

How to Use the myHearing App on Android devices

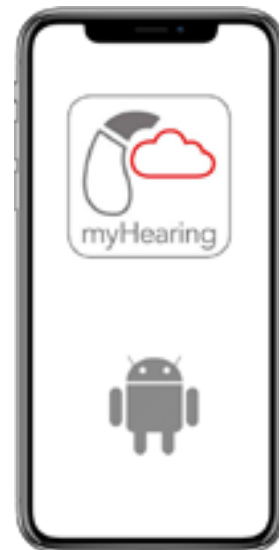
Quick Guide

Compatibility

The myHearing App is compatible with most of the Android (Android 5.0 and higher) devices.

A list of recommended Android devices for the optimal stability while using the app with our Bluetooth hearing aids is available at:

<https://www.signia-hearing.com/myhearing>



Installation

You can download and install the Signia myHearing App from the Google Play Store for free.

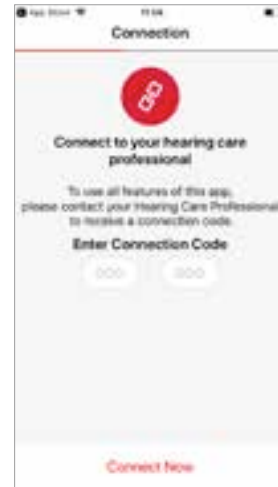


Connection step 1/3

To run the app, please use the connection code provided by your Hearing Care Professional.

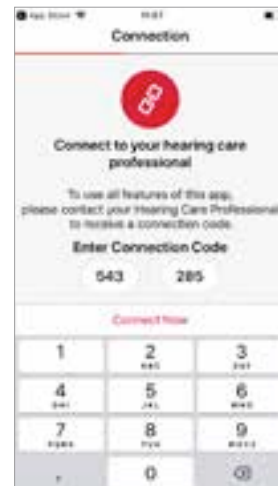
Please note that you will need a new connection code when:

- the app has been de-installed and re-installed;
- or
- you want to use the app on another device.



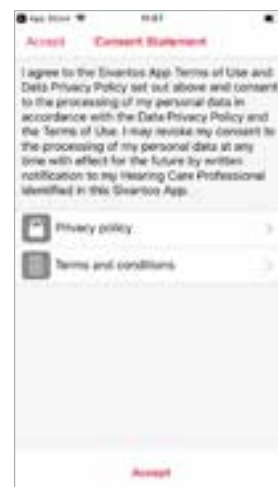
Connection step 2/3

Please insert the six-digit code into the grid and tap "Connect Now" to continue.



Connection step 3/3

Please tap "Accept" to approve the privacy policy and the terms and conditions after reading them.



Pair your Bluetooth hearing aids with Android devices step 1/8

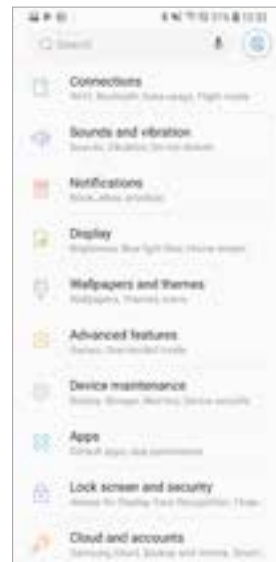
Remark: The Android screens shown serve as an example. They might differ according to the model/type as well as the Android version of your device.

To pair the hearing aids, exit the myHearing app and go to the "Settings" menu.



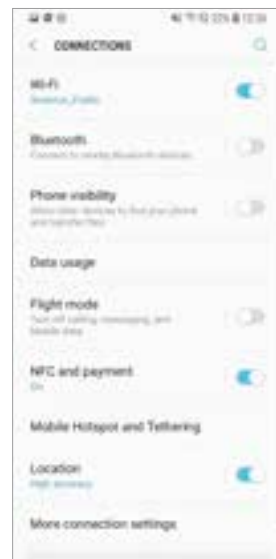
Pair your Bluetooth hearing aids with Android devices step 2/8

Select the option "Connections" under "Settings"...



Pair your Bluetooth hearing aids with Android devices step 3/8

Activate Bluetooth by swiping the menu bar next to the option "Bluetooth" to the right in case Bluetooth is off...



Pair your Bluetooth hearing aids with Android devices step 4/8

Return to the myHearing App and click "Start" on the bottom of the app menu.



Pair your Bluetooth hearing aids with Android devices step 5/8

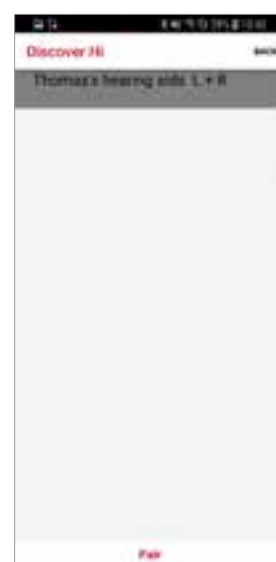
After switching on your hearing aids, they are ready to pair for three minutes. If this time has elapsed, please switch the hearing aids off and on and re-connect.



Pair your Bluetooth hearing aids with Android devices step 6/8

You will see the name of your hearing aids.

Tap on your hearing aids to start pairing.



Pair your Bluetooth hearing aids with Android devices step 7/8

Pairing with the app will start automatically and be completed successfully.



Pair your Bluetooth hearing aids with Android devices step 8/8

You can now start using the app.



Pair your non-Bluetooth hearing aids with Android devices step 1/3

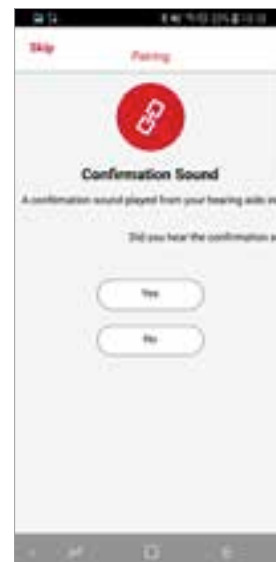
After switching on your hearing aids, they are ready to pair for three minutes. If this time has elapsed, please switch the hearing aids off and on and re-connect.



Pair your non-Bluetooth hearing aids with Android devices step 2/3

When you hear a confirmation sound from your hearing aids, tap "Yes" and pairing will be successful.

If you can't hear the confirmation sound, tap "No" and retry the pairing steps.



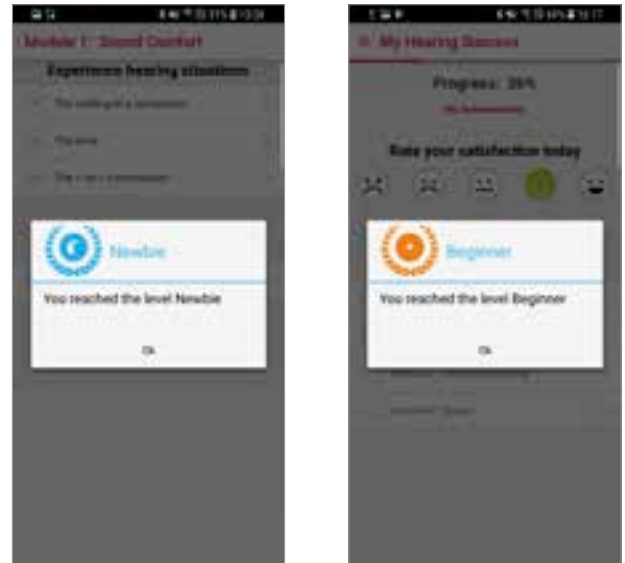
Pair your non-Bluetooth hearing aids with Android devices step 3/3

You can now start using the app.



Badges

If you are new to myHearing App, it provides you with a ,Newbie' badge. You can earn more badges ("Beginner" or "Advanced") when you use the app frequently.



Menu: My Hearing Aid

By tapping the list "My Hearing Aid" on the top left, you can see the main menu including:

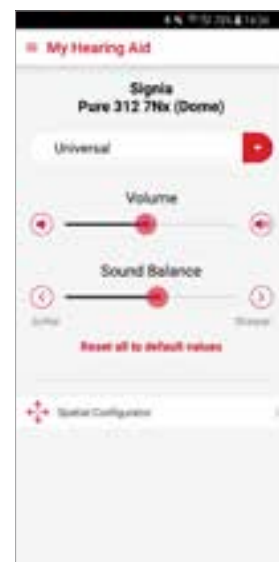
- My Hearing Success
- My Hearing Aid
- My Hearing Care Professional
- More



Menu: My Hearing Aid

The menu "My Hearing Aid" enables you to adjust the following settings:

- Hearing program
- Volume level
- Sound Balance
- 360° Spatial Configurator



Menu item: Programs

By tapping on the drop-down arrow next to the hearing program info, you can see an overview of all available hearing programs and select your preferred program.



Menu item: Spatial Configurator

By tapping the option "Spatial Configurator" in the main menu, you can adjust the directionality according to your needs.

Please note that the availability of the Spatial Configurator depends on the type of hearing aid and is available only for the first hearing program in your list.

The Spatial Configurator is normally set to automatic. The "A" (Auto) button in the middle is marked red in this case. You can adjust the Spatial Configurator manually by selecting its span. In this case, the selected span is marked red while the "A" button in the middle turns white. The bar at the bottom enables you to adjust the Span further.

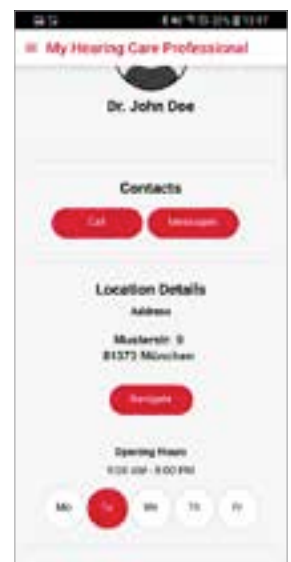


Menu: My Hearing Care Professional

Under "My Hearing Care Professional", you can see contact information of your hearing care professional.

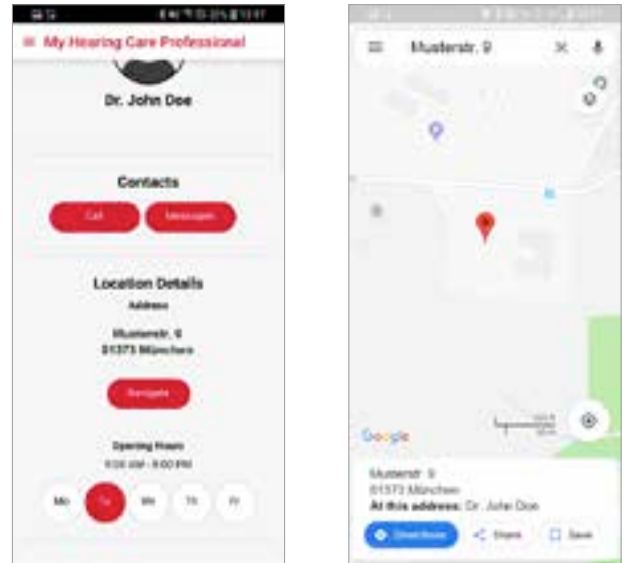
By tapping the button "Call" you can call your Professional via your mobile network.

By tapping the button "Messages" you can message to your Professional without leaving the app.



Menu: My Hearing Care Professional

By tapping the button "Navigate", you have the possibility to navigate to the location of your hearing care professional.

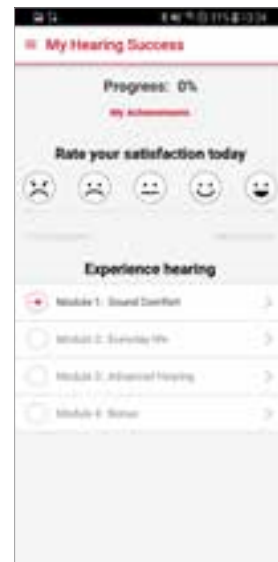


Menu: My Hearing Success

By tapping the menu "My Hearing Success" you get an overview about your progress.

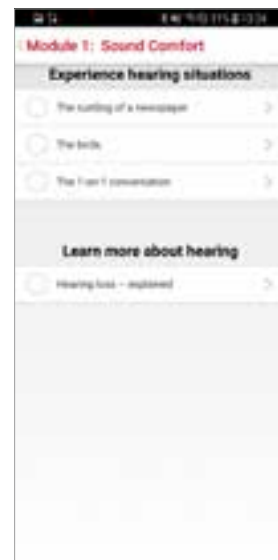
You can rate your daily satisfaction by tapping on one of the 5 emojis and share this information with your hearing care professional.

Under the item "Experience hearing" you have the opportunity to rate different listening situations to improve your hearing experience. Sharing this data with your hearing care professional allows him/her to understand your needs better.



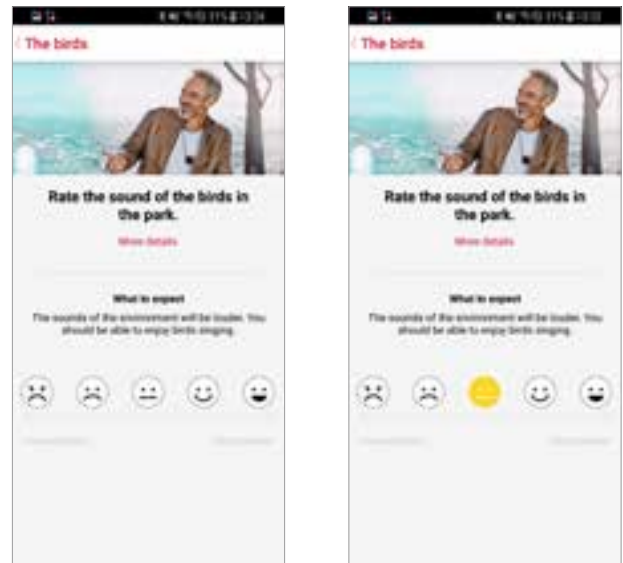
Menu: Lessons Module

By tapping on one of the modules, you can see a list of different listening situations to evaluate.



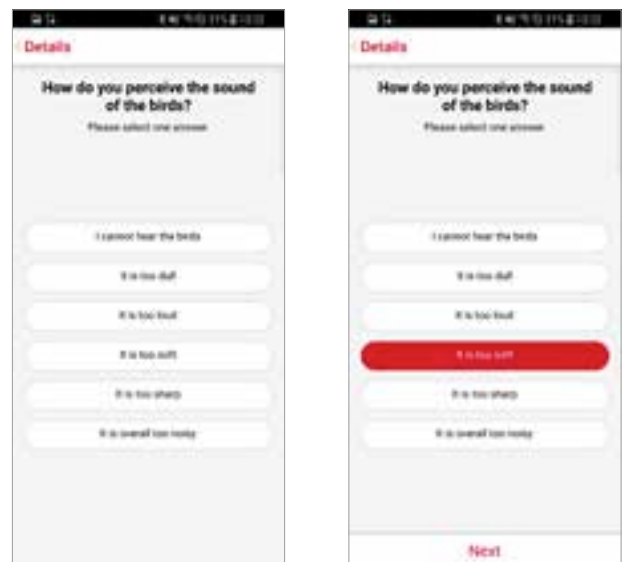
Menu: Lessons Module

You can follow the instructions and rate how your expectations are met by using the hearing aids.



Menu item: Feedback on Lessons

If your experience does not match your expectations, you can send feedback to your hearing care professional.



Menu: More

By tapping "More" on the task menu on the bottom of the myHearing App, you can access:

- App settings
- The User Guide & hearing aid maintenance information
- Your Statistics
- Legal information



Menu Item: Settings

By tapping on "Pair Hearing Aids", you can start re-pairing your hearing aids with your mobile device in case the connection to your hearing aids cannot be established.



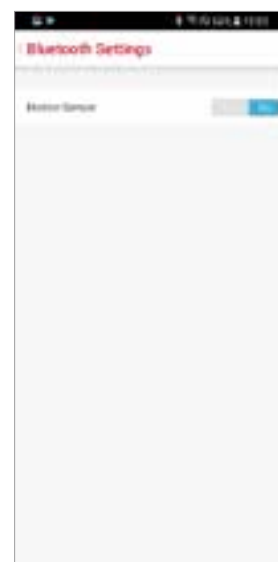
Menu item: Bluetooth Settings

By tapping the menu item "Bluetooth Settings" (available if you have Bluetooth hearing aids), you can access the additional functionalities that you could use via the Bluetooth connectivity.



Menu sub-item: Motion Sensor

By activating "Motion Sensor" menu, your hearing aids take motion information - collected by your mobile device - to automatically enhance your listening experience (e.g. while walking, cycling or driving).



Menu Item: Usage Statistics

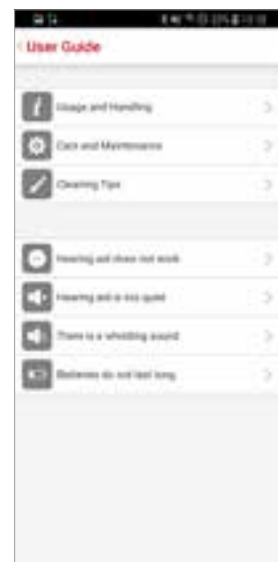
Activating the menu item "Usage Statistics" (by swiping the menu bar next to the option to the right) shares your app usage data with the app developers anonymously. This helps in improving your listening experience.



Menu item: User Guide

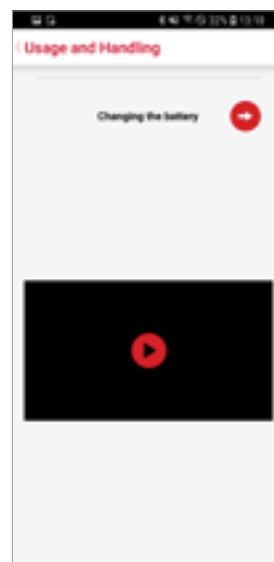
The user guide helps you to:

- get informed on hearing aids in detail; and
- solve minor issues yourself easily.



Menu sub-item: Usage and Handling

You can find tips for frequent maintenance issues.



Menu sub-item: Cleaning Tips

You can tap the red arrow on the right top or swipe in the middle of the screen from right to left to get the next tip.

By tapping the red arrow on the left top or swiping in the middle of the screen from left to right, you can go back to the previous tip.



Permissions

Depending on the operating system of your mobile device as well as the type of your hearing aids, myHearing App may require some initial permissions like:

- **receiving notifications**
to get notifications from your hearing care professional
- **accessing the motion & fitness activity**
to improve your listening experience while you are moving, walking or in any other activity
- **accessing the location services**
to use the activity/movement/walking detection feature
to keep the application alive on the background
Please note: No location data is transferred!
- **accessing the camera, audio, photos, media and files**
to receive a video call from your hearing care professional

FAQ / Troubleshooting

Depending on the operating system of your mobile device as well as the type of your hearing aids, myHearing App may require some initial permissions like:

- **How can I re-pair a lost Bluetooth Connection?**
If your hearing aids don't pair properly with myHearing App: go to "More" section and select the option "Pair your hearing aids" in order to pair them manually with the app.
- **What happens with the connection to myHearing App in case I get new hearing aids?**
After pairing your new hearing aids with myHearing App, it is necessary to re-start the app.
- **Are separate volume sliders available for left and right hearing aids?**
No. There is one volume slider in myHearing App, with which you can control the volume level of both hearing aids.
- **Can the StreamLine Mic be controlled via the myHearing app?**
No. In order to control the StreamLine Mic remotely, you need to install Signia myControl App, which is freely downloadable via Google Play Store.
- **Can the StreamLine TV be controlled via the myHearing app?**
No. In order to control the StreamLine TV remotely, you need to install Signia myControl App, which is freely downloadable via Google Play Store.
- **Is CROS/BiCROS supported by myHearing App?**
No.

The information in this document contains general descriptions of the technical options available, which do not always have to be present in individual cases and are subject to change without prior notice.

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