Instructions for use

Signia app

App version 2.7.30 and higher

Date of issue: 11.2025

Read these instructions before using the app.

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Before you start

Scope

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.

Document history

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

- Added documentation for the new speech boost feature.
- Made minor wording and formatting improvements.
- Updated all screenshots to reflect the latest UI.

App feature changes

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

Hearing aid compatibility and functionality

The app is compatible with the Signia hearing aids: binax, primax, Nx, X, AX, IX.

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.

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.

Getting started

Preparation

Make sure that the following applies:

- You have read the user guide for your hearing aids.
- Your hearing aids are fully charged or have new batteries.

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.

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.

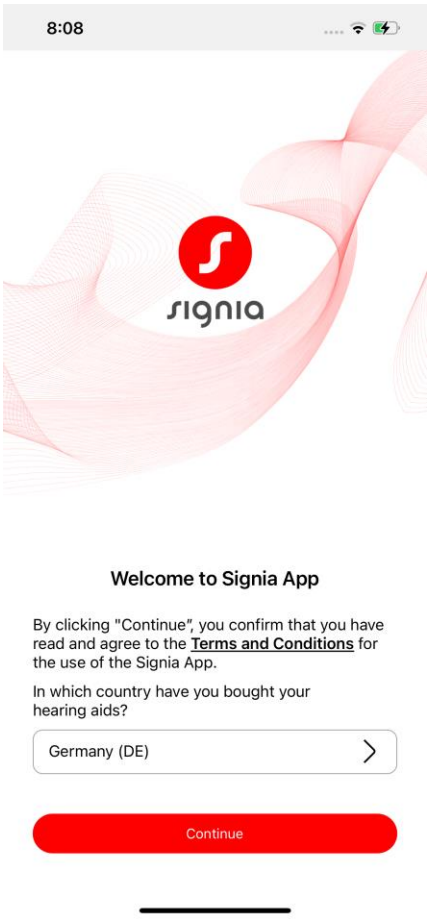
Update the app

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”.

Open Signia app



Prerequisites:

- The app is installed on the smartphone.

For iPhone: Open the App Library and tap the “Signia App” icon.

For Android: Open the app list and tap the “Signia App” icon.

The app opens. Please read and accept the terms and conditions.

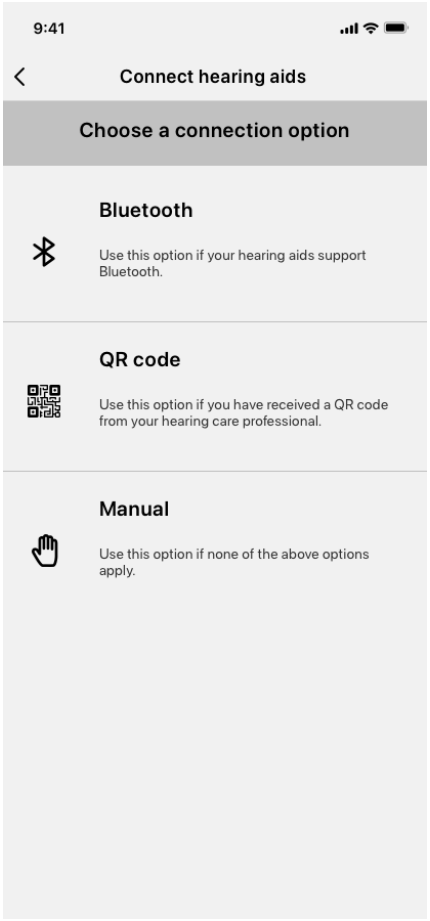
Follow the instructions on the screen and grant all requested permissions. They are necessary for the app to work.

Permissions needed on the Android and iPhone operating systems:

- Bluetooth access – for connecting to Bluetooth hearing aids
- Camera and microphone access – for contacting your hearing care professional via TeleCare
- Notification access - for receiving notifications from the app

Connect hearing aids to Signia app

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



Prerequisites

- Your hearing aids are fully charged or have new batteries.

To connect your hearing aids to your smartphone, do the following:

1. Open the app.
2. Select the type of connection:
    a. Select “Bluetooth” if your hearing aids support Bluetooth. Check the hearing aid user guide or ask your hearing care professional for more information. Go to Connect using Bluetooth on iPhone or Connect using Bluetooth on Android.
    b. Select “QR code” if you’ve received a connection QR code from your hearing care professional. Go to Connect using QR code.
    c. Select “Manual” if none of the above is applicable. Go to Connect manually.

Connect using Bluetooth on iPhone

i	Screens shown and flows described here are only examples. Depending on your model, you may find different screens and flows on your iPhone smartphone.

Prerequisites

- Your hearing aids are fully charged or have new batteries.
- Bluetooth on your smartphone is on. For more information on how to activate Bluetooth on an iPhone smartphone, go to Turn on Bluetooth on iPhone.

1. For rechargeable hearing aids, take your hearing aids out of the charger. For non-rechargeable hearing aids, turn on your hearing aids. This way they are activated and are ready for connection for about 3 minutes.
2. In the app, tap “Bluetooth”.
3. For some hearing aid models, first, you need to connect your hearing aids to your iPhone smartphone. Follow the instructions on the screen. After your hearing aids are connected to your smartphone, return to the app.
4. The app automatically searches for hearing aids. Select your hearing aids.
5. Wait a few seconds. When the connection is successful, tap “Let’s go!” to start using the app.

You are now ready to use the Signia app as a remote control for your hearing aids.
If the app doesn’t find the hearing aids, go to Troubleshoot Bluetooth connection on iPhone for more tips.

Troubleshoot Bluetooth connection on iPhone

Bluetooth connection guide

Preparation

- Make sure that the batteries of your hearing aids are new or charged.
- Make sure that your hearing aids are not paired with any other Bluetooth device within range, for example, a TV, phone clip, or speaker.
- Place your hearing aids near the smartphone.
- On your smartphone, turn on Bluetooth.

Pairing with your smartphone:

1. Turn your hearing aids off and on again. Your hearing aids are available for Bluetooth connection for only 3 minutes. After that, you will need to restart them.
2. On your smartphone, go to the home screen and tap the “Settings” icon.
3. Go to “Settings” > “Accessibility” > “Hearing Devices”.
4. Scan for devices and tap your hearing aids when they appear on the list.
5. Accept the pairing request for each hearing aid. Your hearing aids are now connected and you can see the basic settings that you can manage via your smartphone, for example microphone volume.

Tips

- If your hearing aids are not listed or not connected, try the following:
- On your smartphone, turn Airplane mode on and off again.
- Go to "Settings" > "Accessibility" > "Hearing Devices", tap your hearing aids and select “Forget this device”.
- Repeat the steps for pairing with your smartphone.

Turn on Bluetooth on iPhone

1. On your smartphone, go to the home screen and tap the “Settings” icon.
2. Go to Bluetooth.
3. Tap the switch next to Bluetooth to turn it on. Your iPhone smartphone is now visible to other Bluetooth devices and you can connect your hearing aids. The Bluetooth sign is now shown on the status bar of the smartphone home screen.

To turn Bluetooth off, tap the switch again.

Connect using Bluetooth on Android

ℹ	Screens shown and flows described here are only examples. Depending on your model, you may find different screens and flows on your Android smartphone.

Prerequisites

- Your hearing aids are fully charged or have new batteries.
- Bluetooth on your smartphone is on. For more information on how to activate Bluetooth on an Android smartphone, go to Turn on Bluetooth on Android.

1. For rechargeable hearing aids, take your hearing aids out of the charger. For non-rechargeable hearing aids, turn on your hearing aids. This way they are activated and are ready for connection for about 3 minutes.
2. In the app, tap „Bluetooth“ and follow the instructions on the screen. Please grant all requested permissions. They are necessary for the app to work properly.
    - Bluetooth access is needed to communicate and control your hearing aids from your smartphone.
    - Location permission is needed only during the initial connection of the hearing aids. You can revoke this permission later.
3. After your hearing aids are connected to your smartphone, return to the app.
4. The app automatically searches for the hearing aids. Select your hearing aids.
5. Wait a few seconds. When the connection is successful, tap “Let’s go!” to start using the app.

You are now ready to use the Signia app as a remote control for your hearing aids.
If the app doesn’t find the hearing aids, go to Troubleshoot Bluetooth connection on Android for more tips.

Troubleshoot Bluetooth connection on Android

> Screens shown and flows described here are only examples. Depending on your model, you may find different screens and flows on your Android smartphone.

Bluetooth connection guide

Preparation

- Make sure that the batteries of your hearing aids are new or charged.
- Make sure that your hearing aids are not paired with any other Bluetooth device within range, for example, a TV, phone clip, or speaker.
- Place your hearing aids near the smartphone.
- On your smartphone, turn on Bluetooth.

Pairing with your smartphone

1. Turn your hearing aids off and on again. Your hearing aids are available for Bluetooth connection for only 3 minutes. After that, you will need to restart them.
2. Go to the home screen of your smartphone, swipe up or tap the “All apps” icon. On the “All apps” screen, tap the “Settings” icon.
3. Go to the Bluetooth connection settings.
4. Accept the pairing request for each hearing aid.

Tips

If your hearing aids are not listed or not connected, try the following:

- On your smartphone, turn Airplane mode on and off again.
- In the smartphone settings, tap your hearing aids and select “Unpair” or “Forget”.
- Repeat the steps for pairing with your smartphone.

Turn on Bluetooth on Android

1. Go to the home screen of your smartphone, swipe up or tap the “All apps” icon. On the “All apps” screen, tap the “Settings” icon.
2. Go to Bluetooth.
3. Tap the switch next to Bluetooth to turn it on. Your Android smartphone is now visible to other Bluetooth devices and you can connect your hearing aids. The Bluetooth sign is now shown on the status bar of the smartphone home screen.

To turn Bluetooth off, tap the switch again.

Connect using QR code

As part of the initial fitting of your hearing aids, your hearing care professional defined specific settings, such as the type and number of programs. These settings can then be transferred to the Signia app via a QR code.

Prerequisites

- Your hearing aids are fully charged or have new batteries.
- You have received a QR code from your hearing care professional.

1. Take your hearing aids out of the charger. This way they are activated and are ready for connection for about 3 minutes.
2. In the app, tap “QR code”.
3. Scan the QR code with your smartphone’s camera. Please allow the app to access your smartphone’s camera.
4. Follow the instructions on the screen. The information about your hearing aid settings is now being transferred to the app. Tap “Proceed”.
5. Wait a few seconds. The connection is established automatically. When the connection is successful, to start using the app, tap “Let’s go”.

If you have any difficulties connecting to the hearing aids, please contact your hearing care professional.

Connect manually

You can manually connect your hearing aids if you don’t have Bluetooth hearing aids or haven’t received a QR code from your hearing care professional. To learn more about how manual connection works, go to Manual connection.

Prerequisites

- Your hearing aids are fully charged or have new batteries.
- To complete the setup, you will need the following information:
    - Do you have a Run model hearing aid?
    - Are your hearing aids behind the ear or inside the ear?
    - Does your hearing aid model support directional hearing?
    - What is the number of programs available on your hearing aids?
    - Do your hearing aids have a Tinnitus program? If yes, which program is it?
    - To get this information, you can check the hearing aid user guide that comes with the device or ask your hearing care professional.

1. For rechargeable hearing aids, take your hearing aids out of the charger.
   For non-rechargeable hearing aids, turn on your hearing aids. This way they are activated and are ready for connection for about 3 minutes.
2. Insert the hearing aids in your ears.
3. In the app, tap “Manual” and follow the instructions on the screen.
4. If your hearing aids are a Run model, tap “Yes”. If not, tap “No”.
5. Tap “Connect now”.
6. Listen to the confirmation tone. If you do not hear the confirmation consider the following:
7. Typically, your Android smartphone has a different volume output types, which can be changed separately, for example:
    - Media
    - Ring
    - Notification

- Alarm

The media volume is used by default. If you have difficulties connecting to your hearing aids, change the volume to Ring output. For instructions, go to Troubleshoot manual connection.

8. Follow the instructions on the screen and select the correct information about directional hearing, the number of programs, and Tinnitus.
9. Optional: You can activate TeleCare. For more information, go to Connect to TeleCare.
10. Wait a few seconds. When the connection is successful, tap “Let’s go!” to start using the app.

You are now ready to use the Signia app as a remote control for your hearing aids.

Manual connection

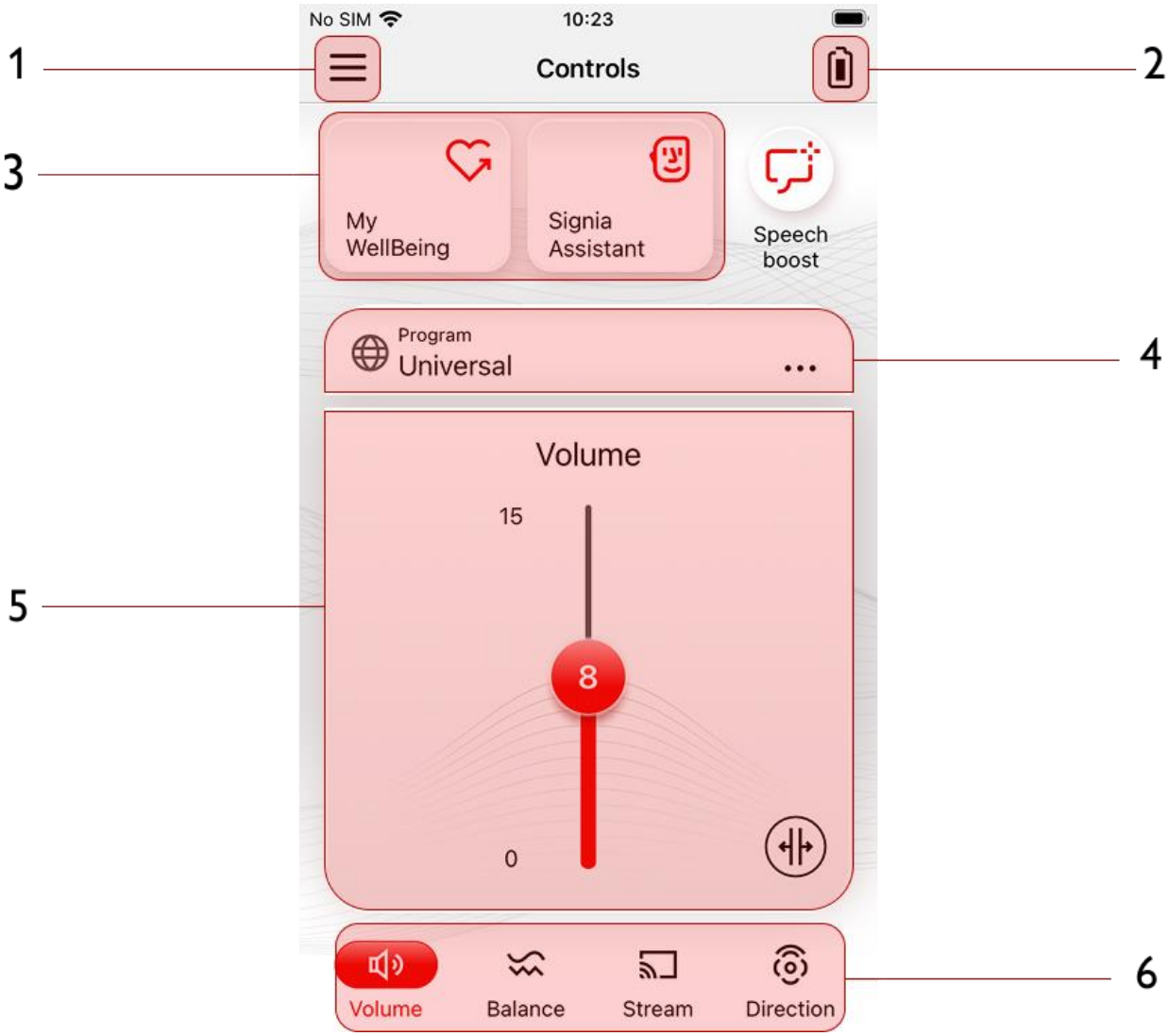
As part of the manual connection, or the so-called acoustic connection, the app sends non-audible high-frequency signals using your smartphone’s speakers. Hearing aids recognize these signals and play tones. This allows hearing aids to connect and identify smartphones.

The tones that hearing aids recognize are at a frequency too high for humans to hear. This connection is secure and private.

The Signia app has the following controls when it is connected to your smartphone manually:

- Increase or decrease the volume
- Change programs
- Select directional hearing
- Change sound balance
- Increase or decrease the volume of the tinnitus signal

User interface



1. Settings menu on the top bar
2. Hearing aid status on the top bar
3. Cards on the feature bar
4. Program bar
5. Main view
6. Navigation bar

App overview

i	Not all features described are available by default and for all hearing aid models. Check the hearing aid user guide or ask your hearing care professional.

Once you have connected your hearing aids, the app opens the home screen by default.

Top bar

In the top bar, you find:

- Settings menu
- Connection status menu (for Bluetooth hearing aids only)
- Battery status menu

Feature bar

Depending on your hearing aid model and the settings of your hearing care professional has activated, you find the following:

- My WellBeing, to access your wear time, step counter, activity tracker, and conversation time
- Signia Assistant, to fine-tune your hearing experience
- Button to activate speech boost

Program bar

In the program bar, you can change programs. The number of programs depends on how many programs your hearing care professional created during the fitting.

Main view

In the main view, you can see the main interaction.

Navigation bar

In the navigation bar, you can switch between views. You can choose from:

- Volume
- Balance
- Tinnitus
- Stream
- Direction

Your hearing aid model and the features of your hearing care professional activated during the initial fitting determine the views you see.

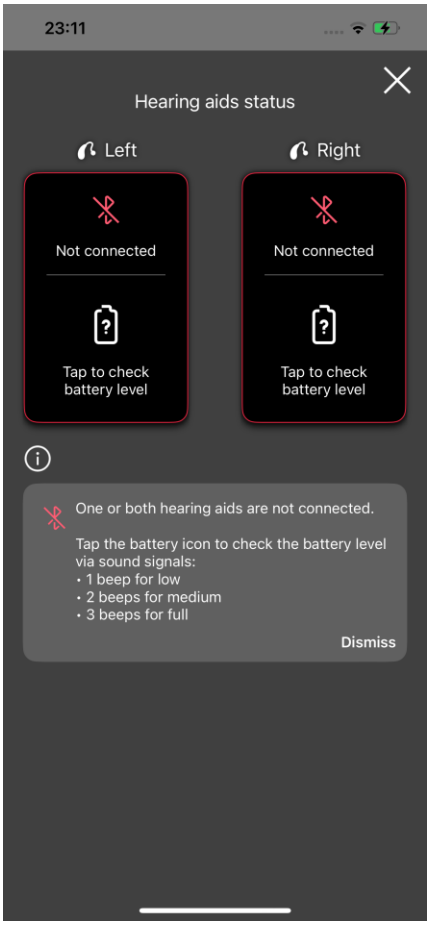
Check battery status

1. To check the status of your hearing aid batteries, go to the home screen.
2. On the top bar, tap the “Battery” icon . This opens an overlay.

For Bluetooth hearing aids: You see the battery status indicated by low, medium, or high.

For non-Bluetooth hearing aids: Tap the “Battery” icons. Your hearing aids play beeps that indicate the charging level of your hearing aids:

- 1 beep - the battery level is low, around 5% to 50%
- 2 beeps - the battery level is medium, around 50% to 80%
- 3 beeps - the battery level is high, around 80% to 100%



Check connection status

Prerequisites

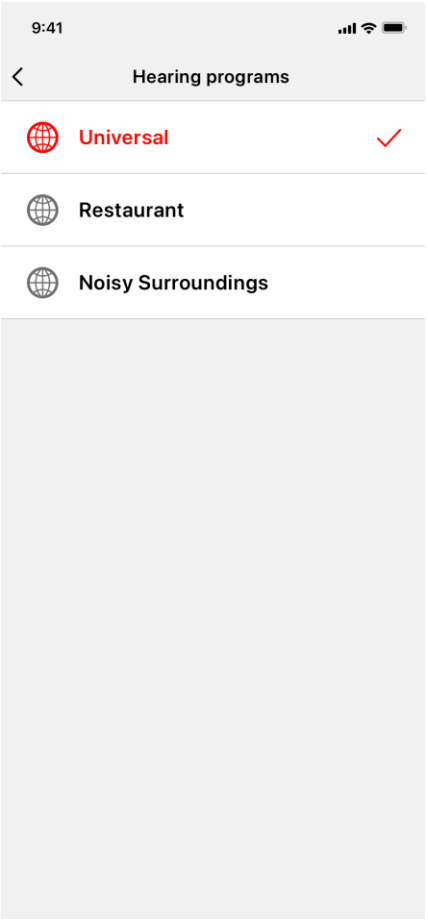
- This applies only to Bluetooth hearing aids.

1. To check the connection status, go to the home screen.
2. On the top bar, tap the “Bluetooth” icon .

   This opens an overlay where you can see the connection status:
   - Connected via Bluetooth
   - Not connected via Bluetooth

Change programs

You can customize your hearing experience according to different listening environments and select pre-defined programs that address specific hearing needs. A hearing program is a set of hearing aid settings that are tailored to a particular listening environment or hearing need.



Prerequisites

- The number of programs depends on how many programs your hearing care professional has created during the initial hearing aid fitting.

1. Go to the home screen and on the program bar, tap the “Program menu” icon •••.
2. Tap a program to activate it.

Rename programs

You can rename programs according to your needs.

1. Go to the home screen and on the program bar, tap the “Program menu” icon •••.
2. Tap the “Edit” icon .
3. You can now rename the program. If you want to revert to the default name, tap the “Revert” icon .
4. To save your changes, tap the “Save” icon .

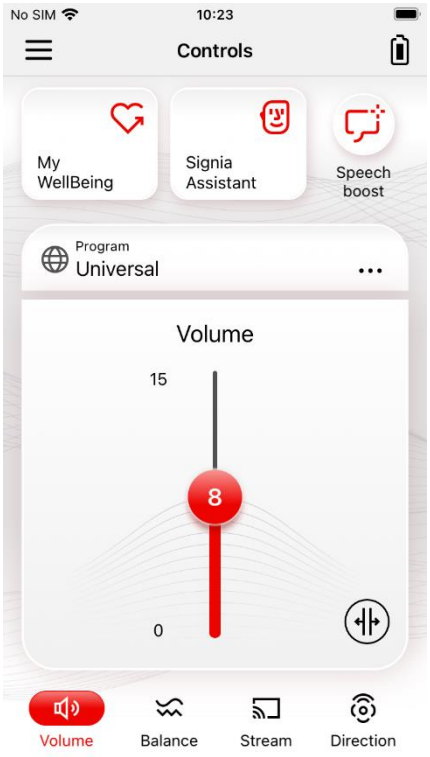
Change volume

If you need to change the microphone volume of your hearing aids, depending on your current environment, use the volume slider.

To change the volume, slide the slider:

- If you want to increase the volume, slide up.
- If you want to decrease the volume, slide down.

The changes are saved in your hearing aids so that the same setting will be applied next time you restart the app or your hearing aids.

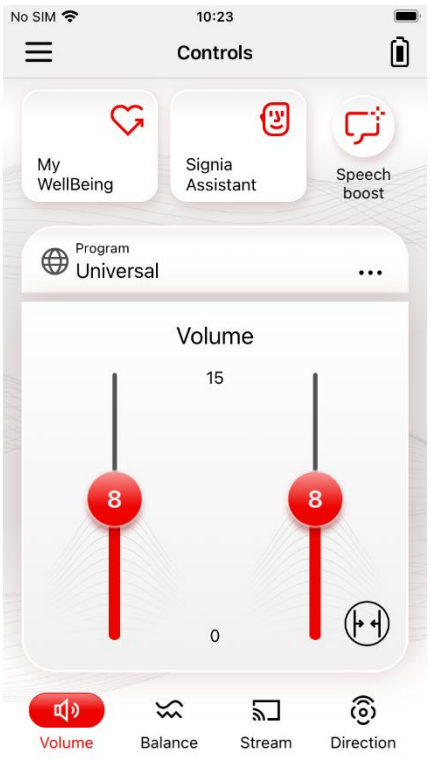


Change volume for hearing aids separately

You can adjust the volume for both hearing aids at the same time or for the left and right hearing aids separately.
By default, whether you see one slider or two depends on the settings configured by your hearing care professional during the fitting.

Prerequisites

- This feature is only available for Bluetooth hearing aids.
- You use two hearing aids.
- To use this feature, your hearing care professional needs to enable it.



1. To control your hearing aids separately, tap the “Split” icon .
2. Now you can change the volume for each ear separately.
3. You can always change it back by tapping the “Merge” icon .

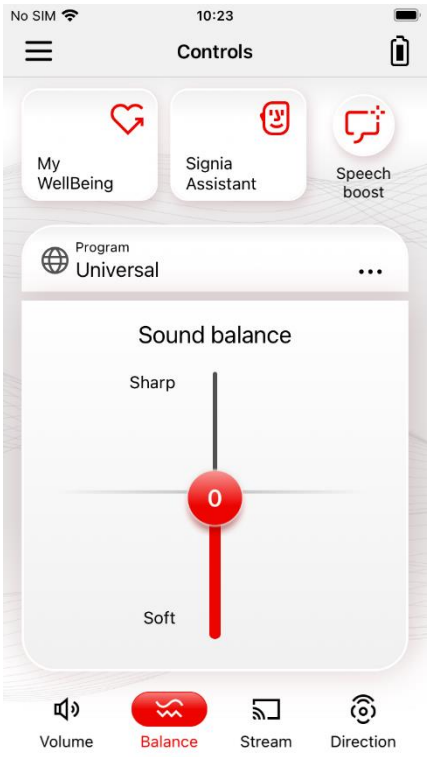
The changes are saved in your hearing aids so that the same setting will be applied next time you restart the app or your hearing aids.

Change sound balance

If you need to change the sound quality, use the sound balance slider.

To change sound balance, slide the slider:

- If you want to make the sound sharper, slide up.
- If you want to make the sound softer, slide down.



Change the hearing direction

Sometimes you want to focus on sounds from a particular direction, for example you want to listen to a person or to a group of people in front of you, or you want to amplify the sound coming from behind.

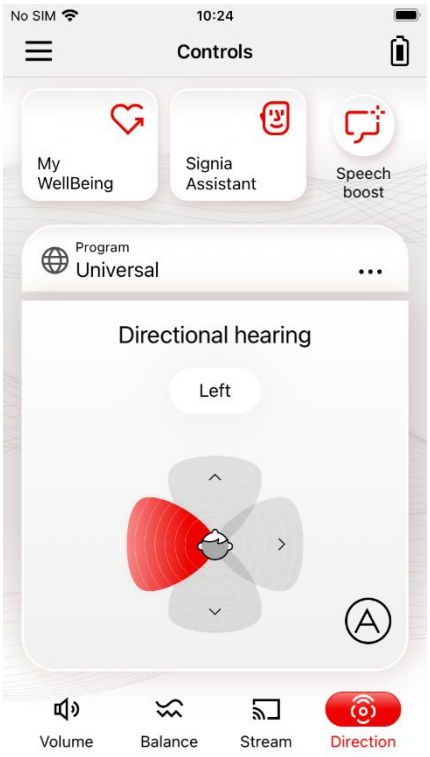
You can use directional hearing to improve your hearing experience.

Prerequisites

- Your hearing aid model supports directional hearing. Check the hearing aid user guide or ask your hearing care professional for more information.

You have the following options:

- Auto mode detects the sound coming from all directions simultaneously. To activate the auto mode, tap the “Auto” icon Ⓐ.
- Tap the arrows inside the circle to select a specific direction, for example front, back, left, or right.
- Tap and hold the round handles to select an angle. You can narrow the beam tightly towards the desired direction as well.



Adjust Tinnitus signal

Prerequisites

- Your hearing aid model supports the Tinnitus program. Check the hearing aid user guide or ask your hearing care professional for more information.
- Your hearing care professional added a Tinnitus program to your hearing aid settings.

To change the volume of the tinnitus signal, slide the slider:

- If you want to increase the volume, slide up.
- If you want to decrease the volume, slide down.



Stream to hearing aids

You can stream from other devices directly to your hearing aids. Here you can manage:

- Smartphone sound if you want to, for example, listen to music, watch videos, or call via your hearing aids
- External hearing support devices, for example, Streamline Mic or Streamline TV

Prerequisites

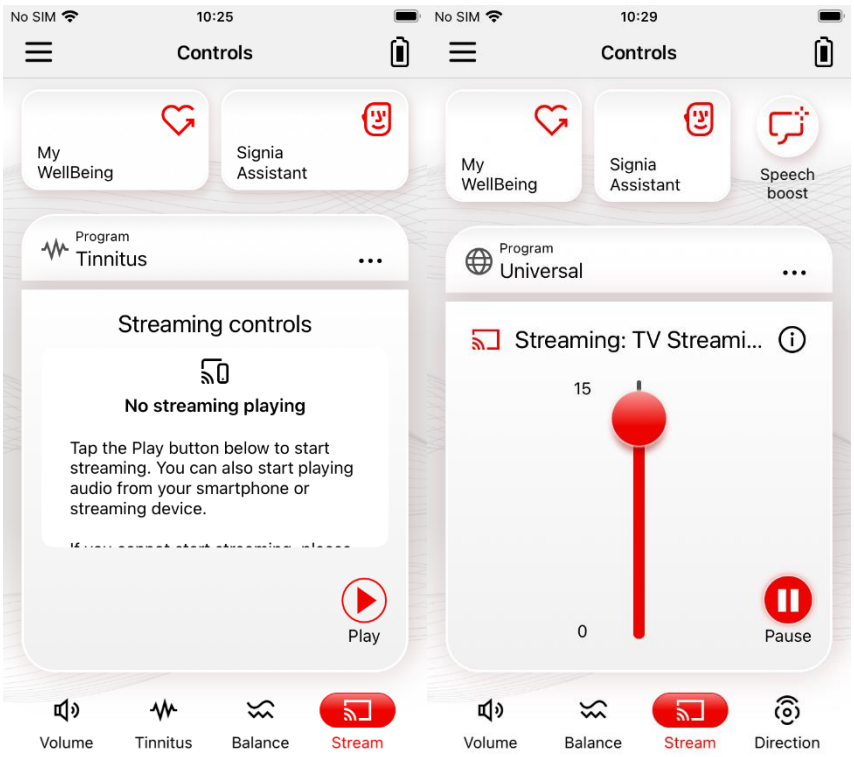
- This feature is only available for Bluetooth hearing aids.
- Bluetooth on your smartphone is on.

For smartphone sound:

1. Go to the Stream tab. The streaming is now active.

For external hearing devices:

1. Connect the Bluetooth device to your smartphone.
2. Go back to the app and open the Stream tab. You see your device listed.
3. Tap the “Play” icon ▷.
4. Tap the “Pause” icon ▯▯ to pause the streaming.



Once the streaming connection is established, you can control the streaming volume in the volume tab.

How to disconnect or stop streaming:

On the streaming device, either stop the streaming or turn off this device.

You can also unpair the device in the Settings of your smartphone. For more information, go to Troubleshoot Bluetooth connection on iPhone or Troubleshoot Bluetooth connection on Android.

Use speech boost

You can improve speech clarity by using the speech boost. When speech boost is active, certain sound frequencies are amplified to make speech easier to understand.

Prerequisites

- Your hearing aid model supports speech boost. Check the hearing aid user guide or ask your hearing care professional for more information.
- This feature is only available for Bluetooth hearing aids.
- Your hearing care professional enabled it in the hearing aid settings.

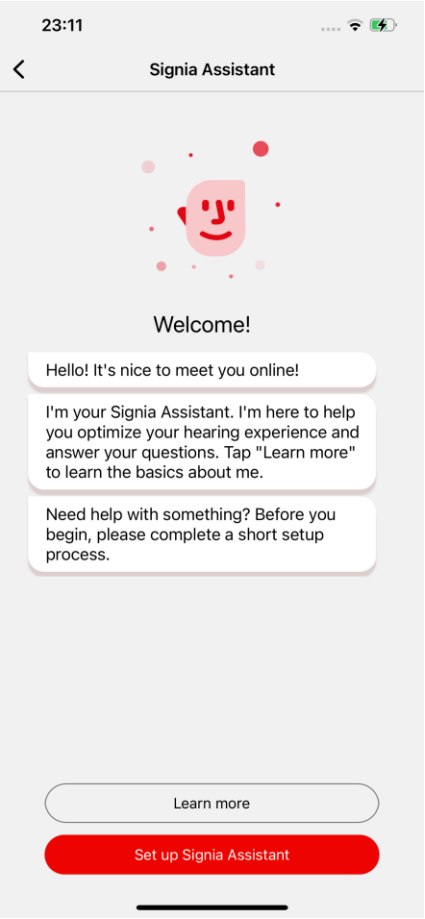
1. To activate speech boost, tap the speech boost button on the feature bar.
   If you still have problems understanding speech, you can use Signia Assistant to adjust speech settings further.
2. To deactivate speech boost, tap the speech boost button on the feature bar again.

i	If Bluetooth is disconnected, the speech boost button is inactive.

Fine-tune hearing aids with Signia Assistant

The hearing experience depends on a number of factors and contexts, so you may need to update your hearing aid settings. You can do this either by visiting your hearing care professional or using the AI-based digital assistant.
Signia Assistant is a chatbot that can support you in some everyday adjustments. Signia Assistant can assist you with, for example, issues handling of your hearing aids, changing your voice settings, or changing the streaming settings.

i	Signia Assistant is most useful when problems arise. It is not intended to be used later if the hearing situation has already changed.



Prerequisites

- Your hearing aid model supports Signia Assistant. Check the hearing aid user guide or ask your hearing care professional for more information.
- This feature is only available for Bluetooth hearing aids.
- To use this feature, your hearing care professional needs to enable it.
- Your hearing aids are charged or have new batteries (at least 10%).
- For AI to work, your smartphone must be connected to the Internet.

1. To open Signia Assistant, tap the “Assistant” card on your feature bar. Signia Assistant opens.
2. Tap “Start chat”.
3. Signia Assistant then asks questions. You can reply by tapping the answers on the screen.

All changes made by Signia Assistant are saved to the Universal program. The chat history still shows all previous changes.

The changes are saved in your hearing aids so that the same settings will be applied next time you restart the app or your hearing aids.

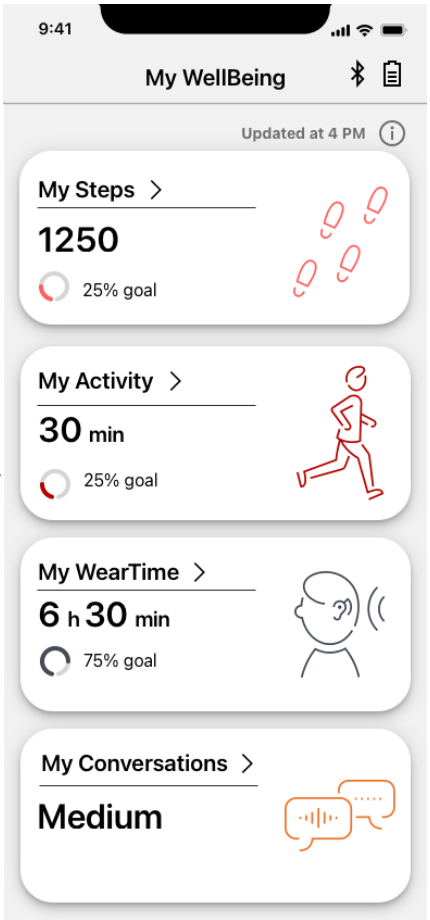
- To delete all chat history, tap the “Settings” icon and then tap “Start new chat”.
- To revert all changes made by Signia Assistant, tap the “Settings” icon and then tap “Revert all changes”.

If you have tried to apply several solutions and are still not satisfied with the sound, Signia Assistant can forward a settings report to your hearing care professional. Note that you should have a TeleCare connection activated in the Signia app. For more information, go to Connect to TeleCare. Your hearing care professional can then assess this report and suggest a solution.

You can view your privacy settings and learn how Signia Assistant handles your data by tapping the “Settings” icon and then “Privacy settings”.

Monitor your health and activity

The Signia app lets you track not only how long you wear your hearing aids, but also other physical activities. You can analyze your data to make lifestyle changes for improved health.



As the Signia app is constantly connected to the hearing aids, it receives data about your physical movement and usage time. The data collected are available under My WellBeing:

1. My Steps - shows how many steps you have taken.
2. My Activity - tracks your physical activity like walking or running.
3. My WearTime - displays how many hours you wear your hearing aids each day.
4. My Conversations - tracks how often you are engaged in conversations.

Prerequisites

- Your hearing aid model supports My WellBeing. Check the hearing aid user guide or ask your hearing care professional for more information.
- This feature is only available for Bluetooth hearing aids.
- Bluetooth on your smartphone is on.

To open My WellBeing, go to the home screen and tap the “My WellBeing” card on the top bar. Alternatively, you can tap the “Menu” icon ☰ and select “My WellBeing”.
If you do not see all 4 cards on your screen, scroll up and down.

My WellBeing data are collected by your hearing aids. The data are then sent to the Signia app on your smartphone via Bluetooth. To ensure accurate and the most recent data, open the Signia app once a day. By doing so, the app receives all the data.

Access detailed view

On the My WellBeing screen, you can already see the main information, for example number of steps or goal progress. To get a more detailed view, tap the cards.
Scroll down to check:

- Full data
- History by day, week, month, or year
- Your goal

View history

Under „History“ you can toggle between daily, weekly, monthly, or yearly views.
Tap the graph titles to change the view.

i	When there are insufficient real data from hearing aids, the data are estimated and shown in light grey.

Set goal

In My WellBeing, you can set your own goals. Use the data to track your progress and see which goals you have achieved.
You can either use a default goal or set your own.

1. Tap “Edit your goal”.
2. Switch on “Daily goal”.
3. Adjust your goal to reflect your ambitions and capabilities.
4. Tap “Save”.

Track your steps

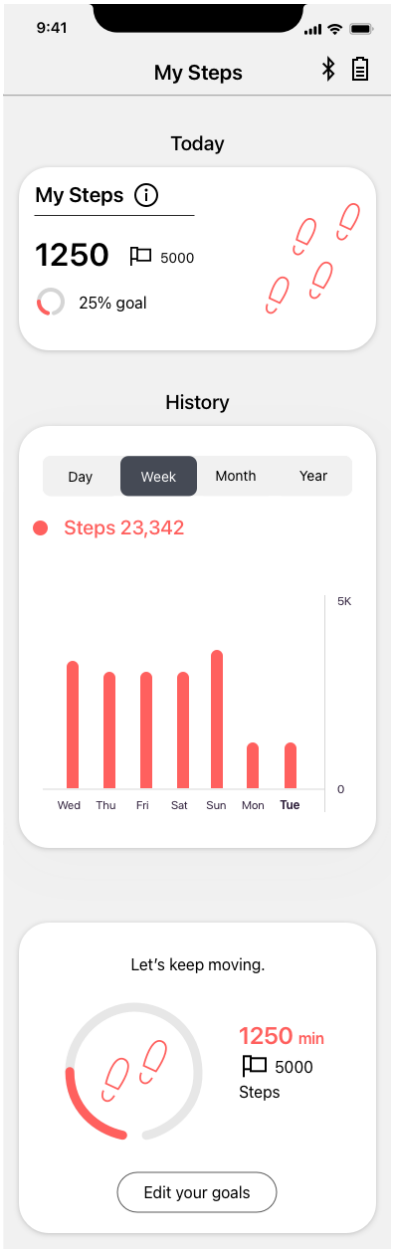
Walking is a great way to improve or maintain your health. Walking just 30 minutes a day can make your heart and bones stronger, reduce your risk for disease, plus increase muscle strength and endurance.

You can see how far you walked. The distance is calculated based on the average step length.

You can see how many calories you burned walking this distance. Those are estimated based on the distance you walked and the data you entered for height and weight.

You can change your height and weight under “Settings” > “My WellBeing” > “Calories calculation”.

You can change the measurement units in “Settings” > “My WellBeing” > “Measurement units”.



Track your activity

You’re living healthily with at least 30 minutes of physical activity 5 days a week. Physical activity strengthens your heart and improves circulation.

Moderate activity

Moderate movement such as walking, cooking, and cleaning for at least 2-3 hours each week can help you maintain your physical health.

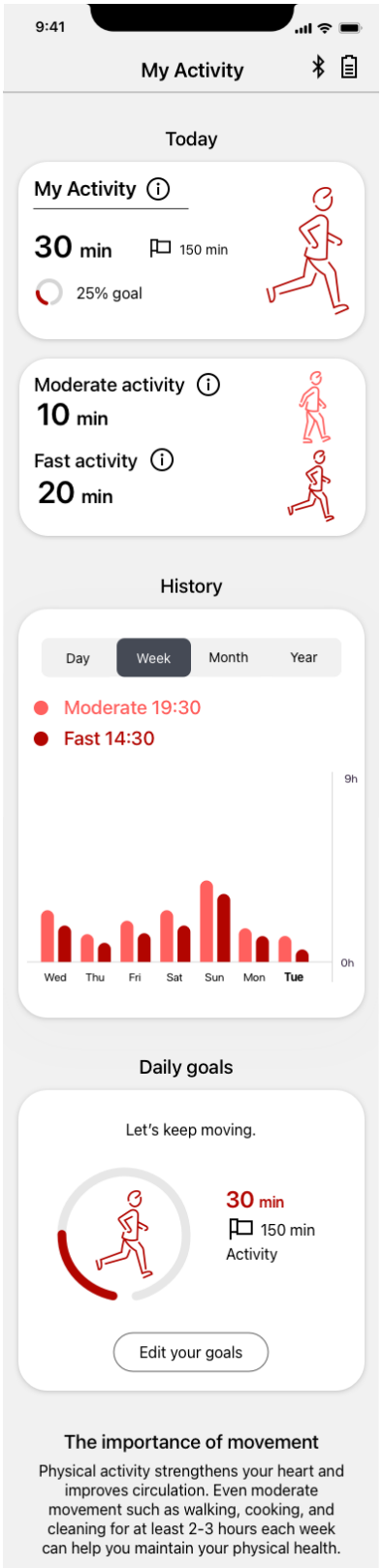
Moderate activity is detected through everyday movement, such as walking, cooking, and cleaning.

Fast activity

Your hearing aids detect more vigorous activity, such as jogging, tennis, and aerobics.

You are doing exceptionally well with 75 minutes of fast activity a week in sessions of at least 10 minutes.

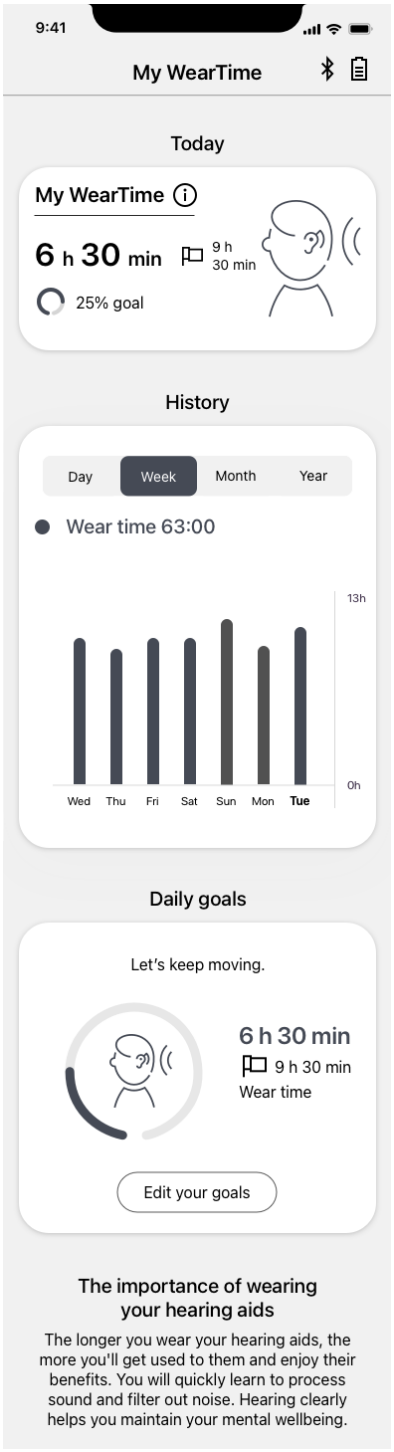
30 minutes of physical activity 5 days a week increases your energy levels and confidence and is good for your cardiovascular health.



Track how long you wear hearing aids

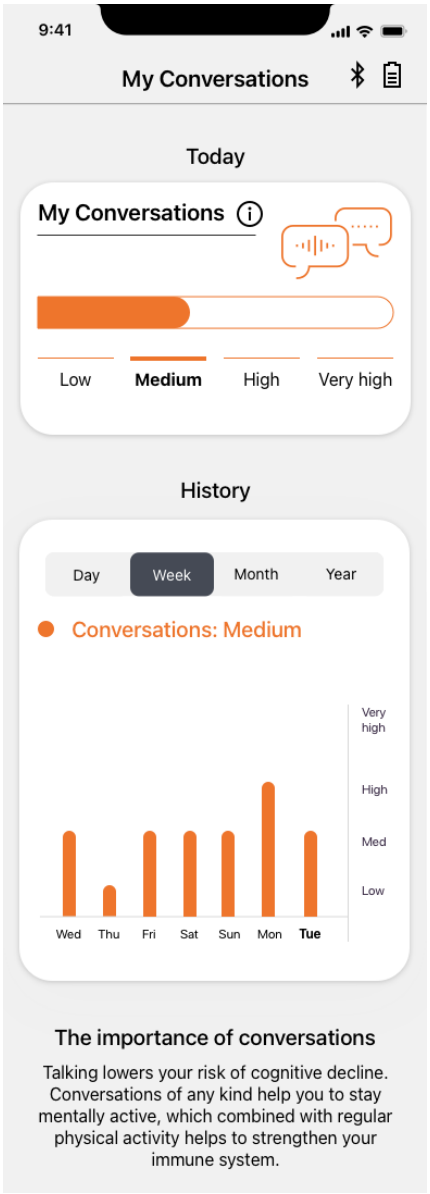
Your hearing aids track the time they’re turned on and you are wearing them.

Hearing care professionals recommend you wear them at least 8-10 hours a day. The more you use your hearing aids, the more you enjoy wearing them. You hear better as your ears and brain get used to hearing all the sounds around you.



Track how long you are engaged in conversations

Talking lowers your risk of cognitive decline. Conversations of any kind help you to stay mentally active, which combined with regular physical activity helps to strengthen your immune system.
Talking and listening have been shown to make you happier. It keeps you mentally engaged and maintains your overall well-being.



Change distance measurement units

1. On the main screen, tap the “Menu” icon ☰.
2. Tap “My WellBeing”, then tap “Measurement units”.
3. Change the distance measurement unit to kilometer (km) or mile (mi).

Personalize calorie calculation

For “My Steps”, to get a more precise calorie calculation, you can add your parameters.

1. On the main screen, tap the “Menu” icon ☰.
2. Tap “My WellBeing”, then tap “Calculation of calories”.
3. Enter your height and weight.
4. Select the measurement units you want to use.

ℹ	This information is stored only in the app.

Missing Bluetooth connection

If the Bluetooth connection to your hearing aids is not established, a warning banner will appear at the top of the screen. The activity data are not lost, it is still saved in the hearing aids. But it is not synched with the app.
Ensure that the Bluetooth connection is established to synchronize your data between your hearing aids and the Signia app.
For more information go to Troubleshoot Bluetooth connection on iPhone or Troubleshoot Bluetooth connection on Android.

Not synchronizing every day

If you do not open the app and establish Bluetooth connection each day, an information text will be displayed when you open My WellBeing. For the most accurate data display, you should open the app each day so that the data from the hearing aids can be synchronized with the app.
If you don’t use the app daily, no data will be lost. However, because it is not possible to determine the exact day the data were collected, the app estimates an approximate value and distributes the data over the missing days. The app data can, therefore, differ from the real data per day. These estimated data are then depicted in light grey.

Connect to TeleCare

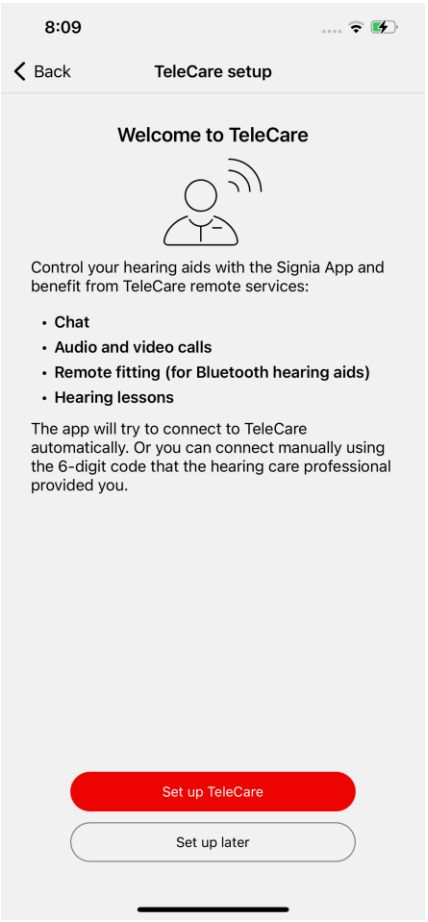
TeleCare is a fully remote service that allows you to connect to your hearing care professional via your smartphone using chat, call, or video call. You can receive support and provide feedback about your hearing aid experience.
Your hearing care professional can then change your hearing aid settings via the Signia app. In addition, hearing aid lessons are available to help you become comfortable with your device.
Prerequisites

- Your hearing care professional has activated your TeleCare account.
- A 6-digit code is required for manual or QR code connections.

i	You can connect your app to the TeleCare portal during the initial setup or afterwards.

1. Go to “Settings” > “App settings” and tap “Connect to TeleCare”.
2. Accept the privacy policy and tap “Proceed”.
3. If requested, enter the 6-digit code that you received from your hearing care professional. Then tap “OK”.
4. Allow the app to use your microphone and camera.
5. You are now connected to TeleCare.

After the connection to TeleCare is activated, you can use the “Settings” menu to access the contact information of your hearing care professional, your hearing lessons, and your satisfaction rating.



Contact your hearing care professional

The Signia app allows you to contact your hearing care professional directly.

Prerequisites

- Your hearing care professional has activated your TeleCare account.
- You have connected the app to TeleCare.
- Your smartphone has an Internet connection.

1. Go to “Settings” and tap “Professional”.
2. If you want to chat, write a message directly into the input field at the bottom of the screen and tap the “Send” button.
3. To view contact information and working hours, tap the “Information” icon ⓘ.
4. If you want to make a call, tap the “Call” icon . The call is made via your smartphone.
5. If you want to send an email, tap the “Email” icon ✉. Your default email app will be opened.
6. If you want to visit the website of your hearing care professional, tap the web address. Your default browser will be opened.
7. Tap the address of your hearing care professional and your default navigation app will be opened.

You can schedule a video call with your hearing care professional using the contact options described above.

The hearing care professional most likely responds within the specified working hours.

Perform the hearing lessons

While you are getting used to your hearing aids, it might be helpful to perform hearing lessons regularly. The hearing lessons enable a quicker acclimatization to your hearing aids and help improve your hearing experience.
The Signia app provides convenient, interactive lessons giving you the opportunity to get used to your new hearing aids at your own pace.
Prerequisites

- You have connected the app to TeleCare.
- Your hearing care professional activated hearing lessons for you in TeleCare.
- Your smartphone has an Internet connection.

1. Go to the home screen.
2. Tap the “Menu” icon ☰.
3. Select “Hearing lessons” from the menu.

Hearing lessons can be found under four tabs representing different listening situations:

- Group
- One-to-one
- Surrounding
- Lifestyle

Select a lesson to view an explanation of the hearing situation you should focus on.
After performing a lesson, you can rate the sound as satisfactory or unsatisfactory. If you rate the hearing experience as unsatisfactory, you can provide more feedback. Via TeleCare, your hearing care professional receives the rating and feedback.
As a result, your hearing care professional can better understand your difficulties and adjust the settings of your hearing aids accordingly.

Rate satisfaction

TeleCare gives you the possibility to rate your daily satisfaction with your hearing aids. If you share this data, your hearing care professional can understand your needs better.

Prerequisites

- You have connected the app to TeleCare.
- Your smartphone has an Internet connection.

1. On the home screen, tap the “Menu” icon ☰.
2. Select “Satisfaction”.
3. Rate your daily satisfaction by tapping one of the five smileys.
4. If your rating is unsatisfactory (the first three smileys):
   You are prompted to provide additional information so that your hearing care professional can better understand your concerns.
   If Signia Assistant is available for your hearing aids, it will be opened. With the AI-based chatbot, you can now fine-tune your sound. For more information, go to Fine-tune hearing aids with Signia Assistant.

Change settings

Reset the app

You can reset the app to the default settings.

1. On the main screen, tap the “Menu” icon ☰.
2. Go to the “Settings” menu.
3. Tap "App settings, then “Set up the app”.
4. On the pop-up message, tap “OK”.

⚠	**NOTICE** The changes you have made in the app will be discarded. You cannot undo this. You must reconnect your hearing aids to the app.

Contact us

You can contact the hearing aid manufacturer via email.

Prerequisites

- The availability of this feature depends on the country you’re in and on the language of your smartphone.

1. On the main screen, tap the “Menu” icon ☰.
2. Go to “Help” and tap “Contact us”.
3. If you want to include log data, for example your hearing aid model and app version, in your message, tap “OK”. You are redirected to your default email app.

Get support

1. On the main screen, tap the “Menu” icon ☰.
2. Go to “Help”.
3. Find information on different topics, for example:
    - Frequently asked questions
    - Support videos on how to handle hearing aids
    - Link to user guide

Change the low battery warning

If your hearing aids are low on batteries, they can send you an acoustical warning. Your hearing aids notify you at a set time interval when the battery is near empty.
If you don’t carry a charger with you or don’t have new batteries available, we recommend setting a longer time interval.
Prerequisites

- This feature is only available for Bluetooth hearing aids.

1. On the main screen, tap the “Menu” icon ☰.
2. Go to the “Settings” menu.
3. Go to “Hearing aid settings”.
4. Tap “Low Battery Interval”.
5. Set the interval in minutes.

Change hearing aid startup delay

If you want to make sure you hear the start-up tone, you can set a time delay after which the hearing aids will begin working.
Prerequisites

- This feature is only available for Bluetooth hearing aids.

1. On the main screen, tap the “Menu” icon ☰.
2. Go to the “Settings” menu.

3. Go to “Hearing aid settings”.
4. Tap “Power-on-Delay”.
5. Set the delay in seconds: 0, 6, 12, or 18.

Find out the version of your hearing aids and app

To get the right help, you may need to provide the version number of your hearing aids or app when you contact your hearing care professional or contact support.

1. On the main screen, tap the “Menu” icon ☰.
2. Go to the “Settings” menu.
3. Go to “Versions”.

Troubleshoot manual connection

You can change the audio output source of your smartphone if the default mode is not working as expected.

Prerequisites

- This feature is only available for non-Bluetooth hearing aids.
- Only for Android smartphones

1. On the main screen, tap the “Menu” icon ☰.
2. Go to the “App settings” menu.
3. Go to “Smartphone sound”.
4. Change the sound source to “Ring” or “Media”.

For more information, see Manual connection.

Deactivate Bluetooth mode

In certain situations, such as military or hospital settings where wireless signals are prohibited, it may be necessary to turn off Bluetooth in hearing aids.
You can turn off Bluetooth in your hearing aids using the Signia App.
Prerequisites

- This feature is only available for Bluetooth hearing aids.

1. On the main screen, tap the “Menu” icon ☰.
2. Go to the “Hearing aid settings” menu.
3. Go to “Bluetooth mode” and switch it off.

i	Some features of your hearing aids are not available as long as Bluetooth is switched off.

i	This action does not turn off Bluetooth on your smartphone. To learn how to turn Bluetooth on and off, go to Turn on Bluetooth on iPhone or Turn on Bluetooth on Android.

Use hearing aids for phone calls

You can use your hearing aids as a headset to accept, end, or reject calls. Use the rocker switch or tap control of your hearing aids.
Prerequisites

- This feature is only available for Bluetooth hearing aids.
- Only for iPhone smartphones
- Your hearing aid model supports call control. Check the hearing aid user guide or ask your hearing care professional for more information.
- Your hearing care professional enabled it in the hearing aid settings.

1. On the main screen, tap the “Menu” icon ☰.
2. Go to the “Hearing aid settings” menu.

3. Go to “Call control”.
   For the hearing aid models with a rocker switch, the call control is always on.
   For the hearing aid models with tapping functionality, you can turn on call control.
4. Additionally, you can enable a confirmation tone.

Unpair TV Sound

You can use the Signia app to unpair TV Sound device from your hearing aids.

Prerequisites

- This feature is only available for Bluetooth hearing aids.
- TV Sound was previously paired with your hearing aids.

1. On the main screen, tap the “Menu” icon ☰.
2. Go to the “Hearing aid settings” menu.
3. Go to “Unpair TV Sound”.
4. Select your device and then tap "Unpair".

⚠	**NOTICE** You cannot pair this device with your hearing aids through the app. Please refer to the device’s user guide or contact your hearing care professional.

Manage data collection

You can decide to allow or decline usage data collection.

Data is collected according to the Policy on Data Collection and handled securely.

1. On the main screen, tap the “Menu” icon ☰.
2. Go to the “Settings” menu.
3. Go to “Privacy management” and view your settings to the general app, Signia Assistant, and TeleCare usage.

i	The data is processed and stored separately for: • Remote control app • Signia Assistant • TeleCare

Rate the app

The ratings you leave on the App Store or Google Play Store can provide valuable insights about your experience with the app. This can be helpful to other potential users as well as improve the app.

1. On the main screen, tap the “Menu” icon ☰.
2. Go to the “Settings” menu.
3. Go to “App settings” and tap “Rate the app”. You are forwarded to Apple App Store or Google Play Store where you can leave your rating and comments.

Explanation of symbols

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.
CE 0123	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.
CH REP	Indicates the Swiss authorized representative.
MD	Indicates that the product is classified as a medical device.

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.

Important safety information

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.

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.

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.

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.

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.

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 Lynge
Denmark

CE
0123

Authorized representative in Switzerland:

CH	REP	WS Audiology Switzerland AG Zeltweg 29 8032 Zurich

Listed manufacturer in Canada:
WS Audiology Canada Inc.,
5041 Mainway,
Burlington, Ontario
L7L 5H9

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

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