



Quick guide to connectivity and the GN Hearing BeMore app

GN Making Life Sound Better

Compatible mobile devices

Apple: The GN Hearing BeMore app is compatible with a range of hearing aids. These hearing aids are supported with iPhone 5 and later, iPad Pro, iPad Air and later, iPad mini and later, iPad (4th generation) and later, iPod touch (5th generation) and later.

iOS 10 or later is required. Always install latest version of iOS for best performance. For use with Apple Watch, min. watchOS 3 is required. To use Apple Watch, you must also have the BeMore app installed and running on your IOS device.

Android: The BeMore app supports some of the most popular Android devices.

As we are continuously making more mobile devices compatible, please consult the app website for up-to-date compatibility information:
www.userguides.gnhearing.com/

Control and personalization with the BeMore app



Download and install the BeMore app

The app can be downloaded for free on the App Store or Google Play by following these steps:

If you have an iPhone, iPad or iPod touch:

1. Go to the App Store
2. Search for “GN Hearing BeMore”
3. If you are on an iPad, change the search criteria in the top left-hand corner to **iPhone only**
4. Tap on **Get** and then **Install** to start downloading the app
5. Tap the BeMore app on your Home screen to start it up



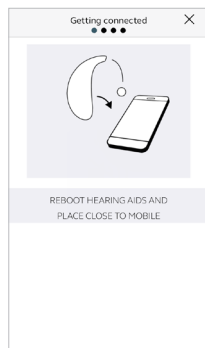
If you have an Android device:

1. Go to the Play Store
2. Search for “GN Hearing BeMore”
3. Tap on Install, then Accept so the app can access certain features on your phone such as Bluetooth
4. When installation is complete, tap on Open to start up your BeMore app



Getting connected

The first time you open the app, we will take you through a few steps to get you connected. Start by accepting the Terms & Conditions and then continue with the flow shown here.



Pairing your hearing aids to an Apple device or to an Android device:

Take off your hearing aids.

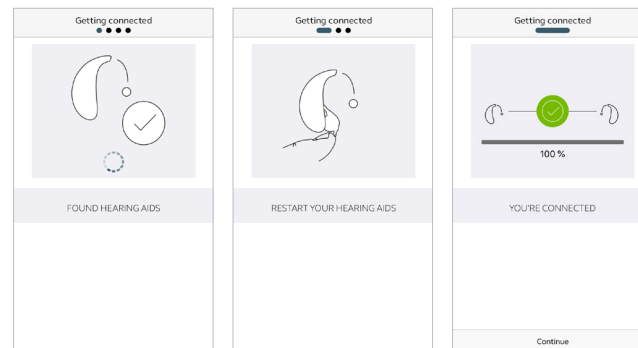
Reboot them (For hearing aids with single-use batteries, open and close the battery doors.

Place the hearing aids close to your mobile device.



Remember to allow push notifications and use of location-based services to make sure you're notified of messages from your hearing care professional and can enjoy all features of the app.

The BeMore app will guide you through the rest of the flow:



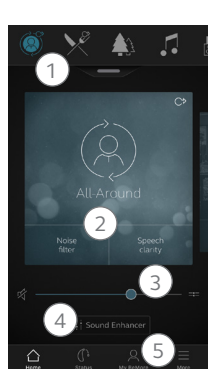
When you have done your first pairing in the app on iOS or Android, the app will confirm that it has found the hearing aids.

Next step is to establish a secure connection between the app and your hearing aids. You do this by rebooting your hearing aids. This is the second time that you will reboot the hearing aids.

When the green check mark appears, you're ready to go!

BeMore app overview

The BeMore app has four main screens, all accessible from the bottom navigation menu.

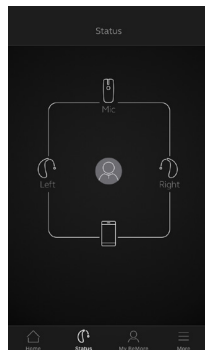


Main screen

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. Press the split icon to adjust volume for left and right hearing aids independently.
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.

*Feature availability depends on hearing aid model and settings provided by your hearing care professional.

Status



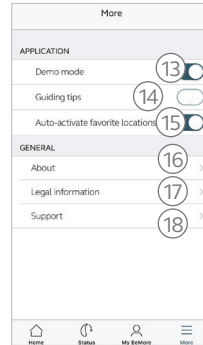
The status screen will show you information about the connectivity between your mobile device, hearing aids, wireless accessories and Apple Watch. If you see a red line with an exclamation mark, it means the connection is missing or broken.



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.

i What if I lose a connection?

When a connection is lost, tap the exclamation mark to receive guidance on how to re-establish the connection. It is a good idea to check that your hearing aids are powered on, are within phone range and have enough battery charge. You can also reboot your hearing aid if connection is not re-established straight away.



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

Sound Enhancer: Personalize your sound

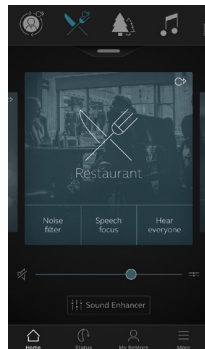
Sound Enhancer lets you fine-tune bass, middle and treble, Noise reduction, Speech focus and Wind noise reduction.

Availability of Sound Enhancer varies per hearing aid model and program depending on your fitting.

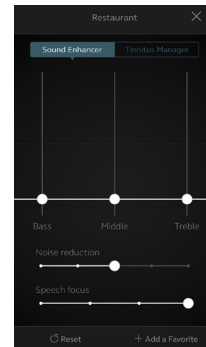
Noise reduction, Speech focus and Wind noise reduction are only available for top price-point hearing aid models. Bass, middle and treble is always available.

i Can I save my settings?

When you find settings you like, you can save them as Favorites. If you don't save them, the adjustments will remain until you click the reset button or reboot your hearing aids (opening and closing the battery doors).



Access Sound Enhancer from the bottom of the Home screen.



A view of Sound Enhancer with all possible features shown.

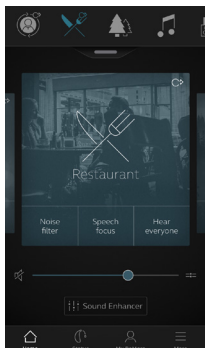
Move the sliders to interact with each feature and make adjustments.

When you interact with one of the features, the screen will focus on that feature alone. See next page.

Tap Reset to return to fitted settings.

Tinnitus Manager

🏠 What you will have access to in the app



The Tinnitus Manager is available for you in the app if the Tinnitus Sound Generator (TSG) has been enabled in one or more of your fitted programs by your hearing care professional.

A small icon will appear in the top right corner on programs

if you have the TSG fitted. If you go to the Sound Enhancer menu from one of those programs, you will see the Tinnitus Manager available.

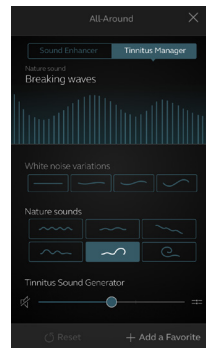


Activating and adjusting signals

When you enter the Tinnitus Manager, your current settings will be indicated. On the screen to the left, the white noise signal is activated. On the screen to the right, the nature sound signal is activated.

You will have access to:

1. White noise*: Activate or adjust the white noise signal by tapping one of the four buttons in 'White noise variations'. You can also adjust the frequency shaping above by moving the two sliders left and right.



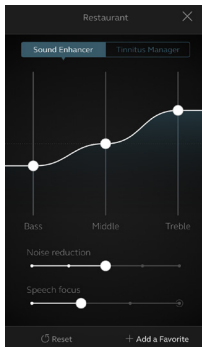
2. Nature sounds*: Activate or choose your preferred nature sound by tapping one of the six buttons in 'Nature sounds'.

3. Volume Control*: Adjust the volume level of the 'Tinnitus Sound Generator' by moving the slider.

You can always press reset to return to the settings provided by your hearing care professional.

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

🏠 Favorites

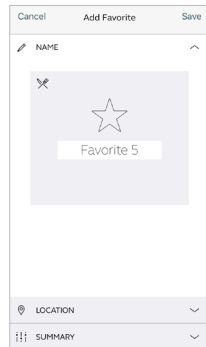


Add a Favorite

You can save your preferred sound settings as a Favorite.

Tap Add a Favorite at the bottom of the Sound Enhancer or the program overview.

Changes made to sound settings can be saved as a new Favorite or to update an existing Favorite.

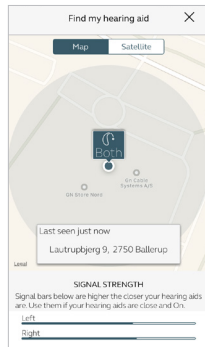


Name

Start by naming your Favorite.

i What are the settings of my Favorite?

To view the settings of your Favorite, tap Summary at the bottom of the screen. You can do this when you add the Favorite or if you enter Edit mode.



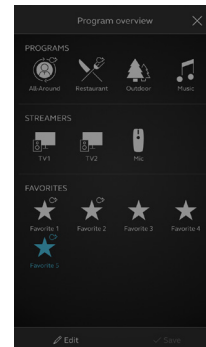
Location

You can also choose to add a location to a Favorite.

You can choose to have your hearing aids automatically change to the Favorite when you enter that location.

i Enable Location Services in iOS?

For location-based favorites to work, go to Settings on the iOS device, tap Privacy, then Location Services. Turn Location Services on. Scroll down to the BeMore app and select "Always" on.



Favorite overview

When you have saved your Favorite, it will be added to the program navigation menus.

To edit or delete an active Favorite, tap Edit at the bottom of the program overview. Then tap the Favorite. Edit name, location or tap

Delete at the bottom of the screen.

To delete all your Favorites, simply tap Delete all Favorites at the bottom of the program overview after you tap Edit.

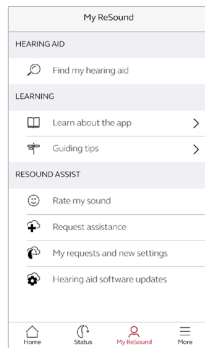
Online Services: Hearing care wherever you are

If you need more fine-tuning than the BeMore app offers, you can use Online Services for direct access to help from your hearing care professional. You can send a request for assistance with your hearing aid settings and you can receive new settings in the app, ready to install on your hearing aids.

Please note that access to Online Services requires the following:


- Availability in your market
- One or more of its features has been enabled for you by your hearing care professional

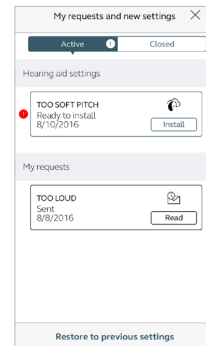
Request assistance



My BeMore

Go to My BeMore in the bottom menu to find Online Services. Tap 'Request assistance' to reach out to your hearing care professional. The app will guide you through the rest of your service request.

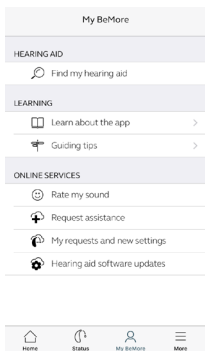
 Try out your direct fine-tuning options in the BeMore app first. Request assistance if you're experiencing recurring problems or need more fine-tuning than you can find in the app.



Viewing requests

To view your previous requests and responses from your hearing care professional, go to My BeMore and tap 'My requests and new settings'. Lists of active and closed requests will be accessible. Tap one to see more.

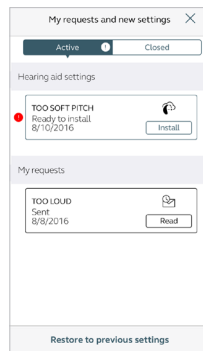
Receiving new hearing aid settings



New settings

When your hearing care professional sends you new hearing aid settings, you will receive a notification.

The updates can be found under My Requests and new settings in the BeMore menu.



Starting the installation

New hearing aid settings are placed as the first listing on the screen. Tap 'Install' to begin and the app will guide you through the rest of the process. The installation takes about 1 minute.

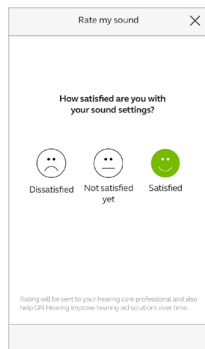
Your hearing care professional can include a message for you, to explain what is included in the new settings.



If, for some reason, you want to restore your previous settings after installing the new ones, go to My BeMore and tap 'My requests and new settings'. The option to restore previous settings is available at the bottom and you just follow the flow.

Rate my sound

When you have a new fitting or fine-tuning of your hearing aids, the app will ask you to rate your sound settings after a few days. Your rating will be sent directly to your hearing care professional. If you're not satisfied with your sound settings, your hearing care professional can then adjust them for you.

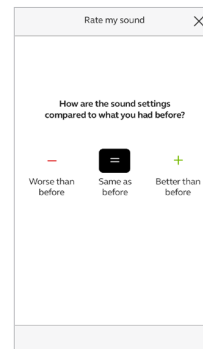


Rating

Rate your sound settings with one of these three options:

- Satisfied
- Not satisfied yet
- Dissatisfied

You can rate your sound settings once.



Comparison

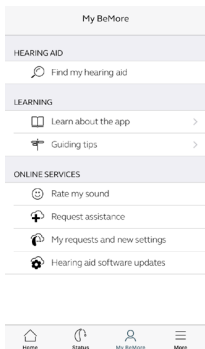
If your sound settings have been fine-tuned, the app will ask you to compare the new sound settings with your previous sound settings. Are they:

- Better than before
- Same as before
- Worse than before

*Feature availability depends on hearing aid model and settings provided by your HCP.

Receiving new hearing aid software

Sometimes it's beneficial to update the software for improved performance, and you can now do it directly in the BeMore app.

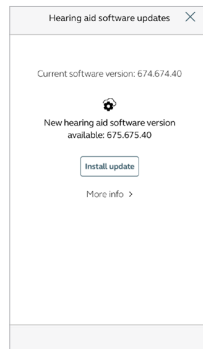


Notification

When a software update is ready for your hearing aids, you will receive a notification. The updates can be found under Hearing Aid Software Updates in the BeMore menu.



Do the installation of new hearing aid software when it's convenient for you. It takes about **5 minutes** per hearing aid, so it's important that you have the time. It's recommended to complete the installation once started.



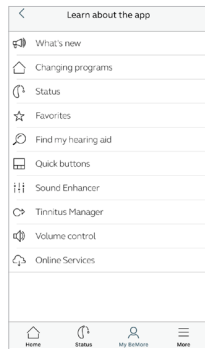
Information

You will see which new software version is available for your hearing aids. A message will also be included, to explain what is in the update. Tap install and the app will guide you through the rest of the installation process.

Note that the hearing aids will turn off sound during the installation.

Learn about the app

To learn even more about how the app works, go to 'Learn about the app' in the My BeMore menu. Explore the app, and what you can do, section by section.

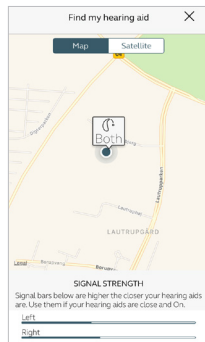


Overview

The full list of items that you can explore to learn more about the app.

Find my hearing aid

If you have lost your hearing aids, go to My BeMore and tap on 'Find my hearing aid'. The app can help you locate them.



Last location

The map will show where the hearing aids were last seen connected to the app. Tap the hearing aids to see address and time they were last seen. You can switch between Map and Satellite views.

Enable Location Services in IOS?

To track hearing instrument location in the background, go to Settings on the iOS device, tap Privacy, then Location Services. Turn Location Services on. Scroll down to the BeMore app and select "Always" on.

Search nearby

If the app detects the hearing aids nearby, it will show you if you are getting closer or farther away from your hearing aids. Look for the indication on the red bars at the bottom of the screen.

Hearing aids must be On to use this feature.

BeMore app for Apple Watch

Control the hearing aids straight from your wrist

What you need

The BeMore app must be installed on your iPhone. Please follow the instructions found in the Apple Watch companion app on your iPhone.



Stream sound to your Android phone

Stream from your phone to your Hearing aids using the Phone Clip+

When paired and connected to the Phone Clip+, your Hearing aids can stream stereo sound from your phone.

Simply open a media player on your phone and press play. Your hearing aids will switch to the streaming program and after a few seconds you will hear audio.

Pairing your Phone Clip+ with your phone

- Go to the phone settings and make sure that Bluetooth is turned on
- Turn on the Phone Clip+, remove the silver cap, and locate the small blue Bluetooth pairing button
- Tap the button once to activate Bluetooth pairing mode. The LED indicator will turn blue and the Phone Clip+ will be in Bluetooth pairing mode for 2 minutes
- After a few seconds, select **Hearing Aid Phone** from the list of available Bluetooth devices on your phone
- If asked for a passcode, enter 0000 (four zeros) and then select **Headset**

Pairing your Phone Clip+ to your hearing aids

- Open the hearing aid battery door or insert rechargeable hearing aids in the charger
- Turn on the Phone Clip+, remove the silver cap, and locate the small white hearing aid pairing button
- Tap the button to activate the hearing aid pairing mode. The LED will blink yellow every 2 seconds and the Phone Clip+ will be in pairing mode for 20 seconds
- Close the battery doors on your hearing aids or remove the rechargeable hearing aids from the charger

For further information about the Phone Clip+ refer to the user guide.

Please refer to <http://www.userguides.gnhearing.com> for more information and a user guide for the BeMore app.

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