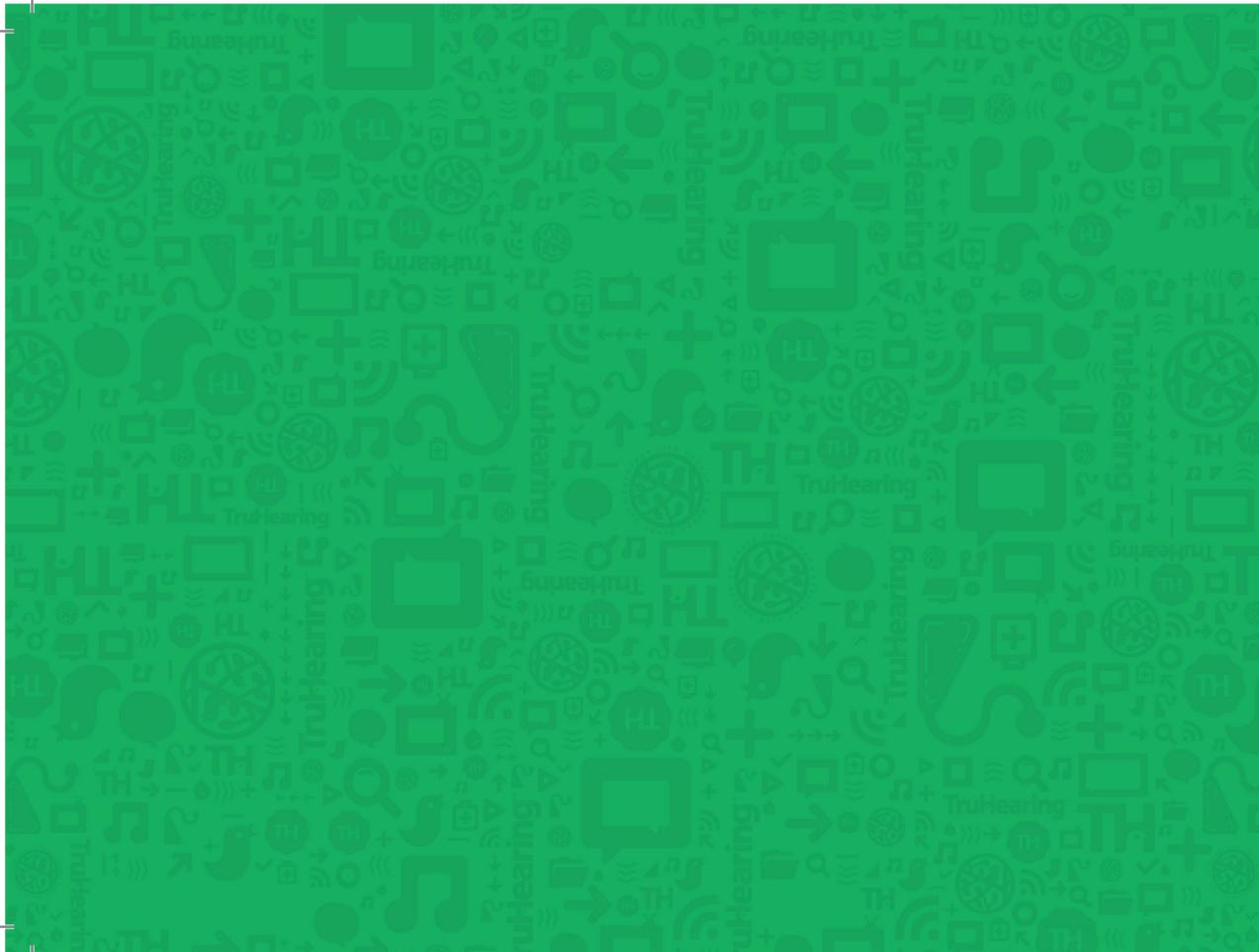


# TruHearing™ *Flyte*™

## Quick Guide

For connectivity and the  
TruHearing App







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# Mobile devices that work with Flyte Premium Hearing Instruments

## **Apple devices**

Your Flyte Premium Hearing Instruments support Made for iPhone (MFi) functionality with the a variety of Apple devices. For a complete list of compatible devices, go to [www.truhearing.com/flyte-hearing-aids](http://www.truhearing.com/flyte-hearing-aids).

## **Android devices**

Flyte Hearing Instruments work with several of the most popular Android Phones. For a complete list of compatible devices, go to [www.truhearing.com/flyte-hearing-aids](http://www.truhearing.com/flyte-hearing-aids).

We advise that your Android mobile device is running the recommended Android OS version (Lollipop version 5.0 or later)

## SUPPORT AND UPDATES FOR IOS

MFi hearing instruments require iOS 10 or later. Make sure that the latest iOS is installed for best performance.

# Connectivity and TruHearing app for Apple Devices

## HOW TO PAIR YOUR HEARING INSTRUMENTS TO YOUR IPHONE®, IPAD® OR IPOD® TOUCH

### Check battery

Insert a fresh battery in your hearing instruments.

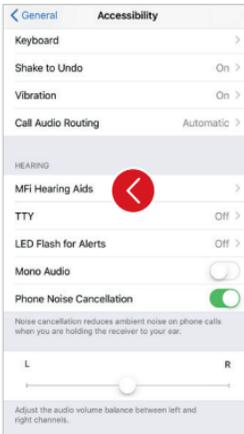
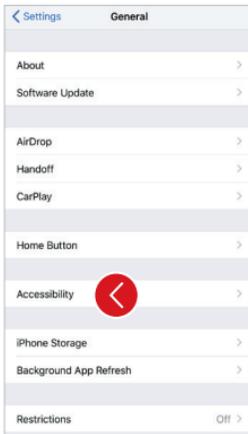
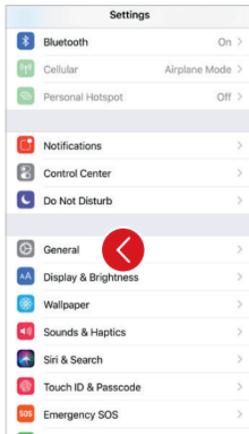
Keep the battery door open so the hearing instrument cannot power up.



### Turn on Bluetooth



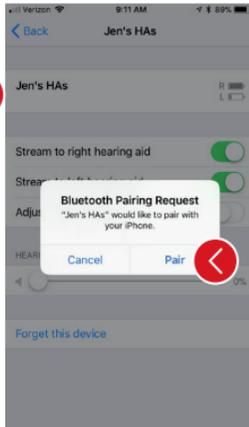
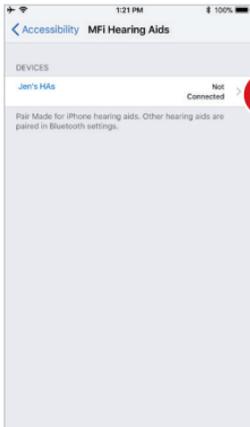
Go to **Settings**, tap **Bluetooth**, and turn on Bluetooth.



## Detect hearing instruments

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

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



### Make the connection

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

When it's connected, your hearing instrument 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 instruments, you will receive separate pairing requests. The second request may take a few seconds to appear after starting the first pairing.

When it's connected, the color of the name will change from black to blue and display "Connected."

### Wait for authentication

When you tap on **Pair** in the dialogue box, your Flyte premium hearing instrument and Apple device need time to authenticate the pairing. Either put your hearing instrument 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.

### **Reconnecting your hearing instruments 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, or access from the Control Center if customized) 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 Flyte premium hearing instruments, 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 tap on the Bluetooth icon to disconnect the hearing aids.

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

# Stream sound directly to your Flyte premium hearing instruments

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

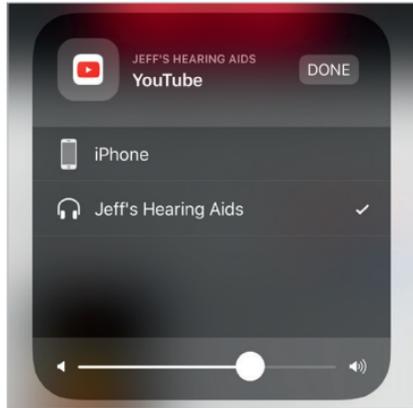


## CONTROL CENTER

Access the Control Center by swiping up from the bottom of the screen. Press on media player to open. Tap **AirPlay** icon in upper right and select desired audio source (your name by headphone icon).

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



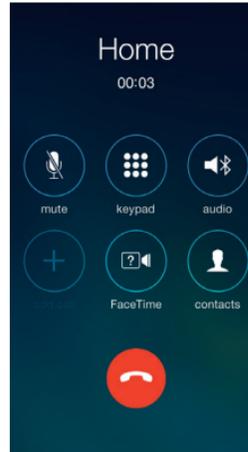
You can also stream audio from other apps such as YouTube™.



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

Select the hearing instruments 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.

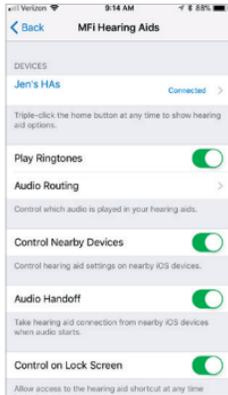
## PHONE AND FACETIME CALLS



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.

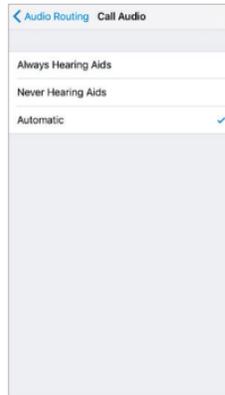
Once you end a call, the system will continue streaming music from where you left off.

# Ringtones and Audio routing



## Play Ringtones

You can choose to stream your phone's ring tone directly to your ears. Go to **Settings**, tap **General**, tap **Accessibility**, tap **MFI Hearing Aids**. Turn on **Play Ringtones** to stream ringtones to your hearing aid (toggle will be green) or turn off to have ringtones come through your iPhone speaker (toggle will be gray).



## 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 instruments built into your iPhone, iPad, or iPod touch

## CUSTOMIZE CONTROL CENTER

You can customize your Control Center to add a shortcut for quick access to basic control of your hearing aids. Go to **Settings**, tap **Customize Controls**, tap the plus sign (+) next to **Hearing Aids**. The shortcut icon will now be visible in the Control Center.

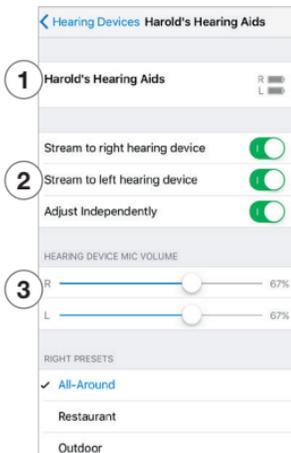


## HOW TO ACCESS BASIC VOLUME AND PROGRAM CONTROLS

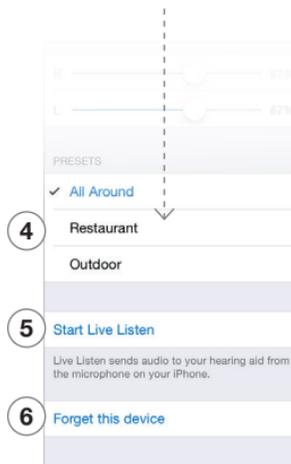
Triple click on the Home button on your Apple device, or tap the ear icon in your Control Center (if customized), to access basic volume and program controls.

## HOW TO USE APPLE'S NATIVE APP TO CONTROL YOUR FLYTE PREMIUM HEARING INSTRUMENTS

You can also access a control center for your hearing instruments in **Settings**. Go to **Settings**, **General**, **Accessibility**, and **MFi Hearing Aids** then tap on the name of your hearing aids to go to the hearing instrument controls.



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



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 instruments
6. Tap this if you want to forget this device and remove the pairing.

# Advanced control and personalization with the TruHearing app



## DOWNLOAD AND INSTALL THE TRUHEARING APP

The TruHearing app can be downloaded for free from the App Store by following these steps:

1. Go to the App Store
2. Search for TruHearing
3. If you are on an iPad, change the search criteria in the top left-hand corner. Tap **Filters**, tap **Supports**, then **iPhone only**.
4. Tap on **Get** and then **Install** to start downloading the app
5. Now you are almost ready to personalize your hearing experience

If you need guidance on the TruHearing app's features, please consult the Tutorial section of the app.

## CONNECT THE TRUHEARING APP TO YOUR HEARING INSTRUMENT

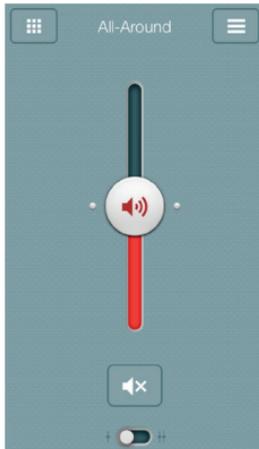
The first time you tap the icon on the home screen to open your TruHearing app, you'll be taken through the following steps:

1. When asked if you want to get started with the hearing instrument now or run in demo mode, choose **Get started**
2. You will be asked to familiarize yourself with the printed user guide for the hearing instruments and accept the terms of use; tap **Accept** to continue
3. You will see a list of the hearing instruments that work with the TruHearing app; tap **Ok** to continue
4. If your hearing instruments and mobile device are not paired, a screen will open showing you how to pair
5. When asked to allow the app to access your location, tap **Allow**
6. Now you're ready to use your TruHearing app

# TruHearing app overview

There are three main screens in the TruHearing app. You can simply slide between the Volume Control and Program Selection screens or use the top navigation buttons to move between screens.

## NAVIGATION BETWEEN MAIN SCREENS



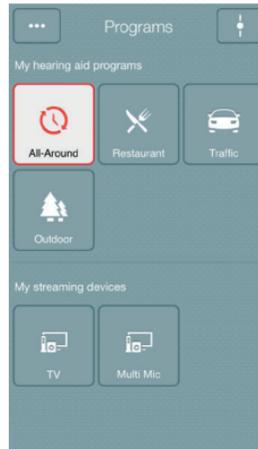
### Volume control



Tap this button to go to the Programs screen.



Tap this button to go to the Main Menu screen for additional functions.



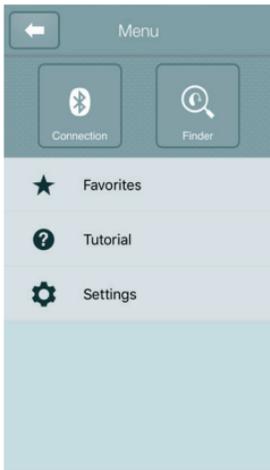
### Program selection



Tap this button to open a window which gives you access to advanced functions.



Tap this button when you are on the Programs screen to return to the Volume control screen.

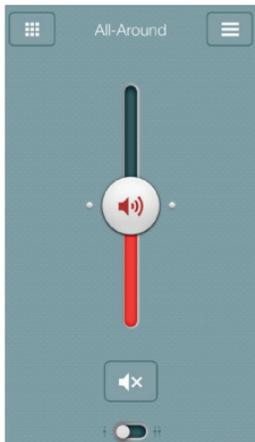


### Main menu for extra functions



Tap the back button to return to the Volume control screen.

## HEARING INSTRUMENT VOLUME CONTROL



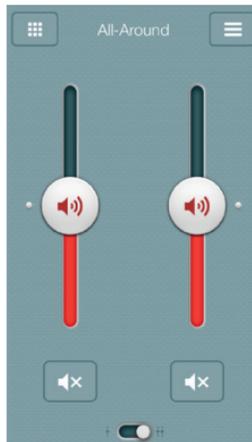
### Combined volume control



Slide the volume slider up to raise and down to lower the volume of the hearing instrument.



Tap the mute button beneath the volume slider to mute the hearing instrument, and tap again to unmute.



### Independent volume control

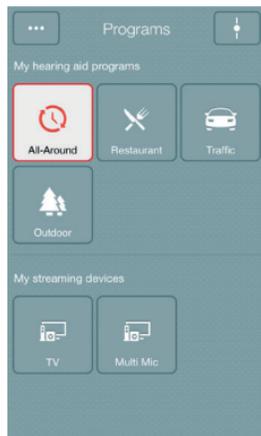


Use the pinch gesture to switch between combined and independent hearing instrument volume control.



Or tap the toggle button at the bottom of the screen.

## CHANGE PROGRAMS



### Manual program change



Tap the buttons to choose one of up to four different hearing instrument programs that have been optimized for particular hearing situations. Each program has its own icon to help you choose.

### Streaming device change



Tap a streaming device button to activate streaming from a wireless accessory.

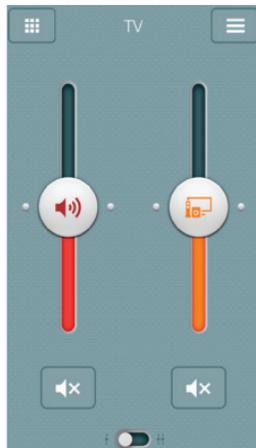
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### TIP: **CAN I GO BACK TO MY FITTED PROGRAM SETTINGS?**

If you have made adjustments to volume, bass/treble, or Sound Enhancer, restore your fitted program settings by re-tapping the program button.

---

## STREAMER VOLUME CONTROL



### Streamer program volume



When a streamer program is selected, you can adjust the streaming volume separately with the hearing instrument's orange streamer device volume slider.

### Hearing instrument volume



You can still mute or adjust the volume of the hearing instruments without affecting the volume of the audio you are streaming.



### Independent volume control



You can adjust the volume of left and right hearing instruments independently. Switch between dual and independent volume control with the pinch gesture or tap the toggle button at the bottom of the screen.

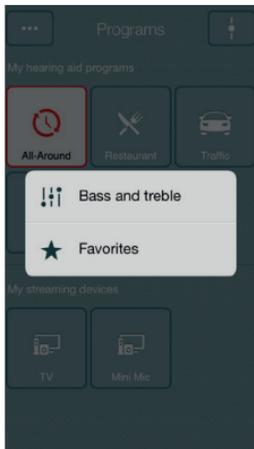
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### TIP: CAN I MUTE MY DEVICES?

You can mute each device independently. Simply tap the mute button beneath each volume slider.

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## ADJUST BASS AND TREBLE



### More options

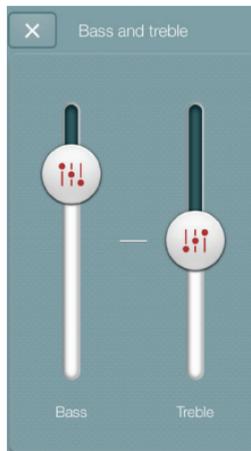


This button at the top left opens a pop-up menu with options that give more advanced control and personalization of your hearing experience.

### The bass and treble option



You can adjust the bass and treble of all incoming sound including streaming from the iPhone.



### Adjusting bass and treble



Increase or decrease bass and treble from sounds by moving the sliders up or down. Adjustments are also applied to streamed sound.

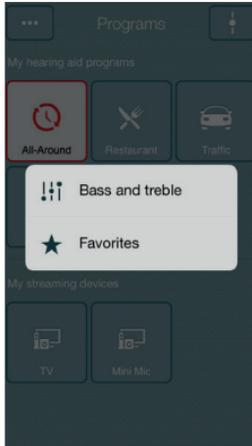
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#### TIP: **CAN I SAVE MY SETTINGS?**

When you find bass and treble settings you like, you can save them as Favorites.

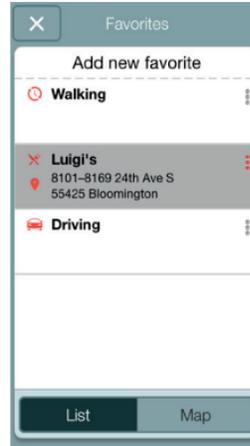
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## FAVORITES



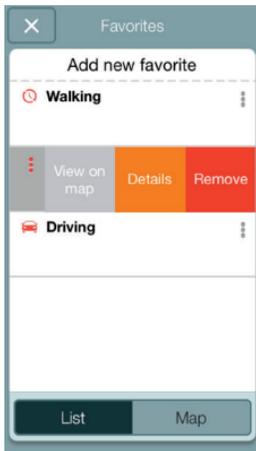
### Add a Favorite

You can save your preferred volume, bass/treble settings and Sound Enhancer features as Favorites. You can also choose to attach a Favorite to a location and have your hearing instruments change automatically when you enter that location.



### Overview of Favorites

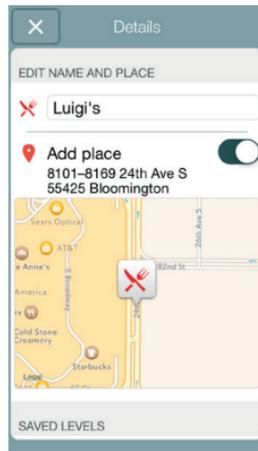
In the Favorites list, you can create a new Favorite by pressing **Add new favorite**, and activate an existing Favorite by tapping on its name. You can also switch between list view and map view.



### Additional Favorites options

By swiping left on a Favorite you can choose from the following options:

- View on map (if a location has been added)
- Details
- Remove



### Details of your Favorites

In the details view, you can edit the name of the Favorite and add/remove a location. You can also view the saved volume and bass/treble preferences.

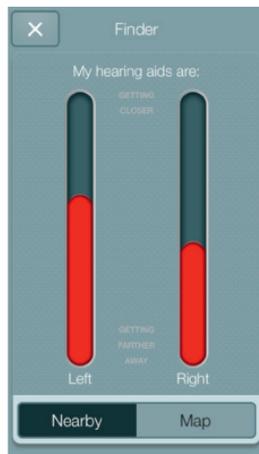
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### TIP: CAN I EDIT FAVORITES WITHOUT LOSING MY SETTINGS?

If you select a Favorite and tweak settings such as the volume or bass and treble, you can save your changes as a new Favorite.

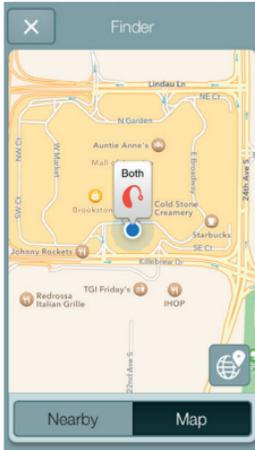
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## FINDER: SEARCH FOR MISPLACED HEARING INSTRUMENTS



### Search nearby

If the app detects the hearing instruments nearby, it will go into **Nearby** mode. As you walk around, the red bars will show you if you are getting closer or farther away from your hearing instruments. Hearing instruments must be on to use this feature.



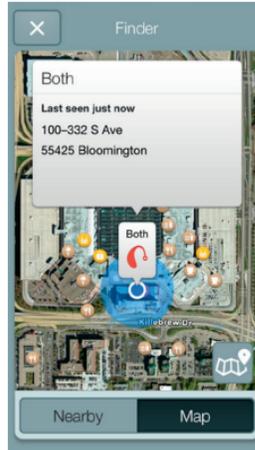
### Finder

If the app does not detect your hearing instruments nearby, it will switch to **Map** view and display the place on the map where they were last connected to the app.



### Satellite view

Tap this button to go to the satellite view.



### Last location

Tap this button on the map or satellite view to bring up a pop-up menu to see the address and time your hearing instruments were last detected.

# Connectivity and TruHearing app for Android

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

## WHAT CAN THE TRUHEARING APP DO?

You can use the TruHearing app to:

- Adjust volume settings on your hearing instruments
- Adjust volume of streaming from your wireless accessory separately
- Change manual and streamer programs
- Edit and personalize program names
- Adjust treble and bass to your preferences
- Save your preferred settings as a Favorite – with or without tagging a location
- See battery and connection status
- Get inspiration and personalized information about your hearing instruments
- Help locate lost or misplaced hearing instruments



## WHERE CAN I FIND THE TRUHEARING APP?

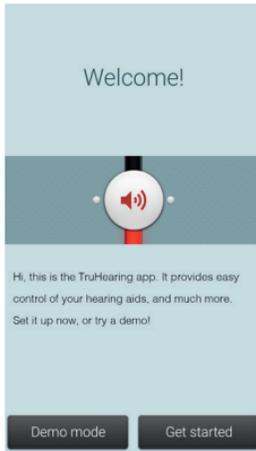
You can download the TruHearing app for free from the Google Play Store.

- Go to Play Store on your Android phone and search for **TruHearing**
- Tap **Install**, then **Accept** so the app can access certain features on your phone such as Bluetooth
- Your phone will now install the app
- When installation is complete, tap **Open** to start up your TruHearing app

# Pair with your Android phone

## HOW TO PAIR YOUR HEARING INSTRUMENTS TO YOUR ANDROID PHONE

Insert a fresh battery in your Flyte premium Hearing Instruments  
Keep the battery door open so the hearing instrument remains off.



Open the TruHearing app on your phone.

You can start the pairing right away. If you would like to watch a demonstration of the app, press **demo**.

Almost there!



1. Have your hearing aids ready with fresh batteries and make sure your mobile phone's Bluetooth is turned on
2. Close the battery door of your hearing aids
3. Press Pair

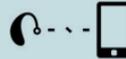
Demo

Pair

Insert a fresh battery into your hearing instruments.

Close the battery door of the hearing instruments and press **pair**.

Almost there!



Finding Hearing Aids

The app will search for nearby hearing instruments.

Almost there!



 No hearing aids were found. Please open and close the battery doors on your hearing aids and make sure you are using fresh batteries. Then search again.

Search

If no hearing instruments were found, you can try searching for hearing instruments again by pressing **search**.

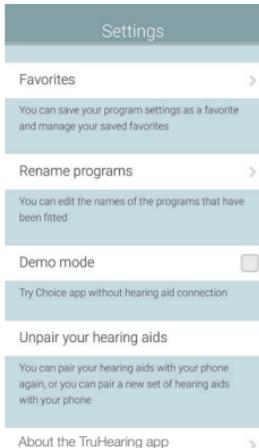
Ready!



Your hearing aids are now paired with your new phone. Go ahead and start using the TruHearing app!

OK

The phone will now connect to your hearing instruments. Press the ok button and you are ready to use the app.



## Unpairing your hearing instruments

Follow these steps if you want to unpair your hearing instruments.

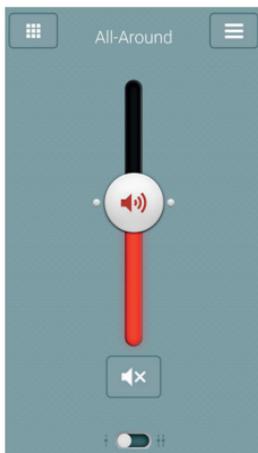
Go to the app Settings and select **Unpair your hearing instruments**. Tap on **Unpair** in the pop-up notification and the hearing instruments will be unpaired.

## How to re-connect your hearing instruments to your Android phone

When your hearing instruments are out of range, or you turn them or your Android phone off, they will no longer be connected. When the hearing instruments come into range again, or you turn them or your phone back on, they will take a few seconds to automatically reconnect.

## TRUHEARING APP OVERVIEW

The app has two main screens: Volume control and program selection. You can simply slide from one screen to the other, or use the navigation buttons. There is also a main menu button which gives you access to additional app functions.



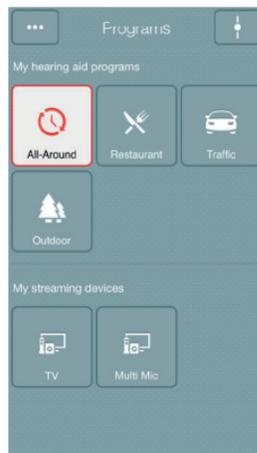
### Volume control



Tap this to go to the Programs page.



Tap this to go to the main menu page for extra functions.



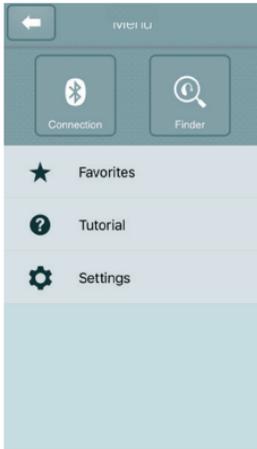
### Program selection



Tap this button when you are on the Programs page to return to the Volume control page.



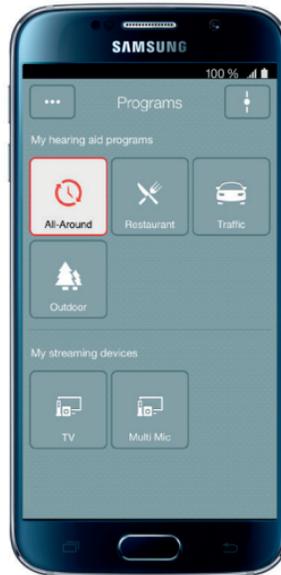
Tap the More options button to open a window which gives you access to advanced functions.



### Main menu for extra functions



Additional app function include:  
Connection status  
Finder  
My places  
My hearing aid  
App tutorial and settings



You can use your phone's **back** key to go back to the previous screen.

## ADJUST VOLUME SETTINGS



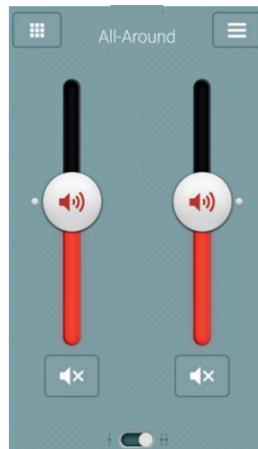
### Combined volume control



Slide the volume slider up to raise and down to lower the volume of the hearing instruments.



Tap the mute button beneath the volume slider to mute the hearing instruments, and tap again to unmute.



### Independent volume control

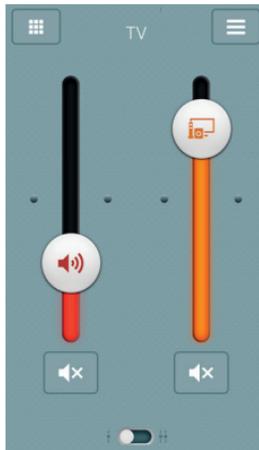


Use the pinch gesture to switch between combined and independent hearing instrument volume control.



Or tap the toggle button at the bottom of the screen.

## STREAMER VOLUME CONTROL



### Streamer device volume



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

### Hearing instrument volume



You can still mute or adjust the volume of the hearing instruments without affecting the volume of the audio you are streaming.

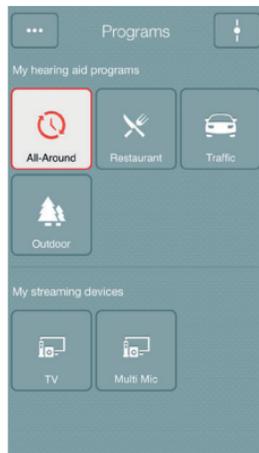


### Independent volume control



You can adjust the volume of left and right hearing instruments independently. Switch between combined and independent volume control with the pinch gesture or tap the toggle button at the bottom of the screen.

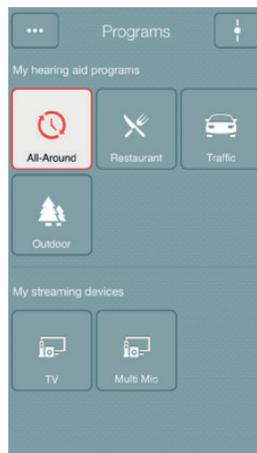
## CHANGE PROGRAMS



### Manual program change



Tap the buttons to choose one of up to four different hearing instrument programs that have been optimized for particular hearing situations. Each program has its own icon to help you choose.

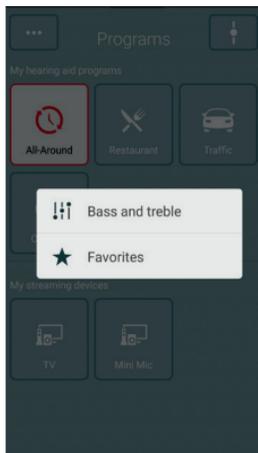


### Streaming device change



Tap a streaming device button to activate streaming from a wireless accessory such as TV Streamer 2.

## ADJUST BASS AND TREBLE



### More options

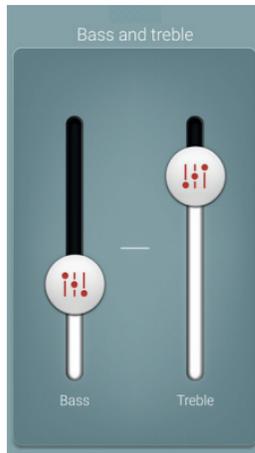


The More options button at the top left opens a pop-up menu with options that give you more advanced control and personalization of your hearing experience.

### The treble and bass option



You can adjust the bass and treble of all incoming sound.



### Adjusting treble and bass



Increase or decrease treble and bass by moving the sliders up or down.

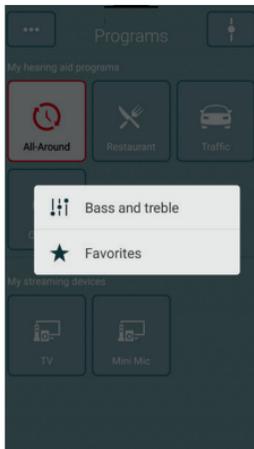
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### TIP: CAN I SAVE MY SETTINGS?

When you find bass and treble settings you like, you can save them as Favorites. The adjustments will remain until you reboot your hearing instrument (opening and closing the battery doors).

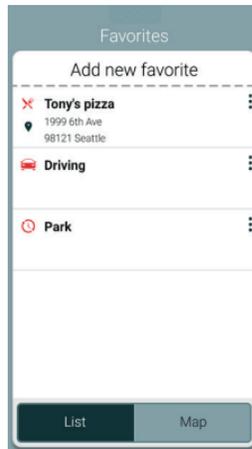
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## FAVORITES



### Add a Favorite

You can save your preferred volume, bass and treble and program settings as Favorites. You can also choose to attach a Favorite to a location and have your hearing aids change automatically when you enter that location.



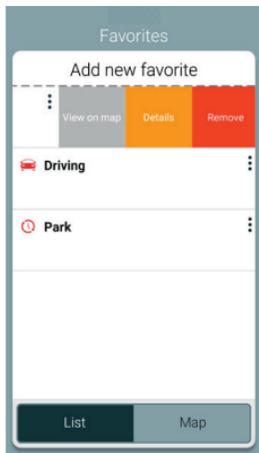
### Overview of Favorites

In the Favorites list, you can create a new Favorite by pressing **Add new favorite**, and activate an existing Favorite by tapping on its name. You can also switch between list view and map view.

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**TIP: YOU CAN ALSO ACCESS THE FAVORITES LIST FROM THE MAIN MENU.**

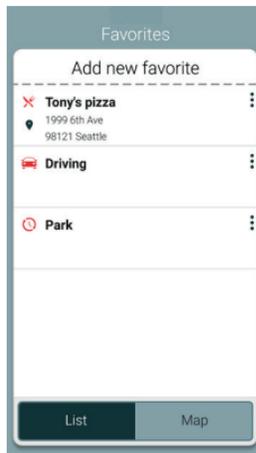
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### Additional Favorites options

By swiping left on a Favorite you can choose from the following options:

- View on map (if a location has been added)
- Details
- Remove



### Details of your Favorites

In the details view, you can edit the name of the Favorite and add/remove a location. You can also view the saved volume, bass/treble preferences.

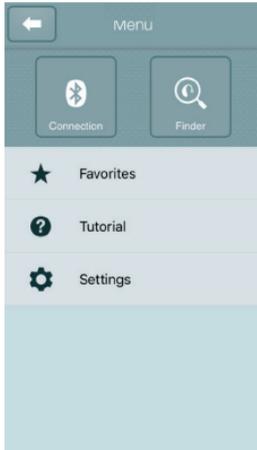
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#### TIP: CAN I EDIT FAVORITES WITHOUT LOSING MY SETTINGS?

If you select a Favorite and tweak settings such as the volume or bass and treble, you can save your changes as a new Favorite.

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## FINDER: SEARCH FOR MISPLACED HEARING INSTRUMENTS

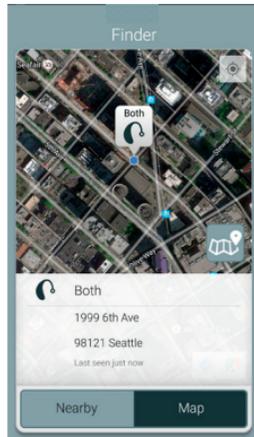


### Finder

Use the Finder to search for misplaced hearing instruments.

### Nearby search

If the app detects the hearing instruments nearby, it will go into **Nearby** mode. As you walk around the red bars will show you if you are getting closer or farther away from your hearing instruments. Hearing instruments must be on to use this feature.



### **Distance search**

If the app does not detect the hearing instruments nearby, it will switch to **Map** view and display the place on the map where they were last detected.

### **Last location**

Tap the callout to see the address and time the hearing instruments were last detected.

# Stream sound to your Flyte premium instruments

## STREAM FROM YOUR ANDROID PHONE TO YOUR HEARING INSTRUMENTS USING THE PHONE CLIP+

When paired and connected to the Phone Clip+, your hearing instruments can stream stereo sound from your Android phone.

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



### PAIRING YOUR PHONE CLIP+ WITH YOUR ANDROID PHONE\*

- Go to the phone settings and make sure that Bluetooth is turned on
- Turn on the Phone Clip+, 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 Phone Clip+ 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 PHONE CLIP+ WITH TO YOUR HEARING INSTRUMENTS\*

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

**Use with mobile device apps**

We strongly recommend that you do not disable app update notifications and that you install all updates to make sure your app always works correctly and is kept up to date. The TruHearing app is based on the ReSound Smart app and is only intended for use with Flyte premium hearing instruments manufactured by GN Hearing. GN Hearing takes no responsibility if the app is used with other devices.

**Intended use of smart phone apps**

Mobile-device-connected apps are intended for use 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.





**Manufacturer**

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# TruHearing™

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