How to find out what has changed with the latest software of your Moment/Moment Charge?

Customer Support - 2026-04-13 - Moment

You would like to know what has been changed with the latest Moment/Moment Charge Software?

Pure Moment/Moment Charge Change Notes History

Key Changes Moment (V45E) & Moment Charge (V21E) vs. production

Improved audio tuning

Moment

Customer feedback:

++ nice warm tone especially at higher volume

-- poor speech intelligibility at volume settings below 30%

-- DAB spoken-word stations presented the most difficulty when listening at moderately low volume settings

What we changed:

- Complete rebuilt of the DSP EQ for all sources
- Providing more vibrant and engaging sound with more neutral voicing overall
- Good balance of low volume clarity and higher volume dynamics
- Improved clarity and control

Moment Charge

Customer feedback:

++ Loud with powerful sound for the category

++ Great for music in Bluetooth

-- Could have more voice focused presentation in DAB mode

-- Some additional clarity at low volume desired

What we changed:

- Complete rebuilt of the DSP EQ for all sources
- Focus on improved voice position and clarity while balancing the dynamic sound all volume levels

Moment/Moment Charge

Customise your sunrise

Customer feedback:

- Waking up in the morning is very subjective and personal

What we changed:

- To allow for a very individual wake-up experience, the alarm setup has been extended by two additional parameters

1. Sunrise length

alarm time minus set period in minutes = start of sunrise



1. Sunrise brightness

sunrise starts at 0% and increases to set percentage over set sunrise length

The available brightness steps are the same as for the support light





Ease into sleep

Customer feedback:

- When close to falling asleep, our senses are quite alert to any environmental changes, like light, noise etc.

What we changed:

- Therefore, we wanted to make the switch-off of a sleep timer, which can trigger a sleepy person
- Throughout the last 60sec of a sleep timer, the light and sound will calmy fade to off to 0%

- This behaviour is by default and cannot be changed

Sleepy display

Customer feedback:

- When the display brightness is set manually to 0/off, the system is on, but not visible through the display

What we changed:

- A button press in this state will increase the display brightness temporarily, so the user can navigate the system
- Afterwards, the display goes back to the off state to not have any light pollution in the bedroom

Previous Versions

Pure Moment Change Notes

Changes from V31(E) to V37

• we have added a 2nd EQ "**voice**" for clear sound and less bass

• the "**sunrise length**" option has been added for alarms - changed from 0 to 60min sunrise

• we added the "**brightness manual level 0**" for the "on" state

• fixed a "**display time out**" bug, when setting alarms from standby

• when the display is off/0, the first button press wakes it up, the second press activates the

actual button function

• we added "**light & sound fading**" at the end of a sleep timer

-> in the last minute of the sleep timer, the light and volume level reduce from

current level to 0 linearly

-> if you manually change light/volume in the last minute, the "fading" is

deactivated and the levels remain unchanged until the end of the sleep timer

• judgement of DAB reception for backup buzzer improved

-> this solves the reported problem, that a DAB station can be received well, but

when used as an alarm the backup buzzer kicks in instead

• update file gets removed after successful installation

• minor bug fixes for backup alarm, time sync, translations & update process