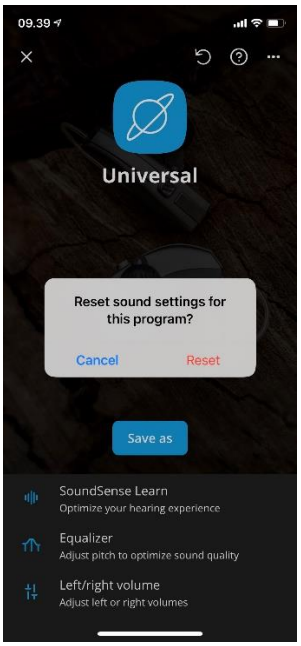






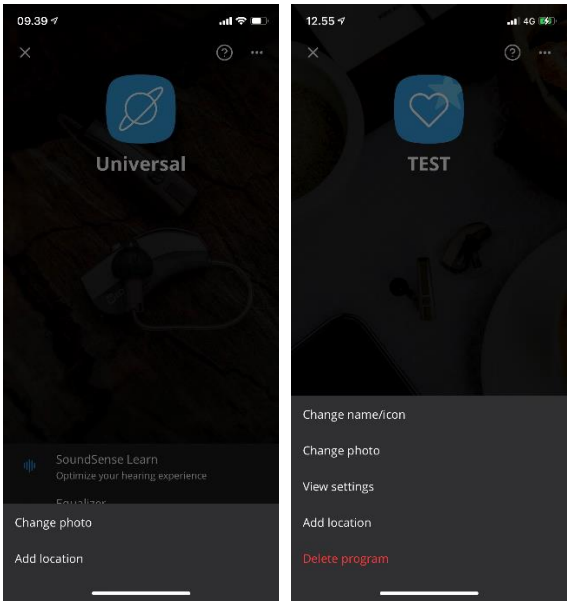
Reset

Reset your sound settings by pressing the ‘Reset’ icon, which can be found in the top right corner of the ‘Sound menu’.



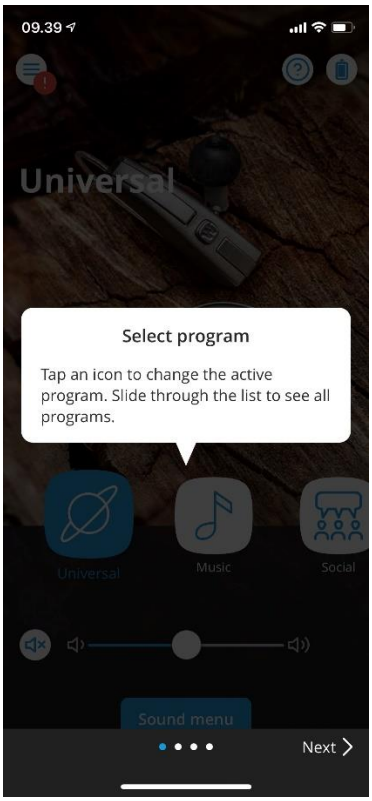
Edit program

You can edit your active program by selecting ‘Sound menu’ and pressing the ‘three-dot’ icon in the top right-corner. Here, you can change the program photo or set a location for your program. For ‘Favorite’ programs, you also have the option to rename or delete the program.



Help

Press the ‘Help’ icon in the top-right corner to learn more about the features on each screen. Slide for more information.



Sound Mixer

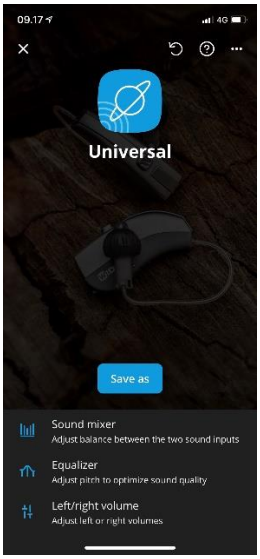
When you are streaming audio to your hearing aids, you can adjust the balance of sound coming from the hearing aid microphone and from the streaming signal.

When streaming, tap the ‘Sound menu’ icon on your homepage. You will notice that you now have the option to choose ‘Sound Mixer’.

Select ‘Sound Mixer’.

Drag the slider to the left to increase emphasis on sounds coming from the hearing aid microphones. Drag the slider to the right to increase emphasis on the streaming signal.

Use the ‘Volume’ slider to adjust the volume level for both your surroundings and other input.

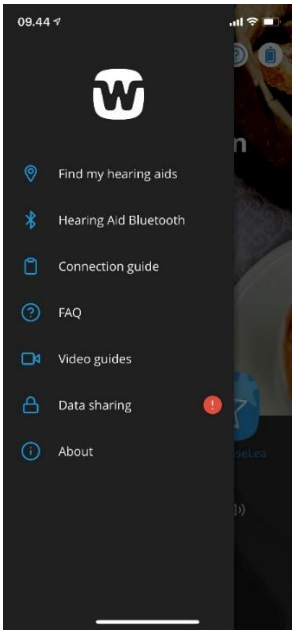




Menu

Press the ‘Menu’ icon in the top left corner on your homepage to access more features.

In this section you can turn off your hearing aids’ Bluetooth, find details about your hearing aids, see different video guides, access frequently asked questions and various other features.



Find my hearing aids

You will access the ‘Find my hearing aids’ feature by selecting the ‘Menu’ icon in the top-left corner on your homepage.

Map

Use Map to see the last known location of your hearing aids.

The markers will show where your hearing aids were located when they lost connection to your mobile device.

The blue circle around the marker indicates the precise area of the location.

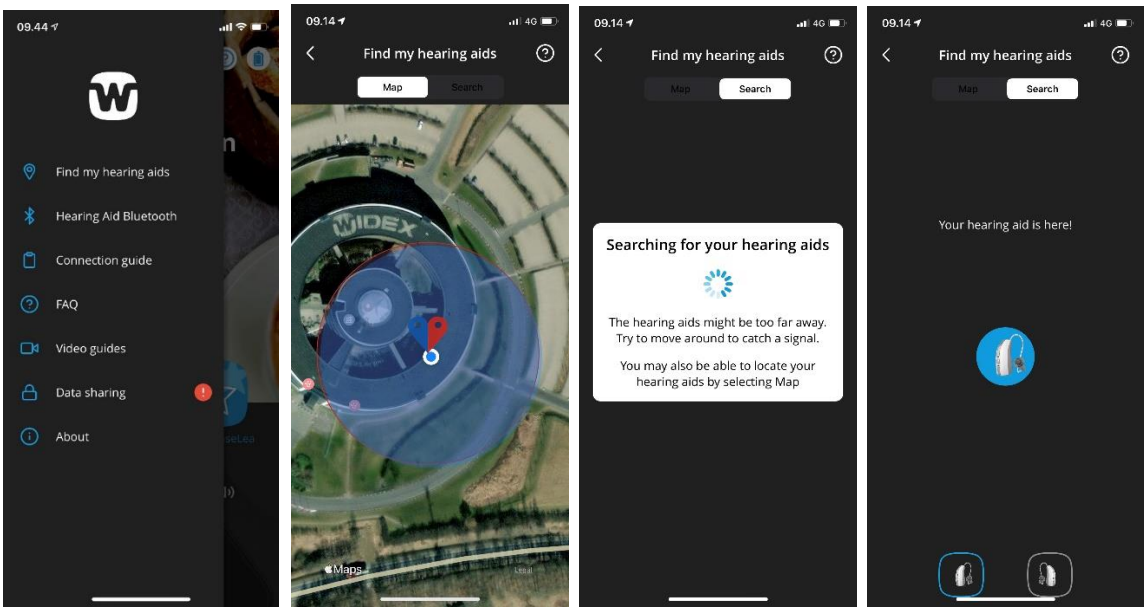
You can tap the markers to see when the connection to your hearing aids was lost.

Search

Use Search to check if the hearing aids are nearby.

The circle will decrease in size as you move closer to the hearing aids. It will increase in size as you move further away.

Tap the hearing aid icons to choose which hearing aid to search for.



Symbols

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

Symbol	Description
	Warning Points out a situation that could lead to serious, moderate, or minor injuries.
	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 seated next to the symbol. If appropriate, the date of manufacture may also be stated.
	Medical device Indication that the device is a medical device.

Hereby WSAUD A/S declares that this product meets the requirements of the Medical Devices Regulation (EU) 2017/745. The full text of the Declaration of Conformity can be obtained from the manufacturer.

Important safety information

Intended use/intended purpose:

The Widex EVOKE App is intended to be operated by a hearing aid user on supported smartphones, tablets, or portable devices to enable wireless adjustments of the Widex EVOKE hearing aid.

Contraindications, Residual Risks, Summary of Safety and Clinical Performance:

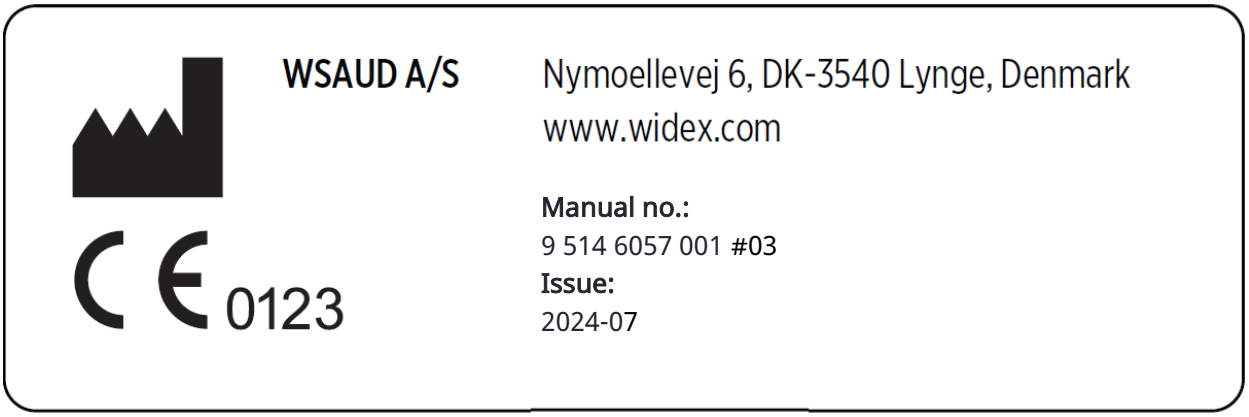
Contraindications, Residual Risks, Summary of Safety and Clinical Performance
The app is an accessory for the hearing aid. So, contraindication for use of the app is derived from the contraindication of the compatible hearing aid.

This app itself is free from residual risk, as it only allows to personalize and adjust comfort functions of the hearing aid in the limited range specified by the hearing aid after the fitting procedure.
The app itself has no clinical performance as it does not serve a clinical, therapeutic, or diagnostic purpose.

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

Notice:

- No additional training is needed to use this app safely.
- If you encounter problems connecting the app with your hearing aid, consult your hearing care professional.
- Lock phone with PIN, fingerprint and/or face recognition and set phone to lock automatically.
- In case of a serious incident, contact the appropriate authorities and manufacturer of the device app.



Please contact your local distributor, to receive a paper copy of the user guide. It will be provided upon request at no additional cost within 7 working days.