HOW-TO GUIDE FOR **HEARING AID USERS**

WIDEX **REMOTE CARE**™

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

WIDEX REMOTE CARE™ gives you real-time hearing assistance, simply by connecting you with your hearing care professional through your smartphone.

That way you can fit fine-tuning into your busy schedule and save time from going to the clinic. You can explain your hearing challenges from the comfort of your own home, or wherever it makes sense for you. And you don't have to try to remember every hearing situation for your next appointment at the clinic.

With WIDEX REMOTE CARE™ you get hearing support on the spot, so you can gain confidence in your hearing and your hearing aid.

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

Having a conversation through the REMOTE CARE app is a different experience than having a conversation at the clinic. Before you get started, here are a few tips for making your remote appointment a success!

- Make sure your hearing aids, smartphone and the REMOTE LINK are fully charged
- Find a quiet spot to have the conversation
- Hold your smartphone as still as possible during the conversation – for instance by using a smartphone stand
- Keep the camera pointing at your head, so your hearing care professional can see you
- Stay focused during your meeting; do not take other calls or try to multitask

Remember that your hearing care professional may take notes during the conversation. So when they're not looking at you, that's probably what they're doing.

Android

HOW TO PAIR YOUR **REMOTE LINK** WITH YOUR **MOBILE DEVICE**

Your hearing care professional will set up the REMOTE LINK, but it needs to be paired with your mobile device too.

Here's how you get started for Android

- 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.

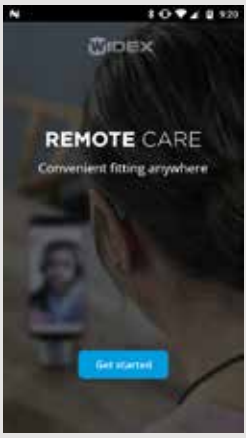


Figure 1

Figure 2

Figure 3

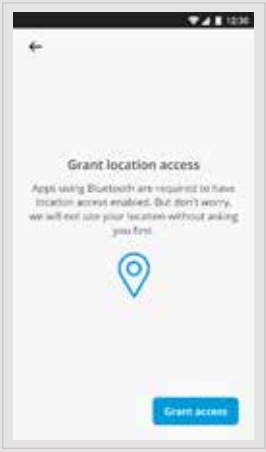
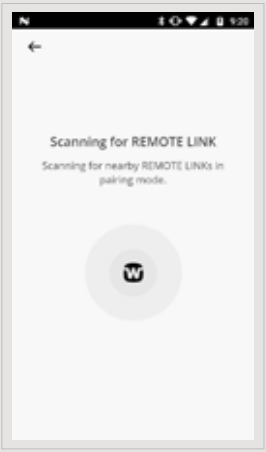


Figure 4

Figure 5



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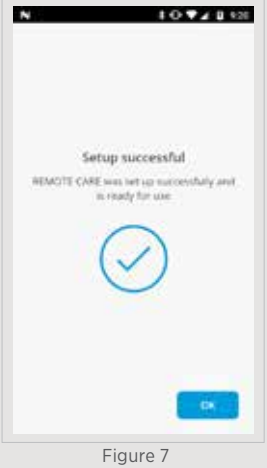

Figure 7

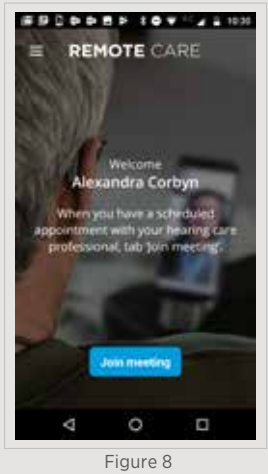

Figure 8

IOS (Apple)

HOW TO PAIR YOUR **REMOTE LINK** WITH YOUR **MOBILE DEVICE**

Your hearing care professional will set up the REMOTE LINK, but it needs to be paired with your mobile device too.

Here's how you get started for iOS (Apple)

- 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

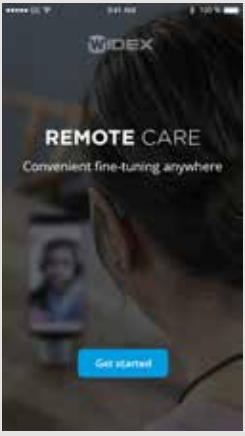

Figure 1

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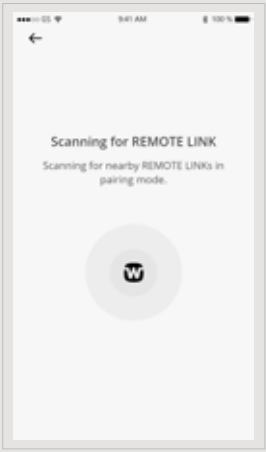

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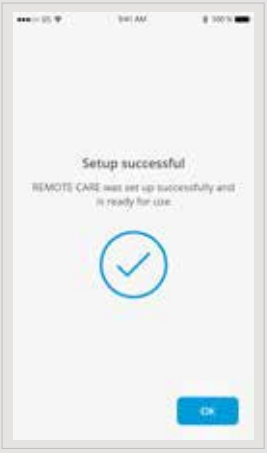

Figure 6

Figure 7

WIDEX
REMOTE LINK
REMOTE CARE
Welcome
Alexandra Corbyn
When you have a scheduled appointment with your hearing care professional, tab 'join meeting'.
Join meeting

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

- Open the REMOTE CARE app
- Start the REMOTE LINK by pressing the power button for 2 seconds. As soon as the meeting is started, your hearing care professional will be able to connect to your hearing aids
- Select “Join meeting” in the app and wait for your hearing care professional to join

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 aid are saved.

When the meeting has ended, you can close the app and simply enjoy your improved hearing!

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