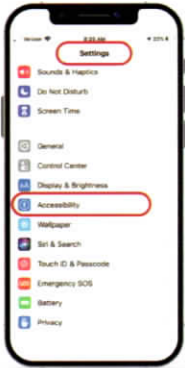


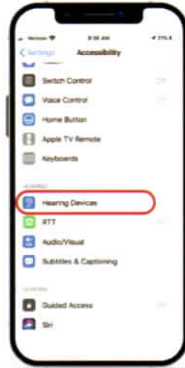
iPHONE PAIRING GUIDE

WIDEX MOMENT™

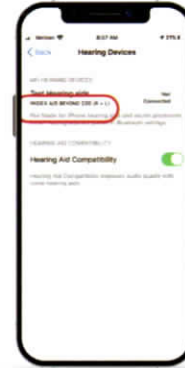
PAIR the hearing aids to the iPhone® by following steps 1-5



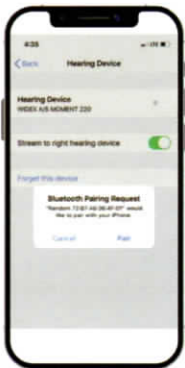
STEP 1
Confirm Bluetooth is On. Go to Settings and select Accessibility.



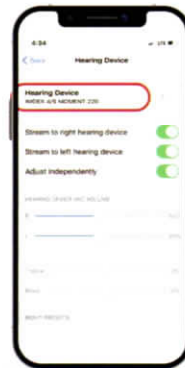
STEP 2
Select Hearing Devices and place your WIDEX MOMENT close to the iPhone® or iPad®.



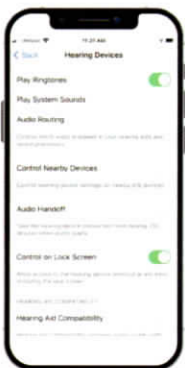
STEP 3
If your hearing aid has a battery door, open and close it. If not, turn it off and on by pressing the push button for three seconds. The device will search for WIDEX MOMENT. Once connected, select the Hearing Device.



STEP 4
Select Pair for each hearing aid.



STEP 5
Once complete, the hearing aids will appear. WIDEX MOMENT is now paired.



Recommended iPhone settings

For the best sound experience update your iPhone settings by going to:

- 1 Settings > Accessibility > Hearing Devices > turn off Play system sounds, control nearby devices and audio handoff.
- 2 Setting > Accessibility > Motion > turn off Auto-Play Video Previews
- 3 Settings > Sounds & Haptics > turn off Keyboard clicks and lock sound.
- 4 Tip: Keep your phone within 30 feet of the hearing aids and out of your pockets while streaming.

WIDEX

SOUND LIKE NO OTHER

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WIDEX CONNECTIVITY

IPHONE STREAMING AND CONNECTION TIPS

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



BATTERY-POWERED

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



RECHARGEABLE

Press the button on the hearing aid 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

- 1 Unpair the hearing aids by going to Settings > Accessibility > Hearing Devices. Select your hearing aids and select Forget This Device.
- 2 Delete the app.
- 3 Force restart the iPhone that you are trying to pair.
 - If the phone has a home button (iPhone 8 or earlier), hold down the side power button and home button at the same time. Wait two minutes. Phone will power up again on its own.
 - If the phone does not have a home button (iPhone X or later), press the volume up button, press the volume down button and then hold down the side power button for 10 seconds (screen will go dark). Wait two minutes. The phone will power up again on its own.
- 4 Follow pairing steps.
- 5 The Widex app can be reinstalled after successful connection.

Tips for intermittent sound streaming

- Update to the most current Apple iOS version in Settings.
- Force close other apps on the phone that are not in use.
- Verify that the Audio Routing is set to Always Hearing Aids: Settings > Accessibility > Hearing Devices > Audio Routing.
- Update the following settings in your iPhone: Settings > Cellular - Turn Off Personal hotspot, Wi-Fi calling and Allow Calls on other devices. Settings > Wi-Fi > switch to off. Setting > General > Airdrop > Receiving OFF.
- Turn off nearby Bluetooth devices that are not in use. This includes other devices using the same Apple ID as the iPhone.
- Remove unnecessary Bluetooth pairings by going to Settings > Bluetooth > My Devices > Select the information icon and select Forget This Device.
- Ensure a strong battery. If you 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.
- Avoid frequently switching between different streaming sources (e.g. music to call).
- Turn Bluetooth off and back on.

Bluetooth tips

Your hearing aids use 2.4 GHz Bluetooth for streaming and can be susceptible to the following forms of interference. Once identified, try to add distance away from potential points of interference and keep your phone within 30 feet of the hearing aids.

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



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