



QUICK GUIDE
WIDEX **MOMENT™** APP



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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 via your Apple or Android phone. You can also stream directly to iPhone now, 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 WIDEX **MOMENT** app to connect your hearing aids to it.

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 WIDEX **MOMENT** app.



WIDEX MOMENT APP HOME SCREEN

In-app help

Connection
or battery status

More options
(for non-sound
adjustments)

Mute and volume

General sound
adjustments

Select program

Home, My Sound,
and 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 Healthcare Professional.

Sharing these data means your Hearing Healthcare Professional will get access to the hearing adjustments you make with the app. That way, they can give you an even more personalized fitting and counseling that matches your listening needs.

All data is securely encrypted.



DESIGN YOUR OWN HEARING

You can always temporarily adjust the sound in your hearing aids. Your adjustments won't change the settings your Hearing Healthcare Professional has created.

You can adjust the sound in three ways:

- **My Sound**
- General sound adjustments
- Directional focus

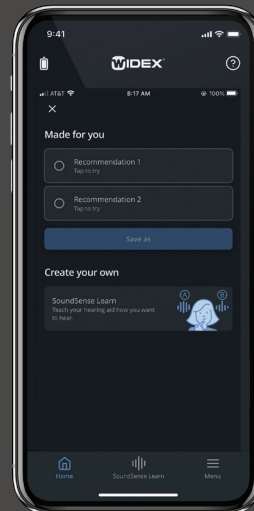
MY SOUND

My Sound uses artificial intelligence to easily guide you to a sound that's personalized for your unique needs in specific situations.


You can access **My Sound** from the bottom of the home screen.

My Sound will present you two recommendations based on data that we have collected from millions of sound environments. If you like one of the recommendations, select it and continue to save those settings.

If you want to create a more personal sound, you can continue to use SoundSense Learn, which presents two sound profiles, A and B, that may improve your hearing experience.




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. If you do so, your hearing aids will 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 or charge the hearing aid batteries.
- Turn your hearing aids off and then on again. The hearing aids will be in pairing mode for 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.

For additional help, please contact the Widex Consumer Helpdesk at **844.497.8844**

GET MORE INFORMATION

[widex.com/moment-app](https://www.widex.com/moment-app)

IS YOUR PHONE COMPATIBLE?

www.global.widex.com/compatibility

WANT TO LEARN MORE ABOUT HEARING AND HEARING LOSS?

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



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