

WIDEX **EVOKE™**

USER INSTRUCTIONS

THE WIDEX EVOKE™ FAMILY

ERB2D 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:

-
- Zinc-air battery (steel-coloured) Silver-zinc battery (golden)

PROGRAMS

-
- Universal Audibility Extender

-
- Quiet Audibility Extender

-
- Comfort Audibility Extender

-
- Transport Audibility Extender

-
- Urban Audibility Extender

-
- Impact Audibility Extender

-
- Party Audibility Extender

-
- Social Audibility Extender

-
- Music Audibility Extender

-
- T Audibility Extender

-
- M+T Audibility Extender
-

SPECIAL PROGRAMS

Zen

Audibility Extender

Phone

Audibility Extender

SMARTTOGGLE PROGRAMS

Zen+

Audibility Extender

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 direct sound streaming from smartphones and other devices. For more help and information contact your hearing care professional or visit: 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.

CONTENTS

YOUR HEARING AID.....	6
Welcome.....	6
Your hearing aid at a glance.....	6
The charger.....	7
Important safety information.....	8
THE HEARING AID.....	10
Indications for use.....	10
Hearing aids with rechargeable batteries.....	10
Intended use.....	10
The zinc-air battery.....	10
Low battery indication.....	11
Changing the battery.....	11
Tamper-resistant battery drawer.....	12
The silver-zinc battery.....	12
Inserting a rechargeable battery.....	13
Recharging your hearing aids.....	14
Sound signals.....	15
Lost partner	15
How to tell right from left.....	15
Turning the hearing aid on and off.....	16

Putting on and removing the hearing aid.....	16
Programs.....	17
The Zen program.....	19
Sound and program adjustment.....	20
Using a phone with your hearing aids.....	21
PAIRING YOUR HEARING AID AND SMARTPHONE.....	22
CLEANING.....	23
Tools.....	23
Cleaning.....	23
ACCESSORIES.....	25
COMPATIBILITY WITH SMARTPHONES.....	26
TROUBLESHOOTING.....	27
CERTIFIED POWER ADAPTERS FOR RECHARGEABLE SOLUTIONS.....	30
REGULATORY INFORMATION.....	31
EU directives.....	31
Directive 2014/53/EU.....	31
Information regarding disposal.....	31
FCC and ISED statements.....	31
SYMBOLS.....	35

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

ERB2D model with zinc-air batteries:



1. Push button
2. Nail grip
3. Earwire



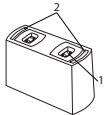
4. Battery compartment
5. Left/right identification. Blue indicates your left hearing aid while red is for your right hearing aid.

ERB2D 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 your local emergency number or hospital immediately.



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 flat 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 flat, 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.

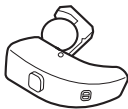
NOTE

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

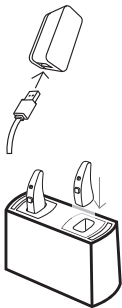
You can also use a zinc-air battery with your hearing aid.

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

Don't leave the hearing aids on the charger once the batteries have been recharged, unless you keep the charger connected to the power supply - otherwise the batteries will be drained.

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

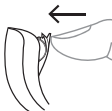
(Only available in selected models)

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

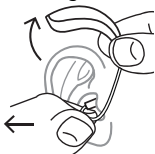
Putting on the hearing aid



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

PROGRAMS

USE

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)

PROGRAMS	USE
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
SPECIAL PROGRAMS	USE
Zen	Plays tones or noise for a relaxing sound background
Phone	This program is designed for listening to phone conversations

SMARTTOGGLE PROGRAMS USE

Zen+

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

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.



If you perceive a decrease in loudness or tolerance of sounds, speech not to be as clear, or worsening tinnitus, contact your hearing care professional.



Use of the Zen program may interfere with hearing everyday sounds, including speech. It should not be used when it is important to be able to hear such sounds. Switch the hearing aid to a non-Zen program in these situations.

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 one hearing aid if you'd like more audibility and more volume. If you need to turn down the volume or you'd like more comfort, press the button on the other hearing aid.

Agree with your hearing care professional which hearing aid should turn up the volume and which hearing aid should turn down the volume.

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.

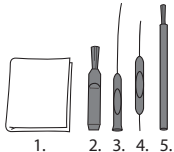
NOTE

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.

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 various accessories with your hearing aid. Ask your hearing care professional to find out if you can benefit from these.

Name	Use
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
TV PLAY	for direct TV streaming
EVOKE APP	for using your smartphone to control your hearing aids

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.

Problem	Possible cause	Solution
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

Problem	Possible cause	Solution
The hearing aids do not respond with a corresponding change in volume or program to the control device	<ul style="list-style-type: none"> a. The device is used beyond the transmission range b. Strong electromagnetic interference in the vicinity c. The device and the hearing aids are not matched 	<ul style="list-style-type: none"> a. Move the device closer to the hearing aids. b. Move away from known source of EM interference c. Check with your hearing care professional to make sure the device is matched with hearing aids
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"> a. The battery in one of the hearing aids has expired b. Strong electromagnetic interference in the vicinity 	<ul style="list-style-type: none"> a. Replace battery in one or both hearing aids b. Move away from known sources of interference

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:

LEDs on charger	Possible cause	Solution
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:

Manufacturer	Type No.
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

EU directives

Directive 2014/53/EU

Hereby, Widex A/S declares that this ERB2D is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. The ERB2D contains radio transmitters operating at: 10.6 MHz, -54 dB μ 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>



N26346

Information regarding disposal

Do not dispose of hearing aids, hearing aid accessories and batteries along with ordinary household waste.

Hearing aids, batteries and hearing aid accessories should be disposed of at sites intended for electrical waste 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 présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) L'appareil ne doit pas produire de brouillage;
- (2) L'appareil doit accepter tout brouillage radioélectrique subi, même 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 équipement est conforme avec ISED les limites d'exposition aux rayonnements définies pour un contrôle environnement. Cet émetteur ne doit pas être co-localisés ou fonctionner en conjonction avec une autre antenne ou émetteur.

SYMBOLS

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

Symbol	Title/Description
	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.
	Catalogue number The product's catalogue (item) number.
	Consult instructions for use The user instructions contain important cautionary information (warnings/precautions) and must be read before using the product.
	Warning Text marked with a warning symbol must be read before using the product.
	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.

**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.

**Catalogue number**

The product's catalogue (item) number.

**Consult instructions for use**

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

**Warning**

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

**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.

Symbol Title/Description



CE mark

The product is in conformity with the requirements set out in European CE marking directives.



RCM mark

The product complies with electrical safety, EMC and radio spectrum regulatory requirements for products supplied to the Australian or New Zealand markets.



WIDEX A/S

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