

Instructions for use

Date of issue: 11.2025

Signia App

Rexton App

AudioService App

audibene

hear.com Horizon

TruHearing App

myRemote App

App version 2.7.30 and higher

Read these instructions before using the app.

1. Before you start

1.1. Scope

These electronic instructions for use (IFU) serve as a user guide for the following apps:

- Signia App
- Rexton App
- AudioService App
- audibene
- hear.com HORIZON
- TruHearing App
- myRemote App

To view the app IFU, you will need the following software:

- Internet browser
- (Optional) PDF reader

The app IFU can also be found here:

1. Go to www.wsaud.com.
2. Select the required brand.
3. Enter the name of the app into the search field.
4. Download the PDF document.

1.2. Document history

The following changes have been made to these electronic IFU compared to the previous version:

- Minor formatting and wording updates.

1.3. Introduction

Using the Signia App, Rexton App, AudioService App, audibene, hear.com HORIZON, TruHearing App, and myRemote App, in the following referred to as "app", you can control your hearing aids remotely. With the app, you can adjust hearing aid sound settings, change your hearing program, and access other features.

1.4. App feature changes

Please refer to the app descriptions in Apple App Store and Google Play Store to learn about app feature changes.

1.5. Hearing aid compatibility and functionality

The app is compatible with the following hearing aid platforms:

- Signia: binax, primax, Nx, X, AX, IX
- Rexton: TruCore, ReCharge, MyCore, MotionCore, BiCore
- Audio Service: G4, G5, G6, 7, 8
- audibene: Nx, X, AX, IX
- hear.com: Nx, X, AX, IX
- TruHearing: 19, 5, 6, 7
- myRemote App: Ouiezen, SpecSavers, Mimitakara, A&M, Audibel, Vesuvio, Audio 2000, Viennatone, HearingGo, Impact, Sivantos

The availability of some app features depends on the hearing aid model and the selected connection method.

For more information on how to handle your hearing aids, please refer to the hearing aid user guide provided in the packaging or ask your hearing care professional.

The hearing aid user guide can also be found here:

1. Go to www.wsaud.com.
2. Select the required brand.

3. Enter the name or type of your hearing aid model into the search field.
4. Download the user guide of your hearing aid model.

1.6. Smartphone compatibility

iOS

The app works on iPhones with iOS version 15 and higher. Apple Watches are not supported.

Android

The app 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 using LE Audio or ASHA (Audio Streaming for Hearing Aids).

Streaming with LE Audio works on compatible Android devices with OS version 13 or higher.

Streaming with ASHA works on compatible Android devices with OS version 10 and higher.

2. Getting started

2.1. Download and install: iPhone

Download the free app from the Apple App Store.

1. Open the Apple App Store and search for the brand name of your hearing aids.
2. On the result list, tap the app icon.
3. Tap “Get”. Follow the instructions on the screen.

The app is now installed and is visible in the App Library.

2.2. Download and install: Android

Download the free app from the Google Play Store.

1. Open the Google Play Store and search for the brand name of your hearing aids.
2. On the result list, tap the app icon.
3. Tap “Install”. Follow the instructions on the screen.

The app is now installed and is visible in the app list.

2.3. Open the app

1. For iPhone: Open the App Library and tap the app icon. For Android: Open the app list and tap the app icon. The app opens.
2. Please read and accept the terms and conditions and the operational consent.
3. Follow the instructions on the screen and grant all requested permissions. They are necessary for the app to work.

2.4. Connect hearing aids to the app

You need to connect your hearing aids the first time you use the app and after every time you re-install the app.

1. To connect your hearing aids to the app, do the following:
2. Open the app.
3. Select the type of connection and follow the instructions on the screen:
 - Select “Bluetooth” if your hearing aids support Bluetooth.
 - Select “QR code” if you’ve received a connection QR code from your hearing care professional.
 - Select “Manual” if none of the above is applicable.

2.5. Update the app

It is recommended to always use the latest available version of the software product compatible to the respective hearing aid.

The app updates contain bug fixes and new features. Keeping your app up-to-date ensures that you have the best experience. Additionally, it helps protect your data and personal information.

1. To update the app, go to Google Play or Apple App Store.
2. In the Settings menu, select the app and tap “Update”.

3. Explanation of symbols

3.1. Symbols used in our documents

Symbol	Explanation
	Information about potentially dangerous and harmful situations that the user should be aware of.
	Information about potential situations that might damage the device and other property.
	Information that improves or eases the experience of using and handling the device.
	Indicates that the device complies with the requirements in the European CE marking directives. Refer to the section “Standards and additional information”.
	Indicates the legal manufacturer of the device.
	Indicates the distributor of the device in the USA.
	Indicates the Swiss authorized representative.
	Indicates that the product is classified as a medical device.

3.2. Standards and additional information

Consult your Hearing Care Professional if you encounter further problems.

Hereby WSAUD A/S declares that this product meets the requirements of the Medical Devices Regulation (EU) 2017/745. The full text of the Declaration of Conformity can be obtained from the manufacturer.

Confirmation Information:

- The CE mark indicates conformity with the following European regulation:
- Regulation (EU) 2017/745 for products manufactured by WSAUD A/S
- The full text of the declaration of conformity can be obtained from www.wsaud.com.

4. Important safety information

4.1. Intended purpose / (Use)

The app is an accessory to the hearing aid, whereby the user can personalize and adjust comfort functions of the hearing aid in the limited range specified by the hearing aid after the fitting procedure.

4.2. Intended user

The app is designed to be used by adolescents and adults. It can be used by anyone using a compatible hearing aid. The only restriction is that users must be able to use a smartphone.

4.3. Indications for use

The app is an accessory for the hearing aid. So, indication for use of the app is derived from the indication of the compatible hearing aid.

4.4. Contraindications, Residual Risks, Summary of Safety and Clinical Performance

The app is an accessory for the hearing aid. So, contraindication for use of the app is derived from the contraindication of the compatible hearing aid.

This app itself is free from residual risk, as it only allows to personalize and adjust comfort functions of the hearing aid in the limited range specified by the hearing aid after the fitting procedure.

The app itself carries no clinical performance as it does not serve a clinical, therapeutic or diagnostic purpose.

4.5. Clinical benefit

The app is an accessory for the hearing aid. So, clinical benefit for use of the app is derived from the clinical benefit of the compatible hearing aid.

4.6. Notice

- No additional training is needed to use this app safely.
- If you encounter problems connecting the app with your hearing aid, consult your hearing care professional.
- Lock phone with PIN, finger print and/or face and set phone to lock automatically.
- In case of a serious incident, report the occurrence to the device manufacturer and the competent authority under whose jurisdiction the user and/or patient resides or is established.

**Legal manufacturer:**

WSAUD A/S
Nymøllevej 6
3540 Lyngø
Denmark

Signia App
myRemote App
hear.com HORIZON
audibene
Rexton App
AudioService App

**Authorized representative in Switzerland:**

CH	REP	WS Audiology Switzerland AG Zeltweg 29 8032 Zurich
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**Listed manufacturer in****Canada:**

WS Audiology Canada Inc.,
5041 Mainway,
Burlington, Ontario
L7L 5H9

Signia App
myRemote App
hear.com HORIZON
audibene
Rexton App
AudioService App

**Listed distributor in USA:**

WS Audiology USA, Inc.
101 Wood Avenue South 7th
Floor,
Iselin NJ 08830

Signia App
myRemote App
hear.com HORIZON
audibene
Rexton App
AudioService App

Manufactured for

TruHearing Inc.
12936 S. Frontrunner Blvd
Draper, UT 84020
United States
www.truhearing.com

TruHearing App

Basic UDI-DI [GMN]: 5714880-WSA-80-45-4U

UDI-DI [GMN] - Signia: (01)05714880113167

UDI-DI [GMN] - Rexton: (01)05714880113204

UDI-DI [GMN] - Audio Service: (01)05714880113198

UDI-DI [GMN] - audibene: (01)05714880244175

UDI-DI [GMN] - hear.com: (01)05714880113228

UDI-DI [GMN] - TruHearing: (01)05714880113150

UDI-DI [GMN] - myRemote: (01)05714880113181

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