



User Guide

Miracle-Ear App



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Welcome

The Miracle-Ear App is a mobile app developed by AmplifonX, the Research and Development department of Amplifon S.p.A.

The app is designed to provide you with the ultimate Miracle-Ear experience.

If you are already using compatible Miracle-Ear hearing aids, the app allows you to pair and manage them effortlessly. You can adjust hearing programs, volume levels, and background noise settings, as well as access personalized usage statistics and customer support for a seamless experience.

Compatibility information

Smartphone

The Miracle-Ear App is compatible with smartphones that support Bluetooth® Low Energy (BT-LE) and run on:

- iOS® 15 or later
- Android™ 9 or later

Before using the app, check your smartphone's operating system version.

A WiFi or mobile data connection is required for full functionality.

The app is only compatible with smartphones and cannot be used on other devices, such as computers, tablets, smartwatches, or similar.

Hearing aids

To access hearing aid-related features, Miracle-Ear branded hearing aids with Bluetooth® connectivity are required.

The app's functionality may vary based on the hearing aids model and the settings configured by your Hearing Care Professional.



Downloading and installing the app

You can download and install the Miracle-Ear App for free from the Apple Store (iOS smartphones) or Google Play Store (Android smartphones).

How to install the app

On iOS devices (Apple devices):

- Open the App Store and search for Miracle-Ear App
- Select the *Miracle-Ear App* from the search results
- Tap *Get*, then *Install* to begin the download

On Android devices:

- Open the Google Play Store and search for Miracle-Ear App
- Select the *Miracle-Ear App* from the search results
- Tap *Install* to download the app

Once the installation is complete, the Miracle-Ear App icon will appear on your smartphone's home screen. You can now open the app and follow the on-screen instructions to easily pair it with your hearing aids.



Initial Setup

Once the app is installed from the App Store, ensure your device is connected to the internet via mobile data or Wi-Fi.

When you open the app for the first time, you will be prompted to choose between Customer Mode and Guest Mode, which will define the features and user experience available to you.

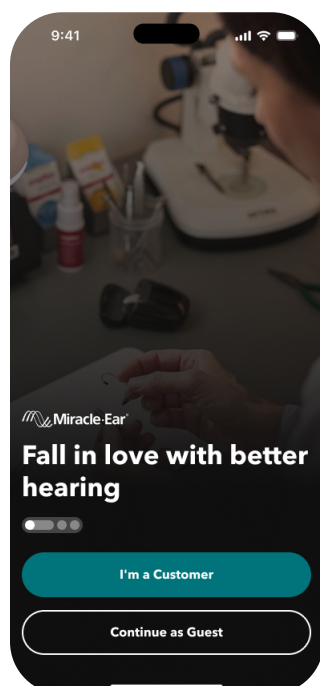
Customer mode

- **Designed for:** Miracle-Ear customers who own compatible hearing aids and wish to connect them to the app. This mode provides access to direct control of your hearing aids settings, allowing for personalized adjustments and real-time management
- **Accessible Sections:** Controls, Explore, My Area, and Support
- **Please note:** If you choose Customer Mode but skip the hearing aids pairing process during setup, you will initially enter Guest mode. However, you can switch to Customer mode at any time by pairing your hearing aids later

Guest mode

- **Designed for:**
 - Non-Miracle-Ear customers who wish to explore the app's features
 - Miracle-Ear customers who have not yet paired their hearing aids with the app, or whose hearing aids are not compatible with the app
- **Accessible Sections:** Explore, My Area, and Support

Please note: You can choose Guest Mode initially and pair your hearing aids at any later point to switch to Customer View through various access points within the app.



Initial setup

From the home screen, choose whether to proceed in customer or guest mode. The app will display the privacy policy, which you will be asked to read and accept.

[A-001]



Pairing your hearing aids with Miracle-Ear App

Pairing your Miracle-Ear hearing aids with the Miracle-Ear App allows you to access key features, such as tracking usage, selecting hearing programs, adjusting volume, and managing advanced functions.

How the connection works

Your hearing aids connect to your smartphone using one of the following technologies:

- **MFi (Made for iPhone)** – If both hearing aids and the iOS smartphone support it
- **ASHA (Android Streaming for Hearing Aids)** – If both hearing aids and the Android smartphone support it
- **Bluetooth®** – If either the smartphone or the hearing aids do not support MFi or ASHA

Types of connections and uses

You can connect your hearing aids to the Miracle-Ear App and other devices. Each connection provides different advantages and features.

In general, hearing aids can connect with:

- **A smartphone** - via Bluetooth, MFi, or ASHA to stream phone calls and audio
- **External audio sources (e.g., TV)** - to transmit sound directly to the hearing aids
- **The Miracle-Ear App** - to control hearing aids settings (e.g., volume and programs)

The information in this manual relates specifically to the Miracle-Ear App. For more details about connectivity and streaming options, please consult your Hearing Care Professional.

For the best experience, **it is recommended to pair your hearing aids with your smartphone (for streaming purposes) before pairing them with the Miracle-Ear App.** If they are not connected beforehand, the app will provide step-by-step guidance during setup.

How to pair your hearing aids with the app

Preparation before starting the pairing flow

Before starting the pairing, which refers to the first connection between your hearing aids and the app, make sure that:

- The Bluetooth on your smartphone is turned on
- The hearing aids are switched on and fully charged or have fresh batteries
- If the hearing aids are two, ensure they are set up as a pair. For example, try adjusting the volume or the program using the button on the right hearing aid, and check if the change is also applied to the left hearing aid
- The app is updated to the latest version available in the App store
- If possible, avoid presence of other hearing aids in proximity

If you have already connected your hearing aids to your smartphone for streaming via MFi or ASHA, as recommended in the previous sections, pairing them with the app will be quicker and easier.



The following explains both scenarios.

How to verify if hearing aids are already connected with the smartphone via MFi or ASHA

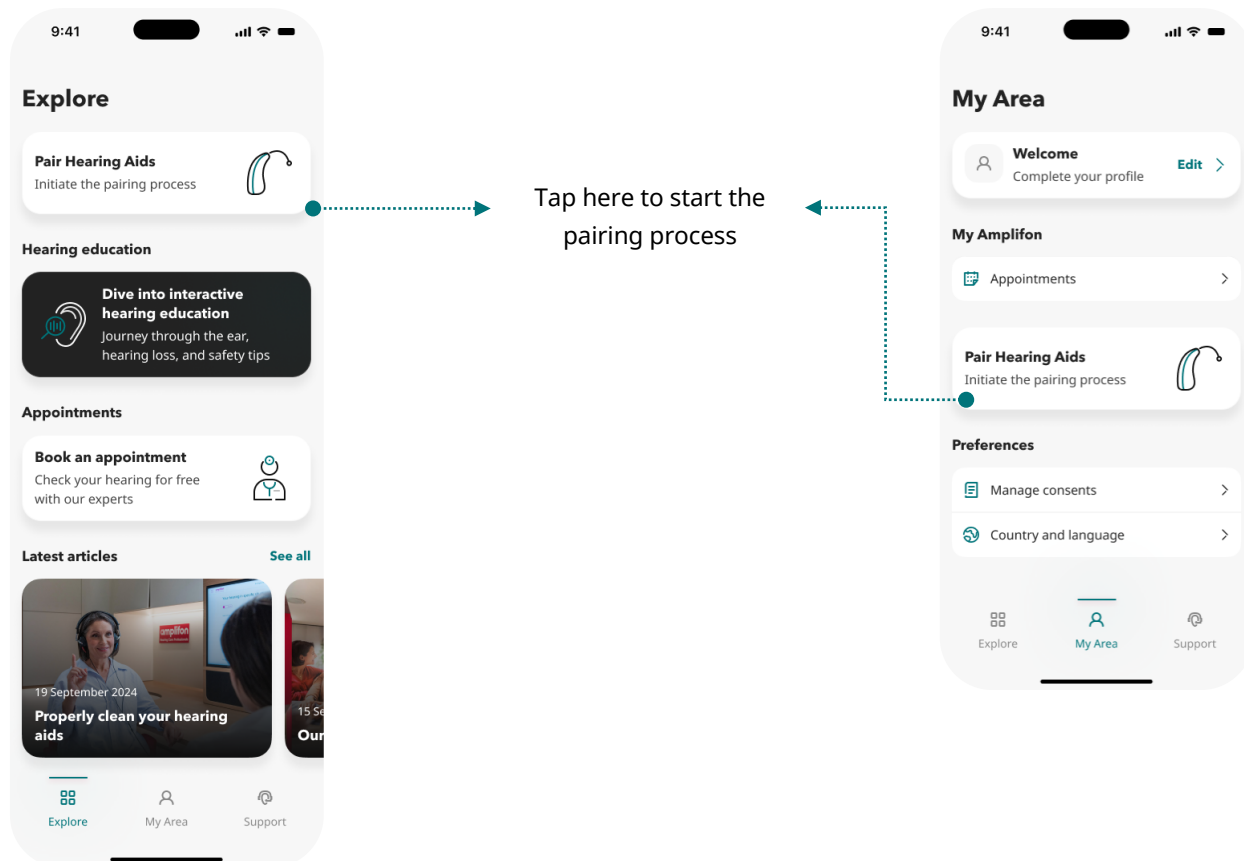
You can verify if your hearing aids are already paired and connected with your smartphone via MFi or ASHA by checking the following:

1. Open your smartphone settings and go to Accessibility
2. Open the option *Hearing Aids* (This section can have a different name, depending on the devices)
3. Look for your hearing aids in the list of connected devices. If they are listed, they are already connected with your smartphone via MFi or ASHA
4. Make sure they are not just paired but actually connected



How to start pairing hearing aids with the app

If your hearing aids have not already been paired with the app during the initial setup, you can start pairing from the Explore section, or My Area.



Explore

The Explore section lets you pair your hearing aids (if you have not already), access interactive hearing education, book appointments, test your hearing, and stay up to date with the latest Miracle Ear articles.

[A-051]

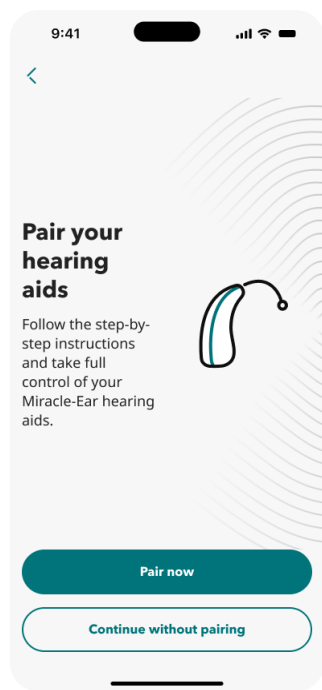
My Area

The My Area section lets you update your profile, see the appointments booked via app, view hearing aids usage (if paired), adjust preferences, and quickly access your favourite store.

[A-061]



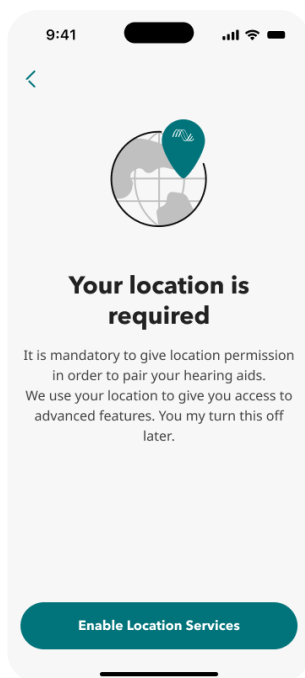
If you have already paired the hearing aids to your smartphone via MFi or ASHA and they are currently connected



Step 1

Tap on Pair now. If you entered the pairing flow from the app setup process, you will see the option to Continue without pairing. Selecting this option allows you to skip pairing and complete it later.

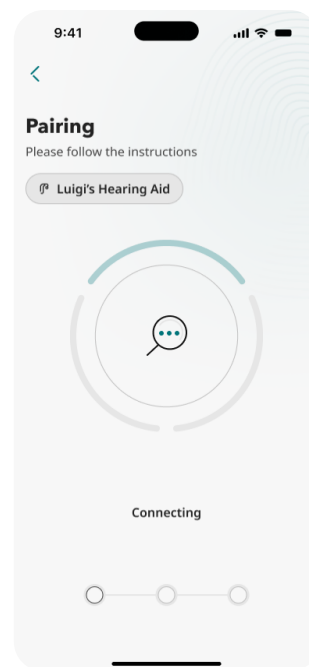
[A-004]



Step 2

For some specific devices the location permission is required to complete the pairing process. In case the location permission is not required for your devices, the app will skip this step.

[A-005]



Step 3

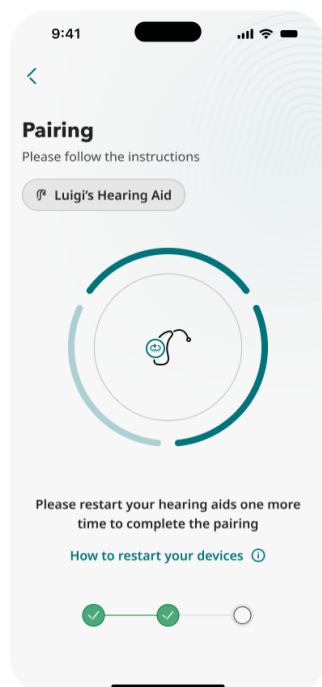
The app retrieves information from MFi or ASHA about the hearing aids already connected to your smartphone and will automatically search for them to establish a connection.

The search can last up to 3 minutes.

Wait until the app starts connecting them.

Pairing your hearing aids may take 1 to 3 steps and can last up to 60 seconds.

[A-006]

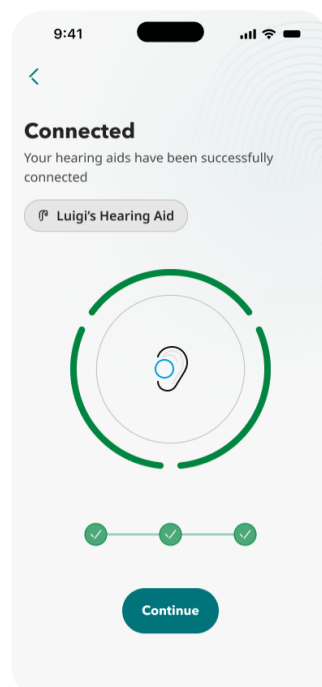


Step 3.1

For some specific devices, the app may ask you to restart your hearing aids to complete the pairing. If you are unsure how to do this, tap on How to restart your devices and follow the guide. Typically, hearing aids restart by:

- **Placing them in and then removing them from the charger (for rechargeable models).**
- **Opening and closing the battery compartment (for non-rechargeable models).**

[A-007]



Step 4

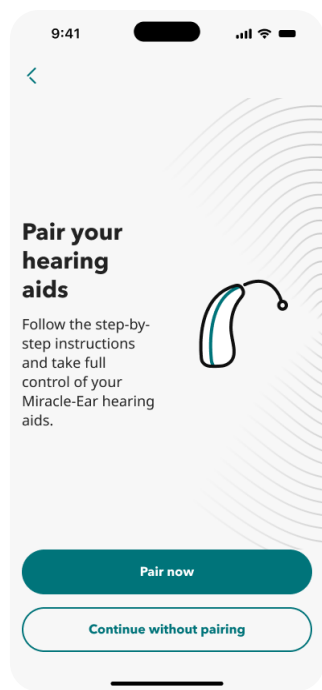
Once the hearing aids are connected, the pairing process is completed. Follow the instructions and continue to use the app.

[A-008]

If the app did not ask you before, enable location services to have access to some advanced features, such as Find my hearing aids or Book an appointment.



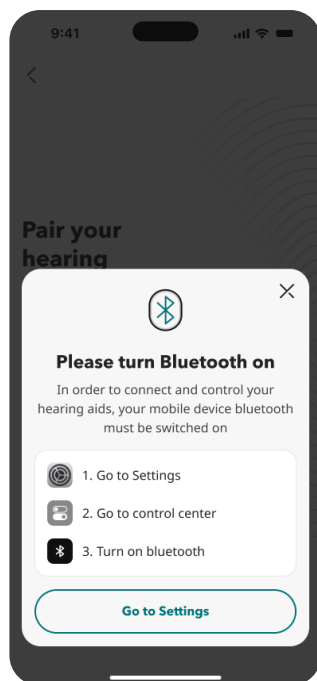
If you have not connected the hearing aids to your smartphone or connected them via Bluetooth



Step 1

Tap on *Pair now*. If you entered the pairing flow from the app setup process, you will see the option to *Continue without pairing*. Selecting this option allows you to skip pairing and complete it later.

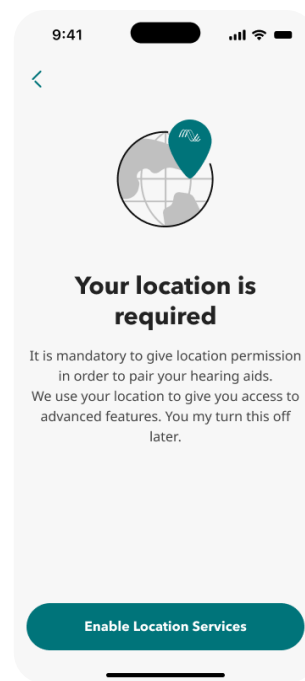
[A-004]



Step 2

If Bluetooth is not enabled on the smartphone, the app will ask you to activate it before starting the pairing. It will also provide instructions on how to enable it in the smartphone settings.

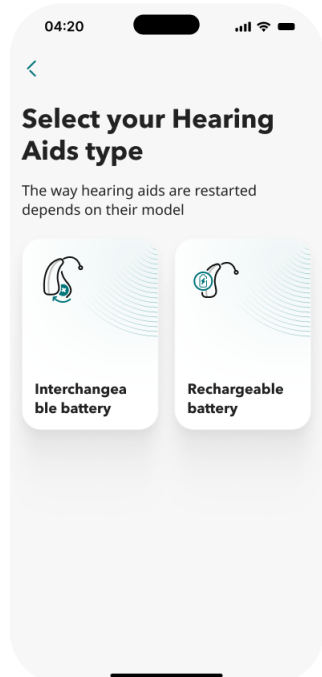
[A-010]



Step 2.1

For some specific devices the location permission is required to complete the pairing process. In case the location permission is not required for your devices, the app will skip this step.

[A-005]



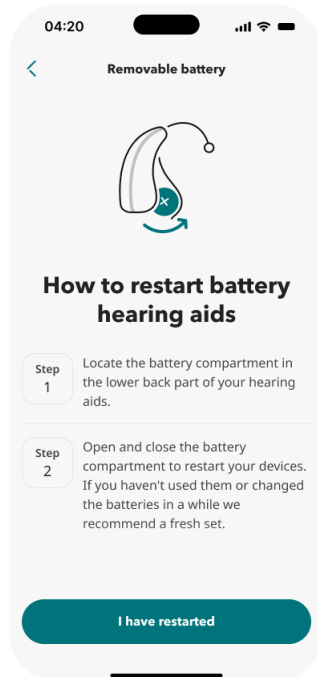
Step 3

To begin the pairing process, the hearing aids must be set to Bluetooth visibility mode.

This is usually done by turning them off and then on again. The app will prompt you to restart your hearing aids. Tap on your hearing aid type and follow the guide.

Each time the hearing aids are restarted, they enter a three-minute advertisement period during which they remain discoverable. To trigger the discovery process, tap Confirm restart once the hearing aids are in visibility mode. After confirmation, the app will begin searching for your hearing aids. The search can last up to 3 minutes.

[A-011]

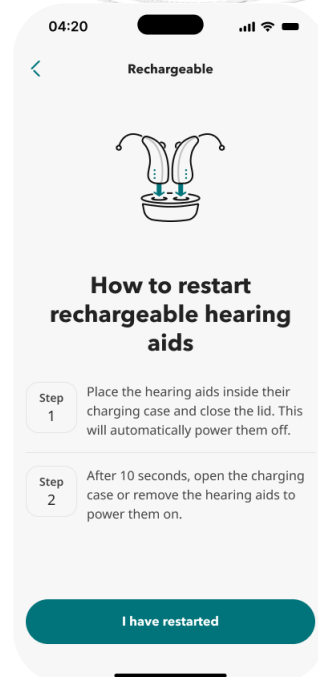


Step 3.1a

For non-rechargeable models, you will typically need to restart the device by opening and closing the battery compartment.

Follow the steps and suggestions shown on the screen to restart it. Then tap *I have restarted* to continue.

[A-092]

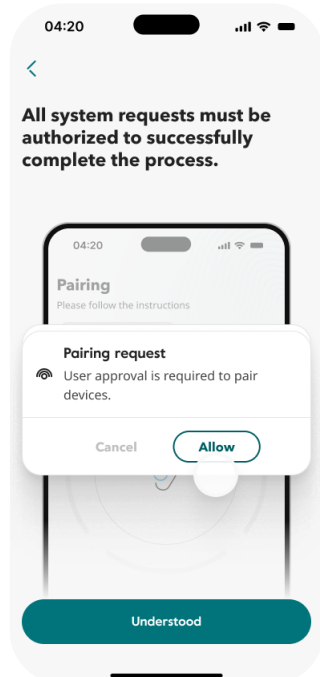


Step 3.1b

For rechargeable models, you will typically need to restart the device by placing them in the charger and then removing them.

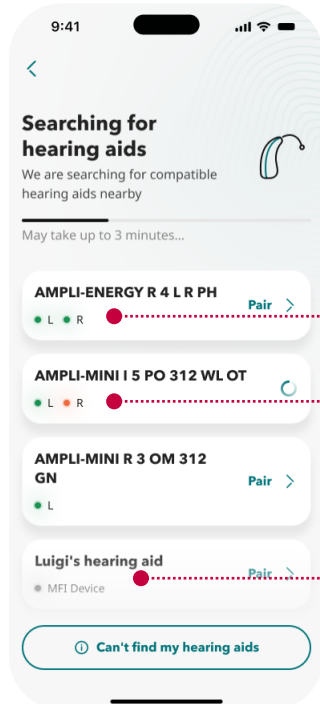
Follow the steps and suggestions shown on the screen to restart it. Then tap *I have restarted* to continue.

[A-093]



Step 3.2

At the end of the restart, this screen will appear. Tap *Allow* to let the app pair with your hearing aids.
[A-094]



You can monitor the detection status through the indicator lights displayed on the card.

▶ A green light means the hearing aid is ready to be paired.

▶ An orange light means it is still not ready to be paired.

▶ Instead, if both the smartphone and hearing aids are compatible with MFi technology, the card will display MFi Device instead of the side indicator and will be recognizable by a grey status. This view remains the same whether you are using a single hearing aid or a pair

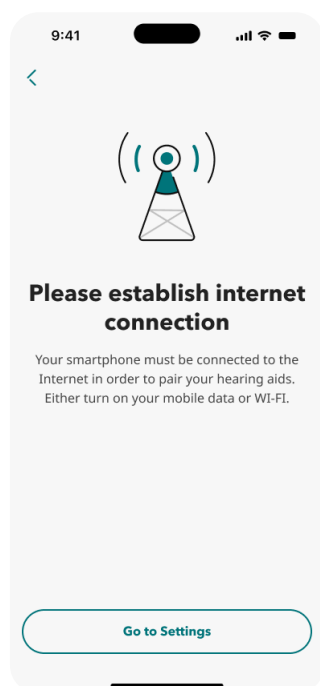
Step 4

The app will display the detected hearing aids.

When your hearing aids are ready to be paired, the Pair option appears, and you can start the pairing by tapping it. If the app is unable to detect your hearing aids, it will show a page where you can try searching again or tap on Can't find my hearing aids for more support.

The detected hearing aids are viewed by card where you can find the hearing aid name and side and the ready to pair option, if available. If you have a pair of hearing aids, left and right sides are displayed and both should be ready to be paired to start the pairing. While, if you have only one hearing aid, only one side is displayed.

[A-012]

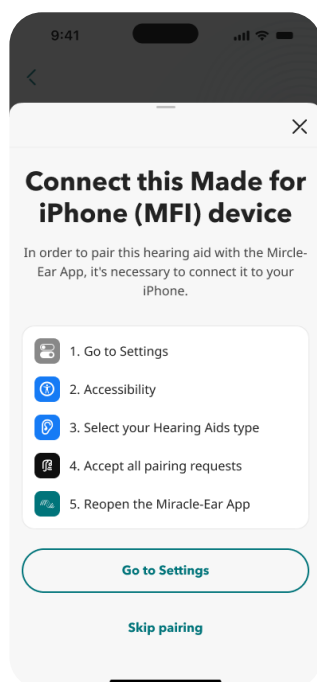


Step 4.1

For some specific devices an internet connection is required to complete the pairing process. If not available, the app may prompt you to establish an internet connection to continue.

In case an internet connection is available or not required for your devices, the app will skip this step.

[A-013]

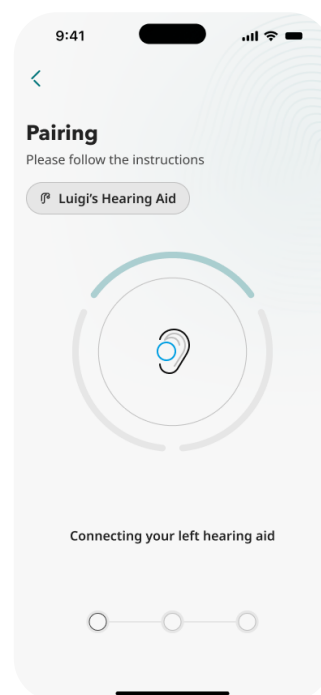


Step 4.2

If you have an iPhone and your hearing aids are MFi compatible, the app will ask you to connect your hearing aids to the smartphone before pairing them with the app. Follow the app's instructions to set up the smartphone. If both your hearing aids and your smartphone support ASHA technology, pairing the hearing aids with the app will automatically connect them to your smartphone.

For more details on the different types of hearing aids connections (with the app, with the smartphone), please refer to the Types of connections and uses section.

[A-014]

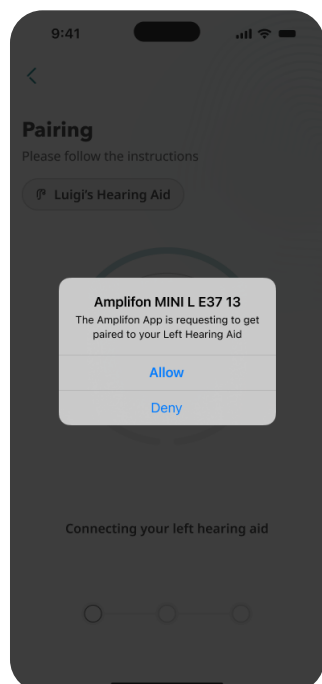


Step 5

The app will automatically search for your hearing aids. Wait until the app starts connecting them, without taking any action. Pairing your hearing aids may take 1 to 4 steps.

The wait can last up to 60 seconds.

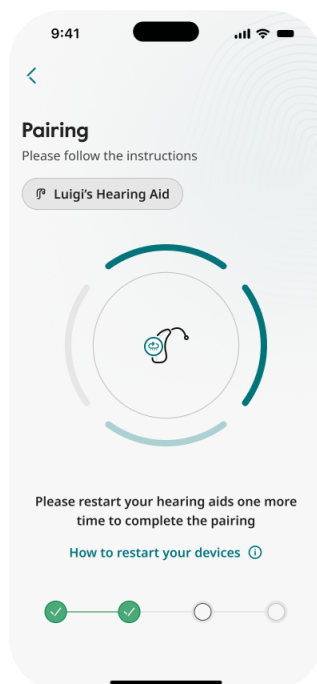
[A-015]



Step 6

To make the pairing, allow the app to connect the hearing aids. If you have two hearing aids, you will need to give permission twice. This step is required only if the connection is being established via Bluetooth and not through MFi or ASHA.

[A-016]



Step 6.1

For some specific devices, the app may ask you to restart your hearing aids. If you are unsure how to do this, tap on How to restart your devices and follow the guide.

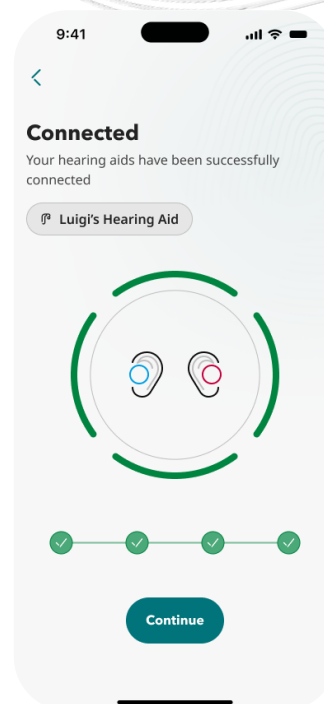
Typically, hearing aids restart by:

- Placing them in and then removing them from the charger (for rechargeable models)
- Opening and closing the battery compartment (for non-rechargeable models)

Each time the hearing aids are restarted, they enter a three-minute advertisement period during which they remain discoverable.

The search can last up to 3 minutes.

[A-077]



Step 7

Once the hearing aids are connected, the pairing process is completed. Follow the instructions and continue to use the app.

[A-017]

If the app did not ask you before, enable location services to have access to some advanced features, such as Find my hearing aids or Book an appointment.

Please note that pairing your hearing aids with the app does not automatically enable audio streaming through your smartphone. If the app did not explicitly prompt you to enable streaming, or if you have not done so separately before pairing with the app, streaming will not be activated.

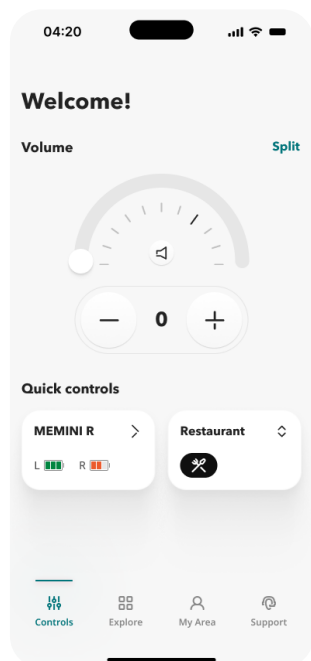


To enable audio streaming, you must manually connect your hearing aids to your smartphone, as this is an independent connection separate from the app. If you have any questions or need assistance with the streaming setup, please contact your Hearing Care Professional.



How to unpair your hearing aids with the app

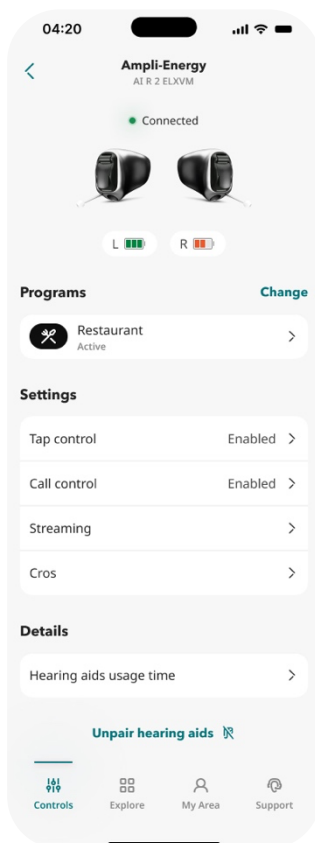
To unpair the hearing aids from the app, the user can follow these steps:



Step 1

In the Controls section, tap on the Hearing Aids Management widget.

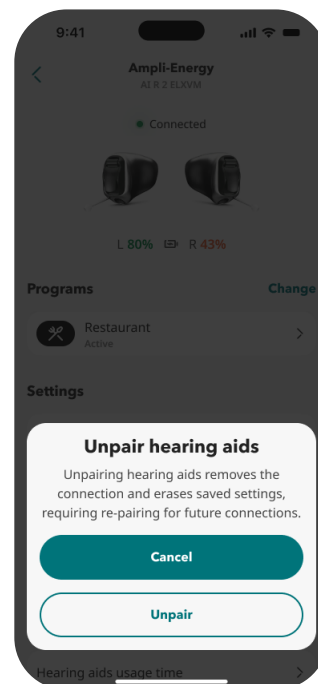
[A-020]



Step 2

You are now in the Hearing Aids Management section. Tap on Unpair my hearing aids located at the lower part of the page.

[A-021]



Step 3

Confirm the action when prompted by clicking on Unpair. This action can take a few seconds to complete.

[A-018]

At the end of this process, the hearing aids will be unpaired from the app, the Controls section will no longer be available, and the *Pair your hearing aids* option will reappear.

Please note that, as explained in the Types of connections and uses section, unpairing your hearing aids from the app does not affect their connection to your smartphone. If your hearing aids are already paired with your smartphone (e.g., for audio streaming), the connection will remain active even after unpairing them from the app.

If you also wish to unpair the hearing aids from your smartphone, you will need to do so in the operating system settings (via Bluetooth or MFi, depending on the existing connection).

If you are using an iOS device (e.g., iPhone) and wish to unpair your hearing aids that are connected via MFi in order to pair new Miracle-Ear hearing aids, you must first remove the current hearing aids from both the operating system and the app.



How to check if hearing aids are connected with the smartphone via MFi and how to unpair them

To check if your hearing aids are connected via MFi and to unpair them from your smartphone, follow these steps:

(The steps and wording may vary depending on your smartphone model. Please, consult your smartphone manual for additional info)

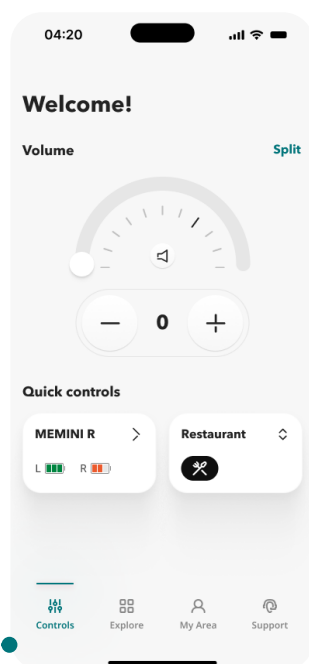
1. Open your smartphone settings and go to Accessibility
2. Select *Hearing Aids*
3. Look for your hearing aids in the list of connected devices. If they appear in the list, they are connected to your smartphone via MFi
4. Tap on the connected hearing aids
5. Scroll down to find the option *Forget this device* and select it
6. If prompted by your smartphone, confirm the action



App sections

The app is divided into different sections, which you can navigate using the navigation bar at the bottom. The navigation bar provides you access to the main sections of the app:

- Controls (displayed if your hearing aids are paired with the app)
- Explore
- My Area
- Support



Navigation bar

Navigation bar

The navigation bar is located at the bottom of the screen and provides access to the main app sections: Controls, Explore, My Area, Support.

[A-020]



Controls

The Controls section serves as the central hub for managing and adjusting the advanced features of your connected hearing aids. It allows you to personalize your hearing experience according to your preferences and the environment. Key features include Volume control, Hearing Programs, Equalizer settings, Noise Reduction, and Hearing Directionality adjustments. This section ensures that you can tailor the settings to best suit your needs in any situation.

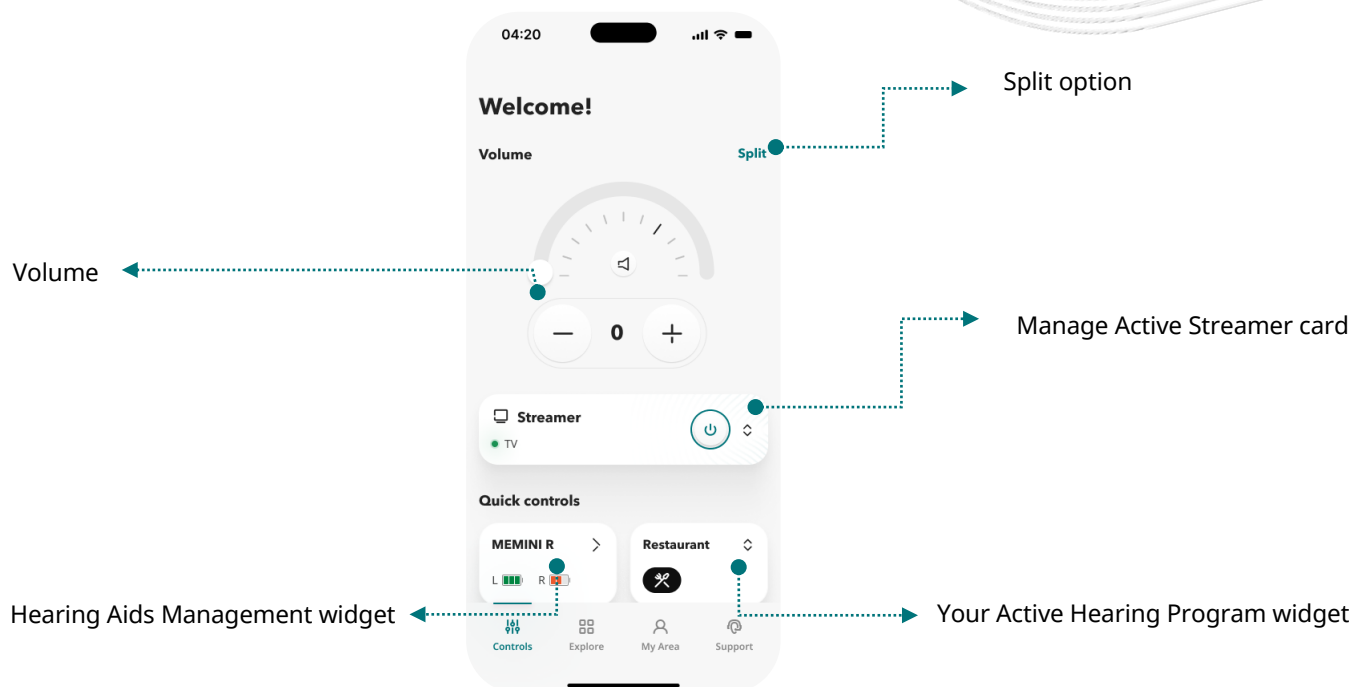
Controls is visible only if your hearing aids are paired with the app and appears as the first section when you open the app.

From Controls section you access to:

- **Volume** - The volume settings allow you to:
 - Adjust your hearing aids' volume
 - Split and merge your hearing aids' volume control (available only if you have two hearing aids)

- **Manage active streamer card** - Visible whenever a streaming source is available. The Manage active streamer card allows you to:
 - Activate and deactivate the streaming source (if supported by your hearing aids model)
 - Access to Change streaming source and Manage Active Streaming Source

- **Quick controls** - Quick controls provide widgets that serve as shortcuts for:
 - Hearing Aids Management widget - With this widget, you can:
 - View your hearing aids model and check the battery level (if supported by your hearing aids model)
 - Access the Hearing Aids Management section
 - Your Active Program widget - With this widget, you can:
 - View the active hearing program
 - Access the Change Program section to switch or manage the active program



Controls

This screen shows the Controls section. Here, you can adjust the volume, split or merge the volume if available for your hearing aids, manage your active streamer source. Also, you can check the battery level of your hearing aids, if available, and access Your Active Hearing Program and the Hearing Aid Management page.

[A-019]



Hearing Aids Management

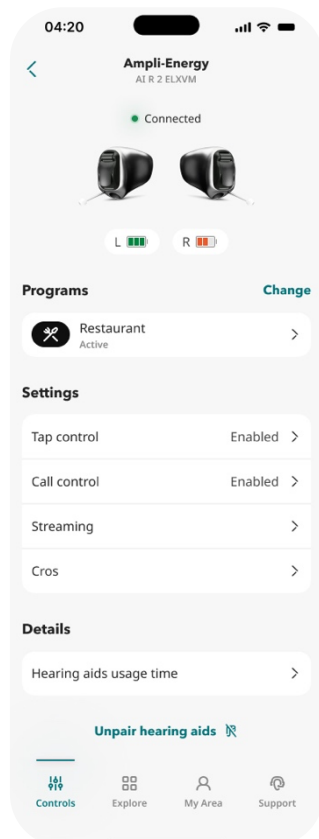
The Hearing Aids Management page allows you to view detailed information about your hearing aids and manage their functionalities. These features include audiological functions, related to the hearing experience, and the settings of the devices, to improve hearing aids and accessories usability. Additionally, they offer usage monitoring, allowing you to track your hearing aids' usage statistics.

The available features depend on the hearing aids model and the configurations set by the Hearing Care Professional.

You can access the Hearing Aids management page from the Hearing aids management widget, in Controls section.

From the Hearing Aids Management, you can access:

- **Hearing Aids Status** - This allows you to:
 - Check the status of your hearing aids (e.g., connected)
 - Monitor the battery level of your hearing aids (if your hearing aids model support it)
- **Your Active Program** - From here, you can:
 - View your active hearing program
 - Access options to:
 - Change the active program
 - Manage your active program
- **Settings** - This section lets you manage the settings of your hearing aids or accessories:
 - **Tap Control** – Available if your hearing aids supports it
 - **Call Control** – Available if both your hearing aids and smartphone support it
 - **Streaming Sources** – Available if your hearing aids supports it
 - **Cros** – This feature is available only if a Cros device is connected to the app. Depending on your hearing aids model, a Cros device is considered connected to the app if:
 - Your hearing aid is connected to the app and paired to a Cros device
 - Both the hearing aid and the Cros device are independently connected to the app
- **Hearing Aids Usage** - This allows you to access your hearing aids usage data
- **Unpair Your Hearing Aids** - You can disconnect your hearing aids from the app



Hearing Aids Management

This screen shows the Hearing Aid Management section. From here, you can check your hearing aids battery level and the hearing aids' status, access active program options, hearing aid settings, and data usage. You can also unpair your hearing aids.

[A-021]



Manage your active program

The Manage your active program section allows you to easily manage and customize your active hearing program. It provides all the tools you need to adjust audiological settings and personalize your hearing experience, ensuring that your hearing aids are perfectly fine-tuned to suit your preferences.

You can access Manage your active program from:

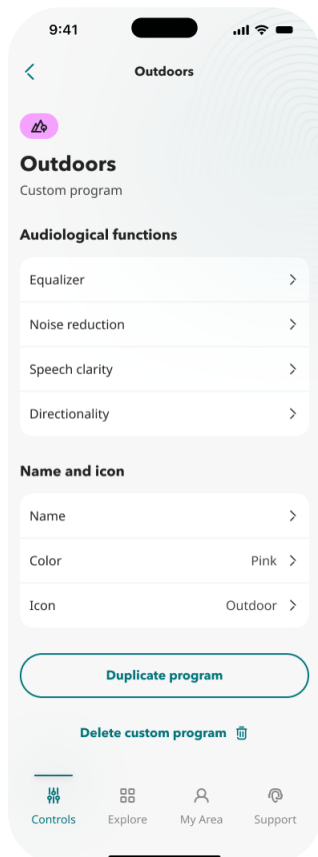
- The Your active program widget available in the Controls section
- The Hearing Aids Management section

From this section, you can:

- Adjust audiological functions (availability depends on the hearing aids model):
 - Equalizer
 - Noise reduction
 - Speech clarity
 - Directionality
- Customize the program (only for custom hearing program):
 - Name
 - Icon
 - Color

From this page, you can also:

- Duplicate your program
- Delete it (only for custom program)



Manage your active program

This screen shows the Manage your active program section for a Custom Program. From here, you can access individual audiological features to modify them, customize the program's name and icon, or duplicate the program.

[A-023]



Change Program

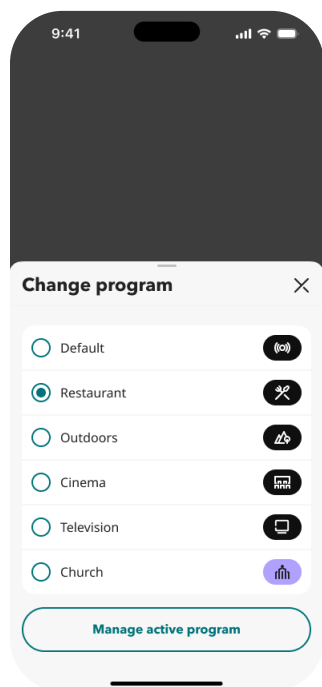
The Change Program section allows you to easily switch between different hearing programs, giving you the flexibility to adapt to various environments or activities. Whether you are at home, at work, or out and about, this section provides quick access to adjust your settings to suit your needs.

You can access the Change Program from:

- The Your Active Program widget available in the Controls section
- The Hearing Aids Management section

From here, you can:

- Change your active program
- Open Manage your active program section



Change Program

The Change program feature lets you switch your hearing program and access the Manage your active program page.

[A-024]



Streaming Sources

The Streaming Sources page allows you to view the available streaming sources that can be connected to your hearing aids and to manage them. From here, you can monitor the status of active streamers, disconnect them, and adjust streaming parameters.

You can access the Streaming Source page from:

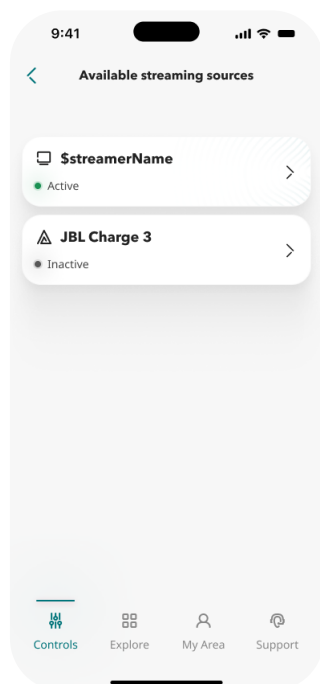
- Streaming Sources, in the Hearing Aids Management section (if available for the hearing aid model)
- The Streaming Source card, in the Controls section (visible whenever a streaming source is available to connect)
- Manage your active program, when the streamer program is active (for specific hearing aids models only)

From this page you can:

- Activate or deactivate a streaming source (if supported by your hearing aids model)
- Adjust streaming volume (if supported by your hearing aids model)
- Adjust the streaming equalizer (if supported by your hearing aids model)
- Balance audio between the hearing aids microphone input and the streaming audio

A streaming source is available only when all the following conditions are met:

- It is connected to your hearing aids
- It is turned on
- It is within range (i.e., close enough to be detected by the hearing aids)
- The streaming source is receiving audio. *For example, if the streaming source is a TV streamer, the TV it is connected to must be turned on and actively sending audio to the streamer — meaning the volume must be up and the TV not muted.*



Streaming Sources

This screen shows the available streaming sources. From here, you can turn each one on or off (if supported by your hearing aids).

[A-044]

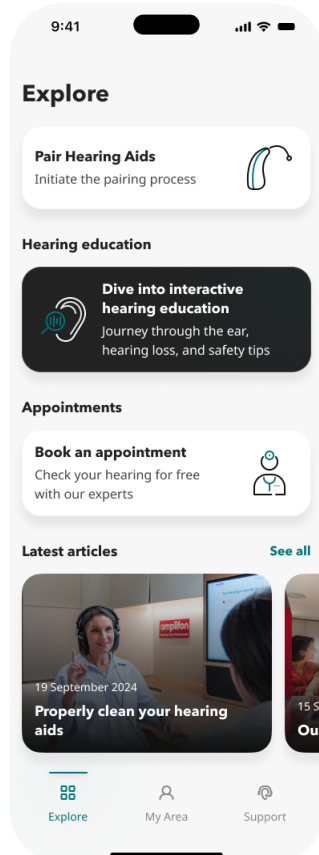


Explore

The Explore section invites you to discover everything Miracle-Ear offers, from hearing health education to easy appointment booking. Here, you can access interactive educational content, stay up to date with the latest news from Miracle-Ear, and book appointments for hearing tests or consultations. Explore appears as the first section when you open the app, if your hearing aids are not paired with it.

The Explore section give you access to:

- **Pair Hearing Aids** - This allows you to pair hearing aids (this option is not available if they are already paired)
- **Book an appointment** – From here, you can book an appointment effortlessly
- **Hearing Education** - This lets you equip yourself with essential knowledge to manage your hearing health, including hearing loss, ear anatomy, and safety tips
- **Latest articles** - From here, you can:
 - Stay informed with the latest news, tips, and articles about hearing health, Miracle-Ear, and hearing aids
 - Access all articles



Explore

The Explore section lets you pair your hearing aids (if you have not already), access interactive hearing education, book appointments, and stay up to date with the latest Miracle Ear articles.

[A-051]

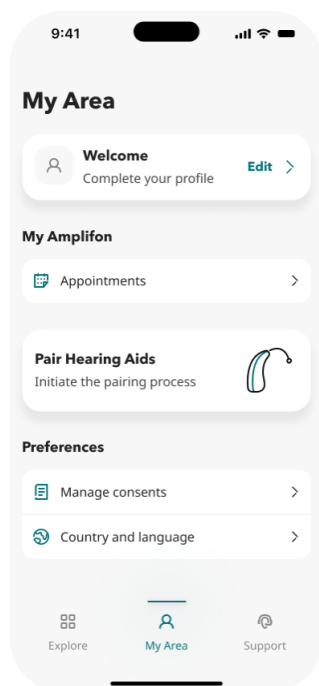


My Area

The My Area section provides you with a foundational space to manage your hearing aids experience, preferences, and personal settings. When your hearing aids are paired with the app, this section becomes even more personalized, offering tailored content and insights to enhance your journey.

In My Area you can find:

- **Customer Profile** - From here, you can view and update your profile, with your personal details
- **My Miracle-Ear** - This allows you to:
 - Check the appointments you have booked (if booked via the app)
 - Access hearing aids usage, if your hearing aids are paired
- **Pair hearing aids** - This allows you to pair hearing aids (this option is not available if they are already paired)
- **Preferences** - From here, you can manage app consents
- **Favorite Store** - This allows you to access the Store details page for the Miracle-Ear store where you booked your last appointment



My Area

The My Area section lets you update your profile, see the appointments booked via app, view hearing aids usage (if paired), adjust preferences, and quickly access your favourite store.

[A-061]



Profile

The Profile page allows you to manage your personal data, keep your information up to date, and ensure a faster online booking process with automatically pre-filled forms using your stored data. If you have previously booked an appointment through the app and chosen to save your details, they will be pre-filled for future bookings.

You can access it from the My Area section by clicking on your profile.

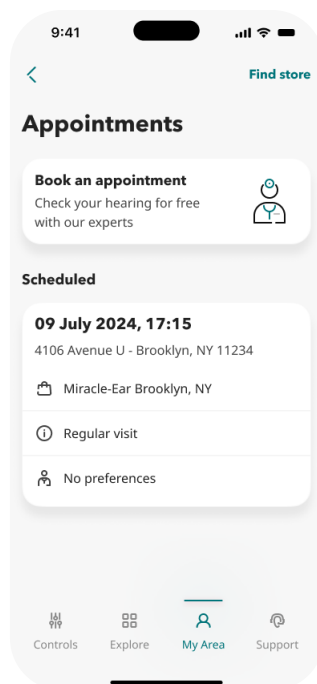
From the Profile page, you can view and update your personal information.

My Appointments

The My Appointments section allows you to manage your appointments directly through the app. You can access it from the My Miracle-Ear section in My Area.

From the My Appointments section, you can:

- Find a store
- Book an appointment
- View your upcoming appointments (only those booked via the app)
- Access details of your upcoming appointments (only those booked via the app)



My Appointments

This page shows the My Appointments section. This section lets you find a store, book an appointment, view your upcoming appointments booked via the app, and see the appointment details.

[A-063]



Store details

This section provides you with information regarding a Miracle-Ear store.

You can access this page through:

- The Find a store feature
- The Favorite store section, in the My Area section

In this section you can:

- View the weekly opening hours
- Contact the store by email or phone
- Get directions to the store
- Book an appointment in that store

The listed features may vary based on the available Miracle-Ear stores information.

Appointment details

The Appointment details page allows you to view the details of your scheduled appointments.

You can access it from the My Appointments section by tapping on a scheduled appointment.

For each scheduled appointment, you can:

- View appointment details, including date, time, address, and, in some cases, appointment type and the name of the Hearing Care Professional
- Get directions to the store
- Add the appointment to your calendar
- Remove the appointment card from the My Appointment page by tapping *Remove reminder*

Note: Removing the reminder does not cancel the appointment. To cancel an appointment, you need to contact the store or Miracle-Ear customer service.

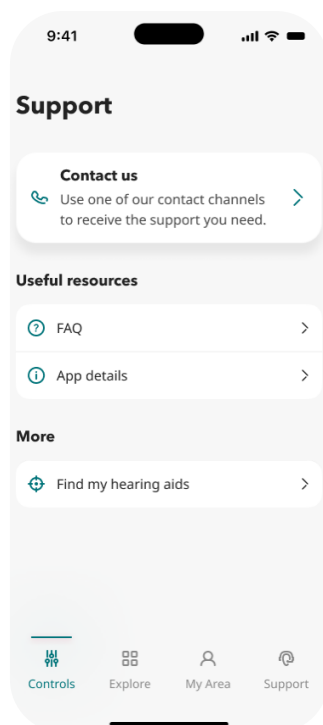


Support

The Support section is a dedicated space within the app that offers a range of digital services designed to give you quick and easy access to assistance with Miracle-Ear products, the Miracle-Ear App, and hearing aid-related issues, ensuring a seamless experience.

The Support section provides access to:

- **Contact Us** - This allows you to request support for:
 - Miracle-Ear products or services
 - Miracle-Ear App
- **Useful Resources** - From here you can consult:
 - Frequently asked questions
 - App details
- **Find My Hearing Aids** - This lets you access to Find my Hearing Aids features



Support

The page displays the Support section. This page allows you to contact Miracle-Ear, access frequently asked questions and app details. Additionally, you can use the Find My Hearing Aids feature.

[A-068]



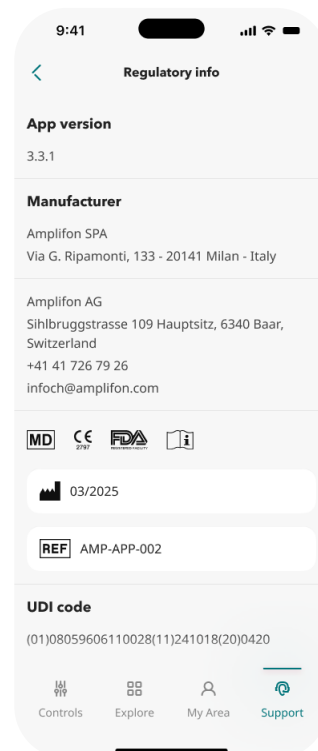
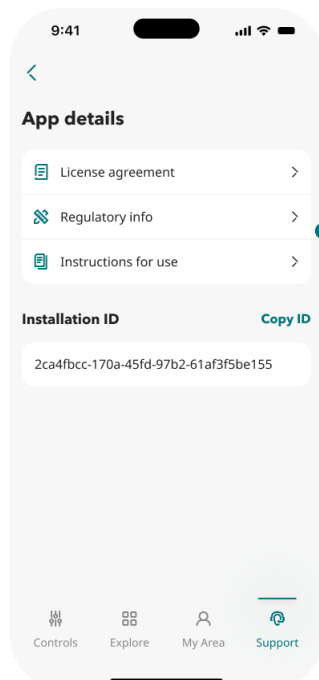
App details

The App details page provides a comprehensive overview of the app, offering essential information and resources to help you understand its functionality and usage.

You can access it from the Support section.

From this page, you can access:

- The license agreement
- Regulatory information, including the app manufacturer's details and version
- Instructions for use, with a link to download the user manual
- The Installation ID, which may be useful for app support if you need assistance



App details

The screen shows the App details section, where you can access the license agreement, regulatory information, instructions for use, and the installation ID.

[A-072]

Regulatory information

This is the Regulatory information page, where you can find the app version and manufacturer details.

[A-073]



General App functionalities

This chapter provides an overview of the app functionalities that are accessible to all users, regardless of hearing aids pairing. These features support general interaction with the app and can be managed to contribute to an optimized hearing care experience.

Hearing knowledge resources

This section gives you access to content that helps you better understand your hearing health. It's designed to support your awareness and engagement.

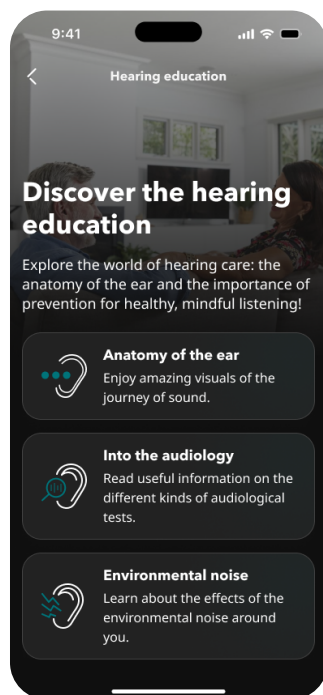
Interactive hearing education

This interactive hearing education offers an interactive and immersive experience that helps you explore how your ears work, the science behind hearing, and how everyday noise affects your hearing health. It is more than just information; it is an engaging, hands-on journey where you can interact with models and visuals, making learning both easy and enjoyable. It allows you to truly experience hearing, its impact, and how to protect it.

You can find it in the Explore section under Dive into interactive hearing education.

You can explore 3 main sections:

- **Anatomy of the Ear** – Take a 3D journey through the different parts of the ear
- **Into Audiology** – Dive into the world of audiology and discover the various types of hearing tests
- **Environmental Noise** – Get tips on safe listening and learn how to protect your hearing from everyday environmental noise



Education

This screen displays the Hearing Education section, where you can explore various educational topics such as Ear Anatomy, Introduction to Audiology, and Environmental Noise. [A-053]



Latest articles

This feature provides the latest articles on hearing health, hearing aids technologies, and Miracle-Ear news, offering helpful resources and information.

You can find it in the Explore section.

You can choose to view the full list of articles or filter the content by selecting a specific topic.



Assistance and help tools

This section includes features that support you throughout your experience with the app. You can rely on these tools whenever you need guidance or help.

FAQ

The FAQ feature provides a list of frequently asked questions (FAQs) with answers about using the app. It helps you quickly find useful information.

You can access the FAQ in the Useful Resources in the Support section.

From here, you can:

- Select the FAQ you want to consult from the list
- Use the search bar to look for a FAQ based on your specific needs



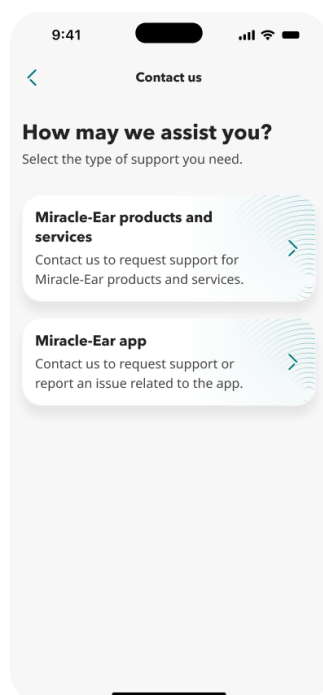
Contact us in the app

The Contact us feature allows you to easily get in touch with Miracle-Ear for any questions or issues related to the app or Miracle-Ear products and services. This feature provides quick access, saving you time and allowing you to resolve issues faster. The phone option ensures you get support for more complex matters, making it a convenient and flexible way to get the help you need and enhancing your overall experience with Miracle-Ear.

You can find it in the Support section of the app.

To use it, tap on Contact us. You can choose the reason for your contact:

- For app support, you will be directed to the app support page where you can send a message by filling out a form
- For other topics, such as Miracle-Ear products or services, you will be directed to call Miracle-Ear customer service



Contact Us

This screen shows the Contact Us page in the Support section, allowing you to choose the reason for getting in touch, whether regarding products and services, or the app.

[A-069]



Store connection features

This section helps you stay connected with our stores. It allows you to interact with your local Miracle-Ear store and manage your in-store experience through the app.

Booking appointment using the app

The Book an Appointment feature allows you to schedule an appointment with a Miracle-Ear store quickly and efficiently using the online booking system. The key advantage is the speed: in just a few simple steps, you can secure your appointment without delays or complications, providing a convenient way to access the services you need.

You can find this feature in the following sections:

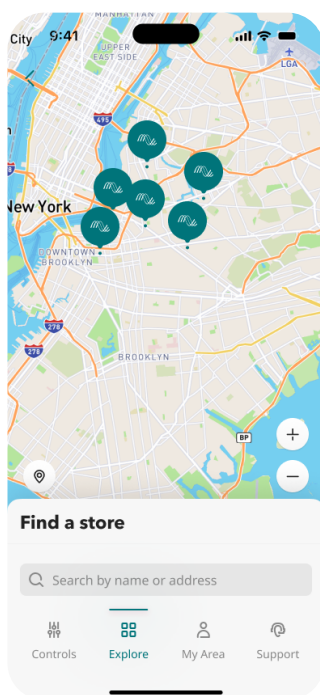
- Explore
- My Appointment
- Store Details

To use it, follow these steps:

Step 1

Fill out the form with your personal details (the app will ask for your details only if your profile has not been completed yet and will also prompt you to save them if they are not already in your profile).

[A-057]



Step 2

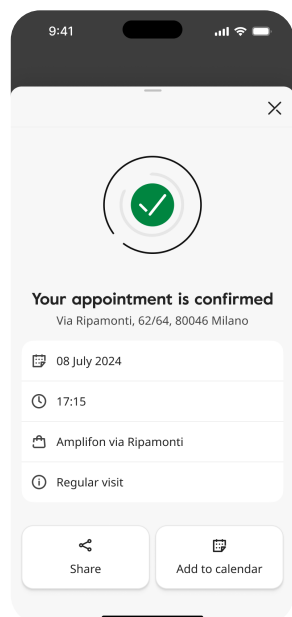
Search for a Miracle-Ear store and select the one you prefer. You can click on any store displayed on the map or select it from the search results list to access the Store Details page.

[A-058]

Step 3

Select the day and time for your appointment. You are also asked to choose the Hearing Care Professional and the reason for your appointment.

[A-059]



Step 4

Confirm the appointment.

You can find your booked appointment in My Area under Appointment. Please note, this section only displays appointments made through the app.

[A-060]

Please note, if online booking is not available for the selected store, you can request a call back to schedule an appointment by phone.



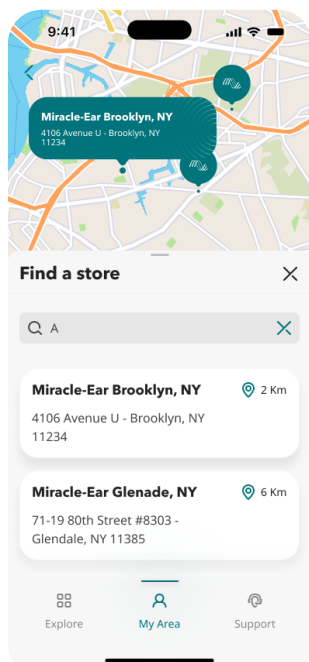
Find a store

This feature helps you find the nearest Miracle-Ear store quickly and efficiently, saving you time by providing relevant details such as contact information and the distance from your location. It allows you to easily access the support you need with just a few taps.

You can find this feature in the My Appointments page.

To use it, follow these steps:

- Open the map, which will display nearby stores (if location services are enabled)
- Your preferred store will be highlighted if you've previously made an appointment through the app
- If needed, enter the street name in the search bar to find additional stores
- You can click on any store displayed on the map or select it from the search results list to access the Store Details page



Find a store

This screen presents the Find a Store page, allowing you to search for and choose Miracle-Ear stores in your area and to access their Store Details. You can click on any store displayed on the map or select it from the search results list to access the Store Details page.

[A-064]



Paired mode: app features for hearing aids

This chapter describes the app functionalities that become available when compatible hearing aids are paired. These features allow users to interact with their devices through the app to optimize the hearing experience across different environments and needs.

Hearing aids monitoring and status feature

This section includes app functionalities that allow users to monitor the status of their paired hearing aids. These may include, for example, usage tracking, battery level visualization, and device location. Such features support awareness and continuity in the hearing experience

Hearing Aids Usage

The Hearing Aids Usage feature helps you track your hearing aids usage over time, offering insights into your hearing habits.

You can access this feature by selecting the Hearing Aids Management widget in the Controls section.

Your average usage and trend will be displayed when:

- Your hearing aids have been paired with the app
- Your smartphone is connected to the internet (Wi-Fi or mobile data)
- The app has collected sufficient data for graph visualization

In that case, the graph will illustrate:

- A summary of your average daily usage hours
- The usage trend over time

Usage is rounded to the nearest hour.

You can view usage data for:

- The past month
- The past 6 months
- The past year

Tap the icon located in the top right corner of the screen for additional data details.

Usage data collection methodology

The app collects usage data when:

- The app is launched in foreground
- The app is connected to hearing aids
- The smartphone is connected to the internet (Wi-Fi or mobile data)

Usage data accuracy

Initial data may lack full accuracy but will improve with continued app usage. Frequent app and hearing aids connection enhance data accuracy.

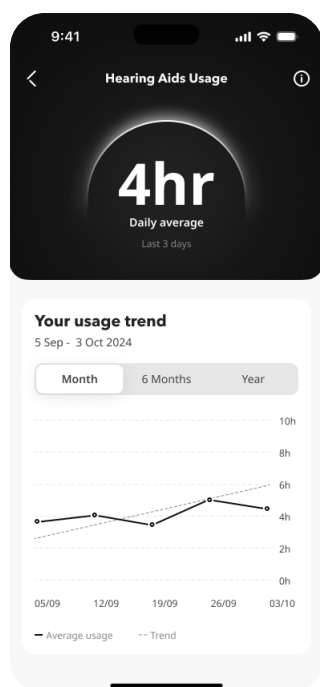


At least a weekly data collection is recommended.

For maximum accuracy, connect the app to your hearing aids while your smartphone is connected to the internet (Wi-Fi or mobile data) each time you power them on or off.

Usage graph data availability

- When the app has insufficient data, the graph will display the period in grey
- To display the usage graph, the app must first collect sufficient data. This typically requires a few days after the initial connection and consistent use of the app to allow data collection
- If data is unavailable (e.g. recent pairing, app reinstallation or inaccurate data, no internet connection), a message indicating *No data to display* will appear



Data usage

The Hearing Aids Usage screen shows how your hearing aids usage is tracked over time. You can view usage data for the past month, the past 6 months, or the past year.

You can get more information about data usage through the pop-up that appears when you tap the *i* icon in the top right corner.

[A-033]



Visualizing hearing aids battery level using the app

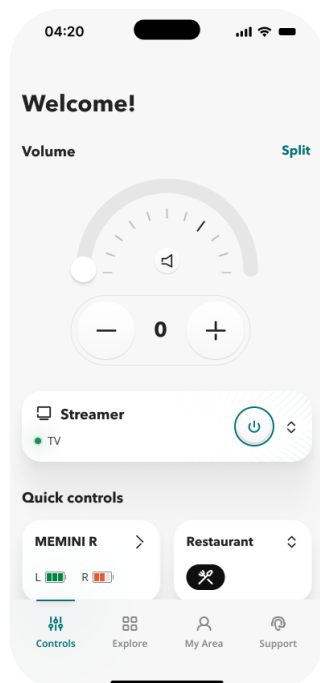
This feature lets you check your hearing aids' battery level directly from the app, so you can easily monitor the status and make sure they are charged and ready to use.

The hearing aid battery level can be viewed in two places within the app:

- In the Hearing Aids Management widget located in the Controls section
- On the Hearing Aids Management page

Battery level information is displayed only when:

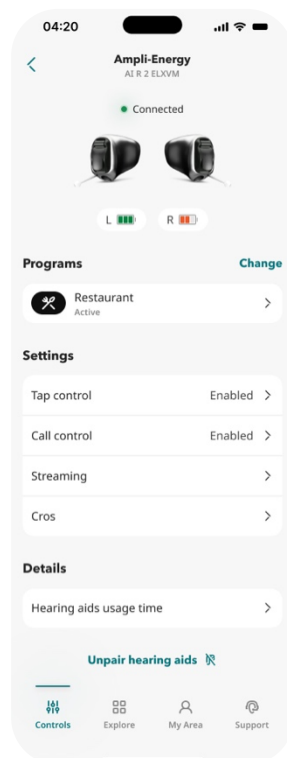
- the hearing aids are connected to the app
- the hearing aid model supports this feature



Controls

This screen shows the Controls section. Here, you can adjust the volume, split or merge the volume if available for your hearing aids, manage your active streamer source. Also, you can check the battery level of your hearing aids, if available, and access Your Active Hearing Program and the Hearing Aid Management page.

[A-019]



Hearing Aids Management

This screen shows the Hearing Aid Management section. From here, you can check your hearing aids battery level and the hearing aids' status, access active program options, hearing aid settings, and data usage. You can also unpair your hearing aids.

[A-021]



Find hearing aids using the app

The Find My Hearing Aids feature, located in the Support section, helps you identify the last known location of your missing hearing aids.

Important Notes: *Hearing aids do not have built-in GPS, so the location feature relies on your smartphone's GPS. The app will display the last known location where your hearing aids were connected to the app.*

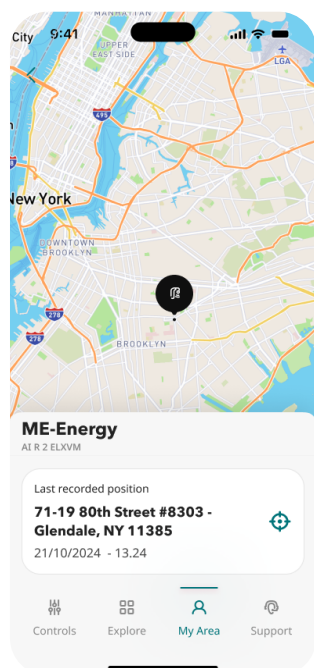
If the permission to use location services is granted, the geographical location is tracked at regular intervals when the hearing aids are connected to the app. If you have two hearing aids, both must be connected to track the location.

To enable this function, ensure that:

- Location services are granted to the app
- Your hearing aids have been previously paired with the app

If available, the app will show:

- The last location where your hearing aids were connected (address and map)
- Date and time of the last connection



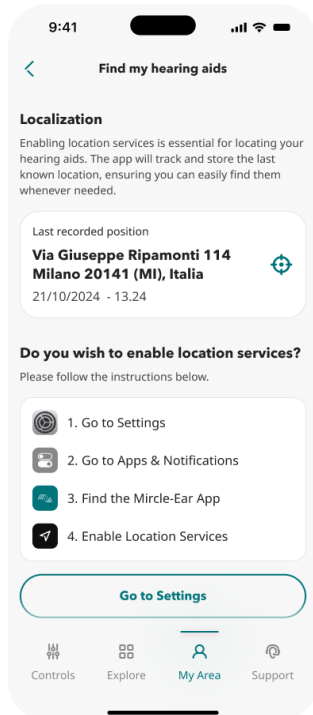
Find My Hearing Aids – Map

This screen displays the Find My Hearing Aids page in the Support section, where the latest recorded position is available both as an address and on the map, with location services enabled.

[A-074]



If location permissions are not granted, the app will display a message instructing you to enable location services to use this feature.

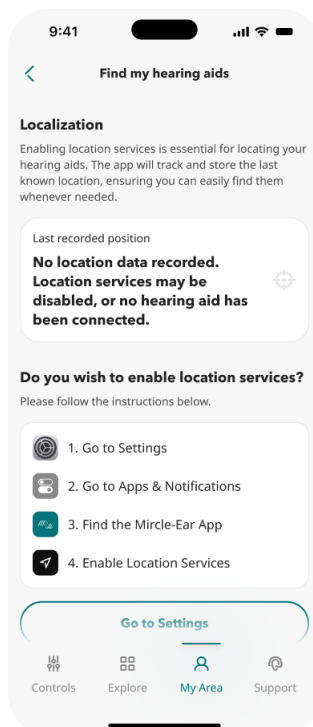


Find My Hearing Aids - Location services request

This screen displays the Find My Hearing Aids page in the Support section, where a last recorded position is available, but location services must be enabled to fully access the feature.

[A-075]

If the app has never retrieved a location, no previous data will be available.



Find My Hearing Aids - No last recorded available

This screen displays the Find My Hearing Aids page in the Support section, shown when no data is currently available.

[A-076]

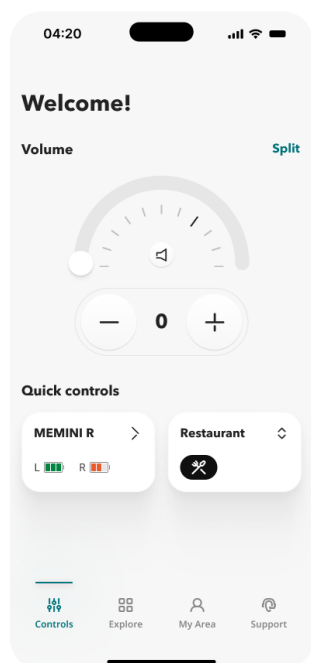


Hearing aids audiological control features

When the hearing aids are connected with the app, the app's audiological functions allow you to personalize your hearing experience. Feature availability depends on your hearing aids model and the fitting set by the Hearing Care Professional.

Hearing Programs management in the app

A listening program is a personalized configuration that optimizes the device settings for specific listening situations. The default program activated when the hearing aids are turned on is set by the Hearing Care Professional. You can request additional programs from your Hearing Care Professional or create your own Custom hearing program within the app.



Controls

This screen shows the Controls section. Here, you can adjust the volume, split or merge the volume if available for your hearing aids, check your hearing aids battery level, access your hearing program, and open the Hearing Aids Management page.

[A-020]



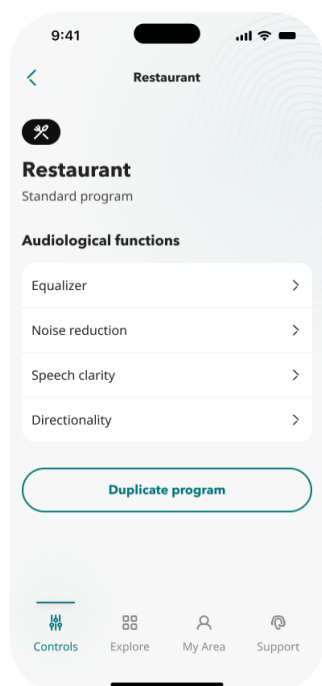
How to distinguish standard hearing programs from custom programs

When you connect your hearing aids to the app for the first time, only the hearing programs set by your Hearing Care Professional will be available.

You can identify standard programs by a black icon in:

- The Change program section
- Your active program widget

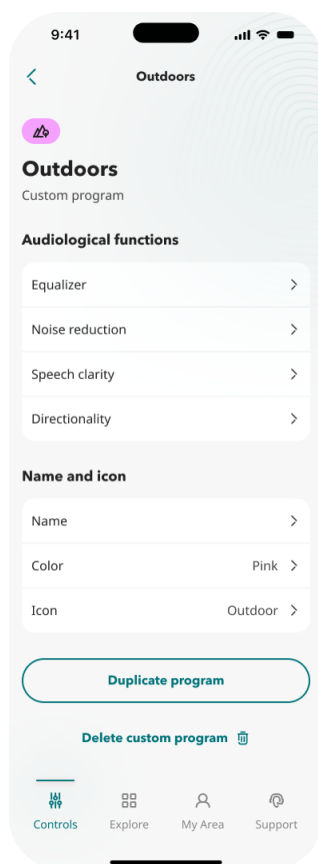
Whereas custom programs have a colored icon.



Standard program

This screen shows the Manage your active program section for an Standard program. From here, you can access individual audiological features.

[A-022]



Custom program

This screen shows the Manage your active program section for a custom program. From here, you can access individual audiological features to modify them, customize the program's name and icon, or duplicate the program.

[A-023]

Additionally, when opening the Active Program Management section for a specific program:

- Standard programs are labelled as *Standard Program*
- Custom programs are labelled as *Custom Program*

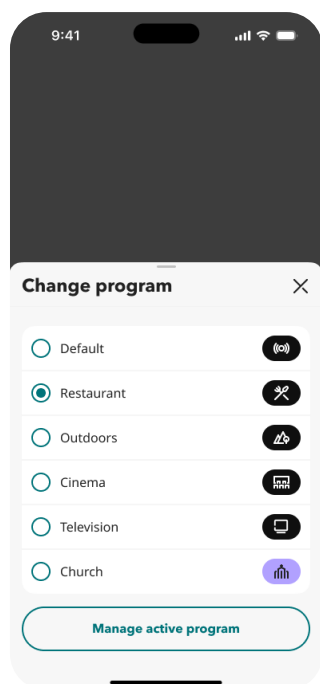


How to select a Hearing Program using the app

If additional listening programs have been configured, you can tap on the active hearing program to change it. The app will display a list of available hearing programs, allowing you to select the desired one.

You can select a new program from the Change Program section, that you can access through:

- Your Active Program widget in the Controls section
- The Change option in Your Active Program section



Change program

The Change Program feature lets you switch your hearing program and access the Manage Hearing Program page.

[A-024]

When a program is selected, a confirmation message appears in the Controls section, and the name of the selected hearing program is displayed in the Your Active Program widget.

If the program cannot be changed (e.g., due to no available connection or if a delay is required before switching), a message will be displayed in the Controls section to inform you.

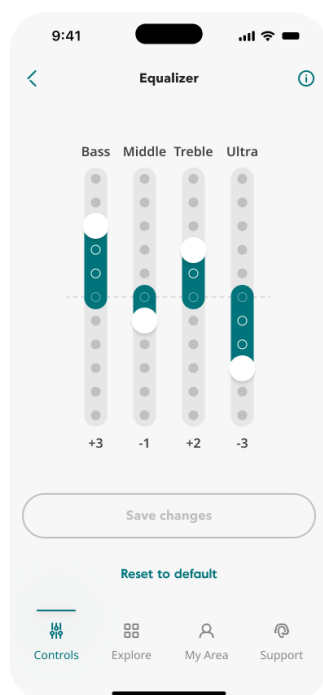


Personalizing your hearing program using the app

With the app, you can customize your hearing program by adjusting audiological features in the Active Program Management section and saving your preferred settings for future use.

To customize your hearing program, you can:

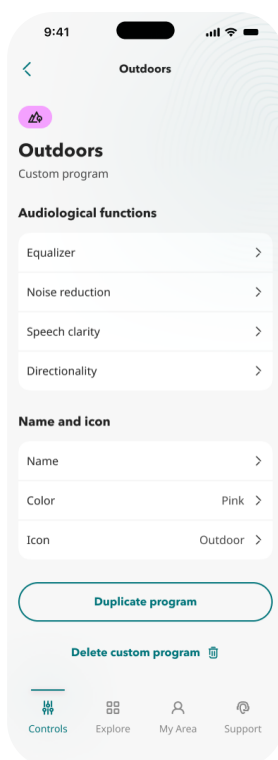
- Duplicate the active hearing program and modify the audiological features
- Modify the audiological features and save them as a new custom program
- Modify the audiological features of the hearing program you are currently using (if your hearing aids model supports it)



Equalizer

The Equalizer page allows you to adjust this setting on your own. From here, you can save a duplicate of the hearing program or reset the settings to their default values.

[A-026]



Manage your active program

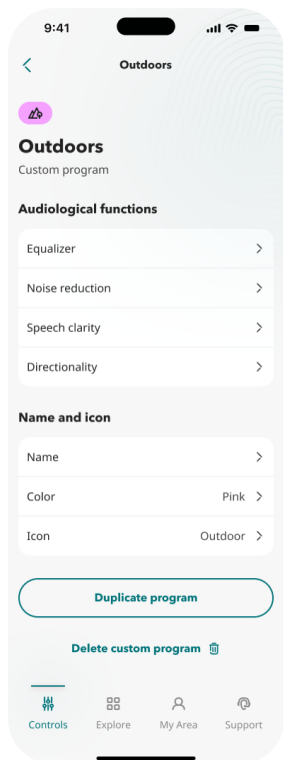
This screen shows the Manage your active program section for a custom program. From here, you can access individual audiological features to modify them, customize the program's name and icon, or duplicate the program.

[A-023]



How to delete custom hearing program using the app

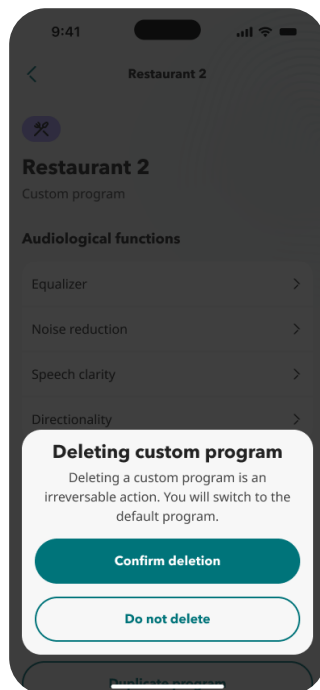
You can only delete custom hearing programs. To delete a custom hearing program created in the app, follow these steps:



Step 1

Tap Delete custom program in the Manage active program section.

[A-023]



Step 2

Confirm the action when prompted. This action is irreversible once you select Confirm deletion. After deletion, the hearing aids will automatically set to the default program.

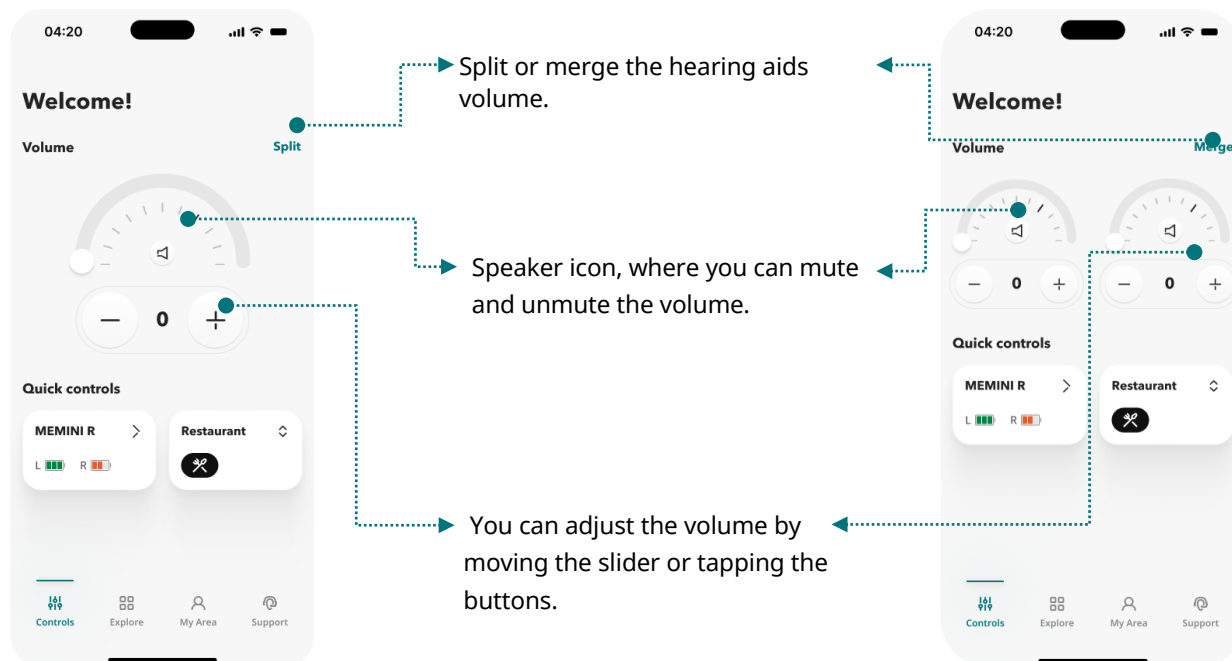
[A-027]

Once the custom hearing program is deleted, a temporary notification in the Controls section will inform you that the default program has been activated.



Volume management in the app

With the app, you can easily manage the volume of your hearing aids by adjusting the intensity, muting the sound, and setting different volume levels for your left and right ears. You can also manage the volume of streaming sources, such as phone calls, tv, or other media. The available volume adjustments depend on the settings configured by your Hearing Care Professional through the fitting software, to protect you from unwanted volume peaks.



Controls

This screen shows the Controls section. Here, you can adjust the volume, split or merge the volume if available for your hearing aids, check your hearing aids battery level, access your hearing program, and open the Hearing Aids Management page.

[A-020]

Split volume Control

This screen shows the Controls section. If you have two hearing aids and enable Split volume, two independent sliders will appear, allowing you to adjust the volume of each hearing aid separately.

[A-030]

How to increase and decrease the volume of your hearing aids using the app

You can adjust the volume of your hearing aids in the app by moving the volume slider or tapping on + or – buttons in the Controls section.

How to mute and unmute hearing aids volume using the app

To mute your hearing aids in the app, tap the speaker icon in the Miracle-Ear store of the volume slider in the Controls section. Once muted, the speaker icon will appear crossed out. Tap it again to unmute your hearing aids.



How to manage hearing aids volume separately using the app

If you have two hearing aids, you can adjust their volume separately. You can enable this option by selecting *Split* volume, available in the Controls section.

Once activated, two independent sliders will appear, allowing you to adjust the volume of each hearing aid separately while the other remains unchanged.

To return to a single slider, select *Merge* volumes. If volume controllers are merged while left and right levels are different, the unified volume level is set to the minimum between left and right. If volume controllers are merged while one of the two sides is mute, the unified status is set to mute.

How to manage the volume while listening a streaming sources using the app

When listening to an audio source from a streamer (e.g., TV Streamer, smartphone), you can adjust the streaming volume in the Manage Active Streamer section. This allows you to achieve the perfect hearing experience without missing important environmental sounds.

The available volume control options may vary depending on your hearing aids model:

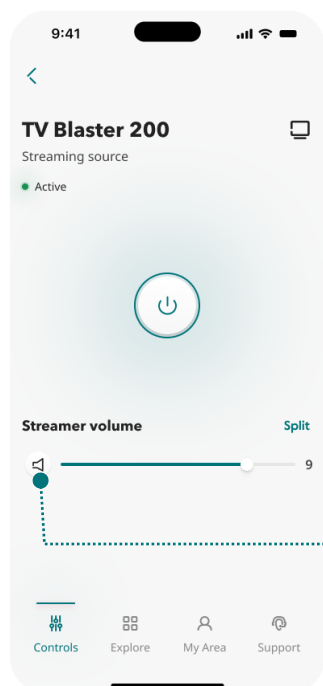
- Adjusting the streamer's audio volume
- Balancing streamer and environmental sounds

Refer to your specific hearing aids model's features for details on available volume control options.

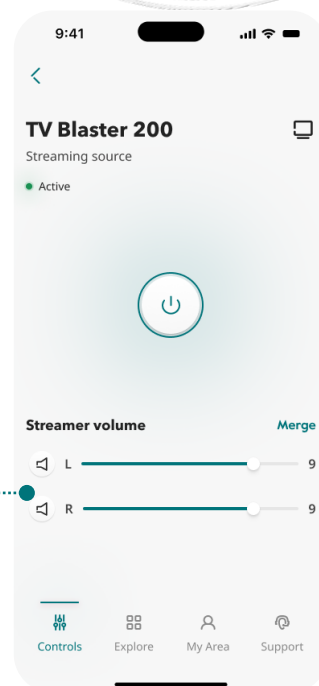
Adjusting the streamer's audio volume

With some hearing aids models, you can directly manage the volume of the streamed audio in the Manage Active Streamer section. The available functions include:

- **Adjust the volume:** Move the volume slider to the left to decrease the volume or to the right to increase it.
- **Mute the audio:** Tap the speaker icon located to the right of the slider to mute or unmute the audio.
- **Split / Merge volume control:**
 - If you are using two hearing aids, you can adjust the volume for the left and right devices separately. Tap the *Split* button above the streaming volume slider on the right. This will display two independent sliders, allowing you to set each side individually.
 - To return to unified volume control, tap the *Merge* button in the same position.



You can activate mute mode by tapping the volume icon.



Manage Active Streamer

The screen shows the Manage Active Streamer section, which allows you to adjust the audio of the streamer source. This function is located just below the Power button.

[A-035]

Manage Active Streamer - Split

The screen shows the Manage Active Streamer section, which allows you to adjust the audio of the streamer source. If you are using two hearing aids, you can adjust the volume for the left and right devices separately.

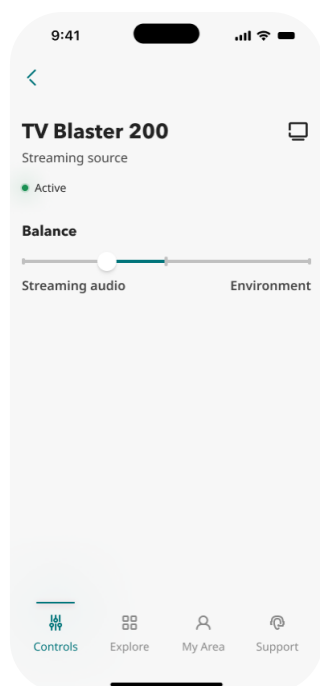
[A-037]



Balancing Streamer and Environmental Sounds

For certain hearing aids models, the balance between the streaming audio and surrounding environmental sounds can be adjusted using a balance slider. You can manage this by moving the slider towards the side labelled *Streaming* to increase the volume of the streamed audio, or towards the side labelled *Surroundings* to enhance the volume of ambient sounds.

This feature allows you to prioritize the audio source that best suits your listening needs, ensuring an optimal balance between streamed content and environmental awareness.



Manage Active Streamer - Balance

The screen shows the Manage Active Streamer section, where, for some hearing aids models, the balance between streaming audio and surrounding environmental sounds can be adjusted using a balance slider.

[A-038]



Hearing Directionality Management in the app

Hearing Directionality Management allows you to adjust the directionality and width of sound capture to enhance audio quality from specific directions and improve speech understanding in group or noisy environments.

For a detailed description of this feature, tap the *i* icon in the top-left corner.

You can access this feature through the Manage Your Active Program section.

For Hearing Directionality Management to be available, the following requirements must be met:

- Your hearing aids must support this functionality
- The active hearing program must allow directionality adjustments

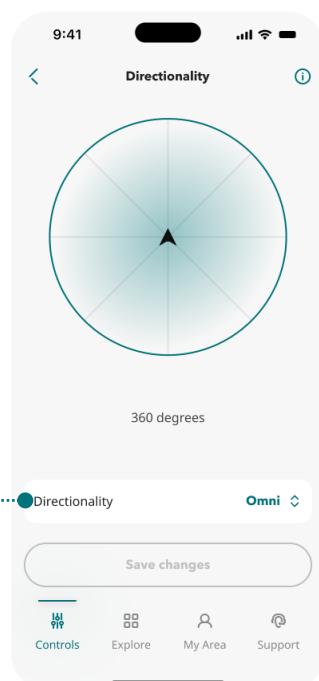
The graph visually represents the current directionality setting, while its name is displayed below.

To adjust the directionality, select the direction mode from the available options.

When you change the direction mode, the displayed name updates accordingly, and the graph adjusts to reflect the new range.

The selectable ranges depend on:

- Your hearing aids model
- The active hearing program



From here, you can switch options and select one from the list.

Directionality

This screen displays the Hearing Directionality Management page, which allows you to adjust the direction and width of sound capture to improve audio quality. A graph provides a visual representation of the current directionality setting, with its name displayed below.

[A-039]



Noise Management in the app

Noise Management allows you to minimize unwanted background sounds, improving listening comfort in various environments. It helps filter out steady noises like traffic or wind and adapts to different situations to ensure a clearer and more natural listening experience.

For a detailed description of this feature, tap the *i* icon in the top-left corner.

You can access this feature through the Manage Your Active Program section.

If supported by your hearing aids, you can customize the following noise reduction features:

- **Machine Noise Reduction:** reduces steady noises from machines, such as air conditioning units or fans
- **Wind Noise Reduction:** minimizes wind noise, maintaining natural sound perception while ensuring other environmental sounds remain audible
- **Speech Noise Reduction:** enhances speech clarity in noisy environments
- **Impulse Noise Reduction:** decreases the amplification of sudden, brief noises, such as clanking silverware or jangling keys, improving listening comfort

The availability of these features and the selectable adjustment ranges depends on:

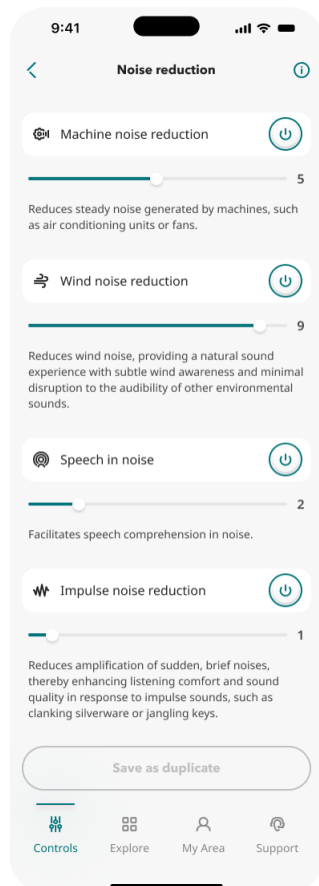
- Your hearing aids model
- The active hearing program

For each available feature, you will see:

- The feature name
- A brief description
- An on/off toggle button
- A numerical value indicating the reduction level

You can modify these settings by:

- Enabling or disabling a feature using the on/off button. When enabled, the icon appears red; when disabled, it is gray
- Adjusting the reduction level by moving the slider below the enabled feature



Noise reduction – Settings

This screen shows the Noise Management page and how to modify its settings. You can enable or disable individual features and adjust their reduction levels using the slider below each active feature.

[A-042]



Speech Clarity Management using the app

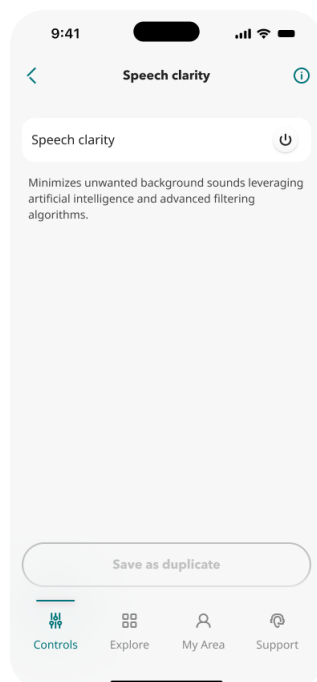
Speech Clarity Management is a feature that allows you to enhance speech clarity in various listening environments by optimizing the noise reduction capabilities of your hearing aids, thereby improving speech comprehension. For a detailed description of this feature, tap the *i* icon in the top-left corner.

You can access this feature through the Manage Your Active Program section.

The availability of this feature and the ability to manage it depend on:

- Your hearing aids model
- The active hearing program

Along with the feature name and a brief description, you will find a toggle switch to enable or disable it.



Speech Clarity Management

This screen displays the Speech Clarity Management page. From here, you can enhance speech clarity in various listening environments by optimizing the noise reduction capabilities of your hearing aids.

[A-043]



Equalizer management using the app

The purpose of the equalizer is to adjust the frequency response to meet individual hearing needs. It allows for the enhancement or reduction of specific sound frequencies to improve speech clarity and overall sound quality, helping you optimize your listening experience in different environments.

Adjusting the equalizer of the hearing aids using the app

Adjusting the equalizer of the hearing aids using the app allows you to fine-tune the frequency response to better suit your hearing preferences. For a detailed description of this feature, tap the *i* icon in the top-left corner.

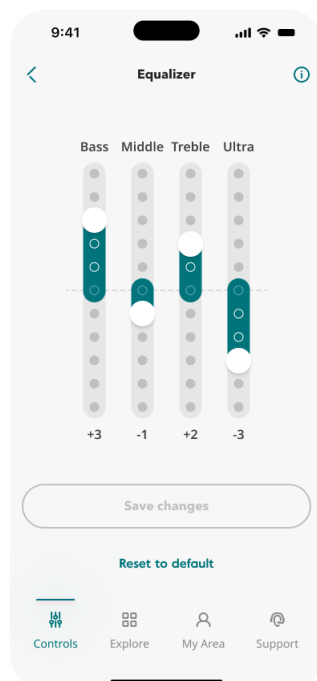
You can access this feature through the Manage Your Active Program section.

Whitin this section, you can adjust the equalizer of your hearing aids to modify the following sound levels:

- Bass
- Middle
- Treble
- Ultra

The availability of these frequency bands depends on your hearing aids model.

These features can be adjusted by moving the slider within the selected range. If you would like to restore the default amplification settings, simply tap *Reset to Default*. Resetting to default will return all bands back to the default level in that hearing program.



Equalizer

The Equalizer page allows you to adjust this setting on your own. From here, you can save a duplicate of the hearing program or reset the settings to their default values.

[A-026]



Adjusting the equalizer of the streaming audio using the app

Adjusting the equalizer of the streaming audio using the app allows you to fine-tune the frequency response to better suit your hearing preferences while listening to a streaming source.

You can access this feature in the Manage Active Streamer section.

Within this feature, you can adjust the equalizer of your audio source to modify the following sound levels:

- Bass
- Middle
- Treble
- Ultra

The availability of these frequency bands depends on your hearing aids model.

These features can be adjusted by moving the slider within the selected range. If you would like to restore the default amplification settings, simply tap *Reset to Default*. Resetting to default will return all bands back to the default level in that hearing program.



Hearing aids and accessories settings

The hearing aids and accessories settings allow you to manage the physical options of your hearing aids and accessories, enhancing overall usability and control.

Streaming Source management using the app

The Streaming Source Management feature allows you to control the audio streaming between external source devices and your hearing aids via the mobile app.

Once the streaming source is connected to the hearing aids, it will activate automatically. Some hearing aid models allow you to activate and deactivate the source using the power button in the app.

If you can manage your streaming sources using the power button, you will find it in:

- The Streaming Source section (when a source is selected)
- The Manage Active Streamer card

Specifically, it enables you to:

- View all streaming sources that are available for activation
- Activate or deactivate streaming from these sources

Activating a source means the audio from that device (e.g., a TV or a music player) will be streamed to your hearing aids.

Deactivating it means the audio will stop streaming to your hearing aids.

For certain hearing aids models, activating a streaming source may also automatically switch your hearing aids to a hearing program dedicated to the streamer.

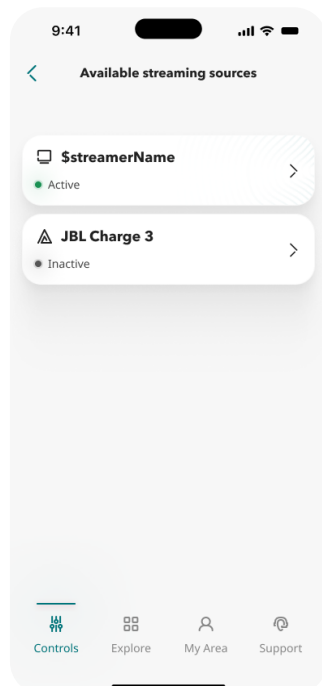
In this case:

- Switching away from the Streamer program will deactivate the streaming source
- Switching back to the Streamer program will reactivate the source

Note: the streaming device itself is not directly connected to the app. The app communicates only with your hearing aids, which in turn manage the connection with the streaming device.

Once streaming is active, the app may display additional controls depending on your hearing aids model, such as:

- Streaming volume
- Equalizer settings
- Balance between microphone input and streaming audio



Streaming Sources

This screen shows the available streaming sources. From here, you can turn each one on or off (if supported by your hearing aids).

[A-044]



Call Control settings using the app

The Call Control feature allows you to answer incoming calls on your smartphone by pressing one of the physical buttons on your hearing aid. You can manage this feature through the Call Control settings in the app, which can be found in the Hearing aids management section.

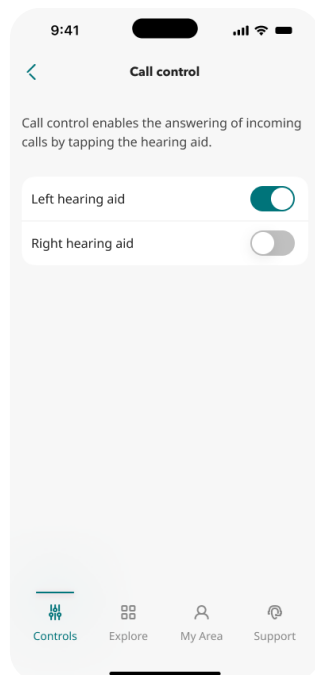
This feature may be available on your hearing aids even if it is not manageable through the app.

However, you can adjust its settings in the app if:

- Your hearing aids support the management of this functionality through the app
- Your smartphone supports the management of this functionality

If supported, the Call Control settings in the app allows you to:

- View the status of the feature
- Enable or disable the functionality



Call Control

This screen shows the Call Control feature, which allows you to answer incoming calls on your smartphone by pressing one of the physical buttons on your hearing aid.

[A-046]



Tap Control setting using the app

The Tap Control feature allows you to trigger predefined actions by tapping the shell of your hearing aids. You can manage this feature through the Tap Control settings in the app, which can be found in the Hearing Aids Management section.

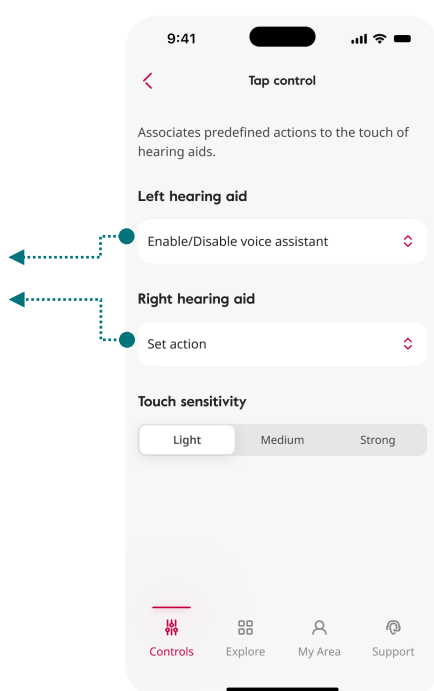
This feature may be available on your hearing aids even if it is not manageable through the app. However, you can adjust its settings in the app if:

- Your hearing aids support the management of this functionality through the app
- Your smartphone supports the management of this functionality

If supported, the Tap Control settings in the app allows you to:

- View the current Tap Control settings for each hearing aid
- Select an action for the left or right hearing aid from a predefined list. The available actions may vary depending on your hearing aids model
- Disable Tap Control by selecting *No action*
- Adjust the touch sensitivity (Light, Medium, or Strong), available only for certain hearing aids models

From here, you can switch options and select one from the list.



Tap Control – Selected action

This screen displays the Tap Control page in the Hearing Aids Management section. Depending on your hearing aids model, you can enable tap control for the left and right devices, select an action from the available options, and adjust touch sensitivity. In this case, the action Enable/Disable Voice Assistant is selected for the left hearing aid.

[A-049]



Cros management using the app

The Cros settings allows you to manage your Cros accessory.

These settings are available in the app if:

- You are using a hearing aid connected to a Cros device
- Depending on your hearing aid model:
 - Your hearing aid connected to the Cros is linked to the app
 - Both your hearing aid and the Cros device are linked to the app

If supported, the Cros settings section in the app allows you to:

- View the current Cros settings
- Balance the audio between the Cros and the hearing aid
- Mute the Cros device



Troubleshooting

Download and app installation

The app is not available in the App Store or cannot be installed

Causes	What to do
The smartphone or operating system does not meet the requirements to install and use the app.	Check if your smartphone meets the requirements to install and use the app. Remember that the Miracle-Ear App runs on: - iOS® 15 or later - Android™ 9 or later A Wi-Fi or mobile data connection is required for full functionality.
The issue is related to Android operating systems.	Please close the Google Play Store and open it again. If the issue persists, clear the cache and try again.
The app is being installed on a device other than a smartphone (e.g., a tablet or smartwatch).	Remember that the app is only compatible with smartphones and cannot be used on other devices such as computers, tablets, smartwatches, or similar.
Not one listed above.	Contact the app support for assistance by using the Contact Us option in the Support section and selecting Miracle-Ear App.



Pairing of the hearing aids with the app

The Start Pairing option is not available

Causes	What to do
There are other hearing aids already paired with the app (e.g., in case of switching to new hearing aids).	Unpair the old hearing aids from the app before pairing the new ones. To unpair your hearing aids please follow the steps in the relevant section of the manual.
Not one listed above.	Contact the app support for assistance by using the Contact Us option in the Support section and selecting Miracle-Ear App.

In pairing process, the app cannot find the hearing aids

Causes	What to do
Bluetooth on the smartphone is turned off.	Switch on the Bluetooth on the smartphone.
Your hearing aids are turned off or have a low battery.	Check if your hearing aids are switched on and fully charged or have fresh batteries.
Your hearing aids are out of range.	Bring your hearing aids closer to the smartphone.
The advertisement period for your hearing aids after reboot has expired.	Reboot your hearing aids and restart the search to detect them again.
Previous hearing aids are connected to the smartphone Bluetooth (e.g., in case of switching to new hearing aids).	Unpair the old hearing aids from the Bluetooth settings of the smartphone and restart the pairing with the new ones.
The smartphone's operating system version is outdated. You can check the minimum required operating system version in the app user manual.	Update the smartphone's operating system.
The app is not updated	Ensure the app is updated to the latest version available in the App Store. If an update is available, install it.
[Android 12 or lower only] The app's location services are turned off.	Enable the app location services in your smartphone's location settings.
After resolving the identified cause or if no specific cause was found	Restart the pairing process, following all instructions and providing the required permissions (e.g., Bluetooth, pairing, location services, etc.).



Potential malfunction of the hearing aids.	Try to connect them to the smartphone for streaming. If it does not work, there may be a malfunction with the hearing aids.
None of the above.	Contact the app support for assistance by using the Contact Us option in the Support section and selecting Miracle-Ear App.

In pairing process, the app finds the wrong hearing aids

Causes	What to do
Your hearing aids are turned off or have a low battery	Check if hearing aids are switched on and fully charged or have fresh batteries.
Your hearing aids are out of range.	Bring the hearing aids closer to the smartphone.
The advertisement period for your hearing aids after reboot has expired.	Reboot your hearing aids and restart the search to detect them again.
The smartphone's operating system version is outdated. You can check the minimum required operating system version in the app user manual.	Update the smartphone's operating system.
The app is not updated	Ensure the app is updated to the latest version available in the App Store. If an update is available, install it.
After resolving the identified cause or if no specific cause was found	Restart the pairing process, following all instructions and providing the required permissions (e.g., Bluetooth, pairing, location services, etc.)
Potential malfunction of the hearing aids that you want to pair.	Try to connect them to the smartphone for streaming. If it does not work, there may be a malfunction with the hearing aids.
None of the above.	Contact the app support for assistance by using the Contact Us option in the Support section and selecting Miracle-Ear App.



In pairing process, both hearing aids from the set are displayed in the detected hearing aids card, but one remains not ready to pair and it is not possible to proceed with the pairing

Causes	What to do
The not ready to pair hearing aid is turned off or have a low battery	Check if the hearing aid is switched on and fully charged or have fresh batteries.
The not ready to pair hearing aid is out of range.	Bring the hearing aid closer to the smartphone.
The advertisement period after reboot has expired for the hearing aid that is not ready to pair.	Reboot both your hearing aids and restart the search to detect them again.
The smartphone's operating system version is outdated. You can check the minimum required operating system version in the app user manual.	Update the smartphone's operating system.
The app is not updated	Ensure the app is updated to the latest version available in the App Store. If an update is available, install it.
Potential malfunction of the hearing aids that is not ready to pair.	Try to connect them to the smartphone for streaming. If it does not work, there may be a malfunction with the hearing aids.
None of the above.	Contact the app support for assistance by using the Contact Us option in the Support section and selecting Miracle-Ear App.

In pairing process, the two hearing aids from the set are displayed in two different detected hearing aids card

Causes	What to do
Your hearing aids are not fitted as a pair (E.g. one hearing aid from the pair has been under repair and was set to not be part of the set). To check if your hearing aids are fitted as a pair, you can try changing the volume/program with the hearing aid button on one side (if available), and check if the program/volume changes on the other side.	The Hearing Care Professional should fit the hearing aids as binaural in the fitting software.
Not one listed above.	Contact the app support for assistance by using the Contact Us option in the Support section and selecting Miracle-Ear App.



[iOS only] The hearing aids are connected in MFi and the app cannot pair them

Causes	What to do
[Only in case the app ask you to restart your hearing aids to complete the pairing process] The reboot was unsuccessful or was not completed on time.	Reboot your hearing aids and restart the search to detect them again.
The app is not updated	Ensure the app is updated to the latest version available in the App Store. If an update is available, install it.
After resolving the identified cause or if no specific cause was found	Restart the pairing process, following all instructions and providing the required permissions (e.g., Bluetooth, pairing, location services, etc.)
None of the above.	Contact the app support for assistance by using the Contact Us option in the Support section and selecting Miracle-Ear App.

During the pairing process, the app detects the hearing aids, but the pairing fails

Causes	What to do
Your hearing aids are turned off or have a low battery	Check if your hearing aids are switched on and fully charged or have fresh batteries.
Your hearing aids are out of range.	Bring your hearing aids closer to the smartphone.
[Only in case the app ask you to restart your hearing aids to complete the pairing process] The reboot was unsuccessful or was not completed on time.	Reboot your hearing aids and restart the search to detect them again.
[Only for devices that require an internet connection to complete the pairing process] Lack of internet connection.	Connect your smartphone to the internet (mobile data or Wi-Fi), then restart the pairing process.
There are other hearing aids already connected to the smartphone's Bluetooth settings (e.g., in case of switching to new hearing aids).	Open the Bluetooth settings on your smartphone and check for any connected hearing aids. If any are found, unpair them from the smartphone's Bluetooth settings.
The smartphone's operating system version is outdated. You can check the minimum required operating system version in the app user manual.	Update the smartphone's operating system.



The app is not updated	Ensure the app is updated to the latest version available in the App Store. If an update is available, install it.
After resolving the identified cause or if no specific cause was found	Restart the pairing process, following all instructions and providing the required permissions (e.g., Bluetooth, pairing, location services, etc.).
None of the above.	Contact the app support for assistance by using the Contact Us option in the Support section and selecting Miracle-Ear App.

Connection of the hearing aids with the app (reconnection after a successful pairing process)

The automatic reconnection of the hearing aids to the app is not working

Causes	What to do
Bluetooth on the smartphone is turned off	Switch on the Bluetooth on the smartphone and wait for the connection. If the app prompts you, retry the connection of hearing aids.
Your hearing aids are turned off or have a low battery	Check if your hearing aids are switched on and fully charged or have fresh batteries.
Your hearing aids are out of range.	Bring your hearing aids closer to the smartphone.
The app is not updated	Ensure the app is updated to the latest version available in the App Store. If an update is available, install it.
Your hearing aids are not fitted as pair (E.g. one hearing aid from the pair has been under repair and was set to not be part of the set). To check if your hearing aids are fitted as a pair, you can try changing the volume/program with the hearing aid button on one side (if available), and check if the program/volume changes on the other side.	The Hearing Care Professional should fit the hearing aids as binaural in the fitting software.
Your hearing aids are connected to the app on another smartphone.	Close the app on the other smartphone.
Potential malfunction of the hearing aids.	Try to connect them to the smartphone for streaming. If it does not work, there may be a malfunction with the hearing aids.



After resolving the identified cause or if no specific cause was found

Close the app on the smartphone, reopen the app and wait for it to reconnect to the hearing aids.

None of the above.

Contact the app support for assistance by using the Contact Us option in the Support section and selecting Miracle-Ear App.

Hearing Aids Battery Level

Hearing aids battery level is not shown

Causes	What to do
The hearing aids are not connected to the app.	Connect the hearing aids to the app.
None of the above.	Contact the app support for assistance by using the "Contact us" option in the Support section and selecting Miracle-Ear App.

Hearing Program Management using the app

Changes made to a hearing program using the app are not saved

Causes	What to do
The app was closed before saving the changes of the hearing program.	Save the changes made into a new custom hearing program before closing the app.
The app lost connection with the hearing aids, without saving the changes of the hearing program (e.g., due to the distance between the hearing aids and the smartphone).	Re-establish the connection and make the changes again.
None of the above.	Contact the app support for assistance by using the Contact Us option in the Support section and selecting Miracle-Ear App.

The app does not allow saving changes to an Standard hearing program

Causes	What to do
The hearing aids model does not allow modifying Standard programs.	Duplicate the Standard program you are trying to modify and apply the changes there. Then save.
Not one listed above.	Contact the app support for assistance by using the Contact Us option in the Support section and selecting Miracle-Ear App.



The saved changes to a Standard program were lost

Causes	What to do
Your hearing aids model only allows you to customize one Standard program at a time.	Duplicate the Standard program you are trying to modify and apply the changes there. Then save.
Not one listed above.	Contact the app support for assistance by using the Contact Us option in the Support section and selecting Miracle-Ear App.

The advanced hearing aid control features described in the user manual do not appear in the app

Causes	What to do
Your hearing aids model, the selected hearing program or the way the hearing aids are set does not support these advanced features	Check the manual for the requirements to display that feature.
Not one listed above.	Contact the app support for assistance by using the Contact Us option in the Support section and selecting Miracle-Ear App.

The program fails to change

Causes	What to do
The internet is not connected.	If the app shows the message Connection error, you need to connect to the internet to activate the program.
The program needs to load.	If the app shows the message Program activation in progress, you need to wait a little while for the program to activate.
None of the above	Contact the app support for assistance by using the Contact Us option in the Support section and selecting Miracle-Ear App.



It is not possible to create a new program

Causes	What to do
You have already duplicated this custom program several times and have now reached the limit for creating new versions from this base.	This behaviour is expected if the maximum number of allowed duplications for this custom program has been reached.
Not one listed above.	Contact the app support for assistance by using the Contact Us option in the Support section and selecting Miracle-Ear App.

It is not possible to delete the program

Causes	What to do
It is trying to delete a program created by a Professional Hearing Care (Standard program).	Programs created by a Hearing Care Professional cannot be deleted, but in some cases, you can modify the program settings or create a custom program based on it to better suit your needs. For permanent changes, please consult your Hearing Care Professional.
Not one listed above.	Contact the app support for assistance by using the Contact Us option in the Support section and selecting Miracle-Ear App.



Streaming Source Management using the app

It is not possible to find a streaming source using the app

Causes	What to do
The streaming sources are out of range.	Make sure that the streaming source is within range of your hearing aids.
The streaming source is not turned on.	Make sure that the streaming source is turned on and functioning correctly.
The hearing aids do not receive audio.	Make sure that: • the streamer is properly paired with your hearing aids • the streaming source is within range of your hearing aids • the audio source is connected to the streamer • the audio of the streaming source is on
The streaming source is not connected with your hearing aids.	Make sure that the streaming source is properly paired with your hearing aids. If needed, restart both your hearing aids and the streaming device, then attempt pairing again.
None of the above.	Contact the app support for assistance by using the Contact Us option in the Support section and selecting Miracle-Ear App.

Find My Hearing Aids

It is impossible to register the last location using Find my hearing aids

Causes	What to do
The smartphone's GPS is turned off.	Make sure the phone's GPS is on while using the app with the connected hearing aids.
Location permissions have not been granted to the app.	Grant permissions to the app for location services.
The hearing aids have never been connected to the app.	Connect the hearing aids to the app.
None of the above.	Contact the app support for assistance by using the Contact Us option in the Support section and selecting Miracle-Ear App.



Hearing Aids Usage Data

The usage data for the hearing aids is not available

Causes	What to do
The internet is not connected.	Make sure your smartphone is connected to the internet. If it is not, connect to Wi-Fi or mobile data.
There is insufficient data.	Use the app and your connected hearing aids more frequently, ensuring the following conditions are met: • The app is running in the foreground • The hearing aids are connected to the app • The smartphone is connected to the internet (via Wi-Fi or mobile data)
None of the above.	Contact the app support for assistance by using the Contact Us option in the Support section and selecting Miracle-Ear App.

The usage data for the hearing aids does not meet expectations

Causes	What to do
The internet is not connected.	Make sure your smartphone is connected to the internet. If it is not, connect to Wi-Fi or mobile data.
There is insufficient data.	Use the app and your connected hearing aids more frequently, ensuring the following conditions are met: • The app is running in the foreground • The hearing aids are connected to the app • The smartphone is connected to the internet (via Wi-Fi or mobile data)
If none of the above apply, and your experience with the hearing aids differs significantly from the usage data shown in the app.	The usage data reflects the average use of the hearing aids over time. This may be accurate, as the average is calculated based on the past 7 days of usage. If the issue persists, please contact app support by using the Contact Us option in the Support section and selecting Miracle-Ear App.



Partial usage data is displayed: the graph start in the middle of the month and show a gray area where data is missing

Causes	What to do
The time period has not been tracked.	The usage has just started, and only a few data points are displayed.
Not one listed above.	Contact the app support for assistance by using the Contact Us option in the Support section and selecting Miracle-Ear App.

My Area

There are no appointments displayed in the Appointments section, or the full list of my appointments is not available

Causes	What to do
There is no internet connection.	Check if you are connected to the internet.
The appointment has already taken place.	Past appointments are never displayed in the app.
The appointment was not booked through the app.	The app only displays appointments booked via app.
The appointment was booked through the app. Then, the app was uninstalled and reinstalled.	It is normal for appointments booked before the app was uninstalled not to be visible after reinstalling, as uninstalling the app results in the loss of locally stored data.
None of the above.	Contact the app support for assistance by using the "Contact us" option in the Support section and selecting Miracle-Ear App.



Hearing aids connection with devices for streaming

Hearing aids connection with the smartphone for audio streaming is not functioning properly

Causes

Issues related to audio streaming are usually due to settings on the hearing aids or the smartphone, not the app. The app does not affect the audio streaming functionality, which depends on the connection between the hearing aids and the smartphone.

Examples of common topics:

- The hearing aids automatically switch to streaming program when a smartphone notification is received
- Volume of phone calls or smartphone notifications
- Smartphone keyboard sounds are transmitted to the hearing aids
- Listening to phone calls directly through the hearing aids
- The connection between the smartphone and hearing aids is not managed through the app
- The hearing aids disconnect from the smartphone during the call.

What to do

To resolve the issue, check the following:

- The Hearing Care Professional can ensure the settings on your hearing aids are correctly configured
- Verify the settings for headphones/audio streaming on the smartphone, such as notification handling and volume settings. If needed, contact your smartphone provider for assistance



Hearing aids connection with the TV streamer for audio streaming is not functioning properly

Causes

Issues related to audio streaming are usually due to settings on the hearing aids or the TV streamer, not the app. The app does not affect the audio streaming functionality, which depends on the connection between the hearing aids and the TV streamer.

Examples of common topics:

- Connection issues between the hearing aids and the TV streamer.
- During TV listening, when an incoming call is received, the hearing aids will automatically pause the audio signal from the TV streamer, and an alert will be played through the hearing aids.

What to do

The Hearing Care Professional can check both the audio streaming device and hearing aids' functionality and connection.



How to uninstall the App

To uninstall the Miracle-Ear App, follow these steps:

- On iOS devices (Apple smartphones):
 1. Find the app on your Home screen or App Library.
 2. Press and hold the app icon until a menu appears.
 3. Tap *Remove app*, then select *Delete app* to confirm.
- On Android smartphones:
 1. Find the app on your Home screen or App Drawer.
 2. Press and hold the app icon until a menu appears.
 3. Tap Uninstall, then confirm the action.



Safety information

Intended use & users

The App is intended for Android and iOS smartphones to adjust certain hearing aids parameters.

Intended users are adults and adolescents above 12 years old. Functions intended for the control of hearing aids are available exclusively to users of compatible hearing aids.

Clinical benefits

The primary clinical benefits for patients with hearing impairment are provided by the hearing aids themselves, which are intended to compensate for hearing loss.

Miracle-Ear App supports the use of compatible hearing aids by providing users with a convenient and accessible interface to control and personalize selected hearing aid parameters within the limits defined during the fitting process. The applications provide an indirect or supportive clinical benefit by improving the usability, accessibility, and management of hearing aid functionalities during everyday use.

Side effect & Contraindications

Side effects and Contraindications are not derived from the App, but from the compatible hearing aids.

Limitation of use

Availability of controls shown by the app is limited to the capabilities of the connected hearing aids.

App Version Lifetime

Each released version of the app has a lifetime of 12 months. Use of the app beyond this period is authorized by Miracle-Ear and does not affect or restrict available features.



Security notices

- The hearing aids control functions in the app depend on the user's hearing aids model and its configuration by the Hearing Care Professional.
- Ensure your smartphone is updated with the latest operating system security updates. It is recommended to enable automatic updates.
- Download the official app only from authorized stores. Miracle-Ear disclaims any responsibility for apps obtained from unofficial sources.
- Do not use the app on jailbroken or rooted devices.
- Miracle-Ear is not responsible for the app's performance when used with hearing aids other than those specified in the "Compatibility Information – Hearing Aids" section.
- Always refer to the hearing aids user guide, especially in case of a malfunction.
- The app may require an internet connection for the first pairing or subsequent connections with the hearing aids. If no connection is available, some functions may not work.
- If you experience an issue or malfunction with the app, please contact Miracle-Ear or your Hearing Care Professional.
- Any serious incident that has occurred in relation to the app should be reported to Miracle-Ear and to the national competent authority.



Symbol Explanation



The user should carefully read the relevant information in this user guide before using the Miracle-Ear App. The user guide is available both within the app and on the dedicated website: <https://www.miracle-ear.com/advanced-hearing-aid-technology/miracle-ear-app/user-instructions>



With the CE Mark, Amplifon confirms that this product meets the requirements of the Medical Devices Regulation (EU) 2017/745. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above mentioned regulation.



Combined symbol “medical device manufacturer” and “date of manufacture” as defined in in EU Regulation (EU) 2017/745.



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This User Guide is intended for App version 5.2.7 onwards



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Miracle-Ear App complies to EU Medical Device Regulation

2017/745:

To obtain a free paper copy of the instructions of use, please contact your local Miracle-Ear representative. A copy will be sent to you.