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Widex Quick Guide: Bluetooth and WidexLink connectivity in MOMENT

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- [Laura] Welcome. My name is Laura Kearns, and I'm a clinical product specialist with Widex. This quick guide to Bluetooth and WidexLink connectivity will review the connectivity options for our MOMENT platform. We will start with some basic general education about Bluetooth, discuss the details of Apple and Android device streaming, and review the additional connectivity options available with our DEX accessories using WidexLink. The name Bluetooth and the Bluetooth symbol are taken from a Scandinavian king from long ago, Harald Bluetooth Gormsson, who was known for uniting Denmark and Norway. Bluetooth is a technology that unites devices, enabling the exchange of data between devices within short distances. Bluetooth quickly gained popularity for streaming audio signals between devices. Bluetooth-enabled devices send and receive radio waves in a band of 79 different frequencies centered on 2.4 gigahertz.

As Bluetooth operates in these various frequencies, devices will hop between these frequencies hundreds of times per second. This frequency hopping spread spectrum all but ensures that your Bluetooth data transfer is secure. However, early Bluetooth transmission required significant power consumption, which limited its use in hearing aids. As classic Bluetooth technology evolved over the last 20 years, improvements in power consumption with Bluetooth Low Energy and streaming range were achieved. Connectivity range is now about 30 feet. Keep in mind the transmission distance may be reduced when interfering structures are present, such as a wall or having the device in a pocket or purse. Availability of Bluetooth Smart 5.0 in the past few years has provided better speed, volume, and range of data transfer while keeping power consumption light.

Most hearing aid manufacturers now offer Bluetooth-enabled devices, but they are not all the same nor do they all use the same Bluetooth protocols. Widex has always prioritized the importance of sound quality and battery life, so it made perfect sense for us to use the Bluetooth Low Energy protocol. This choice also allows us to continue to

the future of Bluetooth, which is LE Audio or LC3. This will be a new standard that focuses on high quality audio, power efficiency, and works with all phones and allows us to keep our commitment to natural sound quality. With our latest MOMENT app update, version 1.4, we are able to provide direct audio streaming not only for our Apple device users via Made For iPhone, but now also from Android devices using the ASHA audio streaming for hearing aids protocol.

The MOMENT app version 1.4, released in October of 2021, includes an automatic hearing aid firmware update. This firmware update to the MOMENT hearing aids completes the ASHA transmission protocol between the phone and the hearing aids. The firmware update can also be completed through the Compass GPS 4.3 software. Here's our approved list of compatible Apple phones and iPads that we have tested and verified for connectivity. Although the current MOMENT app version is 1.4, all previous versions will allow streaming between Apple devices and MOMENT hearing aids. It's always recommended that the client keeps their iPhone operating system, iOS, up to date as well as the MOMENT app up to date to get optimum streaming and control functionality. This is our approved list of compatible Android phones that we have tested and verified for connectivity.

We recommend operating system Android 11, but operating system 10 will work. These lists are updated when new technology and operating systems are released and can be found at [widex.com/support/compatibility](https://www.widex.com/support/compatibility). You can check which app and firmware version the client has loaded on their phone by opening the MOMENT app, clicking on the menu button on the right-hand corner, and then selecting About. The Widex MOMENT app allows firmware updates to the hearing aids to be done by the client. Firmware enhancements often improve hearing aid functionality and strengthen connectivity. Pushing these updates through the app saves a trip into the office and time in your appointment schedule while allowing the client to have immediate access to these improvements.

This is what it will look like in the app when prompted to allow a new firmware update. Most firmware updates provided in this way take just a couple of minutes. Keep the hearing aids near the phone during the update to ensure it is completed. The app will walk the user through the steps in the process and will indicate the progress throughout. There are two options for pairing the hearing aids with an Android phone. This can be done either through the MOMENT app or in the phone settings menu. I would recommend pairing via the MOMENT app for Android, as it is the easiest approach for all. Because there are so many different types of phones, the settings approach can be a little bit more challenging, especially if you have someone who doesn't know how to work their phone well and if you aren't familiar with that particular phone model.

Let's walk through both of these scenarios. First, pairing within the app. Here are screenshots of the pairing process. It's very simple and walks you through step by step. Go to the MOMENT app, hit Get Started. Choose the style of the hearing aid. Instruction is given for how to restart the hearing aids to put them into pairing mode. Hit Next, select the available hearing aids, and the app will start pairing. Select Pair. Now, the hearing aids are paired and listed as My Hearing Aids. Hit Next. The next step is optional for data sharing. They can either hit Let's Go or Not Right Now. Either way, the app will still work. By selecting Let's Go, they are agreeing to share anonymous usage data not only with you, the provider, but also with Widex.

If they agree to share data, the provider will be able to see any saved programs or favorites created within the app via Compass GPS under the log/Real-Life Insights tab, which is very useful information for fine-tuning. For Widex, sharing data anonymously allows us to enhance our algorithms with real-world data and build better experiences for hearing aid wearers everywhere. When completed, hit OK and they are done. They can use their app and stream. Now, I know this sounds like a lot of steps, but I

guarantee you, it's very simple and takes only about a minute. Let's look at the steps for pairing with the phone settings tab. This is an example of a Samsung phone.

Since there are multiple types of Android phones, this can look different for each and every phone. First, they need to unpair the hearing aids. To do this, they will open their settings, select Connections, select Bluetooth, and forget devices under paired devices. Now, they want to re-pair them through same steps, first turning the hearing aids off and on and then selecting hearing aids under available devices. This is only necessary for existing Android users who have had their hearing aids previously paired to their phone for app usage and now want to use it for streaming as well. I do want to mention that a client does not have to use the MOMENT app to stream. If they simply want to use their Android phone to stream phone calls, then all they will need to do is go into the settings and pair the hearing aids as described.

Similar to iPhone user settings, Android users have a few setting recommendations to ensure the best streaming experience. This is an example of a Samsung Galaxy S21. Go to Settings, select Sound and Vibration, scroll down and tap system sound/vibration control, and slide all sounds to the off position in this top section labeled Sound. Then, return to the Sound and Vibration screen and make sure that Use Volume Keys for Media is turned on. Other Android phones will look slightly different, but sound settings should be turned off in similar ways. Those are all system sounds that most people probably don't want to hear and some people have also reported that streaming was more stable after changing these settings.

Android users also have the option to switch between their hearing aids, phone, and speaker phone while on a phone call. They can choose between them in the same way an iPhone user does. They would tap the Bluetooth button, which is labeled as Android here, which brings up the call routing option as a popup, and they can choose between the hearing aids, labeled Android here, speaker or phone. As an additional educational

tool and a great handout, you can also provide these pre-printed pairing and connectivity guides to your clients. Each sheet is specific to the type of phone and makes client instruction on connectivity very easy. PDF versions are attached to this course, and you can also order these tablets and brochures through customer service at 1-800-221-0188 or on MyWidexPro.

com. Page two of the guide offers tips and troubleshooting steps for Bluetooth streaming connections. Next, let's review the streaming control options within the MOMENT app. When a client starts streaming any type of media, phone call, music, or video, this screen will come up. The default setting is streaming speech. If you have kept or created a music program in Compass GPS, they will also have the option of streaming music. This will provide a fuller sound listening experience. I do recommend keeping the music program for clients who will be streaming any type of media. They can also access the special function menu by clicking on the button next to the volume control slider. In the special function menu, they will have access to the sound mixer, which allows them to adjust the volume balance between microphone input and streaming audio.

The tone equalizer and independent left and right volume adjustments are also available on this screen. They can always save favorite fine-tuned preferences while streaming as well. Whenever they make changes in the app, the Save As button will pop up and they can name the program whatever they want. It will say Favorite in their hearing aids when they access the saved program. They can only access the favorites they have created through the app. Back on the home screen, which they get back to by tapping the little caret on the top left-hand corner, they can access MySound or SoundSense Learn for further fine-tuning help while streaming. Remember that MySound is our third generation of artificial intelligence.

It delivers highly qualified recommendations built on the intent, needs, and preferences of thousands of real users in real environments around the world. It truly is an instant path to real-time customization for clients. They will go through the initial steps, where they will select their current activity and choose up to two intentions for optimization. After clicking Next, the system will give its top two listening recommendations. If they don't like either recommendation, they can go on to SoundSense Learn for more in-depth control of fine-tuning. Don't forget our most popular Bluetooth accessory, TV PLAY, which allows direct streaming of the TV audio to your clients' hearing aids for mRIC R D, RIC 312 D, BTE 13 D, and BTE R D.

With outstanding sound quality, easy setup, and multiple options for user controls, TV PLAY enhances your clients' listening experience with their MOMENT hearing aids. TV PLAY is available for order today. WidexLink is a Widex proprietary wireless transmission technology built into all styles with the exception of the micro CIC. WidexLink provides ear-to-ear communication between hearing aids at a consistent rate of 21 times per second. This optimizes functionality and performance of a variety of advanced features. WidexLink is also used to wirelessly connect hearing aids to multiple DEX accessory options to meet specific client needs. The audio streaming codex and the 21 times per second speed between hearing aids and accessories ensures optimal sound clarity and sound quality. WidexLink is designed to perform with less than 1.3 milliamp current drain, ensuring optimal battery performance even while streaming wirelessly.

Let's take a look at each DEX accessory has to offer to meet client needs. The TV-DEX is designed for a client to enjoy TV directly to their non-Bluetooth hearing aids. It has a Room Off feature and 10 hours of non-stop streaming capacity. The PHONE-DEX 2 is designed for your client to enjoy phone conversations while on a landline. There's an integrated answering machine and additional headsets are available to order. The COM-DEX is truly a hands-free device for streaming media from a mobile phone for

your client. This is a great option for someone who needs or prefers to be hands-free while streaming.

The COM-DEX is small and compact with eight hours of streaming time on a full charge. The COM-DEX remote mic connects wirelessly via the COM-DEX for a client who wants or needs a companion mic. The RC-DEX is designed for a client who may not have a smartphone but would like control for their hearing aids. It features a program toggle, volume up and down, and has a key ring attachment for convenience. The FM-DEX is designed for a client who may want a small hearing aid but still wants to connect into a loop system. The FM-DEX offers a variety of uses beyond connecting to a loop system, such as FM and direct audio line-in.

We are always here for you and your clients. I know it's difficult for you to be experts on accessory use with all the different types of phones and even TVs out there. Our audiology tech support line at 1-800-221-0188 is there for all hearing care providers. You can also provide your clients with a consumer tech support number at 844-497-8844 for any of their connectivity questions. I know both clients and hearing care providers often call into the consumer tech support help desk and find they are a great resource for assistance with different phones and accessory set-up. They are available Monday through Friday between 9:00 am and 5:30 pm Eastern Standard Time. Thank you for listening to this quick guide to Bluetooth and WidexLink connectivity. Please send any questions to AOInquiry@widex.com. Have a great day.