



WIDEX **MOMENT** APP

QUICK GUIDE

FOR ALL WIDEX **MOMENT**™ BLUETOOTH HEARING AIDS

WIDEX

SOUND LIKE NO OTHER



GETTING STARTED



The WIDEX **MOMENT** app is designed to work with WIDEX **MOMENT** Bluetooth® hearing aids.

With the app, you can control and personalize your hearing aids and stream sound directly from iOS and compatible Android™ devices.

You can download the WIDEX **MOMENT** app from the App Store or Google Play.





PAIRING WIDEX **MOMENT** WITH YOUR PHONE

APPLE iOS

1. Enable Bluetooth by going to Settings > Bluetooth > On
2. Go to Settings > Accessibility > Hearing Devices
3. Place your hearing aids in pairing mode by turning them off and back on again
4. Select your hearing aids from MFi hearing devices and press Pair for each hearing aid
5. Your hearing aids are now paired with your phone and are **MOMENT** ready to stream music and calls
6. Open the app to connect your hearing aids to the app

ANDROID

1. To enable Bluetooth, swipe down from the top of your phone screen and select the Bluetooth icon
2. Open the **MOMENT** app and select Get Started
3. Choose the hearing aid model, Rechargeable or with Batteries
4. Place your hearing aids in the pairing mode by turning them off and back on again
5. Then choose Pair for each hearing aid
6. Setup is now successful, press OK

WIDEX **MOMENT** APP HOME SCREEN

In-app help

Connection
or battery status

Reset sound

More options
(for non-sound
adjustments)

Save changes as
personal program

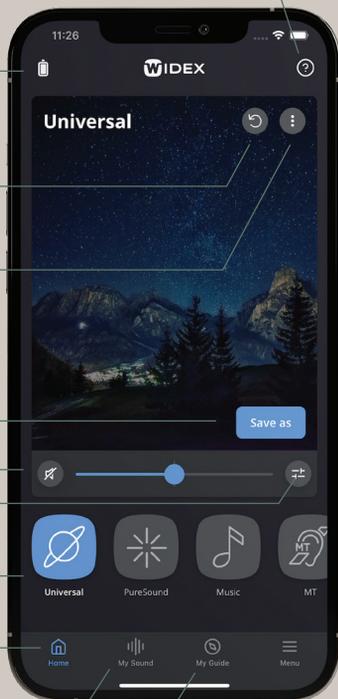
Mute and volume
General sound
adjustments

Select program

Home and Menu

My Sound

My Guide

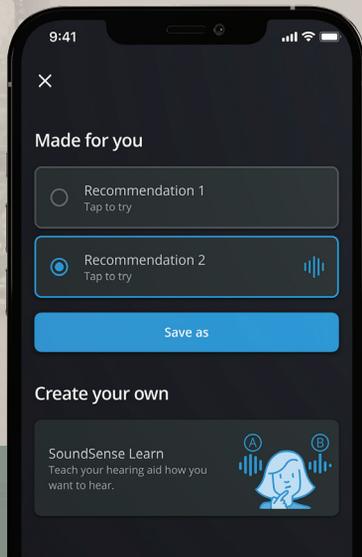


STAY
UPDATED

You will occasionally receive automatic notifications when updates are available for your phone and your hearing aids.

It's important that you accept the updates to have the most recent functions installed.

You can get information and tutorials about how to get the most out of your **MOMENT** hearing aids via the My Guide section of the app.



SHARE YOUR REAL-LIFE DATA

In the WIDEX **MOMENT** app, you'll be asked to give consent to sharing some data.

First, you'll be asked to share data with Widex. This helps us improve your listening experience and make future hearing aids even better.

Next, you may also be asked to give your consent to sharing data with your hearing care professional. You will only be asked if you've already agreed to do this with your hearing care professional.

Sharing these data means your hearing care professional will get access to the hearing adjustments you make with the app. That way, they can give you an even more personalized fitting.

All data are securely encrypted.

DESIGN YOUR OWN HEARING

You can always adjust the sound in your hearing aids. Your adjustments won't change the settings your hearing care professional has created.

You can adjust the sound in three ways:

- My Sound including SoundSense Learn
- General sound adjustments
- Directional focus

SOUND MADE FOR YOU

The My Sound section of the app harnesses the power of artificial intelligence (AI) to help you adjust your sound to suit you.

You can choose to have the AI guide you through a series of sound comparisons so you can tailor the sound to your particular situation, or you can select a sound profile that has been automatically generated from the preferences of other WIDEX **MOMENT** users in similar situation all over the world!

1. Enter **My Sound**
2. Press **Get Started** to Optimize your sound
3. Select a **Situation** and **Intention**
4. The app offers you two AI based **Made for You** recommendations...
5. Or choose **Create Your Own** to have our AI guide you to a more customised sound via a series of sound comparisons.

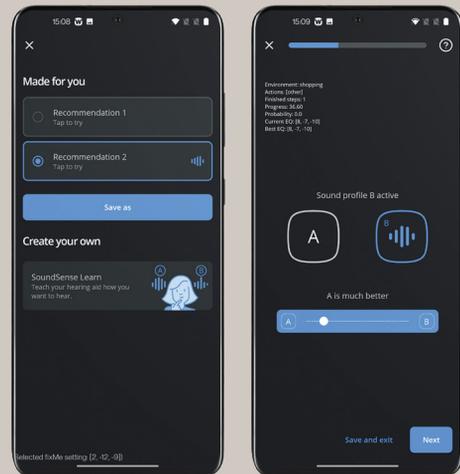
You can access the feature from the bottom of the home screen.

CREATE YOUR OWN

When you select Create Your Own, you are using SoundSense Learn. SoundSense Learn is a simple task that uses AI to easily guide you to a sound that's personalized for specific situations.

SoundSense Learn presents two sound profiles, A and B. Listen to the two sound profiles and use the blue slider to indicate the one you prefer. When you press **Next**, two new sound profiles that are based on your choice appear.

We recommend that you continue the process until completed. Then you can save your adjustments as a personal program.



GENERAL SOUND ADJUSTMENTS

Press the  icon on the home screen to access general sound adjustments:

- L /R volume: Adjust the volume for each hearing aid individually
- Equalizer: Adjust the sound in Bass, Middle or Treble to get a more personal sound – or choose one of the pre-sets at the bottom of the screen
- Sound mixer: Choose whether you want your hearing aids to focus on your surroundings or a second input, like streaming (only visible during streaming and specific programs)

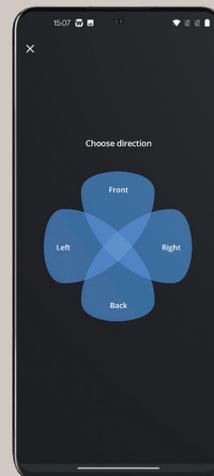
DIRECTIONAL FOCUS

With directional focus you can choose to focus on sound that's coming from the front, back, left or right.

Select the directional focus program  from your programs on the home screen and choose the direction you want to focus on.

PERSONAL PROGRAMS

When you've made your adjustments and have found a sound that you're satisfied with, you can save it. Choose **Save as** on the home screen and give the program a name and icon. You can also add a location to the program by long pressing the program. That way, the hearing aids automatically switch to that program when you revisit the location.



TROUBLE SHOOTING

If you experience problems with pairing:

- Check that Bluetooth® is activated and that the hearing aids are close to your phone
- Change/charge the hearing aid batteries
- Turn your hearing aids off and then on again. The hearing aids are in pairing mode for the first three minutes after they have been turned on
- Deactivate and activate Bluetooth® in your phone's settings
- For iOS, make sure that the WIDEX **MOMENT** app has access to Bluetooth®: Go to Settings > **MOMENT** and activate Bluetooth®

If it still doesn't work:

- Unpair and re-pair your hearing aids
- Close the WIDEX **MOMENT** app if it's active
- Delete the **MOMENT** app and reinstall it
- Fully power off your phone and turn it back on
- Ensure all phone updates are installed

If Bluetooth is interfering:

- Move away from any potential Bluetooth interference
- Reduce the distance/barriers from the phone to the hearing aids
- Decrease the number of apps/functions occurring on the phone
- Move your phone out of your pocket or purse

If you experience streaming problems:

- Make sure the hearing aids are paired with the phone
- For iOS, go to Settings > Accessibility > Hearing Devices > Audio Routing. Make sure that **Call Audio** and **Media Audio** are both set to **Automatic** or **Always Hearing Devices**
- Deactivate and activate Bluetooth in your phone's settings
- Disable Wi-Fi on your phone
- Verify that your phone has all the current updates installed
- Close all open apps that are not in use
- Turn AirDrop or Nearby Share setting to OFF if not in use

Get more information

<https://www.widex.com/en-us/hearing-aids/apps/moment-app/>

Is your phone compatible?

<https://www.widex.com/en-us/support/compatibility/>

Want tips or want to learn more about hearing and hearing loss?

<https://www.widex.com/en-us/blog>



SOUND LIKE NO OTHER



Widex is a registered trademark of WSAUD A/S.
2021-09. 9 502 5401 001 #03 | CBR03M/0622

Apple and the Apple logo are trademarks of Apple Inc.,
registered in the U.S. and other countries. App Store is
a service mark of Apple Inc.

Android, Google Play and Google Play logo are
trademarks of Google Inc.

Subject to change with no further notice.