

Quick guide to connectivity and the Beltone HearMax™ app





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Compatible Beltone hearing aids

Here is a list of hearing aids from Beltone that work with the Beltone HearMax™ app. If you're in doubt, please ask your hearing care professional.



Beltone **Trust**



Compatible mobile devices

Apple: Beltone hearing aids support Made for iPhone (MFi) functionality with the following Apple devices:

iPhone 7 Plus
iPhone 7
iPhone 6s Plus
iPhone 6s
iPhone 6 Plus
iPhone 6
iPhone SE
iPhone 5s
iPhone 5c
iPhone 5

iPad Pro (12.9-inch)
iPad Pro (9.7-inch)
iPad Air 2
iPad Air
iPad mini 4
iPad mini 3
iPad mini 2
iPad (4th generation)

iPod touch
(6th generation)

iOS 10 or later is required. Always install latest version of iOS for best performance. For use with Apple Watch, min. watchOS 3 is required for.

Android: The Beltone HearMax app supports some of the most popular Android devices.

As we are continuously making more mobile devices compatible, please consult the Beltone HearMax app website for up-to-date compatibility information:

beltone-hearing.com/compatibility

Pair with your iPhone, iPad or iPod touch

How to pair your Beltone hearing aids to your iPhone, iPad or iPod touch

Check battery

Insert a fresh battery in your Beltone hearing aid.
Keep the battery door open so the hearing aid cannot power up.

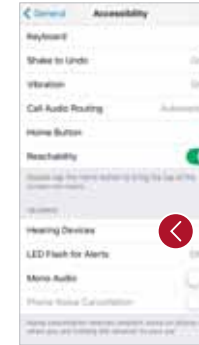
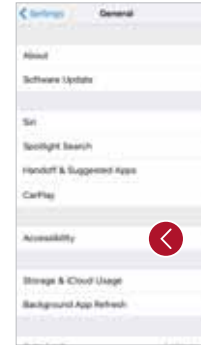
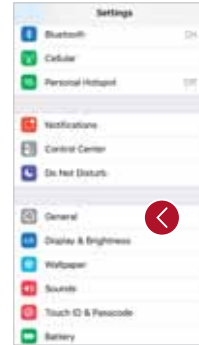


Turn on Bluetooth



Swipe upwards from the bottom of the screen to reveal the Control Center.

Tap the Bluetooth icon.



Detect hearing aids

Now that Bluetooth is activated, go to **Settings**, tap **General**, then **Accessibility**.

Close the battery door to power up your hearing aid so your iPhone, iPad, or iPod touch can detect it and then tap **Hearing Devices**.



Make the connection

Tap on the name and model number of your hearing aid when it appears on the screen.

When it's connected, your hearing aid name will be shown with a checkmark, and the color of the name will change from black to blue.

Tap Pair in the dialogue box. When pairing to two hearing aids, you will receive separate pairing requests.

The second request may take a few seconds to appear after starting the first pairing.

Now that you are connected, you can check the status of the connection on the Hearing Devices page.

Re-connecting your hearing aids to your iPhone, iPad or iPod touch

When you turn off your hearing aids or Apple device, they will no longer be connected. To connect them again, turn on your hearing aids by opening and closing the battery doors. The hearing aids will then automatically connect to your Apple device. You can also verify this connection by accessing the Accessibility shortcut (triple click the home button) and making sure that your hearing aids have been detected.

Pairing to more than one Apple device

You can pair up to five different Apple devices to your Beltone Trust hearing aids, but you can only connect to one Apple device at a time.

To switch connection from one Apple device to another, swipe up from the bottom of your Apple device's screen and turn Bluetooth off.

Now you can activate Bluetooth on the device you want to connect to next.

Wait for authentication

When you tap on **Pair** in the dialogue box, your Beltone Trust hearing aid and Apple device need time to authenticate the pairing. Either put your hearing aid on and wait for a series of 6 beeps followed by a ripple tone, or wait at least 120 seconds for authentication to finish. Please don't stream audio until authentication is complete.

Stream sound directly to your Beltone Hearing aids

You can stream stereo audio, such as music, directly from your Apple device to your hearing aids.

Control Center



Access the Control Center by swiping up from the bottom of the screen. Swipe left to access the second panel. Select the device for audio - in this case your hearing devices.

To stop streaming to your hearing aids and return to normal phone operation, select **iPhone**. You can also stop streaming audio to your hearing aids by tapping the media player's pause button.



How to stream audio from different apps



You can also stream audio from other apps such as YouTube.



Open a media player app such as YouTube and press the AirPlay icon.

Select the hearing aids for streaming and press play. Press pause to stop streaming the video. If you want to go back to normal iPhone operation, click on the AirPlay icon and tap on **iPhone** in the dialogue box.

Phone and FaceTime calls



If a call comes in while you are streaming audio from your music player, answer it and the system will automatically turn down the music and switch to your phone conversation.

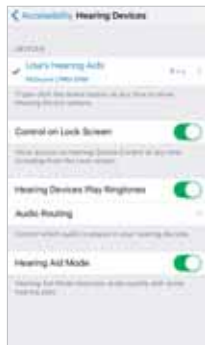
Once you end a call, the system will continue streaming music from where you left off.



If I answer a call from Apple Watch, do I get the sound in my hearing aids?

If you get a call on your Apple Watch, scroll down on the digital crown and choose Answer on iPhone to get the sound in your hearing aids. Use the microphone on your iPhone to pick up your own voice.

Audio routing



Audio Routing allows you to control how different audio inputs will be directed.

Go to **Settings**, tap **General**, tap **Accessibility**, then **Audio Routing**.



Select either:
Call Audio (incoming phone calls) or **Media Audio** (for example streaming music).

Select how you wish to direct the audio input, for example **Always Hearing Aids**.

Setting to **Automatic** routing will route to a wired audio source if connected, then search and stream to either standard Bluetooth devices (for example CarPlay, A2DP Bluetooth devices) or hearing aids.



Control of your hearing aids built into your iPhone, iPad or iPod touch

How to access basic volume and program controls

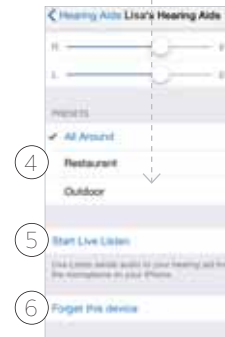
Triple click on the Home button on your Apple device to access basic volume and program controls.

How To use Apple's native app to control your Beltone hearing aids

You can also access a control center for your hearing aids in **Settings**. Go to **Settings**, **General**, **Accessibility**, and **Hearing Devices** then tap on the circled **i** to go to the hearing-aid controls.



1. The name, model, and battery status of your hearing aids.
2. Streaming and volume settings for both hearing aids or independently for each hearing aid.
3. Independent volume control of each hearing aid.



Scroll down the page to see the following settings.

4. View and change the program.
5. Start and stop Live Listen to use your iPhone, iPad or iPod touch as a microphone which sends sound directly to your hearing aids.
6. Tap this if you want to forget this device and remove the pairing.





Smart control and personalization with the Beltone HearMax app



Download and install the Beltone HearMax app

The app can be downloaded for free on the App Store or Google Play by following these steps:

If you have an iPhone, iPad or iPod touch:

1. Go to the App Store
2. Search for “Beltone HearMax”
3. If you are on an iPad, change the search criteria in the top left-hand corner to **iPhone only**
4. Tap on **Get** and then **Install** to start downloading the app
5. Tap the Beltone HearMax app on your Home screen to start up your Beltone HearMax app

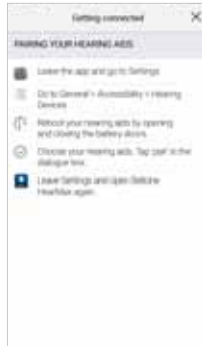
If you have an Android device:

1. Go to the Play Store
2. Search for “Beltone HearMax”
3. Tap on Install, then Accept so the app can access certain features on your phone such as Bluetooth
4. When installation is complete, tap on Open to start up your Beltone HearMax app



Getting connected

The first time you open the app, we will take you through a few steps to get you connected. Start by accepting the Terms & Conditions and then continue with the flow shown here.



If you have an Apple device:

If you haven't already paired your Apple device with your hearing aids, please go to p. 6 and follow the steps to pair.



Remember to allow push notifications and use of location-based services to always stay up to date and enjoy the app fully.



If you have an Android device:

Pair your Android device to your hearing aids:

Take off your hearing aids.

Reboot them (open and close the battery doors).

Place the hearing aids close to your mobile device.

The Beltone HearMax app will guide you through the rest of the flow:



When you have paired in iOS Settings or done your first pairing on Android, the app will confirm that it has found the hearing aids.

Next step is to establish a secure connection between the app and your hearing aids. You do this by rebooting your hearing aids. This is the second time if you have an Android device.

When the green check mark appears, you're ready to go!

Beltone HearMax app overview

The Beltone HearMax app has four main screens, all accessible from the bottom navigation menu.



Home screen

The Home screen is your center for control. From here you have easy access to program and sound control.

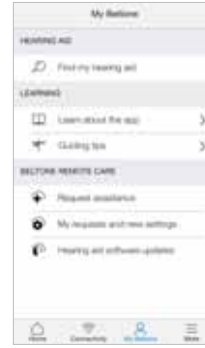
You can always return to this screen by clicking the Home icon in the bottom menu.



Connectivity

The connectivity screen will show you information about the connectivity between your mobile device, hearing aids, Beltone wireless accessories and Apple Watch.

Low-battery warnings will also be displayed here.



My Beltone

My Beltone is about you and your hearing aids.

This is where you, for example, find Beltone Remote Care.



More

The More menu is where you adjust general app settings and find support and legal information.

Program change

The Beltone HearMax Home screen gives you direct access to change programs and Favorites in three convenient ways:



Top menu

Swipe to the left for all programs and Favorites.

Program overview

Pull down or tap on the handle below the top menu to view all programs and Favorites.

Quick swipe

Swipe on the blue card to change programs. This view of each program also displays available Quick buttons.



Program overview

When opening the program overview, you can see all your programs and Favorites. You can change and edit programs and also add Favorites.

Hearing aid volume control



Volume control

Move the slider to adjust the volume in the hearing aids.

Mute

To instantly mute the sound coming from your hearing aids, tap the mute icon to the left of the volume slider.



Independent volume control

To adjust volume for right and left hearing aids independently, tap the split icon to the right of the volume slider. Sliders for each hearing aid appear.

Streamer volume control



Streamer volume control
When a streamer program is selected, you can adjust the streaming volume separately with the orange volume slider.

Hearing aid volume
You can still adjust the volume of the hearing aids without affecting the volume of the audio you are streaming.



Independent streamer volume control
To adjust volume for right and left sides of the streamer device independently, tap the split icon to the right of the orange slider.



Can I mute all my devices?

You can mute your hearing aids or your streamer device independently by tapping on one of the mute icons to the left of the volume sliders. To unmute, re-tap the mute icon or tap on the card in the middle of the screen.

Quick buttons

Each program has individual Quick buttons. Quick buttons are shortcuts to instant sound optimizations when you need them.



Quick buttons are displayed on the blue card just below the program name.



In the All-Around program, Noise filter and Speech clarity are available.

Tapping a Quick button will activate it until you tap it again to deactivate it.



Sound Enhancer: personalize your sound

Sound Enhancer lets you fine-tune bass, middle and treble, Noise reduction, Speech focus and Wind noise reduction.

Availability of Sound Enhancer varies per program depending on your fitting. Noise reduction, Speech focus and Wind noise reduction are only available for Beltone Trust 17. Bass, middle and treble is always available with Beltone Trust hearing aids.



Access Sound Enhancer from the bottom of the Home screen.



A view of Sound Enhancer with all possible features shown.

Move the sliders to interact with each feature and make adjustments.

When you interact with one of the features, the screen will focus on that feature alone. See next page.

Tap Reset to return to fitted settings.



Bass, middle and treble
Increase or decrease bass, middle and treble frequencies.

Adjustments are also applied to streamed sound.

i Can I save my settings?

When you find settings you like, you can save them as Favorites. If you don't save them, the adjustments will remain until you reboot your hearing aids (opening and closing the battery doors).



Noise reduction
Adjust the level of noise reduction from full awareness of surroundings to focused hearing.



Wind noise reduction
Adjust and reduce wind noise for maximum listening comfort in windy situations.



Speech focus
Choose exactly what to listen to by adjusting the focus of the beam.

When the hearing aids are set to automatic focus, adjusting Speech focus will switch them to manual setting. To return to automatic use, slide to the far right.

i Optimize Speech focus

When adjusting Speech Focus, also try the Noise reduction for maximum effect.



Tinnitus Manager

The Tinnitus Manager is available for Beltone Trust. Its features will be available for you in the app if the Tinnitus Breaker Pro has been enabled in one or more of your fitted programs by your hearing care professional.



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.

What you will have access to in the app



If you have a program fit with white noise

Pitch

Adjust the frequency shaping (Pitch) by moving the two sliders left and right.

Sound variation

Adjust the variation of the white noise sound input by tapping the buttons towards the bottom.

Tap Reset to return to fitted settings.



If you have a program fit with a Nature Sound™

Choose between one of the six Nature Sounds in the hearing aid.

You can also activate the white noise sound input on the Play button and adjust the Pitch.



Can I save my settings?

When you find settings you like, you can save them as Favorites. If you don't save them, the adjustments will remain until you reboot your hearing aids (opening and closing the battery doors).

Favorites



Add a Favorite

You can save your preferred sound settings as a Favorite.

Tap Add a Favorite at the bottom of the Sound Enhancer or the program overview.

Changes made to sound settings can be saved as a new Favorite or to update an existing Favorite.



Name

Start by naming your Favorite.



Location

You can also choose to add a location to a Favorite.

You can choose to have your hearing aids automatically change to the Favorite when you enter that location.



Favorite overview

When you have saved your Favorite, it will be added to the program navigation menus.

To edit or delete an active Favorite, tap Edit at the bottom of the program overview. Then tap the Favorite. Edit name, location or tap Delete at the bottom of the screen.



What are the settings of my Favorite?

To view the settings of your Favorite, tap Summary at the bottom of the screen. You can do this when you add the Favorite or if you enter Edit mode.

To delete all your Favorites, simply tap Delete all Favorites at the bottom of the program overview after you tap Edit.

Connectivity

Connection and battery status



Connection status

Shows the connection status between your hearing aids, streamer device and mobile device. If you have an Apple Watch connected, that will be shown too.

If you see a red line with an exclamation mark, it means the connection is missing or broken.



What if I lose a connection?

When a connection is lost, tap the exclamation mark to receive guidance on how to re-establish the connection. It is a good idea to check that your hearing aids are powered on, are within phone range and have enough battery charge. You can also open and close the battery door if connection is not re-established straight away.



Low-battery warning

If the battery on one or both of your hearing aids is running low, a red battery will show next to the hearing aid(s).



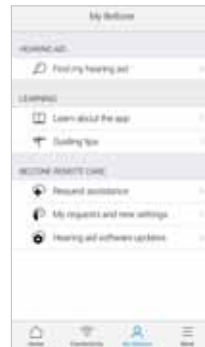
Beltone Remote Care: Hearing care wherever you are

If you need more fine-tuning than the Beltone HearMax app offers, you can use Beltone Remote Care for direct access to help from your hearing care professional. With Beltone Remote Care, you can send a request for assistance with your hearing aid settings and you can receive new settings in the app, ready to install on your hearing aids.

Please note that access to Beltone Remote Care requires the following:

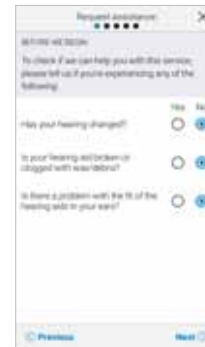
- Availability in your market
- One or more of its features has been enabled for you by your hearing care professional

Request assistance



My Beltone

Go to My Beltone in the bottom menu to find Beltone Remote Care. Tap 'Request assistance' to reach out to your hearing care professional. Then just follow the flow, as also shown in the following steps.




Before we begin

We ask you a few questions about your hearing and your hearing aid before we start. This is to check if this service to fine-tune your hearing aid settings can help you.

It's important that you don't think that your hearing might have

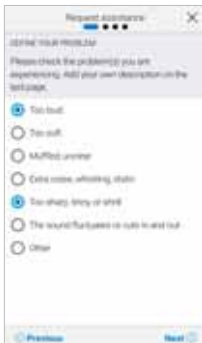
changed, for example got worse. If you can answer 'No' to all questions, tap 'Next' to continue.

 Try out your direct fine-tuning options in the Beltone HearMax app first. Use Beltone Remote Care if you're experiencing recurring problems or need more fine-tuning than you can find in the app.

The steps shown for Beltone Remote Care in this guide are examples from the flow in the Beltone HearMax app.

Defining your problem and sending

In the following steps, simply mark your responses as they match your experience. The more input you give, the better your hearing care professional can help you.



Filling in your information

On the first step shown here, you can choose 'Other' if none of the options available describes your experience. You can add a personal message in the last step to describe it yourself.

On the second, tell your hearing care professional how severe you find the problem, which ear it's on, and in which programs you experience it.

i Fill in a response on every screen in order to proceed.



Send request

Tap 'Send request' when you're ready. Make sure your hearing aids are connected to the app when you send, as your current hearing aid settings are included in the request. Also, make sure your mobile device has a network connection.



Viewing requests

To view your previous requests and responses from your hearing care professional, go to My Beltone and tap 'My requests and new settings'. Lists of active and closed requests will be accessible. Tap one to see more.

i After you send the request, you will receive a confirmation from your hearing care professional. The confirmation will tell you when you can expect to receive new settings or a message in response.

Receiving new hearing aid settings



Notification

When your hearing care professional sends you new hearing aid settings, you will receive a notification directly in the app. Tap 'Install' to do the installation now, or 'Later' to do it when it's more convenient for you.

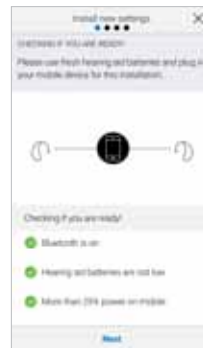
If you tap 'Later', a notification badge on My Beltone in the menu will remind you to do it. Go to that menu to install.



Starting the installation

New hearing aid settings are placed as the first listing on the screen. Tap 'Install' to begin. The installation takes about 1 minute.

Your hearing care professional can include a message for you, to explain what is included in the new settings.



Installing new hearing aid settings

In the following steps, the app double-checks that your hearing aids and mobile device are ready. Note that the hearing aids will turn off sound during the installation.

You can follow the progress of the installation. The green check mark tells you when it's complete. Tap 'Close' and try out your new hearing aid settings!



If, for some reason, you want to restore your previous settings after installing the new ones, go to My Beltone and tap 'My requests and new settings'. The option to restore previous settings is available at the bottom and you just follow the flow.



Receiving new hearing aid software

Beltone Remote Care also offers updates to your hearing aid software. Sometimes it's beneficial to update the software for improved performance, and you can now do it directly in the Beltone HearMax app.



Notification

When a software update is ready for your hearing aids, you will receive a notification directly in the app. Tap 'Install' to do the installation now, or 'Later' to do it when it's more convenient for you.

If you tap 'Later', a notification badge on My

Beltone in the menu will remind you to do it. Go to that menu to install.



Checking if you're ready

The app double-checks that your hearing aids and mobile device are ready. Note that the hearing aids will turn off sound during the installation.

A message will be included with the new software, to explain what is in the update.



Installing new hearing aid software

The app will install the new software on one hearing aid at a time.

If you have two hearing aids, remove them one at a time and place them next to the mobile device. Please keep all devices close during the installation.

You can follow the progress throughout the installation. The green check mark tells you when the installation is complete. Tap 'Close' and you're ready to go!



Do the installation of new hearing aid software when it's convenient for you. It takes about **5 minutes** per hearing aid, so it's important that you have the time. It's recommended to complete the installation once started.

Guiding tips

The Beltone HearMax app offers Guiding tips to help you get a better hearing experience. The Guiding tips pop up in the app during the first weeks of wearing your hearing aids and using the app. It's your choice if you want to receive Guiding tips – the app will ask you.



Experienced hearing aid user

If you are an experienced hearing aid user, you will receive the Guiding tips on use of the app.

These tips will highlight different features in the app, if you haven't already used them.

Tap 'Got it' when you've read the tip. Tap 'Don't show tips' if you don't want any more Guiding tips to be shown.



New hearing aid user

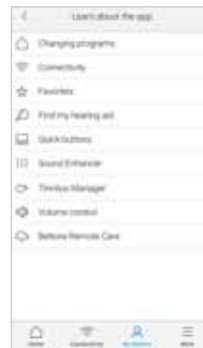
If you are new to wearing hearing aids, or would just like to know more, you will receive Guiding tips for use of the app as well as general hearing guidance.

Tips on general hearing guidance include advice about getting used to wearing hearing aids and

what you can do to achieve the best result.

Learn about the app

To learn even more about how the app works, go to 'Learn about the app' in the My Beltone menu. Explore the app, and what you can do, section by section.



Overview

The full list of items that you can explore to learn more about the app.



Example: Changing programs

Learn how to change programs by swiping on the cards on the Home screen.

Find my hearing aid

If you have lost your hearing aids, go to My Beltone and tap on 'Find my hearing aid'. The app can help you locate them.



Last location

The map will show where the hearing aids were last seen connected to the app. Tap the hearing aids to see address and time they were last seen.

You can switch between Map and Satellite views.

Search nearby

If the app detects the hearing aids nearby, it will show you if you are getting closer or farther away from your hearing aids. Look for the indication on the red bars at the bottom of the screen.

Hearing aids must be On to use this feature.

More

Additional app options



Application: App customization

1. Demo mode: view the app without being connected to hearing aids.
2. Guiding tips: turn on or off.
3. Auto-activation of favorite locations: Choose if you want your Favorites to automatically change to the locations you saved.



Legal information

1. Information about legal manufacturer, app version number etc.
2. Terms and conditions for use of the app.
3. GN Online Services: Review, give or withdraw consent to data-processing.
4. Privacy policy.

General info

1. About: Read about the app and the Beltone brand
2. Legal information: See next screen
3. Support: Find tips and links for further support



Beltone HearMax app for Apple Watch

Control your hearing aids at all times.



What you need

The Beltone HearMax app must be installed on your iPhone. Please follow the instructions found in the Apple Watch companion app on your iPhone.

How to get the Beltone HearMax app on your Apple Watch

How to get the app on Apple Watch

- Open the Apple Watch app on your iPhone.
- Scroll down until you see 'HearMax' in your list of apps. Tap it.
- Enable 'Show App on Apple Watch'.
- You will see the Beltone HearMax app become available on your Apple Watch.

More menu

- When your Apple Watch and iPhone are paired, further Watch settings are accessible from the More menu.
- Sound Enhancer features should be specifically enabled in this menu in order to see them on Watch.



Enable “complications”

- You can also use Beltone HearMax app ‘complications’. These are small control icons shown on the main Apple Watch screen. They will show your current program, and will take you directly to the app with a simple tap.
- You can enable complications by customizing the Apple Watch face. This is initiated via a long press on the Watch face and by choosing “customize”.



- The small square areas are complications. Select one complication and use the slider to navigate to the Beltone complication icon.



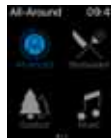
You can also use the Apple Watch digital crown for volume adjustments when on the Home screen. In streamer programs, tap the streamer bar to adjust that with the digital crown.

Home screen



The Home screen shows you the current program.

Programs and Favorites



Program overview

Swipe right from the Home screen to see program overview. Tap one of the program icons to choose a program. Scroll down to choose between hearing aid programs, streamer programs and your own Favorites. You can create new Favorites in the Beltone HearMax app on the iPhone.

Volume control



Hearing aid volume control

Tap the + or - icons to increase or decrease the volume of the hearing aid.

To mute/unmute the hearing aids, force touch on the screen.



Streamer volume control

When a streamer program is selected you can adjust the streaming volume separately with the orange volume slider. You can also mute/unmute the streaming volume by force touch.

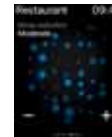
Quick buttons and Sound Enhancer



Swipe left from the Home screen to find Quick buttons and Sound Enhancer.

Adjust all Sound Enhancer features by tapping the + and - icons. Use force touch to reset to fitted settings.

Comfort in Noise



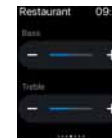
Speech Focus



Comfort in Wind



Bass and treble





Stream sound to your Android phone

Stream from your Android phone to your Beltone Hearing aids using the Beltone Direct Phone Link 2

When paired and connected to the Beltone Direct Phone Link 2, your Smart Hearing aids can stream stereo sound from your Android phone.

Simply open a media player on your phone and press play. Your hearing aids will switch to the streaming program and after a few seconds you will hear audio.

Pairing your Beltone Direct Phone Link 2 with your Android phone

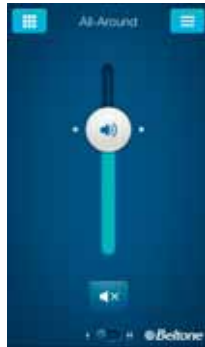
- Go to the phone settings and make sure that Bluetooth is turned on
- Turn on the Direct Phone Link 2, remove the silver cap, and locate the small blue Bluetooth pairing button
- Tap the button once to activate Bluetooth pairing mode. The LED indicator will turn blue and the Direct Phone Link 2 will be in Bluetooth pairing mode for 2 minutes
- After a few seconds, select **Hearing Aid Phone** from the list of available Bluetooth devices on your phone
- If asked for a passcode, enter **0000** (four zeros) and then select **Headset**

Pairing your Beltone Direct Phone Link 2 to your hearing aids

- Open the hearing aid battery door
- Turn on the Direct Phone Link 2, remove the silver cap, and locate the small white hearing aid pairing button
- Tap the button to activate the hearing aid pairing mode. The LED will blink yellow every 2 seconds and the Direct Phone Link 2 will be in pairing mode for 20 seconds
- Close the battery doors on your hearing aids

For further information about the Beltone Direct Phone Link 2 refer to the user guide, instruction video or visit beltone-hearing.com/wirelessaccessories

Try more apps from Beltone



Beltone HearPlus



The Beltone HearPlus app puts basic controls and more advanced features at your fingertips so you can personalize your hearing experience.

The Beltone HearPlus app* is the first hearing aid app with a direct connection between your hearing aids and the mobile phone.

beltone-hearing.com/hearplus

*Dependent on local availability.

The Beltone HearPlus app is compatible with the following Beltone Hearing aids:

- Beltone First™
- Beltone Boost™
- Beltone Legend™



Beltone Tinnitus Calmer



If you suffer from tinnitus, you might like to try the Beltone Tinnitus Calmer app*.

It combines relaxing sounds and exercises that aim to help you find relief from tinnitus.

beltone-hearing.com/tinnituscalmer

*Dependent on local availability.



SmartRemote



Don't forget to download the Beltone SmartRemote app* if you are using wireless Beltone hearing aids with a Direct Phone Link 2.

The app enables you to change programs and adjust volume.

beltone-hearing.com/smartremoteapp

*Dependent on local availability.

Manufacturer according to FDA:

Beltone

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1-800-BELTONE
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