

ANDROID™ PAIRING GUIDE

WIDEX MOMENT™

How to PAIR

Pair your hearing aids to your Android phone by following steps 1-6.



STEP 1
From the MOMENT app home screen, select **Get started**.



STEP 2
Choose which Power source your hearing aids are using, click on the picture that matches your hearing aids.



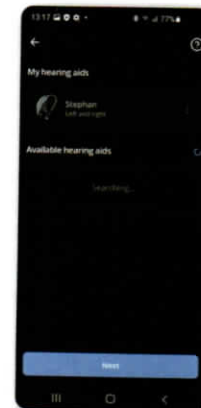
STEP 3
Turn the hearing aid off and then on again by following the instructions provided on your phone.



STEP 4
Select the **Available hearing aids** and the app will start the pairing.



STEP 5
Select **Pair** for each hearing aid.



STEP 6
The hearing aids are now paired and listed as **My hearing aids**. Select **Next**.

Recommended Android Settings.

For the best sound experience update your Android phone setting.

- 1 Turn Play Systems Sounds off at
 - Samsung: Settings > Sound and Vibration > System Sound/vibration > Turn off all sliders under Sound.
 - Pixel: Settings > Sound & Vibration > turn Vibration & haptics off; Settings > Sound & Vibration > Other Sounds and Vibrations > turn off all sliders.
 - One Plus: Settings > Sound & Vibration > System Sounds > turn off all sliders
- 2 Turn Use volume keys for Media to on - Samsung Only. Settings > Sound and Vibration > Volume > Use Volume keys for Media > turn ON

WIDEX CONNECTIVITY

STREAMING AND CONNECTION TIPS

To (re)connect one or both hearing aids to your Android:



BATTERY-POWERED

Turn the hearing aids off and on by opening and closing the battery door.



RECHARGEABLE

Press the button on the hearing for 3 seconds to turn it off, then press again for 3 seconds to turn them on again. If the aids still don't (re)connect place the hearing aids in the charger for 12 seconds, remove from charger.

Steps for re-matching your hearing aids to an Android.

- 1 Unpair the hearing aids by going to Settings > Connections/Bluetooth > locate Hearing Aids > Tap on the Settings icon > Forget
- 2 Delete the app by going to the play store > Search for the Widex MOMENT App > Select the App from the search results > Uninstall
- 3 Force restart the Android phone.
 - Samsung: Press and hold the power button and the volume down button until the screen turns off.
 - Google Pixel: Press and hold the power button for 10 seconds.
 - OnePlus: Press and hold power button and the volume up button until the OnePlus logo appears.
- 4 Reinstall the App by going to the the Play Store > Search for the Widex MOMENT App > Select the App > Install
- 5 Open the Widex Moment App and follow the directions to pair the hearing aids to the phone.

Tips for intermittent sound streaming

- Update to the most current Android version.
 - Samsung: Settings > Software Update (system update) > Check for updates > Download now > download and install
 - Google Pixel: Settings > System > Advanced > System Update > Restart now
 - One Plus: Settings > System > System Updates > Install now > Reboot
- Close other apps on the phone that are not in use.
- Tap Phone icon > Click 3 dots in upper right > Settings > Calls > Wi-Fi Calling > slide Off.
- Turn off Hotspot:
 - Samsung: Settings > Mobile Hotspot > Switch to off.
 - Google Pixel: Settings > Network & Internet > Personal Hotspot > Switch of off
 - One Plus: Settings > Wi-Fi & Internet > Hotspot & tethering > Wi-Fi hotspot OFF
- Swipe down from the top of the phone and turn off Nearby Share and Wi-Fi, if possible.
- Remove unnecessary Bluetooth pairings in Settings > (connected) Devices > Gear icon for unwanted device > Forget
- Turn off nearby Bluetooth devices including other phones that are not in use and/or remove unnecessary Bluetooth pairings by going to Settings > Bluetooth > My Devices > Select the information icon and select Forget This Device.
- Ensure a strong battery life: change your hearing aid batteries or place your hearing aids in the charger for 30 minutes.
- Widex encourages regular use an approved dryer/dehumidifier for optimal performance.
- Turn Bluetooth off and back on
- Keep your phone within 30 feet of the hearing aids and out of pockets while streaming.

Potential sources of Bluetooth interference

Your hearing aids use 2.4 GHz Bluetooth for streaming and can be susceptible to the following forms of interference.

- Wi-Fi (when connected or nearby)
- Microwaves and automatic lights
- Coaxial cables and connectors used with some satellite dishes
- Other 2.4 GHz phones
- Wireless speakers and cameras
- Security systems and baby monitors
- Power sources (power lines/stations, electrical railroad tracks)
- External monitors (interference worse when laptop is closed)
- Poorly shielded cabling
- Environmental barriers (walls, brick, marble, furniture, metal)



Android, Google Play and the Google Play logo are trademarks of Google Inc.



SOUND LIKE NO OTHER

1.800.221.0188 | widex.com

CRM18M-Android/1021
Widex is a registered trademark of WSAUD A/S.