Signia One

User guide

Contents

Introduction..... 6

Intended use/Intended purpose.....6

Compatibility.....6

Contraindications, residual risks, summary of safety, and clinical performance.....7

Symbols used in this document.....10

Installation..... 11

Installing the app on a phone..... 11

Installing the app on an Apple Watch.....11

Setup.....12

Terms and conditions and privacy notice..... 12

Setting up the app..... 13

Consenting to operational data use..... 15

Consenting to data collection....16
Consenting to data sharing....18
Connecting to TeleCare....19
All set!....20
Features....21
The Home screen....21
Checking battery and connection status....22
Changing programs....23
Setting directional focus....23
Adjusting and muting the volume....24
Streaming to your hearing aids....26
Settings....27
The More screen....27
Hearing aid settings....27
Alerts & Notifications....28

Bluetooth....29
Call control....30
App settings....31
Display settings....31
Reset app....32
Privacy settings....32
Managing consent....33
Revert fine-tune settings....34
Personalize responses....34
About and support....35
Support....36
Assistant....36
Assistant: help and support....37
Assistant: fine-tuning....38
TeleCare....41

TeleCare: chatting with your hearing care professional..... 42
TeleCare: updating sound settings.....43
Obtaining a physical copy of this document.....44

Introduction

Intended use/Intended purpose

Signia One is an accessory to the hearing aid, whereby the patient can adjust the fitted hearing aid within a range limited by the hearing aid. The app is intended to be operated by hearing aid users on compatible smartphones.



Before you use the app, read this user guide carefully. It contains important information that you should familiarize yourself with.

Compatibility

This user guide is compatible with Signia One version 1.0 and higher.

Apple

Signia One works on iPhone devices with iOS version 17 and higher, and Apple Watches with watchOS version 9 and higher.

Android

Signia One works with most Android devices with OS version 10 and higher.

Devices that support LE Audio and ASHA

Stream directly to your hearing aids from Android devices usign LE Audio or the ASHA (Audio Streaming for Hearing Aids) protocol.

Streaming via LE Audio works on compatible Android devices with OS version 14 or higher.

Streaming via ASHA works on compatible Android devices with OS version 11 and higher.

Hearing aids

Signia One is compatible with the following hearing aids: Pure C&G MaX.

Contraindications, residual risks, summary of safety, and clinical performance

The app itself has no medical purpose. The app is an accessory to the hearing aid. It provides remote control

functionality to the hearing aid which is connected to the smartphone.

The manufacturer claims no clinical benefits for the app as a standalone product. The specific clinical benefits of using the app are derived from the clinical benefits of compatible hearing aids.

The app itself is free from residual risks as it only allows the personalization and adjustment of comfort functions of compatible hearing aids within the limited range specific by the hearing aids.

In case of a serious incident, report the occurrence to the manufacturer of the device and the competent authority under whose jurisdiction the user and/or patient resides or is established.

! *NOTICE*

- ► No additional training is required to use this app safely.

- If you encounter problems connecting the app with your hearing aid, consult your hearing care professional.
- Secure your phone with a PIN and/or fingerprint or face recognition, and set the phone to lock automatically.

Symbols used in this document

Information about potential situations and circumstances that the user should be aware of.

Information that improves or eases the experience of using the product.

CE
0123

Indicates that the product complies with the requirements in the European CE marking directives.

MD

Indicates that the product is classified as a medical device.



Indicates that the instructions for use contain important information, warnings, and notices that the user should familiarize themself with before using the product.



Contact information for the legal manufacturer of the product.

Installation

Installing the app on a phone

To install and launch Signia One on your phone, do the following:

1. Install Signia One from Apple's App Store or the Google Play Store.
2. Tap the Signia One icon on your home screen.

Installing the app on an Apple Watch

You can control some features of the app from your Apple Watch, like adjusting the volume, changing programs, and checking the battery status. If you want to use other features of the app, use the app on your iPhone.

To install Signia One on your Apple Watch, do the following:

1. Install Signia One from Apple's App Store on your iPhone.
2. Install the app on your Apple Watch using the Watch app on your iPhone.

Setup

Terms and conditions and privacy notice

When you first launch the app, you will be asked to read the terms and conditions for using the app, and the privacy notice. You must accept the terms and conditions and the privacy notice to use the app.

1. To read the terms and conditions, tap **Read Terms & Conditions**.
2. To read the privacy notice, tap **Read Privacy Notice**.

   To read either text in a different language, tap the icon in the top-right corner of the screen. A list of languages is displayed.

   Tap the language you want to read the text in.

   Tap **Done** to return to the text.
3. After you have read each text, tap the back icon in the top-left corner of the screen.

4. To accept the terms and conditions and the privacy notice, tap **I accept**.

Setting up the app

After you have agreed to the terms and conditions, you can choose to set up the app or explore the app without hearing aids.

To set up the app for your hearing aids, do the following:

1. Tap **Set up the app**. The **Allow Bluetooth®**[1] **permissions** screen is displayed.
2. To get help with enabling Bluetooth, tap **How to turn on Bluetooth**.
3. Tap **Continue**. A request for the app to access Bluetooth is displayed.

---

1 The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by WS Audiology is under license. Other trademarks and trade names are those of their respective owners.

4. Tap **Allow** or **OK**. The **Activate pairing mode** screen is displayed.
5. Switch your hearing aids off and on again. This puts them in pairing mode for three minutes.
6. To get help with activating pairing mode, tap **Need more help?**
7. Tap **Continue**. The **Select your hearing aids** screen is displayed.
8. Wait for your hearing aids to appear in the **Available hearing aids** section.

   If you only have one hearing aid, wait for it to appear next to **Left** or **Right**.
9. Tap your hearing aids in the **Available hearing aids** section.

   It may take a while for your hearing aids to be detected. If one or both of your hearing aids do not show up in the **Available hearing aids** section after five minutes, restart your hearing aids to activate pairing mode again.

10. Tap **Pair**. The app attempts to connect to your hearing aids.

    If your hearing aids are not already paired with your phone, a Bluetooth pairing request is shown for each device. To allow your hearing aids to pair with your phone, tap **OK** in each pairing request.

11. If the connection fails, tap **Retry** to try again.

12. When the connection is successful, tap **Continue**.

Consenting to operational data use

You can choose to decline or consent to data use for operational purposes. Some features in the app, like the AI assistant, depend on external services to operate correctly. If you consent to operational data use, you can use these features. If you do not consent, these features will be disabled.

1. To read the full text of the operational consent, tap **Read full Operational Consent**.

   To read the text in a different language, tap the icon in the top-right corner of the screen. A list of languages is displayed.

Tap the language you want to read the text in.

Tap **Done** to return to the text.

2. To read the privacy notice, tap **Read Privacy Notice**.
3. If you consent to data use for operational purposes, tap **I accept**.
4. If you do not consent to data use for operational purposes, tap **I decline**.

If you change your mind later and want to make a new choice, you can do so from the privacy settings.

Consenting to data collection

You can choose to decline or consent to data collection for research purposes. Research based on data collection helps improve the product for you and other users. Consenting to data collection does not affect features in the app.

1. If you want to decline or consent to data collection later, tap **Skip for now**.

You can decline or consent to data collection from the privacy settings at any time.

2. To read the full text of the data collection consent, tap **Read full Data Collection Consent**.

   To read the text in a different language, tap the icon in the top-right corner of the screen. A list of languages is displayed.

   Tap the language you want to read the text in.

   Tap **Done** to return to the text.

3. To read the privacy notice, tap **Read Privacy Notice**.

4. If you consent to data collection, tap **I accept**.

5. If you do not consent to data collection, tap **I decline**.

If you change your mind later and want to make a new choice, you can do so from the privacy settings.

Consenting to data sharing

You can choose to decline or consent to sharing data with your hearing care professional. If you consent to data sharing, your hearing care professional will automatically receive data about you and your hearing aids when you use TeleCare. If you do not consent, your hearing care professional will not receive data about you and your hearing aids automatically.

1. If you want to decline or consent to data sharing later, tap **Skip for now**.

   You will be asked to decline or consent to data sharing when you access TeleCare for the first time.

   You can decline or consent to data sharing from the privacy settings at any time.

2. To read the full text of the data sharing consent, tap **Read full Data Sharing Consent**.

   To read the text in a different language, tap the icon in the top-right corner of the screen. A list of languages is displayed.

Tap the language you want to read the text in.

Tap **Done** to return to the text.

3. To read the privacy notice, tap **Read Privacy Notice**.
4. If you consent to sharing data with your hearing care professional, tap **I accept**.
5. If you do not consent to sharing data with your hearing care professional, tap **I decline**.

If you change your mind later and want to make a new choice, you can do so from the privacy settings.

Connecting to TeleCare

You can choose to set up TeleCare if your hearing care professional has enabled it for your hearing aids.

1. If you want to set up TeleCare later, tap **Skip for now**.

   You will be asked to set up TeleCare when you access TeleCare for the first time.

   You can set up TeleCare from the app settings at any time.

2. To set up TeleCare, tap **Connect to TeleCare**. The app attempts to connect to TeleCare.
3. When the connection is successful, tap **Continue**.

All set!

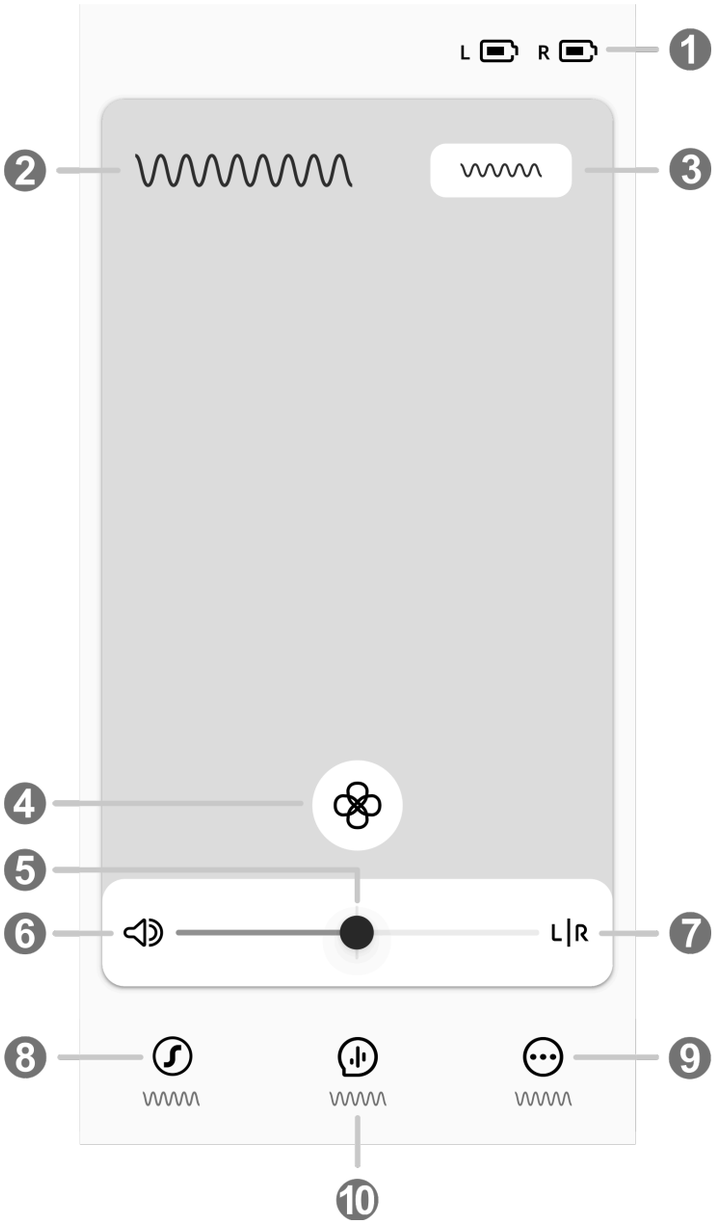
The app is set up and ready to go!

Put on your hearing aids, and start exploring everything the app has to offer!

Features

The Home screen

1. Battery status
2. Active program
3. Program menu
4. Directional focus
5. Volume slider
6. Mute/unmute
7. Left/right volume
8. Home
9. More
10. Assistant



The **Home** screen is the main view of the app. From the **Home** screen, you can check the battery status of your hearing aids, change the active program, and adjust sound settings and volume.

Checking battery and connection status

The status bar at the top of your **Home** screen displays the battery level and connection status of your hearing aids.



- If you have a pair of hearing aids, two icons next to each other show the battery level of each hearing aid.
- If you have a single hearing aid, one icon shows the battery level of your hearing aid.
- If a hearing aid is disconnected, the battery icon changes to a disconnection icon.

When you tap on the icons, the **Hearing aid status** window is displayed.

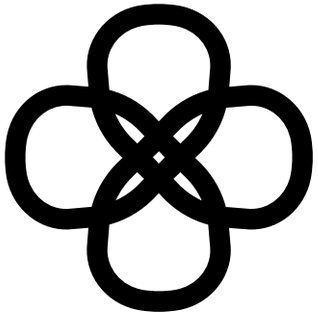
The **Hearing aid status** window displays the connection status and exact battery level of each hearing aid.

Changing programs

The name of the currently active program is displayed in the upper-left part of the **Home** screen, below the status bar. To change the active program, swipe left or right, or tap the **Programs** button in the top-right corner. When you tap the button, the **Hearing aid programs** page is displayed.

The **Hearing aid programs** page displays a list of available programs. To activate a program, tap its name in the list. To return to the **Home** screen, tap **Close**.

Setting directional focus



When the Universal program is active, the directional focus icon is displayed near the center of the **Home** screen.

When you tap the icon, the **Directional focus** page is displayed.

If you enable **Adaptive focus**, the app adjusts the directional focus of your hearing aids dynamically based on the sounds in your environment. **Adaptive focus** is enabled by default

and will provide the best listening experience for most situations.

To set directional focus manually, tap one of the four areas of the flower shape. **Adaptive focus** is disabled automatically, and the directional focus is set to the direction you tapped.

If you set directional focus to focus on the front, a slider is displayed. This slider lets you select the width of the front focus, from tight to wide.

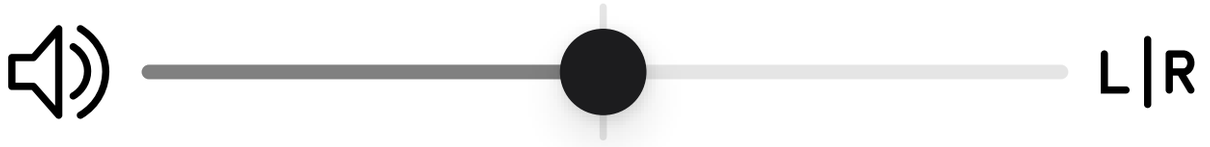
To save your settings and return to the **Home** screen, tap **Done**.

Adjusting and muting the volume

In the lower part of the **Home** screen, there are one or more volume sliders.

To adjust the volume, move the slider. Moving the slider to the left decreases the volume. Moving the slider to the right increases the volume.

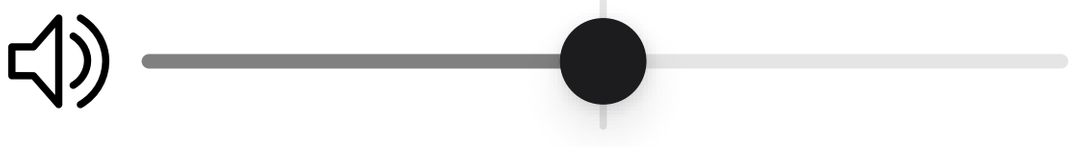
The volume slider at the bottom controls the main volume of the hearing aids.



To mute and unmute the hearing aids, tap the speaker icon to the left of the slider.

To adjust the volume of the left and right hearing aid separately, tap the **L|R** icon to the right of the slider. The **Volume** page appears. Move the sliders to adjust the volume of each hearing aid.

When the tinnitus therapy program is active, a slider for tinnitus therapy volume is displayed above the main volume slider.

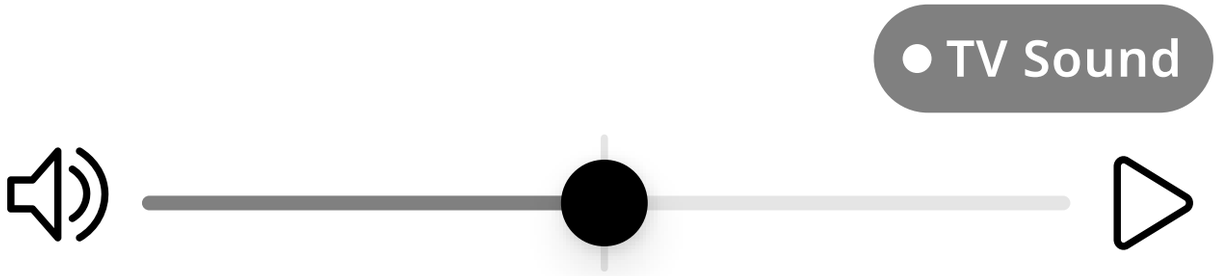


To mute and unmute the tinnitus therapy volume, tap the speaker icon to the left of the slider.

Streaming to your hearing aids

When a source of streaming audio is available, the app enters streaming mode automatically, and the source of streaming is displayed on the **Home** screen.

If the source of streaming audio is a TV streamer, a volume slider is displayed on the **Home** screen.



To start streaming, press the ▷ icon on the right side of the streaming volume slider. To pause streaming, press the ⏸ icon on the right side of the streaming volume slider.

Sound adjustments made while streaming are saved automatically and applied every time you start streaming.

Settings

The More screen

When you tap the icon on the right side of the navigation menu, the **More** screen is displayed.

The **More** screen displays different settings and support features. From the **More** screen, you can adjust settings for the app and your hearing aids, adjust privacy settings, and chat with your hearing care professional if they have set up the TeleCare feature for you.

Hearing aid settings

When you tap **Hearing aid settings** on the **More** screen, a list of options is displayed:

- The **Alerts & Notifications** option lets you set up the volume of alerts and notifications, choose the activities which should play a notification sound, and customize the low battery warning.
- The **Hearing aid Bluetooth** option lets you turn the Bluetooth features of your hearing aids on and off.

- The **Call control** option lets you turn the **Call control** feature of your hearing aids on and off.

Alerts & Notifications

On the **Alerts & Notification** page, you can adjust the volume of alerts and notifications using the volume slider near the top of the page. The volume slider controls the volume level of the alert and notification sounds that play in the hearing aids. Moving the slider to the left decreases the volume of alerts and notifications, and moving it to the right increases the volume.

You can enable and disable alerts and notifications for different events separately. To enable or disable notifications and alerts for a specific event, tap the ◐ button next to it. To hear how a specific notification sounds, tap **Hear how it sounds** below the description of the notification.

You can control how often an alert is played when your hearing aid batteries are almost out of power. To change the interval and duration of the low battery alert, tap the **Set alert interval** option below the description of the **Low battery** alert. The **Alert interval** page is displayed. To set the

interval you prefer, tap the interval in the list of options, and then tap the back arrow in the top-left corner of the screen.

To save your alert and notification choices and return to the **Hearing aid settings** page, tap the back arrow in the top-left corner of the screen.

Bluetooth

On the **Hearing aid Bluetooth** page, you can enable and disable Bluetooth features in your hearing aids. This is useful if you need to turn off Bluetooth in places where wireless communication is restricted, like on airplanes during takeoff and landing.

To turn off Bluetooth in your hearing aids, tap the **Turn off hearing aid Bluetooth** button at the bottom of the page. A confirmation screen appears. Tap **Turn off** to confirm your choice, or **Cancel** to return to the previous page.

When Bluetooth is turned off, the app cannot communicate with your hearing aids. A warning is displayed at the top of the screen to inform you that your hearing aids are disconnected. This warning will remain in the app until Bluetooth is turned back on.

To turn Bluetooth back on, restart your hearing aids.

To return to the **Hearing aid settings** page, tap the back arrow in the top-left corner of the screen.

Call control

Your hearing aids may have the call control feature, which lets you accept and end phone calls by tapping on the hearing aids with a finger. On the **Call control** page, you can switch this feature on and off, and choose if you want a confirmation tone to be played when you use the feature.

To enable or disable the call control feature, tap the  button next to **Activate call control**. When call control is enabled, a check box is displayed next to the words **Receive a confirmation tone**. To enable or disable a confirmation tone being played when you use the feature, tap this check box.

To save your call control choices and return to the **Hearing aid settings** page, tap the back arrow in the top-left corner of the screen.

App settings

When you tap **App settings** on the **More** screen, a list of options is displayed:

- The **Display settings** option lets you choose the visual theme used by the app.
- The **Reset app** option lets you reset the app to its default state.

Display settings

On the **Display settings** page, you can choose the visual theme that the app uses.

To choose the visual theme that the app uses, tap one of the three options:

- The **Light** option sets the visual theme of the app to a theme with a light background and dark text.
- The **Dark** option sets the visual theme of the app to a theme with a dark background and light text.
- The **System** option sets the visual theme of the app to the same theme as your phone's operating system.

To save the display settings and return to the **App settings** page, tap the back arrow in the top-left corner of the screen.

Reset app

On the **Reset app** page, you can reset the app to its default state. If you reset the app, your hearing aids will be unpaired, the app settings will be reset, and your app data will be deleted.

To reset the app to its default state, tap the **Reset to default settings** button at the bottom of the page. A confirmation screen appears. Tap **Reset** to confirm your choice, or **Cancel** to return to the previous page.

To return to the **App settings** page, tap the back arrow in the top-left corner of the screen.

Privacy settings

When you tap **Privacy settings** on the **More** screen, a list of options is displayed:

- The **Terms & Conditions** option displays the terms and conditions for using the app.

- The **Privacy Notice** option displays the privacy notice for the app.
- The **Operational consent** option lets you manage your consent to operational data use.
- The **Data collection consent** option lets you manage your consent to data collection.
- The **Data sharing consent** option lets you manage your consent to data sharing.

Managing consent

Tapping **Operational consent**, **Data collection consent**, or **Data sharing consent** on the **Privacy settings** page lets you read and manage the three types of consent that the app asks for.

If you have previously given one or more of these types of consent, you can withdraw your consent at any time. To withdraw your consent, tap the ◐ button on the appropriate page. When you withdraw your consent, all associated data will be deleted, and data processing of the type described in the consent will stop.

For full descriptions of how to use the consent pages, refer to the setup instructions for the app.

Revert fine-tune settings

If you have made changes to your sound settings using **Assistant**, you can restore the settings set by your hearing care professional. To revert to your original sound settings, tap **Revert fine-tune settings** on the **More** screen. A confirmation screen appears. Tap **Revert settings** to confirm your choice, or **Cancel** to return to the previous page.

If you revert your sound settings to the ones set by your hearing care professional, you cannot restore your personalized settings.

Personalize responses

On the **Personalize responses** page, you can provide information about the kind of accessories you use with your hearing aids. **Assistant** uses this information to provide more accurate and relevant responses.

To enable personalized responses for a type of accessory, tap the ◐ button in that category.

To provide information about your accessories, tap **Select** in a category. A category-specific page appears. Tap the specific accessory you use.

To return to a previous page, tap the back arrow in the top-left corner of the screen.

About and support

When you tap **About & Support** on the **More** screen, a list of options is displayed:

- The **Legal notice** option displays legal information about the app.
- The **Intended use** option displays the intended use statement for the app, and information about Bluetooth.
- The **App & Device Info** option displays version information for the app and your hearing aids.
- The **User guide** option lets you access the user guide for your hearing aids.
- The **Contact support** option lets you get support through email.

Support

Assistant

Assistant is an AI-powered tool that can answer questions about your hearing aids, hearing, and the app. You can also use Assistant to fine-tune the Universal program settings for different situations, like when you're trying to have a conversation in a noisy environment.

NOTE

Assistant is powered by AI and may deliver inaccurate results. Always double-check information.

To get started, tap the icon in the middle of the navigation menu. The **Assistant** screen is displayed. You have several options:

- To get help and support, tap one of the suggested topics listed on the screen, or tap **Start new chat**.
- To fine-tune your sound settings for a specific situation or environment, tap **How to adjust sound settings**.

- To reset your sound settings to the default, tap the **More** menu icon in the navigation menu on the **Home** screen. Tap **Revert fine-tuning settings**. A confirmation screen appears. Tap **Revert settings** to confirm your choice, or **Cancel** to return to the previous page.

Assistant: help and support

Assistant can help you with issues and questions about the app and your hearing aids. You write questions, or ask them using speech to text, and Assistant answers and provides help and suggestions in real time.

To get started, tap the icon in the navigation bar at the bottom of the screen.

The main page displays a list of suggested topics. To start a conversation with Assistant based on one of these suggestions, tap the suggestion. If you tap **How to adjust sound settings**, the fine-tuning window is displayed. If you tap any other suggestion, a chat window is displayed, and Assistant sends you a message with more information about the topic.

To ask about something that isn't covered by the suggestions, tap the **Start new chat** button. A chat window is displayed, and Assistant sends you a welcome message. Write your question in the text box at the bottom of the screen, or tap the microphone icon to use the speech-to-text feature. When you are done writing or speaking, tap the arrow icon to send the message.

When the conversation is started, write and read messages like you would in any text-based conversation, and follow the instructions on the screen.

Assistant: fine-tuning

If your hearing care professional has enabled **Assistant**, and it is available in your region, the Universal hearing program can be changed to suit different situations. For example, if you're in a noisy environment, modifying the program can make it easier to take part in a conversation. **Assistant** lets you fine-tune these adjustments, easily and quickly.

To get started, make sure your hearing aids are connected to the app through Bluetooth. Tap the icon in the navigation

bar at the bottom of the screen, then tap **How to adjust sound settings**. The fine-tuning screen is displayed.

While you fine-tune your sound, **Assistant** is not an open chat, and you don't have to type anything. Instead, **Assistant** provides you with a list of options to choose from at every step of the process.

When you first start fine-tuning your sound, **Assistant** tries to determine what kind of listening situation you're in based on input from your hearing aids. It asks you if its analysis is correct. If it is, tap **Yes, improve this situation**. If it isn't, tap **No, improve a different situation**.

If **Assistant** was unable to determine what listening situation you want to improve, a list of different situations is displayed:

- Conversation in loud environment
- Conversation in quiet environment
- Loud environment in general
- Quiet environment in general
- Streaming of audio
- Streaming phone calls

- Streaming from a TV

Tap the option that best matches your current listening situation.

When **Assistant** learns what situation you want to improve, it asks you a series of questions about what you want to adjust, and how you want to adjust it. For each question, tap the answer that best matches your situation.

When **Assistant** has all the information it needs, it adjusts the settings of the Universal hearing program to improve your experience. When it is done, it asks if you want to keep the new settings, or restore the previous settings. Tap the option you prefer.

If you choose to try the new settings, **Assistant** will ask you the following day if you like the new settings, or if you want to restore the previous settings.

If you choose to restore the previous settings, **Assistant** will start over and try to improve your experience in a different way.

If at any point you want to restore the default settings configured by your hearing care professional, tap the **More** menu icon in the navigation menu on the **Home**screen. Tap **Revert fine-tuning settings**. A confirmation screen appears. Tap **Revert settings** to confirm your choice, or **Cancel** to return to the previous page.

TeleCare

If your hearing care professional has enabled TeleCare, and it is available in your region, this feature lets you chat with your hearing care professional directly from the app. TeleCare also lets your hearing care professional update your sound settings remotely. The two TeleCare features work together to let you and your hearing care professional find the best sound settings for you, quickly and easily.

To get started, tap the **More** icon on the right side of the navigation menu, and scroll to the TeleCare section.

If you did not set up TeleCare when you first installed the app, you are asked to do so now. Tap **Connect to TeleCare**. The app attempts to connect to TeleCare. When the connection is successful, tap **Continue**.

When TeleCare is set up, tap **Chat with a hearing care professional** to open a chat with your hearing care professional. Tap **Sound settings update** to update your hearing aids with sound settings sent by your hearing care professional.

TeleCare: chatting with your hearing care professional

When you tap **Chat with a hearing care professional** on the **More** screen, a chat window is displayed. The name of your hearing care professional is visible at the top of the page, above a welcome message from them.

To send a message to your hearing care professional, tap the text field at the bottom of the page and write your message, or tap the microphone icon to use the speech-to-text feature. When you are done writing or speaking, tap the arrow icon to send the message.

To view more information about your hearing care professional, tap the information icon in the upper-right corner of the screen. The **Info** screen is displayed. This page displays your hearing care professional's contact information, and any additional information they have made available to you. To

return to the chat window, tap the arrow icon in the upper-left corner of the screen.

TeleCare: updating sound settings

Your hearing care professional can send you updated sound settings for your hearing aid. They can send the updated sound settings through TeleCare in the app, or as a link in an email or text message.

If your hearing care professional has sent you updated sound settings, a notification is displayed. Tap the notification to install the updated sound settings with the app.

You can use the app to check if your hearing care professional has sent you updated sound settings. Tap **Sound settings update** on the **More** screen.

- If there are updated sound settings available, the **New update available** screen is displayed. To set a reminder to update your sound settings later, tap **Remind me later**. To apply the updated sound settings to your hearing aids, tap **Update now**. When the update is installed, tap **Back home** to return to the **Home** screen.

- If there are no updated sound settings available, the **No new updates available** screen is displayed. Tap **Open chat to request update** to open a chat with your hearing care professional. To return to the **More** screen, tap the arrow icon in the upper-left corner of the screen.

Obtaining a physical copy of this document

To obtain a paper copy of this document, visit **wsaud.com**. At your request, a paper copy will be mailed to you within seven calendar days.

Legal manufacturer

WSAUD A/S
Nymøllevej 6
3540 Lynge
Denmark

CE
0123

21053243

www.signia.net

Document No. 32_D00361090_EN_REV02 | Master Rev02, 06.2026
www.wsaud.com © 06.2026, WSAUD A/S. All rights reserved.