### **Online services**

# **Remote fine-tuning Quick Guide**

#### How to submit a remote fine-tuning request

- 1 Open the Hearing Australia app on your smartphone.
- Tap on My Hearing. 2
- Tap on Request assistance. 3
- 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.
- The remaining questions will help our team 5 diagnose the problem and severity of the issue. Answer all of the questions and tap Next.

hearing.com.au

Review summary of the issue and enter any additional information under "Personal Message".

When complete, tap Send Request.

My Hearing			Request assistance X		Request assistance	
HEARING AID			BEFORE WE BEGIN		SUMMARY	
D Find my hearing aid		To check if we can help you with this service, please tell us if you're experiencing any of the following:		Too loud		
LEARNING				Yes No	<ul> <li>Extra noise, whistling, static</li> <li>In certain environments: Noise</li> </ul>	
	Learn about the app	>	Has your hearing changed?	0 💿	<ul> <li>Annoying</li> <li>Ear side: Both</li> <li>Restaurant</li> </ul>	
de.	Guiding tips	>	Is your hearing aid broken or	0	Music	
RESOUND ASSIST		clogged with wax/debris?	~ ~	REQUEST TITLE		
٢	Rate my sound		Is there a problem with the fit of the hearing aids in your ears?	0 💿	Too loud 💿	
P	Request assistance					
P	My requests and new settings				PERSONAL MESSAGE	
ô	Hearing aid software updates				When I'm out eating at restaurant Loften experience	
$\bigcirc$	(2) A	=	4	Next ③		

ALWAYS FOLLOW THE DIRECTIONS FOR USE.

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# Hearing Australia

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### **Online services**

# **Remote fine-tuning Quick Guide**

#### How to install new hearing aid settings

Active  Closed	ARE YOU READY? Device use fresh bearing and batteries and risks	INSTALLATION COMPLETE	HEARING AID	
	Diamin upp fresh bearing and batteries and ok or	The second s		
APP SETTINGS	in your mobile device for this installation.	Your rearing acts are now updated with the new settings.	D Find my bearing aid	
			LEARNING	How satisfied are you with your sound settings?
ady to insti		@	team about the app	000
	C		🕈 Guiding tips 🔉	
(ESTS	• •	100%	RESOUND ASSIST	Distatished Not Satisfied
herpitch 🔤			Rate my sound	
ugust 2016	CHECKING IF YOU ARE READY!		Pequest assistance	
n't hear sp 🚇 progress	🧿 Bluetooth is on		P My requests and new settings	
7 August 2016	😏 More than 25% power on mobile		Hearing aid software updates	
	Hearing aid battery is not low			
				having we are not to poor each group of each on the set of a set of the set o
UNA NUMBER OF	soft pitch dy to insta ests erpitch dy to send ugust 2016 Send There sp ugust 2016 Bestore to previous settings	soft pitch dy to area synet 20 ESTS wr pitch dy to send ugust 2016 Send Theore sp. rogerss ugust 2016 Send CHECKING IF YOU ARE READM CHECKING IF YOU ARE READM CHECKING IF YOU ARE READM Of Checking IF Y	set profi   gint 2015   wash   wash	set prof.   glub right   ugust 2016   send   ugust 2016   send   ugust 2016   send   ugust 2016   Send   CHECKING # YOU ARE READY:   is fluetooth is on

- 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.
- Next, the app will verify Bluetooth<sup>®</sup> is enabled, your smartphone and hearing aids have adequate battery life. Once verified, tap Continue.

- 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.
- 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.