

SERVICETRACKER QUICK GUIDE

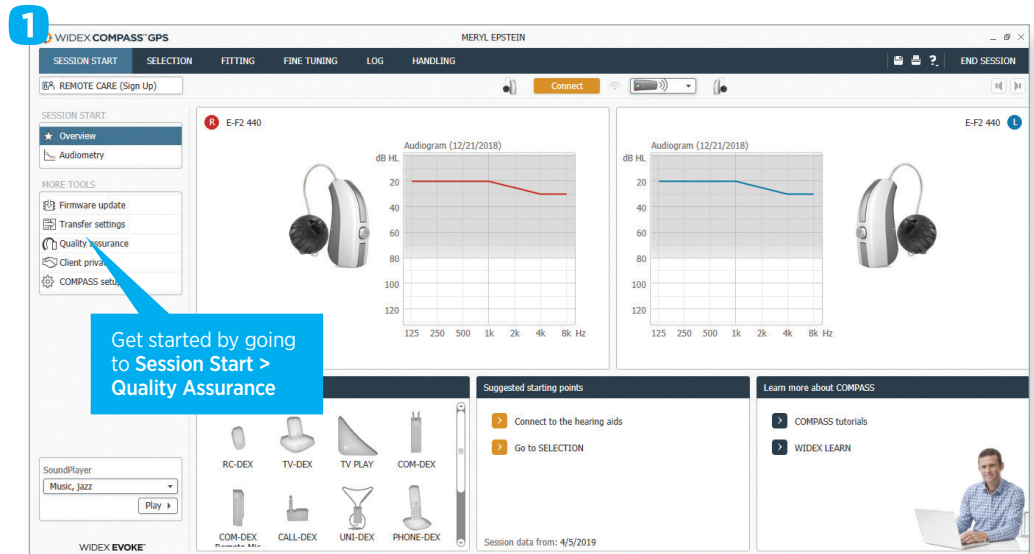


Before fine tuning a hearing device based on wearer reports of weakness or poor sound quality, it is important to make sure the device is working properly. To screen hearing device performance quickly and easily, use the Widex patented ServiceTracker, found conveniently in Compass™ GPS software with any Widex hearing device.

What does ServiceTracker evaluate?

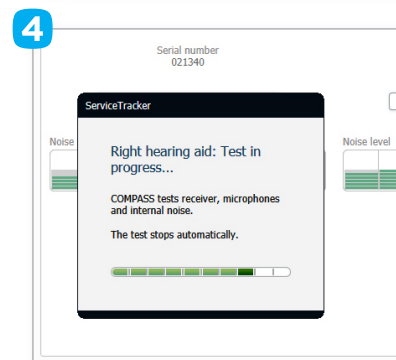
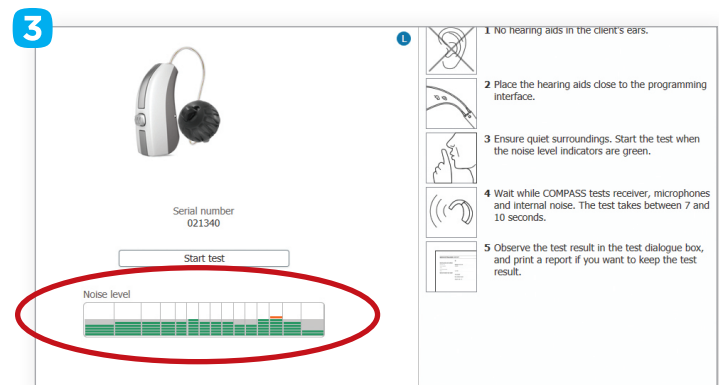
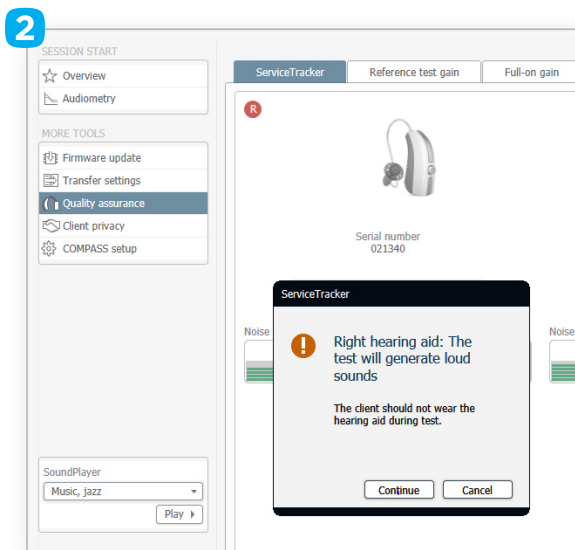
- Receiver function
- Microphone function
- Internal noise

If any of these parts are not functioning properly, ServiceTracker gives you a suggestion of what to do to solve the problem.



Place the hearing devices inside the programmer on the table for testing.

Use the built-in noise level meter to ensure the noise level in the room is not too loud.

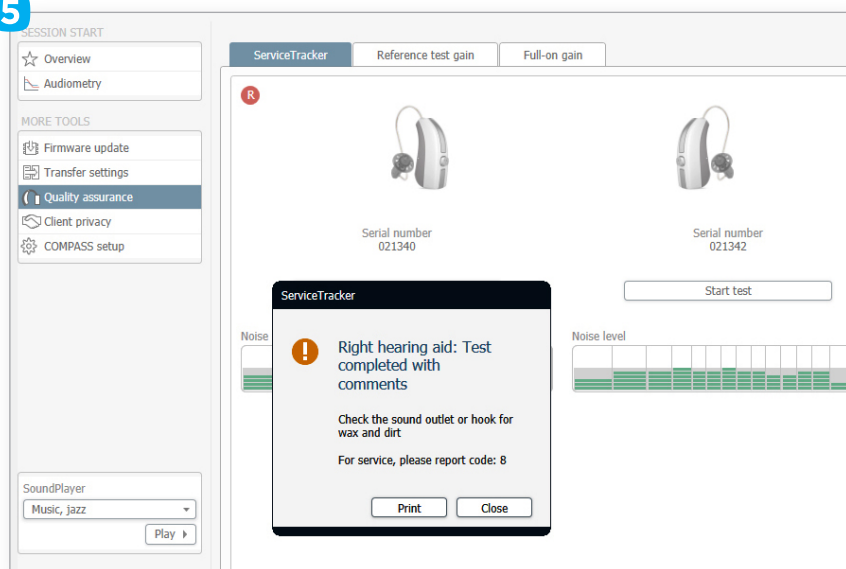


Select the **Start test** button for the hearing device you wish to test. When the test is complete, a dialogue box informs you of the result.

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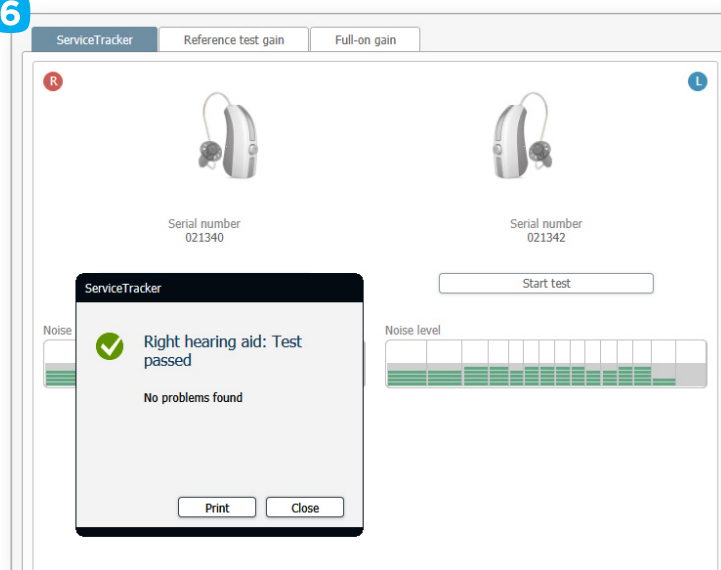
5



If a malfunction is detected, you will see a message box with next steps.

Once you complete next steps (for example, clean the receiver of wax or dirt), run the test again to verify the hearing device now passes.

6



If there are no consistent internal issues detected, you will see this message box. Run the test again on the opposite device.



Widex REMOTE CARE offers a full-featured software experience including ServiceTracker!
This is an especially helpful tool when working with your patients remotely.

Staying connected to your patients has never been easier.
[Discover Widex REMOTE CARE. Call your Widex Sales Team today.](#)