

WIDEX **MOMENT**[™]

USER INSTRUCTIONS

THE WIDEX MOMENT[™] FAMILY

MBB3D model
BTE
(Behind-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:

PROGRAMS	AUDIBILITY EXTENDER
<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"/>
<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+**NOTE**

The description and use of the Phone program in this user guide refer only to normal phone conversations, not phone conversations using direct streaming from your smartphone.

Program names

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, 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.

 **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.**

 **Your hearing aid is very powerful and it can play sounds that exceed a level of 132 dB. There may therefore be a risk of damaging your remaining hearing.**

 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.

 There is a risk of explosion if you replace the battery with an incorrect type.

YOUR HEARING AID

Welcome

Congratulations on your new hearing aid.

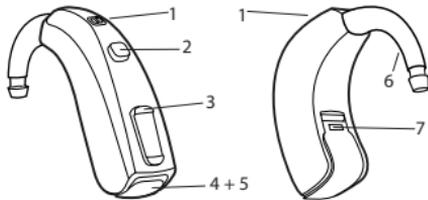
Use your hearing aid regularly, even if it takes some time getting used to it. Infrequent users don't usually get the full benefit of a hearing aid.

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

The illustration shows your hearing aid without the ear-set. For further information on the ear-set see the ear-set manual. The ear-set consists of a tube and an ear-tip or earmould, and it is the part of your hearing aid that you wear inside your ear.



1. Microphone openings
 2. Program button
 3. Volume control
 4. Battery lid with nail grip
 5. On/off switch
 6. Hook
 7. Left/right identification.
- Blue indicates your left hearing aid, while red is for your right hearing aid.



NOTE

Please note that the hook is fixed to the hearing aid and should not be removed.

CONDITIONS FOR USE

Indications for use

The hearing aids are indicated for individuals with a range of hearing loss from minimal (10 dB HL) to severe-to-profound (105 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.

For individuals younger than 36 months, the following limitations apply:

- A standard hook and a custom earmold must be used.
- A tamper-resistant battery drawer must be used.

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, storage and transportation conditions

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.

The specific operating conditions for your hearing aid are listed below:

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

Storage and transportation conditions

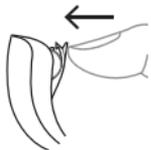
Your hearing aid is sensitive to extreme conditions such as high temperature. See the specific storage and transportation conditions below:

	Minimum	Maximum
Temperature	-20°C (-4°F)	55°C (131°F)
Humidity	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. 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, pull the battery door downwards.

NOTE

Don't forget to turn off the hearing aid when it is not in use.

Putting on and removing the hearing aid

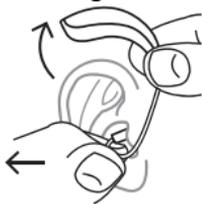
Putting on the hearing aid



1. Insert the ear-set in the ear while holding the lower part of the tube/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.

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.

Removing the hearing aid



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 tube/earwire.

How to tell right from left

The hearing aid for your right ear has a red mark. The hearing aid for your left ear has a blue mark.

THE BATTERY

Use a **type 13 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 your hearing aid batteries, as they could explode.



Never leave a dead 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 gently swing the battery door open and remove the old battery.



Now place the new battery in the drawer as shown. Close the drawer. 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.

Tamper-resistant battery drawer

If the hearing aid is going to be used by a child or a mentally disabled person, you can ask your hearing care professional to provide it with a tamper-resistant battery drawer.



To open battery drawer, use the special tool you've received, and do as illustrated.

CUSTOMIZATION

Programs

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

PROGRAMS	USE
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 similar)

PROGRAMS	USE
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
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
SPECIAL PROGRAMS	USE
Zen	Plays tones or noise for a relaxing sound background
Phone	This program is designed for listening to phone conversations

SMARTTOGGLE PROGRAMS USE

Zen+

This program is similar to Zen but allows you to listen to different types of tones or noise

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.

Program adjustment

To change programs, just press the program button. To access and exit the SmartToggle program, press and hold the push button down for more than one second (this setting is optional). Once you have accessed the Smart-Toggle program, you can change among the different Zen styles selected for you by short presses on the button.

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.

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 do as follows:

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

To turn the sound on again:

- Press the upper part of the volume control **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.

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 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.

Compatibility with smartphones

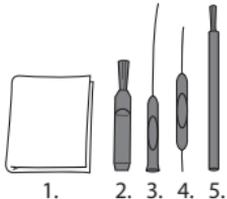
You can see a list of compatible smartphones, tablets, etc. at this website:

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

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

Cleaning

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



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

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

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.

When not in use leave the battery compartment open to ventilate the hearing aid. For information on how to clean your ear-set, see the ear-set manual.



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.

ACCESSORIES

You can use various accessories with your hearing aid. Ask your hearing care professional to find out if you can benefit from these.

Name	Use
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 Remote Mic	for helping hearing aid users hear speech in difficult listening situations
TV PLAY	for direct TV streaming
MOMENT APP	for using your smartphone to control your hearing aids

*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.

Problem	Possible cause	Solution
The hearing aid is completely silent	It is not turned on	Make sure the battery drawer is completely closed
	The battery does not work	Insert a new battery
The hearing aid volume is not powerful enough	Your ear is blocked by earwax	Contact your doctor
	Your hearing may have changed	Contact your hearing care professional/doctor
The hearing aid whistles continuously	Your ear is blocked by earwax	Contact your doctor
Your two hearing aids are not working in synchrony	The connection between the hearing aids is lost	Turn them off and on again

Problem	Possible cause	Solution
The hearing aids do not respond with a corresponding change in volume or program to the control device	<ul style="list-style-type: none"> a. The device is used beyond the transmission range b. Strong electromagnetic interference in the vicinity c. The device and the hearing aids are not matched 	<ul style="list-style-type: none"> a. Move the device closer to the hearing aids. b. Move away from known source of EM interference c. Check with your hearing care professional to make sure the device is matched with hearing aids
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"> a. The battery in one of the hearing aids has expired b. Strong electromagnetic interference in the vicinity 	<ul style="list-style-type: none"> a. Replace battery in one or both hearing aids b. Move away from known sources of interference

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.

REGULATORY INFORMATION

EU directives

Directive 2014/53/EU

WSAUD A/S hereby declares that this MBB3D is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. The MBB3D contains radio transmitters operating at: 10.6 MHz, -54 dB μ A/m @10 m, 2.4 GHz, 0.9 mW EIRP.

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

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

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



N26346

Information regarding disposal

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

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

FCC and ISED statements

FCC ID: 2AXDT-MBB3D

IC: 26428-MBB3D

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 television 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 WSAUD A/S 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.

SYMBOLS

Symbols commonly used by WSAUD 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.
	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.



WSAUD A/S

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



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