

Get connected

Hearing Australia App

Guide for Android Device Users



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1. Downloading the app

Our Hearing Australia app has been designed to make it easy for you to use and control your hearing aids from your smartphone or mobile device.



Scan the QR code for information on which smartphones and mobile devices are compatible with the app



Download the “Hearing Australia” app on Google Play

Before you can start using the app, you must pair your smartphone or mobile device with your hearing aids.

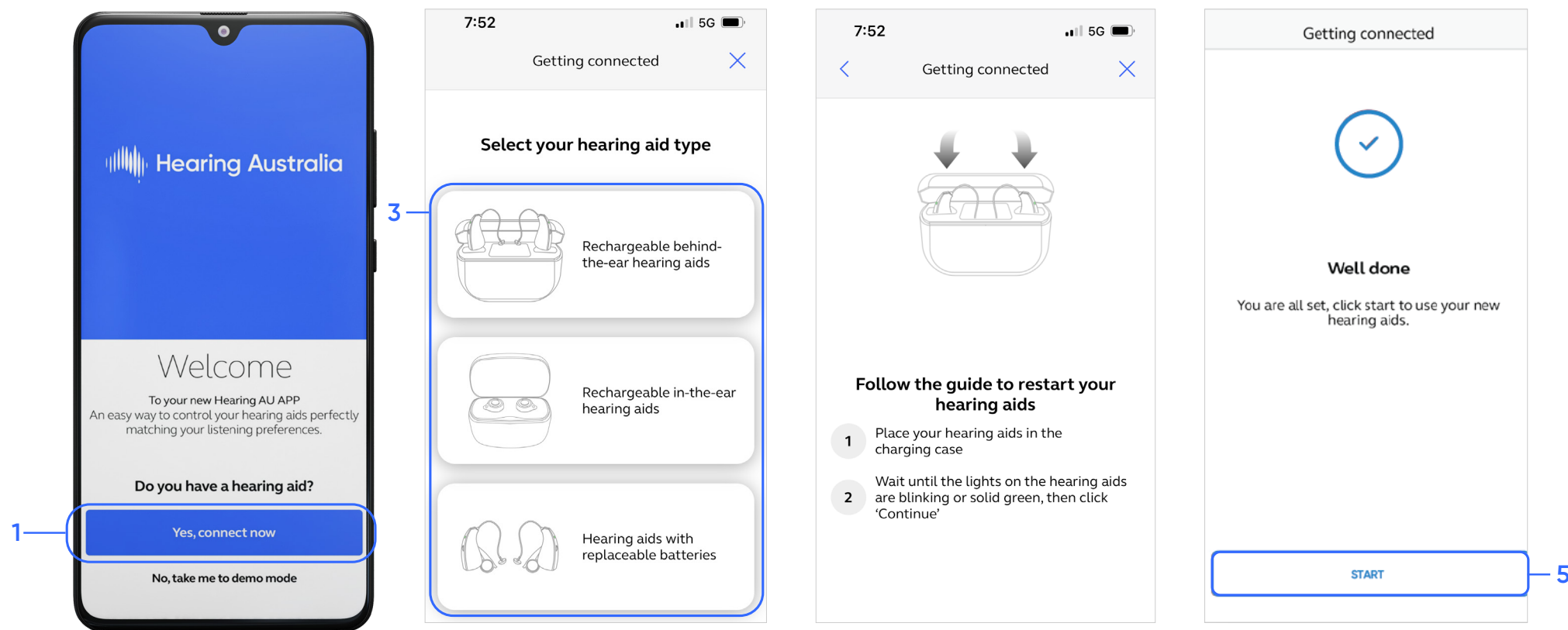


Get connected



2. Get connected

How to pair your hearing aids with your Android™ device



1. Download the Hearing Australia, "Hearing Australia" app, open it and tap **Yes, connect now**.
2. If prompted, provide access to your mobile device location by selecting **Allow**.
3. Select **hearing aid type**
4. Follow the app prompts to complete the pairing. Reboot your hearing aids as required by turning them off and on again.
5. Pairing is complete.



NOTE: If you have previously paired hearing aids, you need to unpair them in your phone's Bluetooth® menu before you pair them again.

3. Troubleshooting

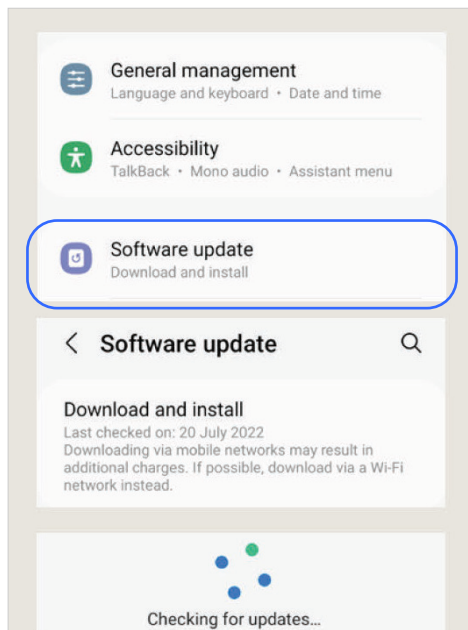
Connectivity Troubleshooting Guide

1. Check for a software update

- Go to **Settings**
- Scroll to the bottom
- Tap **Software Update**.

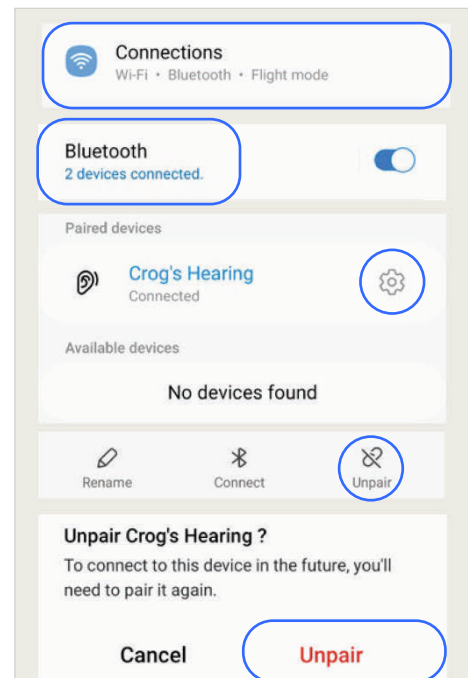
Android 10 minimum required

- Tap **Download and Install**
- If available, install the update before proceeding to Step 2



2. Unpair any hearing devices already paired via Bluetooth®

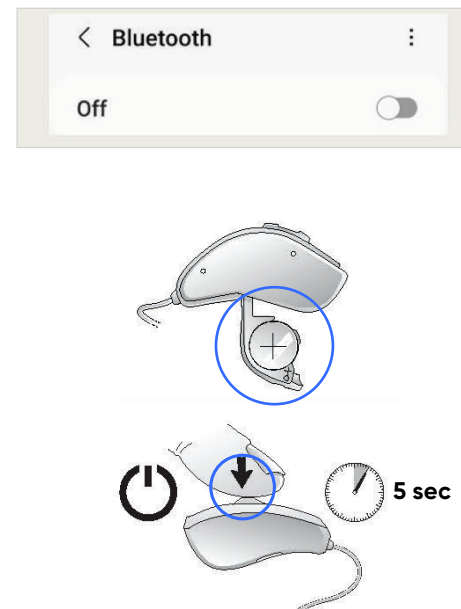
- Go to **Settings**
- Tap **Connections**
- Tap **Bluetooth®**
- Tap the **Settings Icon**
- Tap **Unpair x2**



3. Turn off Bluetooth® & Hearing Aids

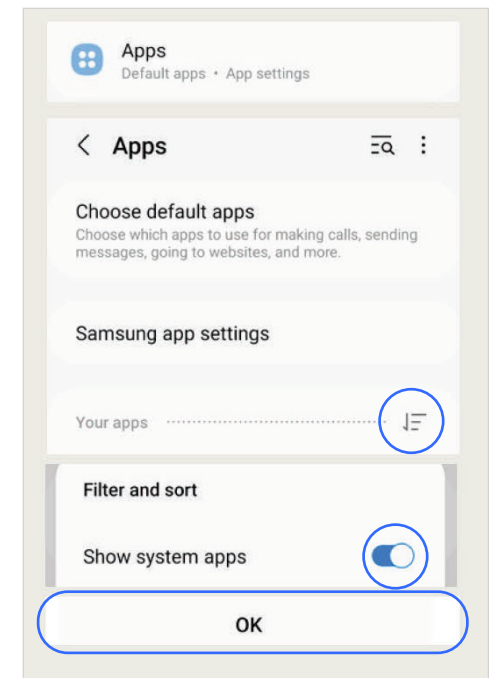
If your devices are battery operated simply open the battery doors and leave them open.

If they are rechargeable, press and hold the push button for 5 seconds. Three flashes indicates that the aid has turned off.



4. Enable System Applications

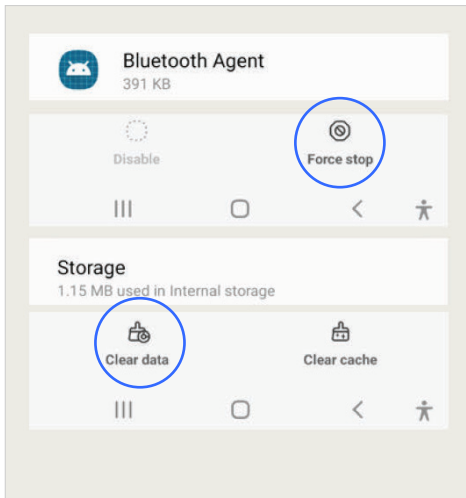
- Go to **Settings**
- Locate and **Tap on Apps**
- Tap the **Filter/ Sort Icon**
- Enable **Show System Apps**
- Tap **OK**



Connectivity Troubleshooting Guide continued

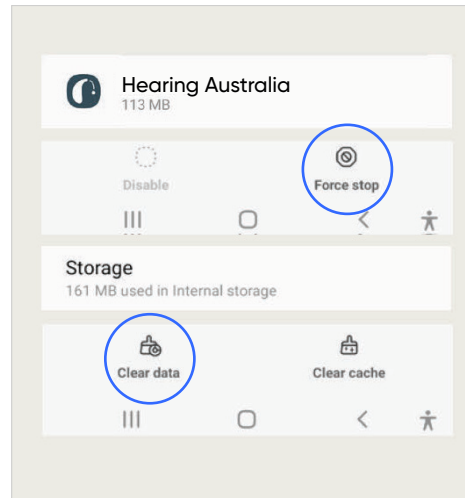
5. Reset Bluetooth® Agent

- Locate and **tap on Bluetooth® Agent** in the Apps list
- Tap **Force Stop** in the bottom right corner and then **OK** to confirm
- On the same screen, locate and tap on **Storage**
- Tap **Clear Data** in bottom left corner and then **OK** to confirm.



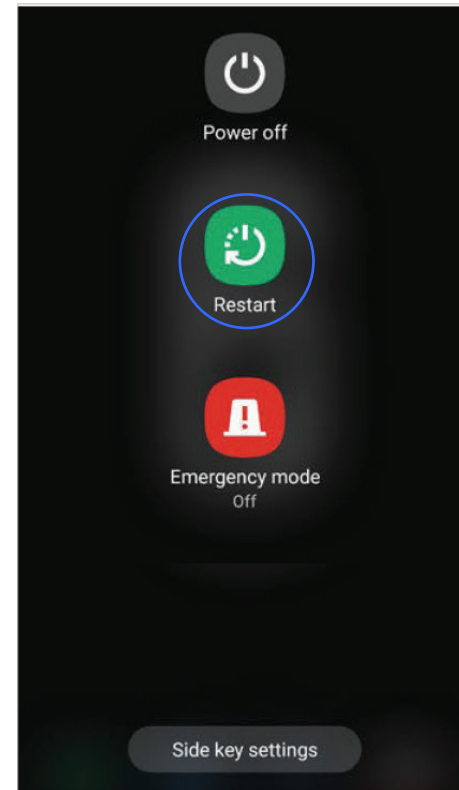
6. Reset app

- Locate and tap on your app in the Apps list
- Tap **Force Stop** in the bottom right corner and then **OK** to confirm
- On the same screen, locate and tap on **Storage**
- Tap **Clear Data** in bottom left corner and then **OK** to confirm.



7. Restart phone

This is an important step to ensure that all the changes we've made take affect and the Apps are optimised.



8. Pair the Hearing Aids individually in the Bluetooth® menu - NOT THE HEARING AUSTRALIA APP

Follow these steps very carefully and in order

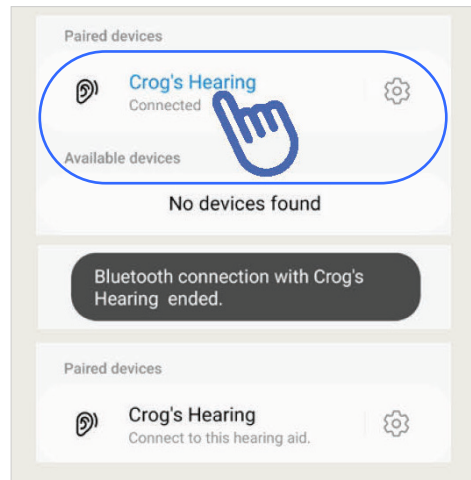
- Go to **Settings**
- Tap **Connections**
- Tap the **Bluetooth® text**, NOT THE SWITCH
- Turn on your left aid
- **Turn on Bluetooth®** via the switch which will automatically scan for nearby devices
- Your left aid will appear under Available Devices
- Tap your device to pair
- Turn on your right aid
- Tap **Scan** in the top right corner to search for nearby devices
- Your right aid will appear under Available Devices
- Tap your device to pair
- Your hearing aids will now appear as connected under Paired Devices

Connectivity Troubleshooting Guide continued

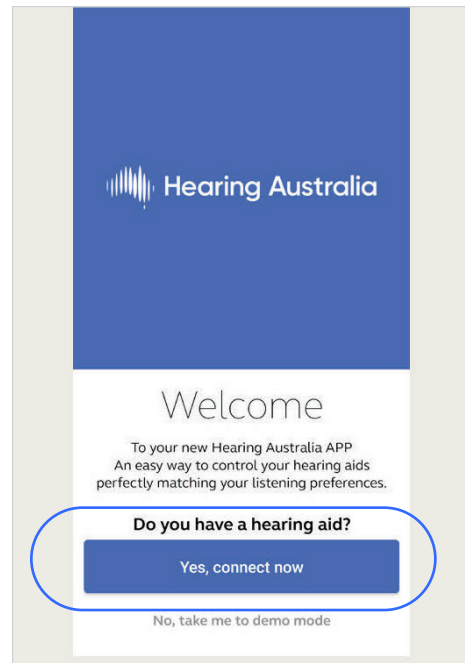
9. Temporarily disconnect the aids from Bluetooth® before opening the app

This is a very important step to ensure the hearing aids connect to the app.

- Simply **tap on your device** from the Paired Devices list so that it no longer appears as "Connected".

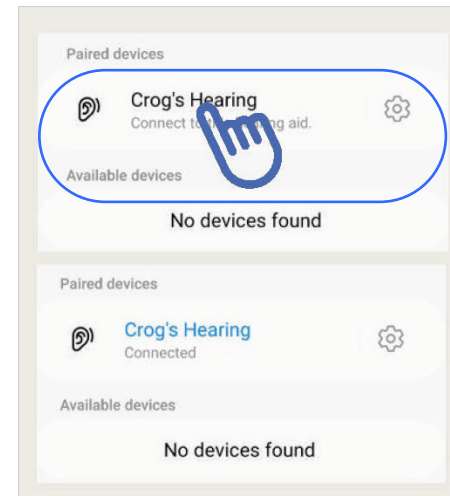


10. Open the Hearing Australia App and follow the prompts.



11. Direct Audio Streaming

Once connected, if your **Samsung supports ASHA** (Audio Streaming Hearing Aids) and you would like to enable direct audio streaming, return to the Bluetooth® menu and tap on your device from the Paired Devices list so that it appears as "**Connected**".



If you experience any issues while following these steps and require further assistance, please contact your hearing care professional.

4. Troubleshooting

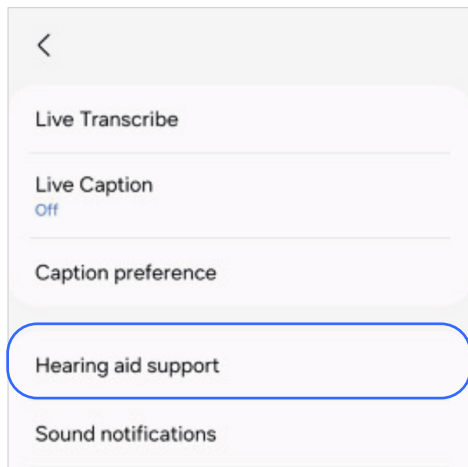
Samsung Galaxy Streaming Checklist

Please note: Before pairing your hearing aids, ensure that your Android operating system is updated to the latest version.

1. Check compatibility:

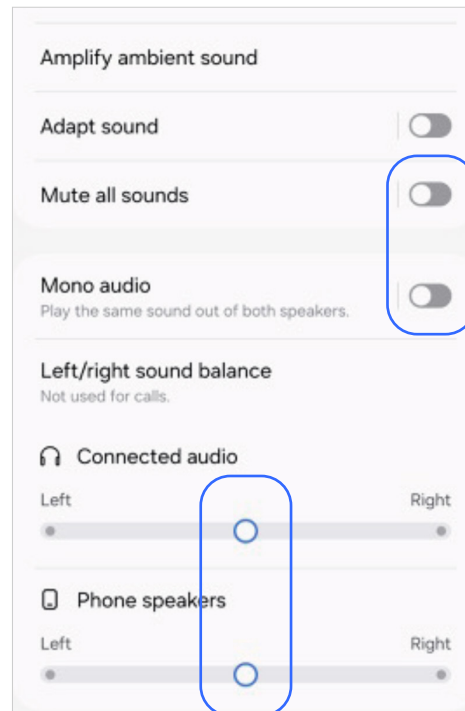
Navigate to settings > Accessibility > Hearing enhancements and confirm whether your model includes the **'Hearing aid support'** feature.

If it does, proceed to Step 2. If it does not, your device does not support Audio Streaming for Hearing Aids (ASHA).



2. Check features:

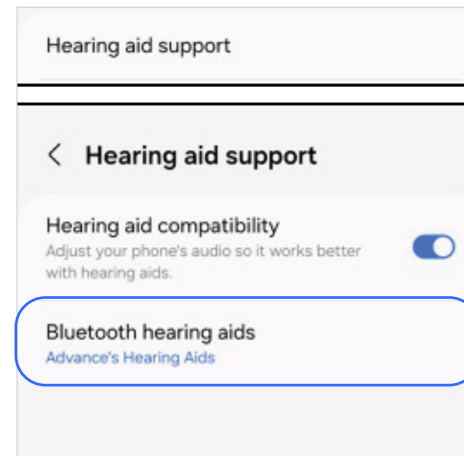
From the Hearing enhancements menu, ensure **'Mute all sounds'** and **'Mono audio'** are disabled, and that the **'Left/Right Sound Balance'** is centred.



3. Confirm connection:

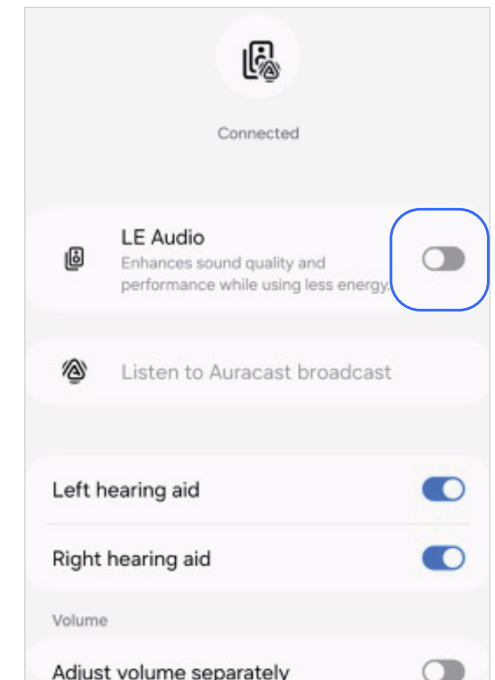
From the Hearing enhancements menu, tap **'Hearing aid support'** and confirm that your devices appear under **'Bluetooth® hearing aids'**.

If they appear, tap on them and proceed to Step 4. If they do not, the devices may not be paired or actively connected. Navigate to the Bluetooth® to check, pair, or connect your devices if needed.



4. Disable LE Audio:

If available, disable the LE Audio switch, as this feature may not yet be fully supported in the current version of Android OS or Samsung UI. This will be resolved in a future update.

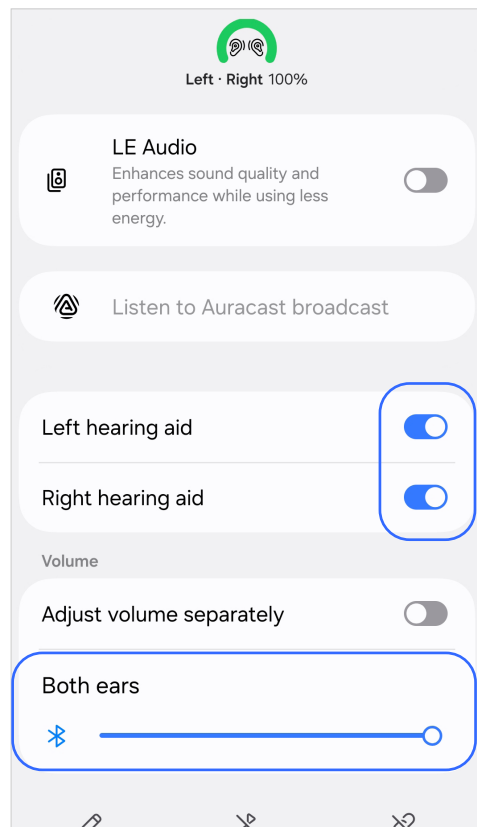


Samsung Galaxy Streaming Checklist continued

Please note: Before pairing your hearing aids, ensure that your Android operating system is updated to the latest version.

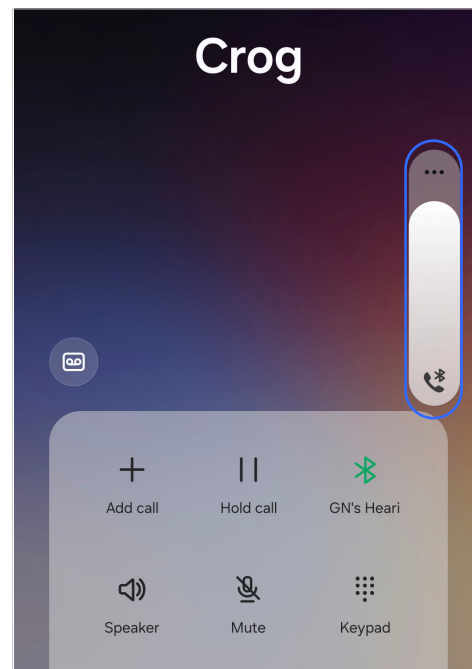
5. Check streaming switches and volume level:

From the same screen, ensure the Left and Right hearing aid switches are enabled, and the volume level for 'Both ears' is set to maximum.



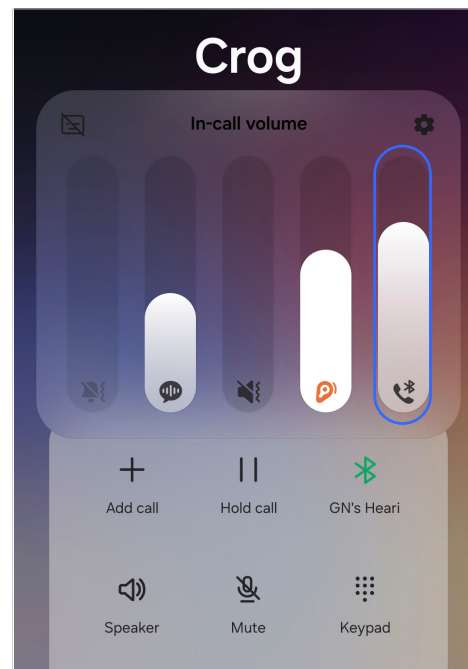
6. Check the media volume level:

While playing a video or music, press the volume up or down button on the side of the phone to bring up the volume control slider. This lets you adjust the media volume level.



7. Check the in-call volume:

In-call volume adjustments can only be made during an active call. Initiate a phone call and press the volume up or down button on the side of the phone. This lets you adjust the in-call volume level. Ensure this is set to an adequate volume.

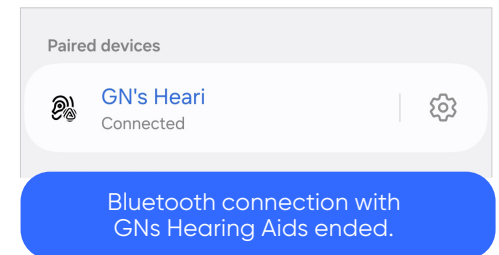


8. Common workaround:

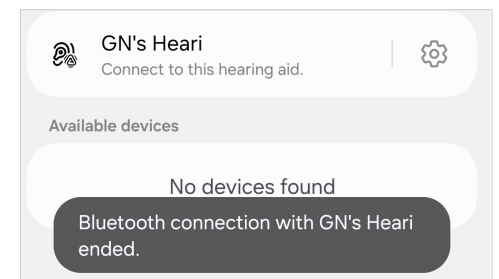
If streaming continues to work in only one aid or not at all, try disconnecting and reconnecting the devices from the **Paired Devices** list in the Bluetooth menu.

Note: Disconnecting is not the same as unpairing. To disconnect a device simply tap it in the **Paired Devices** list and tap it again to reconnect. Do NOT unpair.

Connected status:



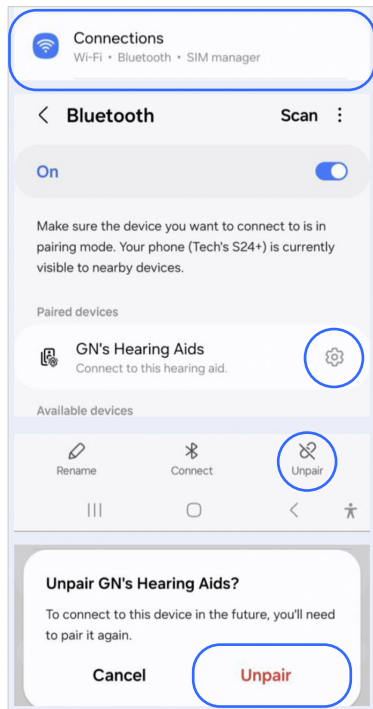
Disconnected status:



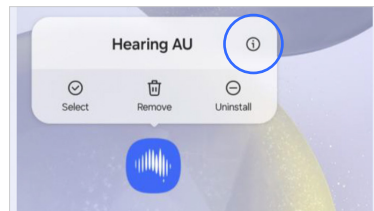
5. Troubleshooting

Samsung Connectivity after repair of your Hearing Aid

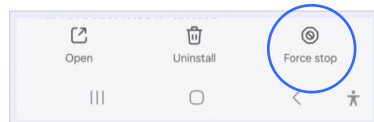
1. When a hearing aid is returned from repair—whether one or both—it is best practice to forget the existing phone pairing and set it up again. Go to **Settings > Connections > Bluetooth®** and select the Settings icon and tap Unpair.



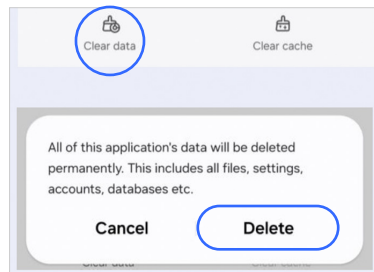
2. Before re-pairing the devices, reset the Hearing Aid app. Press and hold the app tile until the shortcut menu appears, then tap the Info icon



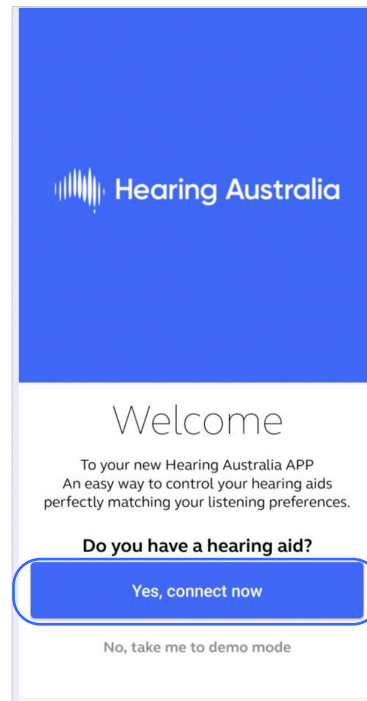
Select the '**Force stop**' in the bottom-right corner and confirm by tapping '**OK**'



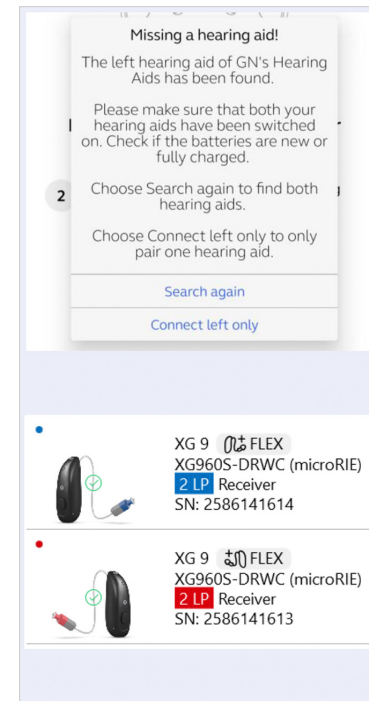
Go to '**Storage**' and select '**Clear data**' in the bottom-left corner and confirm by tapping '**Delete**'.



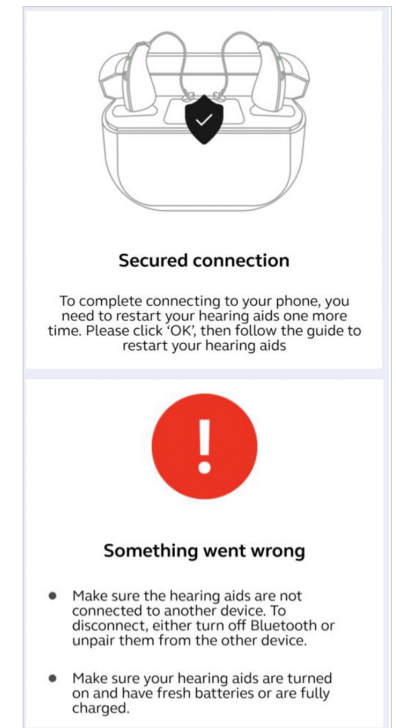
3. Launch the Hearing Aid app, select '**Yes, connect now**', and follow the prompts to complete the connection process.



4. If you encounter the error shown below after multiple attempts—and the hearing aids are functioning—it is likely that the devices are no longer linked. They must be returned to your hearing care professional for reprogramming.



5. If the hearing aids still fail to connect to the app despite being successfully paired via Bluetooth®, please contact your hearing care professional.



6. Accessing Online Services

Remote fine-tuning

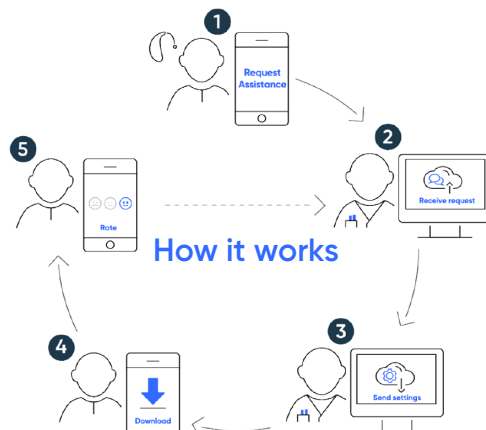
After your first fit at our hearing centre and activation of online services, you'll enjoy continuous support and all the guidance you need in the most convenient and comfortable way for you.

It's all designed to help you get the most out of your Hearing Australia hearing aids.

Accessed through the Hearing Australia app, our online services give you a convenient way to connect with our hearing care experts - Remote fine-tuning requests.



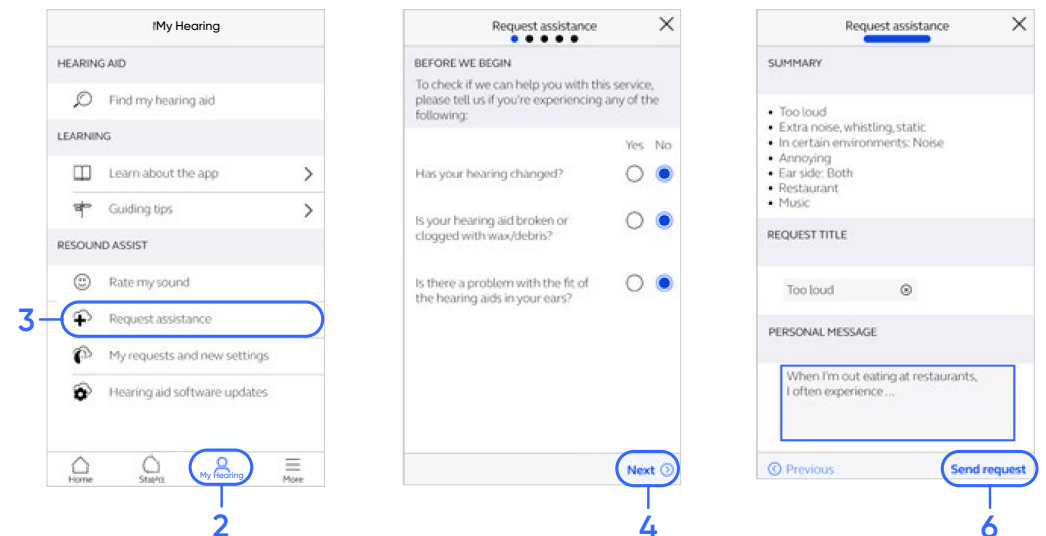
1. To request assistance through the app go to **'Request Assistance'** in the menu, then submit your questionnaire with an optional message.
2. Our team of hearing care experts will receive your request.
3. The team will send updated settings and/or messages straight to your app.
4. You place your hearing aids close to your smartphone, tap install – and enjoy the improvements.
5. Send a rating of your new settings to our team to advise if the changes have met your needs.



How to submit a remote fine-tuning request

1. Open the Hearing Australia app on your smartphone.
2. Tap on **My Hearing**.
3. Tap on **Request assistance**.
4. The first set of questions will help our remote team of hearing care experts determine if the help you need can be completed remotely. Answer the questions and tap **Next**.
5. The remaining questions will help our team diagnose the problem and severity of the issue. Answer all of the questions and tap **Next**.
6. Review summary of the issue and enter any additional information under **"Personal Message"**.

When complete, tap **Send Request**.



How to install new hearing aid settings

1. Prior to accepting a remote update:

- **Battery Model Hearing Aids:** Insert fresh batteries and wait 2 minutes for full activation
- **Rechargeable Hearing Aids:** Ensure you have at least 25% battery left.

2. Open the Hearing Australia app on your smartphone.

3. Tap on **My Hearing**.

4. Tap on **My requests and new settings**.

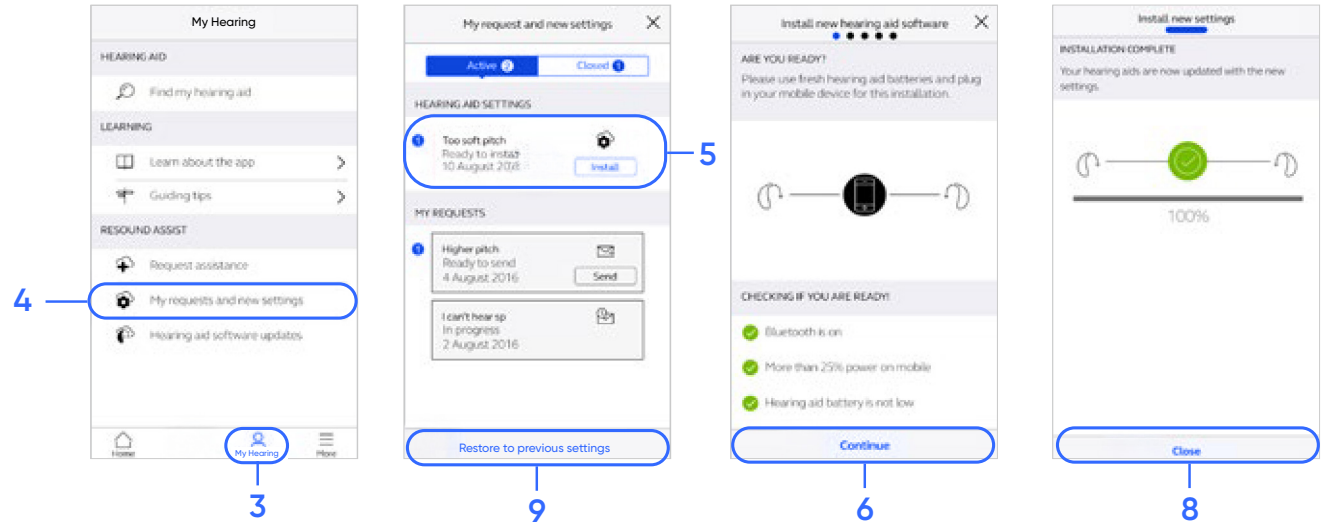
5. A new settings update will appear at the top of the screen in red. Tap **Install**.

6. Next, the app will verify Bluetooth® is enabled, your smartphone and hearing aids have adequate battery life. Once verified, tap **Continue**.

7. Instructions for your installation will appear. Remove your Hearing Australia hearing aids and set them near your phone for the download. During the download, do not use your phone or any of its apps.

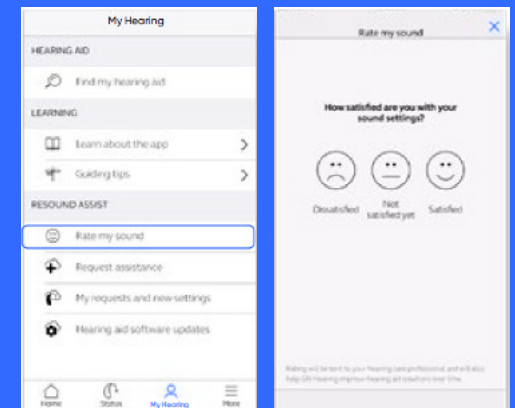
8. Tap **Close** when the progress bar has turned green and installation is complete. You can now put your hearing aids back on.

9. **Restoring Previous Settings:** If desired, you can return to your previous hearing aid settings. To do this, follow steps 1–4 and then tap Restore to previous settings on the bottom of screen. Follow the same procedure as above to reinstall previous settings.



Rate my sound

A few days after your remote fine-tuning, you will receive a notification asking you to rate your satisfaction with your new settings. Follow the prompts. Your rating will be delivered to your hearing care professional.



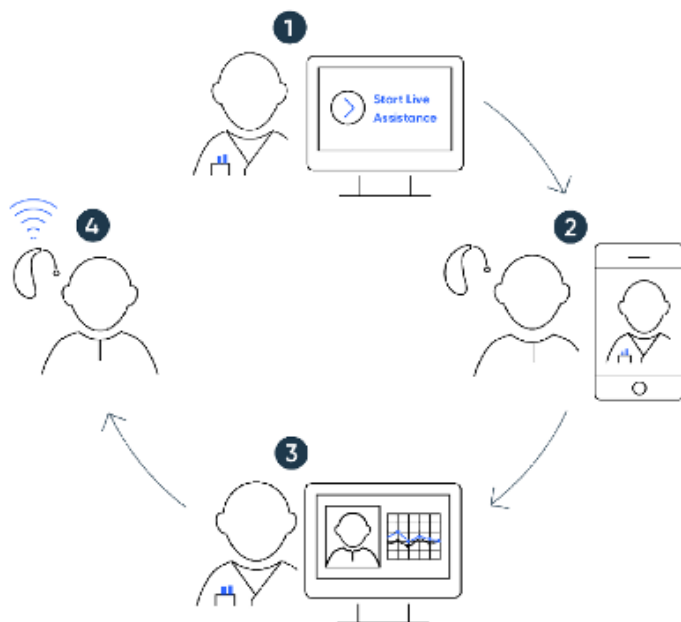
7. Accessing Online Services

Live Assistance

Now you can also meet with one of Hearing Australia's hearing care experts via face-to-face video or telehealth appointments. Our online services let you swap hearing centre visits with convenient, real-time video or telehealth appointments.

That means you can enjoy personalised, flexible care from the comfort of your own home. It's as easy as answering a video call on your phone.

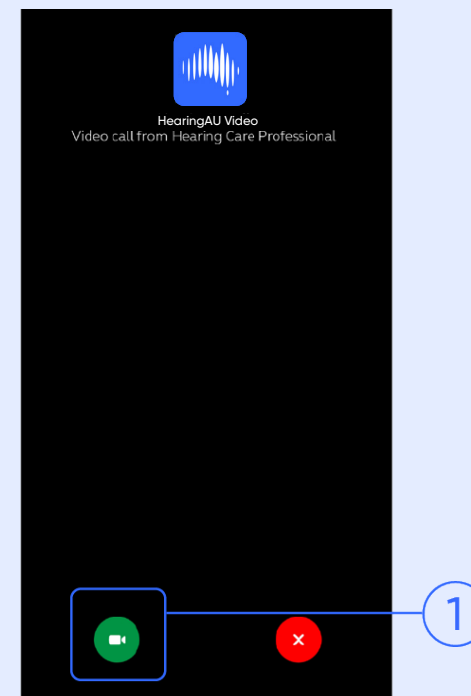
1. Request assistance from our hearing care service team through the app. We'll get back to you within 2 working days. At the appointment time, your hearing care expert will call you.
2. Answer the video call through the Hearing Australia app.
3. The hearing care expert will then connect to your hearing aids and provide you with live adjustments, if needed.
4. You can evaluate the new settings with your hearing care professional during the appointment as well as afterwards through the Rate My Sound feature in the Hearing Australia app.



How to answer your video call through the Hearing Australia app

1. Your hearing care professional will initiate the Live Assistance call. Compatible Android™ users simply tap the green video icon.

Android users



To use Online Services Live Assistance, you need to ensure you meet the minimum requirements:

Hearing Aids

- Wireless Hearing Australia device model

Hearing Australia app

- Make sure you have updated to latest version

Smartphone or tablet

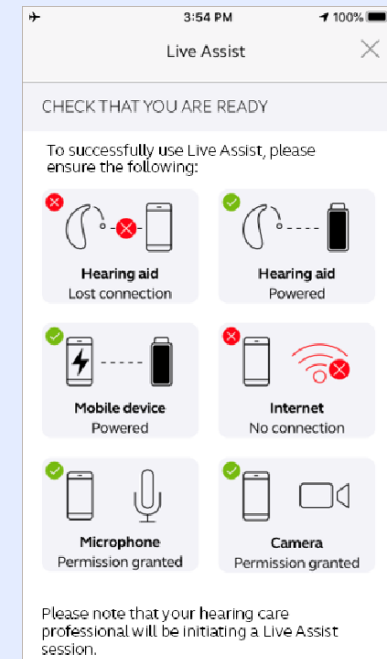
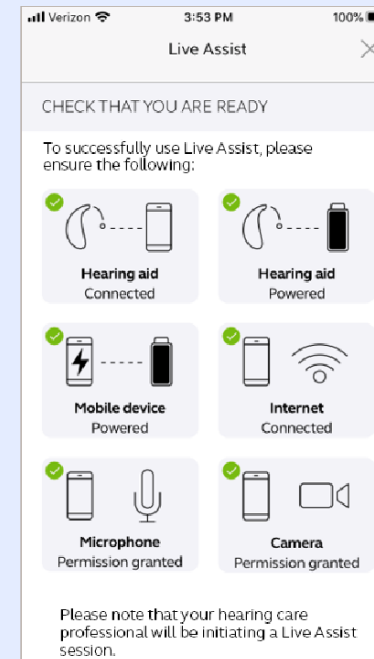
- Android™ device running Android 8 or newer

Android users and direct streaming:

- Direct streaming to Android™ devices is available with Hearing Australia hearing aids.
- Direct streaming requires ASHA-compatible Android™ device running Bluetooth® 5.0 and Android v10 or newer. Hearing Australia cannot guarantee full direct streaming compatibility with all Android devices.

Before your Live Assist appointment, please ensure:

- You have downloaded the latest version of the Hearing Australia app and your hearing aids are paired to your smart device.
- You are in a location with a strong Wi-Fi connection.
- You insert fresh batteries into your hearing aids. If you have rechargeable hearing aids, make sure the batteries are fully charged.
- You have at least 50% battery on your compatible device.



For a full readiness checklist, open the Hearing Australia app and select: > My Hearing > Live Assistance.

Thank you for choosing Hearing Australia

Hearing Australia has been providing expert hearing care to Australians for over 75 years, helping thousands of children, adults, Aboriginal and Torres Strait Islanders peoples, pensioners and veterans stay connected with their families and communities each and every week.

Now, more than ever, good hearing is important to keep you in touch with your loved ones and stay connected to the world around you. With more than 500 audiologists, we offer services through telehealth, online, in home and in centre across over 180 locations Australia-wide. Our goal is to keep you connected to the people and life you love.

No matter your age, no matter your hearing need, we make hearing easier for everyone.

ALWAYS FOLLOW THE DIRECTIONS FOR USE.

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GN Hearing Australia Pty Ltd, Suite 1001, 1 Julius Ave, North Ryde, NSW 2113, Australia, Tel.: (free) 1800 658 955

Hearing Australia, Level 5, 16 University Avenue, Macquarie University NSW 2109, Australia, Tel.: +612 9412 6800, hearing.com.au

