

How to prepare for a remote consultation with your Audiologist

A guide for patients



GN Assist Live checklist

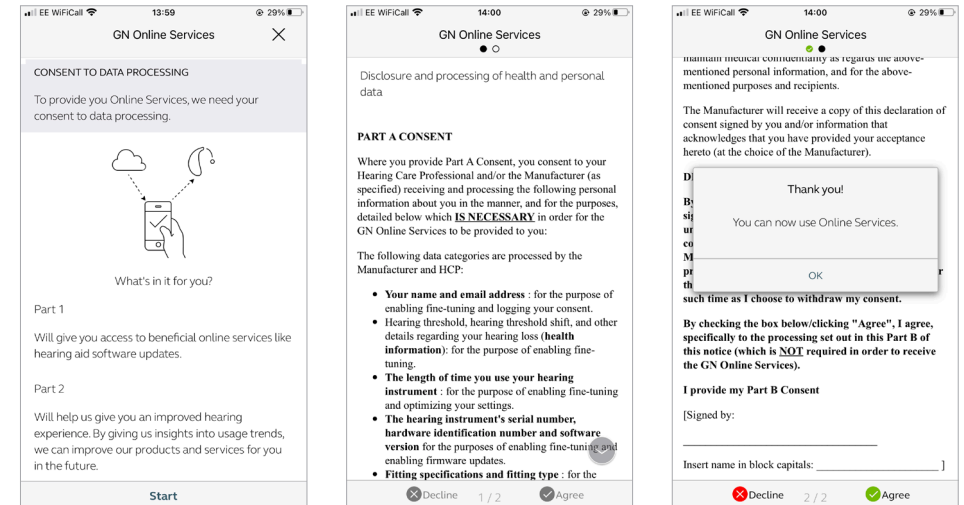
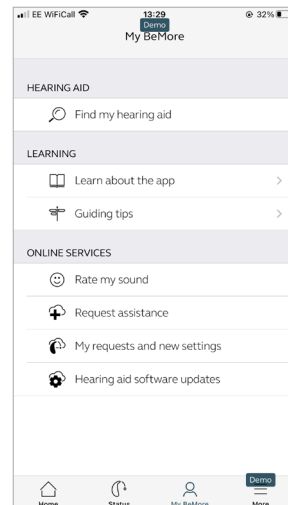
iOS devices

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

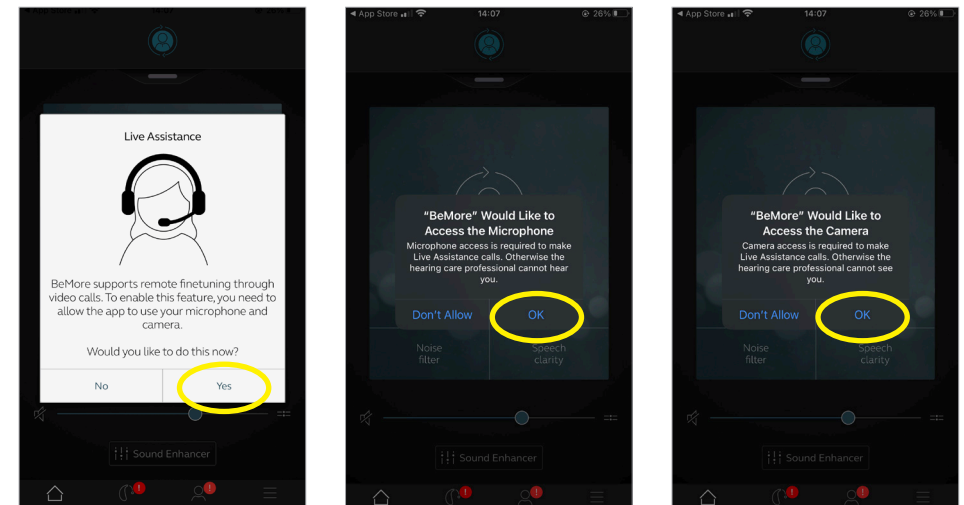
1. You have downloaded the latest version of the BeMore app and your hearing aids are connected to the app (see other guides for full instructions).
2. You are in a location with a strong internet connection.
3. You have inserted fresh batteries into your hearing aids or, if your aids are rechargeable, ensured they are fully charged.
4. You have at least 50% battery on your smart phone/device.

If you have not been through the consent process with your Audiologist for remote services follow steps 5, 6 & 7. If you have previously done this then skip forward to step 8.

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).



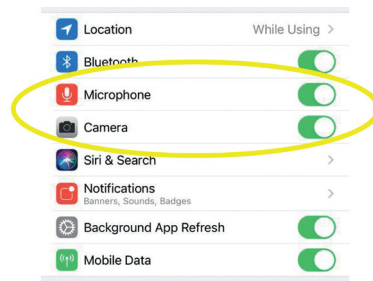
7. You will need to give access to the microphone and camera to use GN Assist Live. Please follow the prompts appropriately.



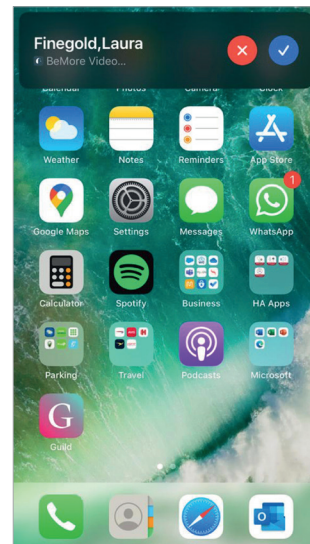
- Go to the BeMore app and tap on My BeMore > Live Assistance to ensure you are ready for your GN Assist Live appointment. There should be green ticks next to each icon.



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 a call from your Audiologist.



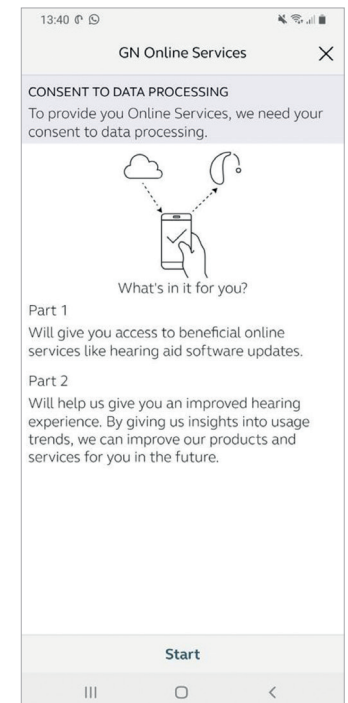
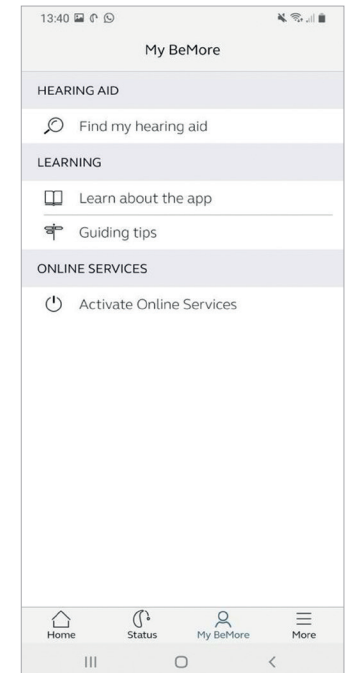
Android™ devices

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

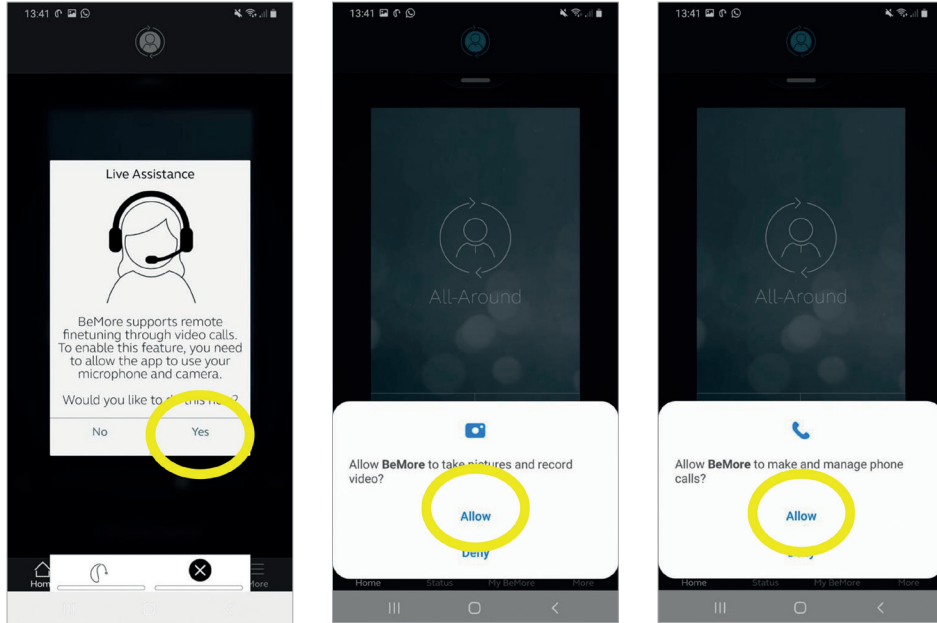
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If you have not been through the consent process with your Audiologist for remote services follow steps follow steps 5, 6 and 7. If you have previously done this, then skip forward to step 8.

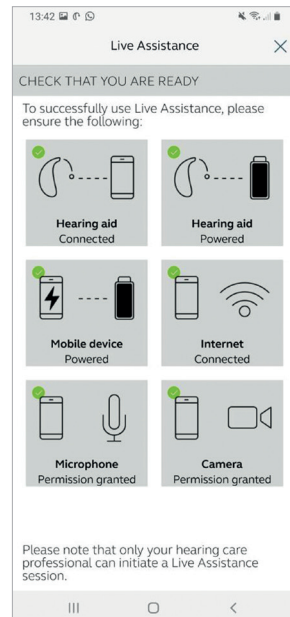
- Go to the BeMore app and click on 'My BeMore' > 'Activate Online Services'.
- The app will prompt you to complete a consent form, complete this appropriately. (Please note 'Part A' is compulsory for GN Assist).



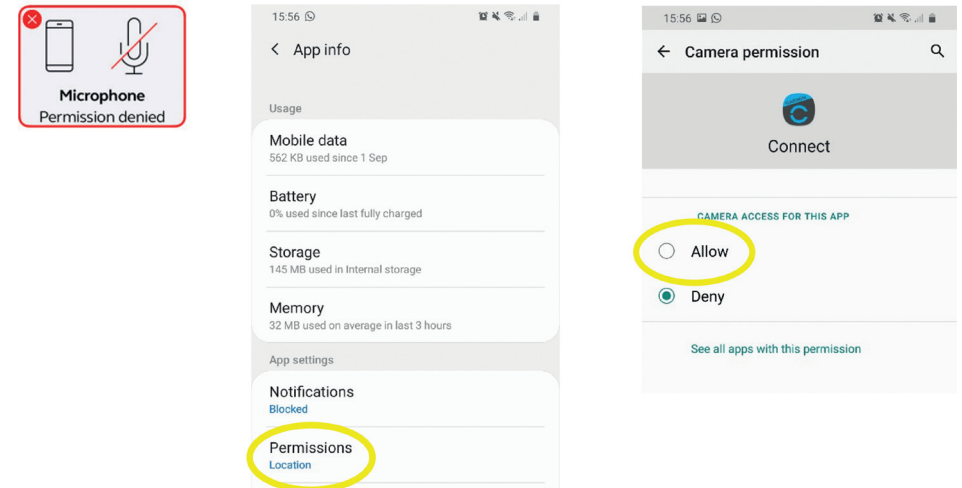
7. You will need to give access to the microphone and camera to use GN Assist Live. Please follow the prompts appropriately.



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.



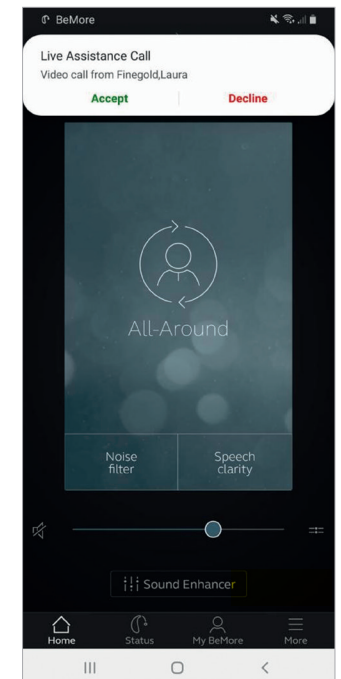
If you have a red cross next to microphone and camera go to 'Settings' > 'Apps' and find the BeMore app icon, select 'Permissions'. Click on 'Camera' and change to 'Allow'. Repeat this for microphone.



9. You are now ready for GN Assist Live and can accept a call from your Audiologist.



For further support, scan the QR code or visit our patient support portal at: danalogic.co.uk/patient-portal





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.

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