



Signia App

User Guide

Version 2.5 (2022-07-01)

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

UDI-DI (01)05714880113167

UDI-PI (10)2A5A50A5689



Read these instructions before using the App.

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Compatibility

Hearing Aids



Signia app ready.

- TeleCare
- Remote Control

The App is compatible with the complete Signia hearing aid portfolio except Fun and Fast Indication that Hearing Aid is ready to use APP features.

Apple devices



The Signia app is compatible with all Apple devices with the iOS version 13 and higher.

Android devices



The Signia app is compatible with most Android devices with Android 8.0 and higher.

Installation

New users



free from the app Store as well as from the Google Play Store.

You can download and install the Signia App for



device that appears after the successful installation.

Tap on the Signia App icon on your mobile



Accept the terms and conditions.



Now you are ready to connect your hearing aids with the app. Tap "Connect your hearing instruments."

Existing users



If you already have the latest version of the touchControl, myControl and/or myHearing app, you get an automatic update message to install the new Signia App.



During this update, all pairing and hearing aid information will be transferred automatically so that you do not need to do anything manually.

In case you have Bluetooth hearing aids, you might need to do the pairing again. Please refer to the section "Connect via Bluetooth".

Connection to hearing aids



The Signia app offers you different connection options.

Connect via Bluetooth

Apple devices



Connect your Bluetooth hearing aids to your Apple/iOS device.



In the main menu, you will find different connection options. Select the option “Bluetooth” if you have Bluetooth hearing aids.



Tap “Go to Phone Settings” at the bottom.



Select the option “Accessibility” under “Settings”.



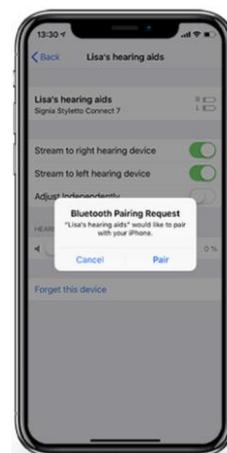
Select the option “Hearing Aids” under “Accessibility”.



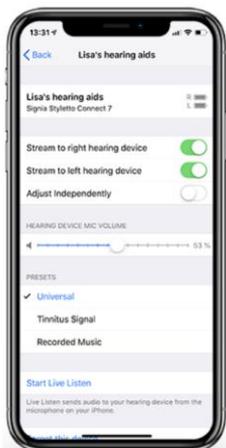
Activate Bluetooth by swiping the menu bar next to the option “Bluetooth” to the right. If Bluetooth is already activated, this step is skipped automatically.



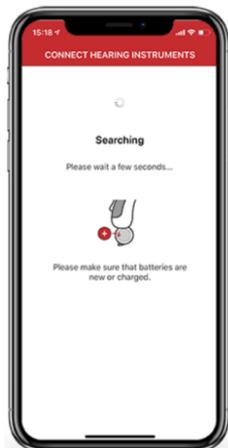
Your Apple device detects your hearing aids automatically. Please tap the names of your hearing aids.



You receive a pairing request in a pop-up window where you have to tap “Pair”. Please note that you get a separate pairing request for each hearing aid if you have 2 hearing aids.



When the pairing has been made successfully, you can see the basic settings that you can manage via your Apple device (microphone volumes, presets, etc.).



Return to the Signia app and the app automatically searches, finds and connects to your hearing aids.

Make sure your hearing aids are switched on.

Make sure your hearing aids are close to the mobile device.



Wait a few seconds while the app completes the connection to your hearing aids.



When the connection has been established successfully, you can start using the app by tapping "Let's Go!".

Android devices



Connect your Bluetooth hearing aids to your Android device.

The Android screens shown serve as an example. They might differ depending on the model/type of mobile device.

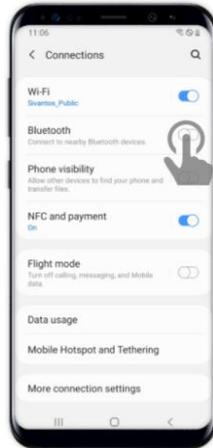


To pair the hearing aids, go to the "Settings"

menu of your Android device.



Select the option
“Connections” under
“Settings”.

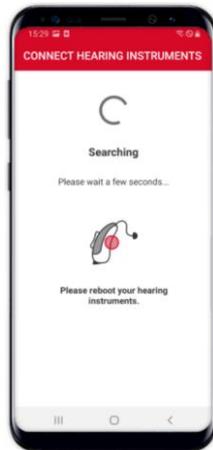


If Bluetooth in your
mobile device is off,
activate it by swiping the
menu bar next to the
option “Bluetooth” to the
right.

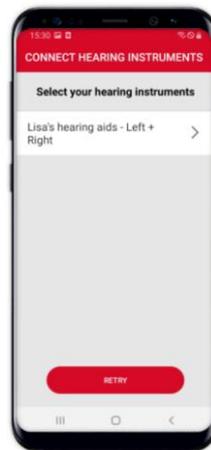


Go to the app and select
the option “Bluetooth”.

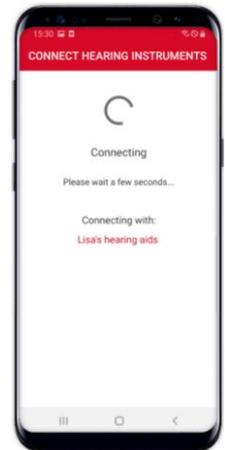
The app starts searching
for your hearing aids.
Please make sure that
your hearing aids are
switched on.



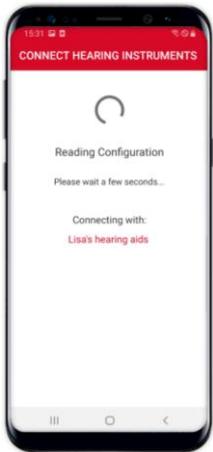
Re-start your hearing
aids once and place
them close to your
mobile device.



Once the app finds your
hearing aids, they are
shown. Tap the top right
row to proceed.



The connection is
established.



Wait a few seconds while the app completes the connection to your hearing aids.



When the process is completed successfully, you can start using the app by tapping "Let's Go!".

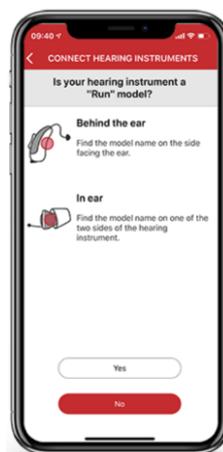
Connect manually



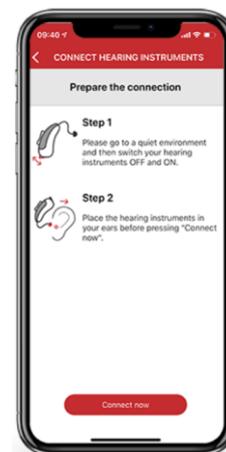
With this option, you can connect your hearing aids to your mobile device manually. You are asked to provide all the information needed.



Select "Manual" if you have neither a TeleCare code, a QR code nor Bluetooth hearing aids.



If your hearing aid is a Signia Run device, tap "Yes" to proceed. If you have a hearing aid different than Run, tap "No" to proceed.



Follow the steps described to prepare the connection and tap "Connect now".



You hear a confirmation tone in your hearing aids. When you hear the tone, tap "Yes".

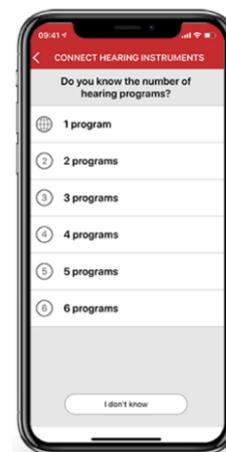
If you do not hear a tone, please tap "No" and the confirmation tone will be re-sent.



If you have a hearing aid other than Signia Run, you are asked to provide additional information in order to complete the pairing process.



First are asked whether your hearing aids support the Directional Hearing (Spatial Configurator) function. Tap "Yes" or "No" to proceed.



Next you are asked how many hearing programs you have in your hearing aids. Choose the correct option if you know it. If not, please tap "I don't know" at the bottom.



After you have chosen the number of hearing programs you have, you are asked which of them are tinnitus programs (multiple choice is possible). Afterwards, you can finish the process by tapping “Finish Setup”.



If you have chosen “I don’t know”, you are asked whether your currently selected program is a tinnitus program or not. Tap “Yes” or “No” to proceed.



When the connection has been established successfully, you can start using the app by tapping “Let's go!”.

Connect via QR code



You can connect the Signia app with your hearing aids by using a QR code.



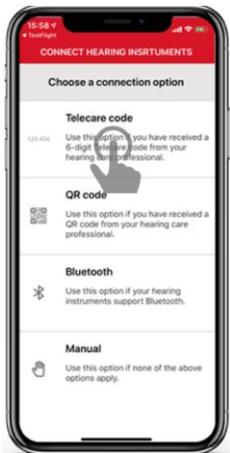
Select “QR code” if you have received a code from your Hearing Care Professional.



Capture the QR code with the camera of your mobile device. The connection will be

established automatically.

Connect via TeleCare



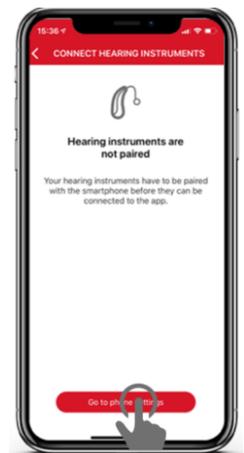
Select “TeleCare Code” if you have received a 6-digit code from your Hearing Care Professional for TeleCare activation.



Enter the 6-digit code to activate TeleCare.



TeleCare is activated. Afterwards, please follow the instructions to connect your hearing aids with the app.



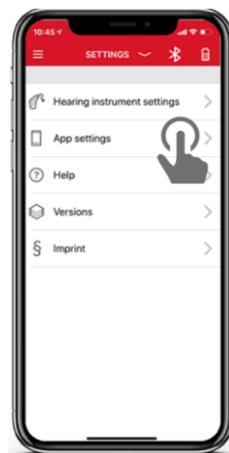
If you have Bluetooth hearing aids, tap “Go to Phone Settings” and follow the steps described in the section: “Connect via Bluetooth”.



You can also activate TeleCare while you are using the other functions of the app. In this case, tap the icon with three horizontal lines in the top left corner of the main menu.



Select “Settings”.



Tap “App Settings”.



Tap “Connect to TeleCare”.



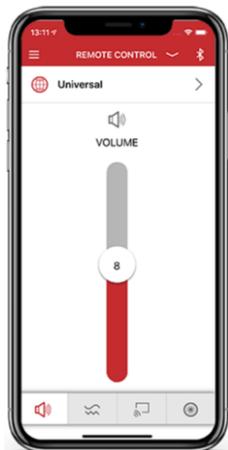
Enter the 6-digit code provided by your Hearing Care Professional and TeleCare will be activated.

Remote control

Basic adjustments (personalize your device / app)



The various remote control functions offered by the Signia app help you personalize your hearing experience further.



The main menu shows the current hearing program and the current volume level of the hearing aids.



If you wear two hearing aids, you can use either one single volume slider or two separate volume sliders, depending on the adjustment made by

your Hearing Care Professional.

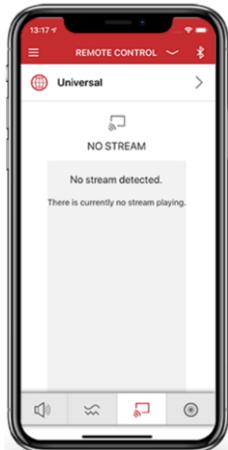


If you have a tinnitus program, you will find an additional icon at the bottom to adjust the

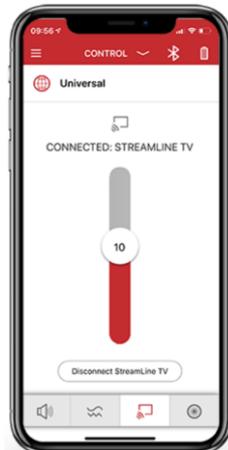
volume of the tinnitus therapy signal.



By tapping the related icon at the bottom, you can adjust the sound balance between bass and treble.



If you stream audio via StreamLine TV or StreamLine Mic, you can see the streaming devices by tapping the corresponding icon at the bottom.



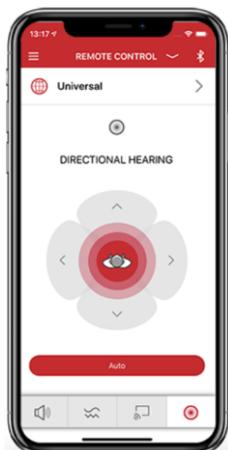
If you are using an audio streaming accessory, e.g. StreamLine TV, you can adjust its volume level from this menu.

Directional hearing



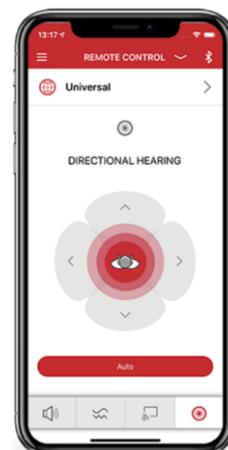
The Directional Hearing function in the Signia app offers you the possibility to adjust the directionality of your

hearing aids according to your needs.



Tap the icon in the bottom right side to activate the Directional Hearing functionality.

Please note that the availability of Directional Hearing depends on the type of hearing aid and is only available for the first hearing program in your list.



Directional Hearing is normally set to automatic. The “Auto” button at the bottom is marked red in this case.



You can adjust the Directional Hearing manually by selecting its span. In this case, the selected span is marked red while the “Auto” button turns white.



You can adjust Directional Hearing flexibly on the 360° basis depending on your listening environment and conversation partner.

Status monitoring

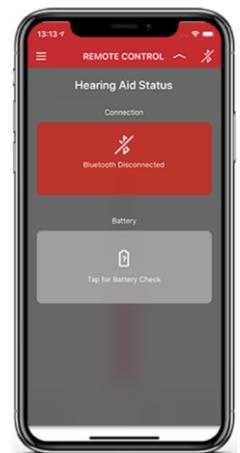


The Signia app enables you to monitor the connection and battery

status of your hearing aids in an intuitive way.

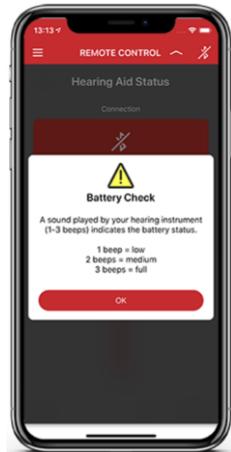


The Bluetooth and battery icons show your connection status and battery level. Tap one of these icons to get more detailed information.



You can monitor whether the Bluetooth connection between the app and the hearing aids

is lost. In order to check the battery status, you can tap one of the battery icons shown in the menu.



A sound played by your hearing aids indicates the battery status:

1 beep = low

2 beeps = medium

3 beeps = full

TeleCare (Signia Assistant)

Contact your HCP, e.g. for troubleshooting



In order to use TeleCare functionalities, you need a separate activation. Please contact your Hearing Care Professional (HCP) to get the activation code and refer to the section "Connect via TeleCare".



Tap the icon with three horizontal lines in the top left part of the main menu and select "Professional".



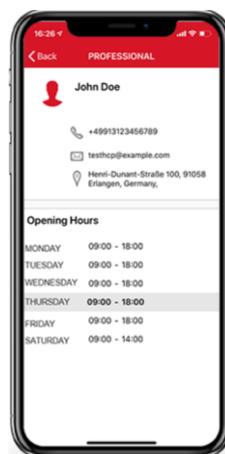
You can see the name of your Hearing Care Professional at the top and the chat bar at the bottom. From this menu you can enter and send a chat message to your Hearing Care Professional.



You can see the messages you have sent in red color.



You can see the replies from your Hearing Care Professional in grey color.



The phone number (tap the number to call your Hearing Care Professional via your mobile network).

The e-mail (tap it to send an e-mail to your Hearing Care Professional).

The address (tap it to navigate to the address).

Opening hours of your Hearing Care Professional.

Rate your satisfaction



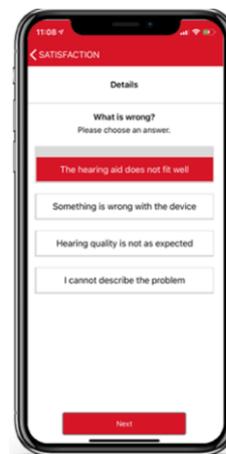
TeleCare gives you the possibility to rate your daily satisfaction with your hearing aids. If you share these data, your Hearing Care Professional can understand your needs better.



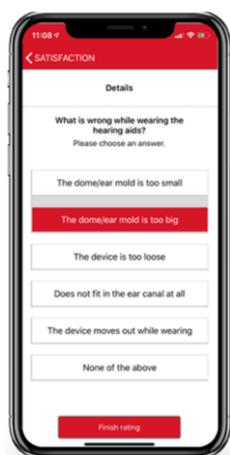
Tap the icon with three horizontal lines on the top left and select "Satisfaction".



You can rate your daily satisfaction by tapping one of the 5 smileys and share this information with your Hearing Care Professional.



If you have provided an unsatisfied rating (the first three smileys), you are asked to provide additional input to ensure that your Hearing Care Professional can understand your problem better.



Tap "Finish Rating" to send your feedback to your Hearing Care Professional.



If you have provided a satisfied rating (the last two smileys), it will be sent directly without any need for additional input.

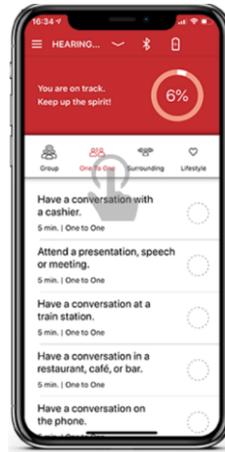
Perform hearing lessons



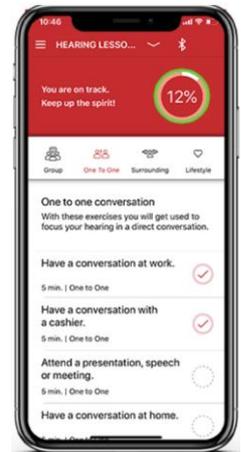
The Signia app provides convenient, interactive lessons giving you the opportunity to get used to your new hearing aids at your own pace.



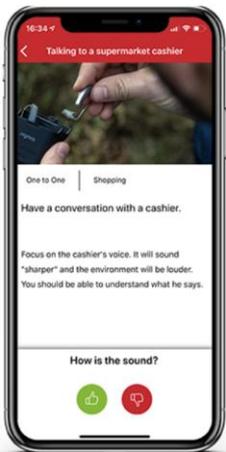
Tap the icon with three horizontal lines on the top left in the main menu and select "Hearing Lessons".



You can find the hearing lessons under four tabs referring to different listening situations: Group, One To One, Surrounding and Lifestyle. You can see all available lessons by selecting these tabs.

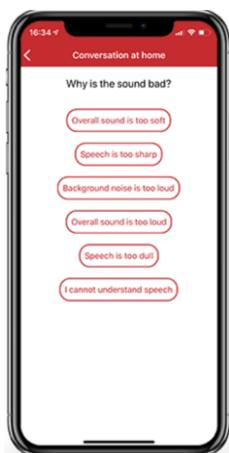


The app shows you how much of the lessons you have completed, in percent, to make sure that you are always on track.



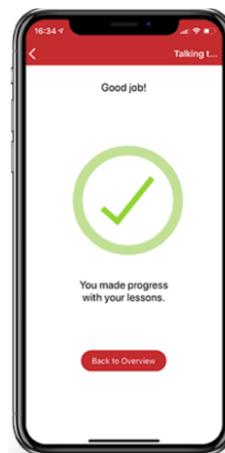
After selecting the lesson you want to perform, you can see an explanation of the hearing situation you should focus on. You can then rate the situation as satisfactory

or unsatisfactory, depending on your individual experience.



If you give an unsatisfied rating, you are asked to provide additional input to ensure that your

Hearing Care Professional can understand your feedback better.



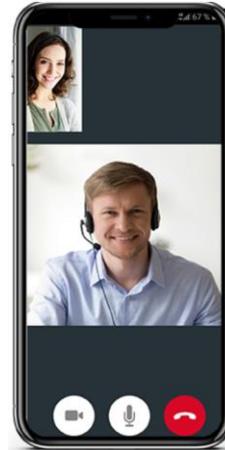
The hearing lessons enable a quicker acclimatization to your

hearing aids and help improve your hearing experience.

Virtual appointments



With TeleCare you can get remote support when you need it – even when you cannot visit your Hearing Care Professional personally.



If you have an issue that you need solved, you can arrange a virtual appointment where your Hearing Care Professional can start a video call, establish a remote connection to your hearing aids, and adjust the settings, live and in real time, as if you met them physically.

Explanation of symbols

Symbols used in our documents

Symbol	Description
	Points out a situation that could lead to serious, moderate, or minor injuries.
	Indicates possible property damage.
	Advice and tips on how to handle your device better.
	CE compliance label that confirms compliance with certain European Directives. Refer to the section "Conformance information".
	Indicates the legal manufacturer of the device.
	Indicates that the device is a medical device.

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 directives:

- 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 use:

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

Intended patient population:

Patients of App can be basically anyone that uses a hearing aid. The App is designed to be used by adults. The only restriction is that patients must be able to use a smartphone.

Intended user:

Person with hearing loss using a compatible device.

Indications:

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 manufacturer of the device and the competent authority in which the user and/or patient is established.

 **Legal Manufacturer**
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