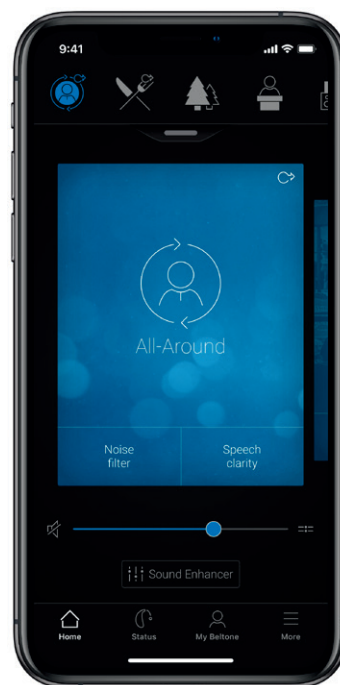# Beltone HearMax™ and Beltone HearPlus™ app Tinnitus Manager user guide

Beltone.com

Introduction

Beltone apps are made to enhance your hearing experience and enable you to get more out of your Beltone hearing aids.

Beltone's innovative sound technology and design, combined with customized device programming by your hearing care professional, will make hearing a more enjoyable experience.

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

For more information and help for apps, please visit the website:
www.beltone.com/apps

If you would like a printed version of the app user guide, please contact customer support or simply print this user guide.
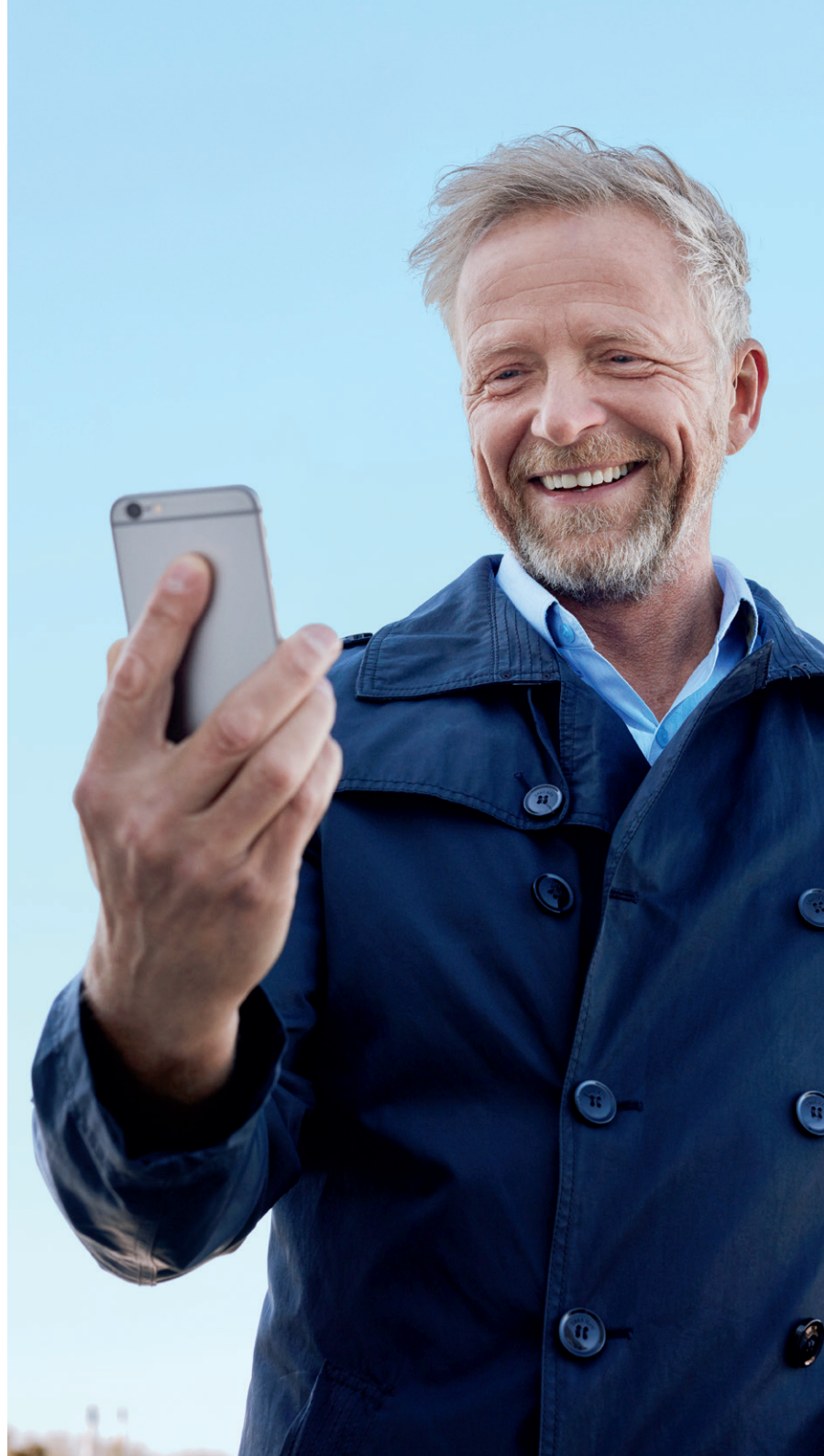
How to find and install the apps

If you are using an iOS device:

1. On the **App Store**, enter the name of the app you want to download
2. If you are using an iPad, change the search criteria to "**iPhone only**"
3. Once you have found the app, tap **Get** and then, **Install**
4. Open the app and tap **Get started**. Follow the instructions on the screen to connect your hearing aids to your app.

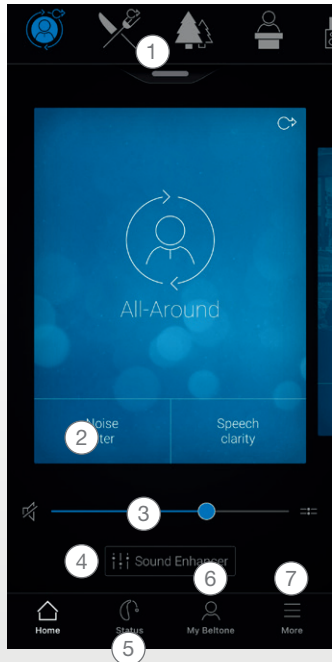You are now ready to use your app.

If you are using an Android™ device:

1. On Google Play enter the name of the app you want to download
2. Tap **Install** and then, tap **Accept** to allow your app to use **Bluetooth**
3. Open the app and tap **Get started**. Follow the instructions on the screen to connect your hearing aids to your app.

You are now ready to use your app.

App functionality

Main screen:

1. Use the top carrousel, **drop-down** or card-swipe to choose your hearing aid or streamer program, or your Favorite. Tap drop-down to edit programs and Favorites.

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 Breaker Pro, or to choose your Nature Sound**.

5. Access the **Status** menu to check the status of your hearing aids

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 Breaker Pro feature has been enabled by your hearing care professional.

Tinnitus Manager functionality

Tinnitus Manager

The Tinnitus Manager will be available for you in the app if the Tinnitus Breaker Pro (TBP) has been enabled in one or more of your fitted programs. Depending on the fitting by your hearing care professional, you will have either a white noise signal or a nature sound signal as the default setting.

The Tinnitus Breaker Pro volume level, frequency shaping, white noise variation and Nature Sound can be adjusted, but the adjustments will be deleted upon closing the app, unless the settings are saved as a Favorite, which can later be accessed manually when re-opening the app.

The Tinnitus Breaker Pro volume can only be adjusted within the range set by the hearing care professional. When closing the app, any adjustments will be deleted and default back to the settings performed by the hearing care professional.

Permanent adjustments to the default settings can be requested using Beltone Remote Care. If the hearing care professional agrees and makes a permanent adjustment to a default setting, the new default setting can be downloaded using Beltone Remote Care.
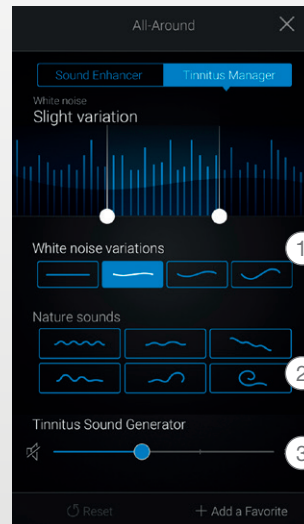
Intended Use/Indications for Use of TBP

The Tinnitus Breaker Pro module is a tool to generate sounds to be used in a Tinnitus Management Program to temporarily relieve patients suffering from tinnitus. The target population is primarily the adult population over 18 years of age. This product may also be used with children 5 years of age or older. The Tinnitus Breaker Pro module is targeted for healthcare professionals, which are treating patients suffering from tinnitus, as well as conventional hearing disorders. The fitting of the Tinnitus Breaker Pro module must be done by a hearing professional participating in a Tinnitus Management Program.

Access to the Tinnitus Manager in the app
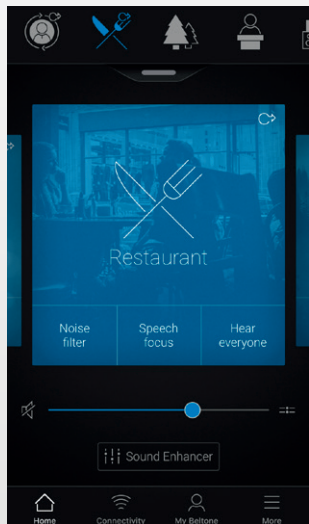
A small icon will appear in the top right corner on programs if you have the Tinnitus Breaker Pro fitted. If you go to the Sound Enhancer menu from one of those programs, you will see the Tinnitus Manager available.

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

Activating and adjusting signals

When you enter the Tinnitus Manager, your current settings will be indicated. On the screen to the left, the white noise signal is activated. On the screen to the right, the nature sound signal is activated.

You will have access to:
1. **White noise***: Activate or adjust the white noise signal by tapping one of the four buttons in 'White noise variations'. You can also adjust the frequency shaping above by moving the two sliders left and right.
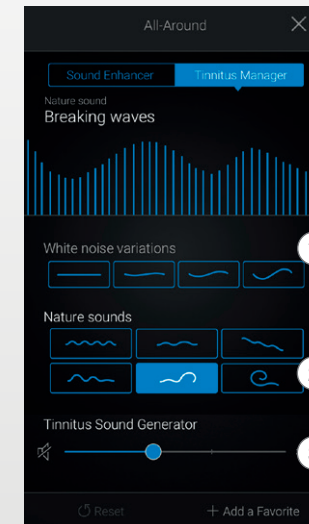
2. **Nature sounds***: Activate or choose your preferred nature sound by tapping one of the six buttons in 'Nature sounds'.
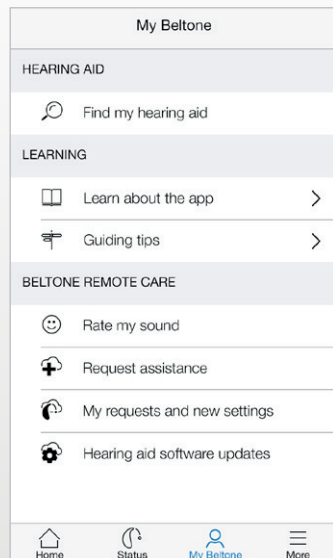
3. **Volume Control***: Adjust the volume level of the 'Tinnitus Breaker Pro' by moving the slider.

Beltone Remote Care

Use the Beltone Remote Care option if you need help from your hearing care professional.*
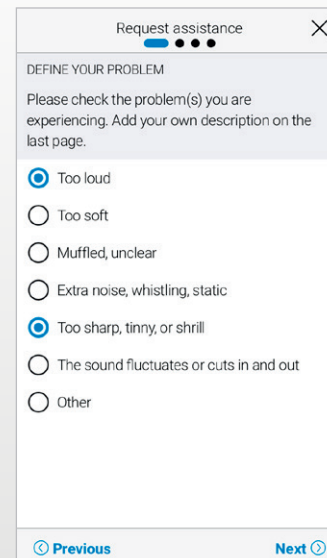
How to request assistance

Tap **My Beltone** on the bottom to find Beltone Remote Care. Tap **Request assistance** and follow the steps in the app.

You will be asked to answer a few questions before starting. If you can answer **No** to all questions, tap **Next** to continue.

How to define and send your issues

Choose the options that match the issue you are experiencing. The more details you can give, the better.

How to fill in your information
If none of the options on the screen match your issue, choose **Other**. You can also add a personal message if you want to describe it yourself. Continue by describing how severe you think your issue is, in which ear it happens and in which programs.

How to send your request
Once you are done filling in your information, tap **Send request**. Your hearing aids must be connected to the app while sending your request for assistance.
You will receive a confirmation from your hearing aid professional and a note regarding when you can expect to receive your new hearing aid settings.

How to view previous requests
Go to **My Beltone** and tap **My requests and new settings**.

* Beltone Remote Care is only available for hearing aids connecting to Beltone HearMax. The feature is available in selected countries only and depends on the fitting by your hearing care professional.
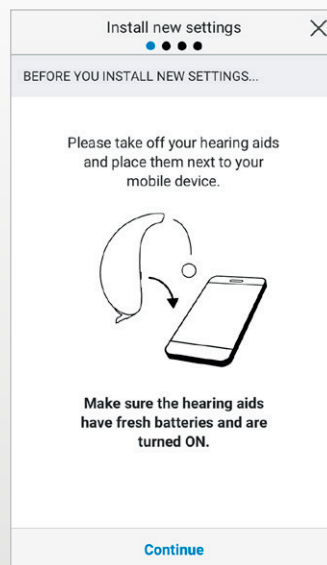
Your new hearing aid settings

When your new settings are ready to be installed, you will receive a notification on your phone or in the app.
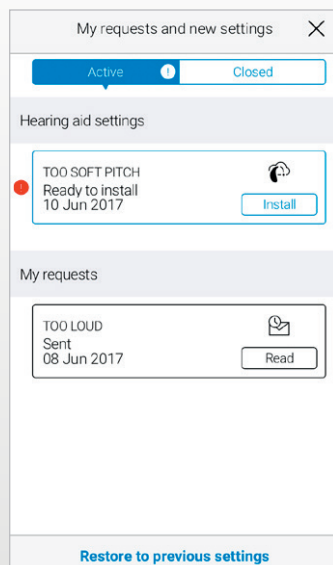
How to start installing
Your new settings are always shown on top of the list. Tap **Install** to begin and wait until it is done - it will take approximately 1 minute.
You can always restore your previous settings if you think they were better for you. In **My Beltone**, tap **My requests and new settings** and **Restore to previous settings**.


How to install your new settings
This is easily done - just follow the steps in the app. The hearing aids will be turned off while installing.
Once the new settings are installed, tap **Close**. You are now ready to try your new settings.

Rate my sound

A few days after installing your new hearing aid settings, the app will ask you to rate the sound in your hearing aids.
You can also rate your sound by tapping **My Beltone** and then **Rate my sound**.

Comparison
If your hearing aids have been fine-tuned, the app will ask you to compare the new and older settings. Choose the option you find most suitable for you.

If you are not satisfied with your new settings, the app will ask you fill a new request for assistance. Add as many details as possible so your hearing care professional can provide the best possible solution for you.

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 Beltone devices for which it is intended. Beltone takes no responsibility if the app is used with other devices or if third party apps are used to control the Beltone devices.

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

⚠ Warnings and cautions

If using the Beltone app with the hearing aid, please make sure to 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 Beltone customer support.

Be aware of information marked with the warning symbol

⚠ **WARNING** points out a situation that could lead to serious injuries,
CAUTION indicates a situation that could lead to minor and moderate injuries.

Adjustment of the Tinnitus Breaker Pro settings, using a smartphone app, should only be performed by the parent or legal guardian in cases where the user is minor. Use of the Beltone Remote Care feature for remote settings of the Tinnitus Breaker Pro, should only be performed by the parent or legal guardian in cases where the user is minor.

Discontinue use of the Tinnitus Breaker Pro and consult promptly with a licensed physician if you experience one of the following conditions:
a. Visible congenital or traumatic deformity of the ear.
b. History of active drainage from the ear within the previous 90 days.
c. History of sudden or rapidly progressive hearing loss within the previous 90 days.
d. Acute or chronic dizziness.
e. Unilateral hearing loss of sudden or recent onset within the previous 90 days.
f. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
g. Pain or discomfort in the ear.

Discontinue use of the Tinnitus Breaker Pro and consult promptly with your hearing care professional, if you experience changes in the tinnitus perception, discomfort or interrupted speech perception, while using the Tinnitus Breaker Pro.

Intended use of mobile device apps:
Mobile device apps are intended to be used with wireless hearing aids. Mobile device apps send and receive signals from the wireless hearing aids via mobile devices for which the apps have been developed.

Beltone. Helping the world hear better

Beltone was founded on the act of helping a friend to enjoy life more. Since 1940, we have provided knowledge, tools, service and training to the professionals servicing the hearing impaired. Beltone makes quality hearing care available to more people. To do so, we develop technically optimal hearing solutions without ever losing focus on the individual's needs. It is our belief that no individual should be denied the possibility of an improved life with better hearing.

CE 0297 Any issues relating to the EU Medical Device Directive 93/42/EEC should be directed to Beltone A/S.

Beltone™