



Hearing Australia App

User guide

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Introduction

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

The Hearing Australia app is a variant of the GAN app.

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

To get a printed version of this guide, contact customer support or print it yourself.

For more information and help for apps, consult your hearing care professional, or visit our website: hearing.com.au/Hearing-Products/App-Support.

Intended purpose

The Hearing Australia app is intended to be a remote control for wireless hearing aids made by GN independent of brand.

The Hearing Australia app is intended to be an assist tool for wireless hearing aids made by GN independent of brand.

When used as a remote control, the app can adjust the hearing aid and/or accessories in accordance with the settings selected by the hearing care professional.

When used as an assist tool, the app provides the user with a connection to the hearing care professional, who can adjust the hearing aid settings remotely.

Finding and installing the app



Access apps for iPhone, iPad, and iPod touch via a download in 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. In the App Store, search for 'Hearing Australia' 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, you can find the app on your device screen - tap to open the app



Access apps for Android devices via a download in Google Play by following these steps:

1. Enter Google Play by tapping the Play Store icon on your Android phone
2. In Google Play, search for 'Hearing Australia' and the name of the app
3. After finding the app, tap 'Install'
4. After entering your password, the app will download and install
5. After the installation is finished, tap 'Open' to start using the app

Hearing Australia app

Control and customise your hearing aid settings directly from your mobile device, so that you can personalise your hearing experience to match your sound environments. You can also get your hearing aid programs updated by your hearing care professional and receive hearing aid updates remotely without making a trip to the clinic. The Hearing Australia app will guide you on all the things you can do and how to do it.

Compatible device information

The app is compatible with wireless hearing aids and accessories provided by GN Hearing A/S.

For a full list of compatible devices, refer to hearing.com.au/Hearing-Products/App-Support.

Make sure the hearing aids are updated to the latest firmware version via the app. Your hearing care professional can update the hearing aid firmware for you.

Hearing Australia app functionality

- On your mobile phone, use the top carousel, drop-down or card-swipe to choose your hearing aid or streamer program, or your Favourite. Tap drop-down to edit programs and Favourites.
- Use quick buttons for one-tap, advanced sound adjustments.
- Adjust volume or mute.
- Access Sound Enhancer to adjust treble/mid/bass, noise reduction, speech focus or wind noise reduction*.
- Access Tinnitus Manager to adjust pitch and variation of sound from the Tinnitus Sound Generator, or to choose your Nature Sound**.
- Status menu.
- The 'My' menu: Here you can learn what the app can do and contact your hearing care professional* to request help and receive updates to your hearing aid settings.
- The 'More' menu: Here you can adjust app settings and find additional information on your app.

* Feature availability depends on the hearing aid model and the fitting by your hearing care professional.

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

Online Services

Use the Online Services option if you need help from your hearing care professional.¹

How to request assistance

Tap MyHearing Australia on the bottom to find Online Services. Tap Request assistance and follow the steps in the app.

You will be asked to answer a few questions before starting.

If you can answer No to all questions, tap Next to continue.

How to define and send your issues

Choose the options that match the issue you are experiencing. The more details you can give, the better.

How to fill in your information

If none of the options on the screen match your issue, choose Other. You can also add a personal message if you want to describe it yourself.

Continue by describing how severe you think your issue is, in which ear it happens and in which programs.

How to send your request

Once you are done filling in your information, tap Send request. Your hearing aids must be connected to the app while sending your request for assistance.

You will receive a confirmation from your hearing care professional.

How to view previous requests Go to My Hearing Australia and tap My requests and new settings.

Your new hearing aid settings

When your new settings are ready to be installed, you will receive a notification on your phone or in the app.

¹Online Services and Live Assist are only available for hearing aids connecting to Hearing Australia. The feature is available in selected countries only and depends on the fitting by your hearing care professional.

How to start installing

Your new settings are always shown on top of the list. Tap Install to begin and wait until it is done - it will take approximately 1 minute.

You can always restore your previous settings if you think they were better for you. In My Hearing Australia, tap My requests and new settings and Restore to previous settings.

How to install your new settings

Follow the steps in the app. The hearing aids will be turned off while installing.

Once the new settings are installed, tap Close. You are now ready to try your new settings.

Live Assist

If you use the Live Assist option, a hearing care professional at Hearing Australia can call you and adjust your hearing aids remotely while you are on the call. You only need to answer the call and stay connected while your hearing aids are updated.

If you want to chat with a hearing care professional at Hearing Australia during the session, simply tap the Chat icon.



CAUTION: Only accept real-time video calls you are expecting and have scheduled with your hearing care professional.

Live Assist is available for iOS.

Rate my sound

A few days after installing your new hearing aid settings, the app will ask you to rate the sound in your hearing aids.

You can also rate your sound by tapping My Hearing Australia and then Rate my sound.

Comparison

If your hearing aids have been fine-tuned, the app will ask you to compare the new and older settings. Choose the option you find most suitable for you.

If you are not satisfied with your new settings, the app will ask you fill a new request for assistance. Add as many details as possible so your hearing care professional can provide the best possible solution for you.

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 app and operating system to ensure highest protection against vulnerabilities.

The app must only be used with Hearing Australia devices for which it is intended. Hearing Australia takes no responsibility if the app is used with other devices or if third party apps are used to control the Hearing Australia devices.

Apply only remote fine-tuning packages you expect to receive to your hearing instruments.

Hearing Australia does not support rooted mobile phones.

Warnings and cautions

If using the app with a hearing aid, please 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 contact Hearing Australia.

Be aware of information marked with the warning symbol.



CAUTION: Always use the latest available software update for your device. Failing to follow these precautions can compromise the information security of your hearing aid and potentially cause hearing loss or tinnitus.

Symbols

The symbols below are used in this user guide, on the hearing aids, or on the packaging.



WARNING: Points out a situation that could lead to serious injuries.



CAUTION: Indicates a situation that could lead to minor and moderate injuries.



Legal manufacturer.



Follow instructions for use. (Logo in blue)



Unique Device Identification.



Medical Device.



Date of manufacture.



Please follow country regulations when disposing of physical items related to the software.

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Manufacturer according to EU
Medical Device Regulation 2017/745:



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Any serious incident that has occurred in relation to the device should be reported to the Legal manufacturer GN Hearing A/S and the competent authority of the EU Member State in which the user and/or patient is established.