



REMOTE VISIT
HOW-TO GUIDE
FOR WIDEX
HEARING DEVICE
WEARERS

WIDEX REMOTE CARE™



NOW **HEARING CARE** IS BROUGHT TO YOU **LIVE**

With WIDEX REMOTE CARE™ you can conveniently get hearing support from the comfort of your home, office or anywhere with an internet connection.

Benefits include:

- 1) Save time in your busy schedule by simply calling in at the scheduled time.
- 2) No need to travel or fight traffic to get the hearing care you need.
- 3) Stay connected with live video connection.
- 4) No need to compromise on professional care. Your hearing care professional has full programming access remotely.

All you need is a smartphone, the REMOTE CARE app, and a WIDEX REMOTE LINK home programming device, and your hearing care professional will take care of the rest!

HOW TO PAIR YOUR REMOTE LINK WITH YOUR IOS (Apple®) MOBILE DEVICE

For your hearing care professional to be able to program your hearing aids remotely, Widex offers the WIDEX REMOTE LINK. This home programming device is personalized to your hearing devices at your first fitting in the office and must be paired to your mobile device.

3 Simple Set-up Steps:

- Download the WIDEX REMOTE CARE app from the App Store.
- Follow the guide for pairing in the app* (figures 1-6).
- When the process is complete, you reach the welcome page (figure 7) and can join the meeting at the time of your appointment.

*Extra dialog boxes may appear, for example regarding the app's use of camera and microphone.



Figure 2



Figure 3

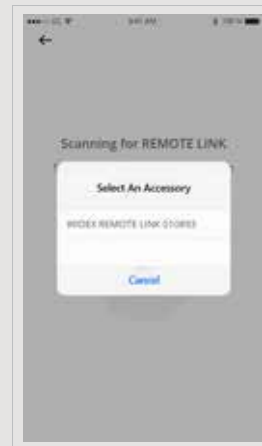


Figure 4

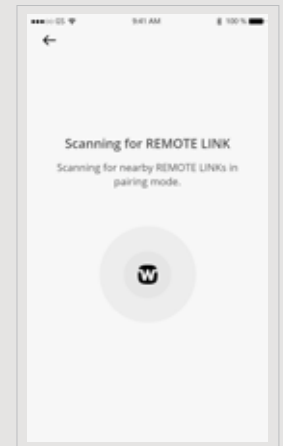


Figure 5

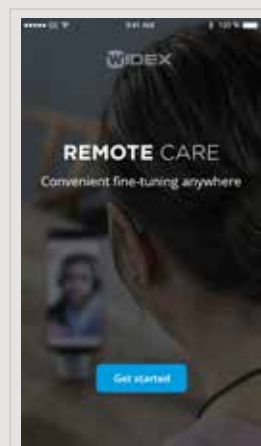


Figure 1

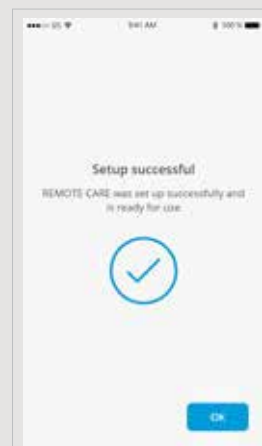


Figure 6

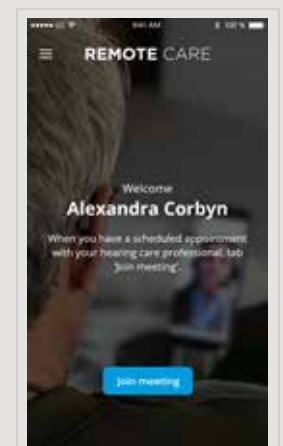


Figure 7

HOW TO PAIR YOUR REMOTE LINK WITH YOUR ANDROID™ MOBILE DEVICE

For your hearing care professional to be able to program your hearing aids remotely, Widex offers the WIDEX REMOTE LINK. This home programming device is personalized to your hearing aids at your first fitting in the office and must be paired to your mobile device.

3 Simple Set-up Steps:

- Download the WIDEX REMOTE CARE app from Google Play.
- Follow the guide for pairing in the app* (figures 1-7).
- When the process is complete, you reach the welcome page (figure 8) and can join the meeting at the time of your appointment.

*Extra dialog boxes may appear depending on which Android device you are using. These could, for example, be about accepting the app's use of camera and microphone.

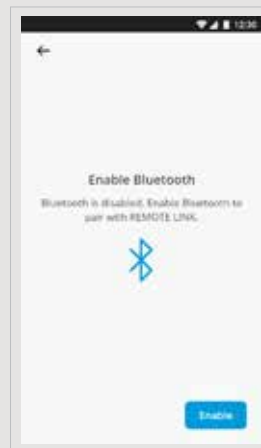


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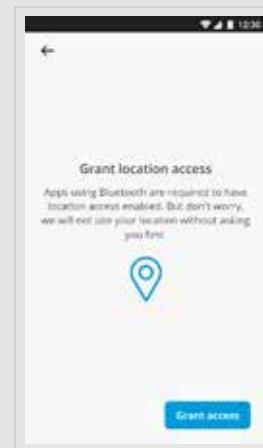


Figure 4



Figure 5

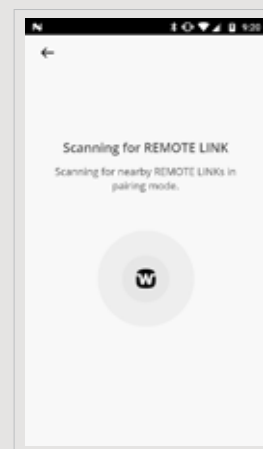


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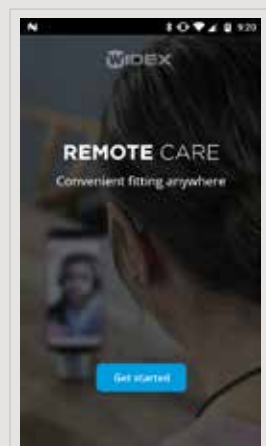


Figure 1



Figure 2

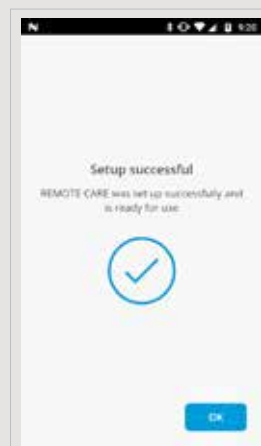


Figure 7

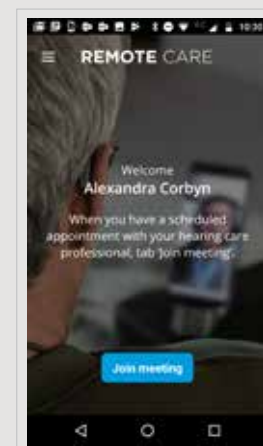


Figure 8

HOW TO MAKE THE MOST OF YOUR **REMOTE APPOINTMENT**

To ensure that your appointment through the WIDEX REMOTE CARE app is a seamless experience, here are a few tips for making your remote appointment a success.

- Make sure your smartphone and REMOTE LINK are fully charged and that your hearing aids have fresh batteries. Have all three components with you at the time of your appointment.
- Find a quiet spot to have the conversation.
- Make sure your phone is connected to a strong internet connection.
- Call in at the scheduled time to make sure you do not miss your appointment.
- Keep the camera pointed at your head, and hold your smartphone as still as possible so that your hearing care professional can see you.
- Stay focused during the appointment; do not take other calls or try to multitask.
- Keep your REMOTE LINK on your neck throughout the appointment.





HOW TO **JOIN** A **REMOTE** APPOINTMENT

- Open the WIDEX REMOTE CARE app.
- Make sure your hearing devices are on your ears and your REMOTE LINK is on your neck.
- Start the REMOTE LINK by pressing the power button for 2 seconds.
- Select “Join meeting” in the app and wait for your hearing care professional to join at the scheduled time.

As soon as the meeting is started, your hearing care professional will be able to see you and connect to your hearing aids. Now you’re ready to have your remote appointment.

When the remote meeting is about to end, let your hearing care professional end the call to make sure all the changes to your hearing devices are saved.

When the meeting has ended, close the app, put your REMOTE LINK in a safe place, and simply enjoy your improved hearing!



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