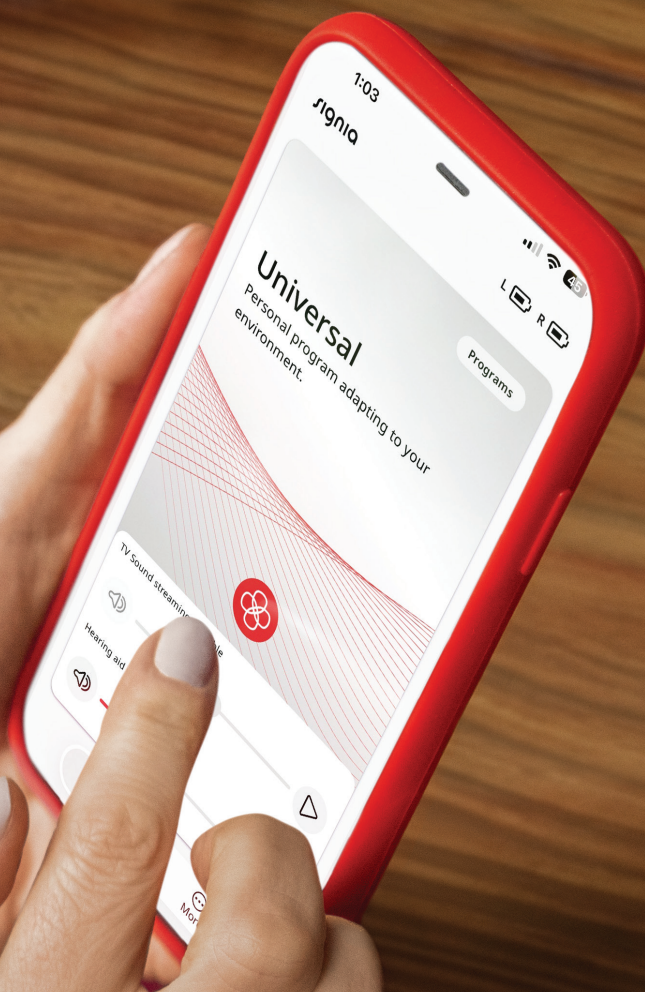


Signia One App User Guide

Your all-in-one control
for brilliant hearing
experiences



Be
Brilliant™



signia

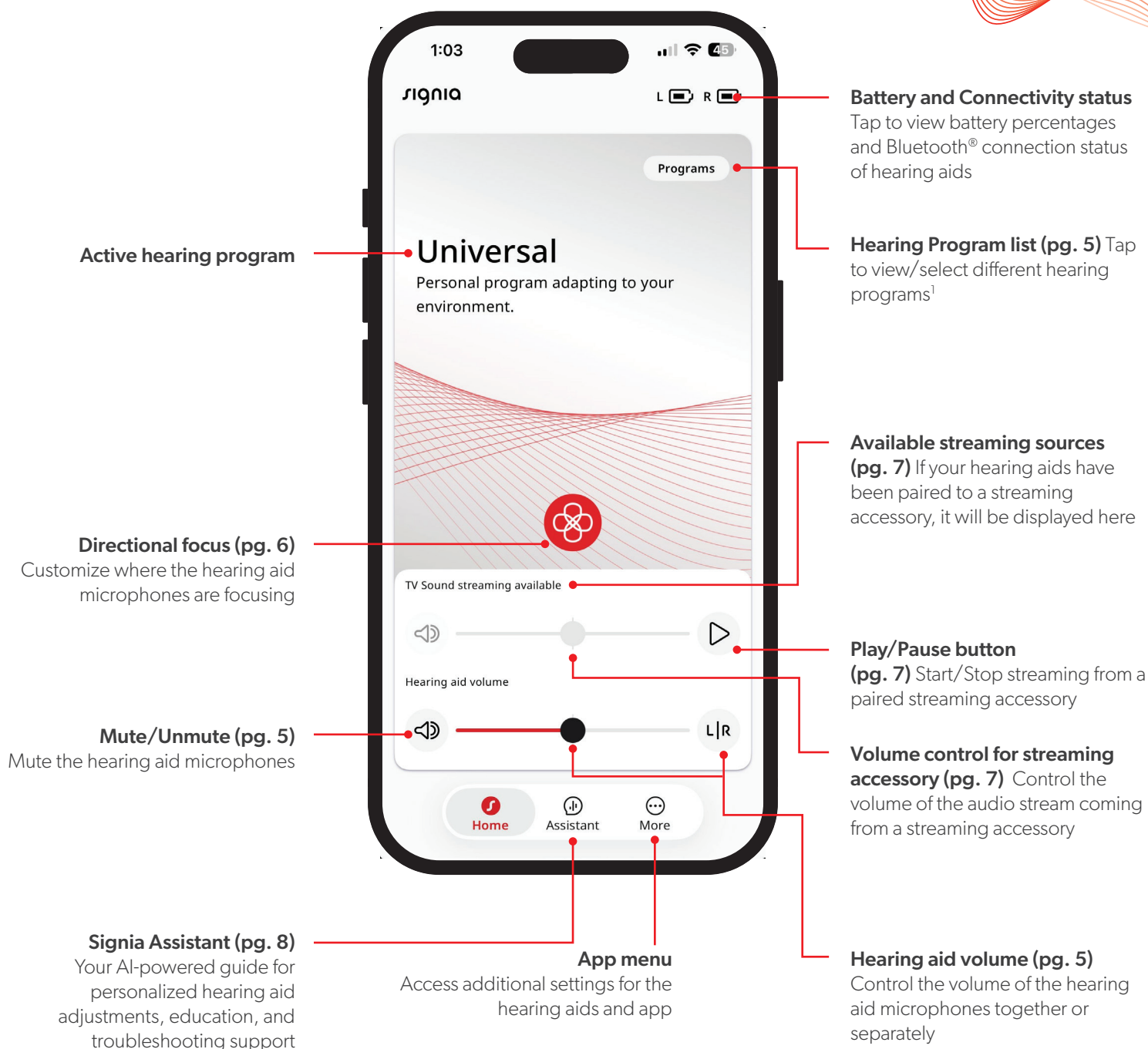
App overview

Your hearing. Your way.

The Signia One App is your smart hub for effortless hearing control:

- Adjust volume
- Change hearing programs instantly
- Personalize your listening focus with Directional focus
- Get AI-guided help from the next generation Signia Assistant
- Receive remote fitting adjustments from your Hearing Care Professional on the go

Stay connected, confident, and in control – anywhere, anytime.



¹ Additional listening programs can be added by a Hearing Care Professional

Downloading & installing the Signia One App



Get started instantly.

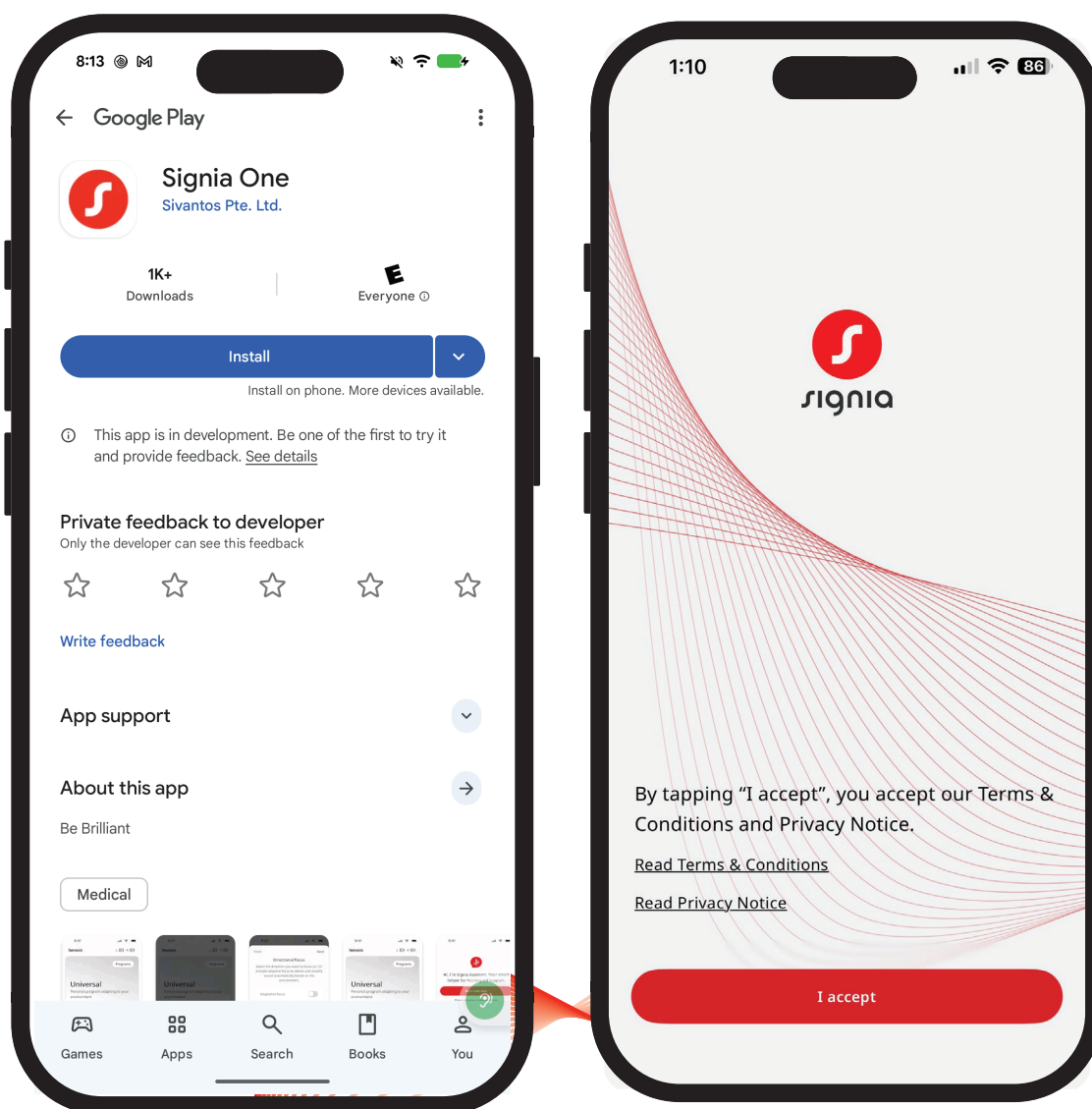
Download the Signia One App for free from:

- Apple App Store (iOS 17 or later)
- Google Play (Android 13 and later)



Open the respective app store, tap on the Search option, and search for "Signia One". Tap on the Signia One App in the search results (do not tap on the Signia App) — tap Get or Install.

To use the app, the Terms and Conditions as well as the Privacy Notice must be accepted.



How to pair your hearing aids

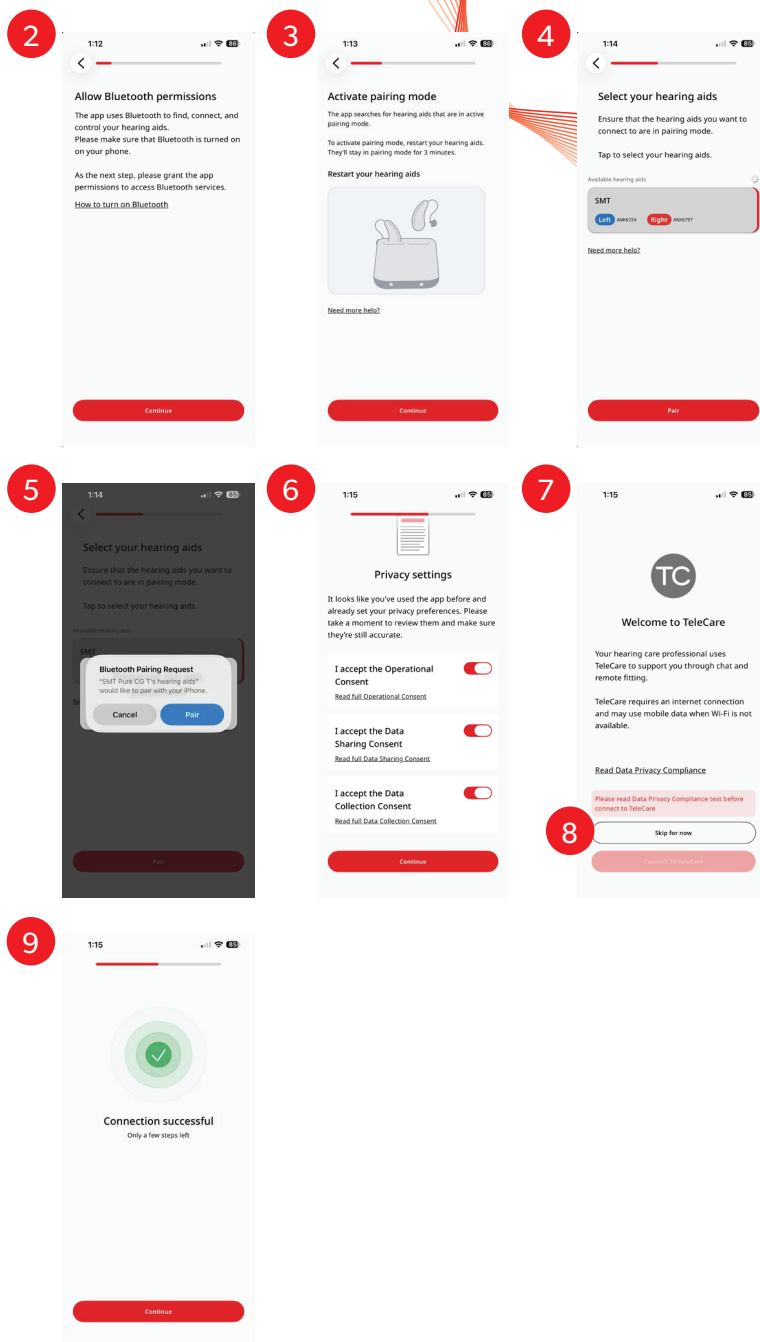
Pair in one place: the Signia One App

No settings menus. No confusion. Pairing for app usage and streaming is now **fully managed inside the app** for iOS 17+ and Android 13+¹.

IMPORTANT: Before beginning the pairing process, make sure all previously paired devices have Bluetooth turned off.



- 1 Open the app and accept the Terms & Conditions and Privacy Notice
- 2 Allow the Bluetooth permission request when prompted after pressing Continue
- 3 Reboot the hearing aids to put them into pairing mode. Once the hearing aids turn back on, press Continue
- 4 When your hearing aids are discovered, tap on them and press Pair
- 5 Pairing requests will appear. Press pair if there are multiple
- 6 On the Privacy settings page, enable/disable consents. If this is your first time setting up the app, the consents will appear one at a time²
- 7 If your Hearing Care Professional has activated you for TeleCare³ usage, tap 'Read Data Privacy Compliance'. After reading, press the back arrow in the top left and press Connect to TeleCare
- 8 If your Hearing Care Professional is not using TeleCare, you won't see this screen. If you're unsure, you can tap 'Skip for now'. TeleCare can be activated later in the app if needed
- 9 The app setup is complete. Press Continue to start using the app. **You can now stream from your phone to your hearing aids**



¹ Most phones with iOS 17 or Android 13 and newer operating system versions will be able to complete both the app and streaming pairing in one step. If your phone is unable to stream after completing the app setup, go into the phone's Bluetooth menu, reboot the hearing aids again, and look for the hearing aids to be discovered (single line item). Once discovered, tap on the hearing aid listing to pair — streaming is now functional. For devices with older operating system versions that don't support the Signia One App, the pairing for streaming capabilities can still be completed in the device's Bluetooth menu following the same steps.

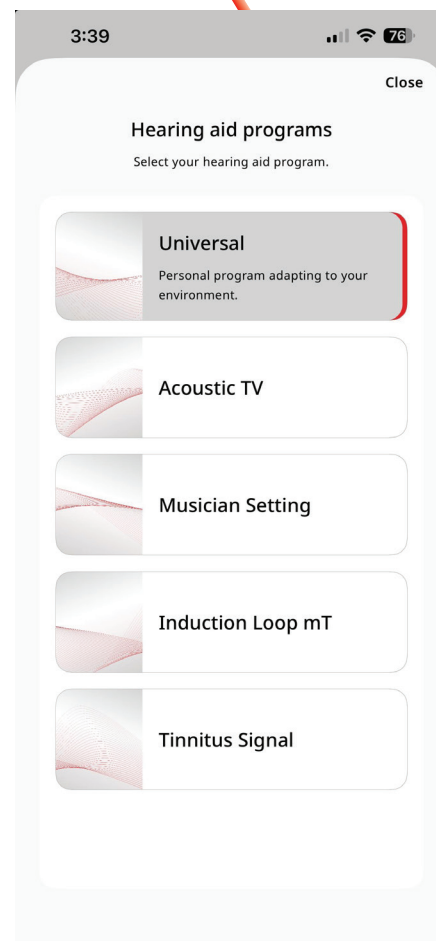
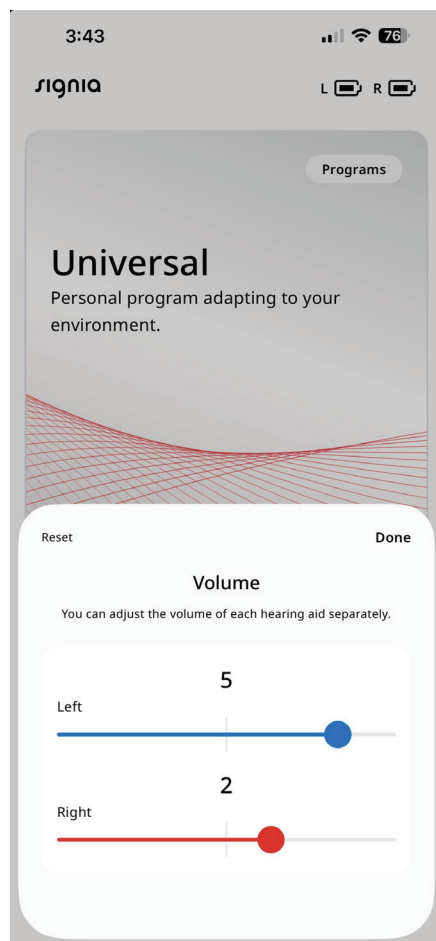
² Operational consent is related to the usage of the Signia Assistant, Signia's AI solution that supports real-time hearing aid adjustments and troubleshooting. Data sharing is related to data sent to your hearing care professional. Data collection is related to data shared for improving the app. Consents can always be enabled/disabled within the app's More menu under Privacy Settings.

³ For more information about TeleCare, see page 9.

App controls: volume and programs

Your sound. Your way.

You can control the volume of environmental audio (e.g. how loud someone is when speaking face-to-face, a barking dog, etc.). Additionally, if your Hearing Care Professional added hearing programs for specific environments, you can switch to them with ease.



Slide the 'Hearing aid volume' slider to the right to increase both L and R microphone levels at the same time. Slide to the left to decrease levels. Tap on the  icon to mute both hearing aids¹.

Tap the **L|R** button to control Left and Right microphone levels independently. Tap 'Done' to return to the main control screen. If Left and Right levels are set to different values, making volume changes using the main, single slider will maintain the offset. For example, if the individual volumes are set to Left 5 and Right 2, moving the main, slider one step to the right will increase respective sliders by 1 (i.e. Left 6, Right 3).

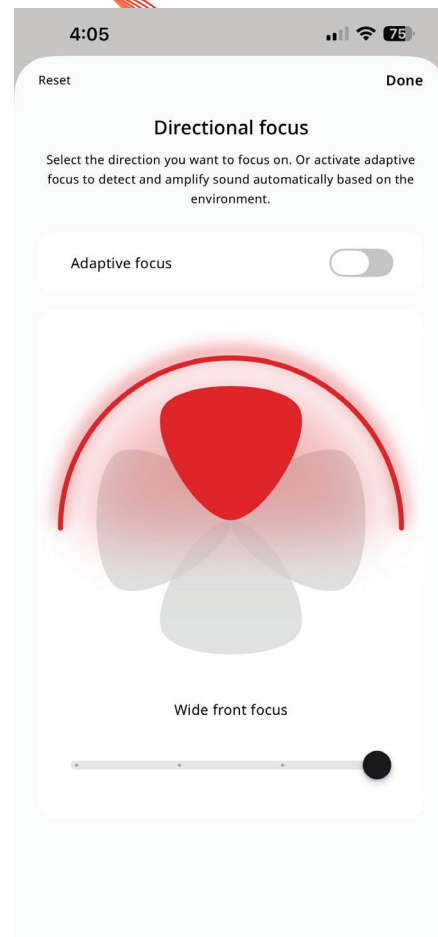
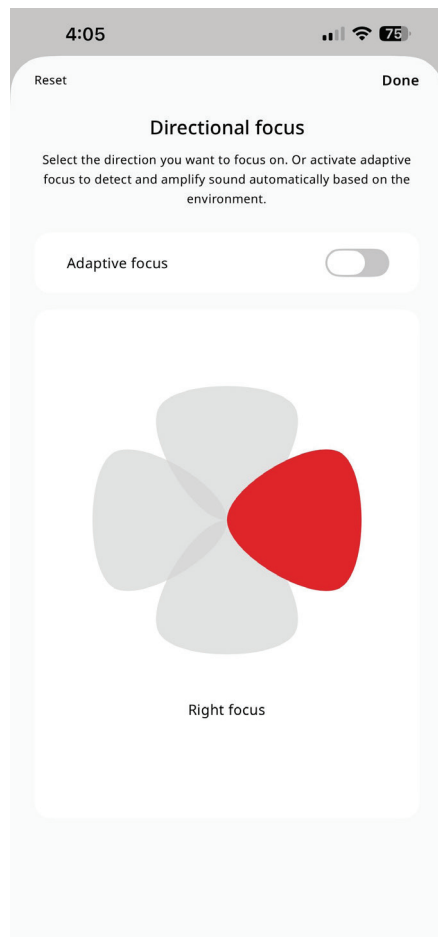
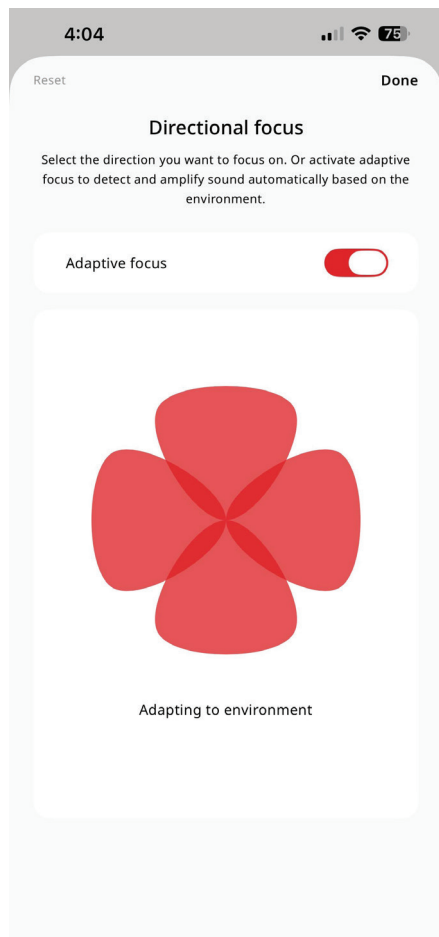
On the main control screen, tap 'Programs' in the top right to view additional programs. Tap on another program to switch the hearing aids to that program. Alternatively, from the main remote control screen, swipe left/right on the blank space underneath the program name to cycle through additional hearing programs. If you don't see additional programs and want those options, contact your Hearing Care Professional to discuss which programs are available and applicable to your hearing experience.

¹ Whenever the hearing aids reboot, the hearing aid volume will be at the center, and the Universal program will be active. If you find yourself making constant adjustments away from those defaults, it's best to visit your Hearing Care Professional. Show them which adjustments you are using most often, and they can fine tune the hearing aids so by default, the hearing aids sound how you prefer.

App controls: Directional focus

Focus on what matters most

Directional focus allows you to customize the focus direction and span of the hearing aid microphones. The feature is available only for certain hearing aid models and performance/technology levels.



When you are in the default Universal program, tap on the  button to access 'Directional focus'. Whenever the hearing aids turn on, 'Adaptive focus' is applied by default. 'Adaptive focus' allows the hearing aids to use its AI algorithms to determine where speech is coming from and how to focus on it without losing the context of the surrounding environment.

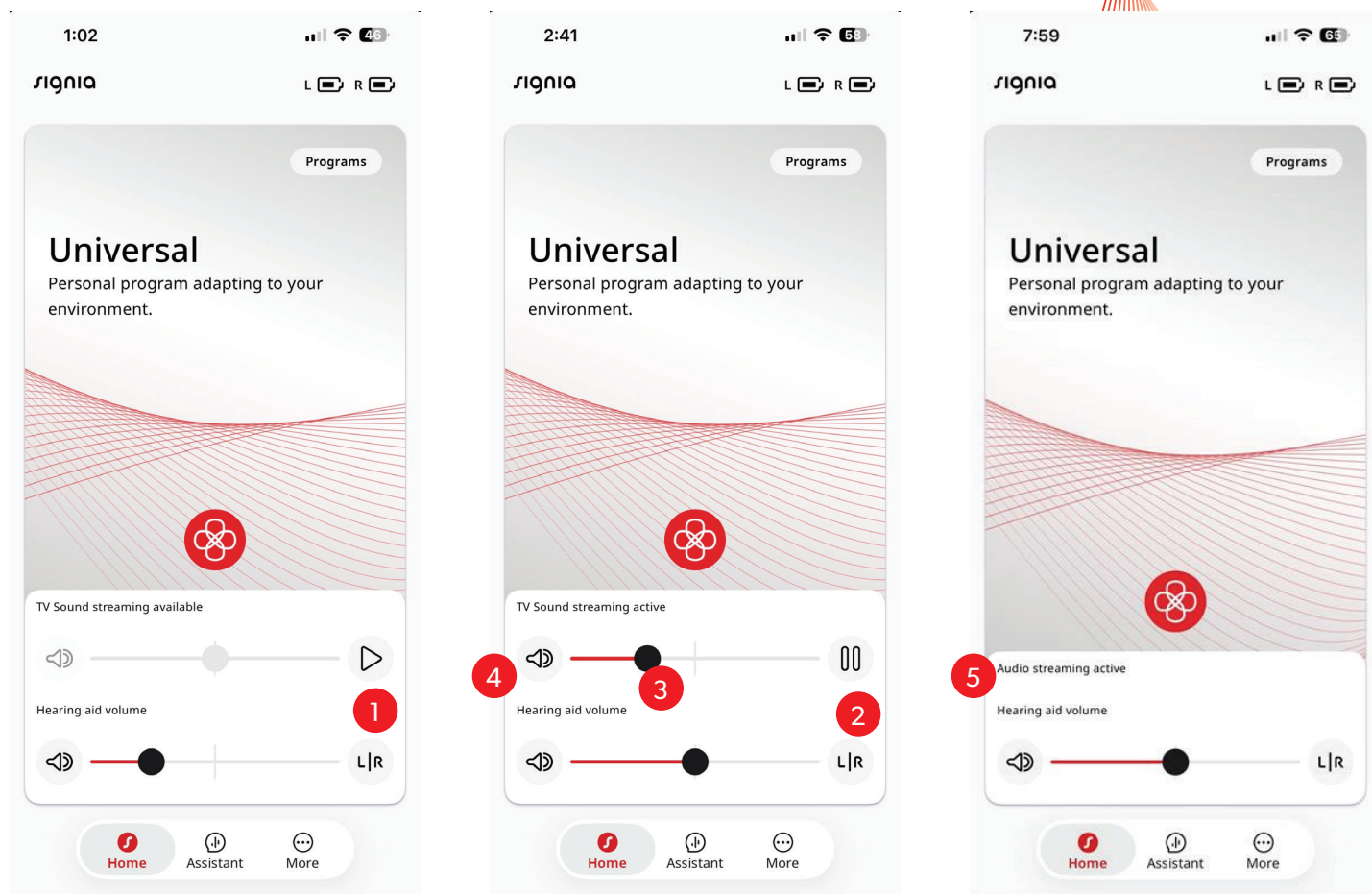
Tap one of the four directional areas to focus the hearing aid microphones towards. 'Adaptive focus' will turn off, focusing the hearing aids in the selected direction. To re-enable the adaptive algorithms again, turn 'Adaptive focus' back on using the toggle or tap Reset. Tap Done to return to the main control screen once selections have been made.

If the front focal direction is selected, you will also be able to control the span of the focus. Use the slider at the bottom to select between four different focal spans. The narrower the focus, the more surrounding sound is reduced relative to the direction your head is facing.

App controls: streaming

Seamless streaming. Stay connected.

When the hearing aids are paired to a streaming accessory and/or streaming from a streaming-capable device (e.g. smartphone), streaming information and controls may appear on the home screen. Use these controls to start/stop the stream when applicable.



If you have hearing aids paired with the Connexx™ TV Sound, the 'TV Sound streaming available' text will appear along with a slider on the main control screen.

- 1 Tap on the Play ► button to start the stream (ensure the TV Sound is receiving a valid audio input signal first)
- 2 To stop the stream, tap on the Pause 00 button

During an active stream from a streaming accessory:

- 3 Use the streaming slider to increase/decrease the streaming level. Alternatively, if your hearing aid push buttons are programmed for volume change, they can be used to change streaming volume
- 4 Tap on the speaker icon to the left of the streaming slider to mute the stream. Tap it again to unmute
- 5 When streaming from a streaming-capable device like a smartphone, the 'Audio streaming active' text will appear. Similarly, when streaming a call, 'Call streaming active' will appear. To control the volume of the stream, use the volume buttons on the device itself (e.g. phone's volume buttons). Alternatively, if your hearing aid buttons are programmed for volume change, they can be used during an active stream to control the streaming volume

Tips:

- While streaming, use the Hearing aid volume slider to adjust the level of environmental sound. This way, you can customize the overall mix for an optimal listening experience
- Streaming from the Connexx TV Sound can also be started/stopped using a medium press (2-5 sec hold) of one of the push buttons on either hearing aid

Signia Assistant



Your personal AI helper, 24/7

Signia Assistant does more than memorize – it learns. Our next generation Signia Assistant builds on the proven benefits of the deep neural network of its predecessor. Not only will it continue to improve its ability to adjust your hearing aids to your listening preferences, but interacting with Signia Assistant is easier and more natural than ever. Not quite liking how the hearing aids sound in your daily activities? Let Signia Assistant know and improvements are just a few taps away.

1 Tap the Assistant option at the bottom of the app to start chatting with Signia Assistant.¹ When you are done typing, press the Send  button

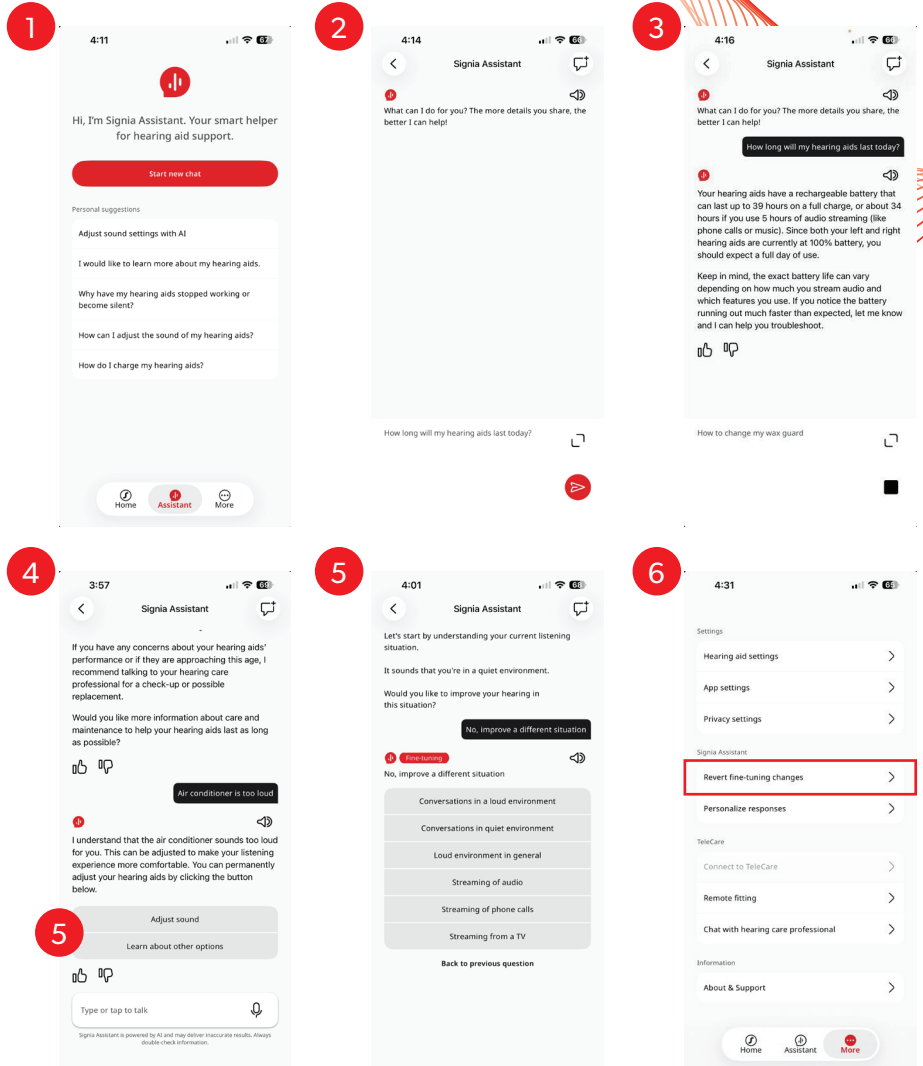
2 To use speech-to-text, tap on the microphone  button

3 Once the microphone is active, say what you'd like. When you are done, tap on the Stop  button. Send the message when you are satisfied with the speech-to-text result

4 To adjust the default sound² of your hearing aids, tell Signia Assistant what you'd like to hear better. Alternatively, choose the 'Adjust sound settings with AI' option on the initial screen

5 Tap 'Adjust sound' and follow the onscreen instructions

6 You can always revert any changes made by Signia Assistant to return to the settings programmed by your Hearing Care Professional. To do so, go to More at the bottom > 'Revert fine-tuning changes' under the Signia Assistant section



Tips:

- To enhance Signia Assistant's responses, go to More > 'Personalize responses' under the Signia Assistant section and provide information about your hearing aids. For example, you can enable information about your charger by selecting the type of charger you use
- To best experience Signia Assistant's programming changes, it's recommended to apply adjustments in the environment you want to improve your listening experience. This way, you can provide accurate feedback to Signia Assistant

1 If you don't see the Assistant option, it's possible Operational Consent was not enabled. You can check your feature consent options under More > Privacy settings.

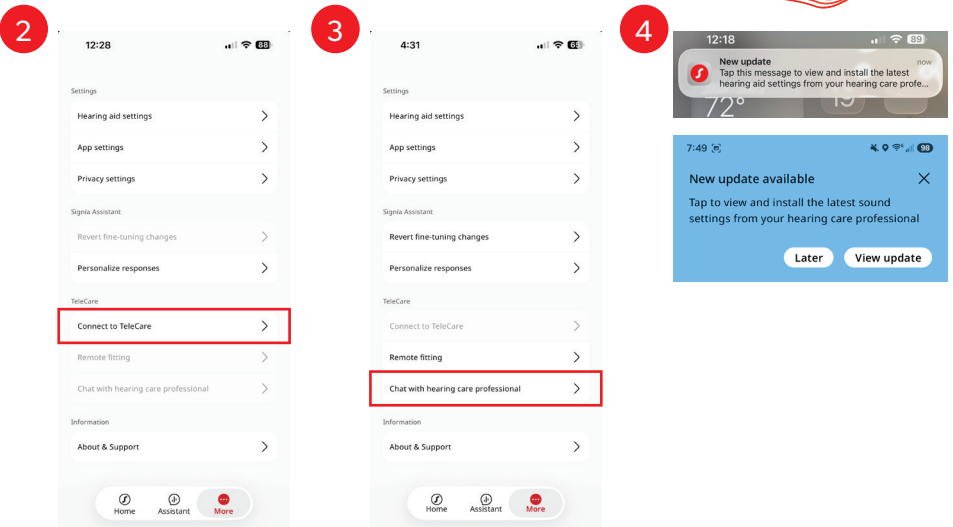
2 Whenever the hearing aids reboot, default settings will apply. This includes things like default volume, the Universal program, and the specific programming of those settings. These are the settings Signia Assistant can adjust. If Signia Assistant's adjustments do not improve your listening experience enough, it's best to contact your Hearing Care Professional.

Remote care on your schedule

TeleCare is Signia's teleaudiology solution, enabling hearing aid wearers and Hearing Care Professionals to connect anytime, anywhere. Need to adjust something beyond what Signia Assistant can do? Want an extra hearing aid program? No problem. Your Hearing Care Professional can send the programming adjustment, and you can choose to apply the change whenever you're ready.

Setup

- 1 To use TeleCare, make sure your Hearing Care Professional (HCP) has completed the setup. Once the initial setup is completed, you can proceed with the TeleCare setup in the Signia One App
- 2 The app is fully functional without TeleCare. If the TeleCare setup was skipped during the initial setup, it can be accessed through More > Connect to TeleCare

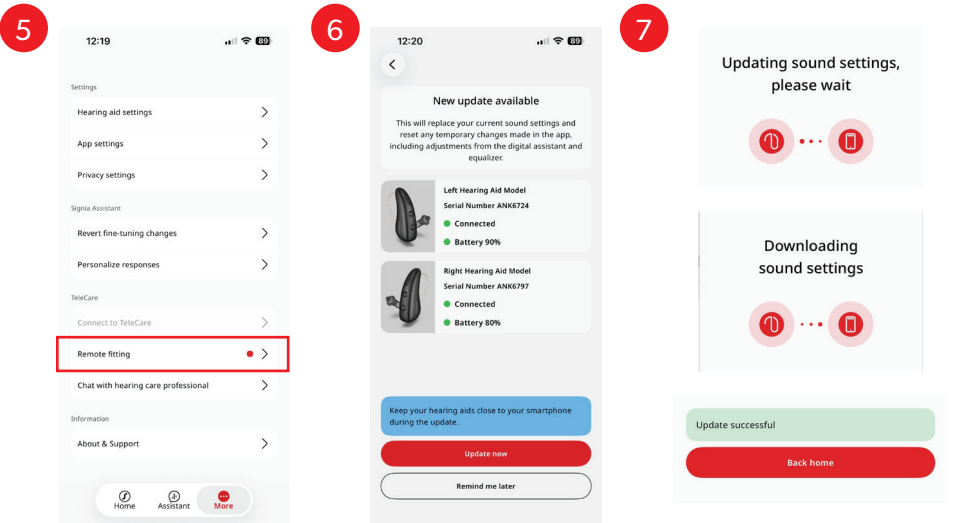


Chat with your HCP

- 3 To chat with your HCP, go to More > select the chat option under the TeleCare section

Receive and apply remote adjustments from your HCP¹

- 4 If the HCP sends a remote programming adjustment, you will receive a notification from the Signia One App. An additional banner notification will also show up in the app
- 5 If you don't apply the changes immediately, you can access them under More > Remote fitting
- 6 To apply the programming adjustments, once you are in the update screen, select 'Update now' and follow onscreen instructions
- 7 Once the update is complete, continue to use your hearing aids or request further changes. If it's convenient, reboot the hearing aids



¹ Your HCP can send remote adjustments to you at any time. If you choose not to apply the adjustments immediately, they can be accessed for a few days before your HCP needs to resend them. Your HCP may choose to call you or video chat with you while making changes for real-time feedback. If so, the processes outlined here still apply even during an audio/video call. Please refer to your HCP if you have additional questions or concerns.

Troubleshooting & support

Need help? We've got you covered

Here are common troubleshooting tips for resolving unexpected behaviors related to the app and/or connectivity:

1 The app is not connecting to one or both hearing aids

1. Reboot your hearing aids. This can be done by placing the hearing aids in the charger for 10 seconds and then taking them back out. You can also reboot by holding the lower push button down (if there are two push buttons) for longer than 5 seconds on each hearing aid. Hold the buttons again to turn the hearing aids back on
2. Swipe the app away and then reopen it. Alternatively, reboot the phone and relaunch the app
3. Let's see if the app reconnects to both hearing aids

2 The app is still not connecting to the hearing aids after rebooting the hearing aids and restarting the app

1. Let's reset the app. Go to More > App settings > Reset app > Reset to default settings
2. This only resets the app's settings, not the settings of the hearing aids
3. Once the app is reset, follow the app setup instructions on page 4

3 The app couldn't pair to both hearing aids and/or things still aren't working

1. Let's unpair the hearing aids completely from the phone. Go to the Bluetooth menu of the phone and find the listings for the hearing aids
2. Depending on the phone and if you have one or two hearing aids, there could be one to three listings
3. To the right of each listing is a device details icon, often symbolized by an "i" or a gear. Tap on that and choose to Unpair or Forget and repeat with all hearing aid-related listings
4. Afterwards, reboot the phone. When the phone turns back on, repeat the app setup again as described in [2](#) above

4 The app is connected, but I am unable to stream calls and other media

1. If you have previously paired devices (e.g. tablet, another phone, a computer, etc.), turn Bluetooth off on those devices or disconnect the hearing aids if they show as Connected on those devices
2. Swipe the app away and reopen it
3. Now try streaming
4. If that doesn't work, try [3](#) above one more time now that Bluetooth is disabled on previously paired devices

5 Why do I see multiple hearing aid items in the Bluetooth menu and why do some show as 'Not Connected' when I am streaming?

1. This is expected behavior. Depending on the type of phone you have and the operating system version installed, it's possible that more than one hearing aid item will appear. Some phones may show one pairing from the streaming connection and another for the app's connection. Other phones may show one for streaming and two for the app, one for each hearing aid
2. As for the connected status, only the pairing related to streaming will show Connected if you are able to stream. The pairing related to the app may show Not Connected if the app hasn't been opened recently. Ignore the connectivity status of the app item as the app connection status should only be verified in the app itself

For assistance with troubleshooting the Signia One App or Bluetooth connectivity, visit our support pages at www.signia.net/support. Additionally, you can contact our end user support team at (800) 350-6093, Monday through Friday from 8 AM to 8 PM Eastern.



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