USER INSTRUCTION

Widex MOMENT App

SOUND LIKE NO OTHER

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Compatibility

For information about compatibility with mobile devices and hearing aids, visit wsaud.com/privacy-notice/app-compatibility

Apple Watch

Download the Moment app to your iPhone and then install the app from your phone to your Apple Watch.

Controlling the app from your Apple Watch does not give you full app functionality, so if you want full functionality then we recommend using your phone.

From your Apple Watch you can adjust the volume levels of your hearing aids, mute and unmute, change programs, and choose which direction you want to focus your sound using Directional focus.

Installation

You can find and download the Moment app for free in your App Store or Google Play store.

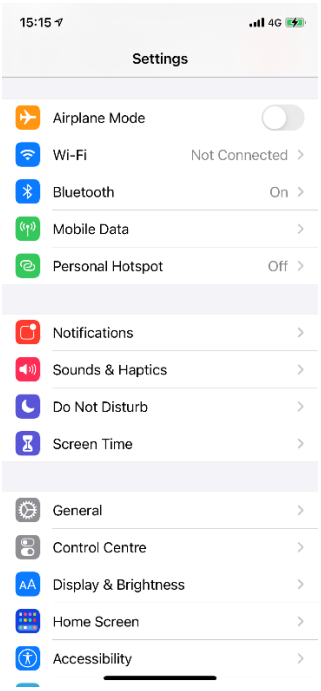
To access the app, tap on the Moment app icon that appears on your screen after successful installation.

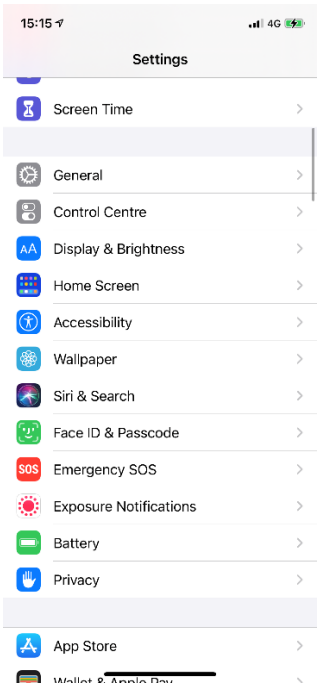
Read and accept the terms and conditions and privacy policy.

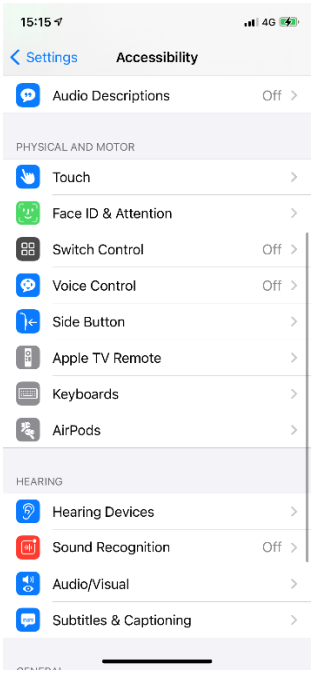
You are now ready to connect your hearing aids with the app. Press ‘Connection guide’ for more information.

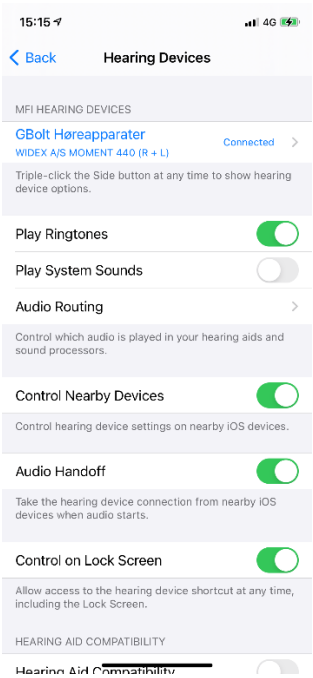
Pairing hearing aids with your Apple device

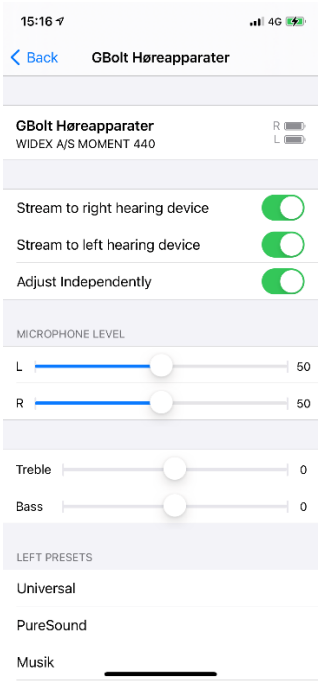
1. Preparation
- Ensure that Bluetooth is activated on your phone and that your hearing aids have fresh or fully charged batteries.
2. Find Hearing aids menu
- Open Settings on your phone.
- Select Accessibility.
- Select ‘Hearing Devices’.
3. Pair your hearing aids
- Restart your hearing aids.
- Tap the name of your hearing aids when they appear under MFI HEARING DEVICES.
- Tap Pair when you see a pairing request for each hearing aid.
4. Ready to go
- Pairing is confirmed when it says Connected next to the name of your hearing aids. You are now ready to start using your WIDEX MOMENT™ hearing aids with your phone.











Having problems?

- Ensure that Bluetooth is activated on your phone.
- Ensure that your hearing aids have fresh or fully charged batteries.
- Enable and disable Airplane/Flight mode on your phone.
- Try restarting your phone.
- When pairing: Initially restart your hearing aids. You must complete pairing within 3 minutes of restarting your hearing aids.
- Unpair hearing aids: Go to Settings > Accessibility > Hearing Devices > tap on your hearing aids in MFI HEARING DEVICES > select ‘Forget this device’. Now follow this connection guide from the beginning.

Pairing hearing aids with your Android device

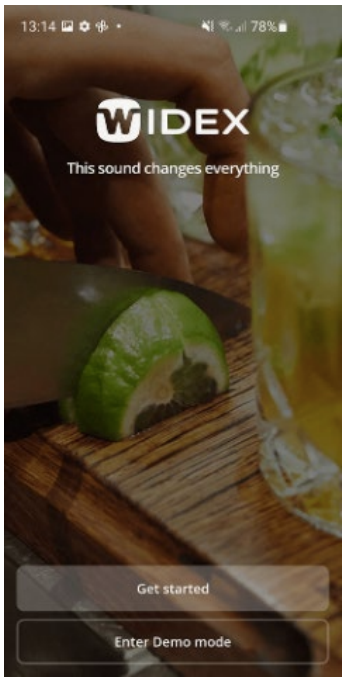
Pairing your Widex hearing aids to an Android smartphone can be made in two ways.

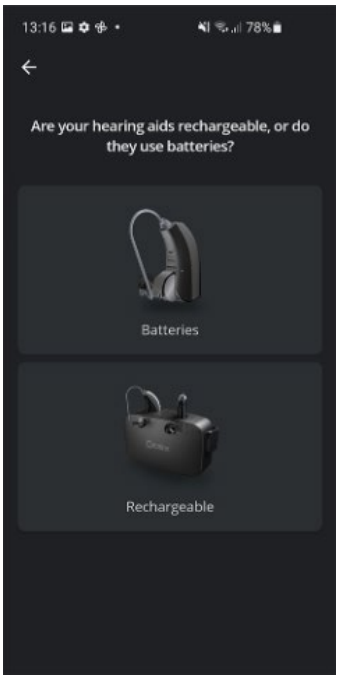
Pair via Moment app

This requires that you have downloaded the Moment app for Android.

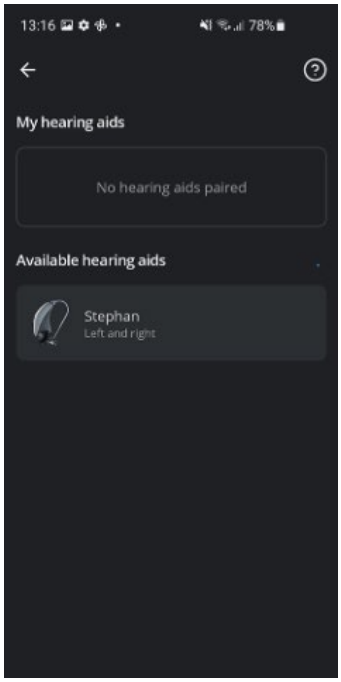
1. From the Moment app home screen, select Get started.
2. Choose which Power source your hearing aids are using, click on the picture that matched your hearing aids.
3. Turn the hearing aids OFF then ON again by placing them in the charger for 3-5 seconds or by pressing the button for 3-5 seconds to turn them off, then press again for 3-5 seconds to turn them on again. Select Next.
4. Select the Available hearing aids and then the app will start the pairing.
5. Select Pair for each hearing aid.

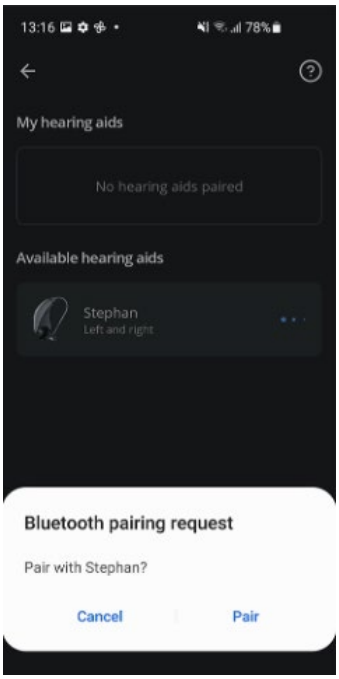
6. The hearing aids are now paired and listed as My hearing aids. Select Next.
7. Read the data policy, and choose to either accept or decline consent.
8. Setup successful. Select OK. You can now start using your paired Widex Moment hearing aids with the Moment app.

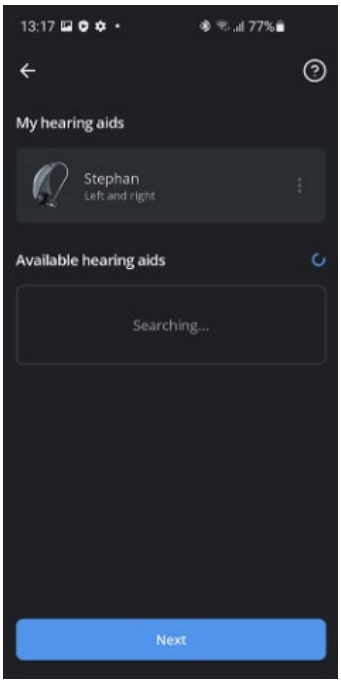


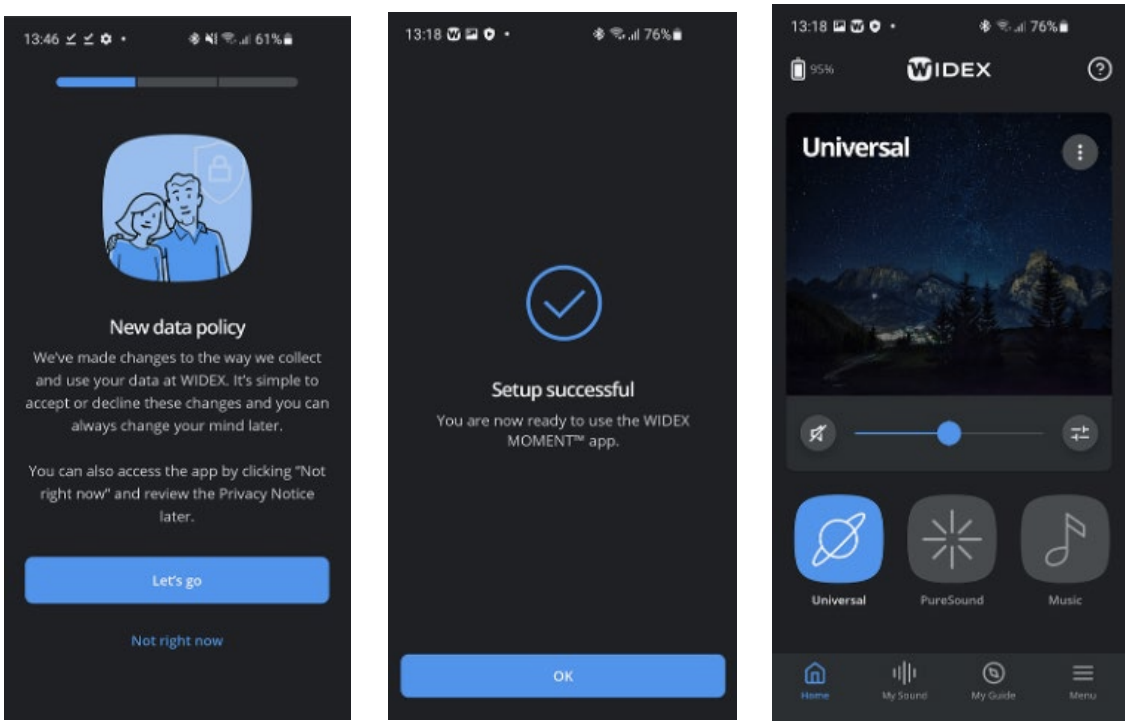






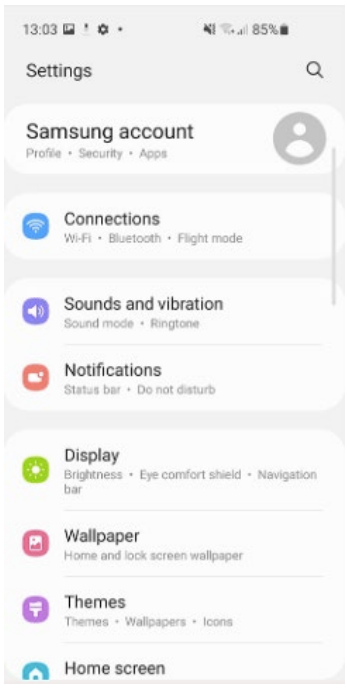


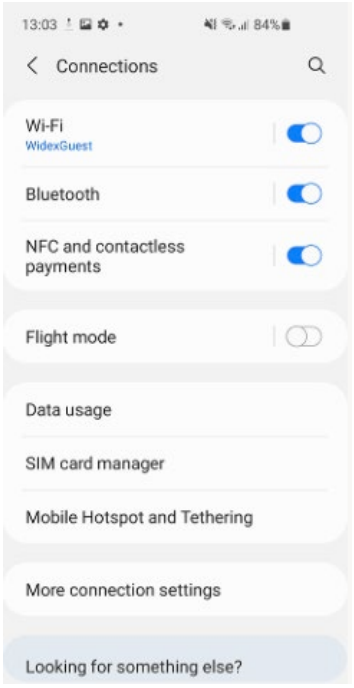


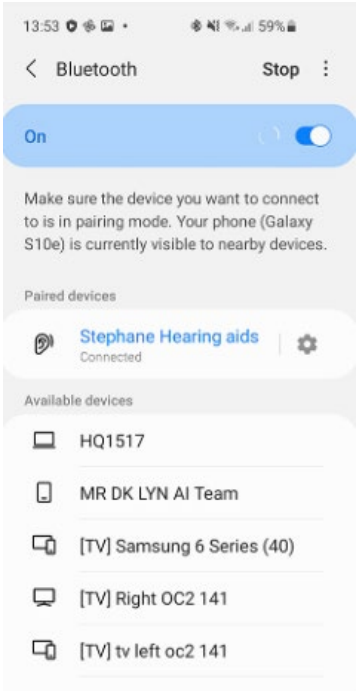


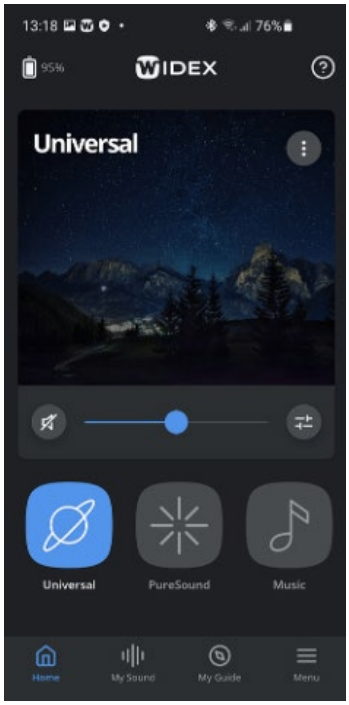
Pair via the Bluetooth menu.

1. Go to Settings. Select Connections.
2. Select Bluetooth.
3. Turn the hearing aids off - then on again. Press the button for 3-5 seconds to turn them off, then press again 3-5 seconds to turn them on again. Select your hearing aids under Available devices to pair them to the phone.
   Do you want to rename the hearing aids? – Select the settings icon next to the hearing aids name.
4. Setup successful. You can now start using your paired Widex Moment hearing aids with the Moment app.





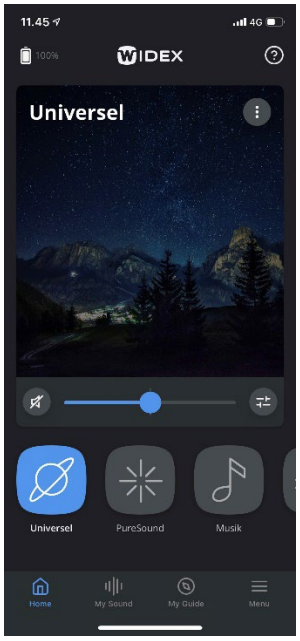




Home Page

Use the app as a remote control for your hearing aids.

The Moment app allows you to easily access your hearing aid programs on the app’s Home page and to personalize your hearing aid sounds.



Program selection

Tap an icon to change the active program. Slide through the list to see all programs.

Your own ‘Favorite’ programs will also be available from here (see section ‘Save settings’ below).

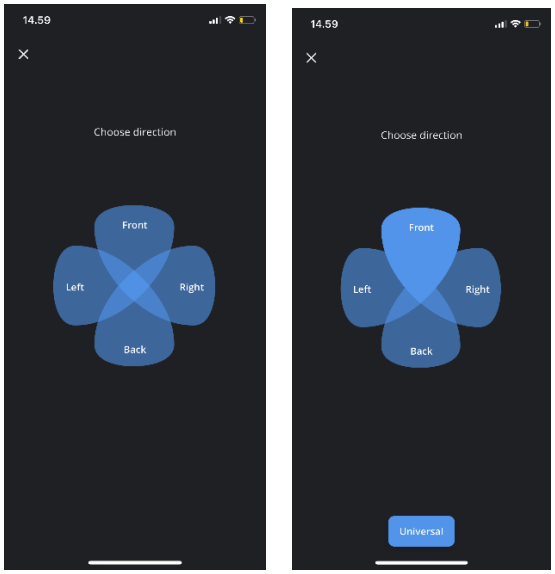
Directional focus

Directional focus allows you to adjust the directionality of your hearing aids.

Find Directional focus in the list of programs on your Home page.

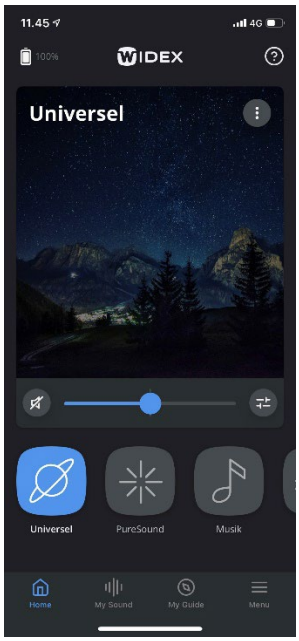
Tap the ‘Directional focus’ icon.

Choose the direction you want to focus your hearing.



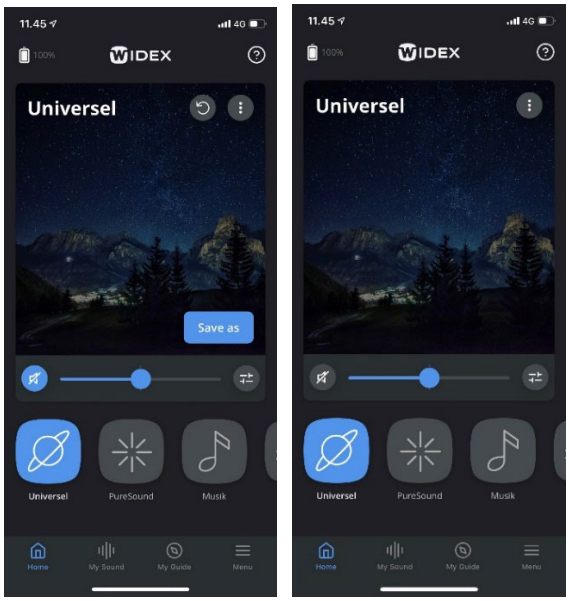
Volume control

Increase the volume by moving the volume slider to the right. Decrease the volume by moving the slider to the left.



Mute / unmute your hearing aids

Press the ‘Mute’ icon to mute. Press again to unmute your hearing aids.

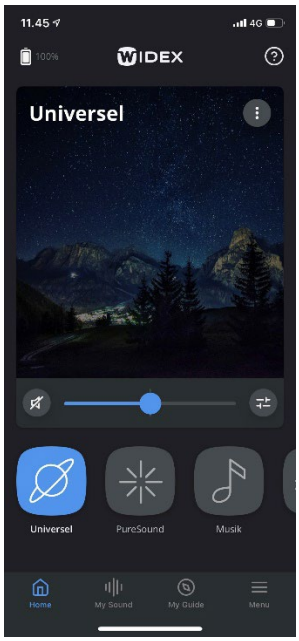


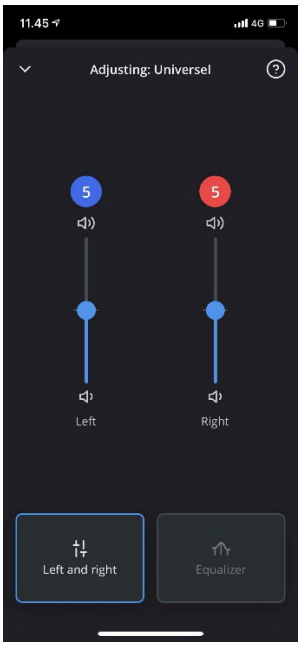
Sound Menu

To make further adjustments to the hearing aid sound, press the ‘Sound menu’ icon which appears on the right side of the volume slider.

Left & right volume adjustments

Adjust the sound volume on your left and right hearing aids individually. Increase the volume by moving the sliders up. Decrease the volume by moving the sliders down.



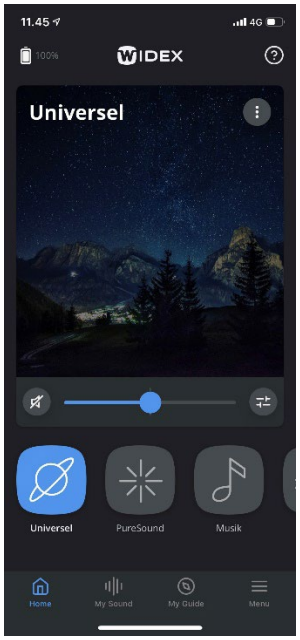


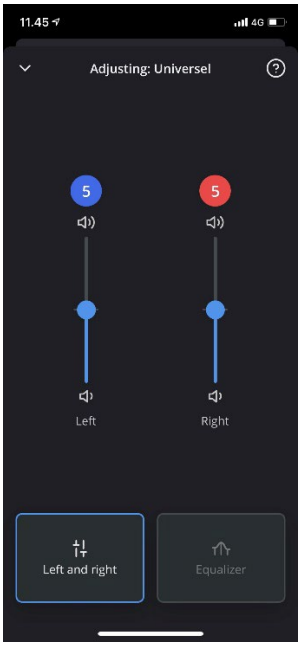
Equalizer

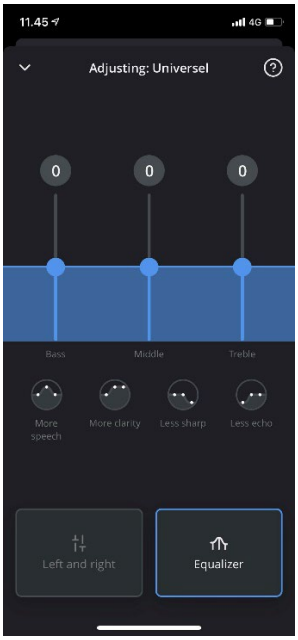
Select ‘Equalizer’

Adjust the bass, middle and treble sounds of your hearing aids by moving the sliders up and down.

Below the manual setting option, you can additionally find four presets, which you can choose between to adapt the sound to fit your needs.







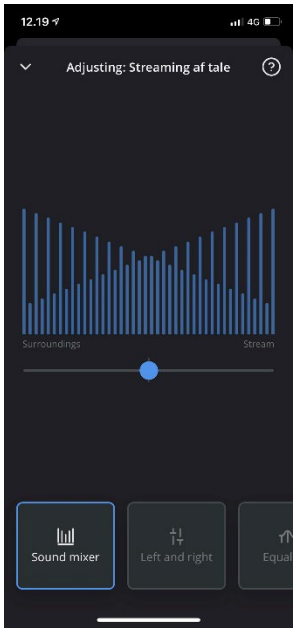
Sound Mixer

When you are streaming audio to your hearing aids, you can adjust the balance of sound coming from the hearing aid microphone and from the streaming signal.

When streaming, you can tap on the icon to the right of the volume control slider, and you will notice that you now have a third option in this menu – the Sound Mixer

Select Sound Mixer

Drag the slider left to increase the emphasis on sounds coming from the hearing aid microphones. Drag the slider to the right to increase emphasis on the streaming signal.

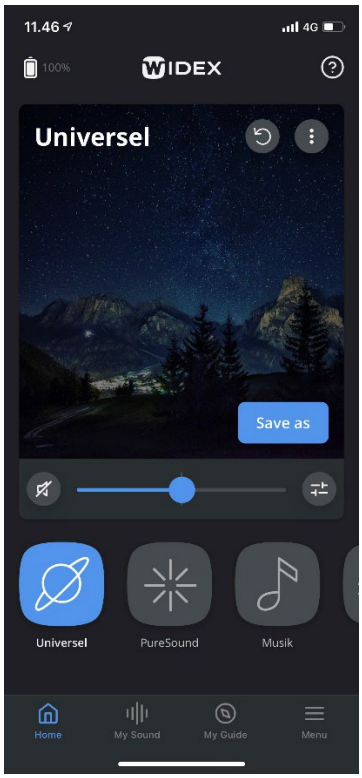


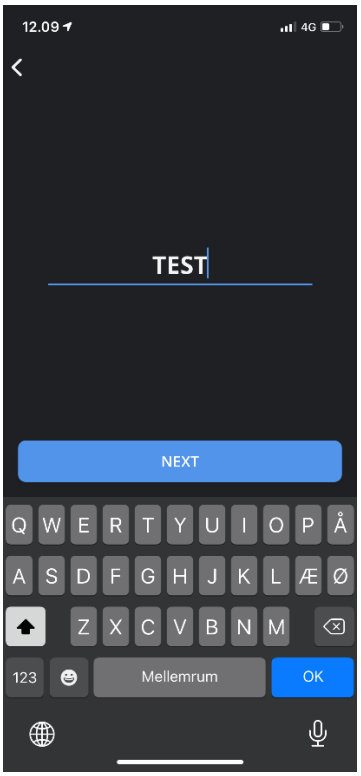
Save Settings

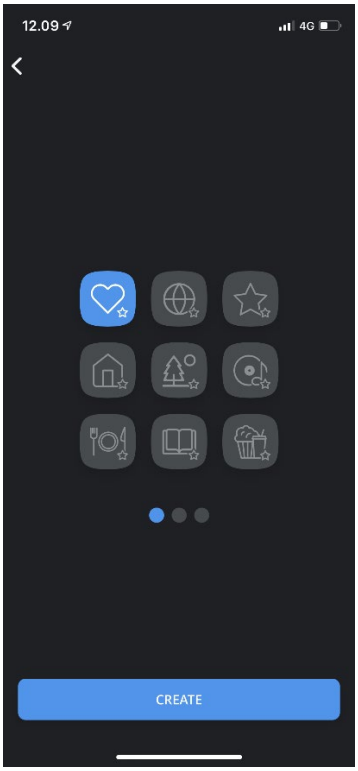
When you make changes to the sound (e.g. by adjusting the volume or equalizer), you can save the settings as a new ‘Favorite’ program.

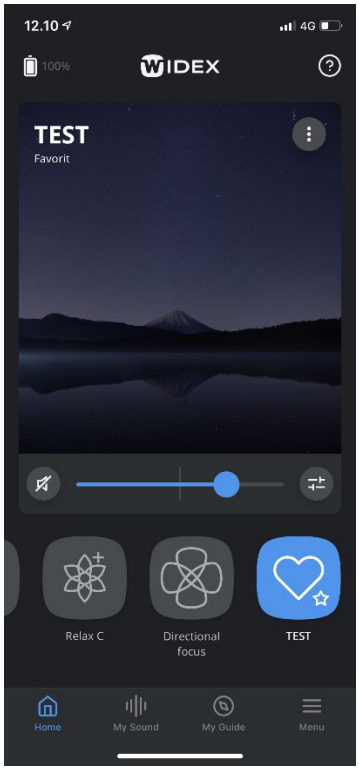
Press ‘Save as’, which you can find on your Home page.

Give your program a suitable name for your requirements. Choose an icon. The program will appear on the list of the programs on the Home page.



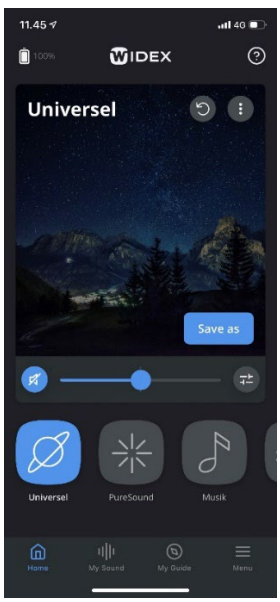


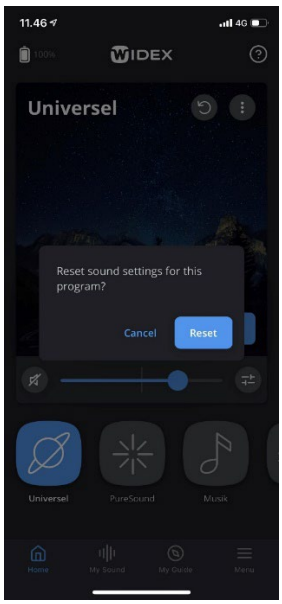




Reset

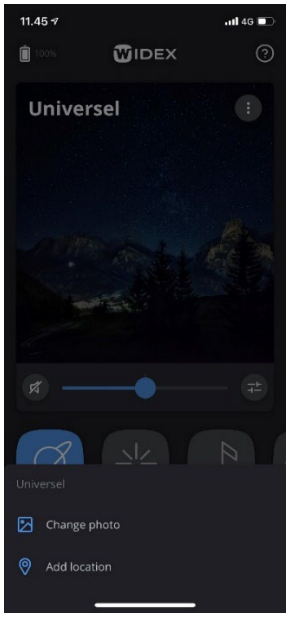
Reset your sound changes by pressing the ‘Reset’ icon in the top right corner.





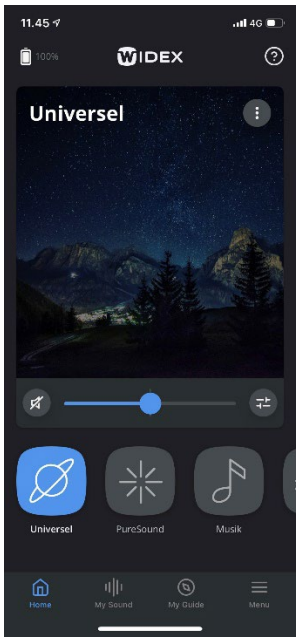
Edit program

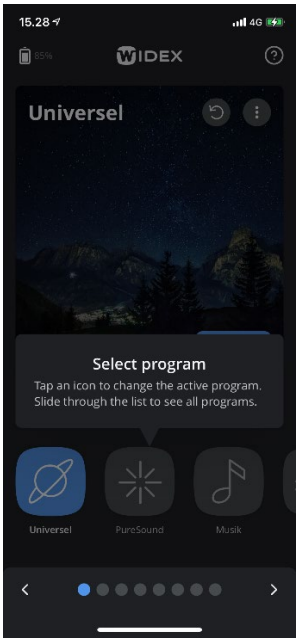
Edit your active program by pressing the ‘three-dot’ icon in the top right corner. Here you can change the program photo or set a location for your program. For ‘Favorite’ programs you also have the option to rename and delete the program.



Help

Press the ‘question mark’ icon in the top right corner to learn more about the features on each screen. Slide for more information.

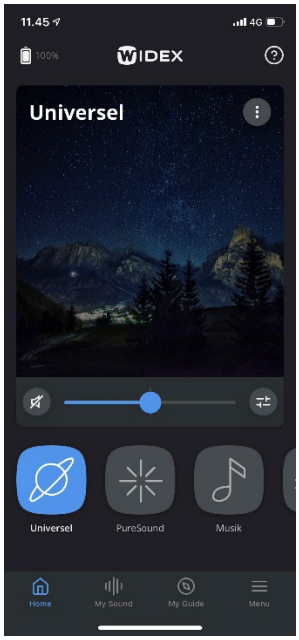


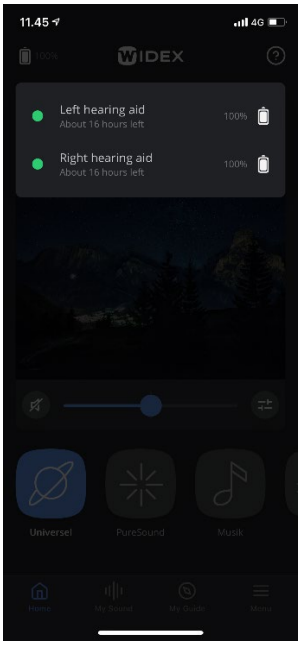


Battery status

You will find your battery status on the top left corner on your Home page.

Tap the ‘battery’ icon to see the battery status on each hearing aid separately.





My Sound

Press the ‘My Sound’ tab in the bottom tab bar to access My Sound.

My Sound offers the opportunity to optimize your current hearing experience to your current listening situation.

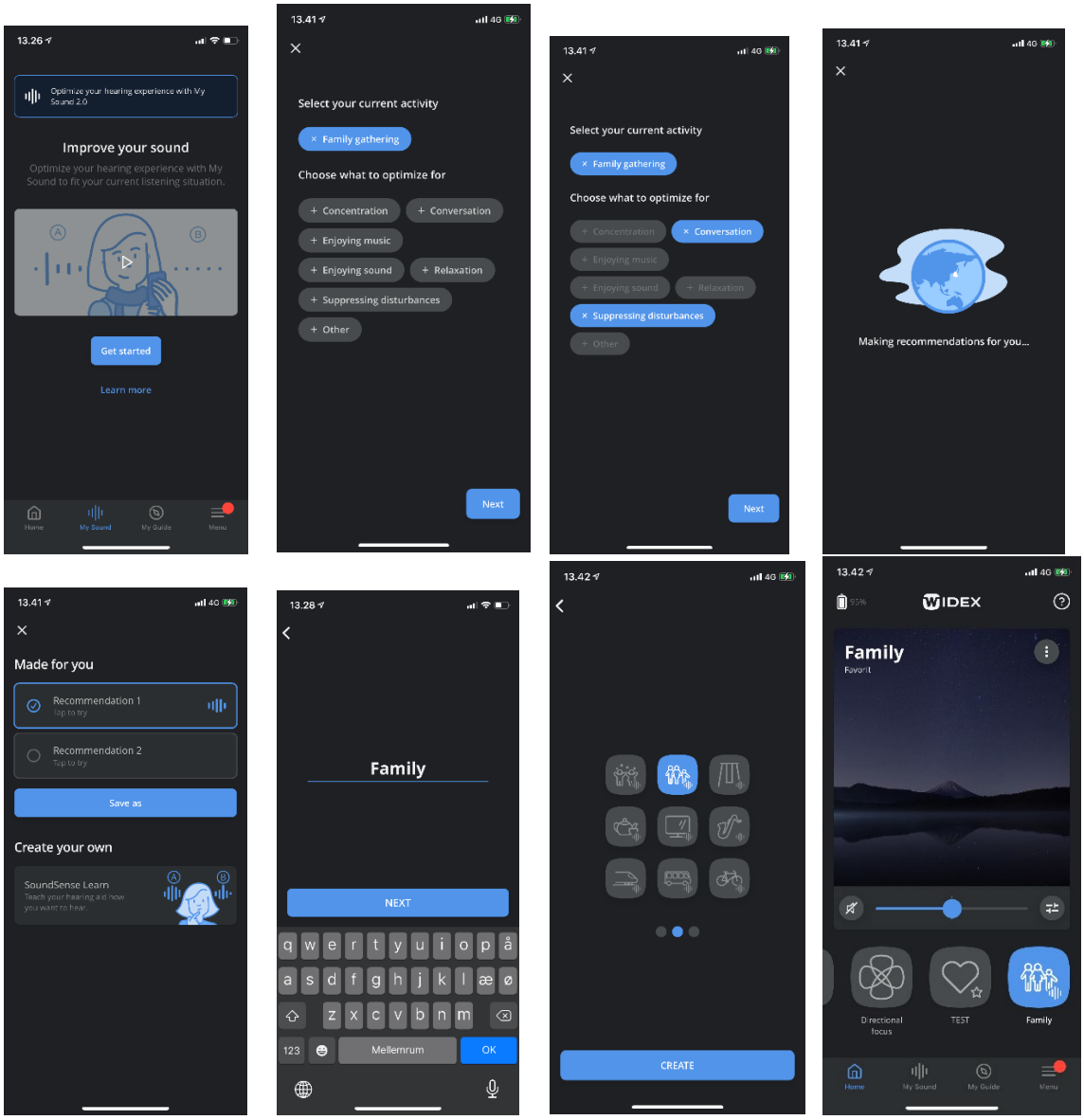
Press ‘Get started’.

Select your current activity.

Choose what to optimize for and press ‘Next’.

In the ‘Made for you’ section, the Moment app proposes two different sound recommendations based on your choosing. Press each recommendation to listen to the sound settings. If you like any of the recommendations, you can save it as a ‘Favorite’ program by pressing ‘Save as’, which you can find on your Home page.

The program will appear on the program list on the Home page.



Sound Sense Learn

If you do not like the recommendations, you can create your own sound using Sound Sense Learn.

Sound Sense Learn is a feature that uses artificial intelligence to guide you towards a better, more personalized hearing experience.

Press ‘SoundSense Learn’.

Listen to and compare the two sound profiles, A and B. Listen to A, then press on B to change profile.

Drag the slider towards A or B to indicate which sound profile you think is better.

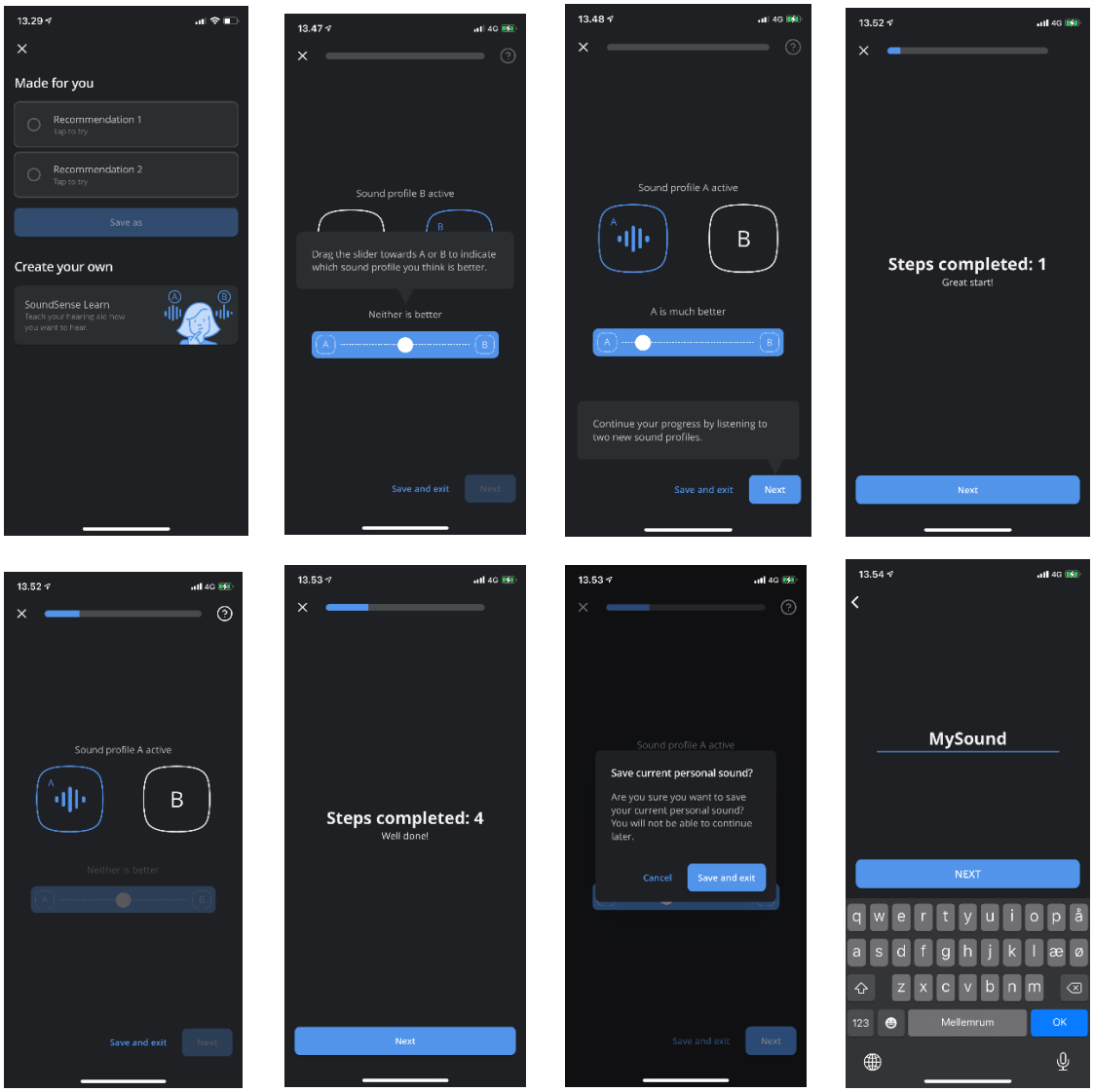
Press ‘Next’ to continue your progress by listening to two new sound profiles.

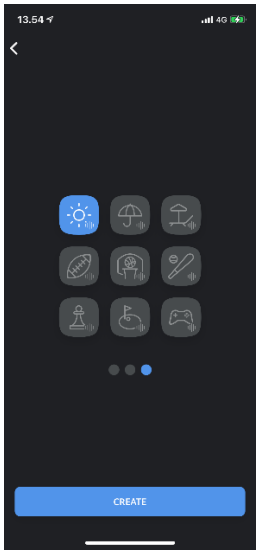
Continue the fitting until you are satisfied with the sound.

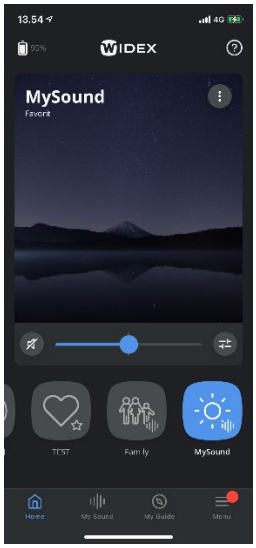
When you are satisfied, press ‘Save and exit’.

Save the fitting. Give it a suitable name and icon of your choice.

The program will appear on the program list on the Home page.

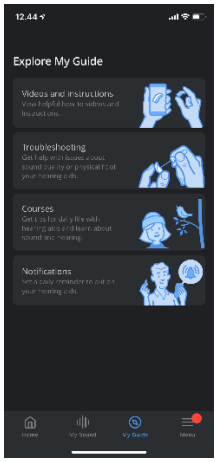






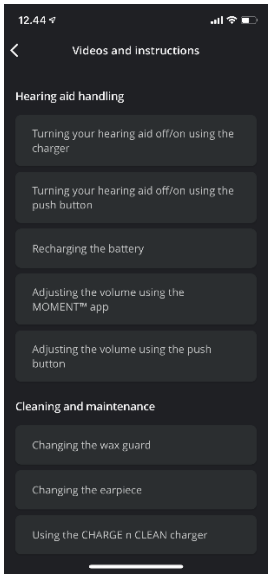
My Guide

My Guide is a section of the Moment app that gives you advice in the form of step-by-step instructions and videos. Here you will get guidance to help you with everything from how to turn on your hearing aids to how to personalize your sound. It also includes a series of short courses designed to help you get used to daily life with hearing aids.

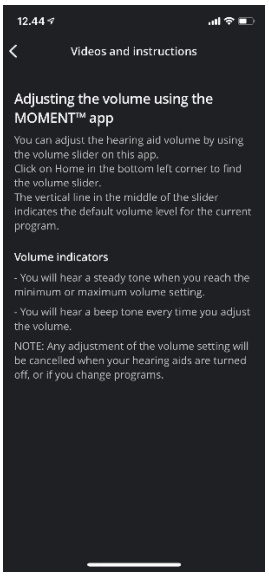


Videos and instructions

In Videos and instructions, you will view helpful how-to videos and instructions.

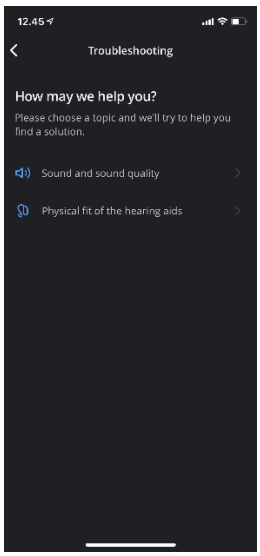




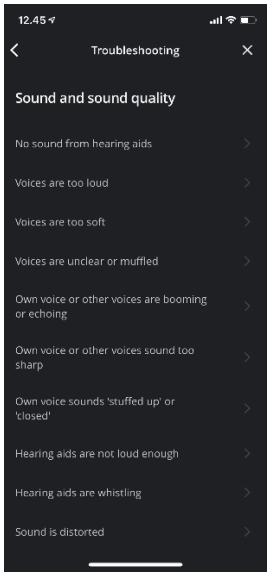


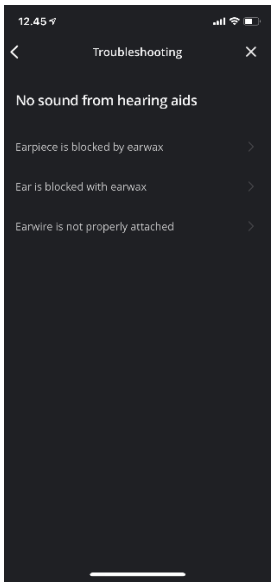
Troubleshooting

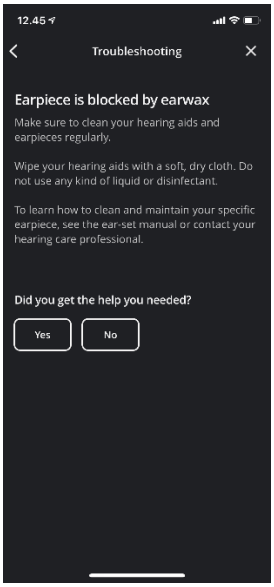
If you experience issues with the sound quality or physical fit of your hearing aids, Troubleshooting offers you a way to find a solution. Follow the instructions.



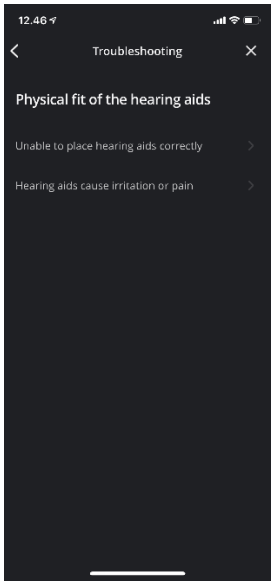
Sound and sound quality

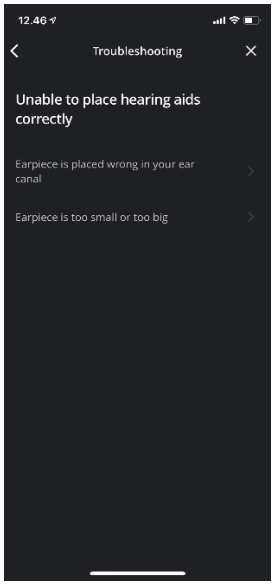


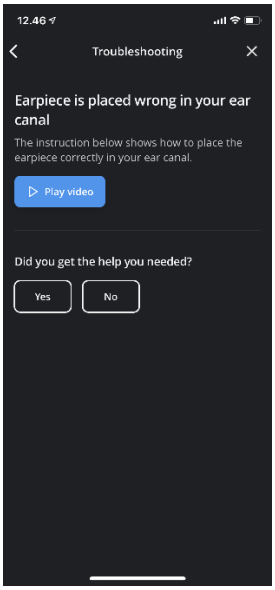




Physical fit of the hearing aids



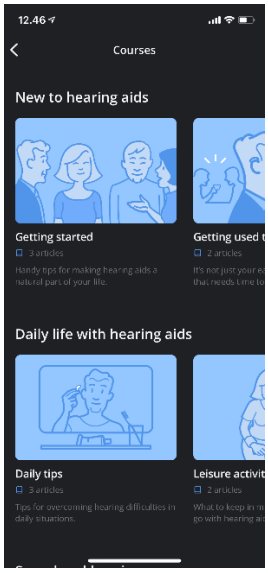


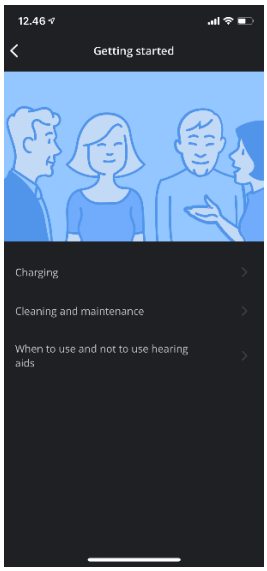


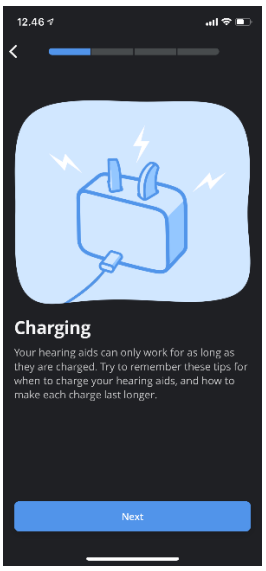


Courses

In Courses you will get tips about daily life with hearing aids and learn about sound and hearing.

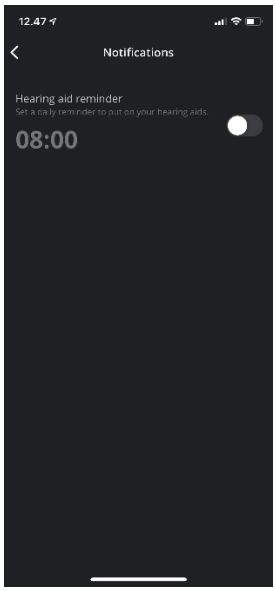


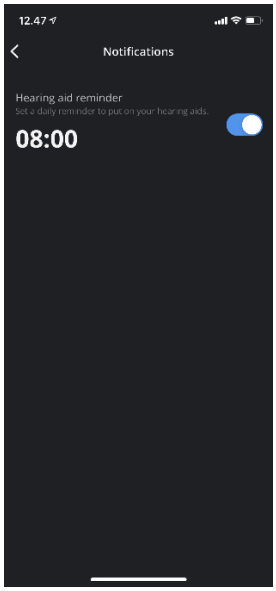




Notifications

You can set a daily reminder, so you remember to put on your hearing aids.





Menu

Press the Menu tab in the bottom to access more features.

In this section you can turn your hearing aid Bluetooth off, change the app appearance, find details about your hearing aids, access frequently asked questions and various other features.

Find my hearing aids

Map

Use Map to see the last known location of your hearing aids.

Please be aware that your hearing aids might have been moved after the connection was lost.

The markers will show where your hearing aids were located when they lost connection to your mobile device.

The blue circle around the marker indicates the precise area of the location.

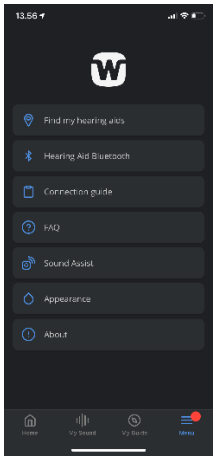
You can tap the markers to see when the connection to your hearing aids was lost.

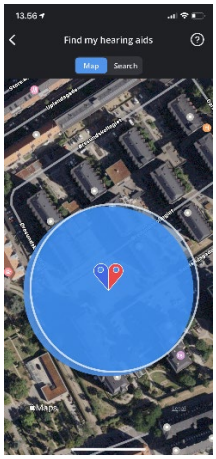
Search

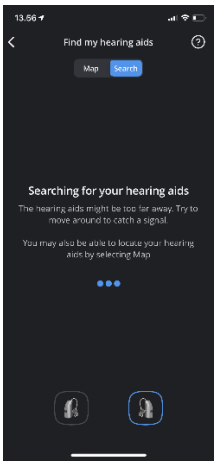
Use Search to check if the hearing aids are nearby.

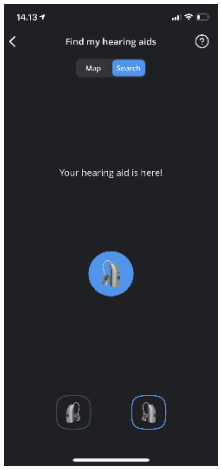
The circle will decrease in size as you move closer to the hearing aids. It will increase in size as you move further away.

Tap the hearing aid icons to choose which hearing aid to search for.









Symbols

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

Symbol	Description
	**Warning** Points out a situation that could lead to serious, moderate, or minor injuries.
	**CE mark** The product is in conformity with the requirements set out in European CE marking directives.
	**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.
	**Medical device** Indication that the device is a medical device.

Hereby WSAUD A/S declares that this product meets the requirements of the Medical Devices Regulation (EU) 2017/745. The full text of the Declaration of Conformity can be obtained from the manufacturer.

Important safety information

Intended use/intended purpose:

The Widex MOMENT™ App is intended to be operated by a hearing aid user on supported smartphones, tablets or portable devices to enable wireless adjustments of the Widex MOMENT™ hearing aid.

In case of a serious incident, report the occurrence to the manufacturer of the device.

Contraindications, Residual Risks, Summary of Safety and Clinical Performance:

Contraindications, Residual Risks, Summary of Safety and Clinical Performance
The app is an accessory for the hearing aid. So, contraindication for use of the app is derived from the contraindication of the compatible hearing aid.
This app itself is free from residual risk, as it only allows to personalize and adjust comfort functions of the hearing aid in the limited range specified by the hearing aid after the fitting procedure.
The app itself carries no clinical performance as it does not serve a clinical, therapeutic or diagnostic purpose.

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.

Notice:

- No additional training is needed to use this app safely.
- If you encounter problems connecting the app with your hearing aid, consult your hearing care professional.
- Lock phone with PIN, finger print and/or face and set phone to lock automatically.
- In case of a serious incident, contact the appropriate authorities and manufacturer of the device app.



WSAUD A/S

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www.widex.com

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Please contact your local distributor, to receive a paper copy of the user guide. It will be provided upon request at no additional cost within 7 working days.