Cleverear
v.3.1.0

Mobile App User Manual

ear-technic®

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1. Streaming

Ear Technic Bluetooth's Hearing Aids can receive two different types of audio streaming (Speech, Music etc.).
The hearing aid can provide audio streaming over Android ASHA phones.

1.1. Audio Streaming with Android ASHA

The audio streaming function is available in phones with Android operating system with ASHA protocol. Once the mobile phone is connected to the hearing aid, an audio streaming connection is established when the program in the hearing aid is switched to "Wireless Audio". In this way, sounds such as a phone call or music playing on the phone are directly transmitted to the hearing aid.

2. Cleverear Mobile App

2.1. About App

With the Cleverear mobile app you can do the following:

- Connect and disconnect your hearing aid.
- See the charging status of your hearing aid.
- See and change the program information of your hearing aid.
- See and change the volume of your hearing aid.
- See and change the stream channel information of your hearing aid.
- See and change the microphone volume of your hearing aid.
- See and change the stream volume of your hearing aid.
- See the hearing aid you have already connected to and reconnect if it is active.
- You can connect to your device automatically.

2.2. App Download Android

To download the Cleverear mobile app on your mobile phone:

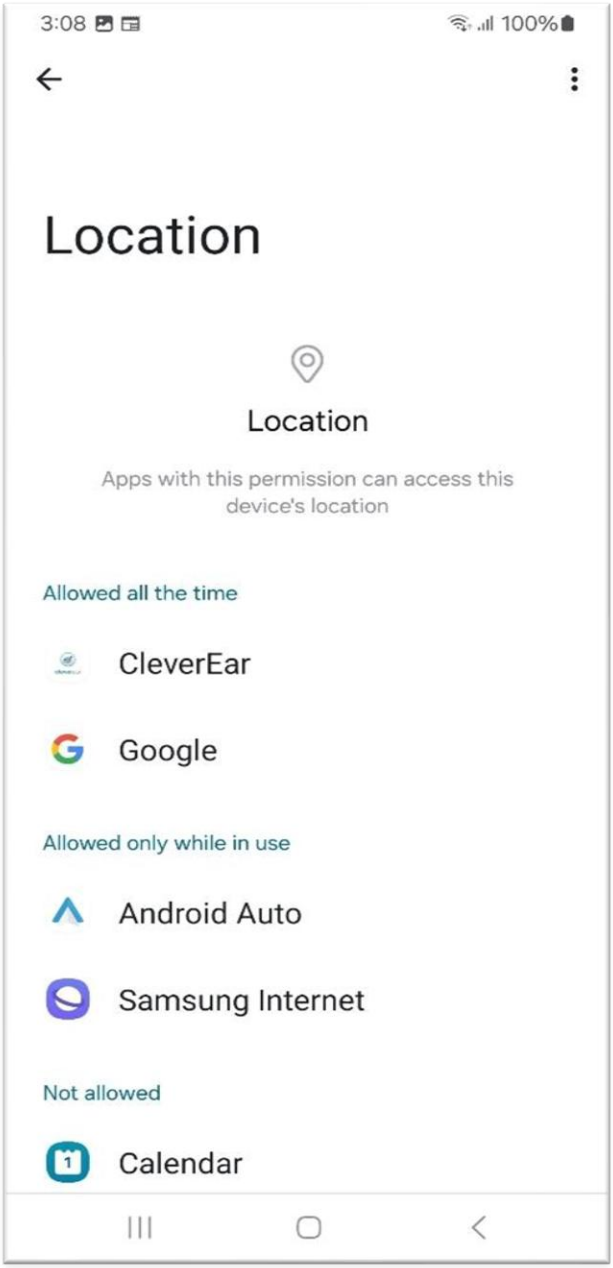
- From your Android mobile phone, open the Google Play Store and click “Search”.
- Type “Cleverear” in the search bar.
- Tap Download and enter your password if requested.

The app is downloaded to your device and the installation process is completed.

2.3. App Permissions Android

In order to use the Cleverear mobile app, the bluetooth feature of your mobile phone must be turned on. When opening the app, if the bluetooth feature is turned off, it shows a warning to turn bluetooth on. Once you have received this warning, you can access the application by activating the Bluetooth function by tapping the "Allow" option.If the Bluetooth feature is not turned on, the app cannot be used. (For Android 13 and higher versions, the app requests extra Bluetooth permission on the main screen.)

In addition to turning on the Bluetooth feature, our Cleverear app will also ask for permission for location if your Android version is 12 and below. Once you have given your Bluetooth and location authorizations, you can now use your Cleverear app.



2.4. App Usage

2.4.1. Connecting to a Hearing Aid

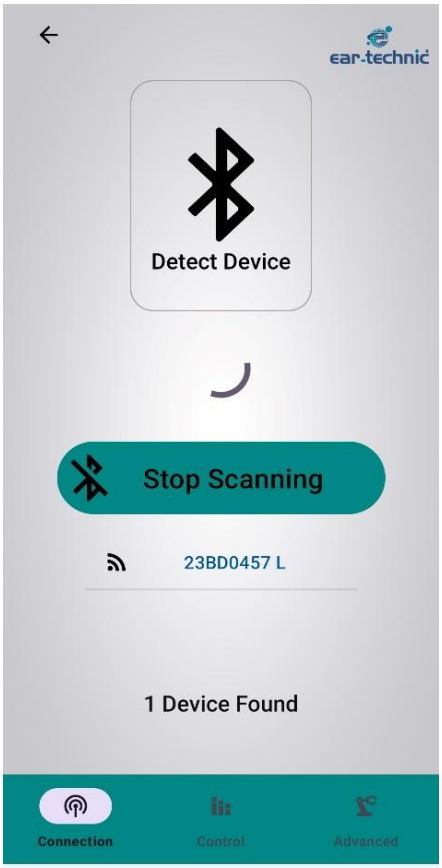
How to connect your hearing aid with Cleverear:

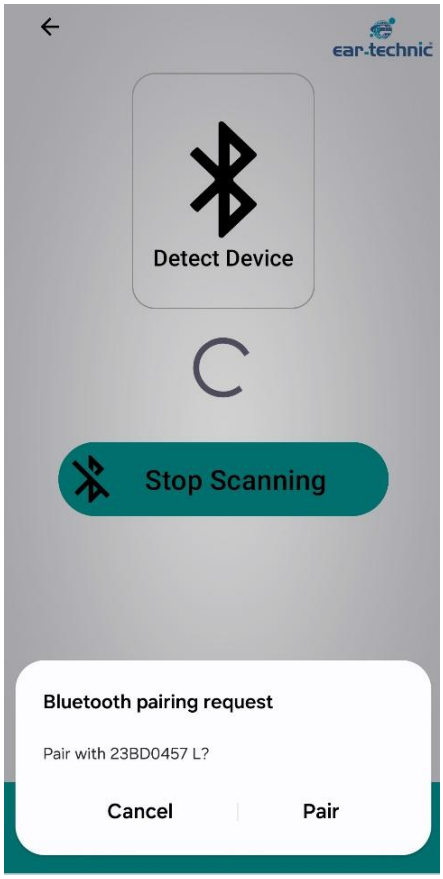
- Open your Cleverear Mobile app.
- If your Bluetooth feature is not turned on, it will automatically redirect you to the permission screen.
- You will see two separate buttons on the screen. If you want to connect a single device, press the “Connect For Single Device” button.
- If you want to connect two devices, press the “Connect For Double Device” button.
- If your location feature is not turned on, it will ask for your permission here.

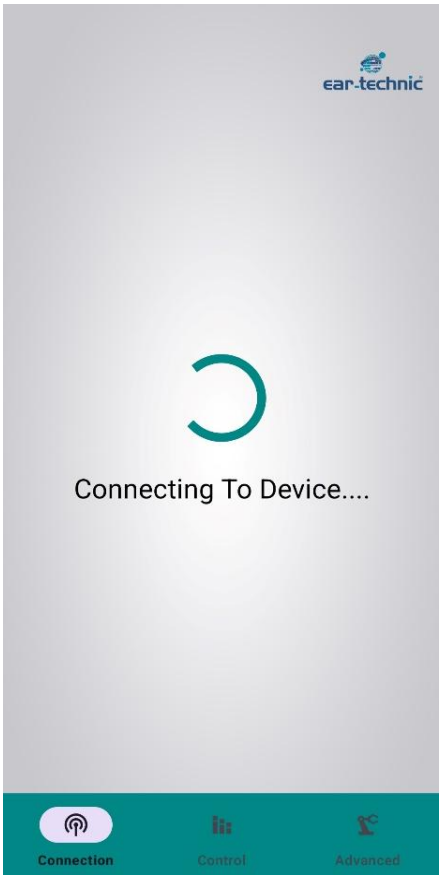
2.4.4.1. Single Device Connection

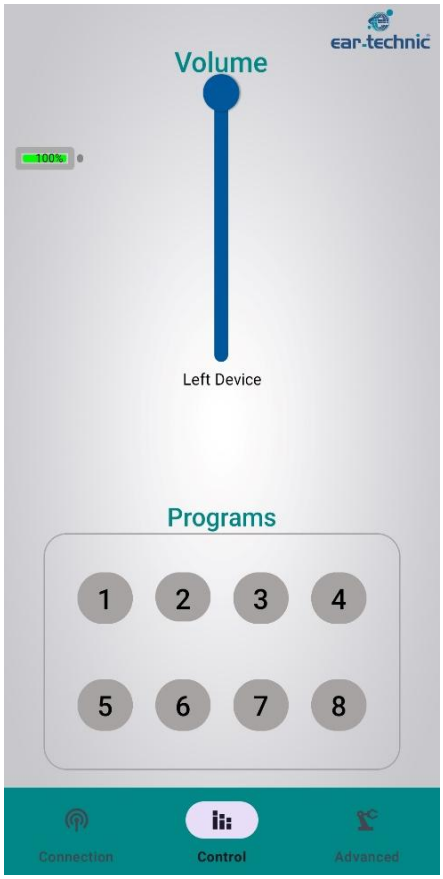
- When you click on the “Connect For Single Device” button, select your device's right ear or left ear from the screen that appears.

- Once you have made your selection, you will be presented with a list of hearing aids.
- Click on the name of the hearing aid listed and connect to your hearing aid.
- During the initial connection process, you may need to pair your devices. The App will ask you "should your devices be paired?".
- During pairing, the 'Connecting to Device' screen will appear.
- If the connection is successful after pairing, the name of your device will appear at the bottom of the hearing aid image on the main screen with the phrase “connected”.


ear-technic
Detect Device
Stop Scanning
23BD0457 L
1 Device Found
Connection
Control
Advanced

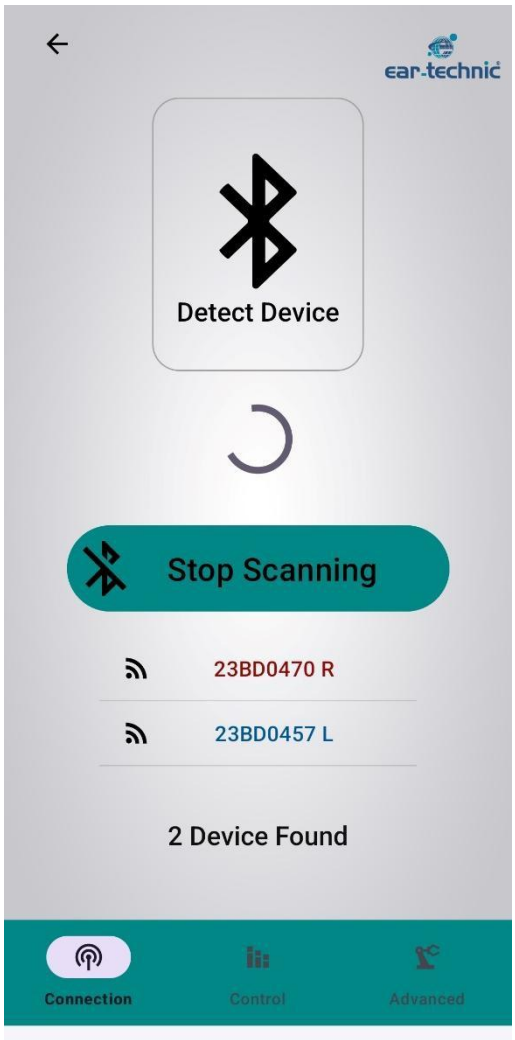

ear-technic
Detect Device
Stop Scanning
Bluetooth pairing request
Pair with 23BD0457 L?
Cancel
Pair

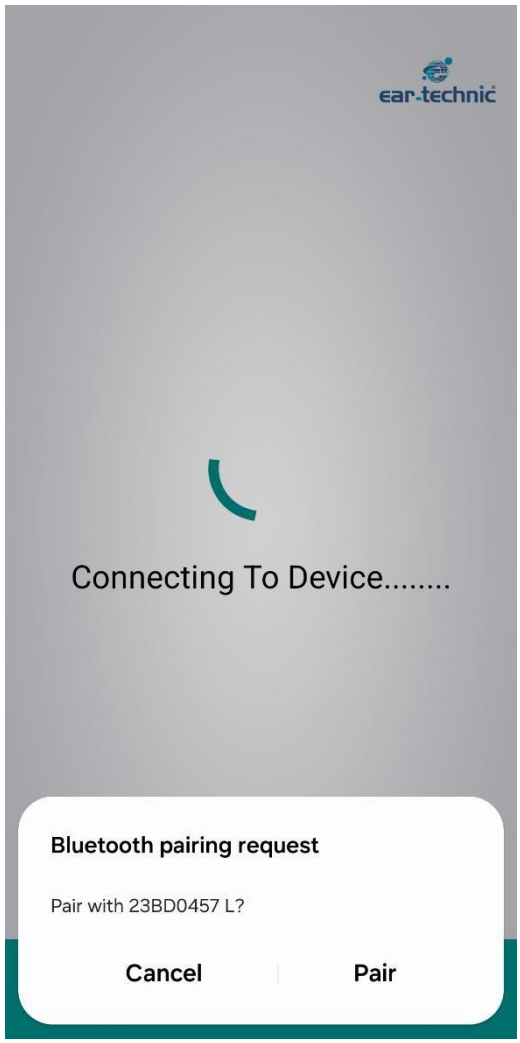

ear-technic
Connecting To Device....
Connection
Control
Advanced


ear-technic
Volume
100%
Left Device
Programs
1
2
3
4
5
6
7
8
Connection
Control
Advanced

2.4.1.2. Connection with Two Devices

- Click on the 'Connection with two devices' button.
- You will be presented with a screen listing your hearing aids.
- Click on the name of the hearing aids listed and connect to your hearing aids.
- During pairing, the 'Connecting to Device' screen will appear.
- If the connection is successful after pairing, the message "Connecting with Devices" appears on the screen.





2.4.1.3. Reconnecting a Previously Paired Device

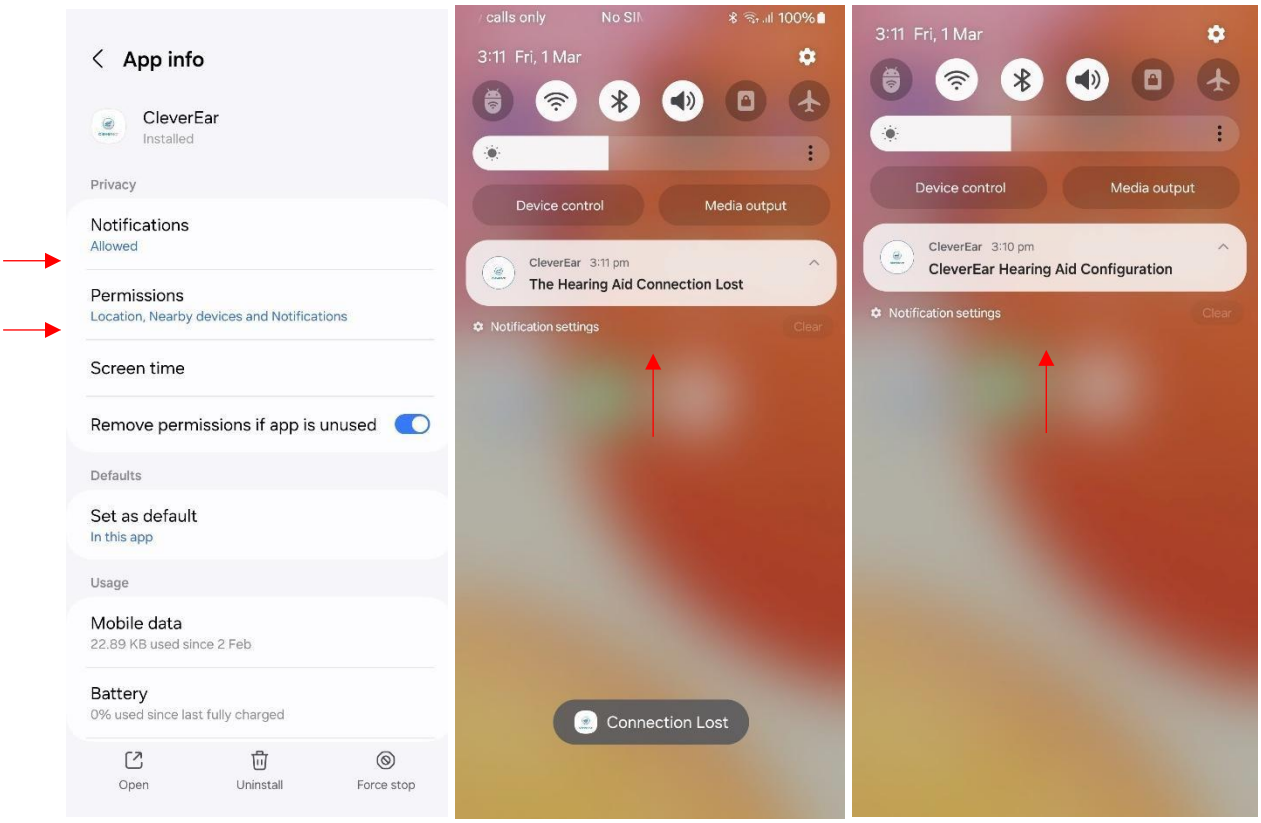
- If the hearing aid has already been paired with the phone, there is no need to pair it again.
- It provides a quick connection with the device from the 'Control Hearing Aid' button on the home screen.

2.4.1.4. Automatic Connection in Case of Device Disconnection

When you pair Cleverear with your hearing aid, your phone's operating system will keep your device running even if you turn it off in the background. In case of a possible disconnection of your hearing aid, the system will send a notification to your phone every 2 minutes to reconnect. You need to turn on the app's notifications on your phone.

For the activation of App notifications, perform the following steps:.

*Settings➔Apps➔Cleverear➔Notifications➔Permissions➔Allow me



2.4.2. Hearing Aid Program Change

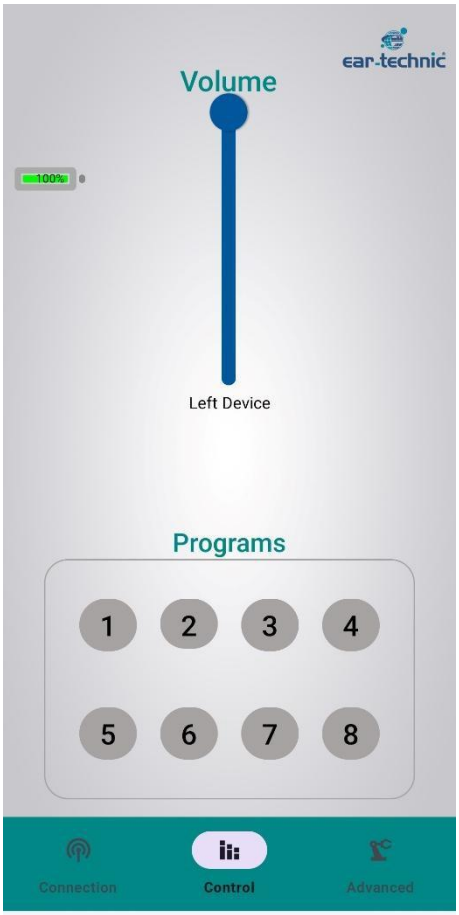
To change the program of your hearing aid with Cleverear:

- Go to the “Control” screen from the lower tabs.
- The selected program information of your hearing aid will appear at the bottom of the screen. You can change the program you want to change to by clicking on the program number.

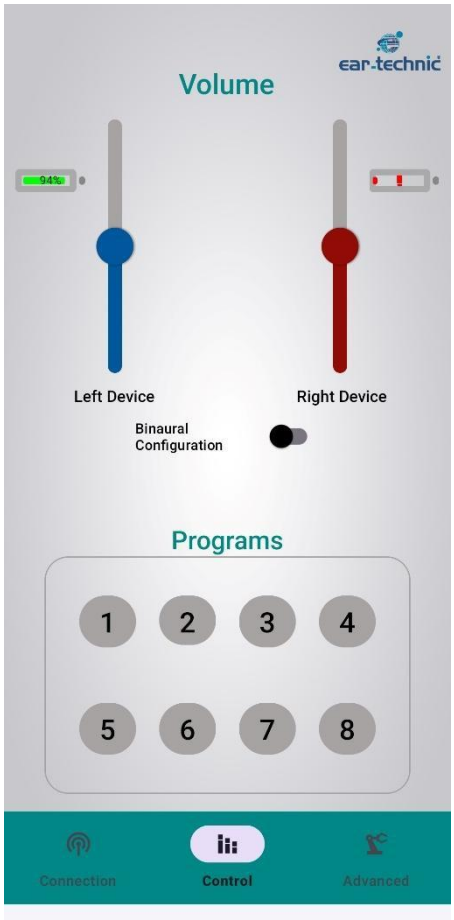
2.4.3. Hearing Aid Volume Change

To be able to change the volume of your hearing aid with Cleverear:

- Go to the “Control” screen from the lower tabs.
- Press and hold the volume button of your connected hearing aid to set it to the desired level and release.



ONE DEVICE CONNECTION



TWO DEVICE CONNECTION

2.4.4. Streaming & Microphone Volume Setting

There are two ways of receiving sound via the hearing aid:

- Microphone: Sounds from the environment are picked up via the microphone.
- Stream: Phone calls, music, etc. are received via the streaming structure.

The microphone and streaming volume in the "Advanced" section of the app are used to increase/decrease the volume of the streaming signal in relation to the microphone signal.

2.4.4.1. Hearing Aid Stream (Aux) Volume Change

To change the stream level of your hearing aid with Cleverear:

- Go to the “Advanced” screen from the lower tabs.
- Press and hold the stream level button of your connected hearing aid to set it to the desired level and release it.

2.4.4.2. Hearing Aid Microphone Volume Change

To be able to change the microphone level of your hearing aid with Cleverear:

- Go to the “Advanced” screen from the lower tabs.
- Press and hold the microphone level button of your connected hearing aid to set it to the desired level and release it.

2.4.5. Connection with ConnectLine Device

A special channel and mode are defined so that the audio stream sent via ConnectLine cannot be heard by other device users in the same environment. The ConnectLine must have the same channel and mode setting.

2.4.5.1. Hearing Aid Channel Setting

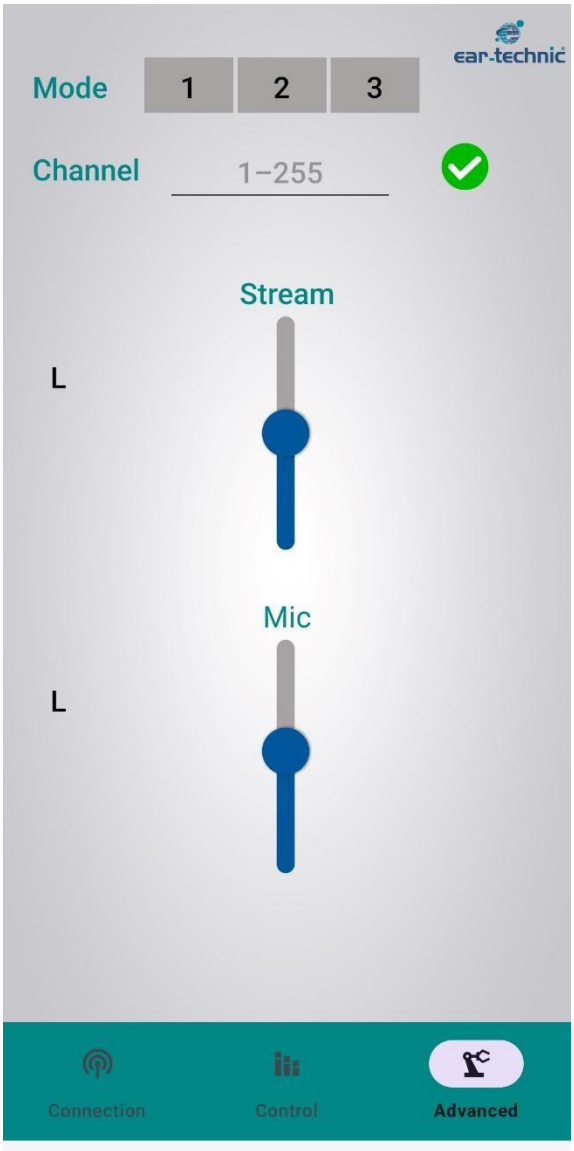
To change the channel setting of your hearing aid with Cleverear:

- Go to the “Advanced” screen from the lower tabs.
- In order for your hearing aid to communicate with ConnectLine, click on the “Channel” field and enter a value between 1-255 and set your stream address.
- Click on the “ ” button next to the screen to confirm stream channel setting.

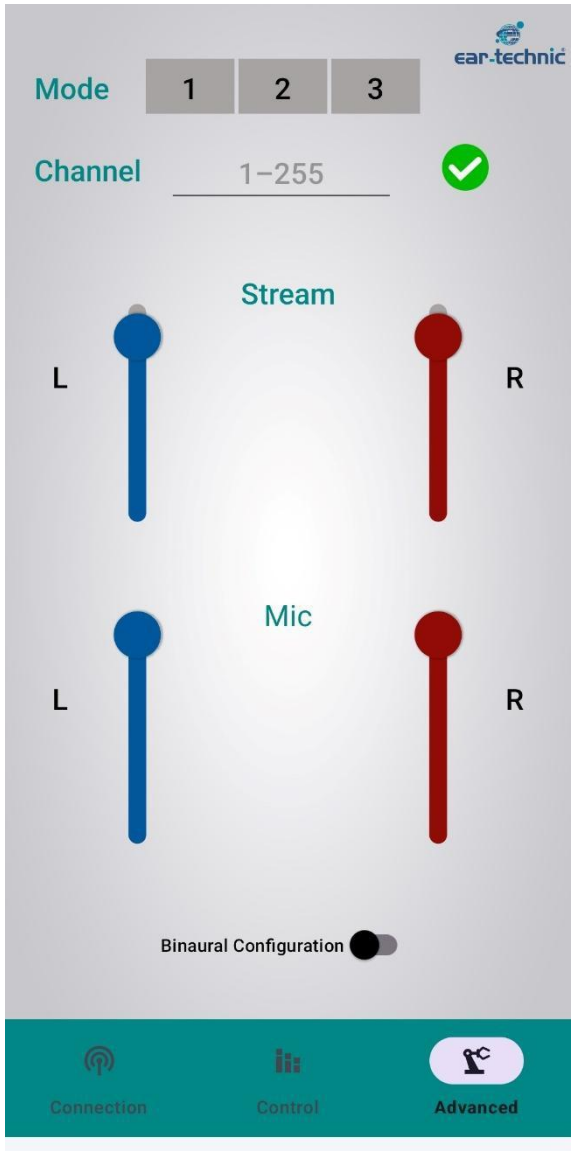
2.4.5.2. Hearing Aid Mode Setting

To change the stream mode setting of your hearing aid with Cleverear:

- Go to the “Advanced” screen from the lower tabs.
- You can select the desired Mode for your hearing aid to communicate with ConnectLine.



ONE DEVICE CONNECTION



TWO DEVICE CONNECTION

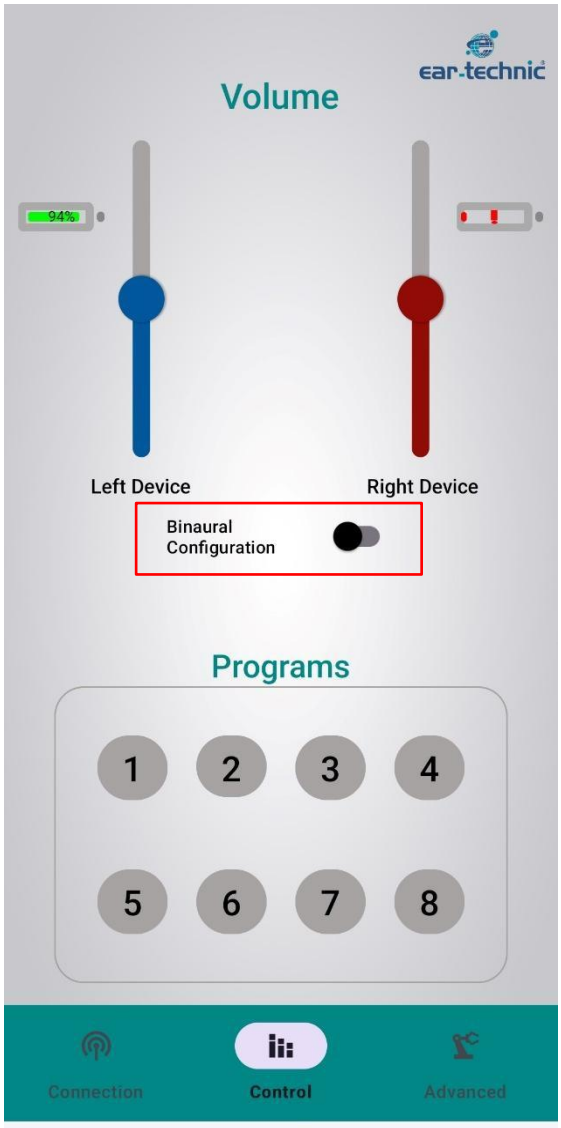
2.4.6. Cleverear Mobile App Language Setting

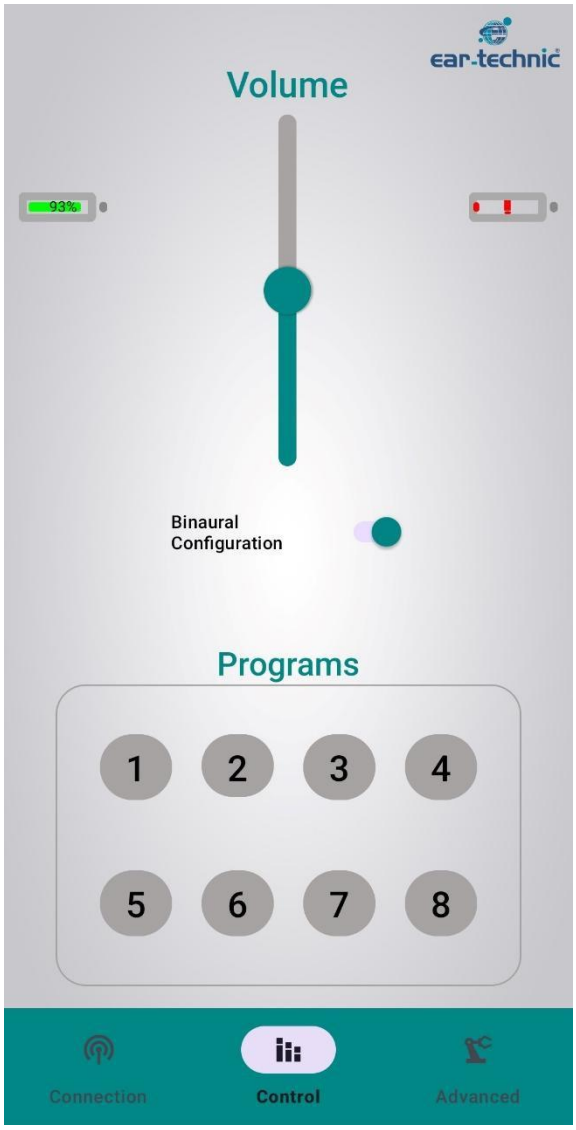
To change the Cleverear app language:

- Click on the “Settings” tab of the phone.
- In the window that opens, click on the “System and Updates” tab.
- In the window that opens, click on the “Language and Login Selectors” tab.
- Click on the drop-down list in the Select Language section and select English-Turkish-German. (If a language other than these is selected, the language of the app will be English).

2.4.7. Binaural Control of Your Hearing Aids

You can control two devices at the same time by clicking on the "Binaural Configuration" symbol on the “Control” and “Advanced” tabs. When you disable the binaural configuration symbol, you can control your devices separately.





3. FAQ - Connection Problems and Solutions

1) I downloaded the Cleverear App. My Hearing Aid won't connect. What is the reason?

Solution 1: If the battery level of your hearing aid is below 15%, your device will not connect to the app. Change the battery of your device and it will connect to the app.

Solution 2: Check your phone's Bluethooth connection. If your phone is connected to another device, it will not connect to your hearing aid. Delete other devices on your phone from the “Forget this device” button. Try connecting to your hearing aid again.

Solution 3: If your hearing aid is connected to another phone, it will not connect to your phone. Make sure your hearing aid is not connected to another phone. If it is connected to another phone, forget your hearing aid from the Bluethooth tab on the phone.

2) My Hearing Aid does not connect binaural. What is the reason and how can I connect it?

Solution 1: If the battery level of the hearing aids is below 15%, your device will not connect to the app. If you change the battery, your device will connect to the app.

Solution 2: Your audiologist/hearing care professional must click on the "Binaural Adaptation" button in the "Wireless Connection" tab during the hearing aid fitting:

In the window that now appears, you can name the devices for right/left. With the "Apply" option, your devices are prepared for use on both sides.

Solution 3: Check your phone's Bluethooth connection. If your phone is connected to another device, it will not connect to your hearing aids. Delete other devices on your phone from the 'Forget this device' button. Try connecting to your hearing aids again.

Solution 4: If your hearing aid is connected to another phone, it will not connect to your phone. Make sure your hearing aid is not connected to another phone. If it is connected to another phone, forget your hearing aid from the Bluethooth feature on the phone.

3) My Hearing Aid was paired with my phone, I can't reconnect after disconnection, what is the reason, how can I reconnect?

Solution: If your hearing aid connected to the app doesn't pair after disconnection, you can connect it to your phone:

Settings ➔ Accessibility ➔ Hearing support ➔ Hearing aids ➔ Hearing aids Support ➔ Forget device

By switching your Hearing Aids off and on again, you can return to the app and reconnect your devices.

4) What is the distance between my Hearing Aid and the phone I am connecting to?

Solution: The distance between your hearing aid and your phone should be no more than 5-6 meters.

Otherwise the Bluetooth connection will be lost. However, when you enter the receiving area, it will automatically reconnect.

Cleverear
v.3.1.0

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