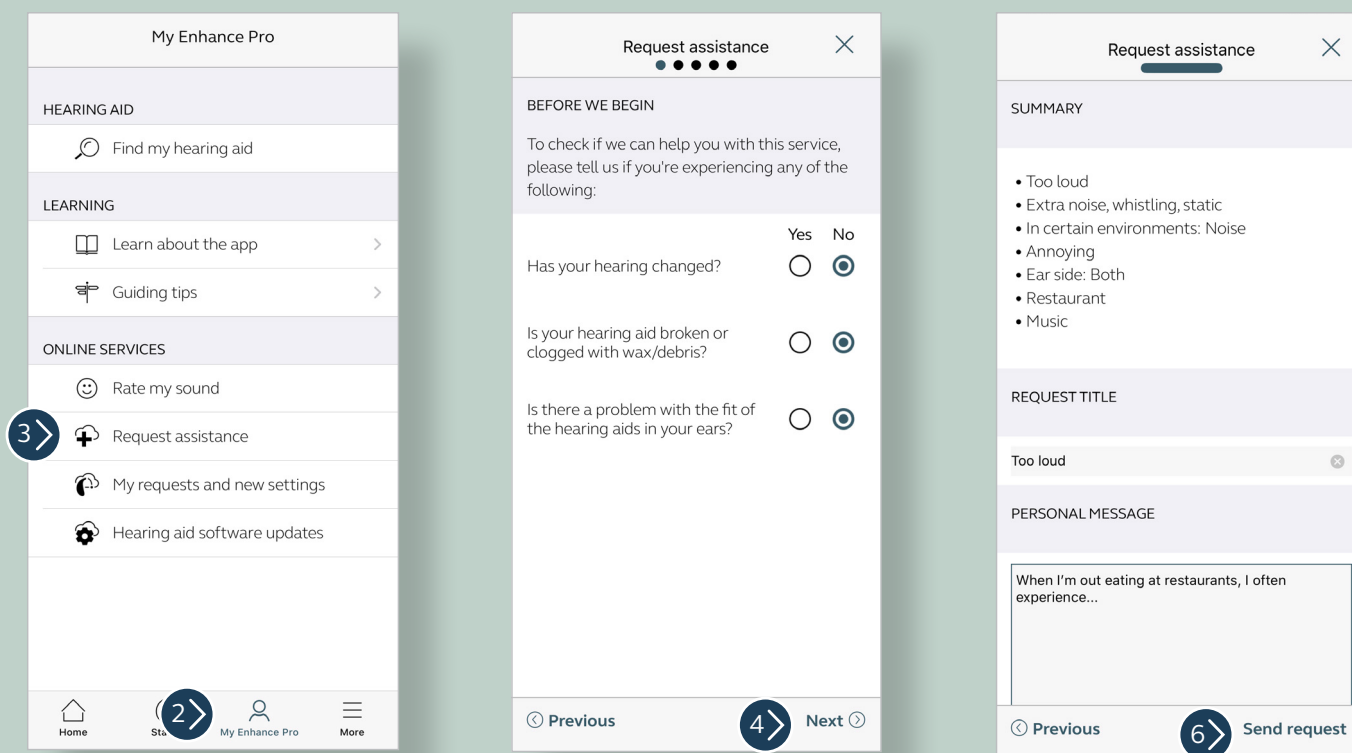


How to submit an Online Services Remote Fine-tuning request

1. Open the Jabra Enhance Pro app on your smartphone.
2. Tap on **My Enhance Pro**.
3. Tap on **Request assistance**.
4. The first set of questions will help your hearing care professional determine if the help you need can be completed remotely. Answer the questions and tap **Next**.
5. The remaining questions will help your hearing care professional 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**.



Manufacturer according to FDA:

GN Hearing

8001 E Bloomington Freeway
Bloomington, MN 55420
USA
1-800-882-3636
jabra.com/enhancepro

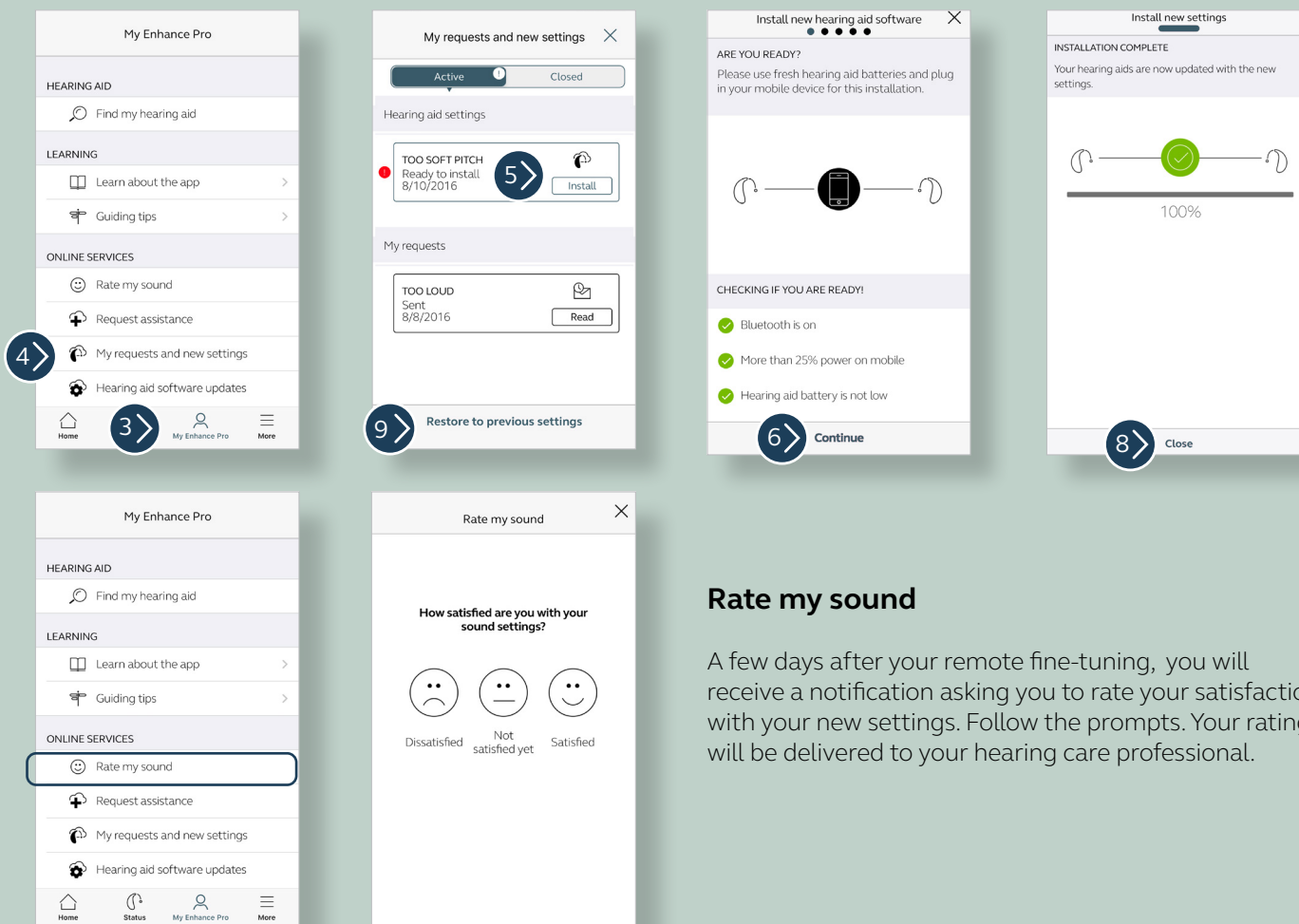
Manufacturer according to Health Canada:

ReSound Canada

2 East Beaver Creek Road, Building 3
Richmond Hill, ON L4B 2N3
Canada
1-833-583-2615
jabra.com/enhancepro

How to install new hearing aid settings

1. Prior to accepting a remote update, insert fresh batteries in your hearing aids and wait 2 minutes for full activation or ensure you have at least 25% battery left in your rechargeable hearing aids.
2. Open the Jabra Enhance Pro app on your smartphone.
3. Tap on **My Enhance Pro**.
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 Jabra Enhance Pro 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.