



Quick guide to connectivity and the GN Hearing BeMore app for your Ambio hearing aids

Compatible smart devices

Apple: The **BeMore** app is compatible with iPhone 5s and later, iPad Pro, iPad Air and later, iPad mini and later, iPad (5th generation) and later, iPod touch (6th generation) and later.

iOS 12 or later is required. Always install latest version of iOS for best performance. For use with Apple Watch, min. watchOS 5 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 a range of the most popular Android devices.

As we are continuously making more smart devices compatible, please consult the **BeMore** app website for up-to-date compatibility information: go.gn.com/app-support

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 with your Apple device

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

Pairing your hearing aids to an Apple device:

1. Take off your hearing aids
2. Select your hearing aid type
3. Reboot the hearing aids by opening and closing the battery doors
4. Place the hearing aids close to your mobile device

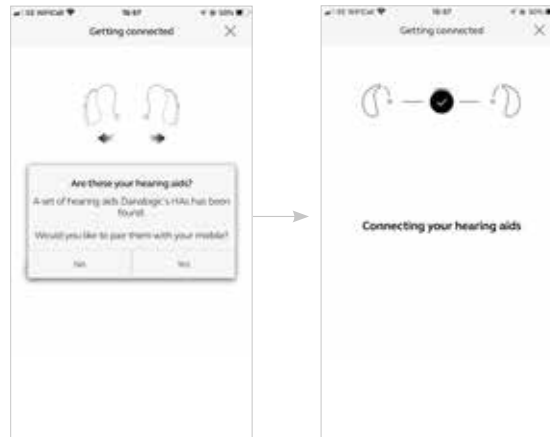


i Remember to allow push notifications and use of location-based services to make sure you're notified of messages from your Audiologist and can enjoy all features of the app.



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

When you have done your first pairing in the app, a pop-up notification will confirm that it has found your hearing aids.

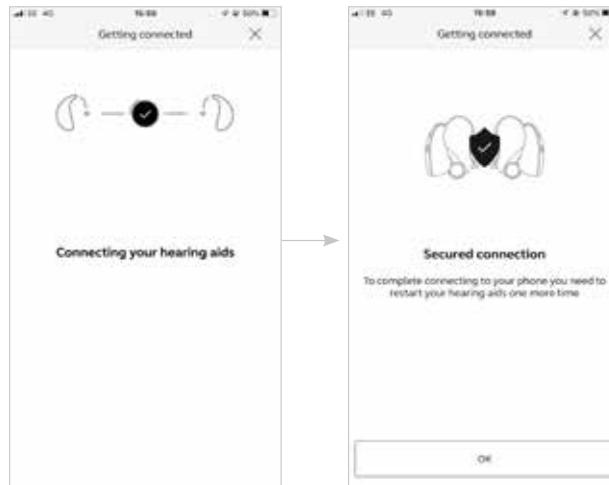


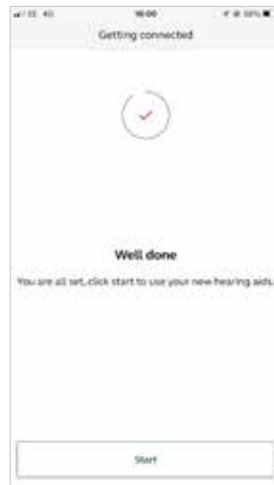
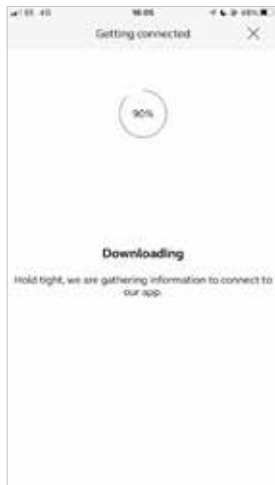
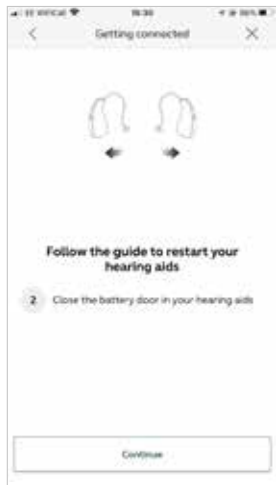
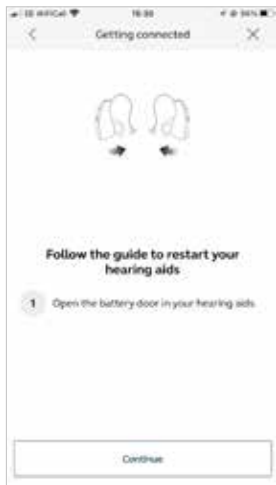
Getting connected with your Apple device (continued)

The next step is to establish a secure connection between the app and your hearing aids. You do this by rebooting your hearing aids (open and close the battery doors).

This is the second time that you will reboot the hearing aids.

Once the download is complete you're ready to go!





Getting connected with your Apple device (continued)

Re-connecting your hearing aids to your iPhone, iPad or iPod touch

When you turn off your hearing aids or Apple device, they will no longer be connected. To re-connect, turn on your hearing aids by opening and closing the battery doors.

The hearing aids will then automatically connect to your Apple device. You can also verify this connection by accessing the Accessibility shortcut (triple click the home button) and making sure that your hearing aids have been detected.

Pairing to more than one Apple device

You can pair up to five different Apple devices to your Danalogic hearing aids, but you can only connect to one Apple device at a time.

To switch connection from one Apple device to another, swipe up from the bottom of your phone screen and turn Bluetooth off.

Now you can activate Bluetooth on the device you want to next connect to.

Control of your hearing aids built into your iPhone, iPad or iPod touch

How to access basic hearing aid controls (triple click)

Triple click on the **Home** button to access the Accessibility shortcut with basic hearing aid controls. For example adjust the right and left hearing aid volume/programmes separately.



Use the triple click or swipe up **Control Centre** for fast access to hearing aid controls. Use the Hearing Devices section in Settings for hearing aids adjustment related to the iPhone, iPad or iPod.

Getting connected with your Android device

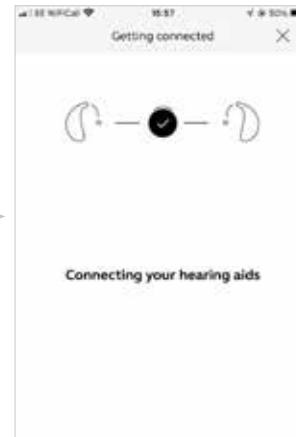
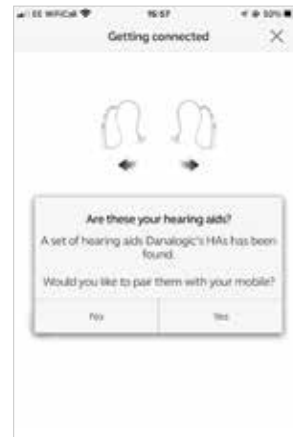
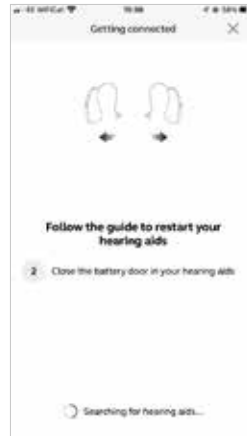
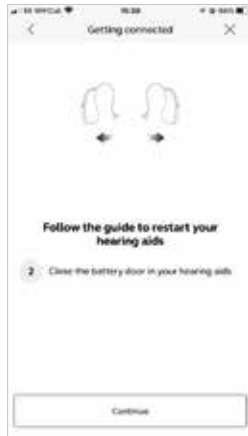
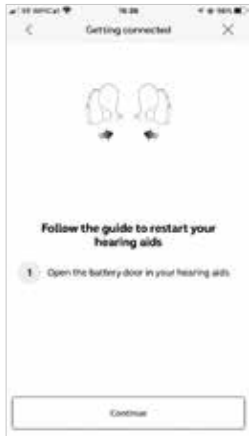
The first time you open the app, we will take you through a few steps to get you connected. Please enable the Bluetooth setting on your smart device. Start by accepting the Terms & Conditions and then continue with the flow shown here.

Pairing your hearing aids to an Android device:

1. Take off your hearing aids
2. Select your hearing aid type
3. Reboot the hearing aids by opening and closing the battery doors
4. Place the hearing aids close to your mobile device



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



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

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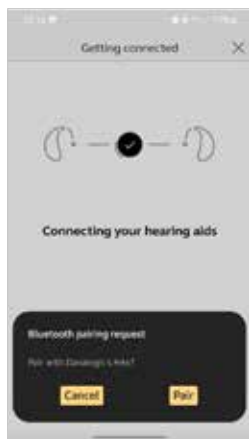
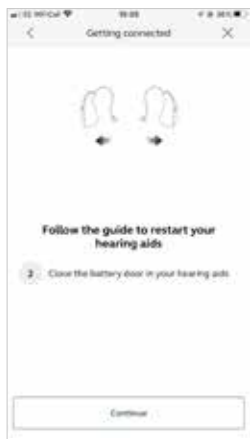
Getting connected with your Android device (continued)

The next step is to establish a secure connection between the app and your hearing aids. You do this by rebooting your hearing aids (open and close the battery doors).

This is the second time that you will reboot the hearing aids.

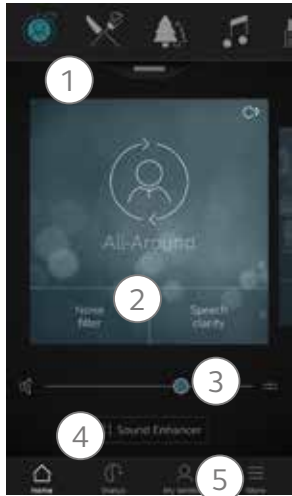
Once the download is complete and you have selected the pair option, you're ready to go!





BeMore app overview

Here is an overview of what is available in each screen:



🏠 Main screen

1. If you have more than one programme, you can change programmes by either swiping left/right or, selecting the appropriate icon above
2. For easy sound adjustment, for example, noise level, tap a quick button at the bottom of the programme. To go back, tap the quick button again
3. Use the volume slider to adjust the volume of your hearing aids. Press the split slider on the right to adjust each aid individually
4. Tap on Sound Enhancer to adjust the bass (low), middle and treble (high) tones. You can do this by moving the sliders up or down. You can also make changes to the level of background noise, wind noise and tinnitus sounds*

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



Status - Connection & battery status

Connection status

Shows the connection status between your hearing aids, streamer device and mobile device. If you have an Apple Watch connected, that will be shown too.

If you see a red line with an exclamation mark, it means the connection is missing or broken.

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.

My BeMore



1. Find your lost hearing aid
2. Learn about the app and its functions
3. Guiding tips for use of the app and the hearing aids
4. Send your Audiologist a rating of your sound settings*
5. Request assistance from your Audiologist to adjust your hearing aid settings
6. See the status of your requests and install any settings / programme updates sent by your Audiologist
Go back to previous settings*
7. Install new software received for your hearing aids*

*Check with your Audiology department for availability of this service.

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 turned on, are within phone range and have enough battery. You can also reboot your hearing aid if the connection is not re-established straight away.

☰ More



8. Enter/exit Demo mode
9. Enable/disable Guiding tips
10. Enable/disable Automatic activation of Favourite locations.
11. Read about the app and the brand
12. Learn about manufacturer, terms & conditions and privacy policy. Review, give or withdraw consent to data-processing
13. More app help and additional links to web-based help and FAQs

Sound Enhancer: Personalise your sound

Sound Enhancer lets you fine tune the following features in your hearing aid:

1. Bass, middle and treble tones
2. Noise reduction
3. Speech focus
4. Wind noise reduction

Availability of Sound Enhancer varies per hearing aid model and programme that is set at your fitting.

Can I save my settings?

When you find settings you like, you can save them as **Favourites**. 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 some adjustable features shown here.

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 your default 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 programmes by your Audiologist.

A small icon will appear in the top right corner

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

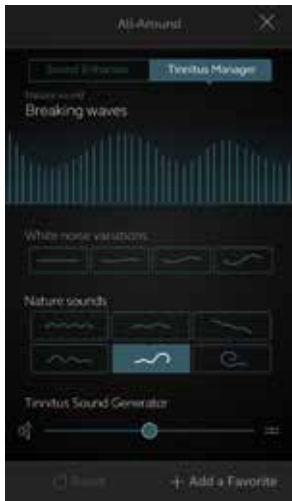


Activating and adjusting signals

When you enter the Tinnitus Manager, your current settings will be indicated. The image to the left shows that White Noise has been activated. The image to the right shows that Nature Sounds has been 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.

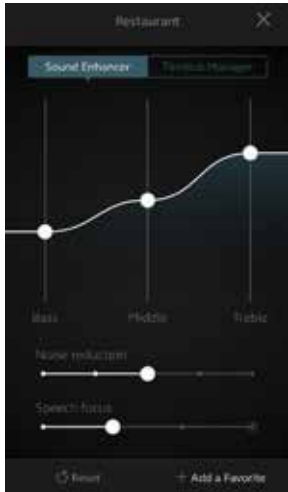


2. Nature sounds*: Activate or choose your preferred nature sound by tapping one of the six buttons in 'Nature sounds'.

You can always press reset to return to the settings provided by your Audiologist.

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

🏠 Favourites



Add a Favourite

You can save your preferred sound settings as a favourite.

Tap **Add a Favourite** at the bottom of the Sound Enhancer or the programme overview.

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



Name

Start by naming your Favourite.

i What are the settings of my Favourite?

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

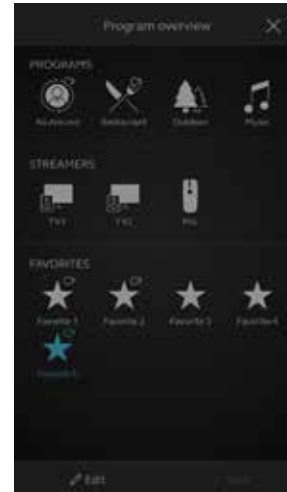
🏠 Favourites Continued



Location

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

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



Favourite overview

When you have saved your Favourite, it will be added to the programme navigation menus.

You can **Edit** the name and location of your **Favourite**. Tap **Delete** at the bottom of the screen if you would like to remove the Favourite.

Enable Location Services in iOS?

i For location-based Favourites 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.

To delete all your Favourites, simply tap **Delete all Favourites** at the bottom of the programme 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 request help from your Audiologist. 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 check with your Audiologist if this feature is available in your area.

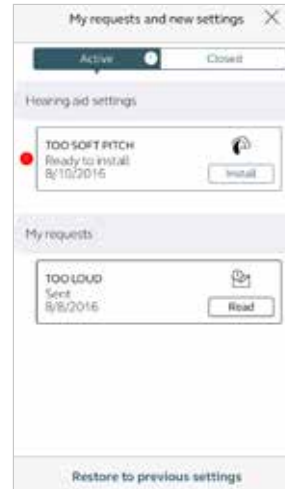
Please note Online Services needs to be enabled by your Audiologist.

Request assistance



My BeMore

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



Viewing requests

To view your previous requests and responses from your audiologist, go to **My BeMore** and tap **My requests and new settings**. You can view your active and closed requests here.

i 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.

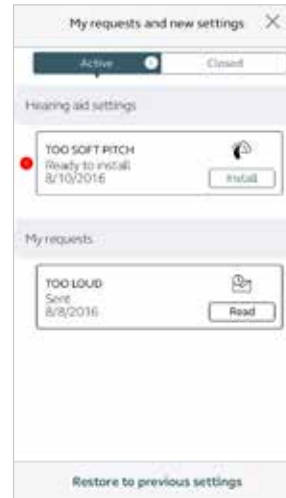
Receiving new hearing aid settings



New settings

When your Audiologist 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

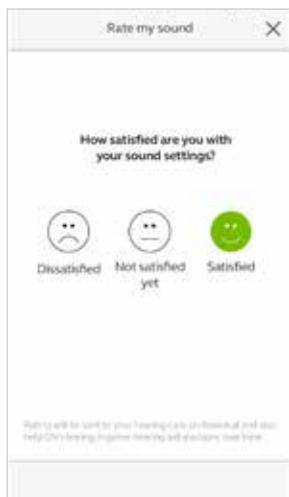
New hearing aid settings are placed as the first listing on the screen. Tap **Install** to begin and the app will guide you through the rest of the process. The installation takes about 1 minute.

Your Audiologist may include a message for you to explain any changes made to your settings.

i If 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 and you can follow the next steps shown on your screen.

Rate my sound

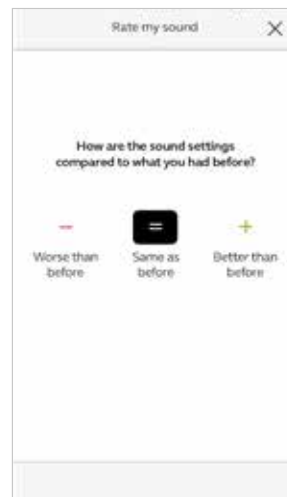
When you have a new fitting or fine-tuning of your hearing aids, the app will ask you to rate your sound settings after a few days. Your rating will be sent directly to your Audiologist. If you're not satisfied with your sound settings, your Audiologist can then adjust them for you.



Rating

Rate your sound settings with one of these three options:

- Satisfied
- Not satisfied yet
- Dissatisfied



Comparison

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

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

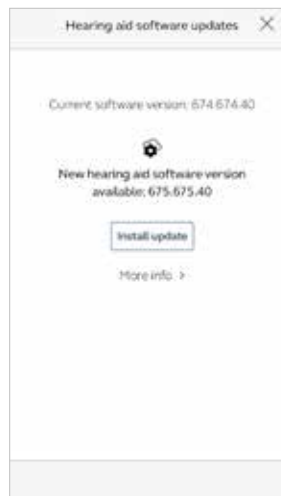
Receiving new hearing aid settings

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.



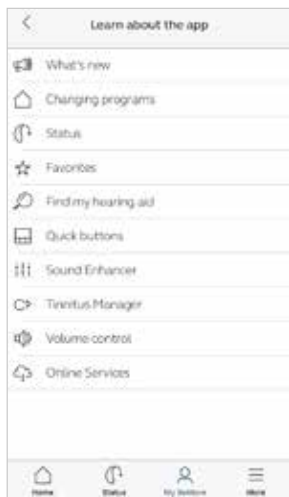
Information

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.

i Complete 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.

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 blue bars at the bottom of the screen.

Your hearing aids must be **ON** to use this feature.

BeMore app for Apple Watch

Control your 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.



Warning and precautions

Use with mobile device apps:

Notifications of app updates should not be disabled, and it is recommended that you install all updates to app and operating system to ensure highest protection against vulnerabilities.

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


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


BeMore 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 consult your Audiologist or visit our website www.danalogic.co.uk.

Be aware of information marked with a warning symbol.

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

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

 **CAUTION:** Always use the newest software update available for your hearing aid.

Failing to follow these cautions can compromise the information security of your hearing aid and potentially cause hearing loss or tinnitus.

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

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