

# WIDEX **MOMENT**<sup>™</sup>

## USER INSTRUCTIONS

### **THE WIDEX **MOMENT**<sup>™</sup> FAMILY**

M-CIC-M/M-CIC-M TR model  
CIC  
(Completely-in-canal)



**WIDEX**<sup>®</sup>  
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 "Programs" under "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"/>
<b>SPECIAL PROGRAMS</b>	<b>AUDIBILITY EXTENDER</b>
<input type="checkbox"/> Zen	<input type="checkbox"/>

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

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.

**NOTE**

This hearing aid works wirelessly with the TONELINK app. We take no responsibility if the hearing aid is used with any third part app or if the TONELINK app is used with any unsupported devices.

# CONTENTS

<b>IMPORTANT SAFETY INFORMATION.....</b>	<b>6</b>
<b>YOUR HEARING AID.....</b>	<b>8</b>
Welcome.....	8
Your hearing aid at a glance.....	8
<b>CONDITIONS FOR USE.....</b>	<b>10</b>
Indications for use.....	10
Intended use.....	10
Operating conditions.....	11
Storage and transport conditions.....	11
<b>DAILY USE.....</b>	<b>13</b>
Turning the hearing aid on and off.....	13
Putting on and removing the hearing aid.....	14
<b>THE BATTERY.....</b>	<b>15</b>
Low battery indication.....	15
Changing the battery.....	15
<b>CUSTOMIZATION.....</b>	<b>17</b>
Programs.....	17
The Zen program.....	19
Changing programs.....	19
Sound signals.....	19

<b>CLEANING.....</b>	<b>20</b>
Tools.....	20
How to clean your hearing aid.....	20
The wax guard.....	23
<b>TROUBLESHOOTING.....</b>	<b>26</b>
<b>REGULATORY INFORMATION.....</b>	<b>28</b>
FCC and ISED statements.....	28
Information regarding disposal.....	30
<b>SYMBOLS.....</b>	<b>31</b>

## 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

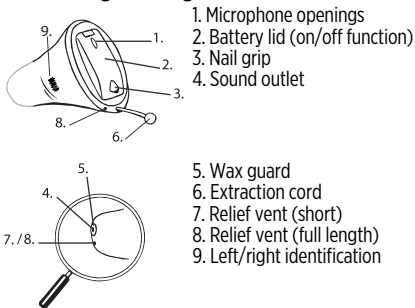
## Welcome

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.

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 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. 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, open the battery door.

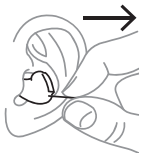
#### NOTE

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.



Use the extraction cord to take the hearing aid out of your ear.

### NOTE

If you find it difficult to take out the hearing aid, move it carefully from side to side while pulling on the extraction cord.

## THE BATTERY

Use a **type 10 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 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 gently swing the battery door open and remove the old battery.

Now place the new battery in the door as shown. Close the 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
<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**

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

## **Sound signals**

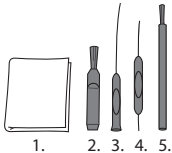
Your hearing aid plays sounds to inform you that certain features have been activated or that you have changed program. These sounds can be spoken messages or tones.

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

# 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

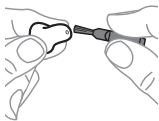
Cleaning your hearing aid every day will make it more efficient and more comfortable to wear.

### 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

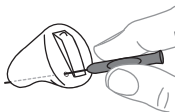


Open the battery door and turn the hearing aid so the lid is facing downwards (see illustration). Guide the short wax removing tool (no. 4) through the microphone openings on the door from the inside (see illustration).

### 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



Short vent: clean the vent as far as the long end of the wax removing tool (no. 4) can reach.

Long 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 or 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.

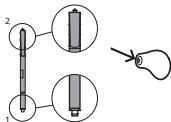
## The wax guard

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

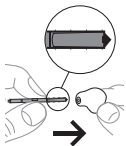


Open the wax guard case as illustrated.

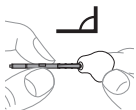


The wax guard consists of the following parts:

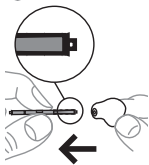
1. Removal hook
2. New wax guard



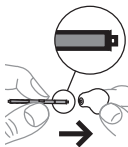
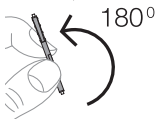
Insert the removal hook into the used wax guard.



Keep the holder at a right angle.

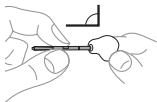


Pull the used wax guard straight out.



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.

## 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

# REGULATORY INFORMATION

## FCC and ISED statements

### 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:**

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**

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'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.



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
	<b>Manufacturer</b> 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.
	<b>Catalogue number</b> The product's catalogue (item) number.
	<b>Consult instructions for use</b> The user instructions contain important cautionary information (warnings/precautions) and must be read before using the product.
	<b>Warning</b> Text marked with a warning symbol must be read before using the product.
	<b>WEEE mark</b> "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.

---











**WIDEX A/S**

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



**Manual no.:**  
9 514 0578 001 01  
**Issue:**  
2020-10

