TruHearing app
- Tinnitus Manager
user guide

TruHearing™

Introduction

Congratulations on downloading your TruHearing app. The app is made to enhance your hearing experience and enable you to get more out of your hearing aids.

Our innovative sound technology and design, combined with customized device programming by your hearing care professional, will make hearing a more enjoyable experience.

The app enables you to get more out of your hearing aids by providing new ways to gain control, personalization and relief.

For more information and help for the TruHearing app, please visit the website:
www.truhearing.com/truhearing-app

If you would like a printed version of this app user guide please contact customer support or simply print this user guide.

Finding and installing the app

Download on the App Store

Access apps for iPhone, iPad and iPod touch – download on the App Store by following these steps:

1. Enter the App Store by tapping the App Store icon on an iPhone, iPad or iPod touch

2. On the App Store, search for "TruHearing"

3. If using an iPad, change the search criteria in the top left corner to "iPhone only"

4. After finding the app, tap "Get"

5. Then tap "Install"

6. Enter a valid Apple ID and password

7. After entering the password, the TruHearing app will download and install

8. After download, you can find the app on the mobile device screen - tap to open the TruHearing app

GET IT ON Google Play

Access apps for Android devices – download on Google Play by following these steps:

1. Enter Google Play by tapping the Play Store icon on your Android phone.

2. On Google Play, search for "TruHearing"

3. After finding the app, tap "Install" then "Accept" to allow the app to access certain features on your phone such as Bluetooth

4. After entering the password, the TruHearing app will download and install

5. When installation is complete, tap "Open" to open the TruHearing app

For up-to-date information about device compatibility, please visit the website: www.truhearing.com/truhearing-app

App: General functionality
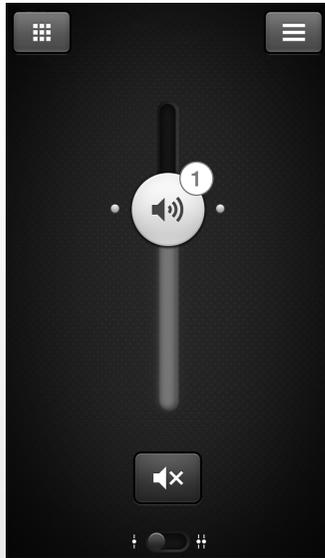
1. Adjust and mute volume for both hearing aids or for each hearing aid individually

2. Change manual and streamer **programs**

3. Adjust **treble and bass** to your preferences

4. Create **Favorites** to save preferred program and settings. Associate a Favorite with a specific location

5. Use **Sound enhancer** for advanced feature adjustments: Comfort in noise, Speech focus and Comfort in wind*

6. Use **Tinnitus manager** to adjust the pitch and variation of sound from the Tinnitus Sound Generator**

Use Tinnitus manager to choose your preferred Nature Sound™**

*Available in Flyte 990
**Available in Flyte 990 if the Tinnitus Sound Generator has been enabled in your hearing aids.
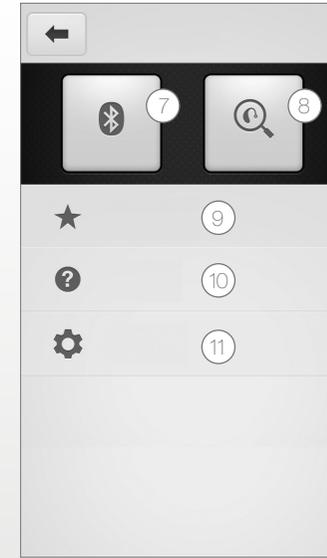
7. **Connection:** See battery and connection status.

8. **Finder:** Help locate lost or misplaced hearing aids

9. **Favorites:** See an overview of or edit or delete saved Favorites

10. **Tutorial:** The in-app tutorial guides you through the app features

11. **Settings:** Edit and personalize program names, delete all favorites, enter and exit demo mode and see background information about the app

App: Tinnitus Manager functionality

Tinnitus Manager*

The Tinnitus Manager will be available for you in the app if the Tinnitus Sound Generator (TSG) has been enabled in one or more of your fitted programs. A small icon will appear on program buttons where you have the TSG fitted. If you go to the More options menu from one of those programs, you will see the Tinnitus Manager available.

What you will have access to in the app
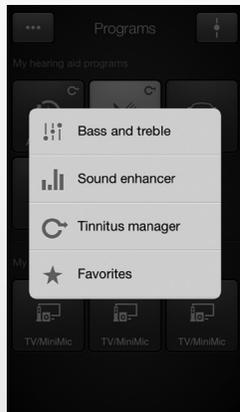
You will find the Tinnitus Manager in the menu on the program screen.

To return to the fitted settings of the program after adjustments, tap Undo

If you have a program fit with white noise

Sound variation
Adjust the variation of the white noise sound input by tapping the buttons towards the top.

Pitch
Adjust the frequency shaping (Pitch) by moving the two sliders left and right.

If you have a program fit with a Nature Sound™
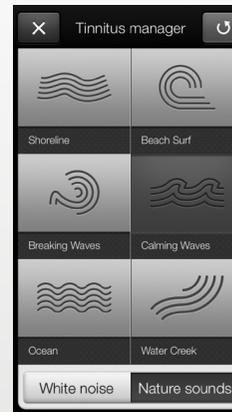
Nature Sounds
Choose between one of the six new Nature Sounds in the hearing aid.
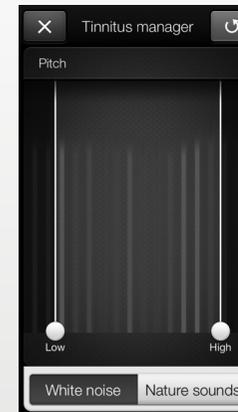
Activate white noise
You can also activate the white noise sound input and adjust the Pitch.

*Available in Flyte 990 if enabled by your hearing care professional.

Warnings 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 ensure that the app will function correctly and will be kept up to date.

The app must only be used with hearing aids for which it is intended as described in the user guide of the hearing aid. GN Hearing takes no responsibility if the app is used with other devices.

⚠️ Warnings and cautions

If using the app with the hearing aid, please make sure to 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 TruHearing customer support.

Be aware of information marked with the 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.

Intended use of mobile device apps:
Mobile device apps are intended to be used with wireless hearing aids. Mobile device apps send and receive signals from the wireless hearing aids via mobile devices for which the apps have been developed.

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Any issues relating to the EU Medical Device Directive 93/42/EEC should be directed to GN Hearing A/S

TruHearing™

40088601 US-17.11-Rev.A