



Royal Berkshire
NHS Foundation Trust

The BeMore app

A quick guide to getting the best out of your hearing aid

Compassionate

Aspirational

Resourceful

Excellent

What is the BeMore app?

The BeMore app lets you control and personalise your hearing aids directly from your mobile device. Your hearing aids have been set to match your prescription based on your hearing test and further measurements. The app is intended for you to make minor adjustments and contact the department if and when you need to.



Which mobile device is compatible with BeMore?

Apple: The GN Hearing BeMore app is compatible with a range of hearing aids. These hearing aids are supported with iPhone 5 and later, iPad Pro, iPad Air and later, iPad mini and later, iPad (4th generation) and later, iPod touch (5th generation) and later. iOS 10 or later is required. Always install latest version of iOS for best performance.

Android: The BeMore app supports some of the most popular Android devices. However, please consult the app website to find out whether your smartphone is compatible with your hearing aids using this link www.userguides.gnhearing.com. If a device is not on the list, it may still work but means that Danalogic cannot guarantee full function (i.e. some aspects of the app may work well but others may experience glitches).

Downloading and installing the BeMore app

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

iPhone, iPad or iPod touch:	Android devices:
<ol style="list-style-type: none">1. Go to the App Store 2. Search for “GN Hearing BeMore”3. If you are on an iPad, change the search criteria in the top left-hand corner to iPhone only4. Tap on “Get” and “Install” to start downloading the app5. Tap the BeMore app on your Home screen to start it up	<ol style="list-style-type: none">1. Go to the Play Store 2. Search for “GN Hearing BeMore”3. Tap on “Install”, then “Accept” so the app can access certain features on your phone such as Bluetooth4. When installation is complete, tap on Open to start up your BeMore app

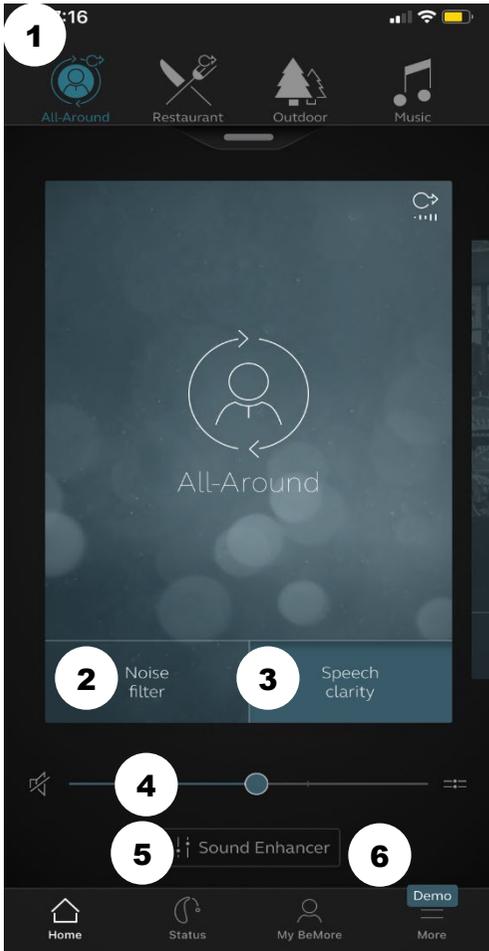
Getting connected: pairing your hearing aid to an Apple or Android device

1. Reboot the hearing aids by opening and closing the battery door of your hearing aids and place them close to your mobile device.
2. When you have done your first pairing in the app on iOS or Android, the app will confirm that it has found the hearing aids.
3. 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 that you will reboot the hearing aids.
4. When the green tick appears, you are connected.



Demo and general settings explained

1. If you have programs on your hearing aids, you can use the top carousel, drop-down or card swipe to select the different programs.
2. Noise filter aims to reduce background noise.
3. Speech clarity aims to improve speech clarity in the presence of background noise.
4. Adjust volume or mute. You can adjust the hearing aids together or individually.
5. Sound enhancer allows you to increase and/or decrease the bass, middle and treble pitches. You can reset the settings or save the settings as an additional program by selecting 'Add a Favourite'.
6. If you can see 'Demo' written on your screen, this means that the app is in demonstration mode. This allows you to explore the app without being connected to your hearing aids; however, it will not reflect your personal hearing aid settings. To leave demo mode, please see page 11.



When you turn the hearing aids off, the settings will reset. If you would like any permanent changes made to your hearing aid settings, please contact the department by sending a Remote assist request (see page 7).

Adjusting the volume on the app

A popular function of the BeMore app is to adjust the volume. You can adjust both hearing aids together or separately.



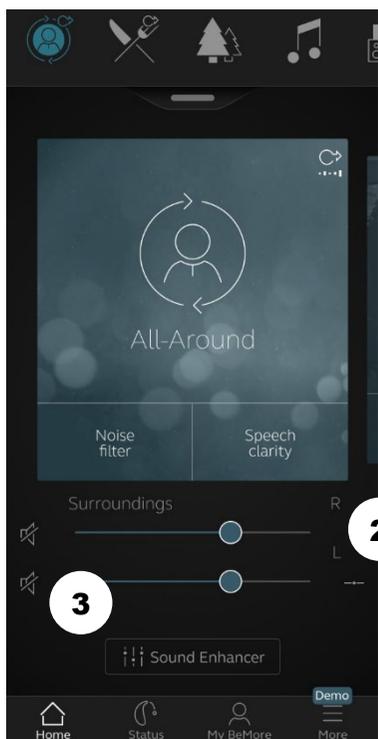
The number that you see displayed refers to the baseline volume.

If you contact the department for volume adjustments, we will change the baseline level. Therefore, the numbers on your screen may not change following these adjustments.

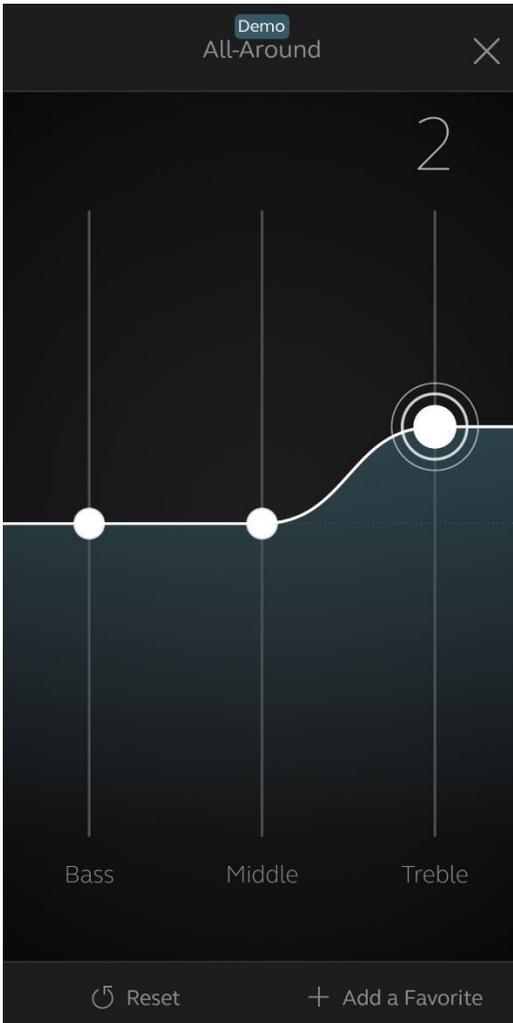
You can adjust the volume on the hearing aids individually by pressing on the two lines next to the volume control, labelled 1 above.

To return to joint volume control, press on the one line next to the volume control, labelled 2.

The 'mute' function is labelled 3.



Using sound enhancer



You can adjust the bass (low), mid and treble (high) pitches individually by pressing on 'sound enhancer' on the homepage.

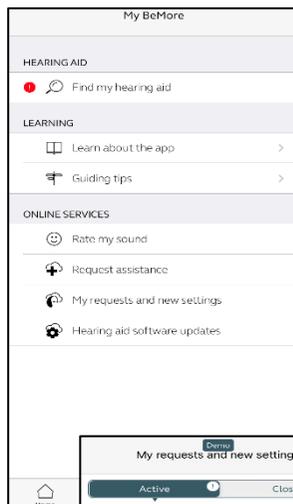
Any changes made in the department will affect the baseline and may not change the number you see displayed when you make changes on the app.

Remote assist

Remote assist allows you to request for assistance with your hearing aid settings without having to visit the hospital. Your requested settings and changes will be actioned by a member of the Audiology department and sent to you through the BeMore app ready for you to install on your hearing aids.

Accessing Remote assist

Go to 'My BeMore' at the bottom of the page to find online services. Tap 'Request assistance' to reach out to us in the Audiology department. The app will guide you through the rest of your request.



Viewing your requests

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

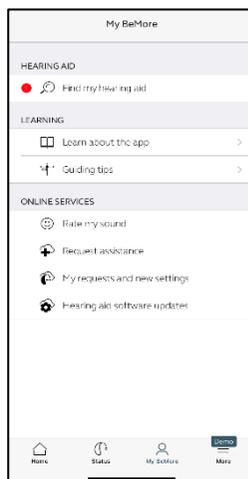


Receiving new hearing aid settings

New settings

When we send your new hearing aid settings, you will receive a notification.

Any updates can be found by clicking 'My BeMore' and then 'My Requests and new settings'.



Starting the installation

New hearing aid settings are placed as the first listing on the screen. Tap 'Install' to begin and the app will guide you through the rest of the process. The installation takes about one minute to complete.



Live Assistance

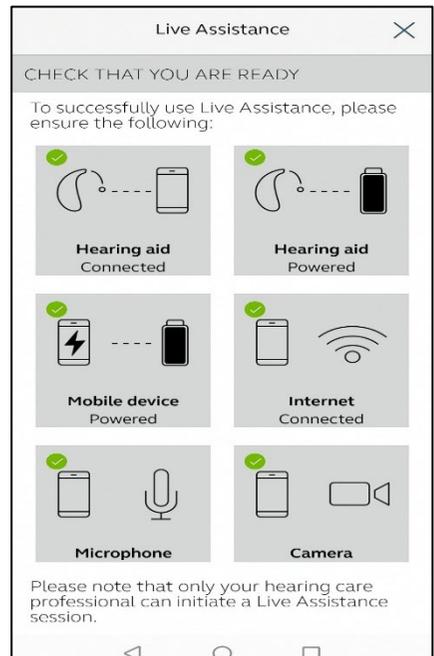
We may recommend a video call or 'Live Assistance' to address the hearing aid issues you report.

All you have to do is send in a 'Remote Assist' request and we will contact you to arrange Live Assistance' if appropriate.

i Ensure all categories have a green tick beside them.

Before a GN Assist Live appointment, please ensure:

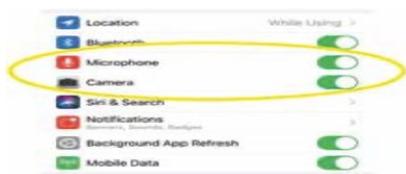
1. You are in a location with a strong internet connection.
2. You insert fresh batteries into your hearing aids.
3. You have at least 50% battery on your smart phone/ device.
4. You have microphone and camera access enabled.
5. Go to the BeMore app and click on 'My BeMore' then 'Activate Online Services'.



To ensure access to your camera and microphone to allow Live Assistance:

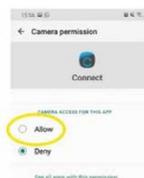
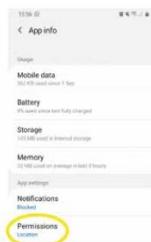
IOS devices:

If you have a red cross next to microphone and camera go to Settings then Apps and find the BeMore app icon, select 'Permissions' and click on camera and change to **Allow** and repeat for microphone.

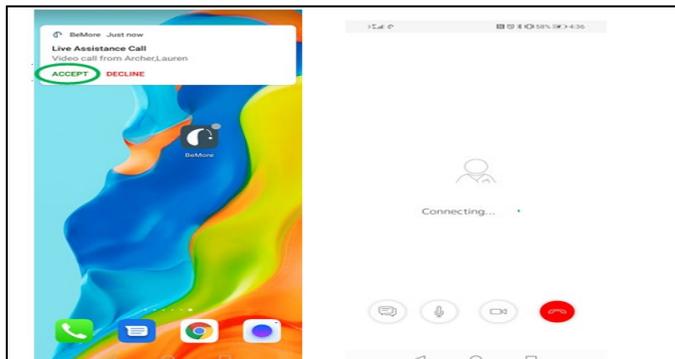


Android devices:

If you have a red cross next to microphone and camera, go to Settings then Apps and find the BeMore app icon, click on this and turn on the toggle next to microphone and camera.



Once a Live Assistance has been arranged with Audiology, you will see a notification as shown below. If you are happy to take the Live Assistance session and connect you should press 'Accept'. This will require you to allow the BeMore app to access your camera and microphone.



Troubleshooting

The table below details some common problems and things you can do to determine whether they can be fixed at home or if you need to contact our repairs team.

Issue	Cause	Possible remedy
<p>Cannot view your hearing aid settings and cannot make any changes</p>	<p>App is on demo mode.</p>	<p>Click on the 'More' tab and then move the 'Demo' mode toggle switch so it is greyed out.</p> 
<p>Issues installing new hearing aid settings</p>	<p>Connectivity or low battery</p>	<p>Check that your phone/tablet is connected to the internet and that your hearing aids are connected to the BeMore app Check that your hearing aids have fresh batteries</p>
<p>Hearing aids wont pair to my phone</p>	<p>Connectivity or low battery</p>	<p>Check that your phone/tablet's Bluetooth is switched on, connected to the internet, and have fresh batteries in your hearing aid.</p>

Issue	Cause	Possible remedy
Only connecting to one hearing aid	<ul style="list-style-type: none"> • Poor connectivity • Faulty hearing aid or unpaired hearing aids 	<ul style="list-style-type: none"> • Close the app and try connecting your hearing aids again. • Ensure your hearing aids are switched on, close to your device and are not low on battery. • If issues with connectivity continue, please contact the department.

How to contact the Audiology Department

- Telephone: 0118 322 7238
- Email: Audiology@royalberkshire.nhs.uk
- Web: www.royalberkshire.nhs.uk/audiology

To find out more about our Trust visit www.royalberkshire.nhs.uk

If you would like this leaflet in other languages or formats (e.g. large print, Braille or audio), please contact the Audiology department.

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