

User guide

Tuner app

Introduction

The Tuner app is made to enhance your hearing experience and enable you to get more out of your Tuner hearing aids.

The innovative sound technology and design come in a full line-up of hearing aids that make hearing a more enjoyable experience. The hearing aids are available exclusively through audiologists and hearing care professionals.

The Tuner app enable you to get more out of your hearing aids by providing new ways to gain control, personalization and relief.

The Tuner app is a variant of the GAN app.

If you would like a printed version of the app user guide please contact customer support or simply print this user guide.

For more information and help for apps, please consult your hearing care professional, or visit our website: go.gn.com/app-support.


Intended purpose


The Tuner app is intended to be a remote control for wireless hearing aids made by GN independent of brand.

The Tuner app is intended to be a remote control for wireless accessories made by GN independent of brand.


When used as a remote control, the app can adjust the hearing aid and/or accessories in accordance with the settings selected by the hearing care professional.


Symbols


 **WARNING:** Points out a situation that could lead to serious injuries.

 **CAUTION:** Indicates a situation that could lead to minor and moderate injuries.

 Consult electronic instructions for use.

 Legal manufacturer.

 Date of manufacture.

 Medical Device.

 Unique Device Identification.

Finding and installing the app



Access apps for iPhone, iPad, and iPod touch via a download in the App Store by following these steps:

1. Enter the App Store by tapping the App Store icon on an iPhone, iPad, or iPod touch
2. In the App Store, search for 'Tuner' and the name of the app
3. If using an iPad, change the search criteria in the top left corner to 'iPhone only'
4. After finding the app, tap 'Get'
5. Then tap 'install'
6. Enter a valid Apple ID and password
7. After entering the password, you can find the app on your device screen - tap to open the app



Access apps for Android devices via a download in Google Play by following these steps:

1. Enter Google Play by tapping the Play Store icon on your Android phone
2. In Google Play, search for 'GN Hearing' and the name of the app
3. After finding the app, tap 'Install'
4. After entering your password, the app will download and install
5. After the installation is finished, tap 'Open' to start using the app

Tuner app

The Tuner app offers users a friendly interface to control and make adjustments to your hearing instruments. This app connects to Tuner hearing aids that do not support Assist.

The Tuner app is available on the App Store and Google Play.

Compatible device information

The app is compatible with wireless hearing aids and accessories provided by GN Hearing A/S.

For a full list of compatible devices, please refer to go.gn.com/app-support.

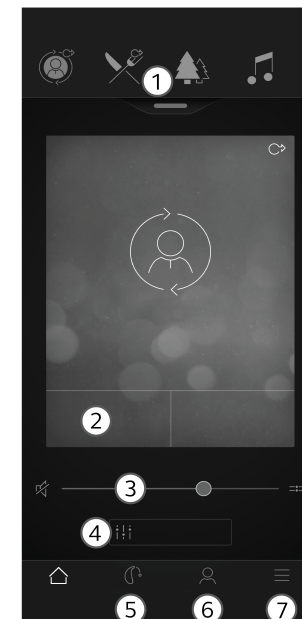
Your hearing care professional can update the hearing aid firmware for you.

Tuner app functionality

1. Use the top carousel, drop-down or card-swipe to choose your hearing aid or streamer program, or your Favourite. Tap drop-down to edit programs and Favourites.
2. Use Quick Buttons for one-tap, advanced sound adjustments.
3. Adjust volume or mute.
4. Access Sound Enhancer to adjust treble/mid/bass, noise reduction, speech focus or wind noise reduction*. Also access Tinnitus Manager to adjust pitch and variation of sound from the [Tinnitus Sound Generator], or to choose your Nature Sound**.
5. Navigational menu.
6. The “My” menu:
Here you can learn what the app can do and contact your hearing care professional* to request help and receive updates to your hearing aid settings.
7. The “More” menu:
Here you can adjust app settings and find additional information on your app.

*Feature availability depends on the hearing aid model and the fitting by your hearing care professional.

**Available if the Tinnitus Sound Generator has been enabled by your hearing care professional.



Warnings and precautions

Use with mobile device apps

Notifications of app updates should not be disabled, and it is recommended that the user installs all updates to app and operating system to ensure highest protection against vulnerabilities.

The app must only be used with Tuner devices for which it is intended. Tuner takes no responsibility if the app is used with other devices or if third party apps are used to control the Tuner devices.

Apply only remote fine-tuning packages you expect to receive to your hearing instruments.

Tuner does not support rooted mobile phones.

Warnings and cautions

If using the app with a hearing aid, please read the hearing aid user guide. The hearing aid user guide was included in the hearing aid package. If you need a fresh copy, please consult your hearing care professional or visit our website.

Be aware of information marked with the warning symbol.



CAUTION: Always use the latest available software update for your device.

Failing to follow these precautions can compromise the information security of your hearing aid and potentially cause hearing loss or tinnitus.


Copyright

© 2023 GN Hearing A/S. All rights reserved. Apple, the Apple logo, iPhone, iPad, iPod touch, and Apple Watch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the US and other countries. Android, Google Play and the Google Play logo are trademarks of Google LLC.

Manufacturer according to EU Medical
Device Regulation 2017/745:



GN Hearing A/S
Lautrupbjerg 7
DK-2750 Ballerup
Denmark

 Any serious incident that has occurred in relation to the device should be reported to the Legal manufacturer GN Hearing A/S and
0297 the competent authority of the EU Member State in which the user and/or patient is established.