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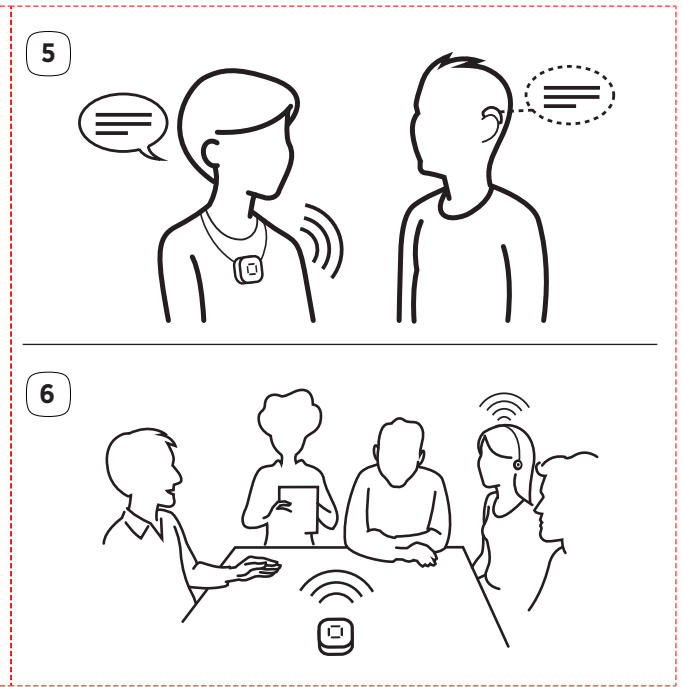
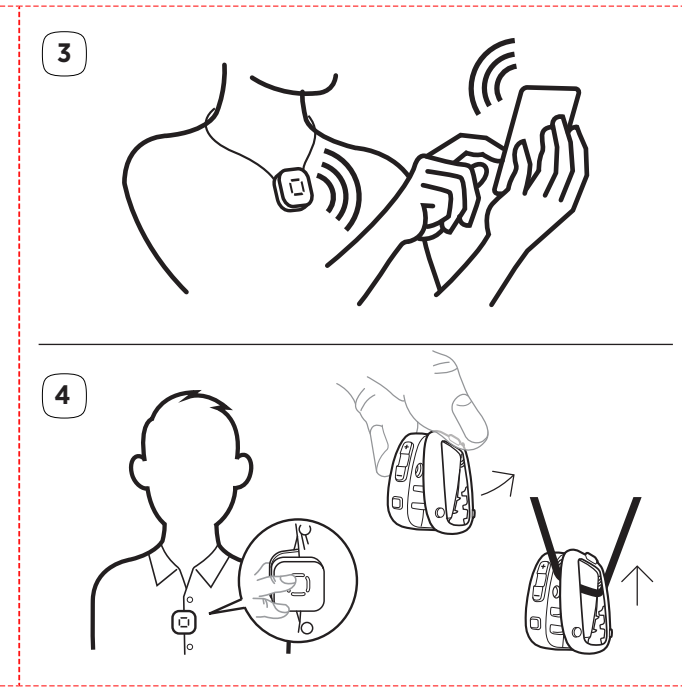
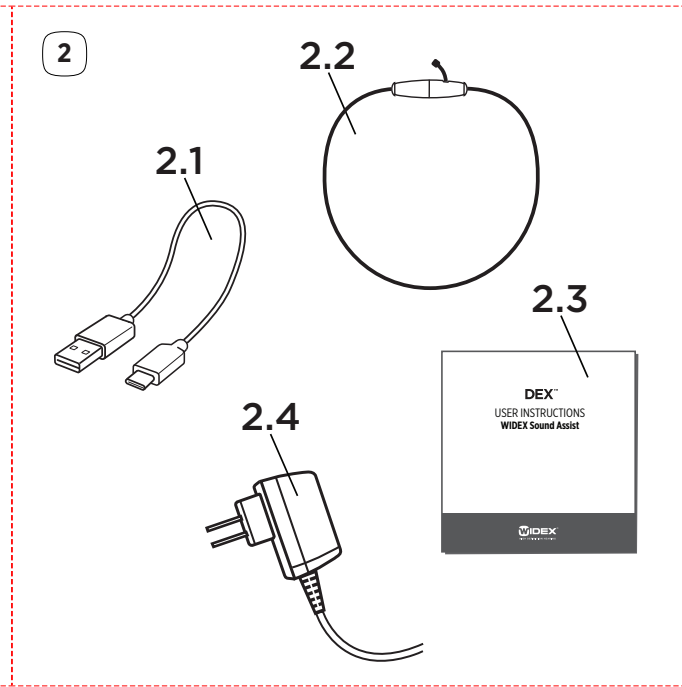
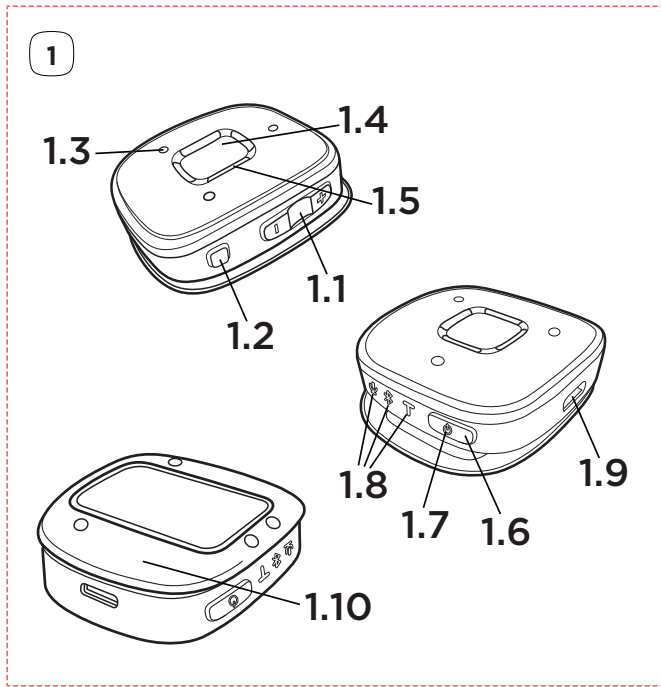
DEX™

GB

USER INSTRUCTIONS
WIDEX Sound Assist



WIDEX®
HIGH DEFINITION HEARING



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YOUR WIDEX SOUND ASSIST DEVICE

Welcome

Thank you for choosing this product to further enrich your audio experience. Before you start using this device, please read these instructions carefully to learn about features and functionalities.

NOTE

Your device may not look exactly as illustrated. We reserve the right to make any changes considered necessary.

Intended use

The device is intended to transmit audio from the built-in microphones to supported hearing aids to improve speech understanding in noisy situations.

The device can also receive audio from multiple sources (analog and digital) and transmit the audio wirelessly to the supported hearing aids. Further, the device can be used as a remote control to adjust the supported hearing aids to different listening situations.

Warnings



Strangulation hazard when neck loop or charging cable gets entangled in moving mechanical parts of machines for example.

- Use only the delivered breakaway neck loop. It will automatically detach when entangled.
- Do not use neck loop or charging cable for children under the age of twelve.



Your device should be stored and transported within the temperature of -20 °C to +55 °C (-4 °F to 131 °F) and humidity ranges of 10-95 % RH.



Your device is designed to operate at temperatures during charging of +0 °C to +40 °C (32 °F to 104 °F) and during use at temperatures of -10 °C to +40 °C (14 °F to 104 °F), at humidity ranges of 10-95 % and under atmospheric pressures of 750-1060 mBar.



Risk of injury or electrical shock caused by damaged devices. Do not use obviously damaged devices and return them to point of sale.



Never dry your devices in the micro-wave or oven.



Keep the device protected from dust or external particles.



We recommend using a 5 V up to 500 mA micro USB adaptor.



Do not leave the device unattended while charging.



Do not dispose of this device into fire or a hot oven and do not crush or cut the device, as this can result in an explosion.



Do not use or wear the device in mines or other areas with explosive gases, including while refuelling a vehicle.



Do not leave the device in an extremely high temperature surrounding environment, as this can result in an explosion or the leakage of flammable liquid or gas.



Do not subject the device to extremely low air pressure, as this can result in an explosion or the leakage of flammable liquid or gas.



When the device is connected via micro USB cable to external mains-operated equipment such as a charger, PC, audio source or similar, this equipment must comply with IEC 60950-1, IEC 62368-1, IEC 60601-1 or equivalent safety standards.



Only the accessories and cable that are included in the sales box must be used. Using cables other than those specified or provided may result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.

You can find more information on <https://global.widex.com>.

Sound Assist at a glance

Illustration 1

1.1 Volume buttons (+/-)

1.2 Program button

- | | |
|------|--|
| 1.3 | Microphones |
| 1.4 | push-button |
| 1.5 | In-use light indicators |
| 1.6 | Power/mode button |
| 1.7 | Battery light indicator |
| 1.8 | Mode light indicators |
| 1.9 | Micro USB port |
| 1.10 | Integrated metal clip for attachment/stability on tabletop |

Illustration 2

- | | |
|-----|-------------------|
| 2.1 | Micro USB cable |
| 2.2 | Neck loop |
| 2.3 | User instructions |
| 2.4 | Power adapter |

USING SOUND ASSIST

All instructions are supported by illustrations found in the folded front and back covers.

Pairing the device

Sound Assist must be paired to your hearing aids before you pair with other devices.

Pairing to your hearing aids:

1. Make sure that Sound Assist is turned off.
2. Restart your hearing aids. The hearing aids will then be in pairing mode for 3 minutes.
3. Press the volume up button (+) and the power/mode button (1.6) simultaneously for 3 seconds until the in-use light indicators (1.5) are glowing blue.
4. Make sure that the Sound Assist and your hearing aids are within 1 m range of each other.
5. The pairing sequence will start automatically.
6. The in-use light indicators (1.5) will briefly flash green, when the pairing is successfully completed.

The Sound Assist can only be paired to one set of hearing aids. To pair a new set of hearing aids, you must perform the same steps and the new pairing will overwrite the existing one.

Pairing to your smartphone or other device:

1. Turn off your Sound Assist.

2. Activate Bluetooth on your smartphone/device.
3. Press the volume up button (+) and the power/mode button (1.6) simultaneously for 3 seconds until the in-use light indicators (1.5) are glowing blue.
4. Make sure that Sound Assist and your phone/device are within 1 metre range of each other.
5. Go to the Bluetooth menu on your smartphone/device and pair by selecting Sound Assist from the list of available devices.
6. The in-use light indicators (1.5) will briefly flash green, when the pairing is successfully completed.

Sound Assist can be paired with up to 8 Bluetooth devices and actively connected to 1 Bluetooth device.

To reset hearing aid and phone/device pairings:

1. Turn off your Sound Assist.
2. Press the volume down button (-) and the power/mode button (1.6) simultaneously for 5 seconds.
3. When the pairing list is resetting, the in-use indicators (1.5) will start flashing yellow.
4. When the reset is completed, the Sound Assist will turn off.

Range

Function	Max ranges
Remote microphone	8 m from hearing aid to the device
Bluetooth streaming	10-15 m from Bluetooth device to the device
Partner microphone	20 cm from speaker to the device
Tabletop microphone	1.5 m from speaker to the device

Turning Sound Assist on and off

To turn on and off, press and hold the power/mode button (1.6) for 2 seconds.

Changing the operating mode

The Sound Assist has three operating modes: Remote Microphone, Bluetooth and Telecoil. The current operating mode is shown by the three mode light indicators (1.8).

When the device is turned on, press the power/mode button (1.6) briefly to toggle between the device modes.

Adjusting stream volume

Turn the volume of streamed sound up (+) and down (-) by briefly pressing one of the two volume buttons (1.1).

Room off, i.e. is the possibility of shutting out surrounding sounds in the room by muting the hearing aid microphones while streaming audio from your device. The function is activated by a long press on the volume down button (-) and deactivated by a long press on the volume up button (+).

Button lock

The buttons on the device can be locked to prevent them from being unintentionally activated. Press volume up (+) and program button (1.2) simultaneously to lock and unlock the buttons.

The in-use light indicators (1.5) flash white twice to indicate that the buttons have been locked or unlocked.

Wearing the Sound Assist

Sound Assist can be carried by use of the integrated metal clip (1.10). It can be attached directly on to the garment or on the neck loop (2.2) (illustration 4).

Remote microphone features

Partner microphone (illustration 5): When a single speaker is wearing the Sound Assist, the device automatically streams the voice of the conversation partner to the hearing aid.

Tabletop microphone (illustration 6): For a setting with multiple speakers, Sound Assist can be used as a tabletop microphone. When placing the device on a flat surface, e.g. on the table at a dinner party, it will automatically stream the voices to the hearing aid.

If you want to focus on a single speaker, it is possible to lock the listening direction and manually point at the speaker you want to listen to. To lock the listening direction, press and hold the push-button (1.4) until the top-in-use light indicator is solid green. The direction will be locked regardless of device orientation. Press and hold the push-button again to unlock the listening direction.

Muting the microphones

In all remote microphone scenarios, the microphones can be muted and unmuted by briefly pressing the push-button (1.4).

Bluetooth streaming features

In Bluetooth mode, the Sound Assist can be used for handsfree phone calls and audio streaming from a connected Bluetooth device to your hearing aid (illustration 3).

Handsfree phone calls

The Sound Assist will allow you to accept, decline and end phone calls and the built-in microphones (1.3) will pick up your voice during a call.

Incoming calls

Answer	Press push-button (1.4) briefly and speak into Sound Assist's microphone (1.3).
End	Press push-button (1.4) briefly.
Reject	Press and hold push-button (1.4) for 2 seconds.

Outgoing calls

Call up	Start the call on the connected phone or make a request via the phone's voice assistant. Once connected, speak into Sound Assist's microphone.
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How to activate the Voice Assistant

In Bluetooth mode, you can activate the Voice Assistant on a connected device, except for when you are in an active phone call.

Sound Assist must be connected to a Bluetooth device with a Voice Assistant enabled to activate the Voice Assistant support.

Press and hold the push-button (1.4) for 2 seconds, and make your voice command.

Audio streaming

You can use Sound Assist to stream audio from any Bluetooth source to your hearing aid. Simply activate streaming on your connected device.

Play/pause	Press the push-button (1.4) briefly
Next track	Press the push-button (1.4) twice
Previous track	Press the push-button (1.4) three times

NOTE

Handsfree phone calls and audio streaming from connected Bluetooth sources is only possible in Bluetooth mode.

Telecoil streaming

When Sound Assist is in Telecoil mode, it will stream sound from any Telecoil nearby. This means that users of hearing aids without Telecoil can connect to Telecoil systems.

When streaming Telecoil audio it is important that the device is oriented with the power/mode button (1.6) pointing upwards. Wearing the Sound Assist by the neck loop is advised.

To suspend the stream, press the push-button (1.4) briefly. Press again to resume the stream.

Remote control features

When not used for streaming, Sound Assist can be used as a remote control for your hearing aids, if you want to change program or adjust volume. To use your Sound Assist for this, first select Bluetooth mode.

Changing program

Press the program button (1.2) briefly to change program on your hearing aid.

If your hearing aid is programmed with the special Zen+ program, you access this by a long press on the program button (1.2). Short presses on the program button will then allow you to choose from among any available Zen styles.

You return to the standard listening programs with a long press of the program button.

Adjusting the sound

For adjusting the volume, press the volume up button (+) briefly to raise the volume, and press the volume down button (-) briefly to lower the volume.

Charging

Connect the micro USB cable (2.1) to your Sound Assist and the power supply. We recommend that you use the micro USB cable included.

It takes approximately 3 hours to charge your device, and the first 30-60 minutes of charging will give a significant boost in battery life.

Your individual streaming behaviour determines battery power estimations. An overall estimate for mixed use is 10 hours of streaming. The estimated standby time in Bluetooth mode while connected to a phone is 9 days.

NOTE

The device is usable during charging.

The app

Download the MOMENT app from Apple App Store or Google Play Store and use this for notifications to upgrade the firmware. Control the settings such as volume and program selection on the hearing aids.

Simply follow the instructions in the app.

Overview of in-use light indicators

Light indicator	Indicator behaviour	Meaning
1.7	Solid green	The battery level is full or high
1.7	Solid yellow	The battery level is medium
1.7	Solid red	The battery level is low
1.7	Flashing green	The device is charging, and the battery level is high
1.7	Flashing yellow	The device is charging, and the battery level is medium
1.7	Flashing red	The device is charging, and the battery level is low
1.5	Rotating white	The device is not paired to any hearing aids and has no functionality
1.5	Glowing blue	The device is in pairing mode

Light indicator	Indicator behaviour	Meaning
1.5	Flashing yellow	The pairing list is being reset
1.8	Solid green	Current device mode
1.5	All 4 indicators are solid green	The device is working as a remote microphone and is listening in all directions
1.5	1 indicator is solid green	The device is working as a remote microphone and is in listening in the respective direction
1.5	All 4 indicators are red	The device microphones are muted
1.5	All 4 indicators are flashing blue	There is an incoming phone call
1.5	All 4 indicators are solid blue	The device is streaming audio from a connected Bluetooth device
1.5	All 4 indicators are flashing white	The device buttons are locked or unlocked

Light indicator	Indicator behaviour	Meaning
1.5	All 4 indicators are flashing red	The device buttons are locked and the action cannot be performed. Unlock the buttons to perform the desired action
1.5	All 4 indicators rotating green	The device firmware is being updated

MAINTENANCE

- Clean your device using a soft, dry cloth, or vacuum clean it with a soft nozzle.
- Do not use any liquids or chemicals and do not immerse in liquids.
- When the device is not in use keep it in a dry location out of reach of children and pets.
- Never try to open or repair the device yourself. This may only be done by authorised technicians.



Never use sharp/pointy objects to clean the device.

TROUBLESHOOTING

Problem	Possible cause	Solution
The device does not work	1. Battery is low 2. Out of range	1. Charge battery 2. Keep the devices in sight of each other and in range
No sound	1. Not paired 2. Device is out of the hearing aids' range 3. Hearing aid batteries are low	1. Repeat the pairing process 2. Move into range 3. Change the hearing aids' batteries
The device does not respond, and the in-use light indicators (1.5) are solid red	Device error	1. Press and hold power/mode button for 8 seconds 2. Contact your hearing care professional
The device can't pair to my hearing aids	1. The hearing aids and device are not within pairing range 2. Hearing aids are not compatible with the device	1. Move the hearing aids and device closer to each other and try pairing again 2. Contact your hearing care professional

If the problem persists, contact your hearing care professional. For more information, visit: <https://global.widex.com>.

REGULATORY INFORMATION

EU Directives

Directive 2014/53/EU

WSAUD A/S hereby declares that this Sound Assist model is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

The device contains radio transmitters operating at: 2.4 GHz, 0.9 mW EIRP.

A copy of the Declaration of Conformity can be found at:

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



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 WSAUD A/S in medical device labelling (labels/IFU/etc.)

Symbol	Title/Description
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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.
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Consult instructions for use

The user instructions contain important cautionary information (warnings/precautions) and must be read before using the product.
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Warning

Text marked with a warning symbol must be read before using the product.
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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.
	Medical device Indication that the device is a medical device.

FCC AND ISSED STATEMENTS

FCC ID: 2AXDT-WSA

IC: 26428-WSA

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.