

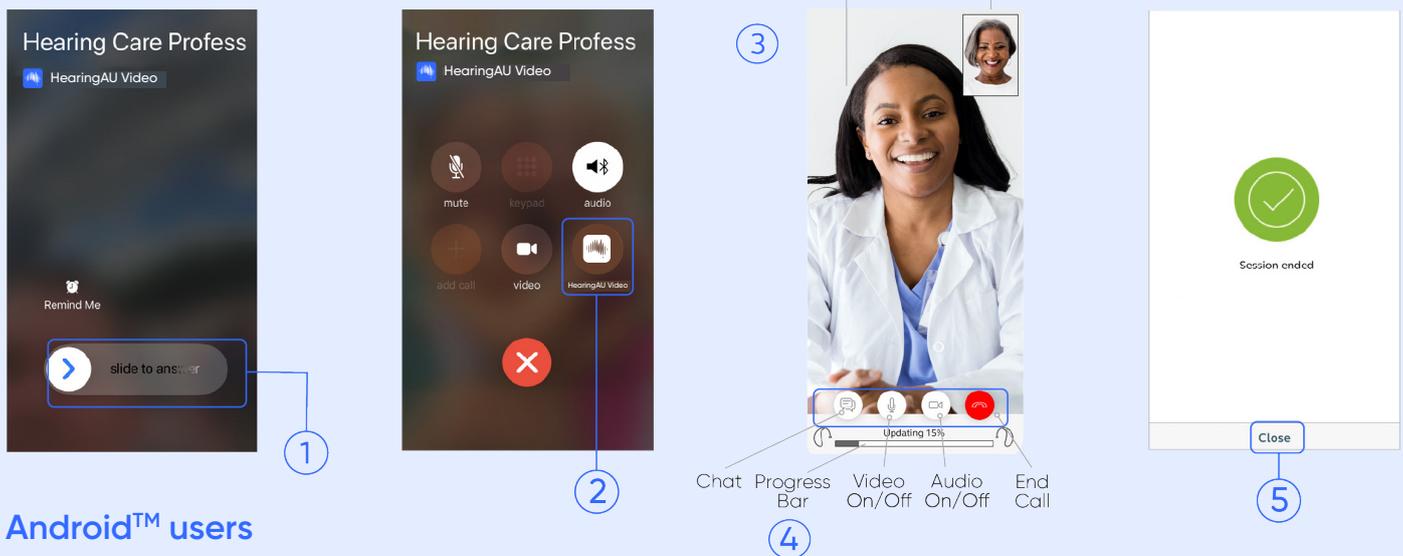
Online services

Live Assistance Quick Guide

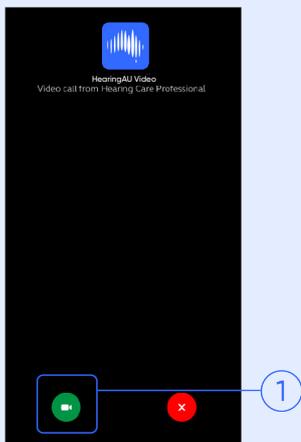
How to answer your video call through the Hearing Australia app

- 1 Your hearing care professional will initiate the Live Assistance call. If your iOS device is locked, swipe to answer the call or tap Accept. Compatible Android™ users simply tap the green video icon.
- 2 Tap the Hearing Australia app icon to enable video access. 
- 3 Once connected, you will see your hearing care professional on the screen. While your hearing care professional is making adjustments to your hearing aids, you will hear his or her voice through your smart device's speaker instead of your hearing aids. At any time, you can select any of the available icons to initiate a chat, turn on or off audio and video or hang up the call.
- 4 You will see a progress bar appear at the bottom of the screen as your hearing aids are being updated.
- 5 Once the session has ended, your hearing aids will automatically reboot and you will receive a 'Session ended' notification on your phone. Tap Close to enjoy your new settings.

iOS users



Android™ users



Online services

Live Assistance Quick Guide

To use Online Services Live Assistance, you need to ensure you meet the minimum requirements:

Hearing Aids

- Wireless Hearing Australia device model

Smartphone or tablet

- iOS device running iOS 12 or newer
- iPhone 5S or newer
- iPad mini 2, iPad Air, iPad Pro and iPad 5th generation or newer
- Android™ device running Android 8 or newer

Hearing Australia app

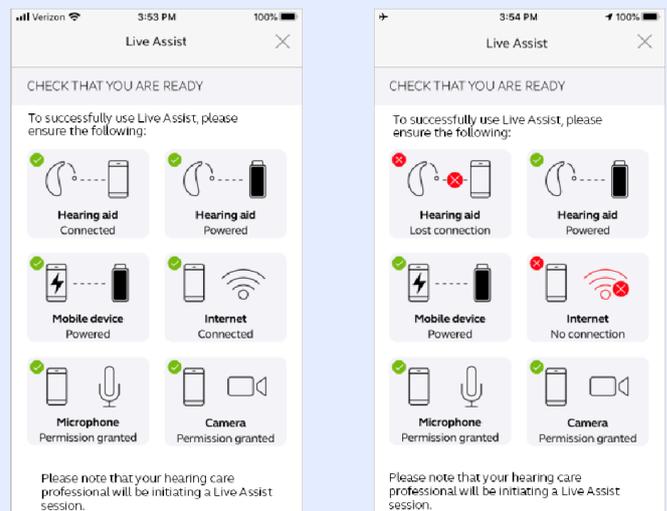
- Make sure you have updated to latest version

Android users and direct streaming:

- Direct streaming to Android™ devices is available with Hearing Australia hearing aids.
- Direct streaming requires ASHA-compatible Android™ device running Bluetooth® 5.0 and Android v10 or newer. Hearing Australia cannot guarantee full direct streaming compatibility with all Android devices.

Before your Live Assist appointment, please ensure:

- You have downloaded the latest version of the Hearing Australia app and your hearing aids are paired to your smart device.
- You are in a location with a strong Wi-Fi connection.
- You insert fresh batteries into your hearing aids. If you have rechargeable hearing aids, make sure the batteries are fully charged.
- You have at least 50% battery on your compatible device.



For a full readiness checklist, open the Hearing Australia app and select: > My Hearing > Live Assistance.



ALWAYS FOLLOW THE DIRECTIONS FOR USE.

© 2024 GN Hearing A/S. All rights reserved. Hearing Australia is a trademark of Hearing Australia. Apple, the Apple logo, iPhone, iPad and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. 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 Inc. 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