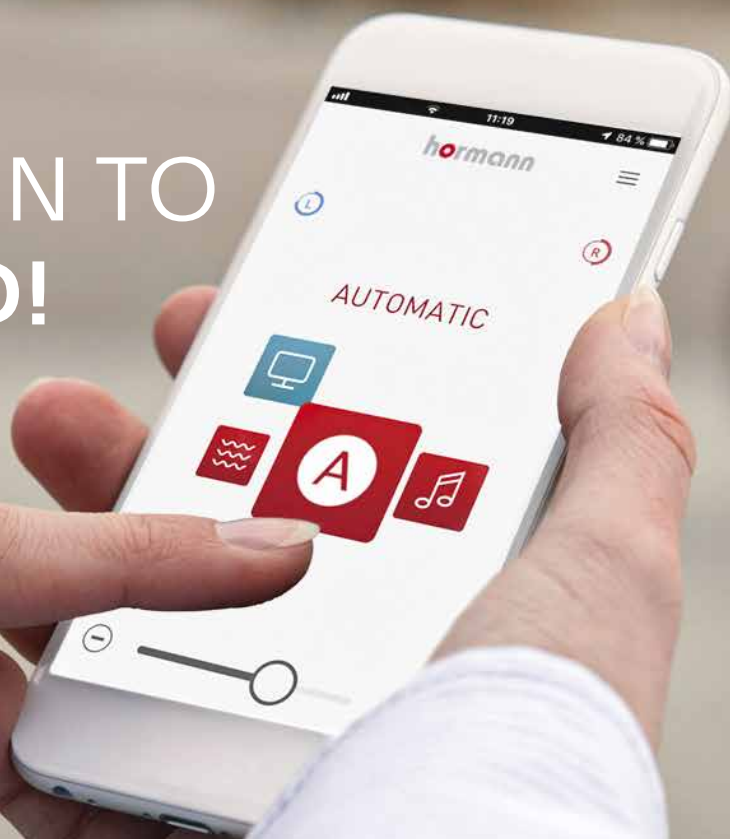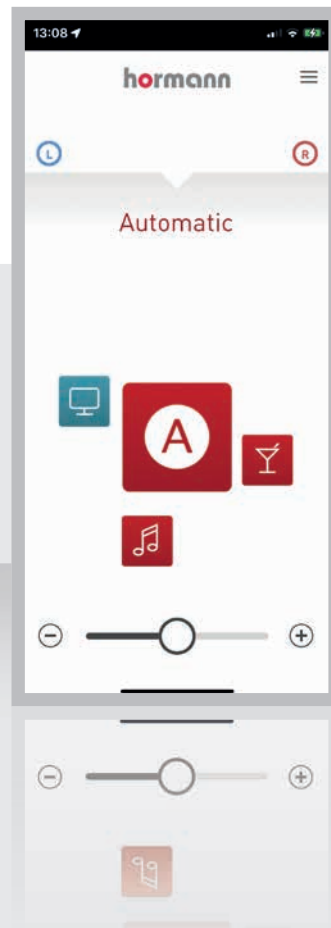**hormann**
hearing systems

hormann app

●● User manual 02/2023

BETTER CONNECTION TO **THE WORLD!**

Made in Germany

Dear Customer,

Thank you for choosing hormann hearing aids.
These hearing aids have been individually selected for you and adapted to your personal hearing profile with great care.

To ensure an optimum product experience, please download the hormann app from the App Store/Play Store.

The hormann app allows you to take advantage of other useful functions offered by your hormann hearing aids.

This user manual describes how the hormann app works point by point. Please do not hesitate to contact us or your hearing care professional at any time if you have further queries about improving your hearing.

Your hormann Team

Contents

Wings

1. Overview of the hormann app

The hormann app offers a number of features to facilitate everyday use and handling of your hearing aids.
It has been developed hand in hand with users to let you take advantage of the options offered by your hearing aids with even greater convenience and to even better effect.

1.1 Remote control via your smartphone

The app lets you easily adapt your hearing aids to your individual needs and surroundings using an Android™ or Apple® smartphone.

Simply adjust the volume or mute your devices, switch between programs or tailor them to specific hearing situations using the filter and sound settings.

1.2 Streaming function for the iPhone included

The Apple version of the hormann app lets you stream phone calls and music directly from your iPhone to your hearing aids. Your smartphone can also be used as an additional microphone here.

Please note that this function is not currently supported by Android and requires further accessories. For information about this please contact your hearing care professional.

1.3 Automatic program for optimum sound quality

Your hormann hearing aids feature an automatic program that identifies hearing situations and automatically applies the specified settings.
To use this optional feature, initial configuration by your hearing care professional is necessary here.

Wings

1. Overview of the hormann app

1.4 Sound adjustment for your hearing aids

If the settings specified for a certain hearing situation are not ideal, you can adjust the sound quickly and easily using different filters. You are able to set bass, midrange and treble separately, suppress noise or change the focus of the microphones so you can follow conversations better.

1.5 Save changes as favourite

Save frequently used settings as favourites.
The app will add them to the list of your hearing programs from which you can select at any time.
You can additionally link favourites to specific places so they can be called up automatically. To do so, your smartphone identifies your geographical location or familiar Wi-Fi networks.

1.6 Help with tinnitus (optional)

If you suffer from tinnitus, you can benefit from the features of the hormann app for treating tinnitus, which are used to individually adapt the therapy sound to your noise in your ears.

Wings

1. Overview of the hormann app

1.7 Find a lost hearing aid

Should you mislay or lose a hearing aid, the location detection function of the hormann app will help you find it again. If there is a Bluetooth connection to the hearing aid, it will indicate the direction in which it is to be found. If there is no Bluetooth connection, the last position of your device will be displayed on a map.

1.8 Help on board

The Help function of the hormann app offers additional tips and information on using your hearing aids.

You can find this under **Menu > Help**.

Wings

2. Technical specifications

2.1 Compatibility with hormann devices

The hormann app can be connected to all devices of the Wings platform.

- spatial 4.0
- spatial 2.0
- natural 4.0
- natural 2.0

2.2 General information

Certain technical prerequisites must be met to use the hormann app.

2. Technical specifications

2.2.1 System requirements

The hormann app wirelessly connects your hormann hearing aids to your smartphone via Bluetooth. For this you need either an Apple iPhone or an Android smartphone, preferably with the latest version of the operating system.

The minimum requirement on the operating system is:

iOS
Version 11
and higher

Android
Version 7.0
and higher

2.2.2 Smartphone compatibility

To ensure optimal app stability, we recommend using an up-to-date smartphone.

For precise compatibility list, please see our homepage.
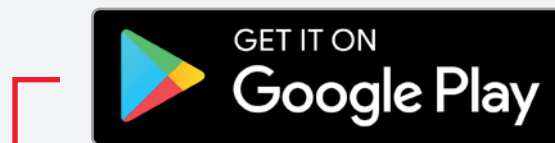**www.hormann-hearing.com**

Wings

2. Technical specifications

2.2.3 Download and install app

You can find the latest version of the hormann app for your smartphone in the App Store.

Apple iOS: App Store
https://itunes.apple.com

Android: Google Play
https://play.google.com/store

- Open the App Store on your smartphone.
- Enter "hormann App" in the search field.
- Download the app and follow the instructions for installation.
- After installation start the app either via your home screen or the app list.

Wings

2. Technical specifications

2.2.4 Name of your hearing aids

The name of your hearing aids is:

»YourFirstNameHG#123456«

2.3   Connect/pair hearing aids

2.3.1 Pair your hearing aids with an iOS device

To use your hearing aids with an iOS device (iPhone), you must first pair the hearing aids and your iPhone device. This is how the hearing aids and iPhone communicate with each other.

Please follow the instructions to successfully pair your hearing aids.
1. Touch the Settings icon on your iPhone.
2. In the Settings menu go to:
   Accessibility → Hearing Aids
3. If the Bluetooth function is still disabled on this screen, activate Bluetooth.
   While the iPhone searches for your hearing aids, open and close the battery compartment of your hearing aids (this puts them into pairing mode).
4. **>>YourFirstNameHG#123456<<** will appear as soon as your iPhone detects your hearing aids for the first time. If this does not happen within 5–7 seconds, access back on the upper left edge of the screen and open MFI Hearing Devices again.
5. Touch the name of your hearing aids to connect them to your iPhone.
6. Two pairing requests will appear, one for each hearing aid.
   Select Pair to finally connect. Both requests may be delayed by a couple of seconds.
7. Pairing is now complete.

Wings

2. Technical specifications

2.3.2 Pair your hearing aids with an Android device

To use your hearing aids with an Android device, you must first pair the hearing aids and your Android device.

Please follow the instructions:
1. Touch the Settings icon.
2. Select Bluetooth.
3. If Bluetooth is switched off, change the settings to On.
   Open and close the battery compartment of your hearing aids.
   This puts your hearing aids into pairing mode.
4. You can see **>>YourFirstNameHG#123456<<** under Paired Devices
   if your hearing aids have been detected.
5. Your right hearing aid appears on the list once, as does the
   left-hand one. Both list entries must be clicked to pair.
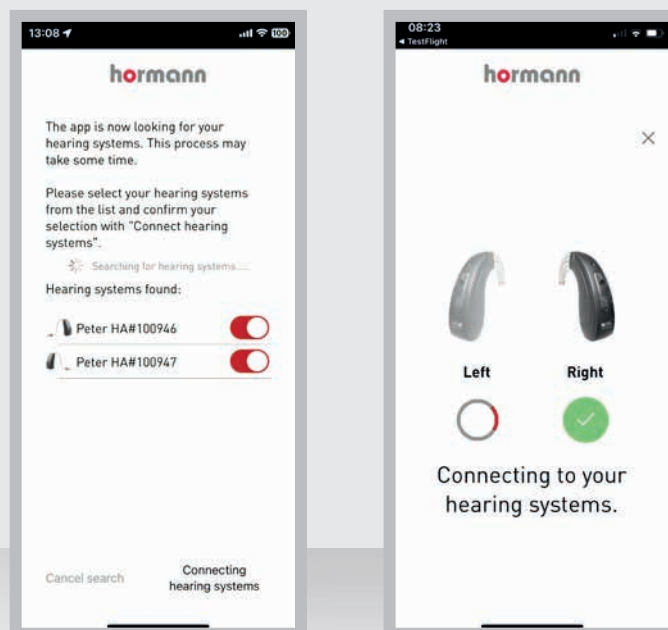6. Pairing is complete.

Wings

2. Technical specifications

2.3.3 Use your hearing aids with the hormann app

After successfully connecting your hearing aids in your phone, the devices can now be used with the hormann app.

When you first open the app, you will be prompted to pair your hearing aids with your smartphone during setup.

To do this, select the appropriate device from the list of available hearing aids.

After completing the test, the app is activated and ready for use.

Wings

2. Technical specifications

2.3.4 Unpair hearing aids

When you update the software on your smartphone, the connection to your hearing aids is sometimes lost. If this happens, first unpair your devices and then reconnect them as described above.

Unpairing with **iOS** devices:
1. On your smartphone go to **Settings → Accessibility → Hearing Aids.**

2. Select the connected **MFi Hearing Aid.**

3. Click on "**Forget this device**".

Unpairing with **Android** devices:
1. On your smartphone go to Settings > **Connected Devices > Devices Last Connected**.

2. **Touch the gearwheel icon** next to your hearing aid.

3. Click on "**Remove**".

Wings

3. Operating instructions

These instructions include clear explanations about the most important features of your hormann app.

3.1   Start the hormann app

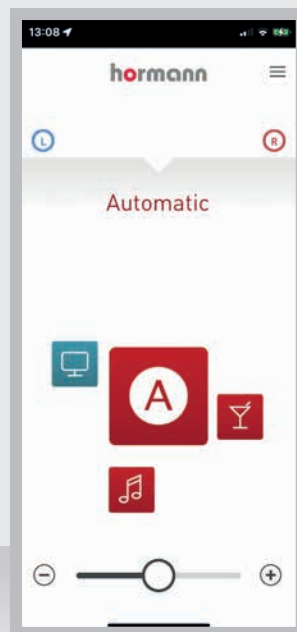To start the app, click on the app icon.

Wings

3. Operating instructions

As soon as you open the app, you will see the start-up screen displaying the most important features at a glance.

You can see the battery status of your hearing aids, access the main menu, switch easily between programs and adjust the volume.

3. Operating instructions

3.2.1 Selection of programs

A large icon of the active hearing program is displayed in the middle of the screen. The colour tells you what kind of program it is. The colours are used as follows throughout the app:

- **Red**: Acoustic programs set by the hearing care professional
- **Blue**: Streaming programs
- **Grey**: Favourites created by you (where available)

Click on the active program icon to open the detail view, where you can make adjustments and settings.
Touch the relevant icon to switch to another program.

3.2.2 Volume controller

Adjust volume:
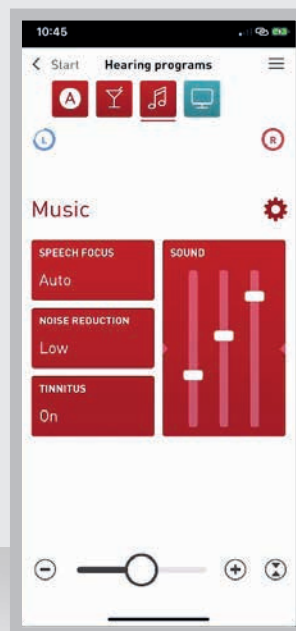Move the slider or use the **+/- buttons** at the side.

Switch to mute:
Drag the controller right over to the left.

Wings

3. Operating instructions

3.3 Use and select programs

3.3.1 Detailed program page

Click on the program icon to call up the screen for adapting the sound of your hearing aids to different situations.

3.3.2 Navigation

The navigation elements are displayed at the top of the screen:
- **Left**: Touch "Start" to return to the home page.
- **Right**: Touch here to open the main menu.
- **Middle**: Display of the active program (underscored) and other programs.
- **Bottom**: Display of the battery status for left and right.

Change programs:
- Swipe to the relevant icon and touch to switch to another program.

Wings

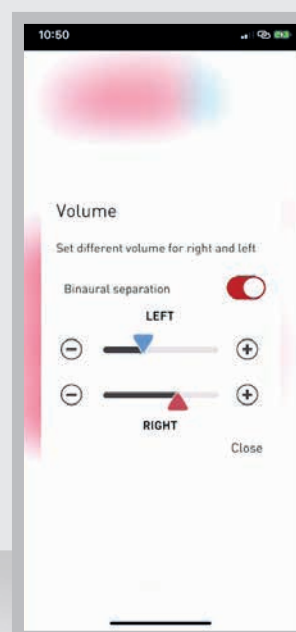# 3. Operating
   instructions

3.3.3 Functions and filters

The individual filters and functions can be found in the middle of the screen. Touch a tile to open the relevant dialog box in which you can make your settings.

3.3.4 Volume controller

At the bottom of the screen you can find the volume controller that allows you to adjust the volume level or mute your hearing aids. To do this, move the slider or use the +/- buttons.

Different volume level for right and left (binaural separation):

1. Click on the icon to the right of the volume controller.
2. Drag the sliders in the dialog box to the optimum setting for you. The blue triangle indicates the volume of your left hearing aid, the red one your right-hand one.
3. Save the setting with "**OK**".

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3. Operating instructions

If binaural separation is activated, the volume controller at the bottom of the screen shows a red and a blue triangle.
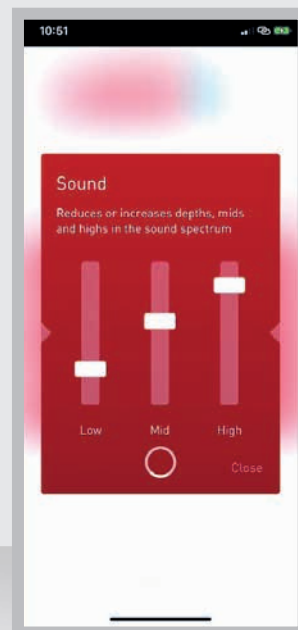
The selected ratio is also maintained if you make changes to the overall volume.

3.4 Call up functions and filters

Click on the relevant tile to make changes.

3.4.1 Sound

Set treble, midrange and bass individually. Raise or lower their level in the sound spectrum by moving the controllers up or down.
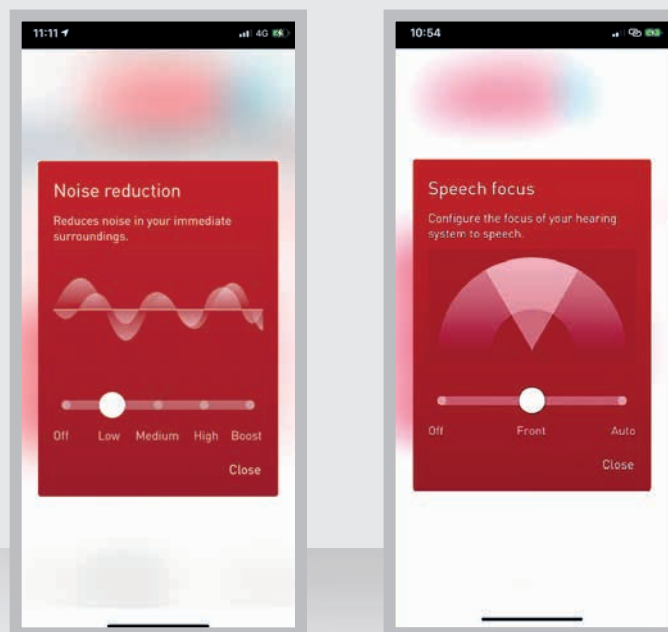
3. Operating instructions

3.4.2 Interference filter

Select the appropriate setting here to reduce bothersome noise in your surroundings.

- Select the required filter setting. (The number of available options may vary depending on the device version.)

3.4.3 Speech focus

The speech focus function allows you to align your hearing aids to a specific sound source for optimised hearing.
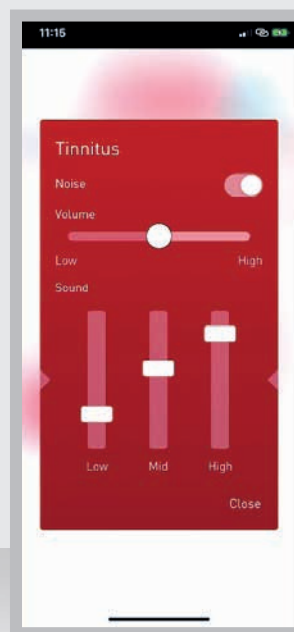
Select the Auto setting or align your device forwards.

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3. Operating instructions

3.4.4 Tinnitus filter

You can only use the tinnitus filter following activation by your hearing care professional.

- Touch the Tinnitus tile to enable changes to be made.
- You can select the volume level and sound using "**Settings**".
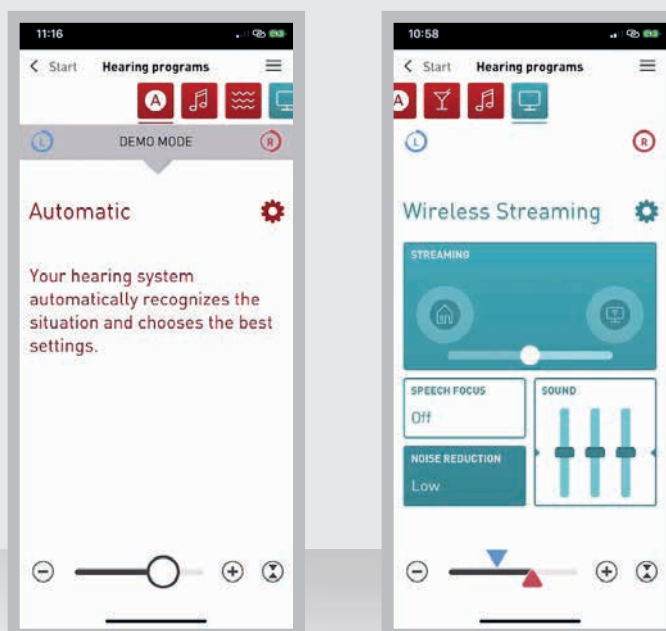

3.4.5 Settings

The gearwheel icon can be used to call up the program settings.
Here you can the change the name and icon of a hearing program or reset previous settings.

You can additionally create your own favourites here.

Wings

3. Operating instructions

3.4.6 Automatic program (optional)

Your hearing care professional can also activate the automatic program instead of the basic program. This will detect the hearing situation via smart algorithms and automatically selects the correct settings – manual adjustment is not possible in this program.

3.4.7 Streaming program

The streaming program enables you to transmit sounds from an external source directly to your hearing aids. At present this is only possible with Apple devices. You require further accessories to use this function on an Android device. Please contact your hearing care professional about this.

- Drag the sliders in the "**Sound**" tile to adjust treble, midrange and bass.

Wings
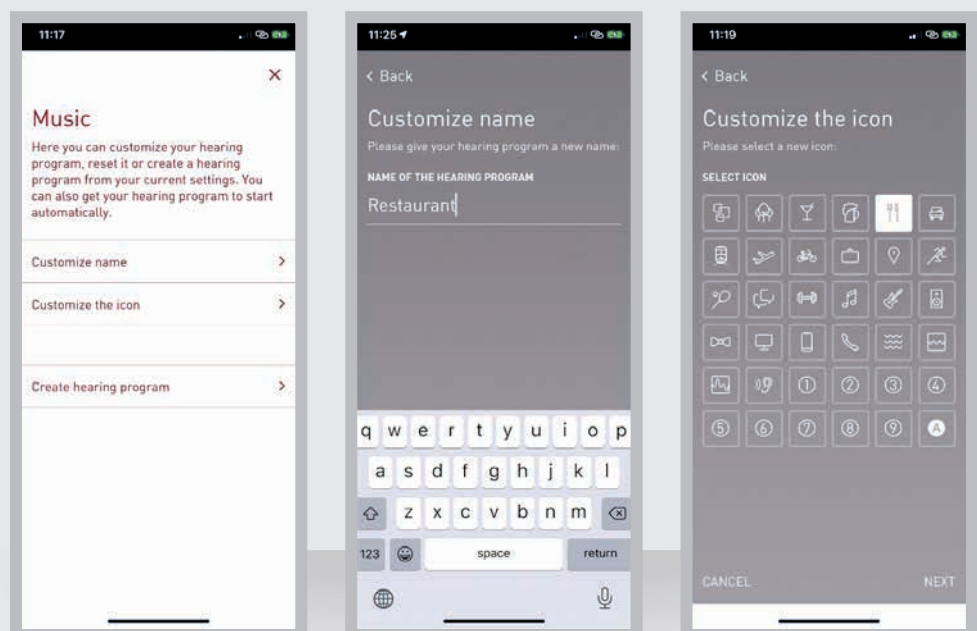
3. Operating instructions

- **You can adjust the focus of your hearing aids in the mixer**:
  The slider lets you adjust the relationship between the sounds from your surroundings and the sound being transmitted from the streaming source directly to your hearing aids.

3.4.8 Favourites

The app allows you to create favourites in order to save frequently used settings and readily call them up at any time. For example, save the settings you need in the office, when out jogging or at your favourite café so you can then access them quickly.

Create a favourite:
- Select a program that you want to use to create a new favourite.
- In the program click on the gearwheel icon, followed by "**Create Favourite**".
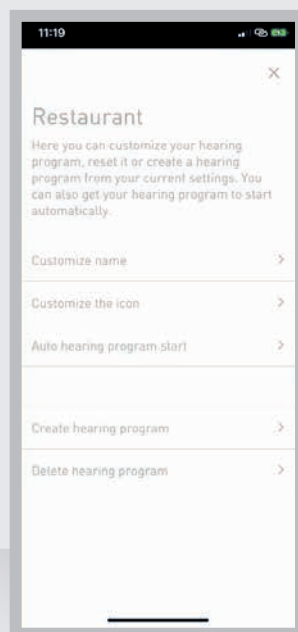- Give your favourite a name and select a suitable icon.

3. Operating instructions

If you wish, you can pair your favourites to a specific location or Wi-Fi network. Your smartphone then detects where you are and launches the required program automatically.
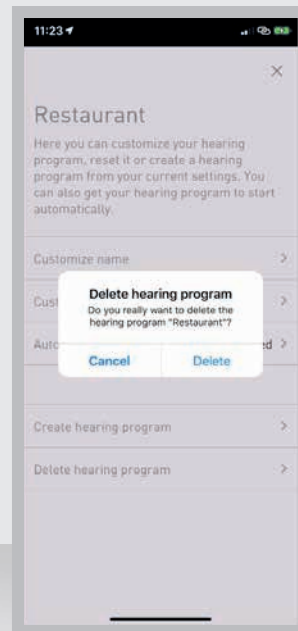
Pair favourites:
- Click on the gearwheel icon in your favourite to call up the settings, then click on "**Auto hearing program start**".
- Slide the switch "**Start Favourite Automatically**" to the right to activate the function.
- Specify whether you wish to pair your smartphone to a location or a Wi-Fi network and follow the instructions.

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3. Operating
   instructions

3.4.9 Delete Favourite

- Select the Favourites program you wish to delete.
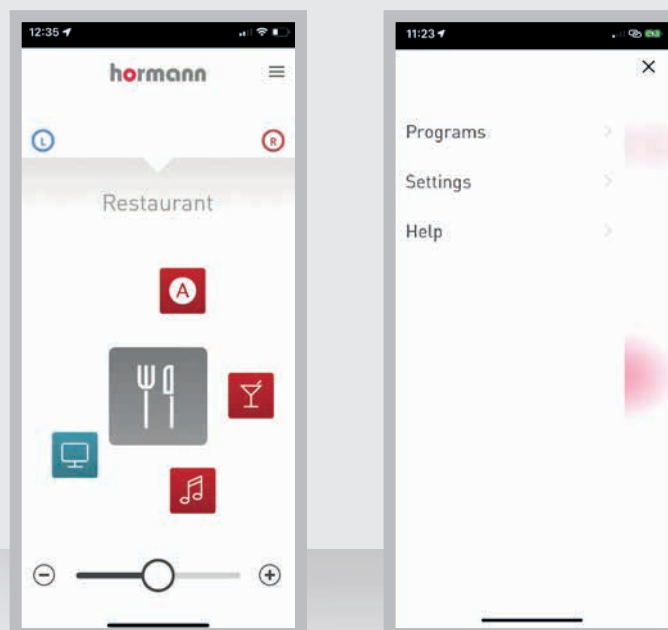- Click on the gearwheel icon, followed by "**Delete Favourite**".

3. Operating instructions

3.4.10 Main menu

Touch the menu icon on the top right of the screen to open the main menu. From here you can switch programs and navigate to app settings.

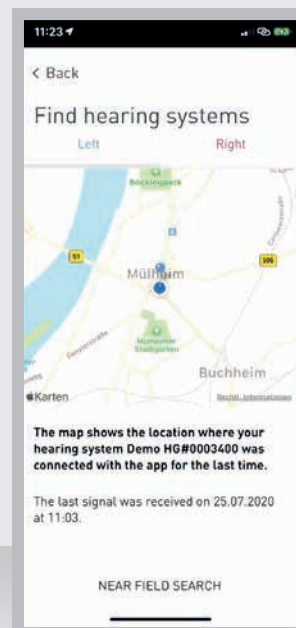You can also access the Help function via the main menu.

Wings

3. Operating instructions

3.4.11 Find hearing systems

The location detection function can be used to search for hearing aids that have been mislaid or lost.

To do so, go to the item "**Find hearing systems**" under Help.

The app will show you on a map the location from which a signal was last received from your hearing aid.

Wings

4.Key to symbols

Manufacturer of the device

Please read and observe the instructions in the user manual. It contains important warnings and information about safety precautions.

Wings

hörmann
hearing systems

Manufacturer

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