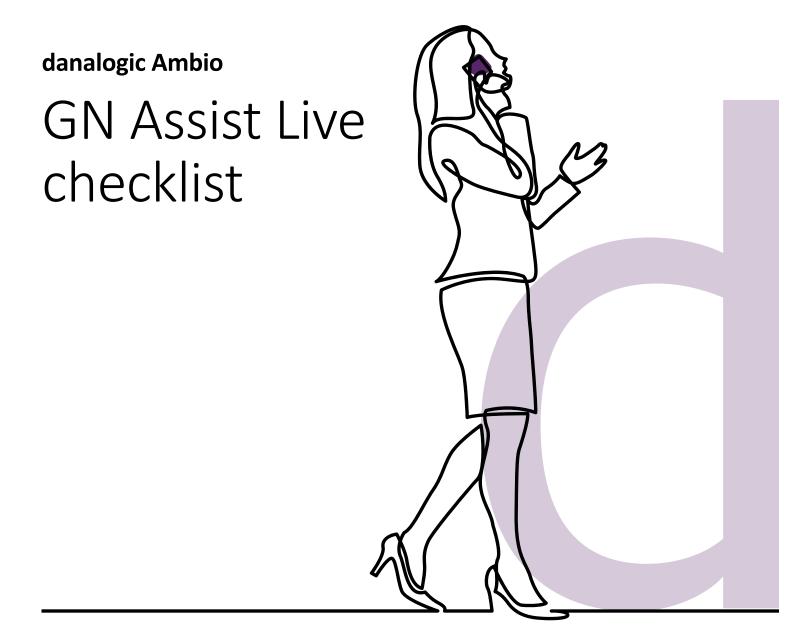
danalogic GN



A guide for patients

GN Making Life Sound Better

GN Assist Live checklist

IOS devices

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

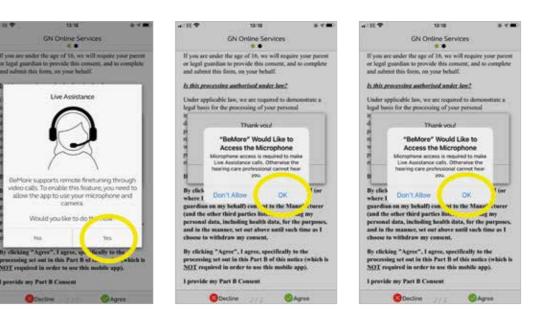
- 1. You have downloaded the latest version of the BeMore[™] app and your hearing aids are connected to the app (see other guides for full instructions).
- 2. You are in a location with a strong internet connection.
- 3. You insert fresh batteries into your hearing aids/ ensure your hearing aids are 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).

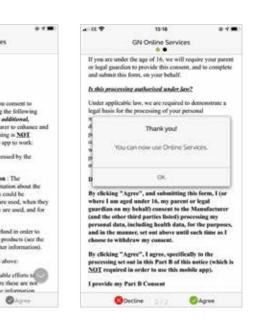
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GN Online Services • 0	GN Online Service
Part A Consent.	Part A Consent.
PART A CONSENT Where you provide Part A Consent, you consent to the Manufacturer (as specified) receiving and processing the following personal information about you in the manner, and for the purposes, detailed below which <u>IS NECESSARV</u> in order for the functionality of the mobile app to be provided to you: The following data categories are processed by the Manufacturer:	PART B CONSENT Where you provide Part B Consert, yo Manufacturer receiving and processing perional information about you for an analytic parports to catable Manufactu- develop its preducts. This data process <u>NECESSARY</u> in order for the mobile The following data categories are proc Manufacturer.
 The bearing instrument's serial number, hardware identification number and software version: for the purposes of erabling firmware updates; Hearing instrument settings : for the purpose of optimizing your settings The length of time you use your hearing instrument : for the purpose of optimizing your settings; Device type information : Generic device specific information such as the type of mobile device and mobile operating system; 	Manufacturer may collect inform usage of the app. In practice this information about features that a are activated, for how often they how leng they are being used. The data above is sent to Microsoft he enable Manufacturer to develop better "Third Party" section below for their With respect to both Part A and Part B 1. The Manufacturer will make reason remove all identification markness when manufacts the the how removes and
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7. You will need to give access to the microphone and camera to use of GN assist live. Please follow the prompts appropriately.





8. Go to the BeMoreTM 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.

9. 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:
- 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, please complete this appropriately. (Please note 'Part A' is compulsory for GN assist).



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Microphone

Permission denied

Location

Bluetont

Camera

Microphone

Siri & Search

Mobile Data

Notifications

Background App Refresh

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Live Assistance

To successfully use Live Assistance, please ensure the following

CHECK THAT YOU ARE READY

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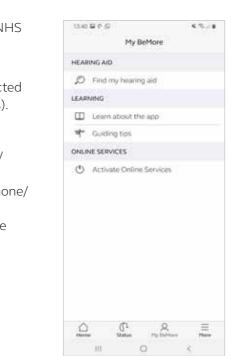
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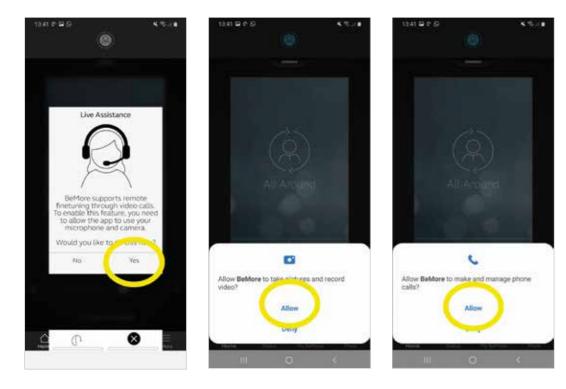
Internet

Camera





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



8. 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).

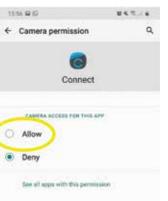


If you have a red cross next to microphone and camera go to Settings > Apps and find the BeMore app icon, select 'Permissions' and click on camera and change to **Allow** and repeat for microphone.

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9. 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 Danalogic from GN at **www.danalogic.co.uk**



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