

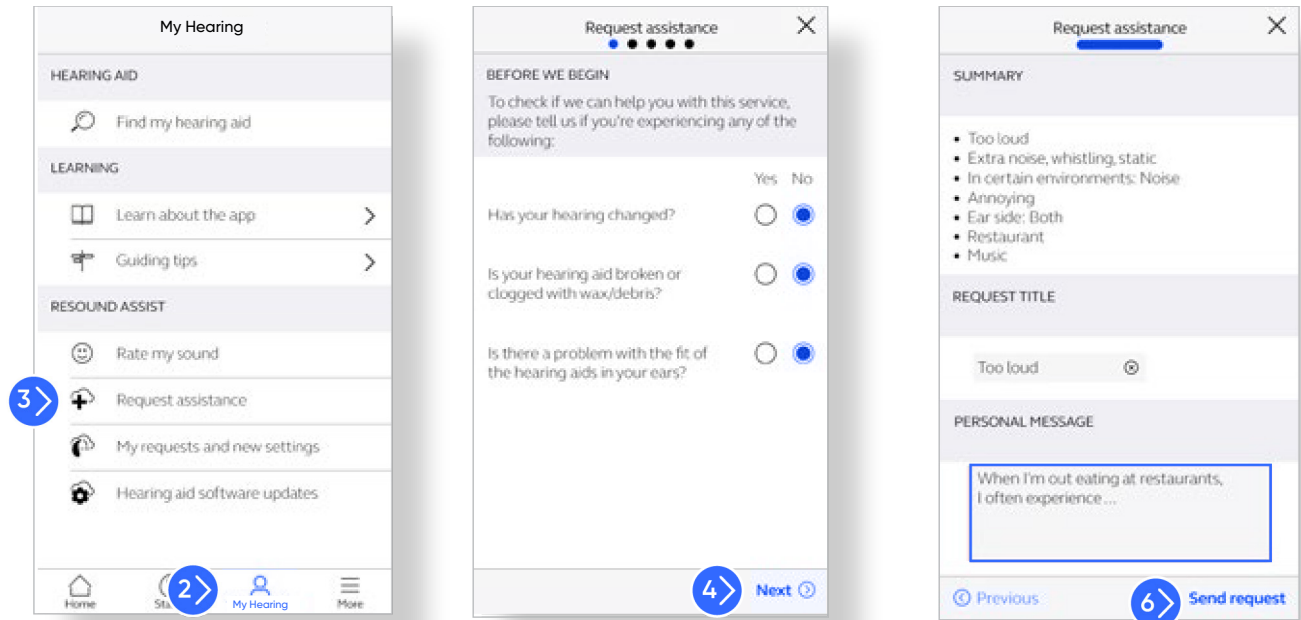
Online services

Remote fine-tuning Quick Guide

How to submit a remote fine-tuning request

- 1 Open the Hearing Australia app on your smartphone.
- 2 Tap on My Hearing.
- 3 Tap on Request assistance.
- 4 The first set of questions will help our remote team of hearing care experts determine if the help you need can be completed remotely. Answer the questions and tap Next.
- 5 The remaining questions will help our team diagnose the problem and severity of the issue. Answer all of the questions and tap Next.
- 6 Review summary of the issue and enter any additional information under "Personal Message".

When complete, tap **Send Request**.



ALWAYS FOLLOW THE DIRECTIONS FOR USE.

© 2024 GN Hearing A/S. All rights reserved. Hearing Australia is a trademark of Hearing Australia. App Store is a service mark of Apple Inc., registered in the U.S. and other countries. Android, Google Play and the Google Play logo are trademarks of Google LLC. The Bluetooth word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc.

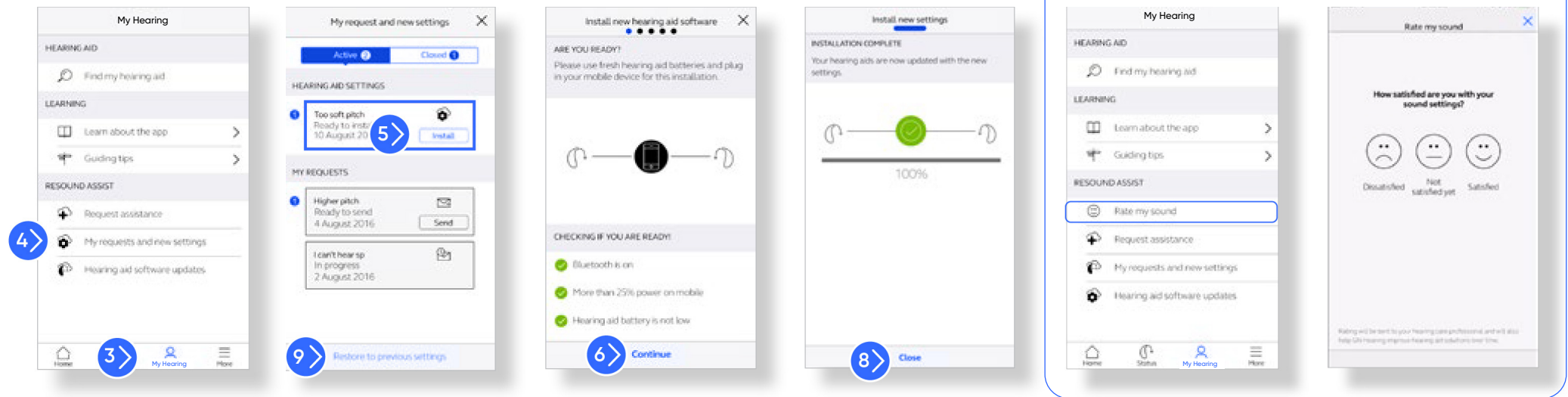
GN Hearing Australia Pty Ltd, Gate C, 19-25 Khartoum Road, Macquarie Technology Park, Macquarie Park NSW 2113, Australia, Tel.: (free) 1800 658 955
Hearing Australia, Level 5, 16 University Avenue, Macquarie University NSW 2109, Australia, Tel.: +612 9412 6800, hearing.com.au



Online services

Remote fine-tuning Quick Guide

How to install new hearing aid settings



- 1 Prior to accepting a remote update, insert fresh batteries in your hearing aids and wait 2 minutes for full activation or ensure you have at least 25% battery left in your rechargeable hearing aids.
- 2 Open the Hearing Australia app on your smartphone.
- 3 Tap on My Hearing.
- 4 Tap on My requests and new settings.
- 5 A new settings update will appear at the top of the screen in red. Tap Install.
- 6 Next, the app will verify Bluetooth® is enabled, your smartphone and hearing aids have adequate battery life. Once verified, tap Continue.
- 7 Instructions for your installation will appear. Remove your Hearing Australia hearing aids and set them near your phone for the download. During the download, do not use your phone or any of its apps.
- 8 Tap Close when the progress bar has turned green and installation is complete. You can now put your hearing aids back on.
- 9 Restoring Previous Settings: If desired, you can return to your previous hearing aid settings. To do this, follow steps 1-4 and then tap Restore to previous settings on the bottom of screen. Follow the same procedure as above to reinstall previous settings.