

# WIDEX **MOMENT™**

## USER INSTRUCTIONS

### **THE WIDEX MOMENT™ FAMILY**

MRR2D model  
RIC/RITE  
(Receiver-in-canal/Receiver-in-the-ear)



**WIDEX®**  
HIGH DEFINITION HEARING

## YOUR HEARING AID

*(To be filled out by your hearing care professional)*

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"/> PureSound	<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"/>

**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.

**Read the instructions**

Carefully read the user instructions in this booklet and in the booklet "Earsets for Widex hearing aids" before you start using your hearing aid. You should also read the user instructions for the charger.

**Sound streaming and wireless control**

The 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>.

The hearing aid works wirelessly with the MOMENT app. We take no responsibility if the hearing aid is used with any third party app or if the app is used with any other device. Read more about the app in the booklet.

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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, gel, 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.



**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, there is still the possibility that it may cause interference with other electrical equipment. If you experience interference, keep a distance to other electrical equipment.



**Please note that streaming sound to your hearing aids at a high volume can prevent you from hearing other important sounds such as alarms and traffic noise. In such situations make sure to keep the volume of the streamed sound at a suitable level.**



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.



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 is damaged while you are wearing it and small fragments are left in your ear canal, seek medical attention. Never try to take out the fragments yourself.

# YOUR HEARING AID

## Welcome

Congratulations on your new hearing aid.

This hearing aid is powered by a rechargeable lithium-ion battery and must be used with the charger model WPT1. The battery is built-in and you cannot replace this.

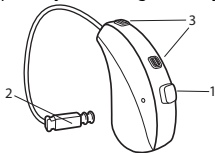
We recommend that you use your hearing aid regularly, even if it takes some time getting used to it. Infrequent users do not usually get the full benefit of a hearing aid.

### 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.

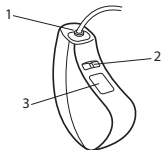
### The hearing aid at a glance

Your hearing aid is shown below – in the first illustration with the ear-set. The ear-set consists of an earwire with receiver and an ear-tip, and it is the part of your hearing aid that you wear inside your ear.



1. Push button/power on/off ①
2. Earwire with receiver
3. Microphone grid





1. Earwire connection
2. Left/right identification
3. Identification plate (model and serial number)

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.

For further information on the ear-set, see the ear-set manual.

# 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 (0 dB HL) to severe-to-profound (115 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.

## Hearing aids with rechargeable batteries

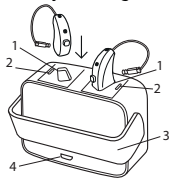
**Hearing aids with rechargeable batteries should NOT be used by children younger than 36 months or mentally disabled people.**

## 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.

## Charging

We recommend that you charge your hearing aid daily. This illustration shows your charger at a glance:



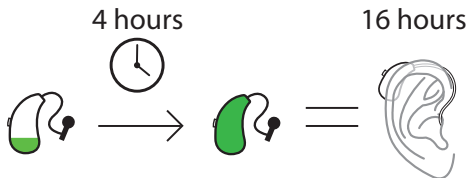
1. Charging wells
2. Light indicators
3. Hinged cover
4. Micro USB port

For further information on how to charge your hearing aid, see the user instructions for the charger.

## Use time and charging time

If you charge your hearing aid for half an hour, you have approximately 4 hours of use. Charging your hearing aid fully will take approximately 4 hours.

When the hearing aid is fully charged, you can use it for at least 16 hours in normal hearing environments before the next charge.



When you hear the battery alarm indicating low power, you will have approximately 3-4 hours of normal use. The hearing aid turns off when the battery power is critically low.

Hearing loss, sound environment and streaming are factors that affect the estimated use time. For example, if you use the streaming service, you will reduce the use time of the hearing aid.

## Operating and charging 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, swimming and sleeping.

### Operating conditions

	<b>Minimum</b>	<b>Maximum</b>
<b>Temperature</b>	0°C (32°F)	40°C (104°F)
<b>Humidity</b>	10% rH	95% rH
<b>Atmospheric pressure</b>	750 mbar	1060 mbar

### Charging conditions

	<b>Minimum</b>	<b>Maximum</b>
<b>Temperature</b>	0°C (32°F)	30°C (86°F)
<b>Humidity</b>	10% rH	95% rH

## Long-term storage when not in use

If you plan to not wear your hearing aid for a longer period of time, charge it fully and store it in the end-user case you received with the hearing aid. Remember to turn off the hearing aid before storage.

Every 6 months you will have to charge the hearing aid to avoid an unrecoverable deep-discharge of the battery. A deep-discharged battery can no longer be charged and has to be replaced. We would however recommend recharging more frequently than every 6 months.

## 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.

### Storage conditions

	Minimum	Maximum
Temperature	10°C (50°F)	40°C (104°F)*
Humidity	20% rH	80% rH

\*Recommended temperature is 10°C to 25°C.

### 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

**You can turn the hearing aid on in two ways:**

1. Press and hold the push button for a few seconds. After another few seconds, the hearing aid will play a sound signal to indicate that it is on, unless you have agreed with your hearing care professional to deactivate this function.
2. Remove the hearing aid from the charger, and it turns on automatically after a few seconds. The hearing aid will play a sound signal to indicate that it is on.

**You can turn the hearing aid off in two ways:**

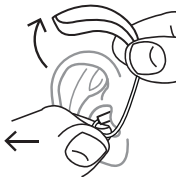
1. Place the hearing aid in the charger and the charging starts.
2. Press and hold the push button for a few seconds. A final tone will sound.



## Putting on and removing the hearing aid



1. Insert the ear-set into the ear while holding the lower part of the earwire. Pulling the outer ear upwards and backwards at the same time can be helpful.
2. Then place the hearing aid behind the ear. The hearing aid should rest comfortably on the ear, close to your head.



Start by removing the hearing aid from behind the ear. Then take the ear-set carefully out of the ear canal while you hold the lower part of the earwire.

Your hearing aid can be fitted using different types of ear-sets. See the separate ear-set manual for more information about your ear-set.

# 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	Automatic program with focus on optimum sound in all situations
PureSound	Automatic program with focus on natural and pleasant sound in all situations
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 the like)

<b>PROGRAMS</b>	<b>USE</b>
Party	For listening in situations with many people talking at the same time
Social	Use this program if you are in small social gatherings, such as family dinners
Music	For listening to music
<b>SPECIAL PROGRAMS</b>	<b>USE</b>
Zen	Plays tones or noise for a relaxing sound background. For more information, see "The Zen program"
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 using a remote control (RC-DEX or app)

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.

## **Sound signals**

Ask your hearing care professional to turn the sound signals off if you do not need them.

### **Program sound signals**

Your hearing aid plays sounds to inform you which program you have activated or that you have changed program. These sounds may be Smart-Speak (spoken messages) or SmartTones (beep signals), depending on how your hearing care professional has fitted your hearing aid.

Program 1	Message or one short beep
Program 2	Message or two short beeps
Program 3	Message or three short beeps
Program 4	Message or one long and one short beep
Program 5	Message or one long and two short beeps

### **Push button sound signals**

Note that this function can be deactivated by your hearing care professional.

<b>Push button action</b>	<b>Feedback type</b>	<b>Explanation of feedback</b>
Adjusting the volume	Beep tone	<ul style="list-style-type: none"> <li>- You will hear a double beep tone when you reach the default sound level</li> <li>- You will hear a steady tone when you reach the minimum or maximum setting</li> <li>- You will hear a beep tone every time you adjust the volume</li> </ul>

<b>Push button action</b>	<b>Feedback type</b>	<b>Explanation of feedback</b>
Switching between programs	Spoken message or beep tone	When you switch to another program, the hearing aid will return to the default volume setting
Switching on	Spoken message or beep tone	
Switching off	Spoken message or beep tone	

## **Lost partner**

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 and program adjustment**

### **MOMENT app**

You can connect your smartphone to your MOMENT hearing aid with the MOMENT app to stream sound and control the functions of the hearing aid. For example, you can personalize your listening experience, change programs, and adjust or mute the sound in your hearing aid.

## **Remote control**

If you have a remote control, you can also change program or 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.

## **Push button**

The push button can be programmed in two different ways by your hearing care professional:

1. As a program button.
  - To change the program, press the button on the left or right hearing aid.
2. As a sound adjustment button.
  - For more audibility and more volume: Press the button on your right hearing aid.
  - For more comfort and less volume: Press the button on your left hearing aid.

## Using a smartphone with your hearing aid



When you use a smartphone, hold it in front of you so that the microphone on the phone is close to your mouth. This way you will experience the best sound during your phone call.



## **PAIRING WITH YOUR SMARTPHONE**

### **Connecting with your smartphone via Bluetooth**

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

1. Restart your hearing aid.
2. Keep the hearing aid close to your phone and follow the instructions in the MOMENT app.
3. The hearing aid and smartphone are now ready for use.

#### **NOTE**

Your hearing aid is only in pairing mode for three minutes after you restart it. You might need to restart it again if you do not pair it in time.

### **How to connect the hearing aid to the app**

When you have paired your hearing aid with your smartphone (in the settings menu), open the MOMENT app and it automatically connects to the hearing aid.

### **How to turn off the Bluetooth connection**

Go to the More menu in the MOMENT app and select “Hearing aid Bluetooth” to turn off the Bluetooth connection. Bluetooth will reconnect once the hearing aid has been restarted.

### **Compatibility with smartphones**

You can see a list of compatible smartphones, tablets, etc. at this website:  
<https://global.widex.com>.

## CLEANING

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



Wipe the hearing aid off with a soft, dry cloth.

If the microphone openings are blocked, contact your hearing care professional.

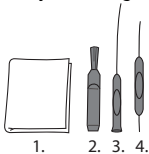
If you notice any dust or dirt in the microphones, gently blow it away or wipe it off with a soft cloth.

Dry your hearing aid quickly if it gets wet, or if you perspire heavily.

For information on how to clean the ear-set, see the ear-set manual.

## Tools

With your hearing aid, you will receive the following cleaning tools:



1. Cloth
2. Brush for ear-set
3. Long wax-removing tool for ear-set
4. Short wax-removing tool for ear-set

## **Wax guard**

The wax guard is a filter placed in the opening of the receiver behind the ear-tip, and it helps to protect the receiver against earwax. Always use wax guards supplied by Widex with your hearing aid.

For information on how to change the wax guard, see the ear-set manual.

## **Drying box**

The WIDEX drying box for drying your hearing aid and ear-set dehumidifies the hearing aid and ear-set to avoid failure due to moisture.

Operating time: 45 minutes

Maximum temperature: 40°C (104°F)

## ACCESSORIES

You can use a variety of accessories with your hearing aid. Ask your hearing care professional if you could benefit from using these accessories.

<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
COM-DEX	for wireless connection to mobile phones and other devices via Bluetooth
COM-DEX Re-remote Mic	for helping hearing aid users hear speech in difficult listening situations
TV PLAY**	for direct TV streaming
WPT1	charger for the MRR2D hearing aid
MOMENT APP	for using your smartphone to control your hearing aids

\*Available in some countries only.

\*\*Available with WIDEX MOMENT™ compatibility late 2020.

## 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	Turn the hearing aid on by pressing the push button or placing the hearing aid in the charger for 10 sec. before taking it out
	The hearing aid is not charged	Charge the hearing aid in the charger
The hearing aid is completely silent although charged and turned on	The wax guard is blocked with ear wax.	Remove the ear-tip from the earwire. If ear wax has accumulated in the wax guard, change the wax guard. For further information, see the ear-set manual. You can also contact your hearing care professional for advice
The hearing aid volume is not powerful enough	Your ear is blocked by ear-wax	Contact your doctor

<b>Problem</b>	<b>Possible cause</b>	<b>Solution</b>
	The wax guard is blocked with ear wax.	Remove the ear-tip from the earwire. If ear wax has accumulated in the wax guard, change the wax guard. For further information, see the ear-set manual. You can also contact your hearing care professional for advice
	Your hearing may have changed	Contact your hearing care professional/Contact your doctor
The hearing aid whistles continuously	Your ear is blocked by ear-wax	Contact your doctor
	The ear-set is not placed correctly	See "Putting on and removing the hearing aid"
Your two hearing aids are not working in synchrony	The connection between the hearing aids is lost	Turn them off and on again
The two hearing aids do not respond with a corresponding change in volume or program to the accessory	The accessory is used beyond the transmission range	Move the accessory closer to the hearing aids

<b>Problem</b>	<b>Possible cause</b>	<b>Solution</b>
	Strong electro-magnetic interference	Move away from known source of electromagnetic interference
	The accessory and the hearing aids are not matched	Check with your hearing care professional to make sure the accessory is matched with the hearing aids

#### **NOTE**

This information covers only the hearing aid. See the "Ear-sets for Widex hearing aids" user manual for information specific to your ear-set. If the problems persist, contact your hearing care professional for assistance.

## **TRAVELLING ON AN AIRPLANE**

The hearing aid and the charger are allowed in both hand luggage and checked luggage.

You need to turn off the Bluetooth connection on the hearing aid by using the app. There is no risk of transmitting from the hearing aid's 2.4 GHz radio transmitter as long as the hearing aid is not connected to the mobile phone.



# REGULATORY INFORMATION

## FCC and ISED statements

FCC ID: TTY-MRR2D

IC: 5676B-MRR2D

### 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**

Widex A/S hereby declares that this MRR2D is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. The MRR2D contains radio transmitters operating at: 10.6 MHz, -54 dB $\mu$ A/m @10 m, 2.4 GHz, 0.9 mW EIRP.

To avoid potential degradation of radio performance, your device should be separated by at least 25 cm (10 inches) from 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>



N26346

### **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.

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**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.

---

**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.

---

**Symbol Title/Description**

---



**CE mark**

The product is in conformity with the requirements set out in European CE marking directives.

---



**RCM mark**

The product complies with electrical safety, EMC and radio spectrum regulatory requirements for products supplied to the Australian or New Zealand markets.

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**Power on/off**

To indicate connection to or disconnection from the power source.

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**WIDEX A/S**

Nymoellevej 6, DK-3540 Lyngby, Denmark  
<https://global.widex.com>

**CE** 0459

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