

# Get connected

## Hearing Australia App

Guide for Apple Device Users



# Contents

1. Downloading the app	2
2. Get Connected – How to pair your hearing aids	3
3. Hands-free Calls – How to use and disable	4
4. Troubleshooting – How to disable hands-free calls	5
5. Troubleshooting – iOS Device Connectivity Troubleshooting Guide	6
6. Troubleshooting – Re-pairing to iOS device	9
7. Troubleshooting – iOS device connectivity after repair of your Hearing Aid	10
8. Accessing Online Services – Remote fine-tuning	10
9. Accessing Online Services – Live Assistance	13

## 1. Downloading the app

Our Hearing Australia app has been designed to make it easy for you to use and control your hearing aids from your smartphone or mobile device.



**Scan the QR code for information on which smartphones and mobile devices are compatible with the app**



**Download the “Hearing Australia” app on the App Store**

Before you can start using the app, you must pair your smartphone or mobile device with your hearing aids.

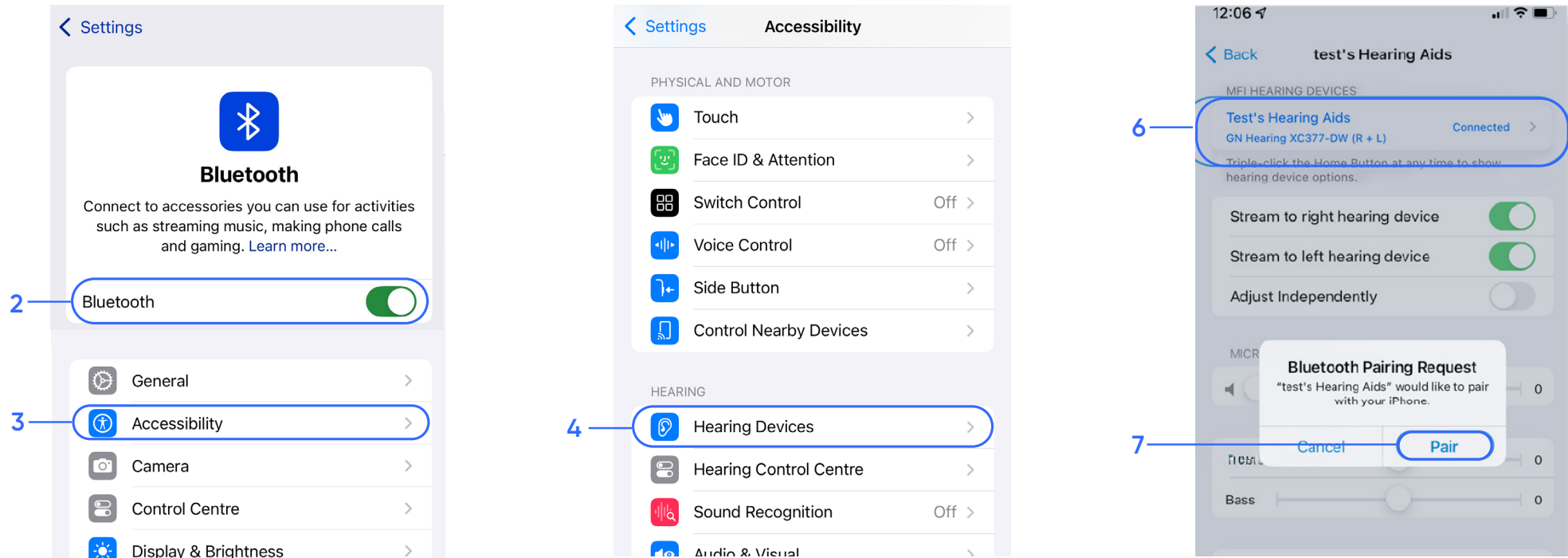


**Get connected**



## 2. Get connected

How to pair your hearing aids with your iOS device (Instructions reflect pairing flow for iOS 16 or later)



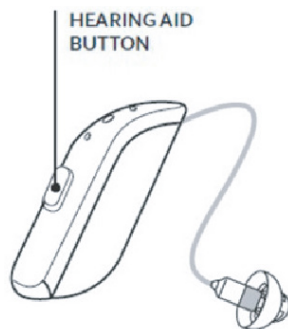
1. Turn your hearing aids off.
2. Confirm **Bluetooth®** is on by going to the Settings menu on your iOS device. The slider turns green when you activate Bluetooth®.
3. Go back to the main **Settings** menu and scroll down to tap on **Accessibility**.
4. Scroll down to **Hearing Devices**.
5. Turn your hearing aids on. Now, your iOS device will be able to detect your hearing aids
6. The device will first show up as 'Not Paired'.
7. Tap on Pair.
8. Once the device is paired, it will then show as '**Connected**'.
9. Open your Hearing Australia app and tap **Get Started**. Follow the instructions on the screen to connect to the app.
10. You are now ready to go.

### If you need to re-pair your iOS device

1. Start by removing the old pairing by going to the **Settings** menu.
2. Tap **Accessibility**.
3. Select Hearing Devices and tap **Forget this device**.
4. Turn your iOS device off and on again and re-pair the hearing aids to the device. If you need more information, connect with us at [hearing.com.au/get-in-touch/](https://hearing.com.au/get-in-touch/)

### 3. Hands-free calls

If you have Hearing Australia XG, XH, XF, XD or XB wireless hearing aids paired with compatible iOS devices, your hearing aids will become a hands-free headset as default once paired with the iOS devices.



#### **How to take/end calls:**

- Short press your hearing aid button (either side) or use your iPhone or iPad.

#### **How to decline/ignore calls:**

- Long press your hearing aid button (either side) or use your iPhone or iPad.

When you receive another call while you are on the phone, simply follow the instructions above.

*Note: if the incoming call is declined, it automatically returns to the first/previous call.*

#### **How to change the volume of the calls:**

- Use the up and down volume buttons on your iPhone or iPad. Note: call volume cannot be adjusted via the aid's push button.

\* Hands-free calls are compatible with iPhone 11 or later, iPad Pro 12.9-inch (5th generation), iPad Pro 11-inch (3rd generation), iPad Air (4th generation), and iPad mini (6th generation) or later, with software updates iOS 15.3 and iPadOS 15.3 or later.





# 4. Troubleshooting

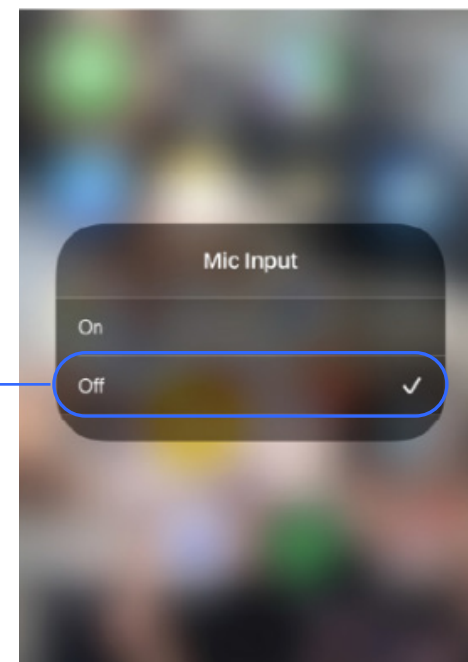
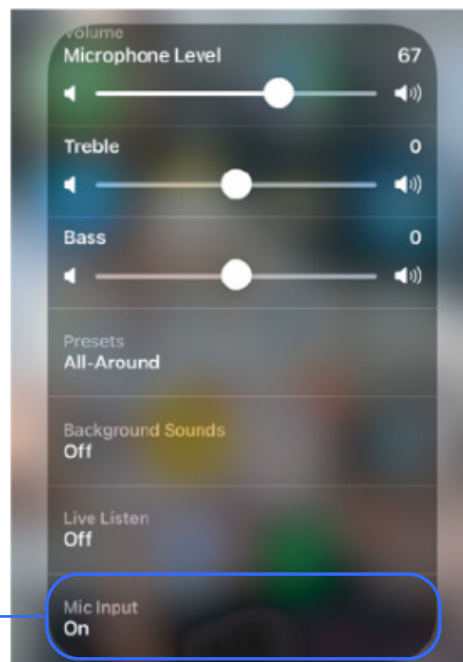
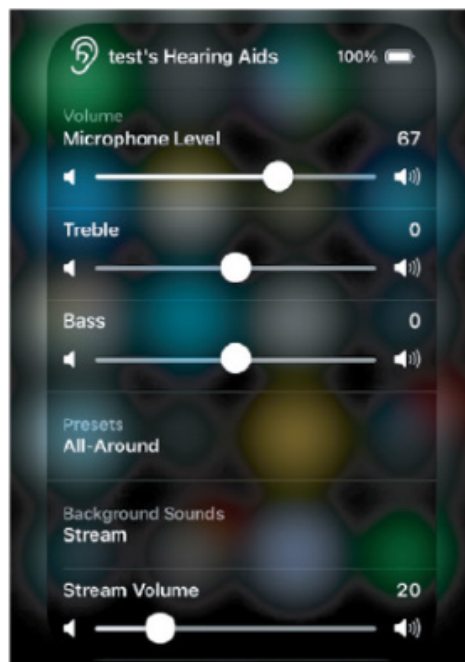
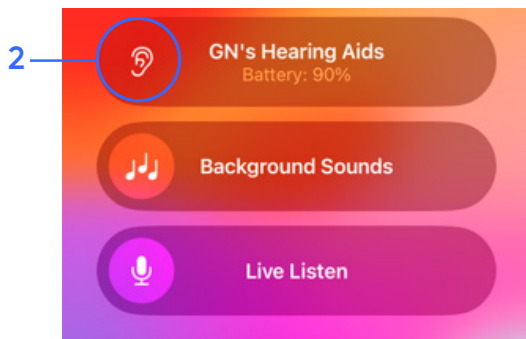
## How to disable hands-free calls:

1. Access iOS hearing aid settings. This can be done by either triple clicking the iPhone or iPad push button, or you can swipe down from the top-right corner to access Apple Control Centre

2. Tap the **ear icon** to select your hearing devices.

3. Scroll down and select "**Mic Input**".

4. Select "**Off**".

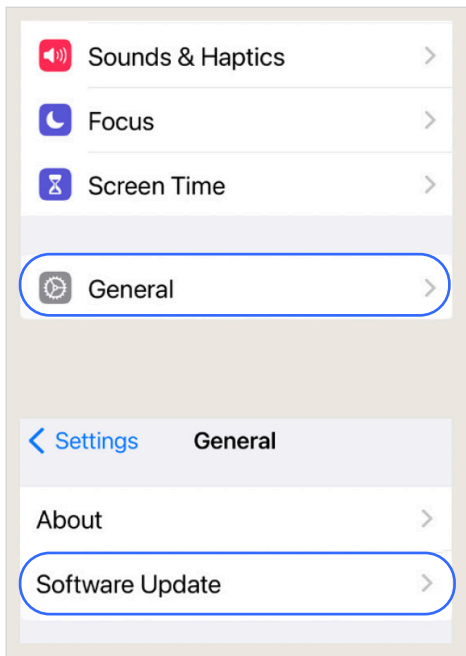


# 5. Troubleshooting

## iOS Device Connectivity Troubleshooting Guide

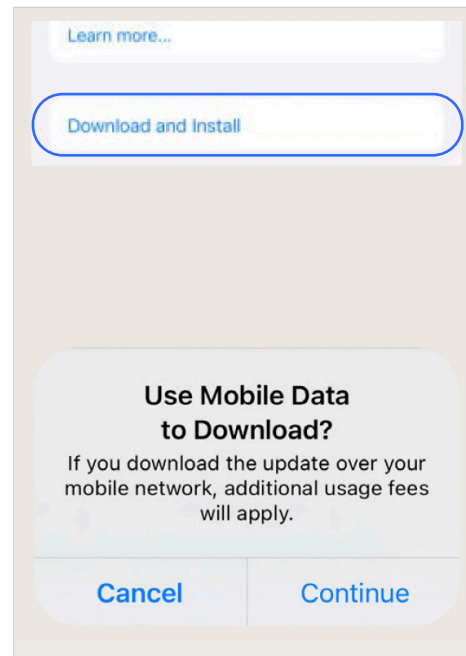
### 1. Check that the iOS is up to date

- Go to **Settings**
- Tap **General**
- Tap **Software Update**  
(iOS 12 minimum required)

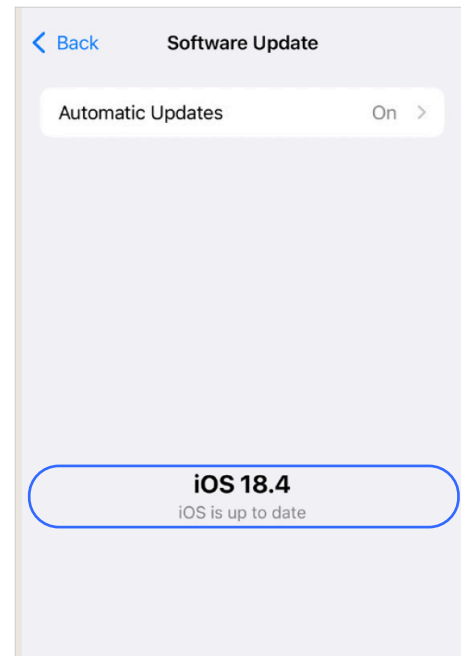


### 2. If there is an update available

Tap **Download and Install**. Wi-Fi is no longer required to download Software Updates; you can now use your cellular data.

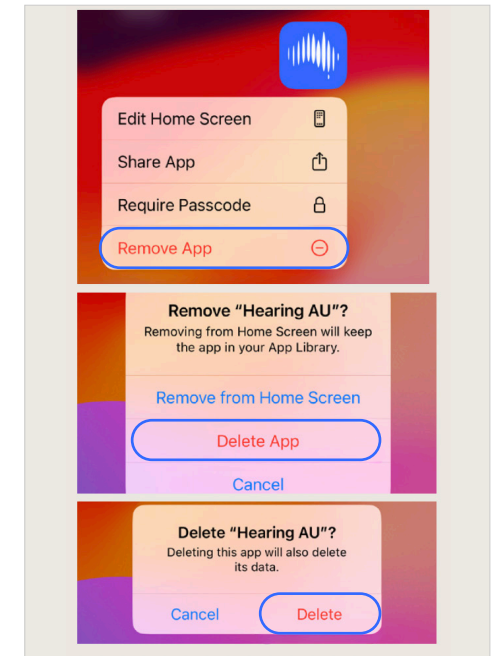


### 3. If your iOS is already up to date, proceed to the next step.



### 4. Delete the Hearing Australia App:

- Hold your finger on the app icon.
- Tap **Remove App**
- Tap **Delete App**
- Tap **Delete** to confirm

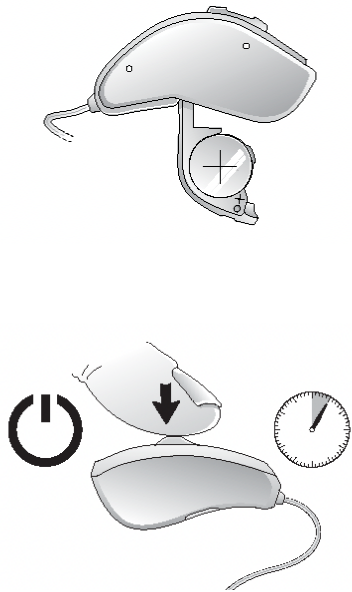


## iOS Device Connectivity Troubleshooting Guide continued

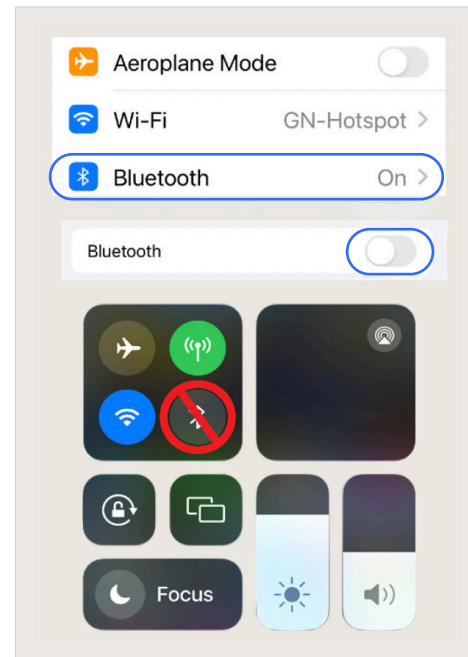
### 5. Turn the hearing aids off and leave them off

If battery operated, open the doors.

If rechargeable, hold the push button for 5 seconds. Three flashes indicates the aid has turned off.

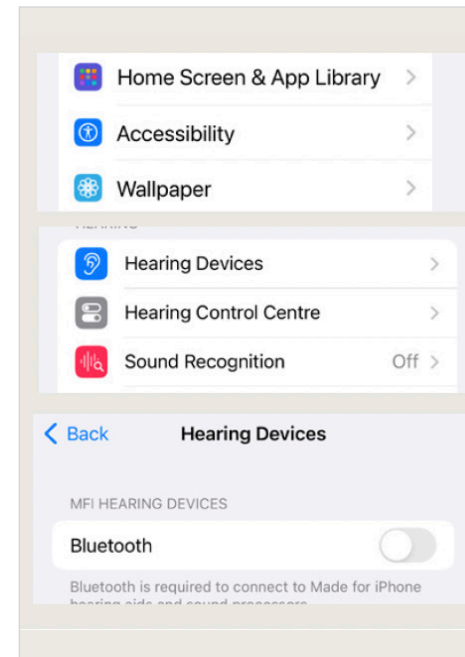


### 6. Reset Bluetooth® by disabling it through the settings, **NOT** the Control Centre, and then power off the phone.

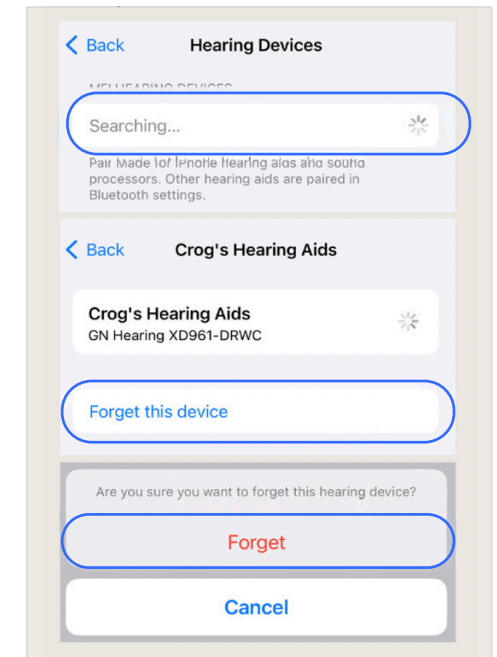


### 7. Restart the phone, then go directly to the Hearing Devices menu

- Go to **Settings**
- Tap **Accessibility**
- Tap **Hearing Devices**
- Enable **Bluetooth®** with the switch provided

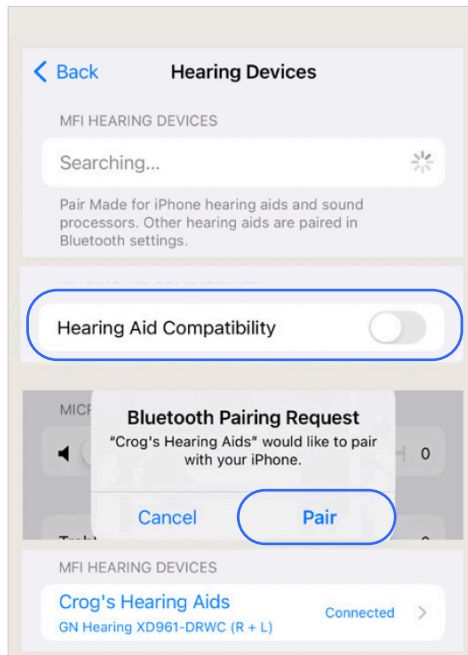


### 8. If the devices appear, tap on them and forget them. The hearing aids should still be OFF at this point.

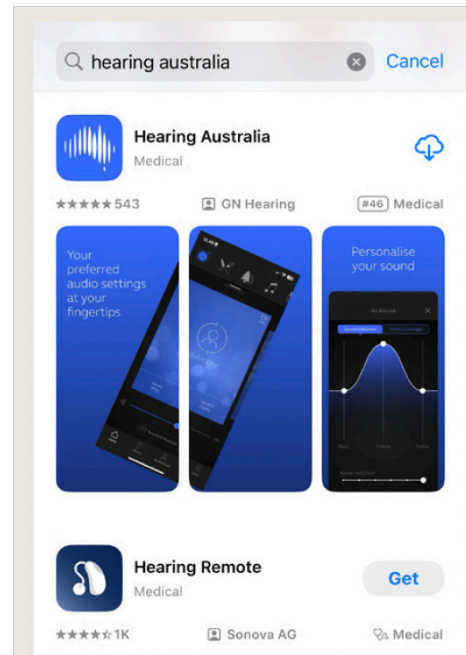


## iOS Device Connectivity Troubleshooting Guide continued

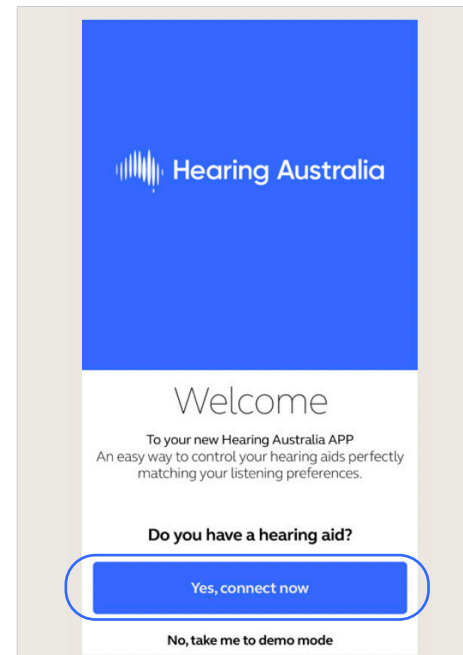
9. If it is Searching, turn on your hearing aids and wait until they are detected. They should appear as **"Not Paired"** and you simply tap on them to begin pairing. You should get **2 x Pairing Requests** if you have two hearing aids.



10. Reinstall the Hearing Australia App from the App Store



11. Launch the app, tap **"Yes, connect now"** and follow the prompts.



If you experience any issues while following these steps and require further assistance, please contact your hearing care professional.



## 6. Troubleshooting

### Re-pairing to iOS device

1. Turn your iOS device off and on again and re-pair the hearing aids to the device.
2. Scroll down and select '**Accessibility**'.
3. Select '**Hearing Devices**'.
4. Tap on your hearing aids, scroll down and tap on '**Forget this device**'.
5. Turn you iOS device off and on again and re-pair the hearing aids to the device.

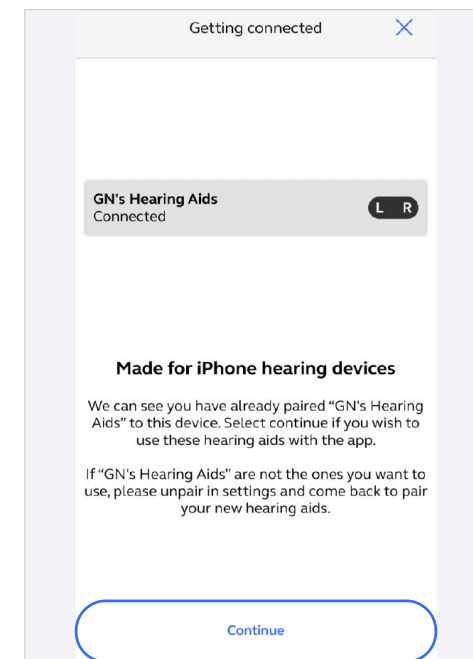
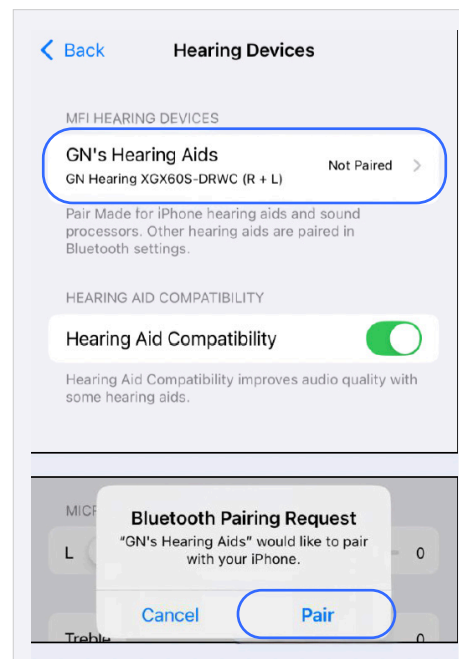
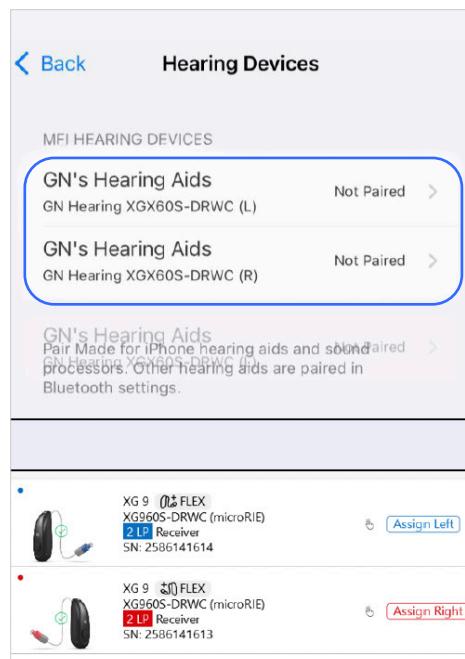
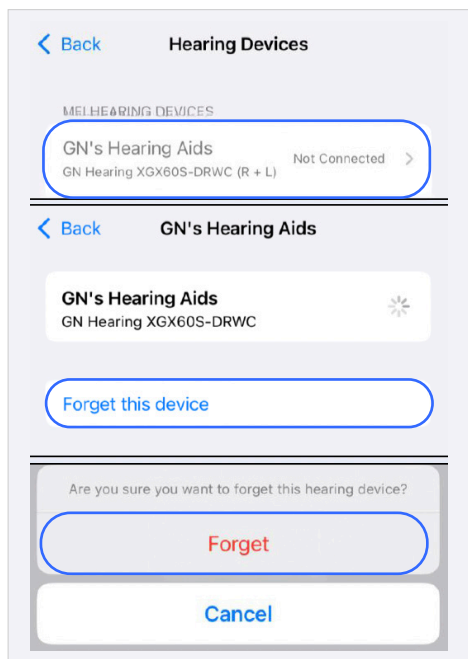
If you need more assistance, contact your hearing care professional.



# 7. Troubleshooting

## iOS device connectivity after repair of your Hearing Aid

1. When a hearing aid is returned from repair—whether one or both—it is best practice to get the iOS device to forget the existing pairing and set it up again. Go to **Settings > Accessibility > Hearing Devices**, select your devices, tap **Forget This Device**, then confirm by tapping **Forget** (in red).
2. When attempting to re-pair the devices, if the hearing aids appear as shown as shown above, this indicates they are no longer linked. They must be returned to your hearing centre for reprogramming.
3. Once re-linked in the fitting software, the hearing aids will now appear as a linked set of devices. Simply tap on your devices and confirm the Bluetooth® pairing request. If you are using two hearing aids, make sure you receive and accept a pairing request for each one.
4. Once reprogrammed open the Hearing Aid app. It will recognise the pairing through Accessibility and guide you through the connection.



If you need assistance, contact your hearing centre.



# 8. Accessing Online Services

## Accessing Online Services – Remote fine-tuning

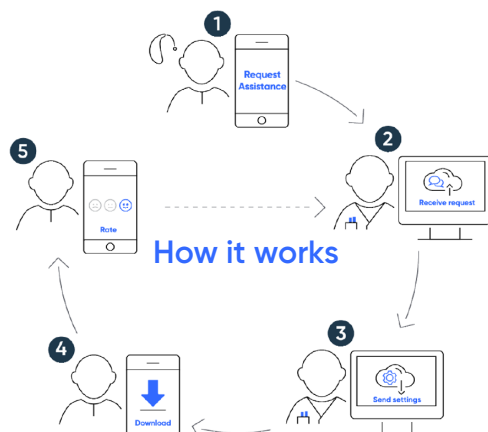
If you have agreed to Online Services, you'll enjoy continuous support and all the guidance you need in the most convenient and comfortable way for you.

It's all designed to help you get the most out of your Hearing Australia hearing aids.

Accessed through the Hearing Australia app, our online services give you a convenient way to connect with our hearing care experts.



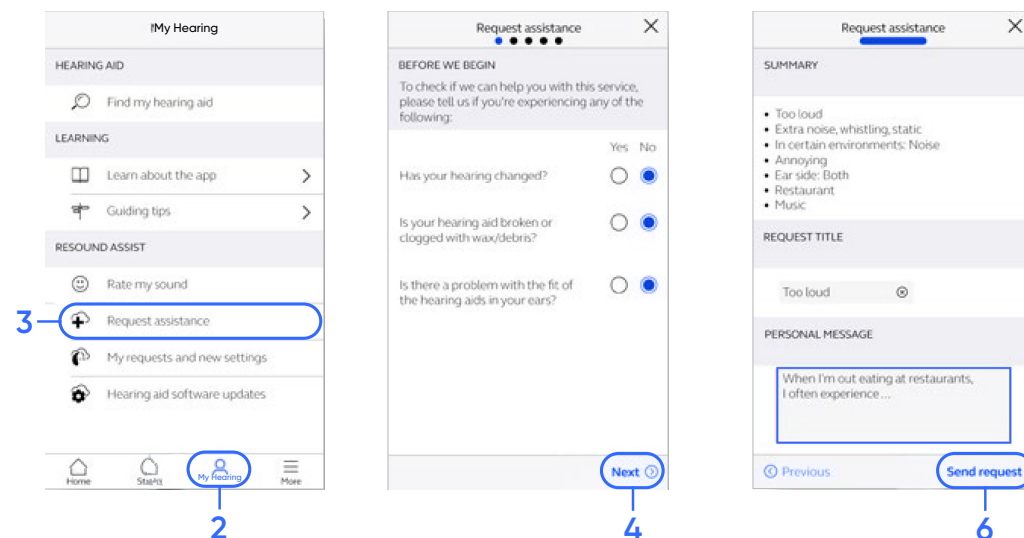
1. To request assistance through the app go to **'Request Assistance'** in the menu, then submit your questionnaire with an optional message.
2. Our team of hearing care experts will receive your request.
3. The team will send updated settings and/or messages straight to your app.
4. Place your hearing aid close to your iOS device and follow the prompts in the app.
5. Send a rating of your new settings to our team to advise if the changes have met your needs.



## How to submit a remote fine-tuning request

1. Open the Hearing Australia app on your iOS device.
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**.



## How to install new hearing aid settings

1. Prior to accepting a remote update:

- Battery Model Hearing Aids: Insert fresh batteries and wait 2 minutes for full activation
- Rechargeable Hearing Aids: Ensure you have at least 25% battery left.

2. Open the Hearing Australia app on your smartphone.

3. Tap on **My Hearing**.

4. Tap on **My requests and new settings**.

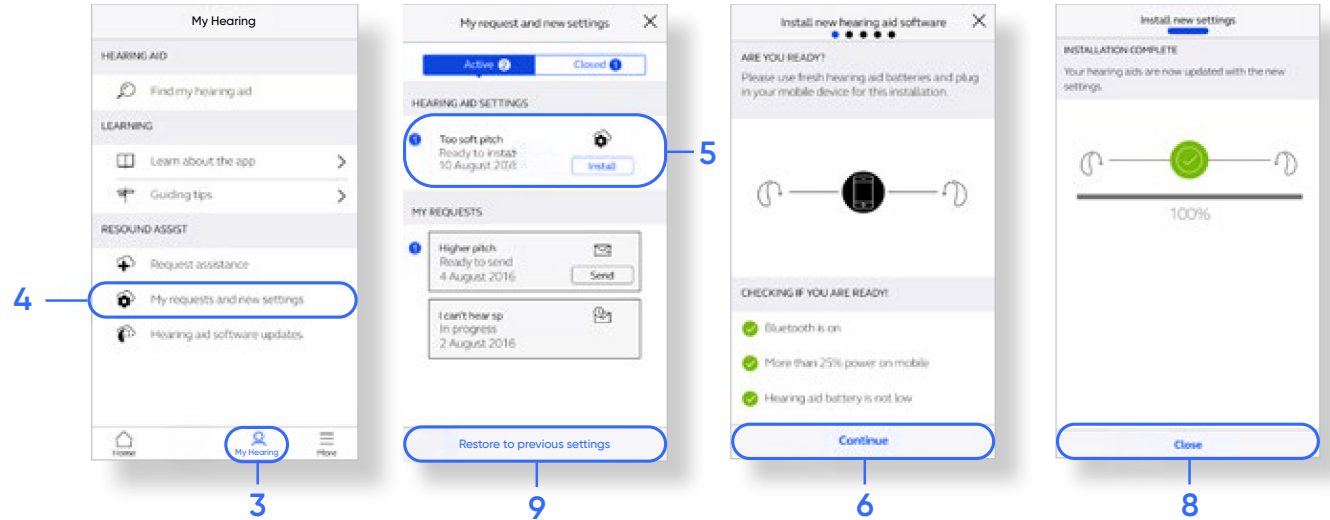
5. A new settings update will appear at the top of the screen in red. Tap **Install**.

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.

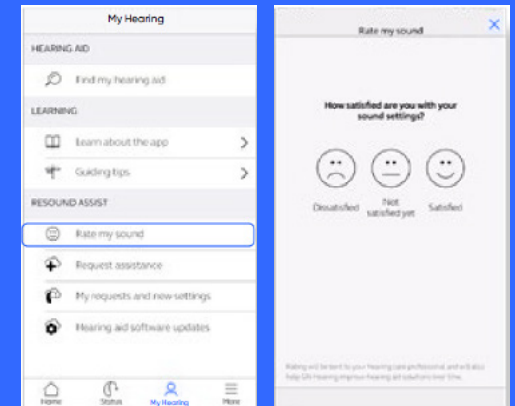
8. Tap **Close** when the progress bar has turned green and installation is complete. You can now put your hearing aids back on.

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.



### Rate my sound

A few days after your remote fine-tuning, you will receive a notification asking you to rate your satisfaction with your new settings. Follow the prompts. Your rating will be delivered to your hearing care professional.



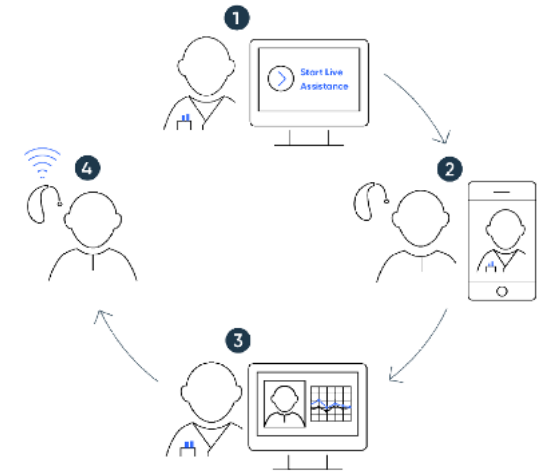
# 9. Accessing Online Services

## Accessing Online Services – Live Assistance

Now you can also meet with one of Hearing Australia's hearing care experts via face-to-face video or telehealth appointments. Our online services let you swap hearing centre visits with convenient, real-time video or telehealth appointments.

That means you can enjoy personalised, flexible care from the comfort of your own home. It's as easy as answering a video call on your phone.

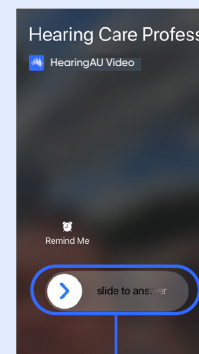
1. Request assistance from our hearing care service team through the app. We'll get back to you within 2 working days. At the appointment time, your hearing care expert will call you.
2. Answer the video call through the Hearing Australia app.
3. The hearing care expert will then connect to your hearing aids and provide you with live adjustments, if needed.
4. You can evaluate the new settings with your hearing care professional during the appointment as well as afterwards through the Rate My Sound feature in the Hearing Australia app.



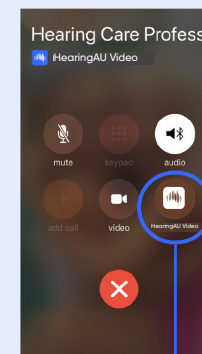
### How to answer your video call through the Hearing Australia app

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**.
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 iOS 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.

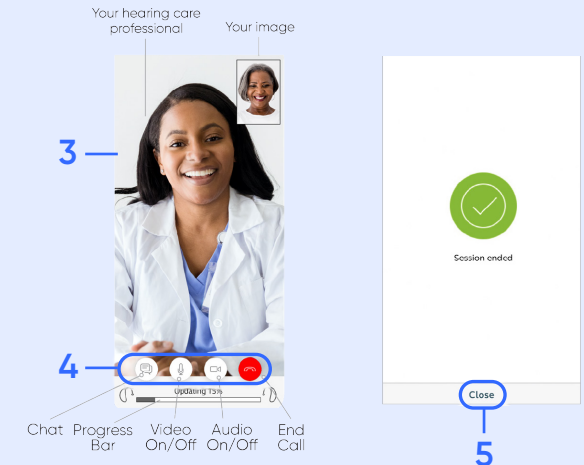
#### iOS users



1



2



5



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

#### Hearing Aids

- Wireless Hearing Australia device model

#### Hearing Australia app

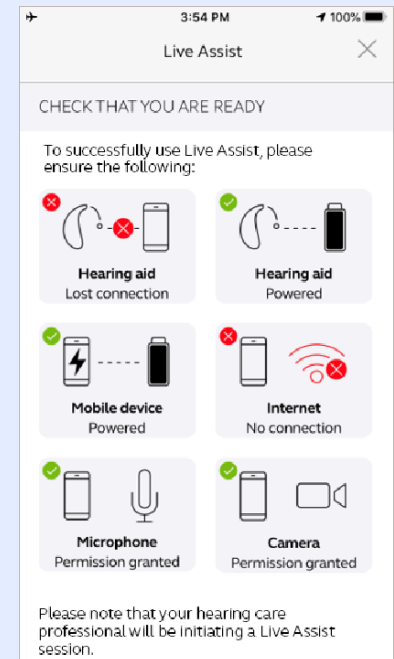
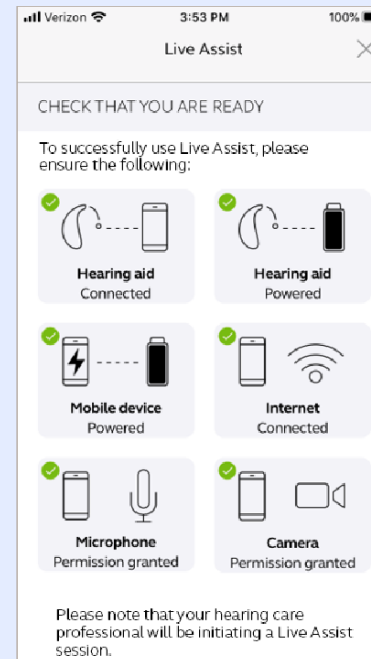
- Make sure you have updated to latest version

#### 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

#### 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.

# Thank you for choosing Hearing Australia

Hearing Australia has been providing expert hearing care to Australians for over 75 years, helping thousands of children, adults, Aboriginal and Torres Strait Islanders peoples, pensioners and veterans stay connected with their families and communities each and every week.

Now, more than ever, good hearing is important to keep you in touch with your loved ones and stay connected to the world around you. With more than 500 audiologists, we offer services through telehealth, online, in home and in centre across over 180 locations Australia-wide. Our goal is to keep you connected to the people and life you love.

**No matter your age, no matter your hearing need, we make hearing easier for everyone.**

**Find out more about the Hearing Australia app at [hearing.com.au](https://hearing.com.au)**

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