**Discover the system that puts you in control of your hearing health.**

# iHearYou®

The award-winning self-fit hearing aid system.
A detailed guide (April 2018).

Blarney Saunders hears

# Better hearing is at your finger tips.

"I will never again have to rely on an audiologist to adjust the settings on my hearing aids."

**MARION DALY**
**MELBOURNE**

IHearYou® empowers you to make smart adjustments to your hearing aid settings, on an Android or iOS smartdevice or Windows computer. It lets you match your settings to the listening environments unique to your lifestyle, like your home or office.

**Your IHearYou® system includes:**

- The 'self-fit' software application (app) for your device
- Incus, a bluetooth enabled programming device that communicates between your hearing aids and the app on your device
- Unlimited tele-communications based support from the experts at Blamey Saunders hears

**IHearYou® is exclusive to Blamey Saunders hearing aids.**

# GETTING STARTED

Read **The Little Book of Sound** before you read this guide, and start using your hearing aids for everyday tasks.

Your hearing aids have already been customised for you, and you might like the way they sound, straight out of the box. Or, you might want to make adjustments after listening for a while. IHearYou® is designed to help you make those adjustments yourself.

Blamey Saunders hears staff are available to assist you over the phone or internet. All you need is a smartphone, tablet or Windows computer with an up-to-date operating system and a reliable internet connection.

**You can always find the latest IHearYou® guide and software at: www.blameysaunders.com.au/technology/ihearyou**

IHearYou® is a registered trademark of Blamey & Saunders Hearing Pty Ltd.

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SAMSUNG
Enhancement | Everyday
Blamey Saunders hears
Quieten sharp sounds
Apply

# 1. IHearYou®

**Installing IHearYou®**

IHearYou® can be used on Windows computers, Android and iOS smartphones or tablets.

If you are using an Android device, you can find IHearYou® on Google Play. Apple iOS device users can download IHearYou® from the App store.

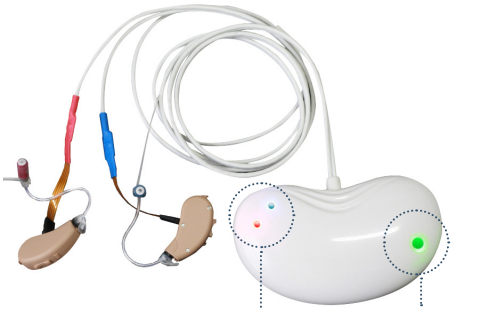
This booklet depicts the layout of the Windows version of IHearYou®. Most features are available in the iOS and Android versions and operate in the same manner. For full functionality, use Windows.

**How to install IHearYou® for Windows**

1. To install IHearYou® from our website, type this URL into your web browser, and click the install button: www.blameysaunders.com.au/technology/ihearyou This URL always links to the latest version of IHearYou®.

## 1.1 Incus

When you want to adjust your hearing aids you need to connect them to Incus. Incus is a Bluetooth® enabled programming device that connects your hearing aids to our IHearYou® software.

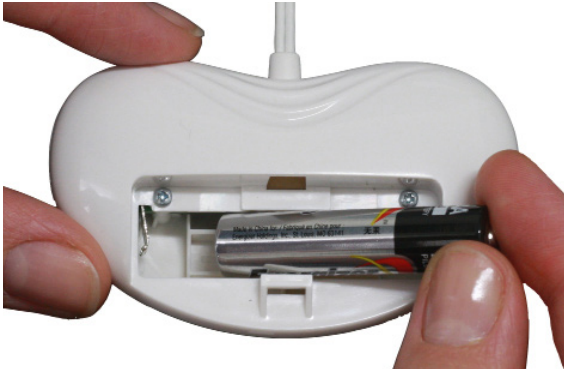



**Please refer to The Little Book of Sound for detailed instructions on how to connect your hearing aids to Incus.**

## 1.2 Powering Incus

1. **Insert AAA battery.**
   Incus battery life span is about three hours of continuous usage.

2. **Press the ON/OFF button.**
   When your Incus is turned on, the "*ON/OFF*" button will light up with a flashing green light. If the green light does not turn on, the battery may be flat or inserted the wrong way around.



## 1.3 Pairing Incus with your Windows computer or smart device.

You only need to pair the first time you use Incus with each host device. Incus can only be connected to one device at a time. Once completed, you can go straight to IHearYou® anytime you wish to adjust your hearing aids with that host device.

**Pairing Incus with your Android, iPhone, iPod or iPad**

1. Make sure Bluetooth is on
2. Go to "*Settings*", scroll to "*Bluetooth*" and tap "*Scan*"
3. When Incus appears, select "*Pair*"
4. If you are prompted for a PIN, it is 0000.

**Pairing Incus with Bluetooth-enabled Windows computers**

1. If you have a PC or laptop without Bluetooth, you will need to plug in the dongle supplied with your Incus.
2. Ensure Bluetooth is switched on, only on the host device you wish to use. The Bluetooth symbol is in your system tray, usually in the bottom right corner of your screen.
3. Click on the Bluetooth symbol, then choose "*Add Device*"
4. Click on Incus when it appears in the Bluetooth list, then click "*Next*".
5. You may be asked for a pairing code. The code is 0000.
6. Download and run IHearYou®-setup.exe and authorise installation, if prompted. Once installation is complete, IHearYou® will prompt you to launch. Call or email us if installation is unsuccessful.

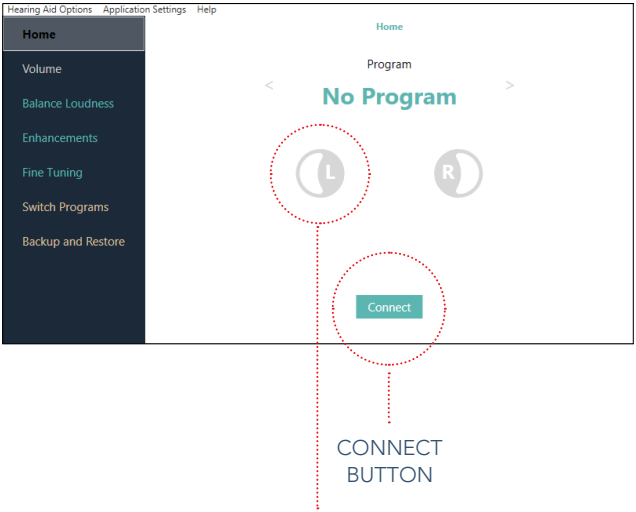
You can confirm your Incus has paired to your computer by checking in "*Show Bluetooth Devices*".

**Once installed, you can run IHearYou® by double-clicking on this icon on your computer desktop.**

# 2.0 Adjusting hearing aid settings

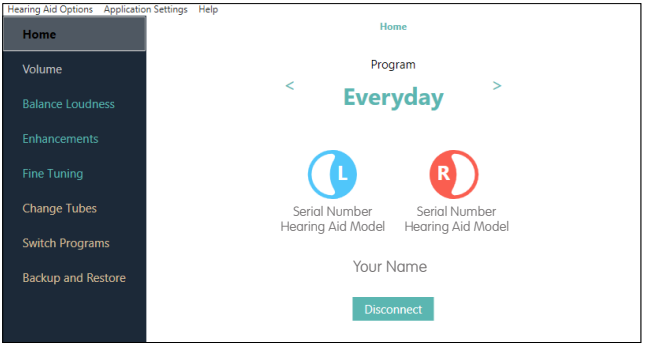
### Getting Connected

Once your hearing aids are connected to Incus and you are wearing your hearing aids, press "*Connect*" as shown in Section 1.1 "*Installing IHearYou®*".



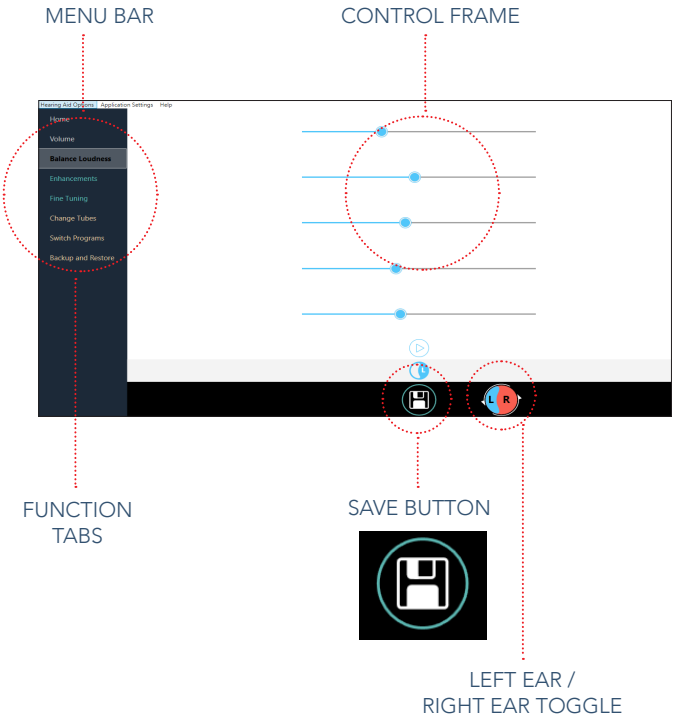

RADIATING WAVES IN THE LEFT AND RIGHT ICONS INDICATE THAT IHEARYOU® IS COMMUNICATING WITH YOUR HEARING AIDS.

Once connected, you can get started.




YOUR NAME AND THE SERIAL NUMBERS OF YOUR DEVICES SHOULD APPEAR ON THE SCREEN.

## 2.1 Familiarise yourself with IHearYou®



**IHearYou® allows you to take control of your hearing in a series of easy steps.**

1. **Function tabs**
   Use Function Tabs to navigate to the setting you wish to adjust, such as Volume.

2. **Menu Bar**
   The Menu Bar contains drop-down lists for Hearing Aid Options, Application Settings and Help screens.

   The Help screen will display a pdf version of this booklet.

3. **Control frame**
   The Control Frame display is different depending on the function tab that is selected. In this picture (left) it is a column of sliders used to balance loudness. The Control Frame is where you make adjustments.

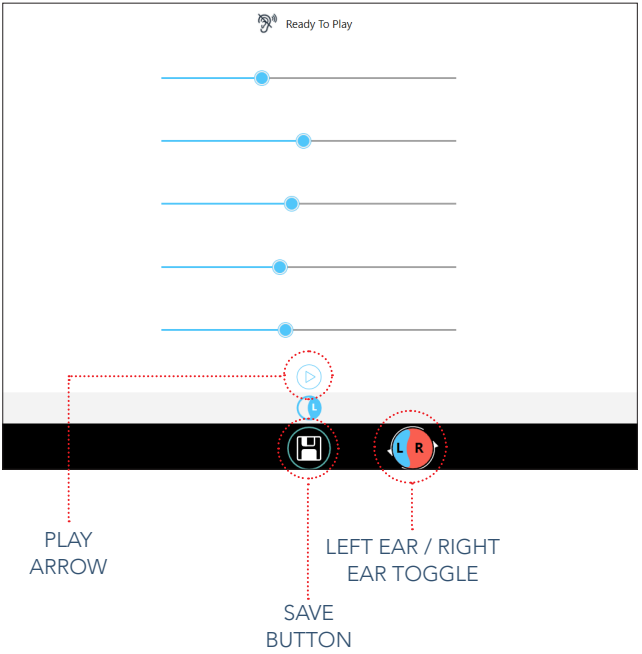
## 2.2 Balance Loudness

This is the first and most important thing you should do. *Balance Loudness* tells your hearing aids what level of loudness you find most balanced and comfortable. This should only be done when settings up your hearing aids for the first time.

Simply select a hearing aid to calibrate (left or right), press the "*Play*" arrow in the control frame and a series of five chimes will play through your hearing aid. Your job is to adjust the sliders until they sound about equal in loudness. This will be unique to you.

Once you're happy, press the "*Save*" button (at the bottom of the screen) to instantly update the hearing aid and preserve your adjustments. Repeat for the other side.

Hearing aids will be mute during this process. If you need to momentarily hear what is going on around you, click the "*Ready to Play*" heading at the top of this screen to unmute the hearing aids. This will also disable playback of the chimes. When you're ready to continue, click the "*Listening to Surroundings*" heading to mute the hearing aids again and enable playback of the chimes.

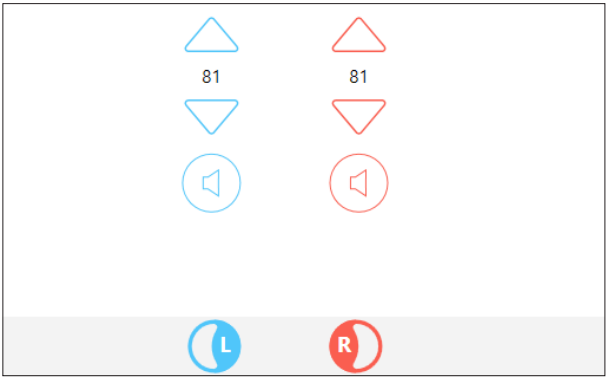



**Before pressing the "Play" arrow, click the ear icon above the chimes so the text beside it reads "Ready to play".**

## 2.3 Volume

Volume can be adjusted separately for each program in the hearing aid. Before adjusting volume, navigate to the program you wish to adjust, on the Home screen or the Switch Programs screen. Both hearing aids will be live at once in this screen.

1 Listen through your hearing aids to appropriate sounds around you. For example, in the *Everyday* program you may wish to listen to your own voice and that of another person. In the *Music* program, you may wish to listen to your hifi.
2 Use the arrows in the control frame to make the volume comfortable and even between both sides. You can also use sounds like the TV or radio to make your adjustments true to your personal listening environments in a custom program.
3 Press "*Save*" to update your hearing aids.
4 Navigate Home, click "*Disconnect*", close IHearYou® and take some time to listen to your hearing aids out in the real world.




**The volume control on the hearing aid is disabled while connected to IHearYou®.**

## 2.4 Enhancements

The Enhancements screen adjusts one program at a time, e.g. *Everyday, Telecoil,* or *Music*.

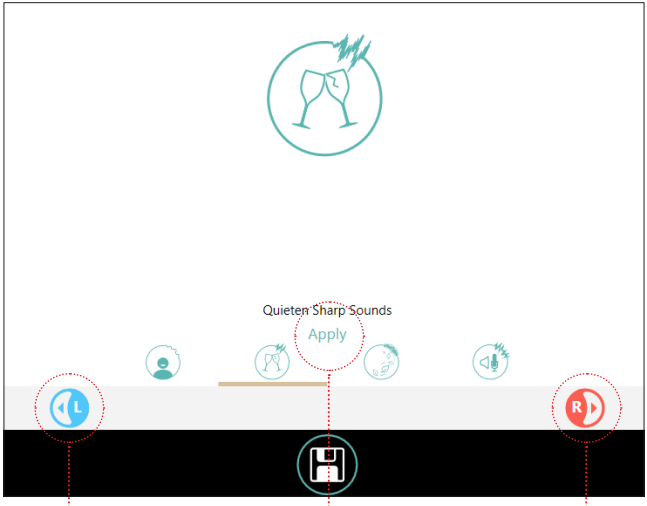
If you encounter problems like sharp sounds being too harsh, or if you notice a hollow quality to your own voice, you can use Enhancements to make small, smart changes.

1. Select one of the four enhancement options.

2. Hit "*Apply*" and your settings will be automatically adjusted.

3. Test out the sound in your environment. If you are happy, click the "*Save*" button. If you are unhappy, click "*Undo*" to reverse the enhancement.

If you want to apply an enhancement again in a subsequent adjustment session, it will accumulate on top of your existing settings.




APPLY BUTTON

PRESS TO SELECT LEFT,
OR BOTH HEARING AIDS.

PRESS TO SELECT RIGHT,
OR BOTH HEARING AIDS.

**You can only save one enhancement per session, as you need time to test and adjust to your new settings.**

## 2.5 Fine Tuning

The Fine Tuning screen adjusts only one program at a time. This function gives you full control over your fitting settings. Select the circles below the graph to select the parameter(s) you wish to change. You can adjust one, three, five or all frequencies at a time.

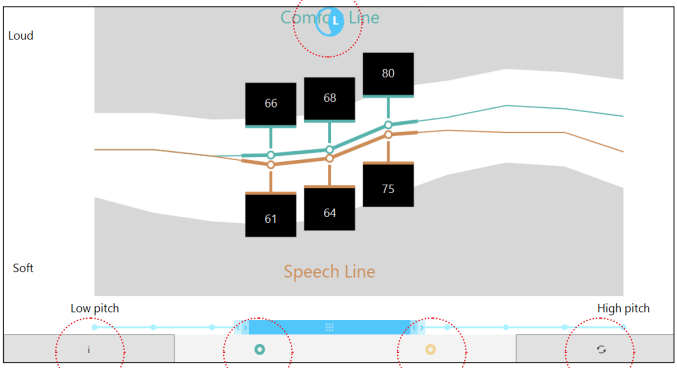
1. Use the Comfort Targets (*green*) to adjust the loudness of sounds that are typically perceived as loud, like a truck or glass smashing.

2. Use the Speech Peaks (*orange*) line to adjust the loudness of sounds that are typically perceived as soft, like the rustle of leaves or soft voice. The grey region at the bottom shows the softest sounds that can be heard (*Thresholds*).

**For best results, keep the Speech Peaks between the Comfort Targets and the Thresholds at every frequency.**

**If you would like more assistance, call 1300 443 279.**

LEFT/RIGHT INDICATOR




THIS FUNCTION DISPLAYS VOLUME FIGURES

SELECT TO ADJUST THE COMFORT LINE

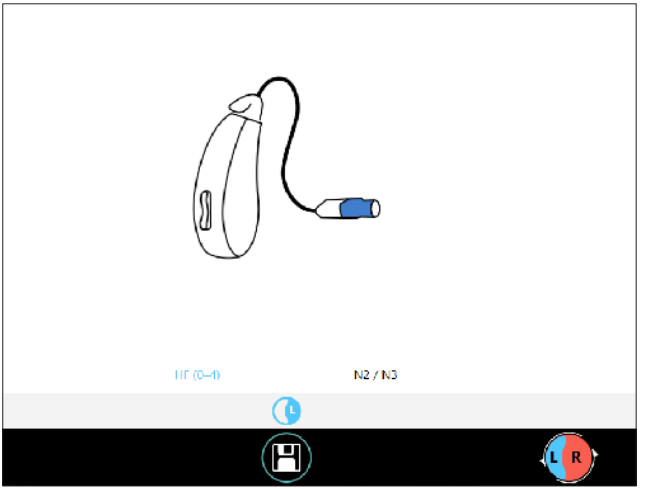
SELECT TO ADJUST THE SPEECH LINE

THIS FUNCTION LETS YOU COMPARE YOUR ADJUSTMENTS WITH YOUR PREVIOUS SETTINGS, AND DECIDE WHICH YOU PREFER

**Use the arrows on your keyboard to move your selection up, down, left and right.**

## 2.6 Changing tubes

If you need to change the size of tube or speaker assembly on your hearing aids, use the change tubes section to select the tube size that you are changing to.



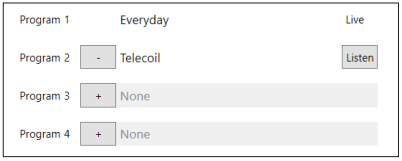

**This option won't appear on your screen if changing tubes is not applicable to your particular hearing aid model.**

## 2.7 Special programs

IHearYou® allows you to create programs for different listening situations. You might like a softer program for sports events and a louder program for the office.

1. To create a preset program, click on the '+' button and a drop down box will appear. Choose an option from the list.
2. To adjust a program further, click on the "*Listen*" button next to your selection (in the control frame), and make your desired changes in the Volume, Enhancements, or Fine Tuning screens.
3. Once you're happy with your adjustments, click "*Save*".

*Special Programs may not be available in iOS and Android versions of IHearYou®.*



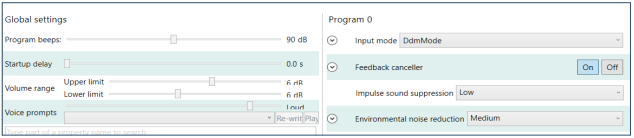

**Refer to The Little Book of Sound to find out how to access Special Programs when you are out.**

## 2.8 Advanced settings

Advanced Hearing Aid Settings are located in the Hearing Aid Options menu. This feature can be used to adjust your programs for different listening situations.

Our clinical trials showed that the default settings in the *Everyday* program were preferred over other top-of-the-range hearing aids by 75% of participants. However, you are in control and are welcome to experiment.

You can make advanced changes to any program you add to your program list. We suggest that you experiment in a *Custom* program. Call or email us for more advice.



## 2.9 Restoring previous settings

We recommend that you back up your settings with the "*back up my settings online*" option under the Advanced Settings menu. This ensures that your settings will automatically update in our database every time you press the save button, as long as you are connected to the internet.

If you would like to restore your previous settings, call us on 1300 443 279, email info@blameysaunders.com.au or head to www.blameysaunders.com.au to live chat with a member of our support team during normal business hours (Eastern Standard Time).

## 3. Set up checklist

- When you've finished making your adjustments, click the "*Save*" button.
- Navigate "*Home*", click the "*Disconnect*" button and close IHearYou®.
- Switch off your Incus and remove cables from your hearing aids.
- Try out your new settings in your environment.
- Make sure you've inserted batteries into your hearing aids.
- You may use the manual volume control to boost or reduce the loudness of your hearing aids, as needed.
- Switch off Incus by pressing and holding the green button firmly for 3 seconds. Incus's lights will flash and turn off.

Once you have set them up, venture outside and start getting accustomed to a world of clear, natural and exciting sounds.

Allow at least 30 minutes to adjust to a new volume and sound quality. Noises that you may not have heard for a while will be quite noticeable.

# 4. If your hearing levels change

**Future adjustments**

If you ever feel that your hearing has changed, you can go straight to the *Balance Loudness* page to readjust your hearing aids.

Remember to check your hearing aids for wax build-up and eliminate the possibility of device damage if you think sound has changed. Check with your GP if you think you have wax blockage in your ears.

**Consult a medical professional without delay if you notice a sudden loss of hearing or dizziness. This could signal a serious underlying condition and requires urgent attention.**

# 5.0 Getting support

**Client Services team**

Contact us for direct support.

- Phone: 1300 443 279 or +61 (0) 3 9008 6371
- Email: info@blameysaunders.com.au

**Remote support**

If necessary, we can securely connect to your computer and help you through the process. For extra assistance, we provide unlimited in-depth remote support relating to hearing, tuning and other teleaudiology.

**Clinic support**

We offer an hourly consulting service fee in our clinics. Our clinicians can fully customise your Blamey Saunders hearing aids, make adjustments, and show you how to manage your settings confidently at home. Visit blameysaunders.com.au/clinic/services for more information.

1300 443 279

blameysaunders.com.au

Blamey Saunders hears