

danalogic GN

danalogic Ambio

# GN Assist Live checklist



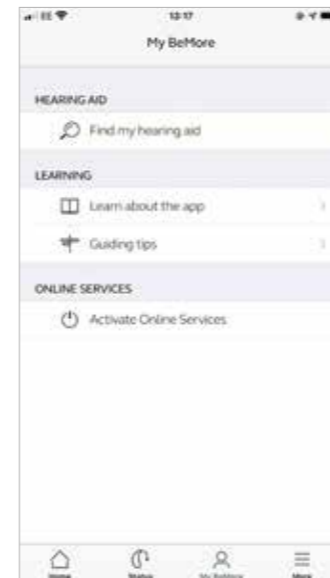
A guide for patients

# GN Assist Live checklist

## IOS devices

Before your GN Assist Live appointment with your NHS Audiologist, please ensure:

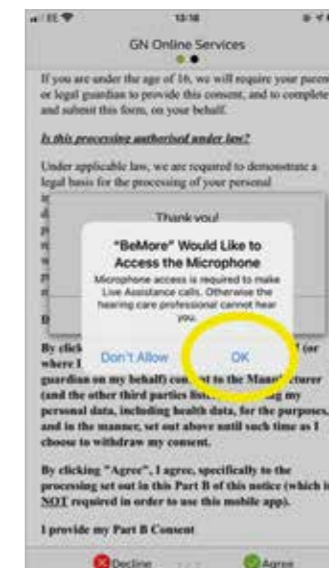
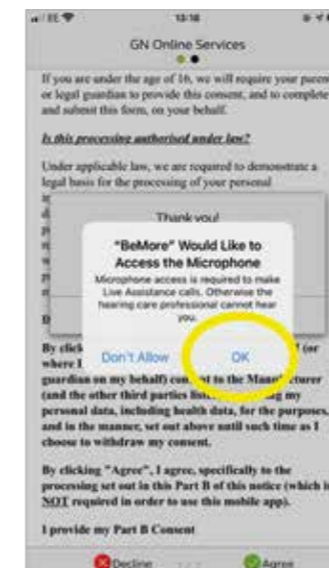
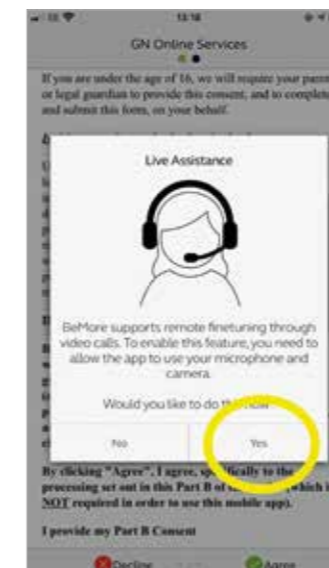
1. You have downloaded the latest version of the BeMore™ app and your hearing aids are connected to the app (see other guides for full instructions).
2. You are in a location with a strong internet connection.
3. You insert fresh batteries into your hearing aids/ ensure your hearing aids are fully charged.
4. You have at least 50% battery on your smart phone/ device.
5. Go to the BeMore™ app and click on My BeMore > Activate Online Services.



6. The app will prompt you to complete a consent form, complete this appropriately. (Please note 'Part A' is compulsory for GN assist).



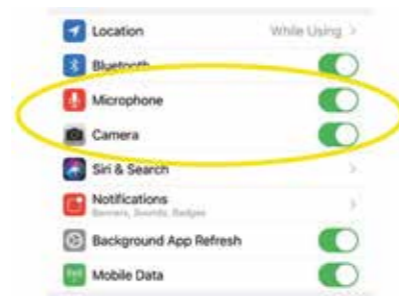
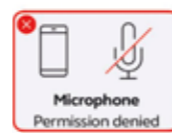
7. You will need to give access to the microphone and camera to use of GN assist live. Please follow the prompts appropriately.



- Go to the BeMore™ app and tap on My BeMore > Live Assistance to ensure you are ready for your GN Assist live appointment (There should be green ticks next to each icon).



If you have a red cross next to microphone and camera go to Settings > Apps and find the BeMore app icon, click on this and turn on the toggle next to microphone and camera.



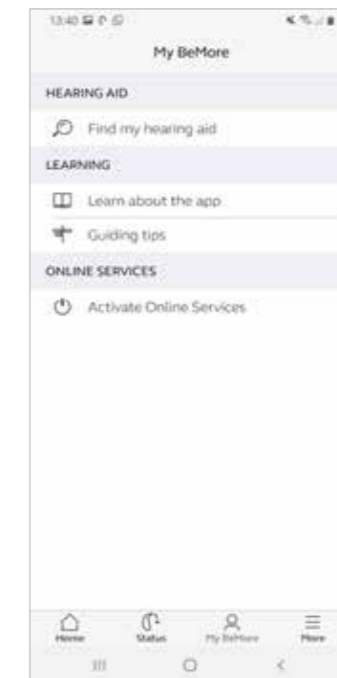
- You are now ready for GN assist live and can accept you call from your NHS Audiologist.



### Android devices

Before your GN Assist Live appointment with your NHS Audiologist, please ensure:

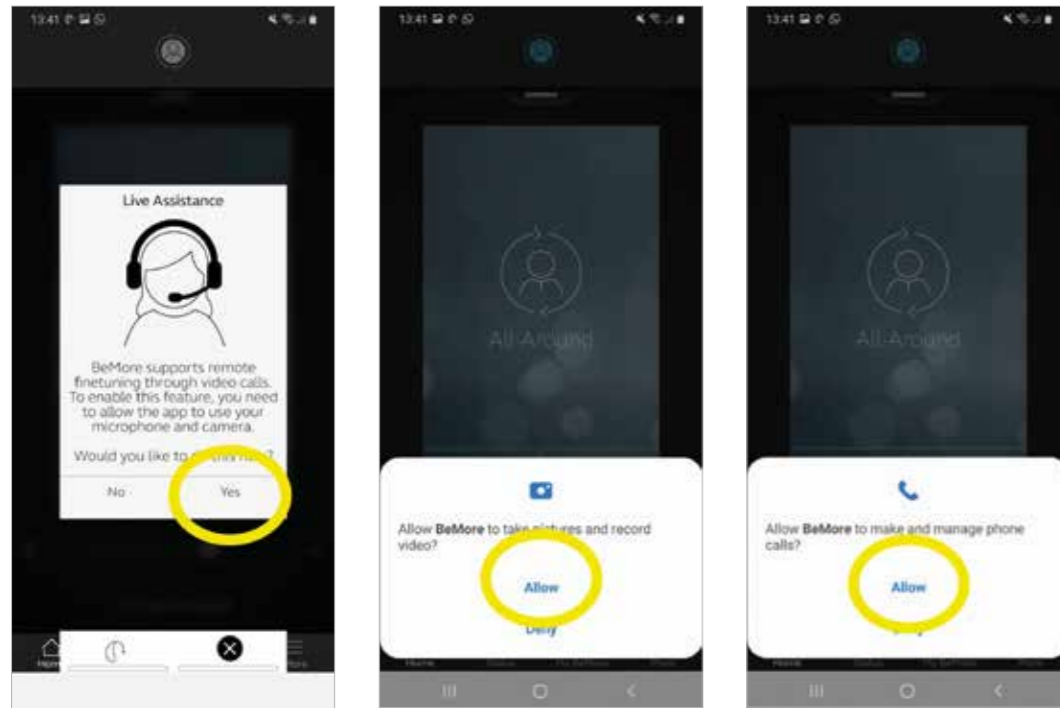
- You have downloaded the latest version of the BeMore™ app and your hearing aids are connected to the app (see other guides for full instructions).
- You are in a location with a strong internet connection.
- You insert fresh batteries into your hearing aids/ ensure your hearing aids are fully charged.
- You have at least 50% battery on your smart phone/ device.
- Go to the BeMore™ app and click on My BeMore > Activate Online Services.



- The app will prompt you to complete a consent form, please complete this appropriately. (Please note 'Part A' is compulsory for GN assist).



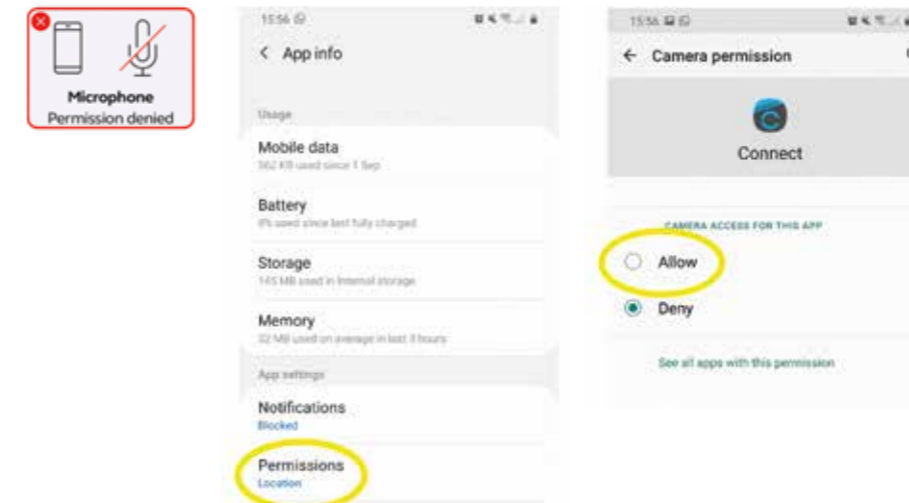
- You will need to give access to the microphone and camera to use of GN assist live. Please follow the prompts appropriately.



- Go to the BeMore™ app and tap on My BeMore > Live Assistance to ensure you are ready for your GN Assist live appointment (There should be green ticks next to each icon).



If you have a red cross next to microphone and camera go to Settings > Apps and find the BeMore app icon, select 'Permissions' and click on camera and change to **Allow** and repeat for microphone.



- You are now ready for GN assist live and can accept you call from your Audiologist.



# danalogic GN

Danalogic from GN works harder to drive positive outcomes across the whole patient journey, enabling the NHS to deliver better care where it really matters.

Danalogic is part of the GN Group – pioneering great sound from world-leading hearing devices to Jabra office headsets and sports headphones. Founded in 1869 and employing over 5,000 people. GN makes life sound better.

Find out how you can help your patients get the most out of their hearing experience with Analogic from GN at [www.danalogic.co.uk](http://www.danalogic.co.uk)



GN Hearing UK Ltd  
Unit 13, Talisman Business Centre,  
Bicester, OX26 6HR  
Tel: +44 1869 352 800  
Fax: +44 1869 343 466  
[customerserviceuk@gnresound.com](mailto:customerserviceuk@gnresound.com)  
[www.danalogic.co.uk](http://www.danalogic.co.uk)