

# WIDEX **EVOKE™**

## USER INSTRUCTIONS

### **THE WIDEX EVOKE™ FAMILY**

E-F2 model  
RIC/RITE  
(Receiver-in-canal/Receiver-in-the-ear)



**WIDEX®**  
HIGH DEFINITION HEARING

# YOUR HEARING AID

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

**Your hearing aid series:**

- 
- |   |   |
|---|---|
| <input type="checkbox"/> Zinc-air battery (steel-colored) | <input type="checkbox"/> Silver-zinc battery (golden) |
|---|---|

## **PROGRAMS**

- 
- |                                    |  |
|------------------------------------|--|
| <input type="checkbox"/> Universal | <input type="checkbox"/> Audibility Extender |
| <input type="checkbox"/> Quiet     | <input type="checkbox"/> Audibility Extender |
| <input type="checkbox"/> Comfort   | <input type="checkbox"/> Audibility Extender |
| <input type="checkbox"/> Transport | <input type="checkbox"/> Audibility Extender |
| <input type="checkbox"/> Urban     | <input type="checkbox"/> Audibility Extender |
| <input type="checkbox"/> Impact    | <input type="checkbox"/> Audibility Extender |
| <input type="checkbox"/> Party     | <input type="checkbox"/> Audibility Extender |
| <input type="checkbox"/> Social    | <input type="checkbox"/> Audibility Extender |
| <input type="checkbox"/> Music     | <input type="checkbox"/> Audibility Extender |
| <input type="checkbox"/> T         | <input type="checkbox"/> Audibility Extender |
| <input type="checkbox"/> M+T       | <input type="checkbox"/> Audibility Extender |
-

## **SPECIAL PROGRAMS**

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Zen

Audibility Extender

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Phone

Audibility Extender

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## **SMARTTOGGLE PROGRAMS**

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Zen+

Audibility Extender

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### **NOTE**

The description and use of the Phone program in this user guide refer only to normal phone conversations, not phone conversations using direct streaming from your smartphone.

### **NOTE**

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

### **NOTE**

If you are using silver-zinc batteries, read also the booklet "Instructions for use, ZPower rechargeable system for hearing aids" carefully.

### **NOTE**

This hearing aid allows direct wireless control and sound streaming from smartphones and other devices. For more help and information contact your hearing care professional or visit: <https://global.widex.com/EVOKE>.

This hearing aid works wirelessly with the EVOKE App. We take no responsibility if the hearing aid is used with any third part App or if the EVOKE App is used with any other device.

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# YOUR HEARING AID

## Welcome

Congratulations on your new hearing aid.

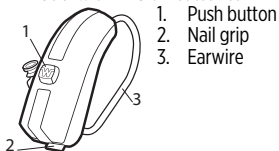
Use your hearing aid regularly, even if it takes some time getting used to it. Infrequent users don't usually get the full benefit of a hearing aid.

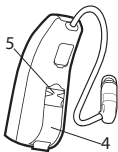
### NOTE

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

### F2 model with zinc-air batteries:





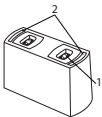
4. Battery compartment
5. Left/right identification. Blue indicates your left hearing aid while red is for your right hearing aid.

### **F2 model with silver-zinc rechargeable batteries:**



1. Push button
2. Battery compartment
3. Earwire

### **The charger**



1. Charging slot
2. LED



USB cable (to be connected to a certified power adapter. See the "Certified power adapters for rechargeable solutions" section).

**NOTE**

You should only use your charger indoors.

**NOTE**

Never leave the charger in direct sunlight and do not immerse it in water.



## 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 a doctor immediately and call the 24 Hour National Button Battery Ingestion Hotline at (202) 625-3333.**



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.



**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.**



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



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

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

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

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

# THE HEARING AID

## Indications for use

The hearing aids are indicated for individuals older than 36 months with a range of hearing loss from minimal (10 dB HL) to severe-to-profound (100 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.

## Hearing aids with rechargeable batteries

**Hearing aids with rechargeable batteries should NOT be used by children younger than 4 years of age or mentally disabled people.**

## Intended use

The hearing aids are intended as air conduction amplification devices to be used in everyday listening environments. The hearing aids may be equipped with the Zen program, intended to provide a relaxing sound background (i.e. music/noise source) for adults who desire to listen to such a background in the quiet.

## The zinc-air battery

Use a **type 312 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 a zinc-air hearing aid battery, as it could explode.



Never leave a weak 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 weak, a sound signal will play. If the battery drains suddenly there may however be no warning. We recommend carrying a spare battery with you wherever you go.

## Changing the battery

To change the battery, do as follows:



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



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



Now place the new battery in the drawer as shown. Close the drawer. If it doesn't close easily, the battery is not placed correctly. If you are not using the hearing aid for a few days, remove the battery.

#### **NOTE**

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

#### **Tamper-resistant battery drawer**

If the hearing aid is going to be used by a child or a mentally disabled person, you can ask your hearing care professional to provide it with a tamper-resistant battery drawer.



To open battery drawer, use the special tool you've received, and do as illustrated.

#### **NOTE**

This option is not available if your hearing aids use silver-zinc rechargeable batteries.

#### **The silver-zinc battery**

Use a **type 312 silver-zinc** battery for your hearing aid.

Always use a new battery supplied by your hearing care professional.



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

#### **NOTE**

Recharge the batteries before using your hearing aids.

#### **NOTE**

If you are not going to use your hearing aid for several days, remove the batteries.

#### **NOTE**

Your rechargeable batteries should last for approximately one year. Ask your hearing care professional to change them for you when needed.

### **Inserting a rechargeable battery**

To insert a new **rechargeable** battery do as follows:

Open the battery compartment.



Now place the battery in the battery compartment with the golden side facing upwards and close the battery compartment.

**NOTE**

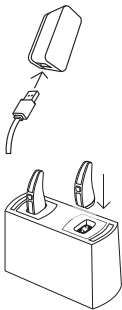
You can also use a zinc-air battery with your hearing aid.

**NOTE**

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

**NOTE**

You can also ask your hearing care professional for help if you need to change the rechargeable battery.

**Recharging your hearing aids**

Connect the USB cable into the charger and plug it into the wall socket.

Hold your hearing aid by the earwire and gently place it on the charging slot. The green light will start blinking as soon as your hearing aids start charging. Once the hearing aids are completely charged, the green light will stop blinking and it will be solid green.

**NOTE**

Always charge the silver-zinc batteries at temperatures between 10°C (50°F) and 40°C (104°F).

**NOTE**

Once the batteries have been recharged, don't leave the hearing aids on the charger: the batteries will be drained if the charger is not connected to the power supply. You can't overcharge your silver-zinc batteries.

**Sound signals**

Your hearing aid plays sounds to inform you that certain features have been activated or that you have changed program. These sounds can be spoken messages or tones.

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

**Lost partner**

(Only available in selected models)

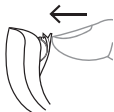
Your hearing care professional can turn on a feature in your hearing aid that warns you whenever it loses contact with the hearing aid in the opposite ear. You will hear a spoken message in your ear.

**How to tell right from left**

The hearing aid for your right ear has a red mark. The hearing aid for your left ear has a blue mark.



## Turning the hearing aid on and off



To turn the hearing aid on, close the battery door. The hearing aid will play a sound signal to indicate that it is on, unless your hearing care professional has deactivated this function.



To turn off the hearing aid, pull the battery door downwards.

### NOTE

Don't forget to turn off the hearing aid when it is not in use.

## Putting on and removing the hearing aid

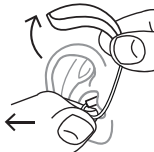
### Putting on the hearing aid



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

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

## Removing the hearing aid



Start by removing the hearing aid from behind the ear.

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

## Programs

<b>PROGRAMS</b>	<b>USE</b>
Universal	For everyday use
Quiet	Special program for listening in quiet environments
Comfort	Special program for listening in noisy environments
Transport	For listening in situations with noise from cars, trains, etc.
Impact	Use this program if you prefer a clear and sharp sound
Urban	For listening in situations with changing sound levels (in supermarkets, noisy workplaces or similar)

<b>PROGRAMS</b>	<b>USE</b>
Party	For listening in situations with many people talking at the same time
Social	Use this program if you are in small social gatherings, such as family dinners
Music	For listening to music
T	With this program you listen through the hearing aid's telecoil, which allows you to listen directly to the sound without background noise (requires a teleloop system)
M+T	This program is a combination of the hearing aid's microphone and the telecoil. You listen to the sound source, but can also hear other sounds
<b>SPECIAL PROGRAMS</b>	<b>USE</b>
Zen	Plays tones or noise for a relaxing sound background
Phone	This program is designed for listening to phone conversations

## SMARTTOGGLE PROGRAMS USE

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Zen+

This program is similar to Zen but allows you to listen to different types of tones or noise

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### NOTE

The names in the list of programs are the default names. Your hearing care professional can also select an alternative 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 using the latest Fractal technology. These sounds are shaped according to your hearing loss so you can listen to them at any time and at any place with a simple push of the program button. The Zen program may be used alone (without amplification) in quiet when you are not required to hear surrounding sounds. Or, it may be used with amplification so that both the surrounding sounds and the generated sounds (fractal tones and noise) are heard together.

**CAUTION**

Use of the different Zen programs may interfere with hearing surrounding sounds including speech. The programs should not be used when hearing such sounds is important. Switch the hearing aid to a non-Zen program in those situations.

The duration of the Zen play time can be set by your hearing healthcare professional according to your needs.

**Benefits**

The Zen program may provide a relaxing listening background for some people. When the Zen program is used in a tinnitus management program, its wearer may experience some relief from tinnitus.

**Indications for use**

The Zen program is intended to provide a relaxing sound background for adults (21 years and older) who desire to listen to such a background in quiet. It may be used as a sound therapy tool in a tinnitus treatment program that is programmed by a licensed hearing healthcare professional (audiologists, hearing aid specialists, otolaryngologists) who is trained in tinnitus management.

## Directions for use

The Zen program can be activated with a simple push of the program button on the hearing aid (or on the remote control). Depending on how your hearing care professional has set up the program, you can access the Zen program by a "short-press" of the program button or a "long-press" of the program button.

- "Short-press" option - the program button is pressed for less than a second. At most two listening programs can be programmed for Zen.
- "Long-press" option - the program button is pressed and held for more than 1 second. Up to three Zen styles are available. A "short-press" of the program button in the long-press mode will allow you to cycle through the available Zen styles. You can exit the "long-press" mode by pressing and holding the program button for more than one second.

Because of the unique ways in which Zen is programmed in your hearing aid, please follow the recommendations of your hearing care professionals as to how to use the program, when to use the program and/ or how long to use the program.

## Precautions

To ensure the safety and effectiveness of the Zen program when used as a sound therapy tool for tinnitus, the tinnitus management program must be designed and conducted by hearing care professionals who are trained in tinnitus management. A tinnitus management program should include a complete audiological evaluation, tinnitus diagnosis, counseling, use of proper amplification and/or sound therapy tools.

Prior to any tinnitus management program, it is advisable that you seek medical attention to exhaust any medical or surgical treatment options.

Use your hearing aid and the Zen program according to the directions and schedule recommended by your hearing care professionals.

### **Contraindications**

The following symptoms are contraindicated for the use of hearing aids. Including the Zen program

- Congenital or traumatic deformity of the ear
- Active drainage from the ear within 90 days
- History of rapid progressive hearing loss within previous 90 days
- Acute or chronic dizziness
- Sudden unilateral hearing loss in previous 90 days

### **Warnings**

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.

### **Risks**

There are no known risks or side effects associated with the use of the Zen program. However, consistent with our recommendations on the use of conventional hearing aids, stop using the hearing aids (and the Zen program) and seek attention from your hearing care professional if any of the following symptoms are noted:

- Skin irritation

- Perceived decrease in loudness, tolerance of sounds, speech not as clear, or worsening tinnitus

## Sound and program adjustment

If you have two hearing aids, the push button can be programmed in several ways:

### **As a dedicated program button:**

To change programs, just press the button. To access and exit SmartToggle programs, press and hold the push button down for more than one second (this setting is optional). Once you have accessed the SmartToggle program, you can change among the different Zen styles selected for you by short presses on the button.

### **As a dedicated sound adjustment button:**

Press the button on your right hearing aid if you'd like more audibility and more volume. If you need to decrease the volume or you'd like more comfort, press the button on your left hearing aid.

A long push (more than one second) on either of your hearing aids will mute the sound. To unmute the sound, press the push button on your right hearing aid briefly (this setting is optional).

### **As a combined program and sound adjustment button:**

If you have this option, press the button on your right hearing aid if you'd like more audibility and more volume. If you need to decrease the volume or if you'd like more comfort, just press the button on your left hearing aid. A long press on either of your hearing aids will change programs.



If you only have one hearing aid, a short press will change programs and a long press will allow you to access the SmartToggle programs.

**NOTE**

You can also use your app for changing programs and adjusting the sound in your hearing aids.

## **Using a phone with your hearing aids**



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

## PAIRING YOUR HEARING AID AND SMARTPHONE

To pair your hearing aids and smartphone you need to restart your hearing aid. Do as follows:

1. Restart your hearing aids by opening and closing the battery compartment.
2. Keep the hearing aids close to your phone and follow the instructions on your phone.
3. The hearing aids and smartphone are now ready to use.

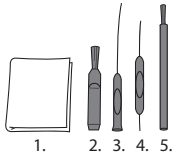
### **NOTE**

Your hearing aids are only in pairing mode for three minutes after you restart them. You might need to restart them again if you didn't pair them in time.

# CLEANING

## Tools

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



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

## Cleaning

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



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

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

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

## NOTE

It is recommended to remove the batteries from the hearing aids before placing the hearing aids in a dehumidifier. Silver-zinc batteries should always be removed from the hearing aid before using any drying system that is 45°C or warmer.

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



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



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

## ACCESSORIES

You can use a variety of accessories with your hearing aid. To see whether you could benefit from using these accessories, ask your hearing care professional.

<b>Name</b>	<b>Use</b>
RC-DEX	remote control
TV-DEX	for listening to TV and audio
PHONE-DEX 2	for easy landline use
FM+DEX	for streaming audio and FM signals
T-DEX	for connecting hearing aids to mobile phones via a telecoil
UNI-DEX	for connecting hearing aids to mobile phones
CALL-DEX	for easy wireless connection to mobile phones
COM-DEX	for wireless connection to mobile phones and other devices via Bluetooth
COM-DEX Re- mote Mic	for helping hearing aid users hear speech in difficult listening situations

Available in some countries only.

## **COMPATIBILITY WITH SMARTPHONES**

You can see a list of compatible smartphones, tablets, etc. at:

<https://global.widex.com>

## TROUBLESHOOTING

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

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

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

**NOTE**

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



Additional information for hearing aids with silver-zinc rechargeable batteries:

<b>LEDs on charger</b>	<b>Possible cause</b>	<b>Solution</b>
There is no light	The hearing aid is not placed correctly in the charger	Make sure to place the hearing aids correctly in the charger
	The charger is not connected	Make sure that the USB cable is connected to a wall adapter
One or both LEDs are solid red	The battery will not charge	Make sure that the battery is a ZPower rechargeable battery and not a non-rechargeable zinc-air battery
Both LEDs flash red	Temperature is out of range. Charging will restart as soon as the temperature is within range	Move the charger to an environment between 10°C (50°F) and 40°C (104°F)

**NOTE**

If the problems persist, contact your hearing care professional for assistance.

## CERTIFIED POWER ADAPTERS FOR RECHARGEABLE SOLUTIONS

Always use one of the certified adapters on the table below to connect your charger to the power supply:

<b>Manufacturer</b>	<b>Type No.</b>
Kuantech	KSAS0050500100-VUU KSAS0050500100-VKU KSAS0050500100-VEU
Kuantech	KSAS0050050D5U
Shenzhen Sunlight Electronic Technology Co Ltd	F06AU0500100A F06AR0500100A F06BR0500100A F06CN0500100A F06JP0500100A F06KR0500100A F06US0500100A F06DE0500100A
Seacomp Displays Inc	HDP-QB05010U

### NOTE

If you need more information on adapters for your charger, contact your hearing care professional.

## REGULATORY INFORMATION

### **Warning to hearing aid dispensers**

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- (i) Visible congenital or traumatic deformity of the ear.
- (ii) History of active drainage from the ear within the previous 90 days.
- (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days.
- (iv) Acute or chronic dizziness.
- (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- (vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.
- (vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- (viii) Pain or discomfort in the ear.

Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user.

## **Important notice for prospective hearing aid users**

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists, or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased. Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical

evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

### **Children with hearing loss**

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

## **Wireless radio transmission**

### **Wireless functions and operating characteristics**

The following tables summarizes the technical details of the wireless technology:

<b>Technical details</b>	<b>Inductive radio</b>	<b>Bluetooth LE</b>
Antenna type	Integral coil antenna	Integral frame antenna
Antenna dimensions	Ø 2 mm, L 5 mm	18 mm x 4.5 mm
Modulation	FSK	GFSK / FHSS
Magnetic field strength	-54 dB $\mu$ A/m @ 10 m	-
Output power (EIRP)	-	0 dBm / 1 mW
Range	0.3 m	6 m

<b>Technical details</b>	<b>Inductive radio</b>	<b>Bluetooth LE</b>
Center frequency	10.6 MHz	2401 MHz – 2480 MHz
Channel	Single Channel	40
Bandwidth	660 kHz	2 MHz
Data rate	212 kbps	1 Mbps
Data flow	Simplex/Semi duplex	Duplex
Protocol	Random Access / Proprietary	BLE

### **Wireless security measures**

Security of the wireless signals is assured through device system design that includes:

- Individual MAC address for each unit which is checked during each transmission.
- A built-in pairing table which specifies valid and legitimate pairing among units
- A proprietary Widex communication protocol which checks the package numbers during each transmission.
- A Cyclic Redundancy Check (CRC) to check data validity and correct errors.

## Electromagnetic emissions/immunity standards

The product complies with the following EMC/EMI standards:

<b>Standard</b>	<b>Test type</b>	<b>Note</b>
47 CFR Part 15, Subpart B	RF emissions	US FCC requirements for unintentional radiators
47 CFR Part 15, Subpart C	RF emissions	US FCC requirements for intentional radiators
IEC 60601-1-2	General EMC including RF emissions, RF immunity, ESD	Medical Electrical Equipment, Electromagnetic compatibility
IEC 60118-13	RF immunity	International standard for hearing instruments to ensure adequate immunity radio interference from mobile telephones

## EU directives

### Directive 2014/53/EU

Hereby, Widex A/S declares that this E-F2 is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. The E-F2 contains radio transmitters operating at: 10.6 MHz, -54 dB $\mu$ A/m @10 m, 2.4 GHz, 0.9 mW EIRP.

A copy of the Declaration of Conformity according to 2014/53/EU can be found at:

<https://global.widex.com/doc>



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### **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.

### **FCC and ISED statements**

FCC ID: TTY-BF2

IC: 5676B-BF2

### **Federal Communications Commission Statement**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.



NOTE:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

NOTE:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Changes or modifications to the equipment not expressly approved by Wi-dex could void the user's authority to operate the equipment.

## **ISED Statement / Déclaration d'ISED**

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/recepteur exempt de licence contenu dans le present appareil est conforme aux CNR d'Innovation, Sciences et Developpement economique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisee aux deux conditions suivantes:

- (1) L'appareil ne doit pas produire de brouillage;
- (2) L'appareil doit accepter tout brouillage radioelectrique subi, meme si le brouillage est susceptible d'en compromettre le fonctionnement.

### **ISED RADIATION EXPOSURE STATEMENT:**

This equipment complies with ISED RF radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

### **ISED EXPOSITION AUX RADIATIONS:**

Cet equipement est conforme avec ISED les limites d'exposition aux rayonnements defini es pour un controle environnement. Cet emetteur ne doit pas etre co-localises ou fonctionner en conjonction avec une autre antenne ou emetteur.

# SYMBOLS

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

Symbol	Title/Description
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**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.

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**Catalogue number**

The product's catalogue (item) number.

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**Consult instructions for use**

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

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**Warning**

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

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**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.

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<b>Symbol</b>	<b>Title/Description</b>
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<b>CE mark</b>
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The product is in conformity with the requirements set out in European CE marking directives.
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<b>RCM mark</b>
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The product complies with electrical safety, EMC and radio spectrum regulatory requirements for products supplied to the Australian or New Zealand markets.
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**WIDEX A/S**

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<https://global.widex.com>

**CE** 0459

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