

AMPLIFON APP
INSTRUCTION
FOR USE
Version 12.0



Amplifon App
INSTRUCTION FOR USE
Version 12.0
Effective date: 30-04-2020

Amplifon S.p.A.

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1. INTENDED USE

The Amplifon App (The App) is intended for Android and Apple iOS smartphones to adjust certain hearing aid parameters.

2. APP COMPATIBILITY

The App is intended to be used with the following hearing aids according to specified intended use:

Amplifon Model Name
ampli-connect B 3 8C 13-M SI
ampli-connect B 3 8C 13-P SI
ampli-connect B 3 M 312-S PH
ampli-connect B 3 VS 13-P OT
ampli-connect B 3 VX 13P OT
ampli-connect B 3 X3 13 GN
ampli-connect B 3 X3 13-M GN
ampli-connect B 3 X3 13-P GN
ampli-connect B 3 X3 13SP GN
ampli-connect B 3 X3 312 GN
ampli-connect B 3 X3 675 GN
ampli-connect B 3 X3 675-UP GN
ampli-connect B 4 8C 13-M SI
ampli-connect B 4 8C 13-P SI
ampli-connect B 4 M 312-S PH
ampli-connect B 4 VS 13-P OT
ampli-connect B 4 VX 13P OT
ampli-connect B 4 X3 13 GN
ampli-connect B 4 X3 13-M GN
ampli-connect B 4 X3 13-P GN
ampli-connect B 4 X3 13SP GN
ampli-connect B 4 X3 312 GN
ampli-connect B 4 X3 675 GN
ampli-connect B 4 X3 675-UP GN
ampli-connect B 5 8C 13-M SI
ampli-connect B 5 8C 13-P SI
ampli-connect B 5 M 312-S PH
ampli-connect B 5 VS 13-P OT
ampli-connect B 5 VX 13P OT
ampli-connect B 5 X3 13 GN
ampli-connect B 5 X3 13-M GN

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ampli-connect B 5 X3 13-P GN
ampli-connect B 5 X3 13SP GN
ampli-connect B 5 X3 312 GN
ampli-connect B 5 X3 675 GN
ampli-connect B 5 X3 675-UP GN
ampli-connect R 3 8C 13 SI
ampli-connect R 3 8C 312 SI
ampli-connect R 3 BD 13 PH
ampli-connect R 3 M 312 PH
ampli-connect R 3 VS 312 OT
ampli-connect R 3 VS 312 T OT
ampli-connect R 3 VX 312 OT
ampli-connect R 3 VX 312T OT
ampli-connect R 3 X3 312 GN
ampli-connect R 3 XQ 13 GN
ampli-connect R 4 8C 13 SI
ampli-connect R 4 8C 312 SI
ampli-connect R 4 BD 13 PH
ampli-connect R 4 M 312 PH
ampli-connect R 4 VS 312 OT
ampli-connect R 4 VS 312 T OT
ampli-connect R 4 VX 312 OT
ampli-connect R 4 VX 312T OT
ampli-connect R 4 X3 312 GN
ampli-connect R 4 XQ 13 GN
ampli-connect R 5 8C 13 SI
ampli-connect R 5 8C 312 SI
ampli-connect R 5 BD 13 PH
ampli-connect R 5 M 312 PH
ampli-connect R 5 VS 312 OT
ampli-connect R 5 VS 312 T OT
ampli-connect R 5 VX 312 OT
ampli-connect R 5 VX 312T OT
ampli-connect R 5 X3 312 GN
ampli-connect R 5 XQ 13 GN
ampli-connect R 5 MC 312
ampli-connect R 5 MC 312 T
ampli-connect R 4 MC 312
ampli-connect R 4 MC 312 T
ampli-connect R 3 MC 312

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ampli-connect R 3 MC 312 T
ampli-easy B 1 VX 13-M OT
ampli-easy B 1 VX 13-P OT
ampli-easy B 2 M 312-S PH
ampli-easy B 2 VX 13-M OT
ampli-easy B 2 VX 13-P OT
ampli-easy B 2 X3P 13-M GN
ampli-easy B 2 X3P 13-P GN
ampli-easy B 2 8C 13-M
ampli-easy B 2 VS 13-M
ampli-easy B 2 VS 13-P
ampli-easy B 1 VS 13-M
ampli-easy B 1 VS 13-P
ampli-energy B 2 8C R SI
ampli-energy B 2 M R PH
ampli-energy B 3 8C R SI
ampli-energy B 3 M R PH
ampli-energy B 4 8C R SI
ampli-energy B 4 M R PH
ampli-energy B 5 8C R SI
ampli-energy B 5 M R PH
ampli-energy R 2 8C R SI
ampli-energy R 2 M R PH
ampli-energy R 3 8C SI
ampli-energy R 3 8C R SI
ampli-energy R 3 M R PH
ampli-energy R 3 VS R OT
ampli-energy R 3 XQ R GN
ampli-energy R 4 8C SI
ampli-energy R 4 8C R SI
ampli-energy R 4 M R PH
ampli-energy R 4 VS R OT
ampli-energy R 4 XQ R GN
ampli-energy R 5 8C SI
ampli-energy R 5 8C R SI
ampli-energy R 5 8C R-D L2 SI
ampli-energy R 5 M R PH
ampli-energy R 5 VS R OT
ampli-energy R 5 XQ R GN
ampli-energy R 5 MC R

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ampli-energy R 4 MC R
ampli-energy R 3 MC R
ampli-energy R 4 8C R-D
ampli-energy R 3 8C R-D
ampli-energy R 2 VS R
ampli-energy R 5 8C R-D
ampli-mini I 1 VX 13 WL OT
ampli-mini I 1 VX 312 WL OT
ampli-mini I 2 VX 13 WL OT
ampli-mini I 2 VX 312 WL OT
ampli-mini I 2 X3C 312 UP WL GN
ampli-mini I 2 X3C 312 WL GN
ampli-mini I 3 8C 312 WL SI
ampli-mini I 3 VX 13 WL OT
ampli-mini I 3 VX 312 WL OT
ampli-mini I 3 X3 312 WL GN
ampli-mini I 4 8C 312 WL SI
ampli-mini I 4 VX 13 WL OT
ampli-mini I 4 VX 312 WL OT
ampli-mini I 4 X3 312 WL GN
ampli-mini I 5 8C 312 WL SI
ampli-mini I 5 VX 13 WL OT
ampli-mini I 5 VX 312 WL OT
ampli-mini I 5 X3 312 WL GN
ampli-mini R 1 VX 312 OT
ampli-mini R 1 VX 312 T OT
ampli-mini R 2 M 312 PH
ampli-mini R 2 VX 312 OT
ampli-mini R 2 VX 312 T OT
ampli-mini R 2 X3C 312 GN
ampli-mini R 2 X3P 312 GN
ampli-mini R 2 8C 312
ampli-mini R 2 VS 312
ampli-mini R 2 VS 312 T
ampli-mini R 1 VS 312
ampli-mini R 1 VS 312 T
ampli-mini I 3 X3 312 DWL GN
ampli-mini I 3 X3 312-UP DWL GN
ampli-mini I 4 X3 312 DWL GN
ampli-mini I 4 X3 312-UP DWL GN

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ampli-mini I 5 X3 312 DWL GN
ampli-mini I 5 X3 312-UP DWL GN
Enzo 2 588
Enzo 2 598
Enzo 2 788
Enzo 2 798
Enzo 2 988
Enzo 2 998
Enzo 798
Enzo 988
Enzo 998
Linx 2 561
Linx 2 562
Linx 2 577
Linx 2 588
Linx 2 761
Linx 2 762
Linx 2 777
Linx 2 788
Linx 2 961
Linx 2 962
Linx 2 977
Linx 2 988
Linx 761
Linx 777
Linx 961
Linx 977

The app must be used only with your own personal hearing aid(s).

The hearing aid(s) must be fitted by a professional audiologist.

Amplifon does not accept any responsibility if the App is used with other hearing aid(s) and if it is used not respecting national, European and international laws on the use of mobile app and Bluetooth technology. Furthermore, the user should follow the instructions for use provided in this document.

The App can be used on smartphones with Bluetooth® Low-Energy (BT-LE) capability and is compatible with the versions of iOS 11 to 13.3 and Android 6 to 10. Please check the version of your smartphone operating system before the use. It is recommended to access the internet once a week in order to ensure the app will be kept up to date.

The hearing aid(s) must be connected only to one mobile app.

Prior to use, the user must read and accept the informed consent.

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3. SAFETY PRECAUTION



Some mobile smartphones have touch sounds or keypad tones, which could simulate a streaming to the hearing aid. Make sure that all touch sounds and keypad tones are deactivated in your smartphone settings.



In case of unusual field disturbance, the hearing aids may not respond to the App. Move away from the disturbing field.



Please make sure to read the hearing aid user guide and use it whenever an App malfunctioning occurs.



Do not use a loud volume level for long periods or settings not provided by the audiologist, otherwise it is advisable to consult your reference audiologist.

4. COMPANY BACKGROUND

Amplifon is a reseller of hearing aids and associated accessories and services. Amplifon does not manufacture hearing aids but sells hearing aids manufactured by other brands.

Amplifon has developed a mobile smartphone application (app) which will be branded as an Amplifon device.

5. PRODUCT DESCRIPTION

The device under consideration is the app which will run on a mobile smartphone with Bluetooth capability.

The mobile app is stand-alone software which is designed to be used in combination with the hearing aid via Bluetooth connection; indeed, it is configured to allow the user to change the hearing aid current volume (between the security thresholds set by the audiologist) or current program with a user friendlier interface than the small buttons that are on the hearing aid surface.

The hearing aid is a medical device whose configuration for a specific user should be programmed exclusively by an audiologist via a fitting software which is provided by the hearing aid manufacturer. The maximum volume of the hearing aids, set by the manufacturer, ensures the safety of use. During the fitting process the audiologist establishes the hearing aid available programs, the volume settings, e.g. the maximum and minimum amplitude of sound that can be generated by the hearing aid, according to the security limits established by the manufacturer and the hearing aid loss of the patient, the availability of noise reduction setups, etc. and the functionalities of the hearing aid buttons, e.g. long press to change the current program, short press to change the current volume.

The hearing aid can be therefore controlled and used without the support of the mobile app, but the app will provide an easier way for the users to change the current program or to change the current volume settings or to reduce the background noise which can interfere with the perception of the primary signal (e.g. spoken voice).

The mobile app reports the list of the hearing aid programs defined by the audiologist, highlighting the current hearing aid program. The user can change the current program and/or the volume of the hearing aids. The volume decrease/increase step is defined by the hearing aid volume settings, provided by the audiologist in the fitting process, which is below the security threshold set by the manufacturer for the maximum amplitude of sound that the hearing aid can generate.

Moreover, if the audiologist has enabled more settings for a program, e.g. noise reduction or hearing direction regulation, the user will find an easy interface to regulate these features according to the values the audiologist has set during the fitting session.

Furthermore, the hours of hearing aid daily usage are displayed in the app, the hearing aid provides the total hearing usage and the app calculates the average daily usage of the hearing aid. The app also provides a suggestion of daily usage, which is defined in accordance with the audiologist e.g. 8 hours per day.

Indeed, the mobile app is a remote controller for the hearing aid that can perform only the actions allowed by the audiologist and that cannot modify it; prior to use, the user must read and accept the informed consent.

5.1.App installation

The user can download and install the Amplifon App from the Apple Store or Google Play Store for free. The steps to install the App are the following:

- On iOS devices (Apple devices):
 1. Go to App Store and search for the App.
 2. In the search result, tap the App.
 3. Tap “GET” and then “INSTALL”.

- On Android devices:
 1. Go to Google Play Store and search for the App.
 2. In the search result, tap the App.
 3. Tap “INSTALL”.

When the installation is complete, the user will see the App’s icon on the home screen of his/her mobile device and the app is ready to be used. The Amplifon App enables the user to easily and intuitively pairing with the hearing aids, just follow the steps shown in the App (see section 6.1).

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The Amplifon App can be closed by the user like any other application on the device, depending on the operating system used (iOS or Android).

6. INSTRUCTIONS FOR USE

6.1. Pairing - connection with the hearing aids

The pairing is the process during which the user connects the hearing aids to the mobile app.

The user should pair her/his smartphone to the hearing aids throughout a Bluetooth low energy connection in order to enable the mobile app to interact with the hearing aids.

The app will guide the user through the pairing process between hearing aids and phone, explaining the steps to follow in order to have a successful connection.

To successfully start and end the Pairing flow with an iOS device, which also includes pairing in the device settings (if you have any questions about the Mfi¹ devices involved, please contact your hearing care professional), the steps that the user should follow are:

1. Start the App, turn the hearing aids on and wait until the App locate your hearing aids (Figure 1);
2. Once identified, the user will see a video with instructions to pair the hearing aids into smartphone settings (MFI) (Figure 2);
3. Follow the steps shown in the video and return to the App, wait for the pairing flow to end (Figure 3);
4. A successful pairing between App and hearing aids will be notified by a successful page (Figure 4);
5. The user will automatically see the homepage when the pairing flow is complete (Figure 5).

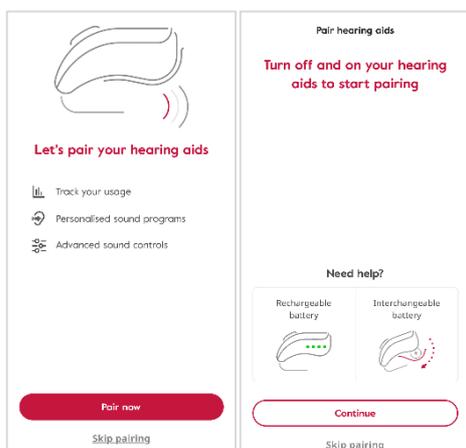


Figure 1: Start Pairing Flow - iOS

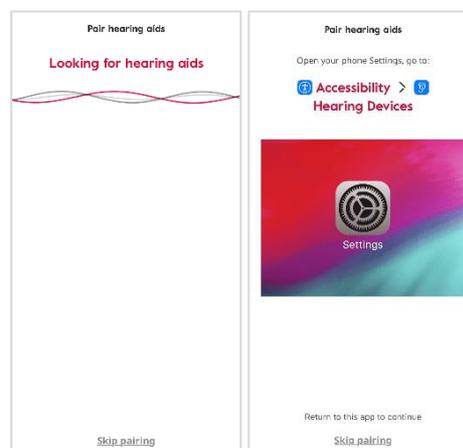


Figure 2: Search and connect iOS settings

¹ "Mfi" is an acronym for "Made for iPhone/iPad/iPod", it is a certification to guarantee the operation of the devices with your smartphone iOS.



Figure 3: Connecting iOS

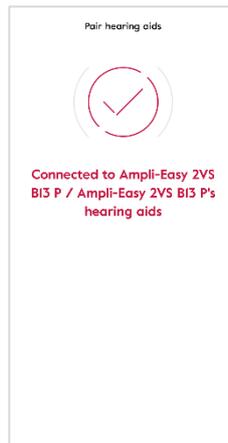


Figure 4: Success page iOS

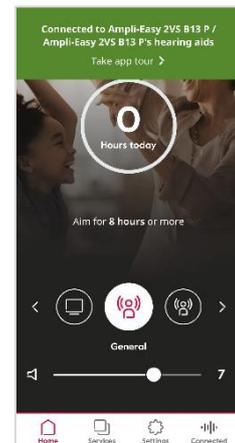


Figure 5: Homepage iOS

For all Android devices, in general for all acoustic devices that do not require pairing in the iOS operating system settings (not Mfi), the flow is managed within the App and follows the steps below:

1. Start the App, turn on the hearing aids and wait for the App to locate the hearing aids (Figure 6);
2. Once identified, select the hearing aids (Figure 7);
3. Wait for the pairing flow to complete (Figure 8);
4. The pairing between App and hearing aids will be notified by a successful page (Figure 9);
5. The user will automatically display the homepage when the pairing flow is complete (Figure 10).

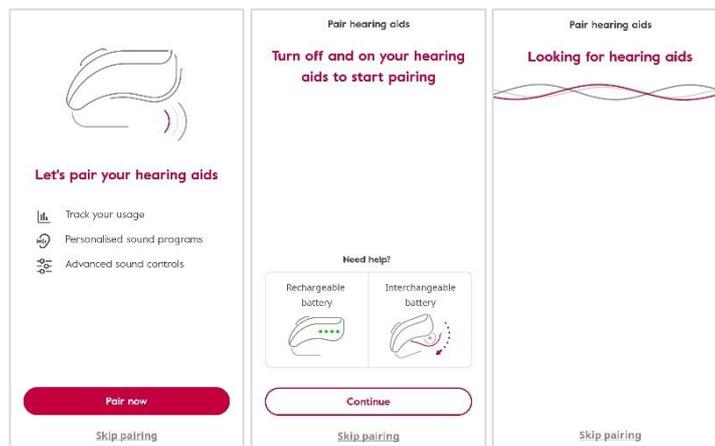


Figure 6: Start Pairing Flow - Not Mfi

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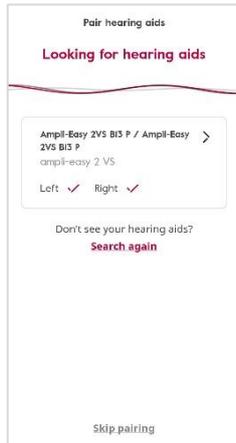


Figure 7: Hearing aids selection - Not Mfi

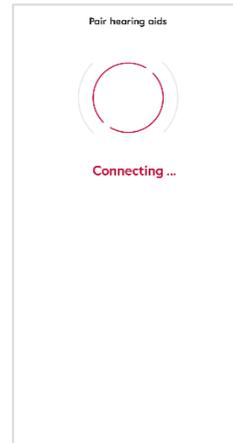


Figure 9: Connecting - Not Mfi



Figure 8: Success page - Not Mfi

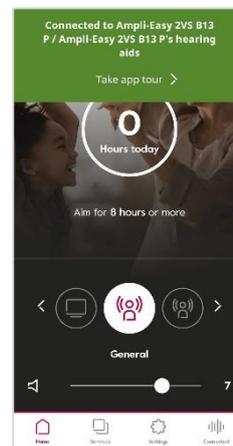


Figure 10: Homepage - Not Mfi

During the flow, the user has instructions to proceed correctly in each step: how to start and/or restart the hearing aids according to the type of power supply if rechargeable (Figure 11) or battery powered (Figure 12), how to enable Bluetooth, how to enable the localization services.

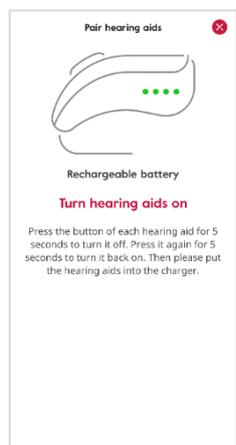


Figure 11: Instruction Rechargeable battery



Figure 12: Instruction Interchangeable battery

6.2. Program selection

Once the hearing aids are paired, the mobile app will show in the home page the list of the available programs with the current one highlighted. The user can swipe through the list in the home page and select the desired program (reported as “A” in Figure 13).

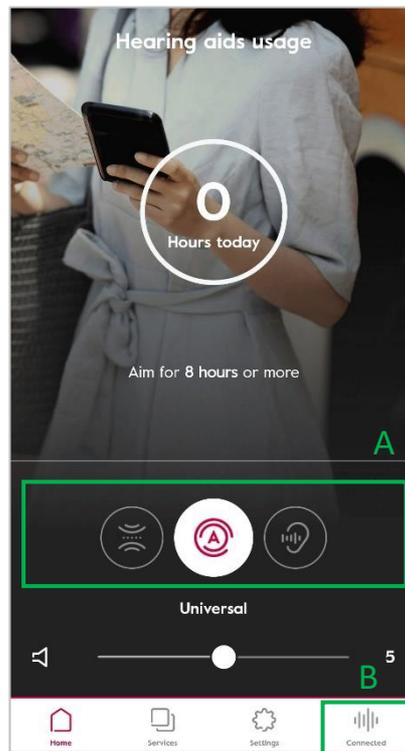


Figure 13: Home Page: Home Page.
A: List of hearing aids program.
B: Connected menu item.

Moreover, if the user taps on the program icon or on the “Connected” icon in the lower menu (reported as “B” in Figure 13), a new section of the app is opened, where the user can change program by swiping to the right or to the left (reported as “C” in Figure 14).

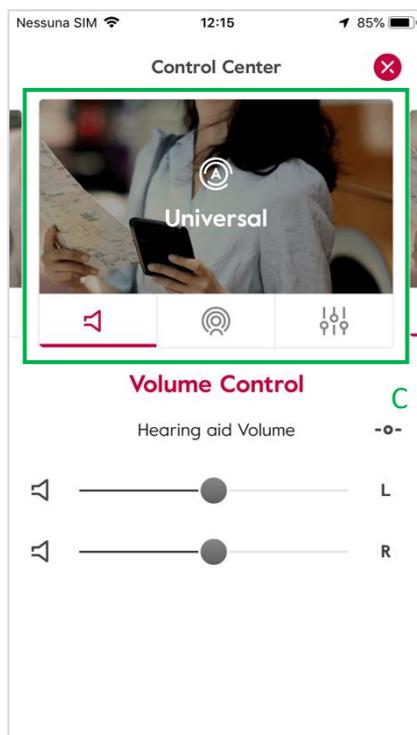


Figure 14: Control Center C: Program List

6.3. Volume control

In the app home page, the user can control the volume of the hearing aids interacting with the slider (reported as “E” in Figure 15). If the user has left and right hearing aids the volume will be regulated on both hearing aids. The user can also mute/unmute the hearing aids selecting or deselecting the mute interface (reported as “D” in Figure 15).

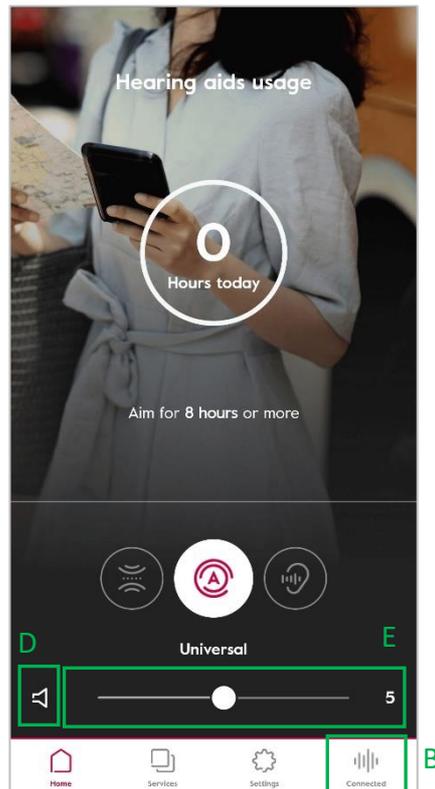


Figure 15: Home page.
E: Volume control interface.
D: mute interface

In the Control Center, the user can regulate the volume of the left/right hearing aid independently, interacting with the corresponding volume slider ("F" and "H" in Figure 16) as it can mute only the left or right hearing aid.

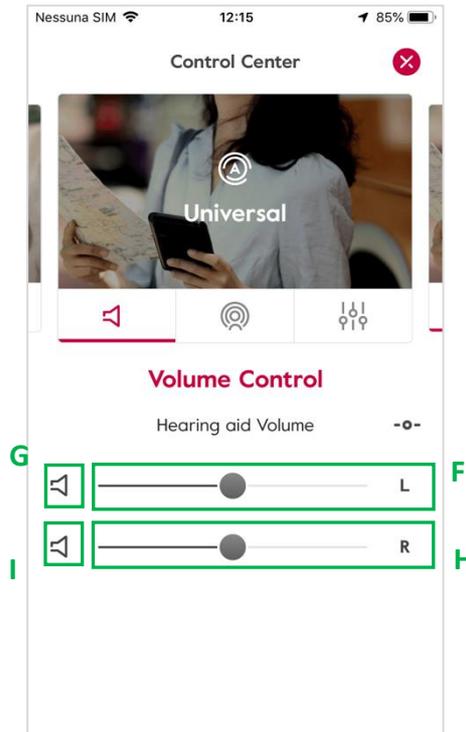


Figure 16: Control Center.
F: Left volume control interface.
G: Left mute interface.
H: Right volume control interface.
I: Right mute interface

6.4. Streamer

Furthermore, if the selected program is associated to a hearing aid accessory (“Streamer”)², the user can also control the volume of the streamer interacting with the corresponding volume slider (“Fs” and “Hs” in Figure 17) as it can mute the streamer only for the left or right hearing aid, if this feature is available for the selected Streamer.

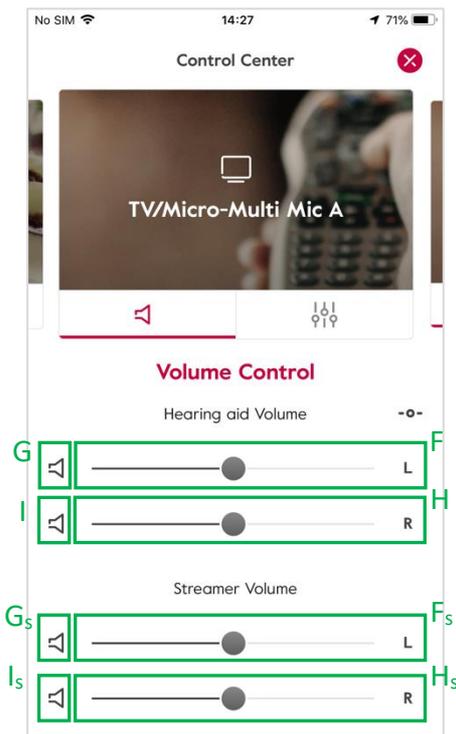


Figure 17: Control Center - Streamer interface.

- F_s*: Left volume control interface
- G_s*: Left mute interface
- H_s*: Right volume control interface
- I_s*: Right mute interface

² The hearing aid can be associated to a streamer only during the fitting process by an audiologist. If the audiologist has associated a streamer the hearing aid(s), there would be a dedicated program.

6.4.1. Balance

If the hearing aid supports the balance functionality for the Streamer associated program, the user can use the slider “V” (see Figure 18) to balance the volume between the audio source from the streamer and the audio source from the surrounding. The slider position on the extreme left corresponds on 0 for the surrounding and maximum for the streamer audio source, the position on the extreme right is 0 for the streamer audio source and the maximum for the surrounding.

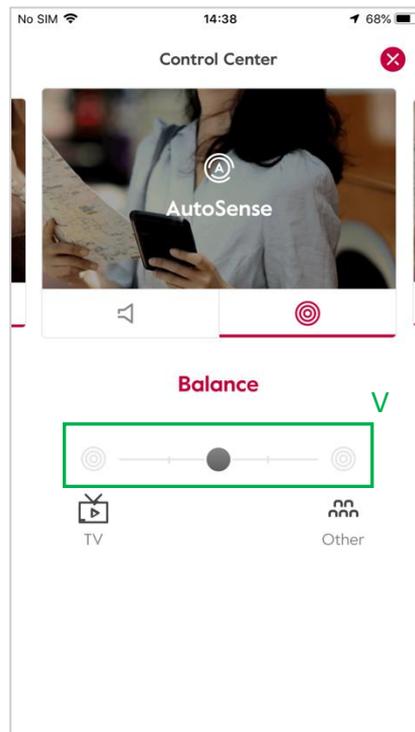


Figure 18: Control Center - Balance surrounding

6.4.2. Adaptive Streaming Volume

If the hearing aid supports the Adaptive Streaming Volume functionality, the user can access it from the Control Center. Switching on Adaptive Streaming Volume toggle button (Figure 19), the user can activate this functionality so the volume of the streamer automatically adapts to the environmental noise.

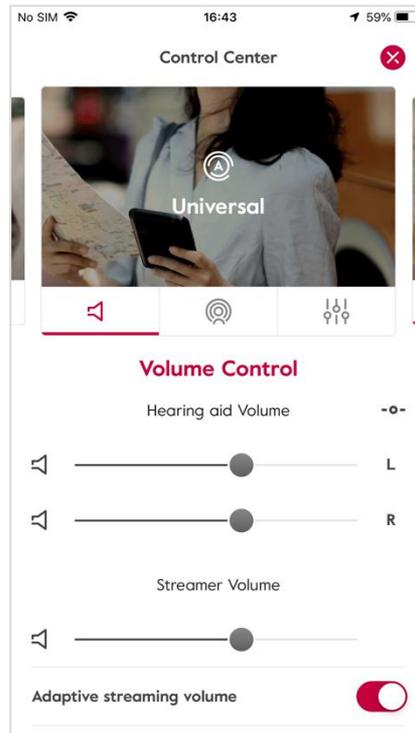


Figure 19: Adaptive streamer volume ON

6.5. Hearing Direction

6.5.1. Hearing Direction for Amplifon hearing aids powered by GN

If the audiologist has enabled hearing direction settings for a specific program, in the Control Center the user will be able to regulate the hearing aid directionality. Indeed, by selecting the slider “K” in Figure 20, the hearing direction can be set to “narrow”, “medium” or “wide”. If the user selects the “J” button, the hearing direction will be automatically set according to the hearing aids settings.

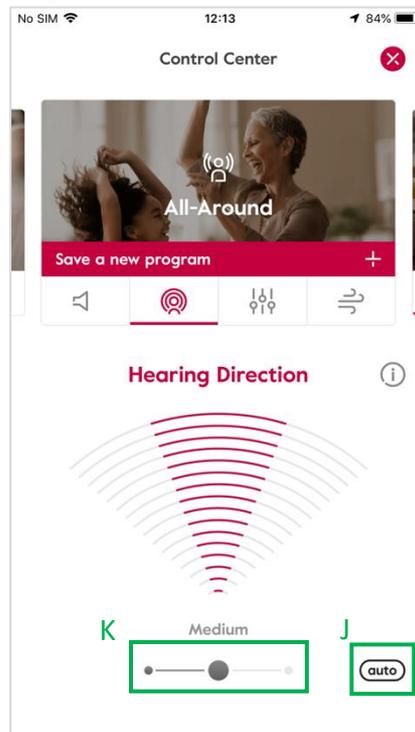


Figure 20: Control Center - Hearing direction settings.

J: Auto settings

K: Hearing direction slider.

6.5.2. Hearing Direction for Amplifon hearing aids powered by Sivantos

If the audiologist has enabled hearing direction settings for a specific program, in the Control Center the user will be able to regulate the hearing aid directionality. Indeed, by tapping on the control element in Figure 21 the hearing direction can be set to “front”, “left”, “right” or “back”. When the hearing direction is set to FRONT, the user can fine-tune the configuration of the FRONT state by a slider “K”. If the user selects the “J” button hearing direction will be automatically set according to the hearing aids settings (Figure 22).

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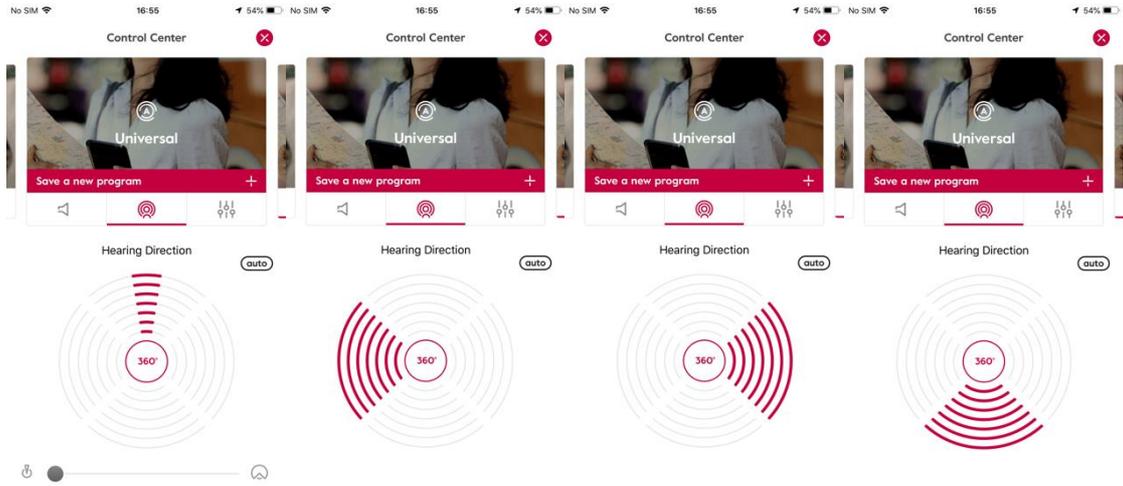


Figure 21: Control Center- Hearing Direction settings.

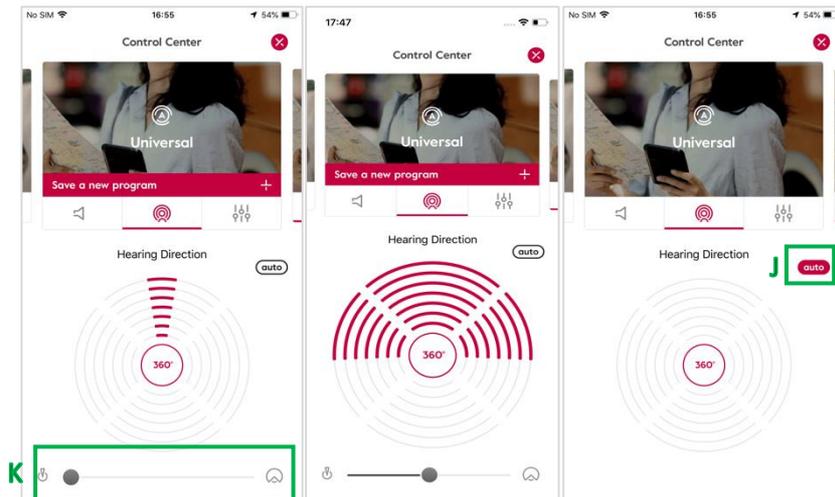


Figure 22: Control Center
J: Auto settings.
K: Hearing direction slider.

6.6.Noise and Wind Reduction

If the audiologist has enabled noise and/or wind reduction for a specific program, in the Control Center the user will be able to regulate noise and/or wind reduction. Indeed, by selecting the slider “L”, the user regulates the noise reduction, while the slider “M” is for wind reduction (Figure 23) .The user can reset the noise and wind reduction settings to the default value defined by the audiologist in the fitting session by selecting the reset button for the noise (“L_R”) and for the wind (“M_R”). If the hearing aids support the automatic functionality, the automatic value is now available and if the user selects the “J” button the noise reduction will be automatically set according to the hearing aids settings.

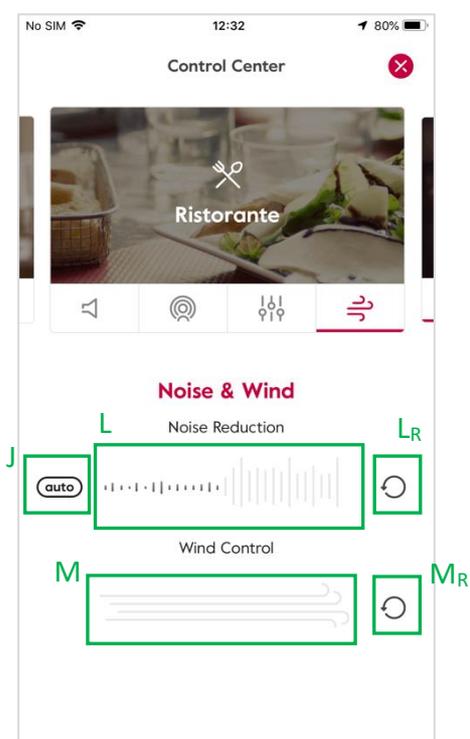


Figure 23: Control Center - Noise & Wind

6.7. Hearing Aid(s) usage

The hearing aid provides the total hearing aid usage and the app calculates the average daily usage of the hearing aid. This value is displayed in the home page as reported in “N” in Figure 24.

A recommendation of daily usage is defined in accordance with the audiologist, e.g. 8 hours per day, and a message to remember the suggested daily usage is reported in the home page (“O” in Figure 24).

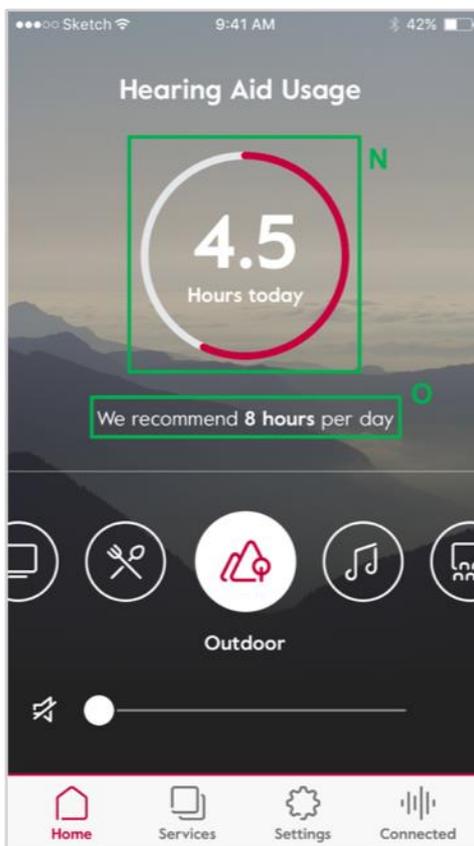


Figure 24: Home Page.
N: Indication of daily usage.
O: Suggested daily usage

When the user reaches the daily usage goal the home page highlights it with a different visualization of the daily usage, as reported in Figure 25.

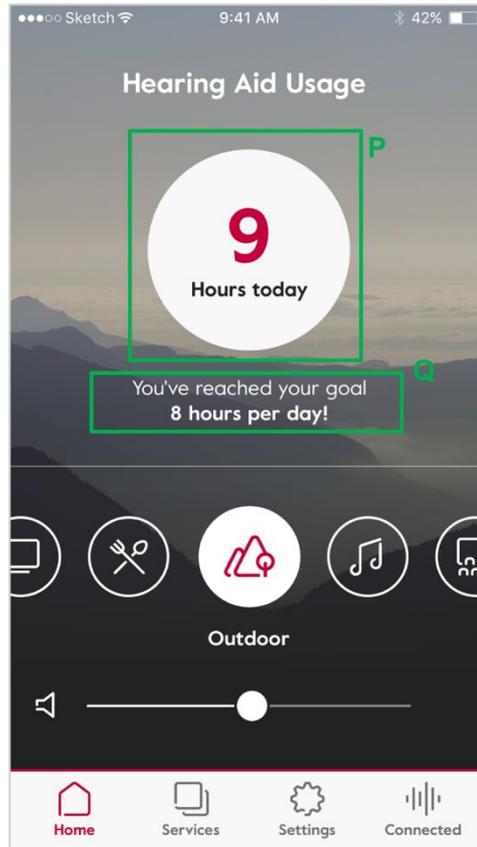


Figure 25: Home page

P: Indication of daily usage when the goal is reached.

Q: Daily usage goal reached message.

The app also stores, in a secure way, the information about how the user interacts with the hearing aid, e.g. if the user changes program, volume, hearing aid daily usage, etc.

This information is used to show messages to the user and ask for his hearing aid satisfaction. The message will be displayed in the home page as shown in Figure 26 and the user could provide his feedback selecting one of the possible choices. The provided feedback is stored in secure way.

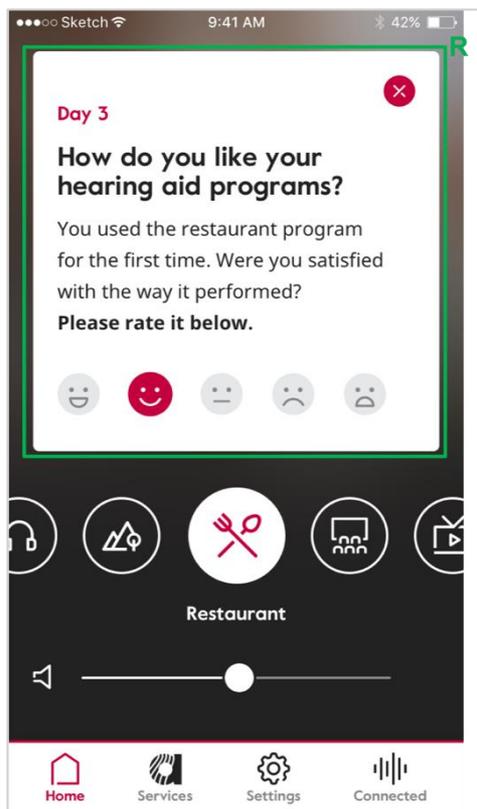


Figure 26: Home page.
R: Message to take user feedback on hearing aids usage.

6.8. Tremble, Middle and Bass

If the hearing aid supports the treble, middle and bass functionality the user can access it from the Control Center. Interacting with slider “S1” the user can regulate bass, with “S2”, middle; with “S3”, treble. The user can reset treble, middle and bass to 0 by selecting the reset button “SR” (Figure 27).

If the hearing aids support only treble and bass, the user interface will not show “S2”, as reported in Figure 28.

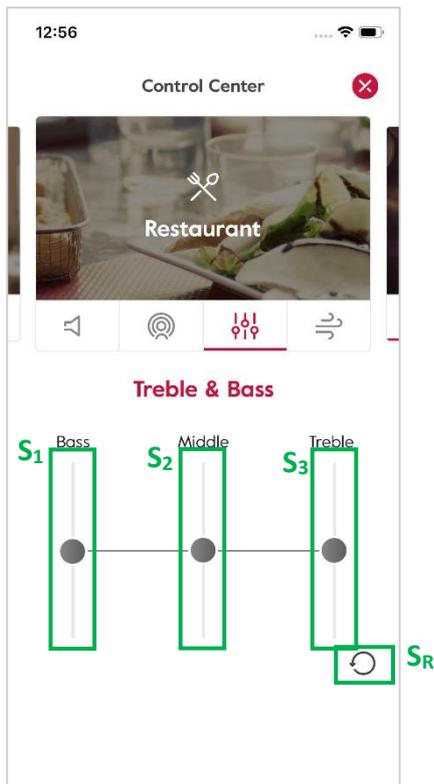


Figure 27: Control Center - Tremble
S1: Bass slider.
S2: Middle slider.
S3: Treble slider
S_R: Reset button.

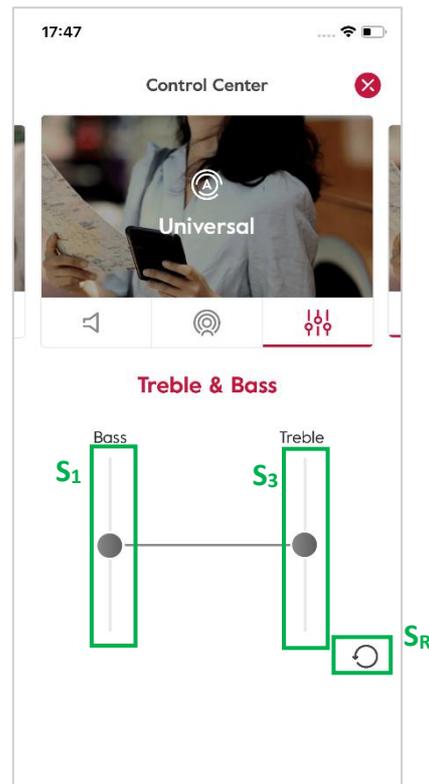


Figure 28: Control Center - Tremble
S1: Bass slider.
S3: Treble slider
S_R: Reset button.

6.9. Find my aid

If the user has enabled the GPS location settings on his/her smartphone and has already paired the hearing aid(s) at least once, there are two ways to locate the hearing aids: using signal strength or the GPS location of the hearing aid.

Signal strength is supported only by some hearing aid models, if the hearing aid support this functionality and it is connected to the mobile app, accessing the menu item “Find Hearing Aid” in the settings menu, the user can see an indicator of the power of the received signal for the left and right hearing aids (“TL” e “TR” respectively in Figure 30).

If the hearing aids do not support the signal strength functionality or if they are not connected with the mobile app, the user will see the last GPS location of the hearing aids:

- Accessing the menu item “Find Hearing Aid” (Figure 29);
- Tapping on the “Connected” item (reported as “B” in Figure 13) and “Find my Aid” button (see Figure 31 and Figure 32).

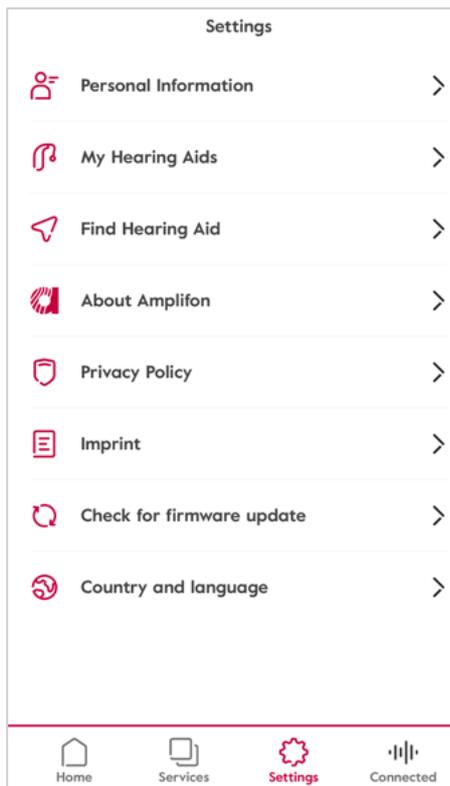


Figure 29: Settings menu

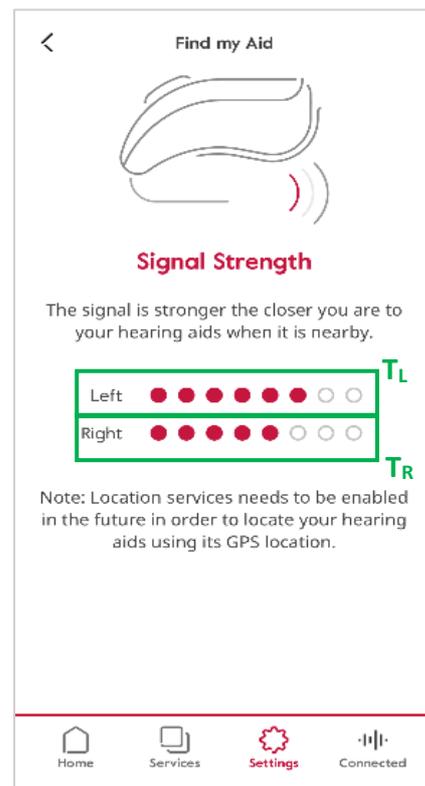


Figure 30: Signal Strength

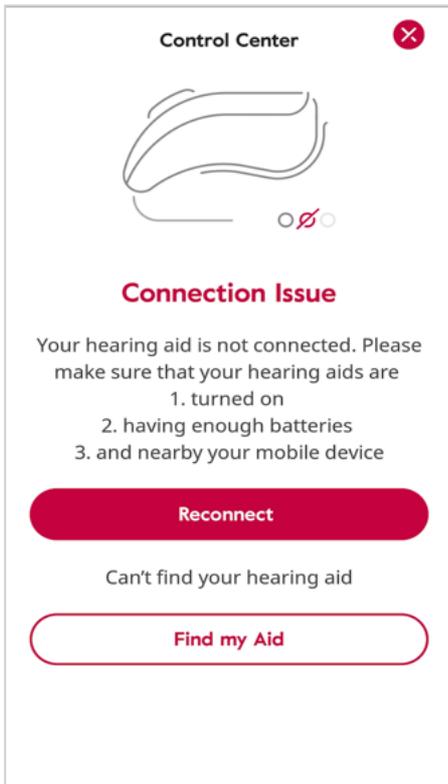


Figure 31: Find My Aid

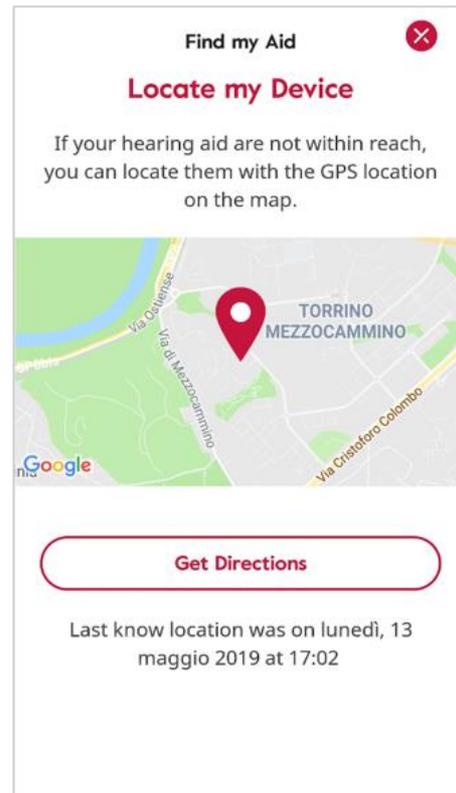


Figure 32: Locate my Device

6.10. Personal Program

The user can save a modification of a program's advanced settings into a new personal program. In the Control Center, as the user starts changing something in the advanced settings of the program, the button allowing the user to save his/her changes to a new personal program is showed ("W1" in Figure 33). If the user decides to save a new program, the summary page will be presented allowing him to control the values of each modified setting and highlighting the new values in red. Moreover, the user can enter a program name to associate his/her new personal program (Figure 34).

Once created the new program is activated, and it is distinguishable in home page and in the Control Center as reported in Figure 35 and Figure 36.

In the page "Edit Program" (Figure 37), the user can personalize the name of the program and delete it tapping the button "W4" (Figure 37).



Figure 33: Control Center - Personal Program

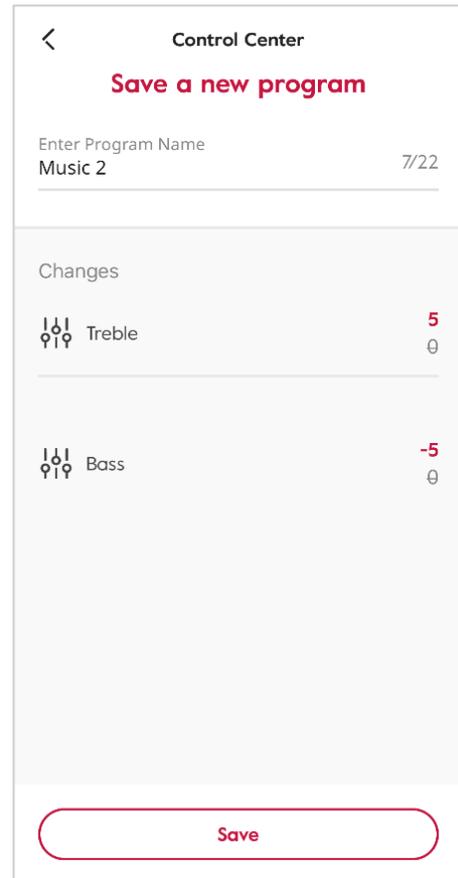


Figure 34: Personal Program - Summary page

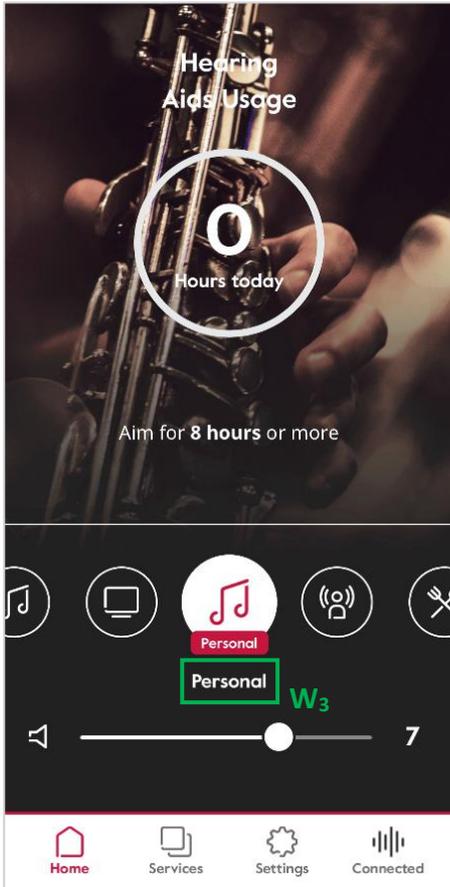


Figure 35: Home page - Personal Program

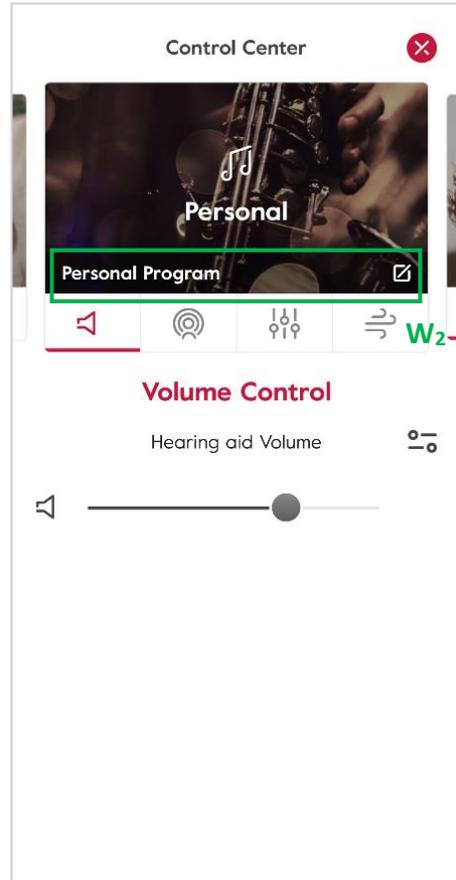


Figure 36: Control Center - Personal Program

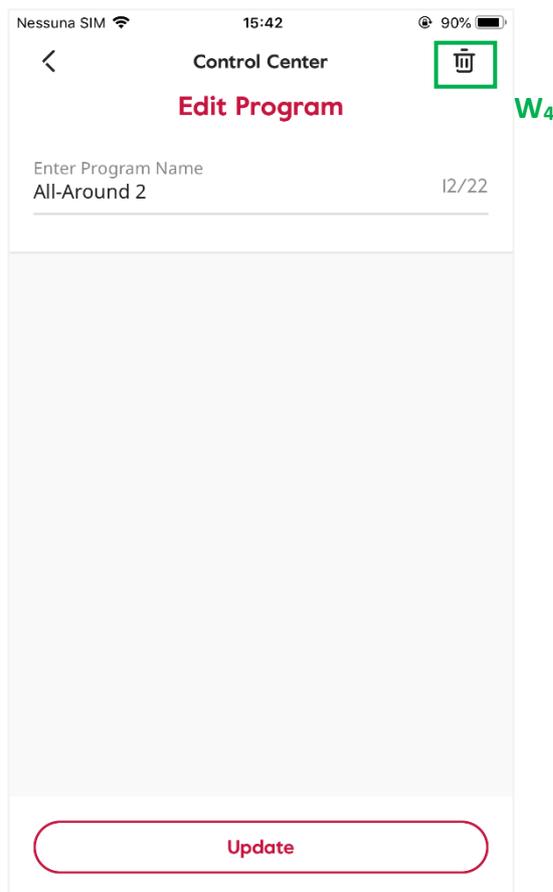


Figure 37 - Edit Personal Program

6.11. Remote Firmware update

If the hearing aids support this functionality, the user can download and update the firmware of his hearing aids without having to go to the store, anyway it's advisable to complete the Firmware update with the HCP (Figure 39). The user checks if there is any updated firmware of his/her Hearing Aids tapping on "Check for firmware update" from the settings menu (see Figure 38). After he/she agrees on Terms & Conditions (see Figure 40 and Figure 41), the user can check if a new firmware version of his/her Hearing Aids is available, if it is not, it will be displayed (see Figure 42). If, instead, a new update is available, Figure 43 will be shown and once the download is complete, the user can install the firmware (see Figure 44). A graphic progress bar track is displayed while new firmware is installing (see Figure 45) to allow the user to visualize the progression of the operation. When the process is complete, the user will receive a confirmation message (refer to Figure 46).

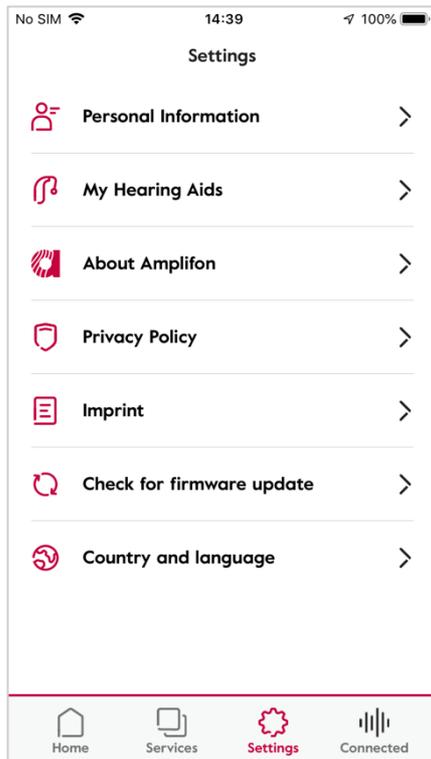


Figure 38: Settings - The user checks if there is any updates firmware of his hearing aids.

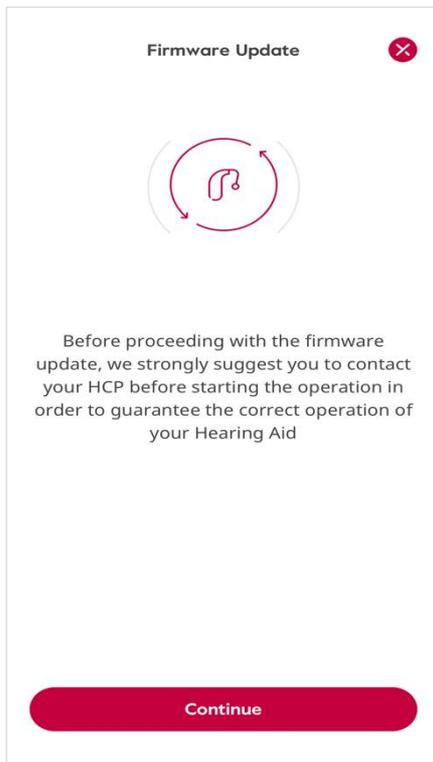


Figure 39: Firmware update - Message that suggest the user to complete the Firmware update with the HCP.

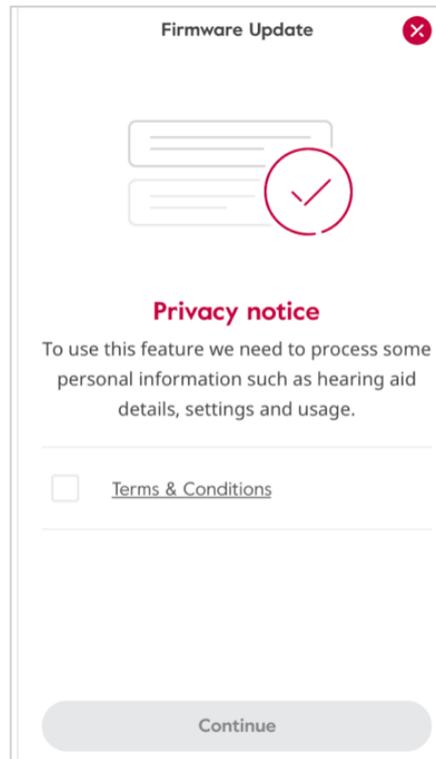


Figure 40: Firmware update - The user has to agree Terms & Conditions.

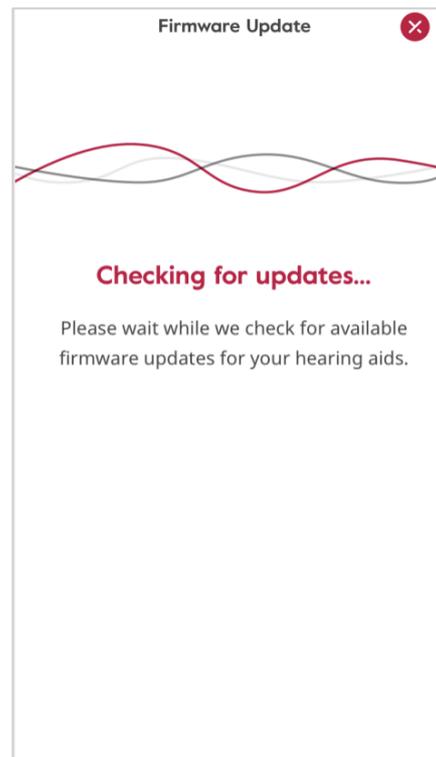


Figure 41: Firmware update - Checking for updates.

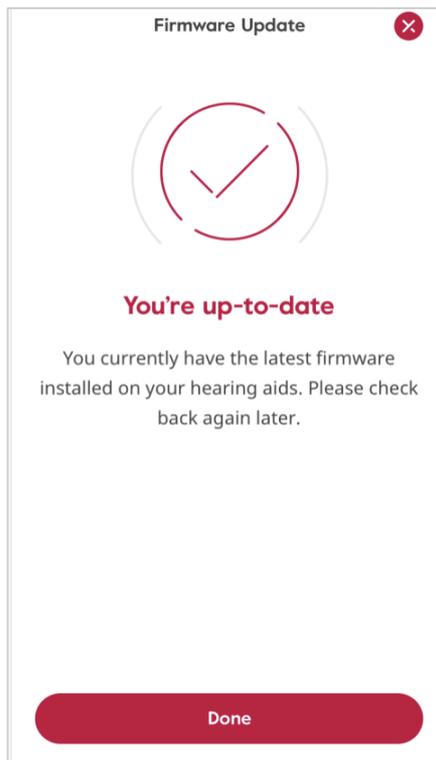


Figure 42: Firmware update - You're up to date.

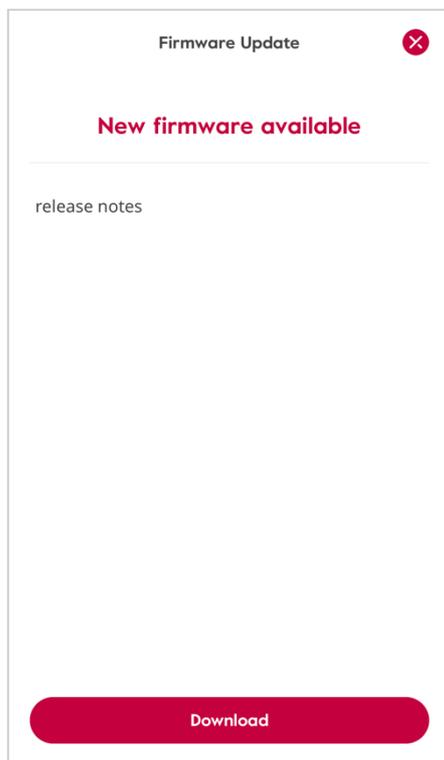


Figure 43: Firmware update - New firmware available.

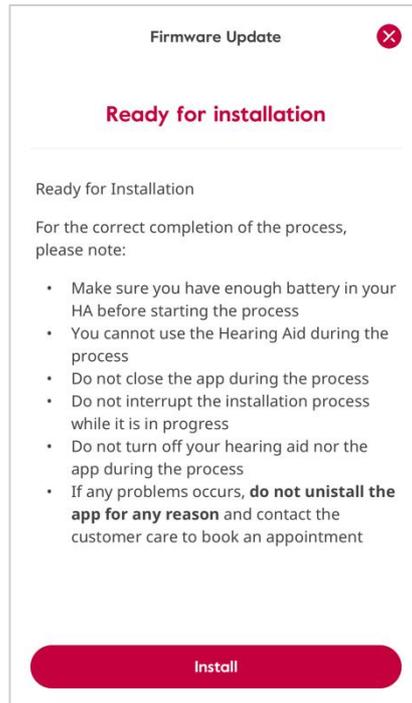


Figure 44: Firmware update - The user can install the latest version of the firmware.

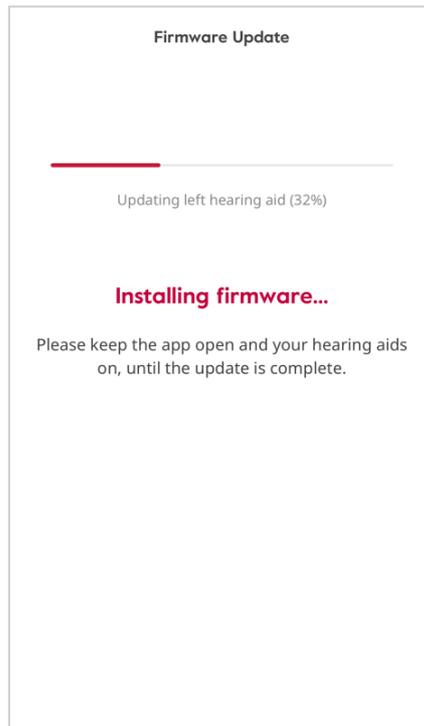


Figure 45: Firmware update - Installing firmware

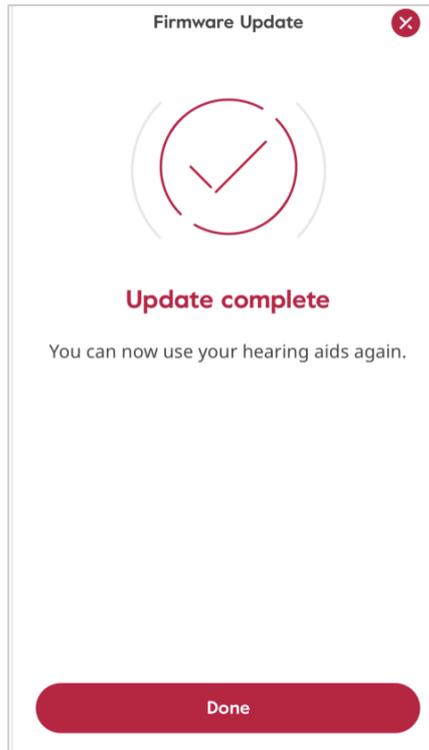


Figure 46: Firmware update - Installation completed

7. COUNTRY AND LANGUAGE

At the first installation of the App, the user has to select the preferred combination Country-Language he wants to use in the app. If the user wants to change the preferred combination, he can do that from the setting menu (Figure 47).

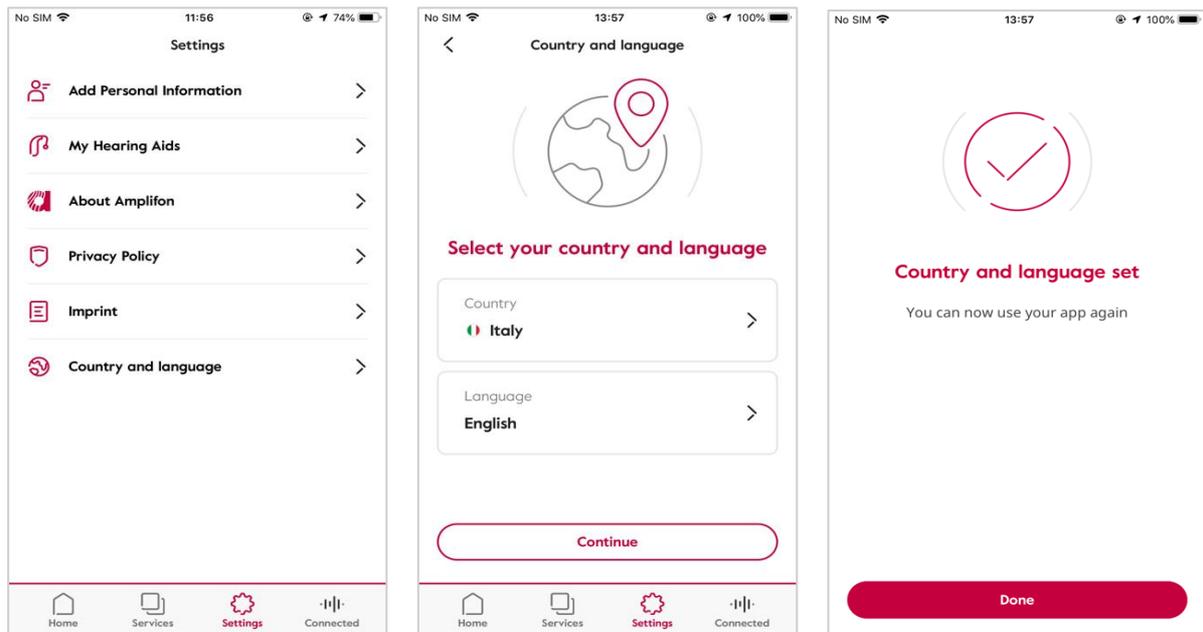


Figure 47: Settings - Select your country and language.

8. CONSULTATION IFU

The user can consult the IFU by accessing *Settings > Imprint > Manufacturer > Go to the instructions for the use* that will open a web page where he can select the version corresponding to the version of the app.

9. SUPPORT

A help desk service is provided to the users of the App. Please see the table below or visit our web site to find your local country specific help desk service: www.amplifon.com

Customer Care – Contact information		
Italy	800226600	supportoapp@amplifon.com
Germany	0800 - 873 90 00	de-servicecenter@amplifon.com
Netherlands	0800-0200 159	servicenl@amplifon.com
France	0800 94 38 19	service-client@amplifon.com
Australia	1800 519 709	support@amplifonhelp.zendesk.com

10. USED SYMBOLS



The user shall read with attention the relevant information in this user guide before using the Amplifon App



The user shall pay particular attention to the information related to the warning notices. Prior to use, the user must read and accept the informed consent on safety use of the App.



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Amplifon App meets the essential requirements of 93/42/EEC

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