

PATIENT INFORMATION

How to set up the Signia App

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The Signia App gives you everything you need to enjoy your hearing aids to the full, and all tailored to your personal preferences, including remote control and audio streaming (for compatible models only).

It is possible to operate your hearing aids without the app. For some devices (iPhone) you can use the streaming functions without the app.

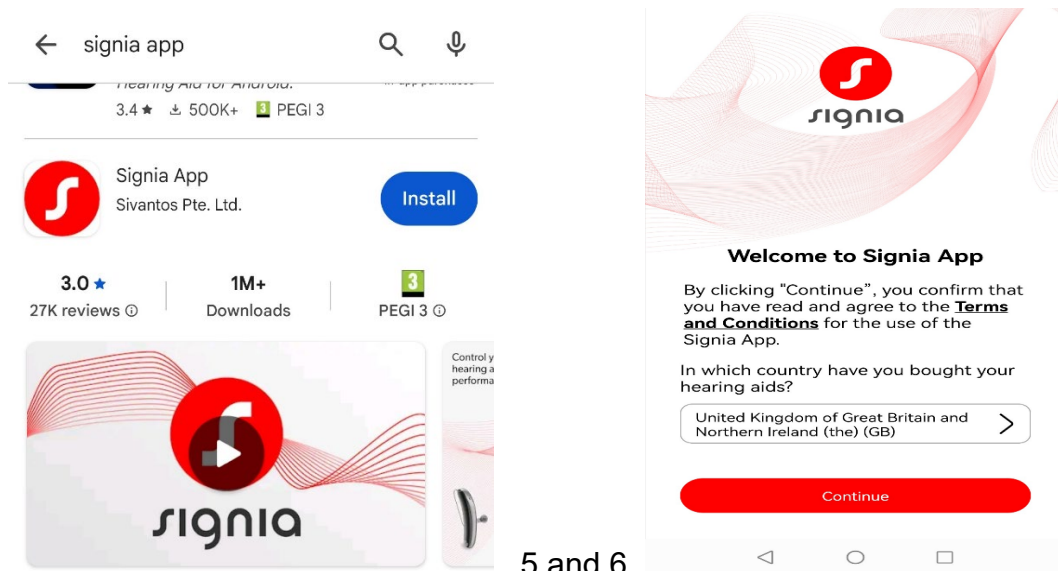
As with other Bluetooth devices (such as headphones and smart speakers) you will be able to connect this yourself. However, you may wish to ask for help from friends or family.

Installing the Signia App – iPhone and Android Devices

The Signia app is free to download in the Apple app store and Google play store for all compatible iOS and Android devices. All you need is your smartphone or another smart device (such as a tablet).

Follow the instruction to download the app:

1. To download the app go to your Apple app store or Google play store or scan the QR codes above to access.
2. Search for Signia app, the logo looks like this:
3. Click the install/download button to download the app onto your device
4. Click Open
5. Read the terms and conditions and make sure you select United Kingdom of Great Britain and Northern Ireland
6. Click Continue



3.

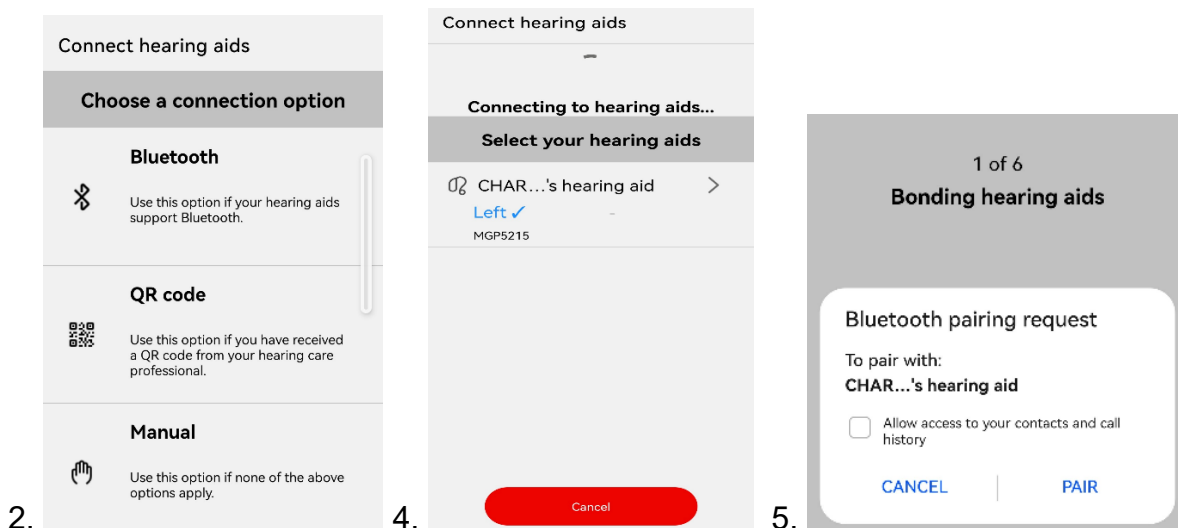
5 and 6.

Pairing with Android Devices

To connect the hearing aids with your android device and the Signia app, switch the hearing aids off and on again so it is in pairing mode. Pairing mode is on for 3 minutes.

1. Ensure Bluetooth is activated on your smartphone
2. Select Bluetooth from 'Choose a connection option'
3. The app will search for the hearing aids (it will prompt you to turn it on and off. If you have yet to do this, please follow this instruction. If your phone cannot find the hearing aids turn them on and off again. If it still can't find it make sure your phone is compatible with your hearing aid.)
4. Once the hearing aids have been found it will show a tick next to right and left hearing aid. Click on the arrow to proceed.
5. The hearing aids will pair to your phone, click pair when it comes up with 'Bluetooth pairing request'
6. Once paired it will say 'Connection Successful'. Click on 'Let's go'.
7. Click on set up later for the telecare tab
8. Your Signia app is now set up. You can choose to have an introduction, or you can skip this.

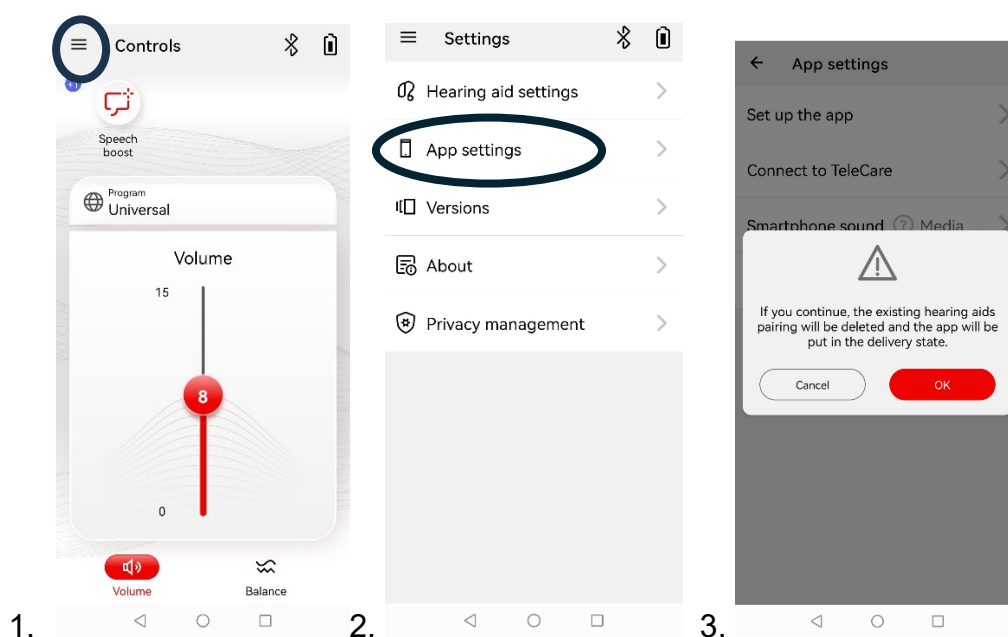
Please note that if you replace your phone you will have to set up the Bluetooth and Signia app up again following the above steps.



How to re-pair to your android device

If your hearing aids have been replaced, you will need to re-pair the hearing aid back to your phone and app.

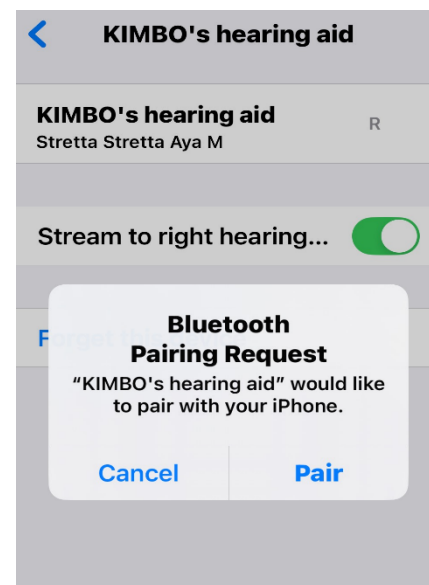
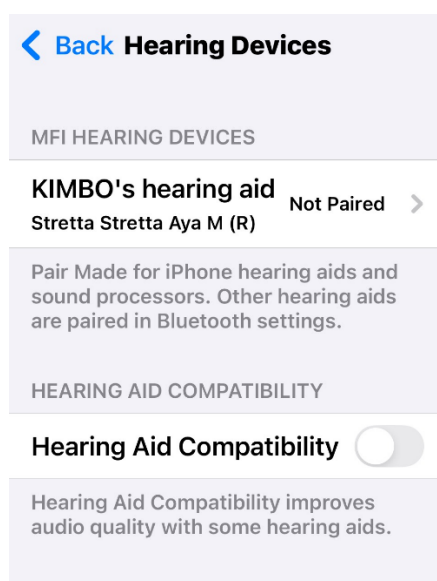
1. Open the Signia app and click of the three horizontal lines in the top left corner
2. Click on 'settings' and then 'app setting'
3. Click 'set up the app' and click ok
4. It will take you back to the 'Choose connection' option
5. Turn your hearing aids on and off so they are in pairing mode
6. Follow instructions 2 to 7 above to repair



Directly Pairing with iPhone Devices

To connect the hearing aids with your iOS device and Signia app, switch the hearing aids off and on again so it is in pairing mode. Pairing mode is on for 3 minutes. Exit out of the Signia app and follow the steps below.

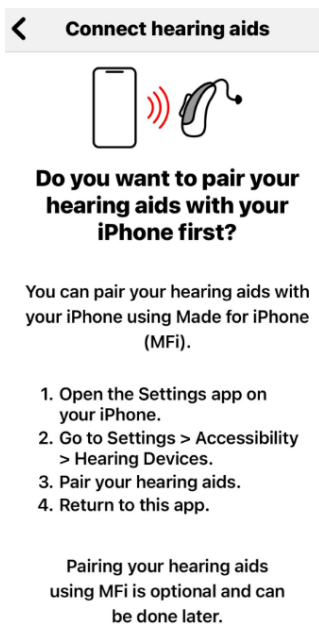
1. Ensure Bluetooth is active on your smartphone
2. Go to 'settings' and scroll to 'accessibility'
3. Click on 'accessibility' and then scroll down to 'hearing devices'
4. Click on 'hearing devices'
5. Your phone will automatically search for the hearing aids. Once it has found them click where the hearing aids have appeared. If you have two hearing aids, make sure it says R & L at the end. If not, it will only pair with the one hearing aid it has detected. Once the hearing aids have been detected it will say 'not paired' next to it
6. Click on the hearing aids where it says, 'not paired' and then accept the pairing request for each hearing aids by tapping on 'pair' when it appears



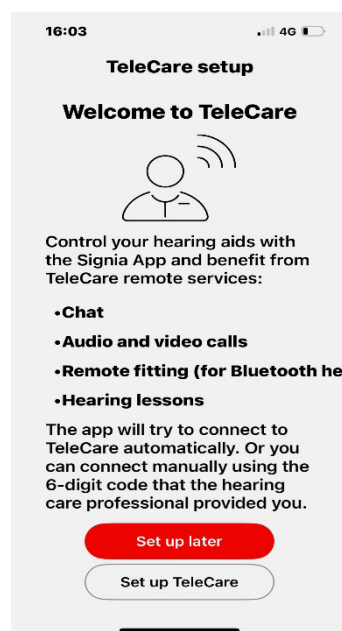
You can access controls through here. You can also triple click the side button for a shortcut to access controls without having to unlock your phone.

If you prefer to access control via the app return to the Signia app:

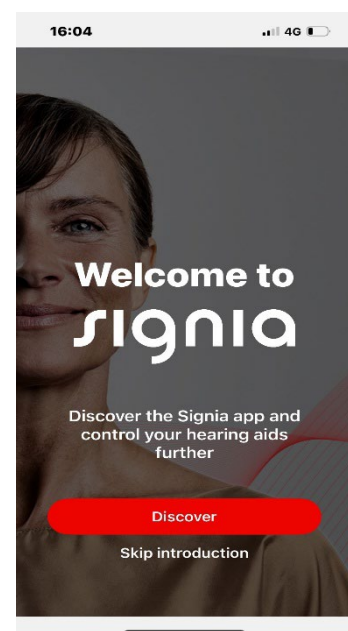
7. Download the Signia app (see above)
8. Select Bluetooth from 'Choose a connection option'
9. The app will search for the hearing aids (it will prompt you to turn it on and off. If you have yet to do this, please follow this instruction. If your phone cannot find the hearing aids turn them on and off again)
10. Click continue when it asks you 'Do you want to pair your hearing aid with your iPhone first?'
11. When the app has found your hearing aids it will say 'Connection Successful'. Click on 'Let's go'
12. Click on 'set up later' for the telecare tab
13. Your Signia app is now set up. You can choose to have an introduction, or you can skip this.



11.



12.



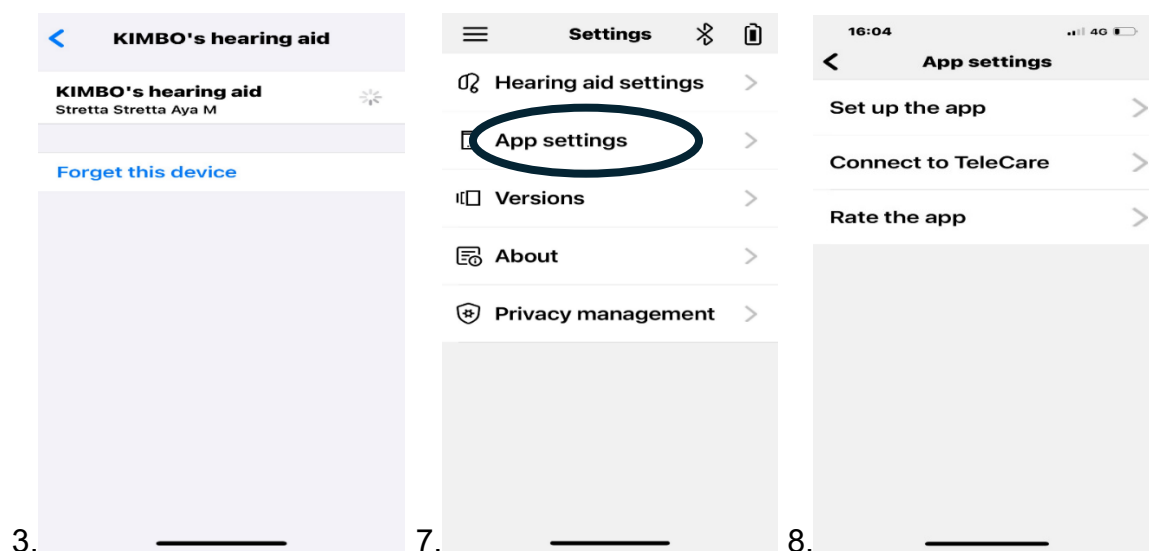
13.

Please note that if you replace your phone you will have to set up the Bluetooth and Signia app up again following the above steps.

How to re-pair to your iPhone

If your hearing aids have been replaced, you will need to re-pair the hearing aid back to your phone and app.

1. Turn your hearing aids on and off to enter pairing mode
2. Follow instructions 2 to 4 above.
3. Click on the hearing aids that are selected and then scroll down and click on the 'forget devices' button. This will unpair previous devices.
4. Then go back to hearing devices and it should automatically detect the current hearing aids. Follow instructions 5 and 6 above.
5. Come out of your settings and then go to the Signia App
6. Open the Signia app and click of the three horizontal lines in the top left corner
7. Click on 'settings' and then 'app setting'
8. Click 'set up the app' and click ok
9. Click Ok when it says it will 'delete previous hearing aid connection'
10. It will take you back to the 'Choose connection' option
11. Follow instructions 9 to 13
12. Also need to forget your device on your iPhone device (Settings-Accessibility-Hearing devices- Hearing aids - -forget device) and reconnect them again.



For further assistance or to receive this information in a different format, please contact the department which created this leaflet.

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