

Vibe App

Version 2.6.30 and higher

User Guide

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Read these instructions before using the app.



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Introduction

The Vibe App serves as a remote control app for your hearing aids. With the app, you can adjust hearing aid sound settings, change your hearing program, and access other features.

The app should be used to control the Vibe hearing aids.

Hearing aid compatibility and functionality

The app is compatible with:

- Vibe hearing aids

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 of type of your hearing aid model into the search field.
4. Download the user guide of your hearing aid model.

Smartphone compatibility

The app is available for:

- Smartphones with Android operating system versions 9.0 and higher
- Smartphones with iPhone operating system (iOS) versions 14 and higher

Getting Started

Downloading and installing: iPhone

Download the free app from the Apple App Store.

1. Open the Apple App Store and search for Vibe App.
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.

Downloading and installing: Android

Download the free app from the Google Play Store.

1. Open the Google Play Store and search for Vibe App.
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.

Open Vibe App

Prerequisites: The app is installed on the smartphone.

For iPhone: Open the App Library and tap the "Vibe App" icon.

For Android: Open the app list and tap the "Viba App" icon.

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

Follow the instructions on the screen and grant all requested permissions.

They are necessary for the app to work.

Permissions required on the Android operating system:

- Bluetooth access – for connecting to Bluetooth hearing aids
- Notification access – for receiving notifications from the app

Permissions required on the iPhone operating system:

- Bluetooth access – for connecting to Bluetooth hearing aids

Connect hearing aids to Vibe app

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 and tap "Connect hearing aids".
2. Select the type of connection:
 - Select "Bluetooth" if your hearing aids support Bluetooth. Check the hearing aids user guide or ask your hearing care professional for more information.
 - Select "Manual" if none of the above options apply.

Connect using Bluetooth on iPhone

Prerequisites:

- Your hearing aids are fully charged or have new batteries.
 - Bluetooth on your smartphone is turned on.
-
1. For rechargeable hearing aids, take your hearing aids out of the charger.
For non-rechargeable hearing aids, turn on your hearing aids. The hearing aids are now activated and are ready for connection for about 3 minutes.
 2. In the app, tap "Bluetooth".
 3. Connect your hearing aids to your iPhone smartphone. Follow the instructions on the app.
 4. After your hearing aids are connected to your smartphone, return to the app. The app automatically searches for hearing aids.
 5. When the connection is successful, tap "Let's go!" to start using the app.

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

Troubleshoot Bluetooth connection on iPhone

Bluetooth connection guide

Preparation

1. Please make sure that batteries of your hearing aids are new or charged.
2. Place your hearing aids close to your smartphone.
3. Switch on Bluetooth on your smartphone.
4. Open the Settings app of your smartphone.
5. Go to Settings > Accessibility > Hearing Devices.

Pairing

1. To enable the pairing mode, switch your hearing aids off and on. Your hearing aids are available for Bluetooth connection for only 3 minutes. After that, you will need to restart them.
2. Tap your hearing aids when they appear under "Hearing Devices".
3. Accept the pairing request for each hearing aid.

Tips

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

1. On your smartphone, turn on and off the Airplane mode.
2. Go to Settings > Accessibility > Hearing Devices. Tap your hearing aids and select "Forget this device".
3. 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.

To turn Bluetooth off, tap the switch again.

Connect using Bluetooth on Android

Prerequisites:

- Your hearing aids are fully charged or have new batteries.
 - Bluetooth on your smartphone is turned on.
-
1. For rechargeable hearing aids, take your hearing aids out of the charger.
For non-rechargeable hearing aids, turn on your hearing aids. The hearing aids are now activated and are ready for connection for about 3 minutes.
 2. In the app, tap "Bluetooth".
 3. Follow the instructions on the app.
 4. After your hearing aids are connected to your smartphone, return to the app. Please grant all requested permissions. They are necessary for the app to work properly.
 5. Bluetooth access is needed to communicate and control your hearing aids from your smartphone.
 6. Location permission is needed only during the initial connection of the hearing aids. You can revoke this permission later.
 7. After your hearing aids are connected to your smartphone, return to the app. The app automatically searches for hearing aids.
 8. When the connection is successful, tap "Let's go!" to start using the app.

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

Troubleshoot Bluetooth connection on Android

Bluetooth connection guide

Preparation

1. Please make sure that batteries of your hearing aids are new or charged.
2. Place your hearing aids close to your smartphone.
3. Switch on Bluetooth on your smartphone.

Pairing

1. To enable the pairing mode, switch your hearing aids off and on. 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 out the following:

1. On your smartphone, turn on and off the Airplane mode.
2. In the smartphone settings, tap your hearing aids and select "Unpair" or "Forget".
3. 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.

To turn Bluetooth off, tap the switch again.

Connect manually

You can manually connect your hearing aids if you do not have Bluetooth hearing aids.

Prerequisites

- Please make sure that batteries of your hearing aids are new or charged.
 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 app.
 4. Tap "Connect now".
 5. Listen to the confirmation tone. If you do not hear the confirmation tone, consider the following:

Your Android smartphone has 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 your hearing aids, change the volume to Ring output.

6. When the connection is successful, tap "Let's go!" to start using the app.

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

App overview

Top bar

You will find

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

Program bar

In the program bar, it shows which hearing program the hearing aids are in.

Main view

In the main view, it shows the main interaction.

Navigation bar

In the navigation bar, switching between views is available. Choose from:

- Volume
- Sound Balance
- Directional hearing

The views available are dependent on the hearing aid model and features activated during initial fitting.

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.

Check Connection Status

Prerequisites

- 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:

 - Bluetooth connected
 - Bluetooth not connected

Volume

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

To change the volume, slide the slider:

- Slide up to increase the volume.
- Slide down to decrease the volume.

Sound Balance

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

To change sound balance, slide the slider:

- Slide up to make the sound sharper
- Slide down to make the sound softer

Directional hearing

To focus on sounds from a particular direction, you may use the Directional Hearing.

E.g. listening to a person or a group of people in front you, or amplifying the sound coming from behind.

Prerequisites

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

The follow options are available:

- Auto mode detects the sound coming from all directions simultaneously. To activate the auto mode, tap the "Auto" button.
- Tap the arrows to select a specific direction, E.g. front, back, left or right.
- Tap and hold the round handles to select an angle. You may narrow the beam tightly towards the desired direction.

Hearing aid settings

The "Hearing aids settings" option can be found in the "Menu" on the top left corner.

Adjust Loudness

Permanent volume adjustments can be made to the hearing aids.

Prerequisites:

- The availability of this feature is dependent on the hearing aid model.
1. Go to "Hearing aid settings".
 2. Go to "Adjust loudness".

Hearing Profile Check

Perform hearing profile checking with the hearing aids.

Prerequisites:

- The availability of this feature is dependent on the hearing aid model.
1. Go to "Hearing aids settings".
 2. Go to "Adjust loudness".

Settings

The "Settings" option can be found in the "Menu" on the top left corner.

Reset the app

To reset the app to the default settings:

1. Go to "Settings".
2. Tap on "App settings".
3. Tap on "Set up the app".
4. On the pop-up message, tap "OK".

The existing hearing aids pairing will be deleted and the changes you have made in the app will be discarded.

Contact us

If you need help, you may contact us.

Prerequisites

- This feature is dependent on the country you are in.

1. Go to "Settings".
2. Go to "Help".
3. Tap on "Contact us".
4. You are redirected to the vibe-hearing.com page.

Low Battery Interval

The hearing aids will give an acoustical warning when they are low on batteries. The hearing aids notify you at a set time interval when the battery is near empty. If you do not carry a charger with you or do not have new batteries available, it is recommended that you set a longer time interval.

Prerequisites

- Only available for Bluetooth hearing aids.

1. Go to "Settings".

2. Go to "Hearing aids settings".
3. Tap "Low Battery Interval".
4. Select the interval.

Power-On-Delay

The hearing aids play a start-up tone after they are switched on.

Prerequisites

- Go to "Settings".
- Go to "Hearing aids settings".
- Tap "Power-On-Delay".
- Select the delay: 0, 6, 12, or 18.

Versions of App and hearing aids

You can find the App version, Firmware version and serial number of the hearing aids.

1. Go to "Settings".
2. Go to "Versions".

Troubleshoot manual connection

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

Prerequisites

- Only available for non-Bluetooth hearing aids
 - Only for Android smartphones
-
1. Go to "Settings".
 2. Go to "Smartphone sound".
 3. Change the sound source to "Ring" or "Media".

Bluetooth mode

In situations such as military or hospital settings where wireless signals are prohibited, it may be necessary to turn off Bluetooth in hearing aids.

Prerequisites

- Only available for Bluetooth hearing aids.

1. Go to "Settings".
2. Go to "Bluetooth mode".
3. Turn off "Bluetooth mode".

Do note that this action does not turn off Bluetooth on your smartphone.

Rate the app

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

1. Go to "Settings".
2. Go to "App settings" and tap "Rate the app".
3. You are forwarded to Apple App Store or Google Play Store where you can leave your rating and comments.

Intended 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.

Legal Manufacturer

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