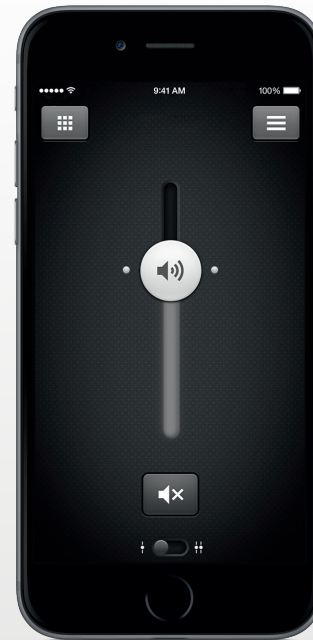


---

GN Hearing app  
- Tinnitus Manager  
user guide

---



# Introduction

**Congratulations on downloading your app. The app is made to enhance your hearing experience and enable you to get more out of your hearing aids.**

Our innovative sound technology and design, combined with customized device programming by your hearing care professional, will make hearing a more enjoyable experience.


The app enables you to get more out of your hearing aids by providing new ways to gain control, personalization and relief.

If you would like a printed version of this app user guide please contact customer support or simply print this user guide.

# Finding and installing the app




## Access apps for iPhone, iPad and iPod touch – download on the Apple App Store by following these steps:

1. Enter the App Store by tapping the App Store icon  on an iPhone, iPad or iPod touch
2. In the App Store, search for “GN Hearing” and the name of the app
3. If using an iPad, change the search criteria in the top left corner to “iPhone only”
4. After finding the app, tap “Get”
5. Then tap “Install”
6. Enter a valid Apple ID and password
7. After entering the password, the GN Hearing app will download and install
8. After download, you can find the app on the mobile device screen - tap to open the app



## Access apps for Android devices – download at the Google Play Store by following these steps:

1. Enter the Play Store by tapping the Play Store icon  on your Android phone.
2. In the Play Store, search for “GN Hearing” and the name of the app
3. After finding the app, tap “Install” then “Accept” to allow the app to access certain features on your phone such as Bluetooth
4. After entering the password, the GN Hearing app will download and install
5. When installation is complete, tap “Open” to open the app

# Required devices

The app puts basic controls and more advanced features at your fingertips so you can personalize your hearing experience.

To use the app, you need the following devices:

## **iOS mobile device**

1. Hearing aids using Made for iPhone or Bluetooth Smart technology<sup>1</sup>
2. Mobile device: iPhone, iPad or iPod touch running iOS 8 or later.

The app supports Apple Watch. Watch support requires watchOS 2 and iOS 9.

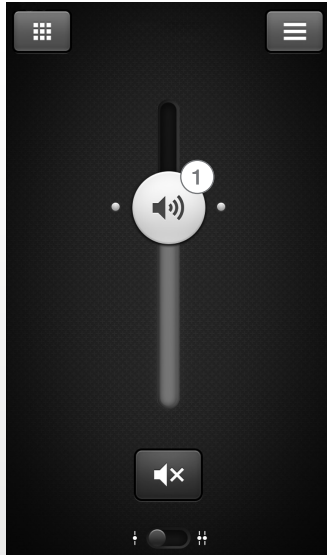
## **Android mobile device**

1. Hearing aids using Made for iPhone or Bluetooth Smart technology<sup>1</sup>
2. The app is compatible with supported Android mobile devices<sup>2</sup> running OS 4.4.2 KitKat or higher

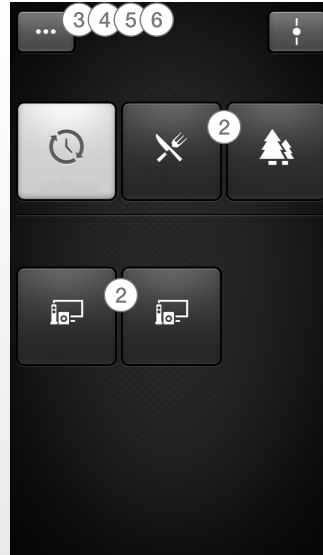
<sup>1</sup> Make sure the hearing aids are updated to the latest firmware version. Otherwise your hearing care professional can update the hearing aid firmware for you.

<sup>2</sup> Please consult the app webpage for a list of compatible Android devices [www.userguides.gnhearing.com](http://www.userguides.gnhearing.com)

# App functionality



1. Adjust and mute volume for both hearing aids or for each hearing aid individually



2. Change manual and streamer programs

3. Adjust **treble and bass** to your preferences

4. Create **Favorites** to save preferred program and settings Associate a Favorite with a specific location

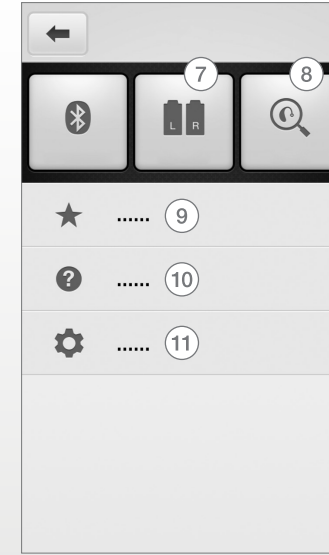
5. Use **Sound enhancer** for advanced feature adjustments: Comfort in noise, Speech focus and Comfort in wind\*

6. Use **Tinnitus manager** to adjust the pitch and variation of sound from the Tinnitus Sound Generator\*\*

\*Available for Bluetooth Smart hearing aids in top pricepoints: 8,9,17

\*\*Available if the Tinnitus Sound Generator has been enabled in your hearing aids.

Use Tinnitus manager to choose your preferred Nature Sound™\*\*



7. See battery and connection status

8. **Finder:** Help locate lost or misplaced hearing aids

9. **Favorites:** See an overview of or edit or delete saved Favorites

10. **Tutorial:** The in-app tutorial guides you through the app features

11. **Settings:** Edit and personalize program names, delete all favorites, enter and exit demo mode and see background information about the app

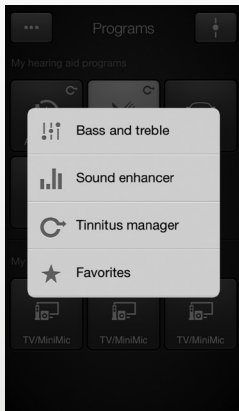
# GN Hearing Tuner app: Tinnitus Manager functionality

## Tinnitus Manager\*

The Tinnitus Manager will be available for you in the app if the Tinnitus Sound Generator (TSG) has been enabled in one or more of your fitted programs. A small icon will appear on program buttons where you have the TSG fitted.

If you go to the More options menu from one of those programs, you will see the Tinnitus Manager available.

### What you will have access to in the app

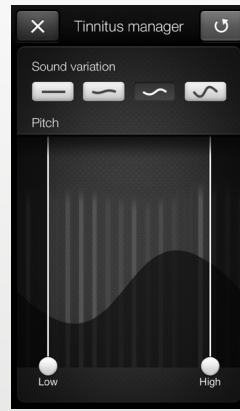


You will find the Tinnitus Manager in the menu on the program screen.



To return to the fitted settings of the program after adjustments, tap Undo

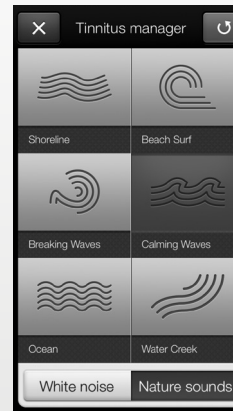
### If you have a program fit with white noise



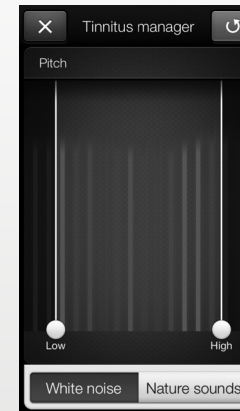
**Sound variation**  
Adjust the variation of the white noise sound input by tapping the buttons towards the top.

**Pitch**  
Adjust the frequency shaping (Pitch) by moving the two sliders left and right.

### If you have a program fit with a Nature Sound™



**Nature Sounds**  
Choose between one of the six new Nature Sounds in the hearing aid.



**Activate white noise**  
You can also activate the white noise sound input and adjust the Pitch.

\*For selected hearing aids only if enabled by your hearing care professional.

# Warnings and precautions

## **Use with mobile device apps:**

Notifications of app updates should not be disabled, and it is recommended that the user installs all updates to ensure that the app will function correctly and will be kept up to date.

The app must only be used with hearing aids for which it is intended as described in the user guide of the hearing aid.

GN Hearing takes no responsibility if the app is used with other devices.

## **Warnings and cautions**

If using the app with the hearing aid, please make sure to read the hearing aid user guide.

The hearing aid user guide was included in the hearing aid package. If you need a fresh copy, please consult GN Hearing customer support.

Be aware of information marked with the warning symbol



**WARNING** points out a situation that could lead to serious injuries,  
**CAUTION** indicates a situation that could lead to minor and moderate injuries.

**Intended use of smart phone apps:**

The apps are intended for use with the hearing aids to control hearing-aid functionality and to provide the end user with additional options for adjusting hearing parameters as well as to provide extra, relevant features.

GN Hearing mobile-device-connected app is intended for use with Bluetooth Smart wireless hearing aids. GN Hearing mobile device app sends and receive signals from the Bluetooth Smart wireless hearing aids via mobile devices for which the apps have been developed.

# GN Hearing

**Manufacturer****GN Hearing A/S**

Lautrupbjerg 7  
DK-2750 Ballerup  
Denmark

**Distributor in US:**

GN Hearing  
8001 Bloomington Freeway  
Bloomington, MN 55420-1036  
U.S.A.

**Distributor in Canada:**

GN Hearing Care Canada.  
301-303 Supertest Road  
Toronto ON M3J 2M4  
Canada