



App Store

App

User Manual



Android

“

I had no idea how much of life I was missing out on. I can hear the birds chirping again on my daily walks outside. I'm amazed at the difference it has made.

-Sally N.





## We're Here to Help

We are thrilled to be able to help you hear more of life.

Our dedicated USA-based hearing specialists are happy to guide and assist you with any questions you may have.

Please review this user guide to get the most out of your Otofonix hearing device.



The Otofonix App's primary feature is to customize the user's preferred profile settings to provide a fit and comfortable hearing experience.

**NOTE:** Due to the app's improvements over time, your app may look and act differently from what is shown in this user guide. If this is the case, please follow the instructions provided by the app.

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# What is Bluetooth?



Bluetooth is a wireless technology that allows the exchange of information between different wireless devices.

# Connecting Your Otofonix Bluetooth Hearing Aid to Your Smart Device



# Download and Install FREE Otofonix App

## Option One

Download and install the FREE Otofonix App for your type of mobile device so it will be able to communicate with your Otofonix hearing aid.



**Visit Apple App Store**

For Apple devices

[Apple.com/App-Store/](https://apple.com/app-store/)

Otofonix app is available for iPads and iPhones with iOS version 9 and higher or Android devices running version 6 or higher.



**Visit Google Play**

For Android devices

[Play.Google.com/Store](https://play.google.com/store)



# Download and Install FREE Otofonix App

## Option Two

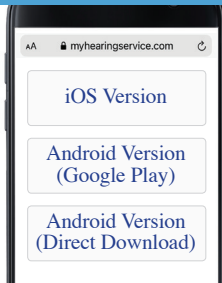
Open up your camera on your Smart Device and scan this QR code to download the Otofonix App.

### Scan QR Code with Mobile Device Camera



QR Code

### Select iOS or Android Version



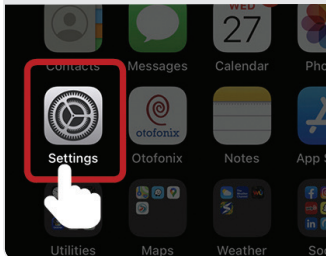
# How to Turn On Your Apple Bluetooth\*

See Page 10 for Android Devices

## STEP ONE Put on Your Hearing Aids




## STEP TWO Select the Settings Icon



\*Bluetooth is a wireless way to connect your Bluetooth enabled hearing aid to your smartphone.

### STEP THREE

#### Select the Bluetooth\* Option

 Airplane Mode


 Wi-Fi >

 Bluetooth Off >

 Cellular >

 Personal Hotspot Off >

 Notifications >

 Sounds & Haptics >

 Do Not Disturb >

 Screen Time >

### STEP FOUR

#### Select to Enable Bluetooth\*

6:12



< Settings

Bluetooth

Bluetooth



AirDrop, AirPlay, Find My, and Location Services use Bluetooth.

< Settings

Bluetooth

Bluetooth



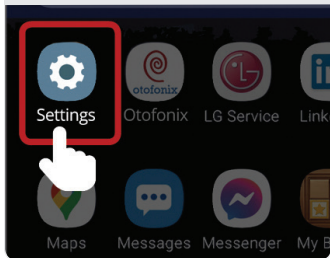
*It should look like this*

# How to Turn On Your Android Bluetooth\*

## STEP ONE Put on Your Hearing Aids



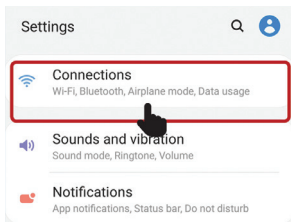
## STEP ONE Select the Settings Icon



\*Bluetooth is a wireless way to connect your Bluetooth enabled hearing aid to your smartphone.

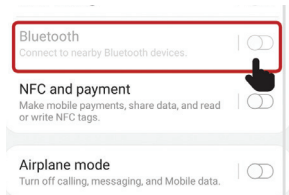
## STEP TWO

### Select the Connections Option



## STEP THREE

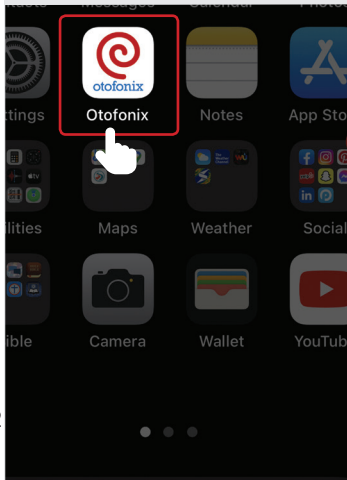
### Select to Enable Bluetooth\*



*It should look like this*

# How to Connect to Your Bluetooth Hearing Aid

Launch the Otofonix App



Select "Connect Device"



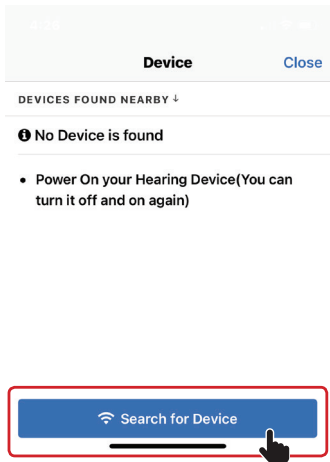
Connect Your Device First

- Power On your Hearing Device (You can turn it off and on again)

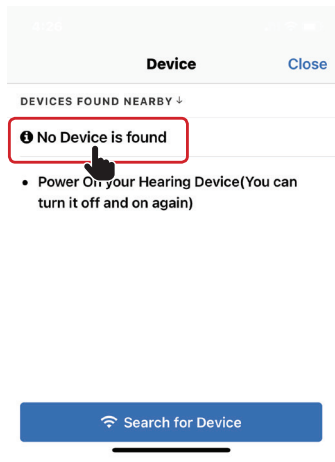
 Connect Device

 Simulate Mode

## Select “Search for Device”



## If No Device is Found, See Troubleshooting Tips on Page 35



## Searching for Connection

**Device** [Close](#)

DEVICES FOUND NEARBY ↓

DEVICE NAME (####) [Tap to Connect](#)

DEVICE NAME (####) [Tap to Connect](#)

- Power On your Hearing Device(You can turn it off and on again)

Connecting Device..58

[Cancel](#)

## Select “Tap to Connect”

**Device** [Close](#)

DEVICES FOUND NEARBY ↓

DEVICE NAME (####) [Tap to Connect](#)

**DEVICE NAME (####)** [Tap to Connect](#)

- Power On your Hearing Device(You can turn it off and on again)

[Search for Device](#)



## Select Which Ear are Your Hearing the Beep From?

**Device** Close

DEVICES FOUND NEARBY ↓

DEVICE NAME (####) Tap to Connect

DEVICE NAME (####) Tap to Connect

SONA(0034): Which Ear you will wear with?(Device is beeping now)

**Left Ear**

Right Ear

**Cancel**

Search for Device

## Searching for Connection

**Device** Close

DEVICES FOUND NEARBY ↓

DEVICE NAME (####) Tap to Connect

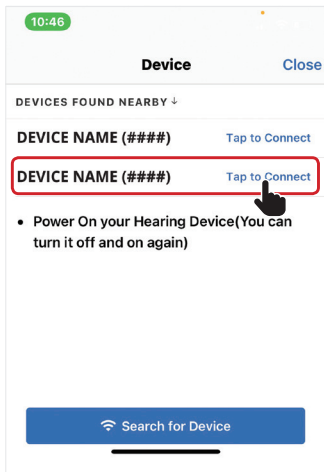
DEVICE NAME (####) Tap to Connect

- Power On your Hearing Device(You can turn it off and on again)

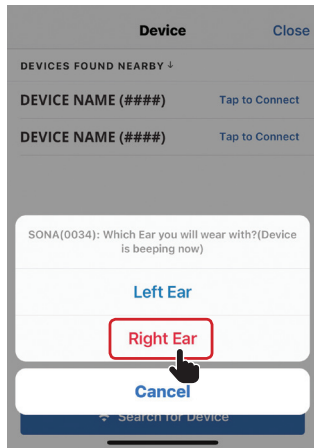
( Connecting Device..58

**Cancel**

## Select "Tap to Connect"



## Select Which Ear are Your Hearing the Beep From?




# Customization Options



## How well do you know your own hearing?

When is the last time you've had your hearing checked? You can perform a non-medical hearing check now, or input your audiogram results.

 Hearing Check

 Input Audiogram

## OPTION 1

**Use the default settings that are already pre-installed.**  
If you choose Option 1 you do not need to perform Options 2 or 3.

## OPTION 2

**Perform a Hearing Check**

## OPTION 2

**Input your Audiogram**  
(Page 29) (Results from a hearing test)


## OPTION 2

### Select "Hearing"



#### Connect Your Device First

- Power On your Hearing Device (You can turn it off and on again)

 Connect Device

 Simulate Mode



Control




Hearing

### Select "Hearing Check"



#### How well do you know your own hearing?

When is the last time you've had your hearing checked? You can perform a non-medical hearing check now, or input your audiogram results.

 Hearing Check

 Input Audiogram



Control



Hearing

## See Connected Devices

- Power On your Hearing Device (You can turn it off and on again)

 Search for Device

### My Device

 **DEVICE NAME (####)**  ...

 **DEVICE NAME (####)**  ...

## Find a Quiet Place to Preform Your Hearing Check

1:58



Before Start (1/4)

[Close](#)

### Find a Quiet Place

For the most accurate results, please find a quiet place to perform this check.

57

Current Noise Level (dB)



[> Continue](#)

## When your environment is quiet enough, click “Continue”

1:58



Before Start (1/4)

Close



### Find a Quiet Place

For the most accurate results, please find a quiet place to perform this check.

57

Current Noise Level (dB)



> Continue



## The Countdown for the Hearing Check Will Begin

4:00



Fitting

Close

4

Ready for Fitting Left

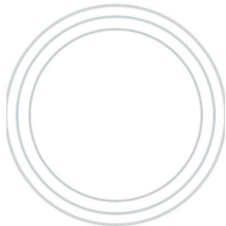
## Start Your Hearing Check For Left Ear

Before Start (3/4)

Close

### Set Volume

During the hearing check we will set your volume to 50%. Please don't change it.



We are now playing a beeping sound for your reference. Tap "Continue" if you hear it.

I Don't Hear It

> Continue

## Respond "Yes" or "No" to Beeping Sound

Hearing Check

Close

 Undo

 Exit

1/12



500 Hz, 12%

We've decreased the beeping sound, do you hear it?

NO

YES

## Respond “Yes” or “No” to Beeping Sound

Hearing Check

Close

Undo

Exit

3/12



2000 Hz, 25%

We've decreased the beeping sound, do  
you hear it?

NO

YES

## Respond “Yes” or “No” to Beeping Sound

Hearing Check

Close

Undo

Exit

5/12



4000 Hz, 12%

We've decreased the beeping sound, do  
you hear it?

NO

YES



## The Countdown for the Hearing Check Will Begin

4:00

Fitting

Close

# 4

Ready for Fitting Right

## Start Your Hearing Check For Right Ear

Hearing Check

Close

Undo

Exit

8/12



1000 Hz, 25%

We've decreased the beeping sound, do you hear it?

NO

YES

## Respond "Yes" or "No" to Beeping Sound

Hearing Check

Close

Undo

Exit

10/12



3000 Hz, 25%

We've decreased the beeping sound, do you hear it?

NO

YES

## Respond "Yes" or "No" to Beeping Sound

Fitting

Close

Undo

Exit

10/10



4000 Hz, 33%

We've decreased the beeping sound, do you hear it?

NO

YES

## Volume Balance Check

Binaural Balance

Close

### Set Volume

During Binaural Balance Check we will set your Volume to 50%, please don't change it.



We are now playing a beeping sound for your reference. Tap "Continue" if you hear it.

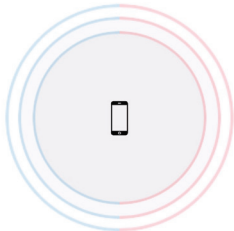
I Don't Hear It

> Continue

## Adjust or Confirm Volume Balance

Binaural Balance

Close



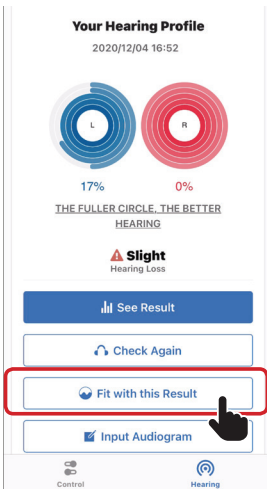
Does it sound like one side is noticeably louder than the other side?

Left

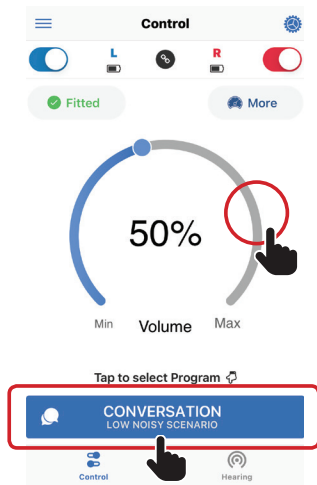
Right

 Similar in Both Sides

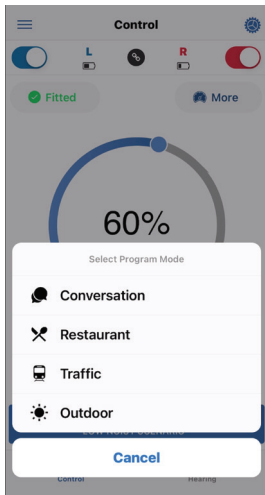
## Select “Fit With This Result”



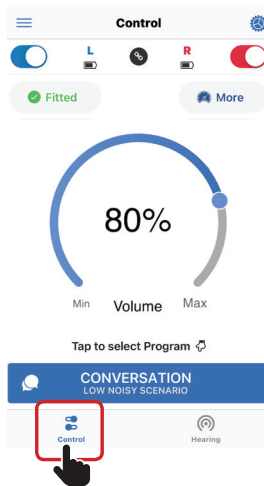
## You Can Adjust Volume and Program(s) from this “Control” Page



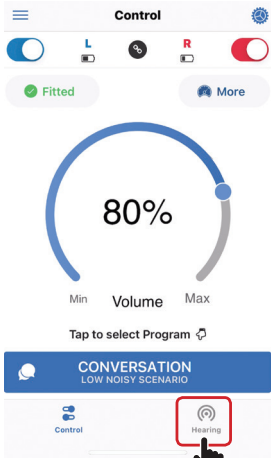
To Change Programs, Tap the Blue Rectangular Button



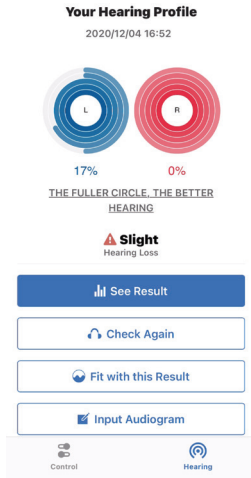
To return to the “Control” Page, Tap “Control”



## Tap the "Hearing" Icon to View Your Hearing Profile




## Below is an Example of Your Hearing Profile



## OPTION 3

### Input Your Audiogram


**Your Hearing Profile**  
2020/12/04 16:52





17%      0%

THE FULLER CIRCLE, THE BETTER HEARING

**⚠️ Slight**  
Hearing Loss

 See Result

 Check Again

 Fit with this Result

**Input Audiogram**

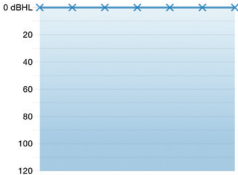
Control      Hearing

## Adjust the Band Buttons to Mirror Your Audiogram

**Input Audiogram** Close

**L**      **R**

dBHL 0   0   0   0   0   0   0

0 dBHL 

20

40


60


80

100

120

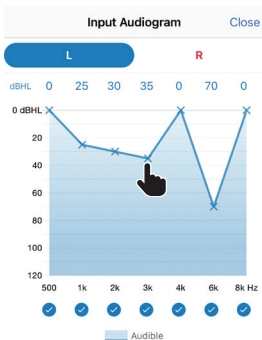
500   1k   2k   3k   4k   6k   8k Hz

 Audible

 You can input your audiogram by dragging the dots in above chart with your finger. If you don't have any audiogram, please consult a doctor to get one. Or, you can use the non-medical hearing check in this app.

> Save

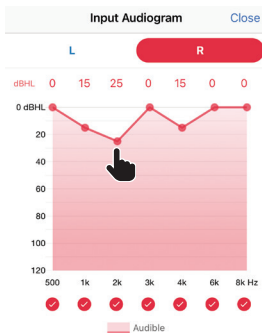
## Drag Sliders on the Appropriate Frequencies



🔗 You can input your audiogram by dragging the dots in above chart with your finger. If you don't have any audiogram, please consult a doctor to get one. Or, you can use the non-medical hearing check in this app.

> Save

## Repeat for Other Ear

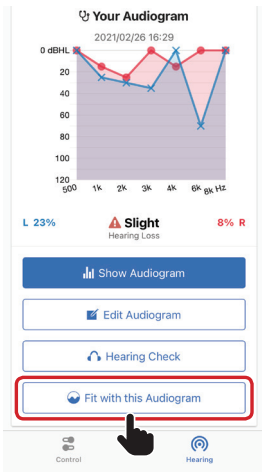


🔗 You can input your audiogram by dragging the dots in above chart with your finger. If you don't have any audiogram, please consult a doctor to get one. Or, you can use the non-medical hearing check in this app.

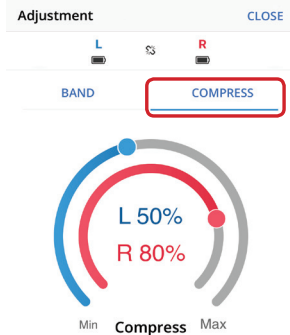
> Save



## Select "Fit With this Audiogram"



## Compression (Available only with rechargeable units)

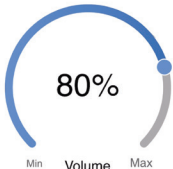


Compression helps to enhance your hearing by lowering very loud noises that can impair how well you can hear desired sounds.

## Additional Features

### Click Link to Adjust Left or Right Volume Independently

With only 1 volume dial, the volume level of both ears will be adjusted together.

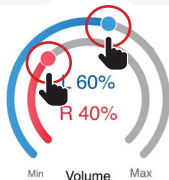
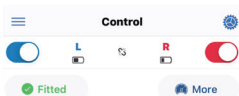


Tap to select Program 



### Click Link to Adjust Left or Right Volume Independently

With 2 volume dials, you can adjust left or right volume independently.

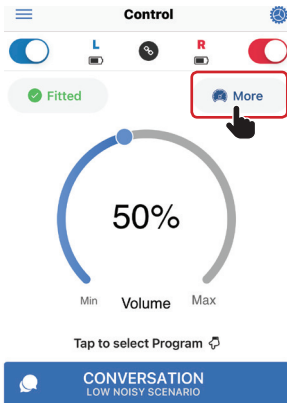


Tap to select Program 

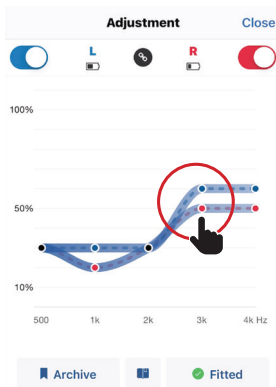


## Additional Features

To Make Frequency Adjustments Without Repeating Steps 2 or 3, Click “More”

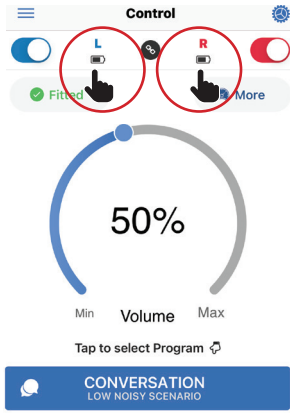


Adjust Amplification of Individual Frequencies by sliding the dots up or down for each frequency. Red=Right, Blue=Left



## Additional Features

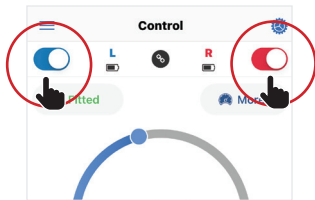
### Check Battery Levels



### Click Link to Adjust Left or Right Volume Independently

For rechargeable units, you will not see these controls. For non-rechargeable units, these switches will disable amplification of the device, while maintaining the Bluetooth connection.

**Note:** These switches should not be used for powering off your device, or Bluetooth will continue to drain the battery.



## Troubleshooting Tips

ISSUE	SOLUTION
Hearing Aid will not connect	Install a fresh set of batteries, or make sure your device is fully charged.
	Make sure your phone is updated to the latest version of iOS or Android Operating System.
	Close out of the Otofonix App and relaunch it.
	On your mobile device, turn off Bluetooth and then back on, and try again.
Batteries are not lasting 3-6 days	Remove the protective foil from battery and wait two minutes for the air to activate the battery.
	Turn Hearing Aid off when not in use.

Notifications of app updates should not be disabled, and it is recommended that the user installs all updates to ensure that the app will function correctly and will be kept up to date. The app must only be used with the Otofonix device for which it is intended, and Otofonix takes no responsibility if the app is used with other devices. If using the Otofonix app with the hearing device, please make sure to read the hearing device guide. The hearing device user guide was included in the hearing device package. If you need a copy, please contact Otofonix customer support. Mobile device apps are intended to be used with wireless hearing devices. Mobile device apps send and receive signals from the wireless hearing devices via mobile devices for which the apps have been developed.

## Helpful Videos



Please visit:  
[Otofonix.com/Resources/  
Videos/](https://Otofonix.com/Resources/Videos/)  
for a complete library  
of How-To Videos



“

The Hearing Aids work very well. Being able to use the App to program them to my hearing loss and see how much battery is remaining is great. –George S.

