

Wireless issues

Possible Solutions

Wireless Accessory does not work

- Replace battery
- Recharge the accessory
- Repair accessory to the hearing aids (see user guide)

App does not work

- If problem is with the App rather than the accessory, please follow the following steps:

Android

1. Navigate to Bluetooth on the phone
2. Make sure no GN products are paired to Bluetooth, if so please unpair
3. Turn on Flight mode on the phone
4. Navigate to Settings -> Apps -> BeMore
5. Click "Force Stop"
6. Click on "Storage"
7. Click Clear Data
8. Turn Flight mode off on the phone
9. Turn on location services
10. Turn the hearing aids off
11. Open the BeMore app
12. Click on "Get started"
13. Accept Terms and condition
14. Allow the app to access the location
15. Turn the hearing aids on and place them on to the phone

iPhone overleaf

iPhone

1. Make sure you are on the latest IOS
2. Turn Demo mode on and off again within the App, this should reestablish the connection



Audiologist contact details: