



App user guide

Introduction

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

For more information and help for apps, please visit the website:


www.userguides.gnhearing.com

If you would like a printed version of the 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 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. On the App Store, search for 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 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 on Google Play by following these steps:

1. Enter Google Play by tapping the Play Store icon  on your Android phone.
2. On Google Play, search for 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 app will download and install
5. When installation is complete, tap “Open” to open the app

BeMore app

The BeMore app offers unprecedented user friendliness with just one tap of a finger. Control and customize your hearing aid settings directly from your mobile device, so that you can personalize your hearing experience to match your sound environments. You can even get your hearing aid programs updated by your hearing care professional and receive hearing aid updates remotely without making a trip to the clinic (available in selected markets). The app will guide you on all the things you can do and how to do it.

The BeMore app is available on the App Store and Google Play.

To use the app, you need the following devices:

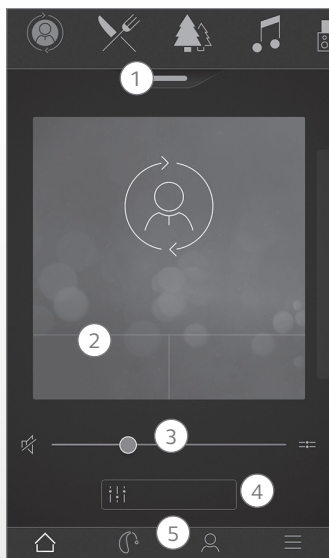
Mobile devices:

- iPhone, iPad or iPod touch. The app is also compatible with Apple Watch.
- Supported Android devices.

Please visit our web site for specific compatibility information and an up-to-date list of compatible mobile devices: www.userguides.gnhearing.com



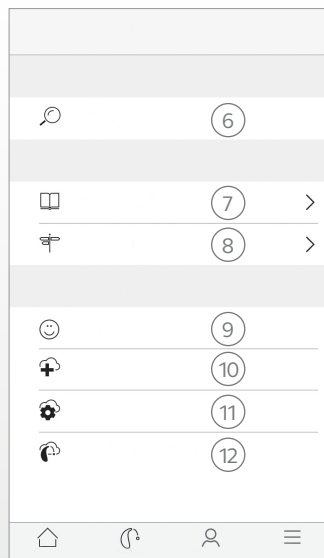
BeMore app functionality



Main screen:

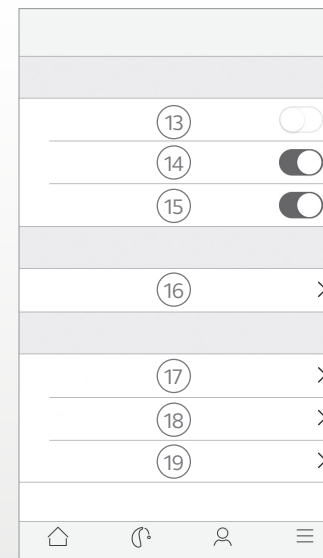
1. Use the top carousel, **drop-down** or card-swipe to choose your hearing aid or streamer program, or your Favorite. Tap drop-down to edit programs and Favorites.
2. Use **Quick Buttons** for one-tap, advanced sound adjustments.
3. Adjust **volume** or mute.
4. Access **Sound Enhancer** to adjust treble/mid/bass, noise reduction, speech focus or wind noise reduction*. Also access Tinnitus Manager to adjust pitch and variation of sound from the Tinnitus Sound Generator, or to choose your Nature Sound*.
5. **Navigational menu.**

*Available if the Tinnitus Sound Generator has been enabled by your hearing care professional.



'My' menu:

6. Find your **lost hearing aid.**
7. **Learn about the app** and its functions.
8. **Guiding tips** for use of the app and the hearing aids.
9. **Rate my sound** Send your hearing care professional a rating of your sound settings.
10. **Request assistance** with your hearing aid settings and programs from your hearing care professional.
11. See the **status of your requests** and install any settings and program updates sent by your hearing care professional. Go back to previous settings.
12. **Install new software** received for your hearing aids.



More menu:

13. Enter/exit **Demo mode.**
14. Enable/disable **Guiding tips.**
15. Enable/disable **Automatic activation of Favorite locations.**
16. **Apple Watch settings:** Set your preferences for the Watch app.
17. **About:** Read about the app and the brand.
18. **Legal information:** Learn about manufacturer, terms & conditions and privacy policy. Review, give or withdraw consent to data-processing.
19. **Support:** More app help and additional links to web-based help and FAQs.

Intended use of mobile device apps:

Mobile device apps are intended to be used with wireless hearing aids. Mobile device apps send and receive signals from the wireless hearing aids via mobile devices for which the apps have been developed.

CE
0297

GN Hearing A/S
Lautrupbjerg 7
DK-2750 Ballerup
Denmark

Any issues relating to the EU Medical Device Directive 93/42/EEC should be directed to GN Hearing A/S.

GN Hearing Tuner app



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

The GN Hearing Tuner app was the first hearing aid app with a direct connection between your hearing aids and the mobile phone.

The GN Hearing Tuner app is available on the App Store and Google Play.

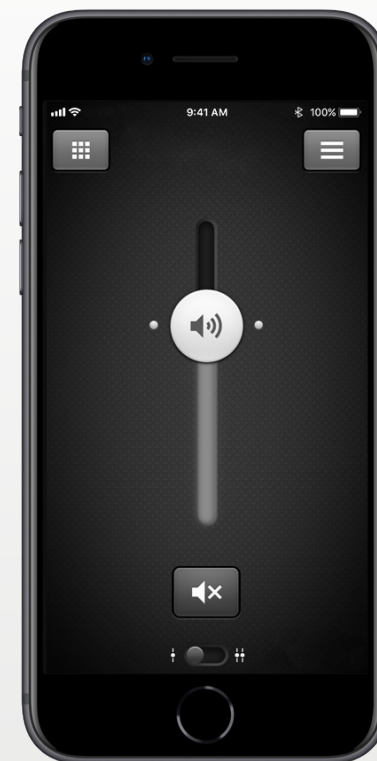
To use the app, you need the following devices:

Mobile devices:

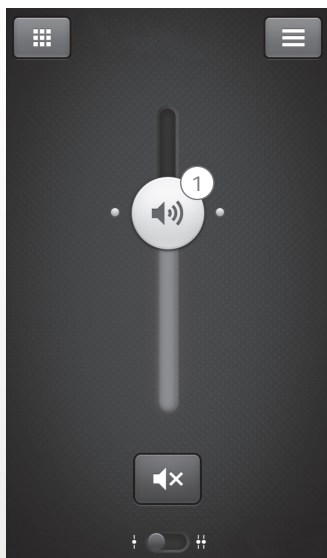
- iPhone, iPad or iPod touch. The app is also compatible with Apple Watch.
- Supported Android devices.

Please visit our web site for specific compatibility information and an up-to-date list of compatible mobile devices:

www.userguides.gnhearing.com



GN Hearing Tuner app functionality



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



*Available if the Tinnitus Sound Generator has been enabled by your hearing care professional.

2. Change manual and streamer **programs**.

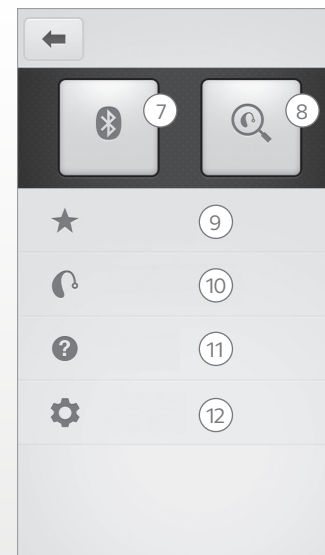
3. Adjust **treble and bass** to your preferences.

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*.

Use Tinnitus Manager to choose your preferred Nature Sound™*.



7. **Connection:** 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. **My hearing aid:** Find personalized information about your hearing aid.

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

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

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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.

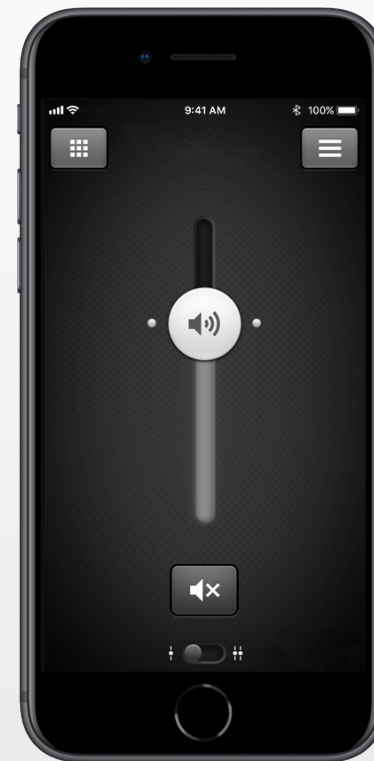
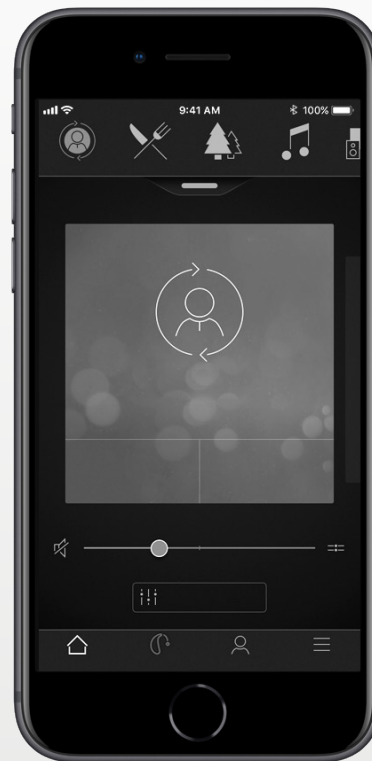
The app must only be used with GN Hearing devices for which it is intended, and GN Hearing takes no responsibility if the app is used with other devices.

Warnings and cautions

If using the GN Hearing apps 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.



GN Hearing

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