WIDEX **MOMENT™** APP
QUICK GUIDE

WIDEX **MOMENT™**
THIS SOUND CHANGES EVERYTHING

GETTING STARTED

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

With the app, you can control and personalise your hearing aids via your Apple or Android phone. You can also stream directly to iPhone, and the app is ready for future connections with Android.

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

PAIRING **WIDEX MOMENT™** WITH YOUR PHONE

APPLE IOS

1. Go to Settings and enable Bluetooth

2. Go to Settings > Accessibility > Hearing Devices

3. Turn your hearing devices 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 ready to stream music and calls

6. Open the app to connect your hearing aids to the app

ANDROID

1. Go to Settings and enable Bluetooth

2. Turn your hearing aids off and back on again

3. Find and pair each hearing aid

4. Your hearing aids are now paired with your phone and you can use the app

WIDEX MOMENT™ APP HOME SCREEN

In-app help

Connection or battery status
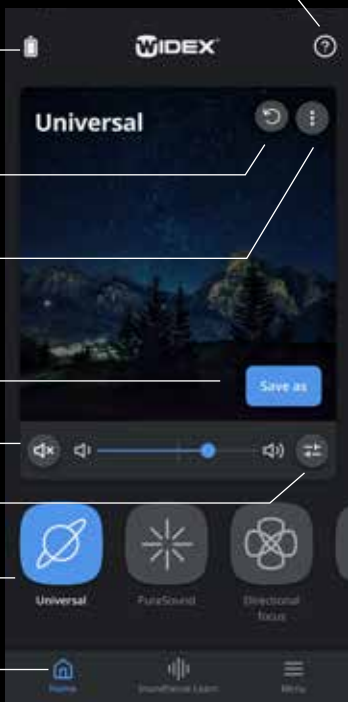
Universal

Reset sound

More options (for non-sound adjustments)

Save changes as personal program

Save as

Mute and volume

General sound adjustments

Select program

Universal

PureSound

Directional focus

Home, SoundSense Learn and Menu

Home

SoundSense Learn

Menu

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.

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 personalised 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:

- SoundSense Learn

- General sound adjustments

- Directional focus

SOUNDSENSE
LEARN

SoundSense Learn is a simple task that uses artificial intelligence to easily guide you to a sound that's personalised for specific situations.

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

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

- Activate and deactivate Flight mode in your phone's settings

- Make sure that the WIDEX MOMENT™ app has access to Bluetooth: Go to Settings > WIDEX 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

- Restart your phone

- Restart your hearing aids and start over on the pairing

If you experience streaming problems with iOS:

- Make sure the hearing aids are paired with the phone

- 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"

- Activate and deactivate Flight mode in your phone's settings

- Disable Wi-Fi on your phone

GET MORE INFORMATION

www.global.widex.com/moment-app

IS YOUR PHONE COMPATIBLE?

www.global.widex.com/compatibility

WANT TIPS OR WANT TO LEARN MORE ABOUT HEARING AND HEARING LOSS?

www.global.widex.com/blog