



Quick guide to connectivity and the GN Hearing BeMore app for your danalogic Extend and Ambio Smart hearing aids

Compatible smart devices

Apple: The BeMore app is compatible with iPhone 5s and later, iPad Pro, iPad Air and later, iPad mini and later, iPad (5th generation) and later, iPod touch (6th generation) and later.

iOS 12 or later is required. Always install latest version of iOS for best performance. For use with Apple Watch, min. watchOS 5 is required. To use Apple Watch, you must also have the BeMore app installed and running on your iOS device.

Android: The BeMore app supports a range of the most popular Android devices.

As we are continuously making more smart devices compatible, please consult the BeMore app website for up-to-date compatibility information: www.danalogic.co.uk/connectivity

Download and install the BeMore app



The app can be downloaded for free on the App Store or Google Play by following these steps:

If you have an iPhone, iPad or iPod touch:

1. Go to the App Store
2. Search for **GN Hearing BeMore**
3. If you are on an iPad, change the search criteria in the top left-hand corner to **iPad only**
4. Tap on **Get** and then **Install** to start downloading the app
5. Tap the BeMore app on your Home screen to start it up



If you have an Android device:

1. Go to the Play Store
2. Search for **GN Hearing BeMore**
3. Tap on **Install**, then **Accept** so the app can access certain features on your phone such as Bluetooth
4. When installation is complete, tap on **Open** to start up your BeMore app

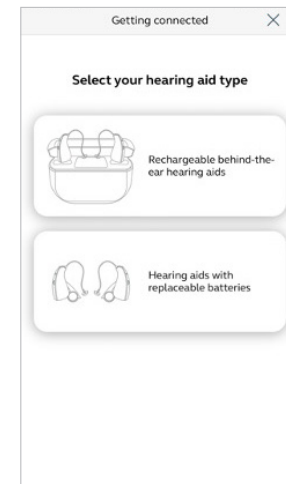


Getting connected with your Apple device

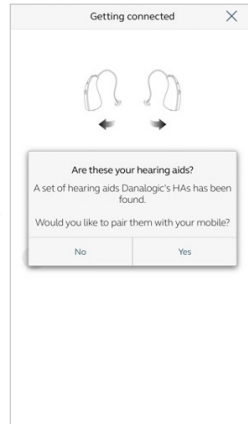
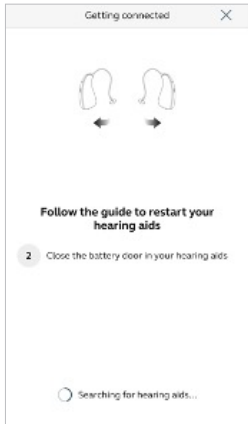
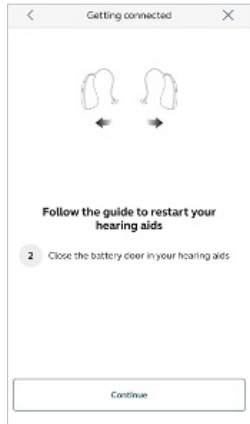
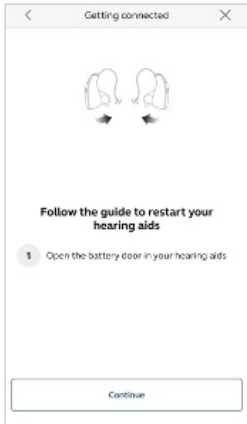
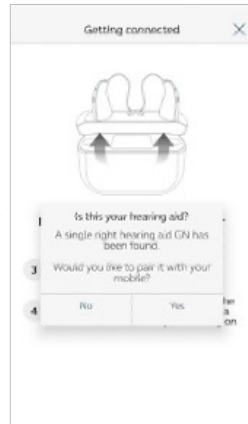
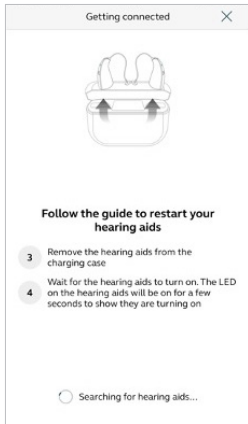
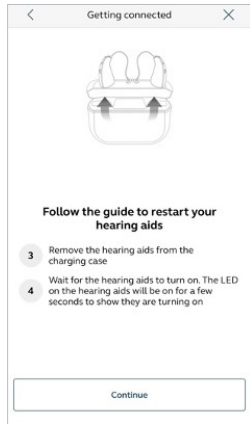
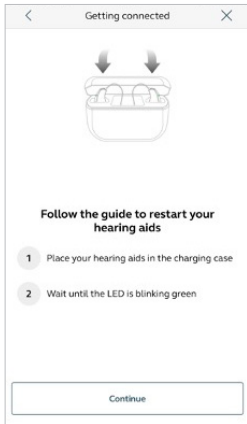
The first time you open the app, we will take you through a few steps to get you connected. Please enable the Bluetooth setting on your smart device. Start by accepting the Terms & Conditions and then continue with the flow shown here.

Pairing your hearing aids to an Apple device:

1. Take off your hearing aids
2. Select your hearing aid type
3. Reboot them (for hearing aids with single-use batteries, open and close the battery doors. For rechargeable hearing aids, insert the hearing aids in the charger, wait a few seconds and remove them again)
4. Place the hearing aids close to your mobile device



i Remember to allow push notifications and use of location-based services to make sure you're notified of messages from your Audiologist and can enjoy all features of the app.

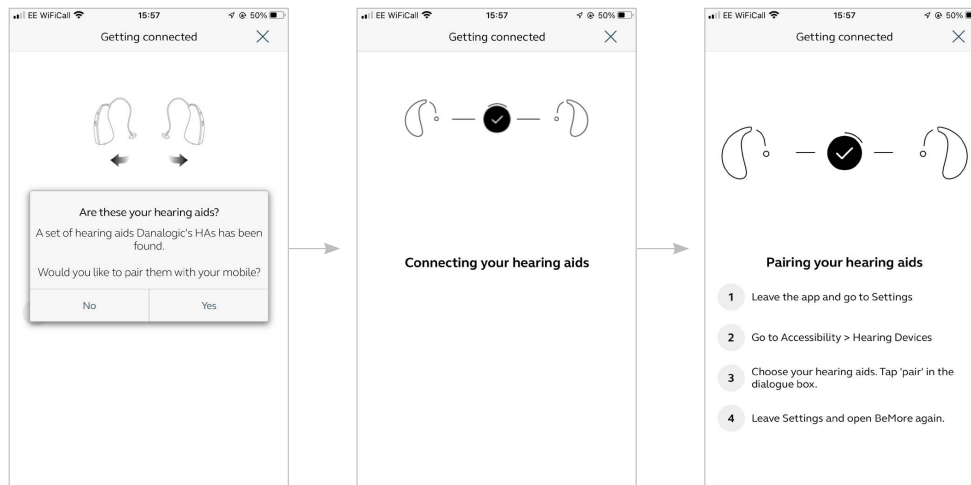


Getting connected with your Apple device (continued)

The BeMore app will guide you through the rest of the flow:

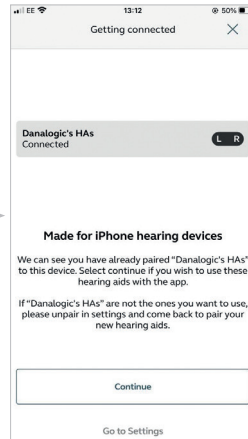
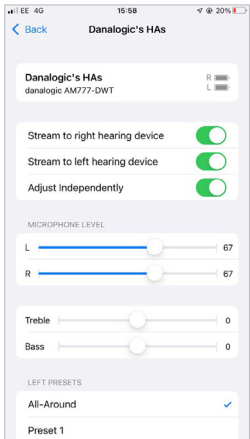
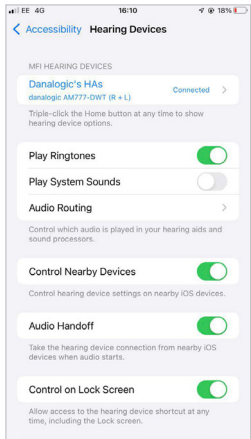
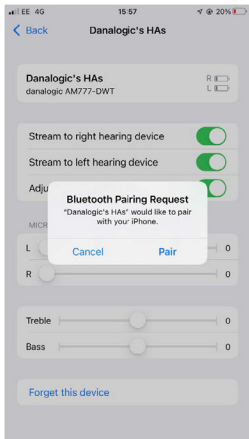
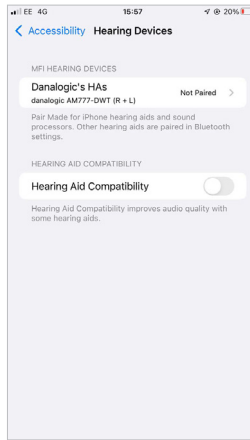
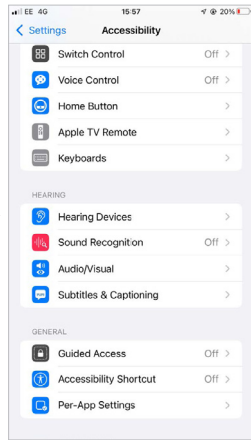
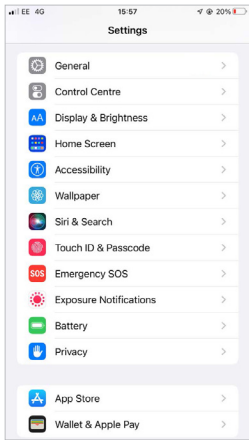
When you have done your first pairing in the BeMore app, the app will confirm that it has found the hearing aids.

If you have a compatible smart device to direct stream, then the next step is to pair your hearing aids to your phone in your phone settings.



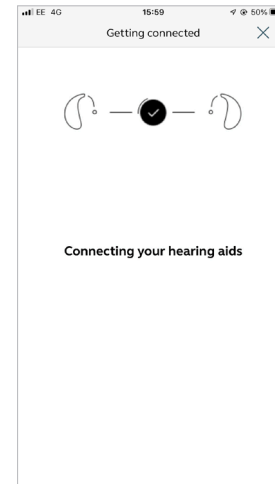
Pairing your hearing aids

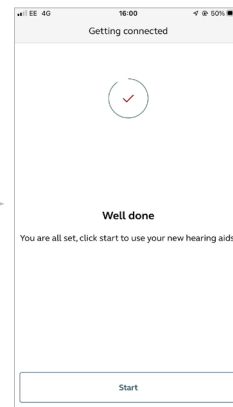
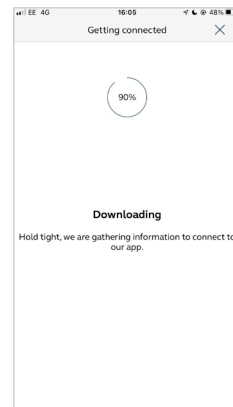
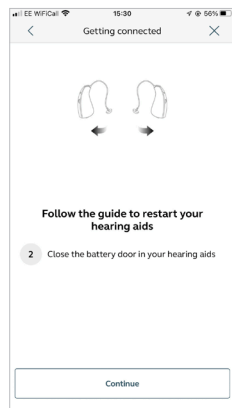
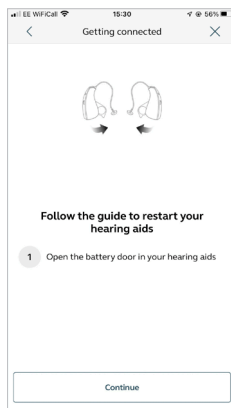
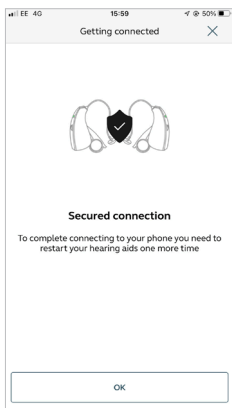
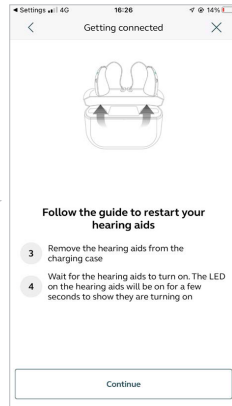
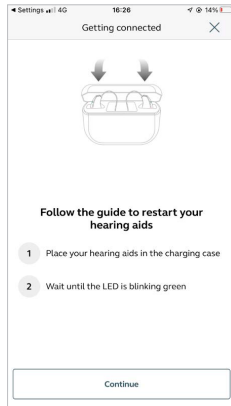
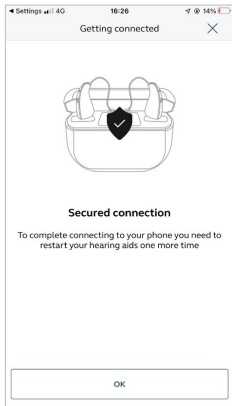
1. Once the hearing aids have been detected go to **Settings**, tap **Accessibility** and then **Hearing Devices**
2. Close the battery door, or remove the rechargeable hearing aids from the charger, to power up your hearing aid so your iPhone, iPad, or iPod Touch can detect them
3. Make the connection
4. Tap on the name and model number of your hearing aid when it appears on the screen
5. Tap **Pair** in the dialogue box. When pairing to two hearing aids, you will receive separate pairing requests. The second request may take a few seconds to appear after starting the first pairing
6. When it's connected, your hearing aid name colour will change from black to blue and it will say **Connected** to the right
7. To the right, use the small arrowhead to take you to additional hearing aid functions
8. Please return to the BeMore app



Pairing your hearing aids (continued)

- Next, establish a secure connection between the app and your hearing aids. You do this by rebooting your hearing aids (for hearing aids with single-use batteries, open and close the battery doors. For rechargeable hearing aids, insert the hearing aids in the charger, wait a few seconds and remove)
- Once the download is complete you're ready to go!





Getting connected with your Apple device (continued)

Re-connecting your hearing aids to your iPhone, iPad or iPod touch

When you turn off your hearing aids or Apple device, they will no longer be connected. To connect them again, turn on your hearing aids by opening and closing the battery doors.

To reconnect your rechargeable hearing aids, insert them into the charging station, wait a few seconds and remove them again. Alternatively, you can press and hold the button for minimum 5 seconds to turn off the hearing aids followed by another press and hold for minimum 5 seconds to turn them on.

The hearing aids will then automatically connect to your Apple device. You can also verify this connection by accessing the Accessibility shortcut (triple click the home button) and making sure that your hearing aids have been detected.

Pairing to more than one Apple device

You can pair up to five different Apple devices to your Danalogic hearing aids, but you can only connect to one Apple device at a time.

To switch connection from one Apple device to another, swipe up from the bottom of your Apple device's screen and turn Bluetooth off.

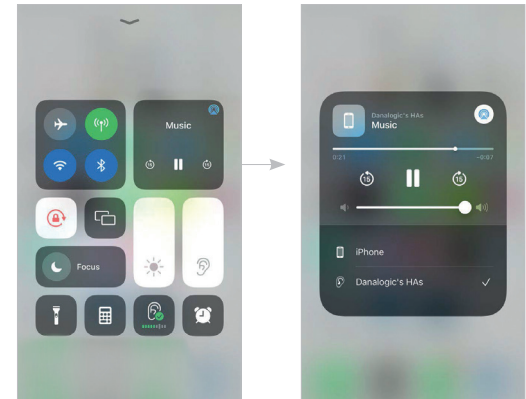
Now you can activate Bluetooth on the device you want to connect to next.

Stream sound directly to your danalogic Extend and Ambio Smart Hearing aids

You can stream stereo audio, such as music, directly from your Apple device and apps to your hearing aids.

Control Centre

When your hearing aids are paired to the Apple device, the audio will automatically stream to your hearing aids. To return to normal phone operation, press the streaming icon in the top right corner. A streaming menu will appear, select iPhone.

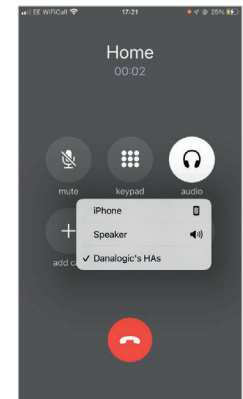


Phone and FaceTime calls

When you are streaming audio from your smart phone and you receive an incoming call, the system will automatically reduce the volume of the streamed audio. This will allow you to accept the call and you can stream that conversation into your hearing aids. The image to the right shows you the control options available for how you would like to hear your phone call.

If I answer a call from my Apple Watch, do I get the sound in my hearing aids?

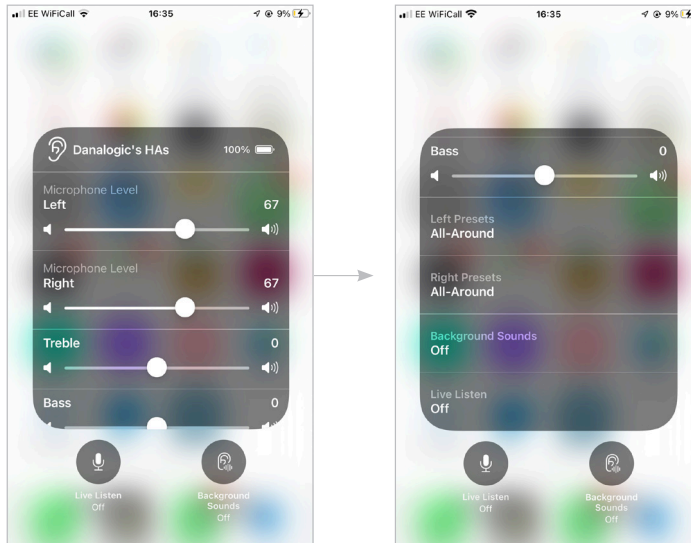
If you get a call on your Apple Watch, scroll down on the digital crown and choose **Answer on iPhone** to get the sound in your hearing aids. Use the microphone on your iPhone to pick up your own voice.



Control of your hearing aids built into your iPhone, iPad or iPod touch

How to access basic hearing aid controls (triple click)

Triple click on the **Home** button to access the Accessibility shortcut with basic hearing aid controls. You can for example adjust the left and right hearing aid volume and programmes separately.

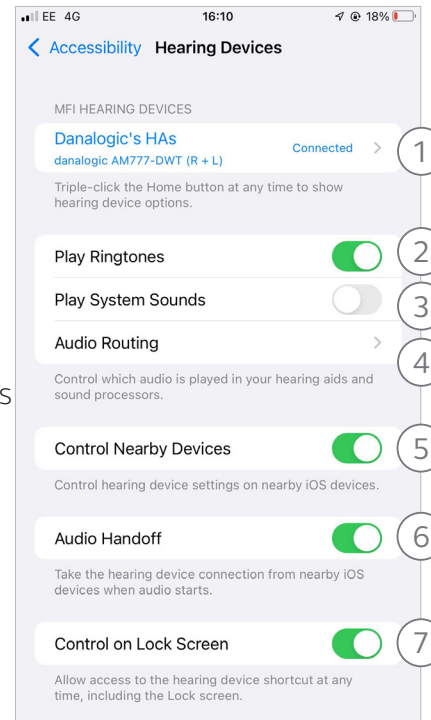


Use the triple click or swipe up **Control Centre** for fast access to hearing aid controls. Use the Hearing Devices section in settings for hearing aids adjustment related to the iPhone, iPad or iPod.

How to make additional adjustments to your danalogic Extend and Ambio Smart hearing aids (in Settings)

You can also access a control section for your hearing aids in Settings. Go to **Settings, General,** and **Accessibility.** Then tap on **Hearing Devices.**

1. The name, model, and connection status of your hearing aids
2. Enabling or disabling iPhone ringtones
3. Enabling or disabling iPhone system sounds in your hearing aids
4. Control which audio is played in your hearing aids
- 5&6. Use these when you have paired the hearing aids to two iOS devices. You can manage the control of the hearing aids or the audio routing between iOS devices
7. Enables you to have access to hearing aid controls when the iPhone /iPad is locked

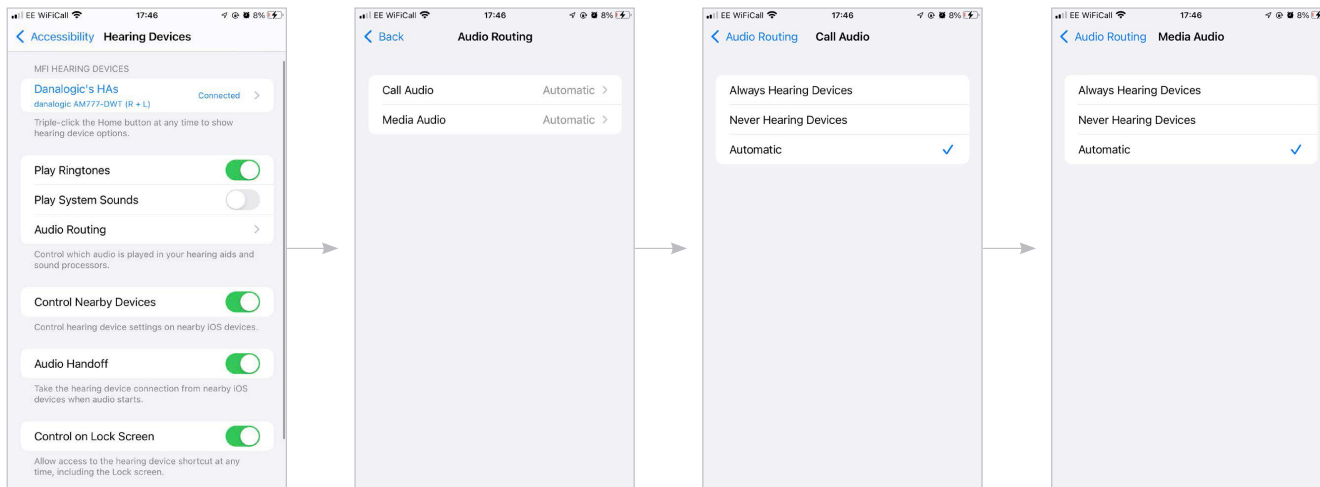


Audio routing

Hearing aid audio routing allows you to control how call and media audio will be directed. Go to **Settings**, tap **Accessibility**, tap **Hearing Devices**, tap **Audio Routing**.

Tap either **Call Audio** (incoming phone calls) or **Media Audio** (for example streaming music).

Then select how you wish to direct the audio input, for example **Always Hearing Aids**. Setting to 'Automatic routing' will route to a wired audio source if connected, then search and stream to either standard Bluetooth devices (for example CarPlay, A2DP Bluetooth devices) or hearing aids.

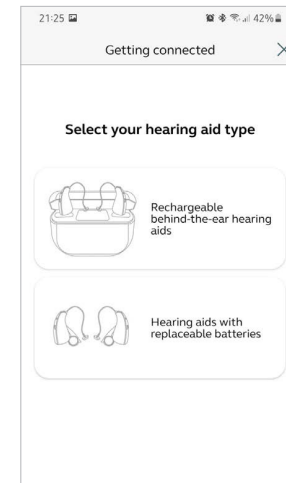


Getting connected with your Android device

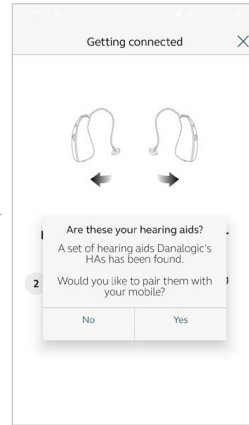
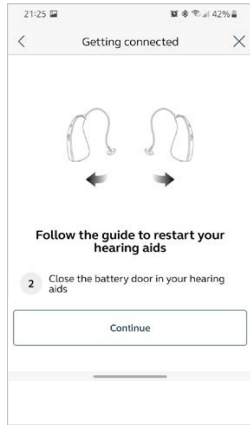
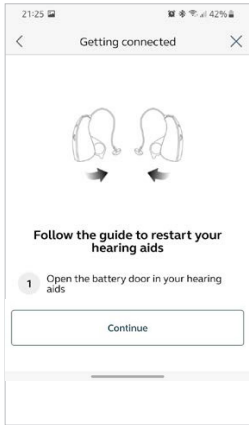
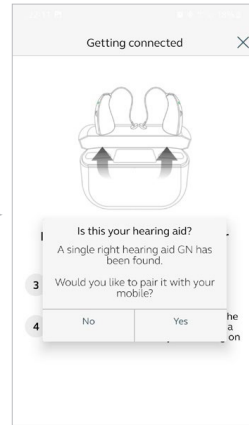
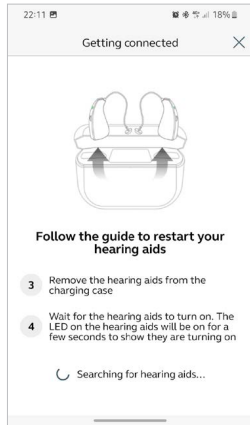
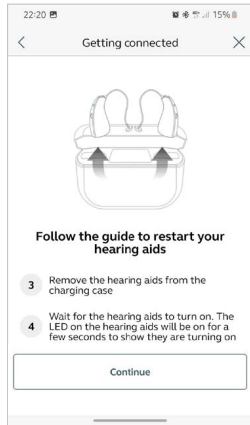
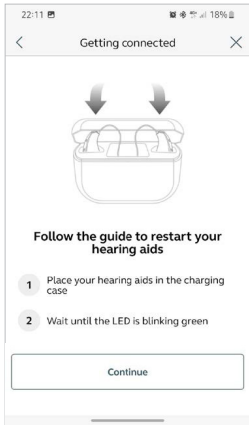
The first time you open the app, we will take you through a few steps to get you connected. Please enable the Bluetooth setting on your smart device. Start by accepting the Terms & Conditions and then continue with the flow shown here.

Pairing your hearing aids to an Android device:

1. Take off your hearing aids
2. Select your hearing aid type
3. Reboot them (for hearing aids with single-use batteries, open and close the battery doors. For rechargeable hearing aids, insert the hearing aids in the charger, wait a few seconds and remove them again)
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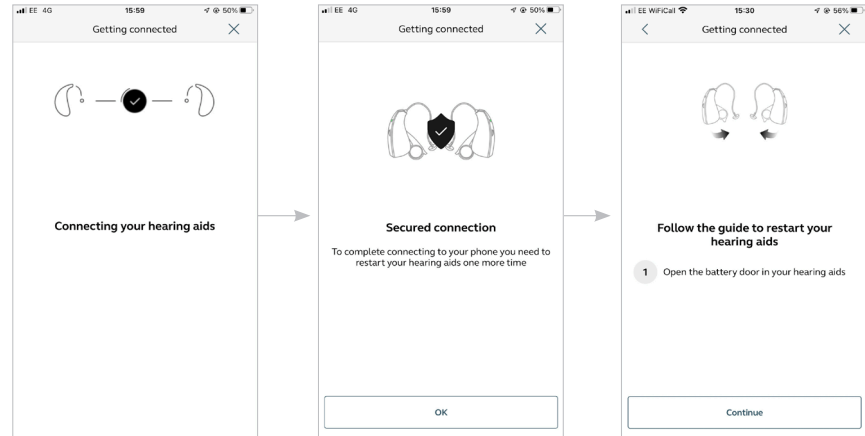
Getting connected with your Android device (continued)

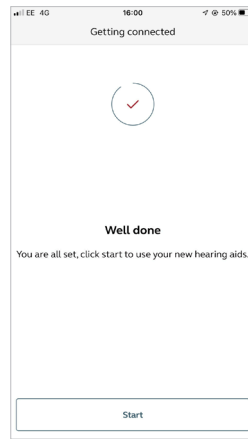
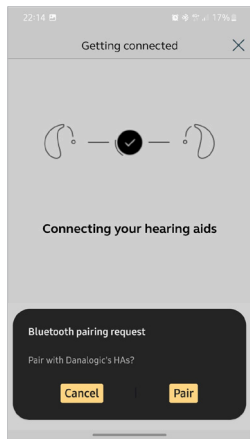
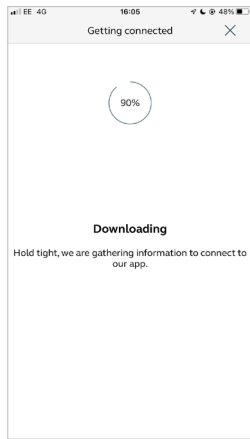
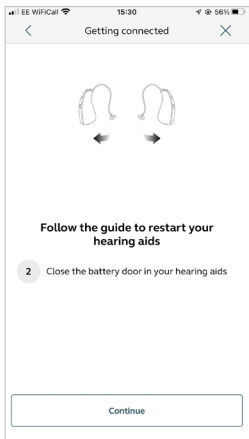
If you have a hearing aid with single use batteries, the BeMore app will guide you through the rest of the flow, for hearing aids with single use batteries:

Next, establish a secure connection between the app and your hearing aids. You do this by rebooting your hearing aids by opening and closing the battery doors.

This is the second time that you will reboot the hearing aids.

Once the download is complete and you have selected the pair option, you're ready to go!





Getting connected with your Android device (continued)

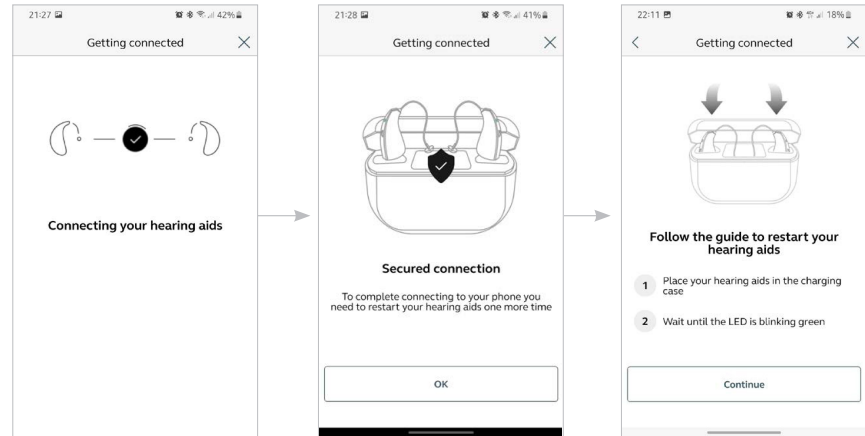
If you have a rechargeable device follow these steps:

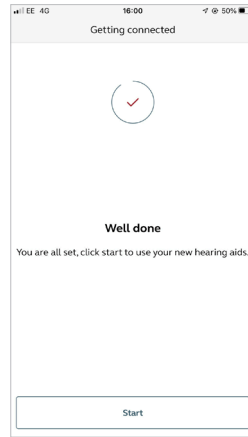
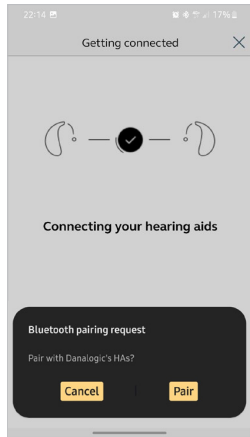
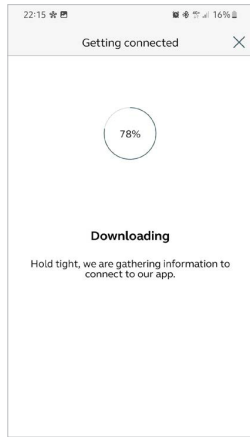
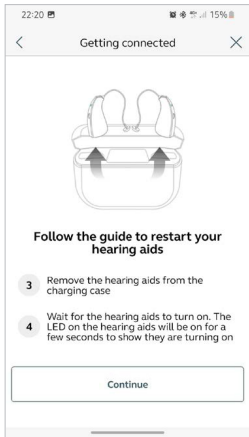
The BeMore app will guide you through the rest of the flow, for rechargeable hearing aids:

Establish a secure connection between the app and your hearing aids. You do this by rebooting your hearing aids by inserting the hearing aids in the charger, waiting a few seconds and then removing them again.

This is the second time that you will reboot the hearing aids.

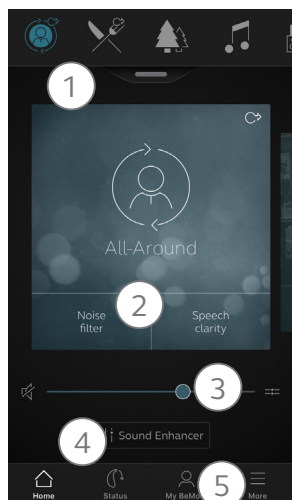
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BeMore app overview

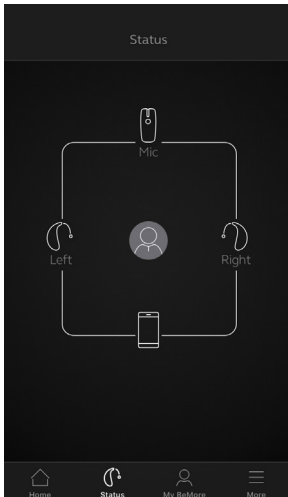
Here is an overview of what is available in each screen.



🏠 Main screen

1. If you have more than one programme you can change your programmes by either selecting the icon at the top or simply swipe
2. For easy sound adjustment, for example, noise level, tap a quick button at the bottom of the programme. To go back, tap the quick button again
3. Use the volume slider to adjust the volume of your hearing aids. Press the split slider to adjust your right and left hearing aid separately
4. Tap on Sound Enhancer to adjust the bass (low), middle and treble (high) tones, move the sliders up or down. You can also make changes to the level of background noise, wind noise and tinnitus sounds*
5. Navigational menu

*Feature availability depends on hearing aid model and settings provided by your Audiologist.



Status - Connection & battery status

Connection status

Shows the connection status between your hearing aids, streamer device and mobile device. If you have an Apple Watch connected, that will be shown too.

If you see a red line with an exclamation mark, it means the connection is missing or broken.

What if I lose a connection?

When a connection is lost, tap the exclamation mark to receive guidance on how to re-establish the connection. It is a good idea to check that your hearing aids are powered on, are within phone range and have enough battery.

Rechargeable hearing aid status

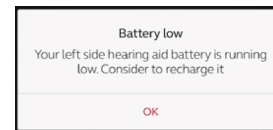
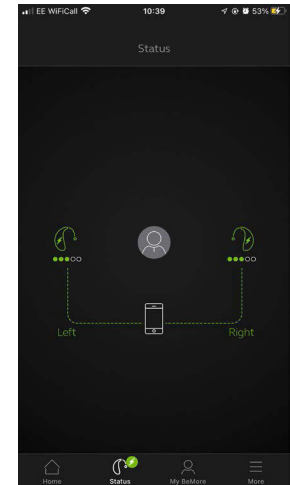
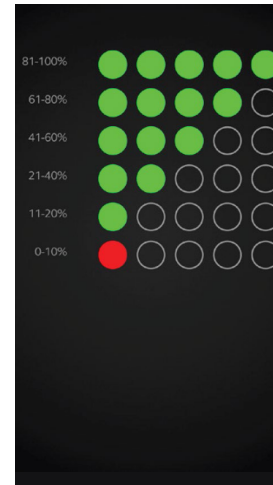
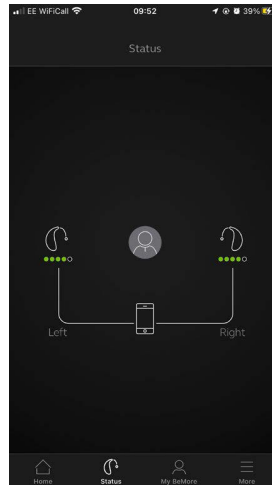
If the connected hearing aids are rechargeable, a battery status indicator will show the current state of charge for each hearing aid.

Battery charge levels

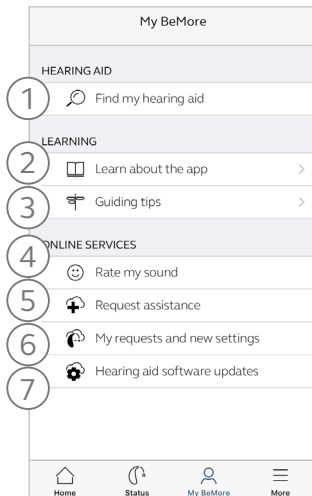
The battery indicator is a scale of 1 to 5 with each dot corresponding to a battery charge interval. Once the battery charge level reaches below 10%, a red exclamation mark and a battery charge notification will indicate it is time to charge the hearing aid.

Hearing aids charging

Once your rechargeable hearing aids are placed in the charger, a green lightning on the status screen will show the hearing aids are in charging state and the connection will be shown as a dotted line. While charging, the battery indicator will show the current state of charge.



My BeMore



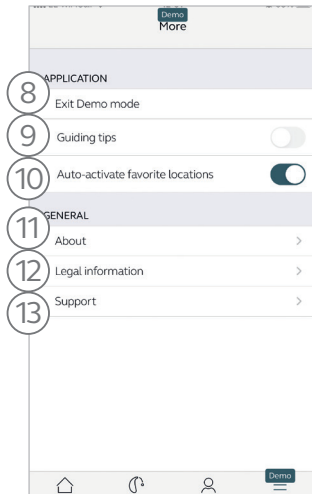
1. Find your lost hearing aid
2. Learn about the app and its functions
3. Guiding tips for use of the app and the hearing aids
4. Rate My Sound send your Audiologist a rating of your sound settings*
5. Request assistance with your hearing aid settings and programmes from your Audiologist*
6. See the status of your requests and install any settings and programme updates sent by your Audiologist
Go back to previous settings*
7. Install new software received for your hearing aids*

*Check with your Audiology department for availability of this service

i What if I lose a connection?

When a connection is lost, tap the exclamation mark to receive guidance on how to re-establish the connection. It is a good idea to check that your hearing aids are turned on, are within phone range and have enough battery. You can also reboot your hearing aid if connection is not re-established straight away.

☰ More



8. Enter/exit Demo mode
9. Enable/disable Guiding tips
10. Enable/disable Automatic activation of Favourite locations
11. About: Read about the app and the brand
12. Legal information: Learn about manufacturer, terms & conditions and privacy policy. Review, give or withdraw consent to data-processing
13. Support: More app help and additional links to web-based help and FAQs

Sound Enhancer: Personalise your sound

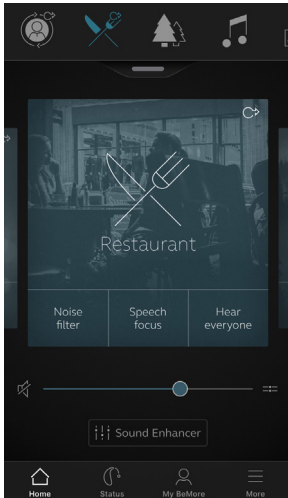
Sound Enhancer lets you fine tune the following features in your hearing aid:

1. Bass, middle and treble tones
2. Noise reduction
3. Speech focus
4. Wind noise reduction

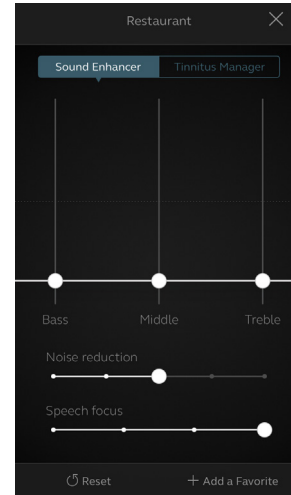
Availability of Sound Enhancer varies per hearing aid model and programme that is set at your fitting.

i Can I save my settings?

When you find settings you like, you can save them as **Favourites**. If you don't save them, the adjustments will remain until you click the reset button or reboot your hearing aids (opening and closing the battery doors).



Access Sound Enhancer from the bottom of the **Home** screen.



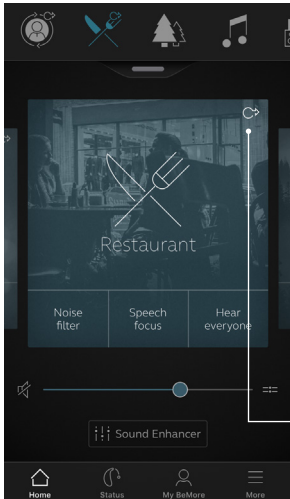
A view of Sound Enhancer with all possible features shown.

Move the sliders to interact with each feature and make adjustments.

When you interact with one of the features, the screen will focus on that feature alone. See next page.

Tap **Reset** to return to your default settings.

Tinnitus Manager

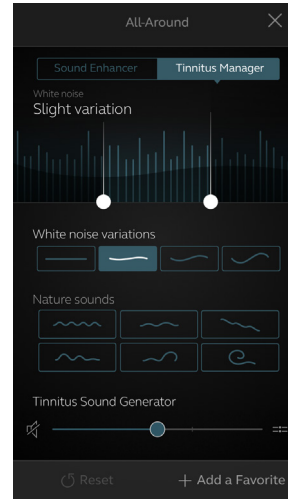


The Tinnitus Manager is available for you in the app if the Tinnitus Sound Generator (TSG) has been enabled in one or more of your programmes by your Audiologist.

A small icon will appear in the top right corner on

programmes if you have the TSG fitted. If you go to the Sound Enhancer menu from one of those programmes, you will see the Tinnitus Manager available.

🏠 What you will have access to in the app

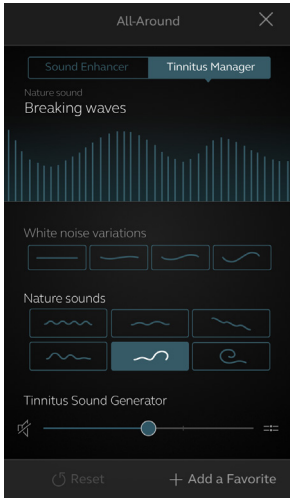


Activating and adjusting signals

When you enter the Tinnitus Manager, your current settings will be indicated. This screen shot is showing the white noise signal is activated. The image to the right, the nature sound signal is activated.

You will have access to:

- 1. White noise***: Activate or adjust the white noise signal by tapping one of the four buttons in 'White noise variations'. You can also adjust the frequency shaping above by moving the two sliders left and right.



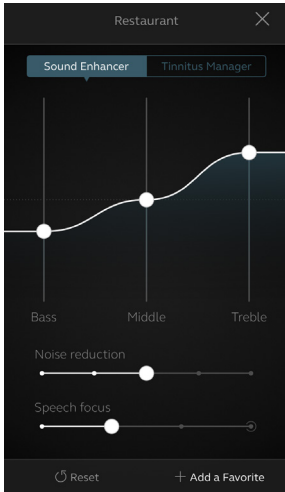
2. Nature sounds*: Activate or choose your preferred nature sound by tapping one of the six buttons in ‘Nature sounds’.

3. Volume Control*: Adjust the volume level of the ‘Tinnitus Sound Generator’ by moving the slider.

You can always press reset to return to the settings provided by your Audiologist.

*Feature availability depends on hearing aid model and the fitting provided by your Audiologist.

🏠 Favourites

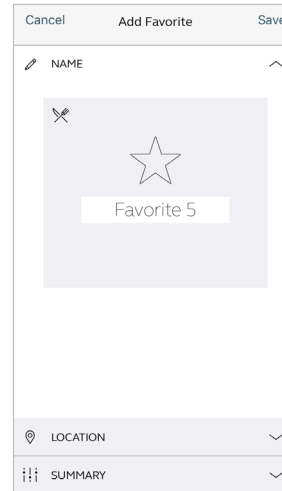


Add a Favourite

You can save your preferred sound settings as a Favourite.

Tap **Add a Favourite** at the bottom of the Sound Enhancer or the programme overview.

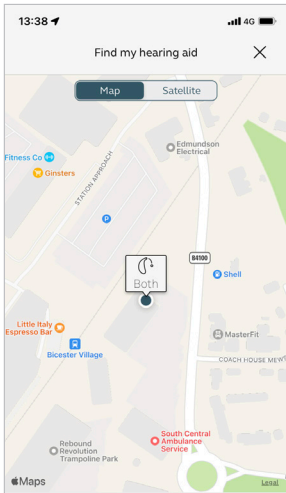
Changes made to sound settings can be saved as a new Favourite or to update an existing Favourite.



Name

Start by naming your Favourite.

i **What are the settings of my Favourite?**
To view the settings of your Favourite, tap **Summary** at the bottom of the screen. You can do this when you add the Favourite or if you enter Edit mode.



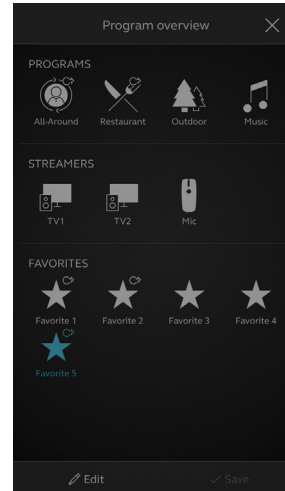
Location

You can also choose to add a location to a Favourite.

You can choose to have your hearing aids automatically change to the Favourite when you enter that location.

i Enable Location Services in iOS?

For location-based Favourites to work, go to **Settings** on the iOS device, tap **Privacy**, then **Location Services**. Turn Location Services on. Scroll down to the BeMore app and select **Always** on.



Favourite overview

When you have saved your Favourite, it will be added to the programme navigation menus.

To edit or delete an active Favourite, tap **Edit** at the bottom of the programme overview. Then tap the **Favourite**. Edit

name, location or tap **Delete** at the bottom of the screen.

To delete all your Favourites, simply tap **Delete all Favourites** at the bottom of the programme overview after you tap **Edit**.

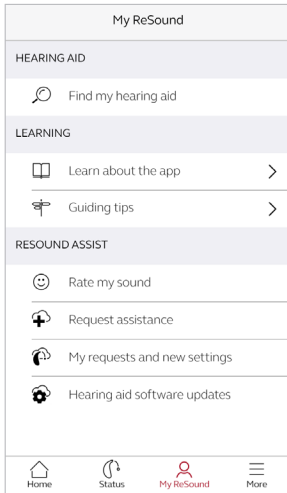
Online Services: Hearing care wherever you are

If you need more fine-tuning than the BeMore app offers, you can use Online Services for direct access to request help from your Audiologist. You can send a request for assistance with your hearing aid settings and you can receive new settings in the app, ready to install on your hearing aids.

Please check with your Audiologist if this feature is available in your area.

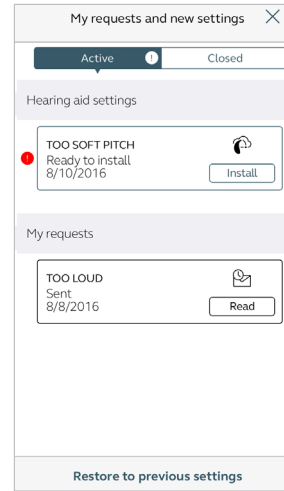
Please note Online Services needs to be enabled by your Audiologist

Request assistance



My BeMore

Go to **My BeMore** in the bottom menu to find Online Services. Tap 'Request assistance' to reach out to your Audiologist. The app will guide you through the rest of your service request.

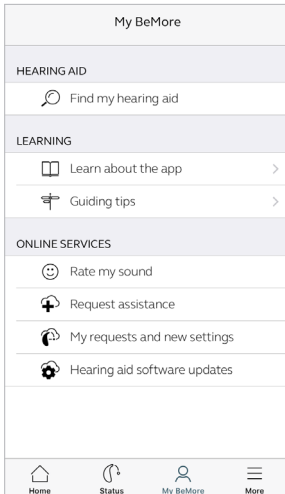


Viewing requests

To view your previous requests and responses from your Audiologist, go to **My BeMore** and tap **My requests and new settings**. Lists of active and closed requests will be accessible. Tap one to see more.

i Try out your direct fine-tuning options in the BeMore app first. Request assistance if you're experiencing recurring problems or need more fine-tuning than you can find in the app.

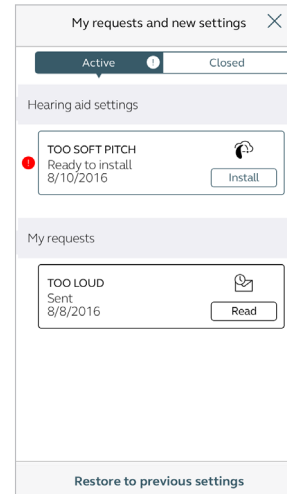
Receiving new hearing aid settings



New settings

When your Audiologist sends you new hearing aid settings you will receive a notification.

The updates can be found under My Requests and new settings in the BeMore menu.



Starting the installation

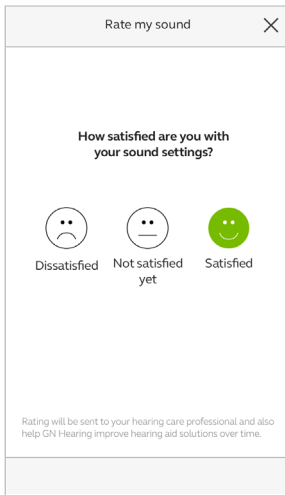
New hearing aid settings are placed as the first listing on the screen. Tap **Install** to begin and the app will guide you through the rest of the process. The installation takes about 1 minute.

Your Audiologist may include a message for you, to explain alterations in the new settings.

i If you want to restore your previous settings after installing the new ones, go to **My BeMore** and tap **My requests and new settings**. The option to restore previous settings is available at the bottom and you just follow the flow.

Rate my sound

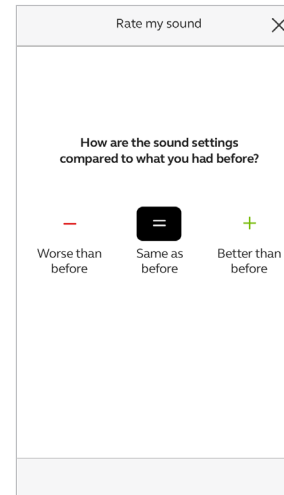
When you have a new fitting or fine-tuning of your hearing aids, the app will ask you to rate your sound settings after a few days. Your rating will be sent directly to your Audiologist. If you're not satisfied with your sound settings, your Audiologist can then adjust them for you.



Rating

Rate your sound settings with one of these three options:

- Satisfied
- Not satisfied yet
- Dissatisfied



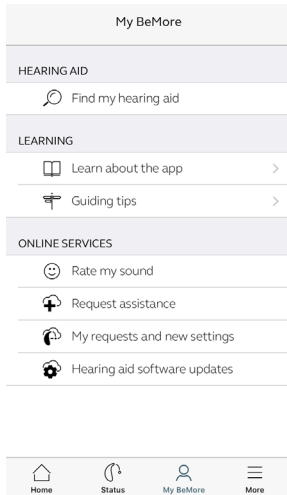
Comparison

If your sound settings have been fine-tuned, the app may ask you to compare the new sound settings with your previous sound settings. Are they:

- Better than before
- Same as before
- Worse than before

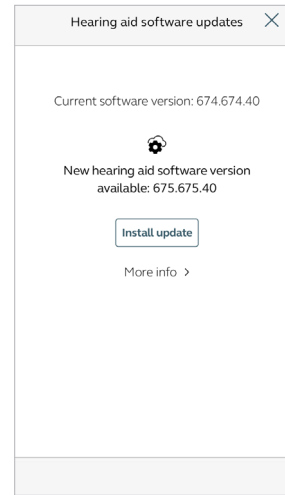
Receiving new hearing aid settings

Sometimes it's beneficial to update the software for improved performance, and you can now do it directly in the BeMore app.



Notification

When a software update is ready for your hearing aids, you will receive a notification. The updates can be found under Hearing Aid Software Updates in the BeMore menu.



Information

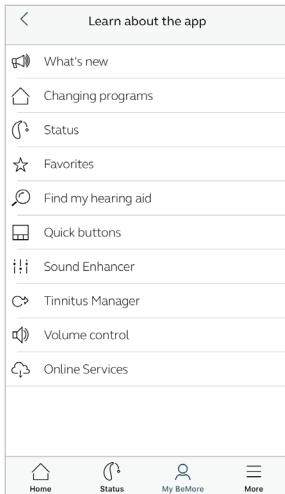
You will see which new software version is available for your hearing aids. A message will also be included to explain what is in the update. Tap install and the app will guide you through the rest of the installation process.

Note that the hearing aids will turn off sound during the installation.

i Do the installation of new hearing aid software when it's convenient for you. It takes about 5 minutes per hearing aid, so it's important that you have the time. It's recommended to complete the installation once started.

Learn about the app

To learn even more about how the app works, go to **Learn about the app** in the **My BeMore** menu. Explore the app and what you can do section by section.

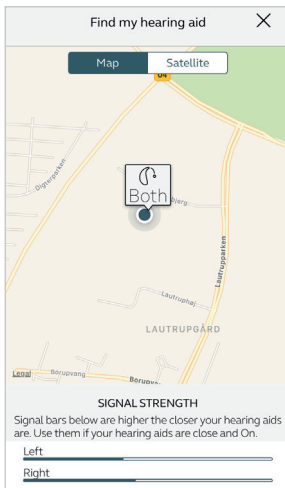


Overview

The full list of items that you can explore to learn more about the app.

Find my hearing aid

If you have lost your hearing aids, go to **My BeMore** and tap on 'Find my hearing aid'. The app can help you locate them.



Last location

The map will show where the hearing aids were last seen connected to the app. Tap the hearing aids to see address and time they were last seen. You can switch between Map and Satellite views.

Enable Location Services in iOS?

To track hearing instrument location in the background, go to Settings on the iOS device, tap **Privacy**, then **Location Services**. Turn Location Services on. Scroll down to the BeMore app and select **Always** on.

Search nearby

If the app detects the hearing aids nearby, it will show you if you are getting closer or farther away from your hearing aids. Look for the indication on the blue bars at the bottom of the screen.

Hearing aids must be **ON** to use this feature.

BeMore app for Apple Watch

Control the hearing aids straight from your wrist



What you need

The BeMore app must be installed on your iPhone. Please follow the instructions found in the Apple Watch companion app on your iPhone.



Warning and precautions

Use with mobile device apps:

Notifications of app updates should not be disabled, and it is recommended that the user installs all updates to app and operating system to ensure highest protection against vulnerabilities.

The app must only be used with BeMore devices for which it is intended. BeMore takes no responsibility if the app is used with other devices or if third party apps are used to control the BeMore devices.


Apply only remote fine-tuning packages you expect to receive to your hearing instruments.


BeMore does not support rooted mobile phones.


Warnings and cautions

If using the app with a hearing aid, please read the hearing aid user guide. The hearing aid user guide was included in the hearing aid package. If you need a fresh copy, please consult your Audiologist or visit our website www.danalogic.co.uk.

Be aware of information marked with a warning symbol.

 **WARNING:** Points out a situation that could lead to serious injuries.

 **CAUTION:** Indicates a situation that could lead to minor and moderate injuries.

 **CAUTION:** Always use the newest software update available for your hearing aid.

Failing to follow these cautions can compromise the information security of your hearing aid and potentially cause hearing loss or tinnitus.

Please refer to www.danalogic.co.uk/connectivity for more information and a user guide for the BeMore app.

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