

# WIDEX **MOMENT™**

## USER INSTRUCTIONS

### **THE WIDEX MOMENT™ FAMILY**

M-XP model  
ITE  
(In-the-ear)



**WIDEX®**  
HIGH DEFINITION HEARING

## YOUR HEARING AID

(To be filled out by the hearing care professional)

Vent:            Short            Full length            None

This is a list of possible programs for your hearing aid. For further information on the use of these programs, see "Customization".

### Your hearing aid programs:

<b>PROGRAMS</b>	<b>AUDIBILITY EXTENDER</b>
<input type="checkbox"/> Universal	<input type="checkbox"/>
<input type="checkbox"/> Quiet	<input type="checkbox"/>
<input type="checkbox"/> Comfort	<input type="checkbox"/>
<input type="checkbox"/> Transport	<input type="checkbox"/>
<input type="checkbox"/> Urban	<input type="checkbox"/>
<input type="checkbox"/> Impact	<input type="checkbox"/>
<input type="checkbox"/> Party	<input type="checkbox"/>
<input type="checkbox"/> Social	<input type="checkbox"/>
<input type="checkbox"/> Music	<input type="checkbox"/>
<input type="checkbox"/> T	<input type="checkbox"/>
<input type="checkbox"/> M+T	<input type="checkbox"/>

**SPECIAL PROGRAMS****AUDIBILITY EXTENDER** Zen Phone**SMARTTOGGLE PROGRAMS****AUDIBILITY EXTENDER** Zen+

The program names in the table are the default names. If you have chosen to use some of the other names available, write the new names in the table. That way you will always know which programs you have in your hearing aids.

**NOTE**

Read this booklet carefully before you start using your hearing aid.

**Sound streaming and wireless control**

This hearing aid allows sound streaming and direct wireless control from smartphones and other devices via DEX. For more help and information contact your hearing care professional or visit:  
<https://global.widex.com/MOMENT>.

This hearing aid works wirelessly with the TONELINK app. We take no responsibility if the hearing aid is used with any third party app or if the TONELINK app is used with any other device.

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## IMPORTANT SAFETY INFORMATION

Read these pages carefully before you begin using your hearing aid.



**Hearing aids and batteries can be dangerous if swallowed or used improperly. Swallowing or improper use can result in severe injury or even fatalities. In case of ingestion, contact your local emergency number or hospital immediately.**



Take your hearing aids out when you are not using them. This will help to ventilate the ear canal and prevent ear infections.



Contact your doctor or hearing care professional immediately if you suspect you may have an ear infection or an allergic reaction.



Contact your hearing care professional if the hearing aid doesn't feel comfortable, or if it doesn't fit properly, causing irritation, redness or the like.



Remove your hearing aids before showering, swimming or using a hair dryer.



Do not wear your hearing aids when applying perfume, spray, gels, lotion or cream.



Do not dry your hearing aid in a microwave oven - this will ruin it.



Never use other people's hearing aids and never allow others to use yours, as this could damage your hearing.



Never use your hearing aids in environments where there may be explosive gases, such as in mines, etc.



**Keep hearing aids, their parts, accessories and batteries away from children and mentally disabled people.**



Never try to open or repair the hearing aid yourself. Contact your hearing care professional if you need to have your hearing aid repaired.



Your hearing aids contain radio communication technology. Always observe the environment in which you are using them. If any restrictions apply, you must take precautions to comply with these.



Your device has been designed to comply with international electromagnetic compatibility standards. However, it cannot be excluded that it may cause interference with other electrical equipment. If you experience interference, keep a distance to other electrical equipment.



Do not expose your hearing aids to extreme temperatures or high humidity, and dry them quickly if they get wet, or if you perspire heavily.

# YOUR HEARING AID

## Welcome

Congratulations on your new hearing aid.

Use your hearing aid regularly, even if it takes some time getting used to it. Infrequent users don't usually get the full benefit of a hearing aid.

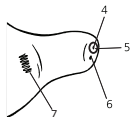
### NOTE

Your hearing aid and its accessories may not look exactly as illustrated in this booklet. We also reserve the right to make any changes we consider necessary.

### Your hearing aid at a glance



1. Microphone openings
2. Battery compartment (on/off function)
3. Nail grip



4. Sound outlet
5. Wax guard
6. Vent (optional)
7. Left/right identification

The colour of the left/right identification tells you how to know left from right. The hearing aid for your left ear has a blue mark. The hearing aid for your right ear has a red mark.



## **CONDITIONS FOR USE**

### **Indications for use**

The hearing aids are indicated for individuals older than 36 months with a range of hearing loss from minimal (10 dB HL) to severe (90 dB HL) and all hearing loss configurations.

They are to be programmed by licensed hearing care professionals (audiologists, hearing aid specialists, otolaryngologists) who are trained in hearing (re)habilitation.

### **Intended use**

The hearing aids are intended as air conduction amplification devices to be used in everyday listening environments. The hearing aids may be equipped with the Zen program, intended to provide a relaxing sound background (i.e. music/noise source) for adults who desire to listen to such a background in the quiet.

## Operating conditions

Your hearing aid has been designed to operate in everyday situations, and it works in environmental conditions that are comfortable for you. You can wear your hearing aid during flights, but you should remove it before showering or swimming.

### Specific operating conditions for your hearing aid:

	Minimum	Maximum
Temperature	0°C (32°F)	50°C (122°F)
Humidity	10% rH	95% rH
Atmospheric pressure	750 mbar	1060 mbar

## Storage and transport conditions

Your hearing aid is sensitive to extreme conditions such as high temperatures. It should not be stored or transported in direct sunlight, but only within the following conditions.

### Specific storage and transport conditions:

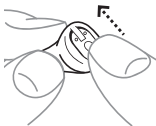
	Minimum	Maximum
Temperature	-20°C (-4°F)	55°C (131°F)

	<b>Minimum</b>	<b>Maximum</b>
<b>Humidity</b>	10% rH	95% rH

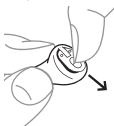
You can find technical data sheets and additional information on your hearing aids on <https://global.widex.com>.

## DAILY USE

### Turning the hearing aid on and off



To turn the hearing aid on, close the battery door and push it upwards. The hearing aid will play a sound signal to indicate that it is on, unless your hearing care professional has deactivated this function.



To turn off the hearing aid, push the battery door downwards.

#### NOTE

You can also cup the hearing aid in your hand to verify that it is turned on. If it's on, it will whistle. Don't forget to turn off the hearing aid when it is not in use.

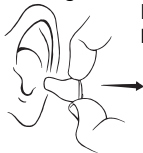
## Putting on and removing the hearing aid



Close the battery lid completely. Hold the hearing aid with your thumb and forefinger and insert it slowly into your ear until you feel resistance.

Then use the tip of your forefinger to gently push the hearing aid into your ear until it feels comfortable. Pulling the outer ear upwards and backwards while you insert the hearing aid can be helpful.

### Removing the hearing aid



Hold the hearing aid with your thumb and forefinger and pull carefully.

### NOTE

If you find it difficult to take out the hearing aid, move it carefully from side to side.

## THE BATTERY

Use a **type 312 zinc-air** battery for your hearing aid.

Always use a fresh, new battery that is precisely the kind recommended by your hearing care professional.

### NOTE

Check that the battery is completely clean and free of any residue before inserting it in the hearing aid. Otherwise your hearing aid may not function as expected.



Never attempt to recharge a zinc-air hearing aid battery, as it could explode.



Never leave a flat battery in the hearing aids while storing them. It could leak and ruin your hearing aid.



Dispose of used batteries as indicated on the packaging and take note of the expiry date.

### Low battery indication

When the battery is flat, a sound signal will play. If the battery drains suddenly there may however be no warning. We recommend carrying a spare battery with you wherever you go.

### Changing the battery

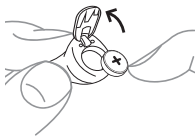
To change the battery, do as follows:



Take the adhesive tab off the new battery and make sure there is no sticky substance left on it. Let it 'breathe' for 60 seconds.



Use the nail grip to push the battery compartment cover downwards and open the cover.



Now place the battery in the battery compartment as shown. Close the battery compartment door. If it doesn't close easily, the battery is not placed correctly.

If you are not using the hearing aid for a few days, remove the battery.

#### **NOTE**

Avoid dropping your hearing aid - hold the hearing aid above a soft surface while changing the battery.

# CUSTOMIZATION

## Programs

This is an overview of programs that you can select from. Ask your hearing care professional for guidance.

<b>PROGRAMS</b>	<b>USE</b>
Universal	For everyday use
Quiet	Special program for listening in quiet environments
Comfort	Special program for listening in noisy environments
Transport	For listening in situations with noise from cars, trains, etc.
Impact	Use this program if you prefer a clear and sharp sound
Urban	For listening in situations with changing sound levels (in supermarkets, noisy workplaces or similar)
Party	For listening in situations with many people talking at the same time



<b>PROGRAMS</b>	<b>USE</b>
Social	Use this program if you are in small social gatherings, such as family dinners
Music	For listening to music
T	With this program you listen through the hearing aid's telecoil, which allows you to listen directly to the sound without background noise (requires a teleloop system)
M+T	This program is a combination of the hearing aid's microphone and the telecoil. You listen to the sound source, but can also hear other sounds
<b>SPECIAL PROGRAMS</b>	<b>USE</b>
Zen	Plays tones or noise for a relaxing sound background
Phone	This program is designed for listening to phone conversations
<b>SMARTTOGGLE PROGRAMS</b>	<b>USE</b>
Zen+	This program is similar to Zen but allows you to listen to different types of tones or noise

## NOTE

The names in the list of programs are the default names. Your hearing care professional can also select an alternative program name from a preselected list. Then it is even easier for you to select the right program in each listening situation.

Depending on your hearing loss, your hearing care professional can activate the Audibility Extender feature. Ask your hearing care professional if you could benefit from this.

If your needs and preferences change over time, your hearing care professional can easily change your program selection.

## The Zen program

Your hearing aid may be provided with a unique optional listening program called Zen. It makes musical tones (and sometimes a rushing noise) in the background.



If you perceive a decrease in loudness or tolerance of sounds, speech not to be as clear, or worsening tinnitus, contact your hearing care professional.



Use of the Zen program may interfere with hearing everyday sounds, including speech. It should not be used when it is important to be able to hear such sounds. Switch the hearing aid to a non-Zen program in these situations.

## Changing programs

To change programs, simply push the program key on your remote control.

## **Zen+**

To access this program, press and hold the program key for more than one second. A quicker press then allows you to cycle through the available Zen styles. To exit the program, press and hold down the program key for more than one second.

### **NOTE**

You can also use your app for changing programs and adjusting the sound in your hearing aids.

## **Sound signals**

Your hearing aid plays sounds to inform you that certain features have been activated or that you have changed program. These sounds can be spoken messages or tones.

Ask your hearing care professional to turn these sounds off if you don't need them.

## **Lost partner**

(Only available in selected models)

Your hearing care professional can turn on a feature in your hearing aid that warns you whenever it loses contact with the hearing aid in the opposite ear. You will hear a spoken message in your ear.

## **Sound adjustment**

Your hearing aid adjusts the sound automatically according to your sound environment.

If you have a remote control, you can also adjust the sound manually to achieve more comfort or more audibility, depending on your needs and preferences. For more information on how this works, consult your hearing care professional.

Depending on the hearing aid settings and features, any sound adjustment you make will affect both hearing aids.

Each time you operate the volume control, you will hear a beep-tone unless your hearing care professional has deactivated this function. When you reach the maximum or minimum setting, you will hear a steady tone.

**To mute your hearing aid:**

- Keep pressing the lower part of the volume key on the remote control until you can hear the steady sound

**To turn the sound on again:**

- Press the upper part of the volume key **or**
- Change program

Any adjustment of the volume will be cancelled when you turn off your hearing aid or if you change program.

**NOTE**

You can also use your app for changing programs and adjusting the sound in your hearing aids.

## PAIRING YOUR HEARING AID AND SMARTPHONE

To pair your hearing aids and smartphone you need to restart your hearing aid. Do as follows:

1. Restart your hearing aids by opening and closing the battery compartment.
2. Keep the hearing aids close to your phone and follow the instructions on your phone.
3. The hearing aids and smartphone are now ready to use.

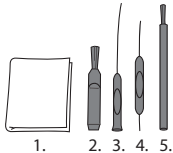
### **NOTE**

Your hearing aids are only in pairing mode for three minutes after you restart them. You might need to restart them again if you didn't pair them in time.

# CLEANING

## Tools

You will receive the following cleaning tools with your hearing aid:



1. Cloth
2. Brush
3. Long wax-removing tool
4. Short wax-removing tool
5. Battery magnet

## How to clean your hearing aid

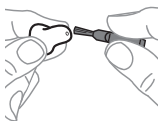
Cleaning your hearing aid every day will make it more efficient and more comfortable to wear.

### The hearing aid



Wipe it with a soft cloth (for example the cloth you received from your hearing care professional).

## The sound outlet



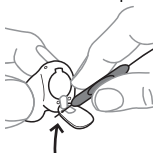
Remove any visible earwax from **around** the sound outlet with the small brush or cloth. **Never** try to clean the wax guard.

### NOTE

If you can't clean the sound outlet, contact your hearing care professional. **Never** insert anything into the sound outlet as this can ruin your hearing aid.

## The microphone openings

Clean the microphone openings in the hearing aid front as follows:



Open the battery door and turn the hearing aid so the lid is facing downwards (see illustration).

Guide the short wax removing tool (no. 4) through the microphone openings on the door from the inside (see illustration).

### NOTE

If you suspect that earwax or dirt has got into the microphone inside the hearing aid, contact your hearing care professional. Do **not** insert anything into the microphone.

## The vent



Clean the vent every day by passing the long wax removing tool (no. 3) all the way through the vent.



When not in use leave the hearing aid open to ventilate it.

## NOTE

It is important for the performance of your hearing aid that you keep the vent clean and free of earwax, dirt and the like. Clean it every day after use and consult your hearing care professional if the vent is blocked.

Dry your hearing aid quickly if it gets wet, or if you perspire heavily. Some people use a special dehumidifier like Widex PerfectDry Lux to help keep their hearing aids dry and clean. Ask your hearing care professional if this is right for you.



Do not use any kind of liquid or disinfectant to clean your hearing aid.



Clean and inspect your hearing aid every day after use to check that it is not broken. If the hearing aid breaks while you are wearing it, leaving small fragments in your ear canal, contact your doctor. Never try to take out the fragments yourself.



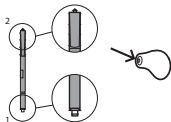
## The wax guard

The wax guard helps to protect the hearing aid against earwax. Always use wax guards supplied by Widex with your hearing aid.

### Changing the wax guard

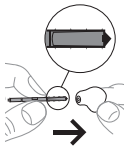


Open the wax guard case as illustrated.

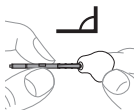


The wax guard consists of the following parts:

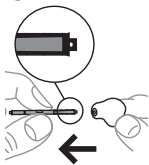
1. Removal hook
2. New wax guard



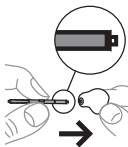
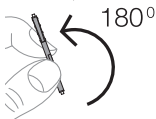
Insert the removal hook into the used wax guard.



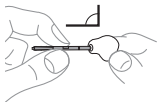
Keep the holder at a right angle.



Pull the used wax guard straight out.



Insert the new wax guard into the opening of the sound outlet and press it gently.



Pull the holder straight out.



Ask your hearing care professional about how often you should change the wax guard.



The wax guard is for one-time use only and is not intended to be cleaned.



If the wax guard fits loosely, discard it and use a new one.



If the wax guard falls off inside your ear, contact your doctor or hearing care professional to have it removed. Do NOT attempt to remove the wax guard yourself.

## ACCESSORIES

You can use a variety of accessories with your hearing aid. To see whether you could benefit from using these accessories, ask your hearing care professional.

<b>Name</b>	<b>Use</b>
RC-DEX	remote control
TV-DEX	for listening to TV and audio
PHONE-DEX 2*	for easy landline use
FM+DEX	for streaming audio and FM signals
T-DEX	for connecting hearing aids to mobile phones via a telecoil
COM-DEX	for wireless connection to mobile phones and other devices via Bluetooth
COM-DEX Re- mote Mic	for helping hearing aid users hear speech in difficult listening situations

\*Available in some countries only.

## TROUBLESHOOTING

These pages contain advice on what to do if your hearing aid stops working or if it doesn't work as expected. If the problem persists, contact your hearing care professional.

<b>Problem</b>	<b>Possible cause</b>	<b>Solution</b>
The hearing aid is completely silent	It is not turned on	Make sure the battery is placed correctly and the battery compartment cover is closed correctly.
	The battery does not work	Insert a new battery in the hearing aid
	The sound outlet is blocked	See the cleaning section
	The microphone opening is blocked	See the cleaning section
The hearing aid volume is not powerful enough	The sound outlet is blocked	See the cleaning section
	Your ear is blocked by earwax	Contact your doctor
	Your hearing may have changed	Contact your hearing care professional/doctor

<b>Problem</b>	<b>Possible cause</b>	<b>Solution</b>
The hearing aid whistles continuously	Your ear is blocked by earwax	Contact your doctor
	It is not correctly placed in your ear canal	Take it out and reinsert it
	It fits loosely in your ear canal	Contact your hearing care professional
The hearing aid is uncomfortable to wear	It is not correctly placed in your ear canal.	Consult your hearing care professional
	It does not fit your ear properly	Contact your hearing care professional
	Your outer ear or ear canal is sore	It is important that first-time users only wear the hearing aid for short periods of time at the beginning. Take 2-3 weeks to gradually get used to the hearing aid. If the soreness continues, contact your hearing care professional

<b>Problem</b>	<b>Possible cause</b>	<b>Solution</b>
Your hearing aids are not working in synchrony	The connection between the hearing aids is lost	Turn them off and on again
The hearing aids do not respond with a corresponding change in volume or program to the device	<ul style="list-style-type: none"> <li>a. The device is used beyond the transmission range</li> <li>b. Strong electromagnetic interference in the vicinity</li> <li>c. The device and the hearing aids are not matched</li> </ul>	<ul style="list-style-type: none"> <li>a. Move the device closer to the hearing aids</li> <li>b. Move away from known source of EM interference</li> <li>c. Check with your hearing care professional to make sure device is matched with the hearing aids</li> </ul>
You hear “interrupted” speech (on and off) from the hearing aids or no speech (muted) from the opposite hearing aid.	<ul style="list-style-type: none"> <li>a. The battery in one of the hearing aids has expired</li> <li>b. Strong electromagnetic interference in the vicinity</li> </ul>	<ul style="list-style-type: none"> <li>a. Replace battery in one or both hearing aids</li> <li>b. Move away from known sources of interference</li> </ul>

# REGULATORY INFORMATION

## FCC and ISED statements

FCC ID: TTY-UXP

IC: 5676B-UXP

### Federal Communications Commission Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

### NOTE:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or tele-



vision reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**NOTE:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Changes or modifications to the equipment not expressly approved by Wi-dex could void the user's authority to operate the equipment.

**ISED Statement / Déclaration d'ISED**

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) L'appareil ne doit pas produire de brouillage;
- (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

#### ISED RADIATION EXPOSURE STATEMENT:

This equipment complies with ISED RF radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

#### ISED EXPOSITION AUX RADIATIONS:

Cet équipement est conforme avec ISED les limites d'exposition aux rayonnements définies pour un contrôlé environnement. Cet émetteur ne doit pas être co-localisés ou fonctionner en conjonction avec une autre antenne ou émetteur.

## **EU directives**

### **Directive 2014/53/EU**

Hereby, Widex A/S declares that this M-XP is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. The M-XP contains a radio transmitter operating at 10.6 MHz, -54 dB $\mu$ A/m @10 m.

To avoid potential degradation of radio performance, your device should be separated by at least 25 cm (10 inches) to other radio communications equipment.

A copy of the Declaration of Conformity according to 2014/53/EU can be found at:

<https://global.widex.com/doc>



### **Information regarding disposal**

Do not dispose of hearing aids, hearing aid accessories and batteries along with ordinary household waste.

Hearing aids, batteries and hearing aid accessories should be disposed of at sites intended for electrical waste and electronic equipment, or given to your hearing care professional for safe disposal.

# SYMBOLS

Symbols commonly used by Widex A/S in medical device labelling (labels/IFU/etc.)

## Symbol Title/Description

---



### 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.

---



### Catalogue number

The product's catalogue (item) number.

---



### Consult instructions for use

The user instructions contain important cautionary information (warnings/precautions) and must be read before using the product.

---



### Warning

Text marked with a warning symbol must be read before using the product.



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### WEEE mark

“Not for general waste”. When a product is to be discarded, it must be sent to a designated collection point for recycling and recovering to prevent the risk of harm to the environment or human health as a result of the presence of hazardous substances.

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<b>Symbol</b>	<b>Title/Description</b>
	<b>CE mark</b> The product is in conformity with the requirements set out in European CE marking directives.
	<b>RCM mark</b> The product complies with electrical safety, EMC and radio spectrum regulatory requirements for products supplied to the Australian or New Zealand markets.







**WIDEX A/S**

Nymoellevvej 6, DK-3540 Lyngø, Denmark  
<https://global.widex.com>

**CE** 0459

**Manual no.:**  
9 514 0548 001 #01  
**Issue:**  
2020-01

