WIDEX **MOMENT**™ APP

QUICK GUIDE
(mRIC R D, RIC 312 D & BTE 13 D)
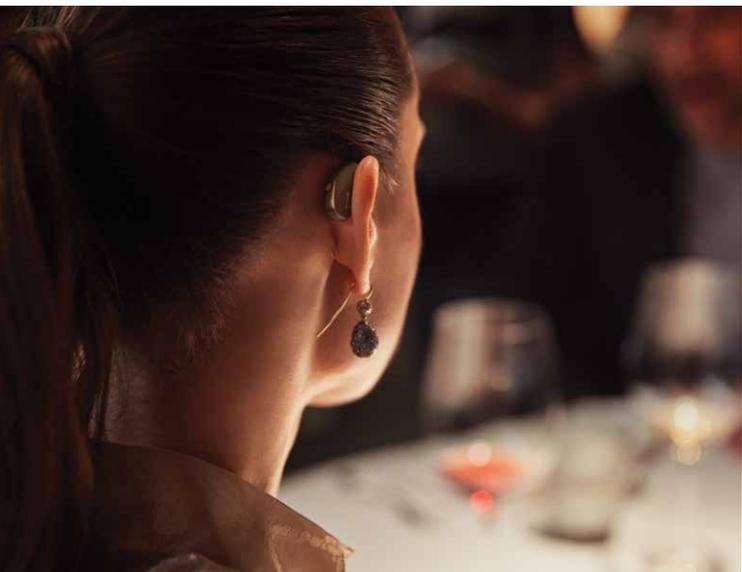
WIDEX

SOUND LIKE NO OTHER

GETTING STARTED

The WIDEX **MOMENT™** Bluetooth® hearing aids (mRIC R D, RIC 312 D and BTE 13 D) allow direct streaming from compatible iPhone smartphones.

The WIDEX **MOMENT™** app is also 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 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 when prompted

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 OS 10 & MORE RECENT

1. Open WIDEX **MOMENT™** app and select '**Get started**'

2. Select '**Grant location access**'

3. Select the model of hearing aids being used

4. Follow the instructions on screen to put your hearing aids in pairing mode. Then Select '**Next**'. An alternative to putting the WIDEX **MOMENT™** rechargeable hearing aids into the charger is to turn them off and then on using the ear level push buttons.

5. Wait while the smartphone searches for the hearing aids

6. Select the aids once found

7. Select '**Next**' and wait while the hearing aids are paired with the smartphone

8. Select '**Allow**' to use the '**Find My Hearing Aids**' feature

9. Setup is successful. Select '**OK**' to use the WIDEX **MOMENT™** app

ANDROID OS 7-9

1. Go to Settings and enable Bluetooth®

2. Turn your hearing devices off and then on again

3. Select your hearing aids from the Bluetooth® menu to pair/connect them

4. Your hearing aids are now paired with your phone and ready for connection to the WIDEX **MOMENT™** app.

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

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, MY SOUND and Menu

9:41

WIDEX

Universal

Save as

Universal   PureSound   Directional focus

Home   My Sound   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:

- MY SOUND
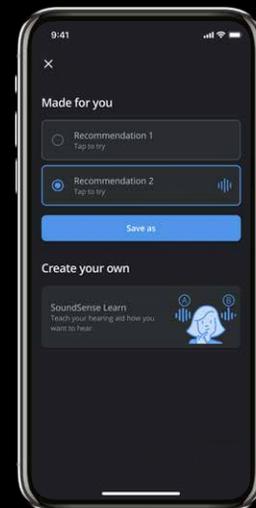- General sound adjustments
- Directional focus

IT LEARNS
WHAT YOU PREFER

In addition to many other controls, your now have access to Widex AI personalization called '**MY SOUND**'. **MY SOUND** is the first live AI personalization tool that optimizes sound for you in the moment by using the real-life preferences of other users all around the world.

CREATE YOUR OWN
PERSONAL PROGRAMS

Like to have things your way? It's easy to make your own personalised programs. Create and name your new programs - even give each a unique photo. You can also add location to the program by tapping and holding the program icon. That way, the hearing aids will automatically switch to that program when you return to the location.

Let **MY SOUND** be your guide, and make a special program for your TV, favorite restaurant or elsewhere.

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 or when using 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 ⊛ from your programs on the home screen and choose the direction you want to focus on.

FIND MY
HEARING
AIDS

FIND MY HEARING AIDS is a feature that assists users in finding their misplaced hearing aids.

1. Select the '**Tap here for more options**' when opening the Widex **MOMENT™** app, or select **Menu** at the bottom right corner of the Widex **MOMENT**™ app home screen.

2. Select '**Find my hearing aids**'. The Widex **MOMENT™** app will show a map of the last place the hearing aids were when they were in communication range of the phone.

   This is designed to give you the approximate location of the hearing aids. If necessary, pinch the screen to zoom in and out on the map.

3. When you are physically within the approximate location of the hearing aids based on the map view and if the hearing aids are still ON with sufficient battery power, the Widex **MOMENT™** app will connect to the hearing aids. To pinpoint their location, choose '**Search**'.

   The '**Search**' function will allow you to search for the right and left hearing aids separately. The screen will indicate if the hearing aid is far away or close as you move around. **PLEASE NOTE:** you **MUST** walk slowly during this process.

   When you are close to the hearing aids, the Widex **MOMENT™** App will indicate that the hearing aids are here.

4. Once you have found your hearing aids, select '**Back**' in the top left corner to return to the menu selection page.

   Please be aware that this feature pinpoints the last location in which the hearing aids were connected to the phone. It is possible that the hearing aids might have been moved after the connection to the phone was lost.

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 the pairing process as shown on page 3

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.widex.ca/en-ca/support/moment-hearing-aid-app

IS YOUR PHONE COMPATIBLE?

www.global.widex.com/compatibility

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

www.widex.ca/en-ca/blog

WIDEX

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