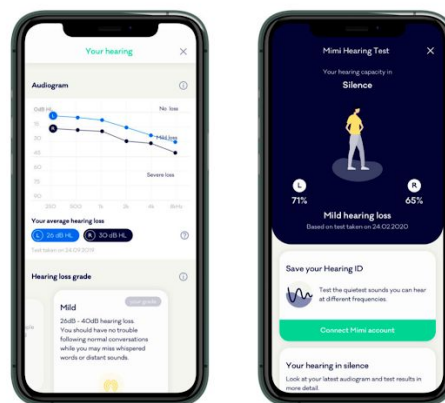


# HTS-01 User Manual



Mimi Health Hearing Test  
Model HTS-01  
Version of software 1.1.0

Mimi Health Hearing Test (HTS-01) intended use is to provide hearing screenings as support for medical diagnosis for hearing health and hearing disabilities (disease or impairment), where users, who receive results indicating deterioration in hearing health or have related concerns are encouraged to refer to a medical professional for a related diagnosis. Further, due to simplified access to the HTS-01 when compared to traditional audiometry, HTS-01 also assists in prevention of hearing loss related diseases. HTS-01 does not supersede or replace a decisive diagnosis by a physician, does not allow direct diagnosis and is not intended to be used for monitoring, treatment or alleviation of any disease or disability.



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2020



User Manual



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## Overview

<b>Software Name</b>	Mimi Health Hearing Test HTS-01
<b>Software Version (Release Date)</b>	HTS-01 v1.1.0 (Sep 1, 2020) v4.5.1 (iOS) (21 August 2020) v4.0.1 (Android) (26 August 2020)
<b>Software Description</b>	<p>Mimi Health Hearing Test (HTS-01) is a software designed to provide testing for hearing abilities for users on consumer electronic devices, as support for medical diagnosis for hearing health and hearing disabilities (disease or handicap), where users, who receive results indicating deterioration in hearing health or have related concerns are encouraged to refer to a medical professional for a related diagnosis. The software consists of features that ensure the functionality of the hearing test, once the HTS-01 is placed within a mobile application. The HTS-01 is distributed as a medical device to selected partners, which then integrate the HTS-01 in their mobile applications under strict instructions and defined interface, which are ensured by validation and verification procedures.</p> <p>The HTS-01 is a medical device by its own functionality, with an independent intended purpose from the mobile application.</p>
<b>Intended Use</b>	<p>Mimi Health Hearing Test (HTS-01) intended use is to provide hearing screenings as support for medical diagnosis for hearing health and hearing disabilities (disease or handicap), where users, who receive results indicating deterioration in hearing health or have related concerns are encouraged to refer to a medical professional for a related diagnosis. Further, due to simplified access to the HTS-01 when compared to traditional audiometry, HTS-01 also assists in prevention of hearing loss related diseases. HTS-01 does not supersede or replace a decisive diagnosis by a physician, <b>does not allow direct diagnosis</b> and is not intended to be used for monitoring, treatment or alleviation of any disease or disability.</p>

## Precautions

Before using this product, please read and save the enclosed instructions of use.

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① USING DAMAGED HARDWARE CAN CAUSE UNEXPECTED BEHAVIOR LIKE SUDDEN LOUD NOISE OR INACCURATE RESULTS. Do not use Mimi Hearing Test with hardware that produces unexpected noises (crackle, hiss, etc.), or with a damaged cable or connection, or any other indicator of damaged hardware. Do not use Mimi Hearing Test with hardware contaminated speaker meshes or with earplugs that do not fit correctly into the ear.

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① TESTING IN A LOUD ENVIRONMENT CAN CAUSE INACCURATE RESULTS. The Mimi Hearing Test is intended for use in a quiet environment. Find a quiet place to test your ears for accurate results.

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① ACCESSIBILITY SETTINGS CAN AFFECT THE ACCURACY OF YOUR RESULTS. The test should not be completed with System Accessibility Features for audio. These features include Volume Balance, Sound Amplification, or anything that affects the audio output of your device. Disable these from your System Settings before beginning a test.

The following links are included to help you locate the information you need. Settings may differ depending on your device - contact your device manufacturer for further support with regards to these features.

For iOS Products (iPhone, iPad): [support.apple.com/en-gb/guide/iphone/ph3e2e2cdc/ios](https://support.apple.com/en-gb/guide/iphone/ph3e2e2cdc/ios)

For Android Products: <https://support.google.com/accessibility/android/answer/9157755>

Continued on next page →

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① **AUDIO SETTINGS CAN AFFECT THE ACCURACY OF YOUR RESULTS.** The test should not be completed with system features or apps and services that affect audio. These features include volume limits, EQ settings, third party services (for example Dolby Atmos, Samsung AdaptSound) or anything that affects the audio output of your device. Disable these from your System Settings before beginning a test.

The following links are included to help you locate the information you need. Settings may differ depending on your device - contact your device manufacturer for further support with regards to these features.

For iOS Products (iPhone, iPad): <https://support.apple.com/en-ie/guide/iphone/iph5643d2c85/ios>

For Samsung Products (eg S9, S9+, Note9, and Galaxy S10's) <https://www.samsung.com/us/support/answer/ANS00080318/>

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① **AN INCOMPLETE OR INTERRUPTED TEST WILL PROVIDE INACCURATE RESULTS.** The Mimi Hearing Test requires your full attention from start to finish. Find a quiet place to test your ears for accurate results. Reliable results can be provided only if the attention is focused on the test during the whole duration of the test. If you pause the test for a long time, restart the test for accurate results.

---

① **CHANGING HARDWARE DURING THE TEST CAN CAUSE AUDIO DISTORTION AND INACCURATE RESULTS.** The test should be completed with the same hardware from start to finish. Changing headphone hardware during the test may lead to inaccurate results.

---

① The iOS SDK does not support testing when running within an iOS app on Apple silicon based macOS. Settings may differ depending on your device - contact your device manufacturer for further support with regards to these features.

## Getting started

### Prerequisites

To complete the Mimi Hearing Test and generate a Hearing ID, you will need...

#### 1. An Android or iOS device

Mimi's Hearing Test Software is supported on smartphones and tablets using the following platforms:

- Minimum Android version: Android 5.0 (API21) or later
- Minimum iOS version: iOS 11 or later

#### 2. Headphones

Mimi Hearing Test Software is supported on standard headphones or headphones that come with your device. Mimi Health Hearing Test allows you to test your hearing with two testing paradigms - the MT and the PTT. The MT Test can be taken with any standard Wired or Bluetooth Headphones. The PTT Test requires calibrated headphones. A list of calibrated headphones will be available during the test setup.

Ensure that your headphones are working correctly before starting the test. ⓘ USING DAMAGED HARDWARE CAN CAUSE UNEXPECTED BEHAVIOR LIKE SUDDEN LOUD NOISE OR INACCURATE RESULTS.

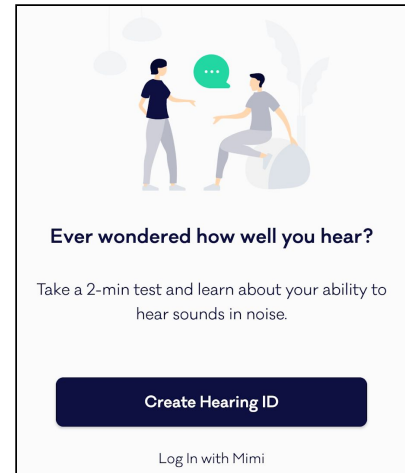
#### 3. A quiet environment

A quiet place is required to take the Mimi Health Hearing Test. Try to create a space where you can sit in silence without interruption for the duration of the test.

## Setup and configuration information

During your first session with Mimi, you will have the opportunity to create a new Hearing ID, or log in with your existing account. To begin, simply take a hearing test and view your insights. To save your progress, Sign Up to create an account.

This is the initial state of the app if it has never been used before. To return the app to this state at any time, see **Removing your Hearing ID from this device** in the User Manual Tutorials.



## Main features

### Test Your Hearing in Noise

The Masked Threshold (MT) test tests your ability to differentiate a signal in background noise, simulating an environment in which your ears must navigate a crowded area. This test allows you to test your ears with any properly functioning headphones, with no need for calibration.

The Mimi Hearing Test turns your hearing data into insights, to help you reflect on your hearing health. This test is available in select partner applications, depending on the configuration of the partner app.

### Test Your Hearing in Silence

The Pure Tone Threshold (PTT) hearing test will give you understandable results in about 6 minutes. This paradigm tests a wide range of frequencies (125 Hz-12 kHz). We turn your auditory data into tangible insights to help you reflect on your hearing health. This test is available in select partner applications, depending on the configuration of the partner app.

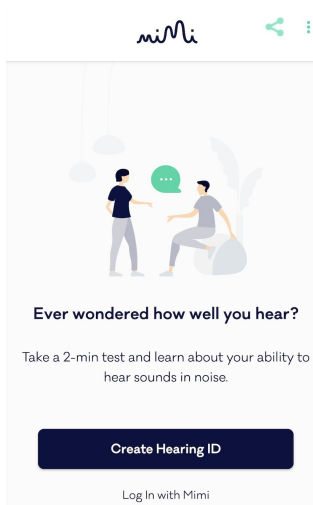
### Your Hearing ID

Mimi's Hearing ID is a unique representation of your hearing ability and how it changes over time. Save your Hearing ID to your Mimi Account to seamlessly move your data between any device enabled with Mimi.

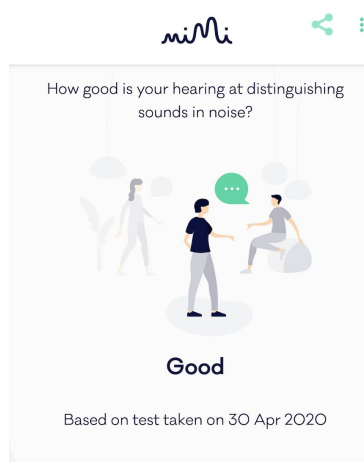


# Main User Interface Components

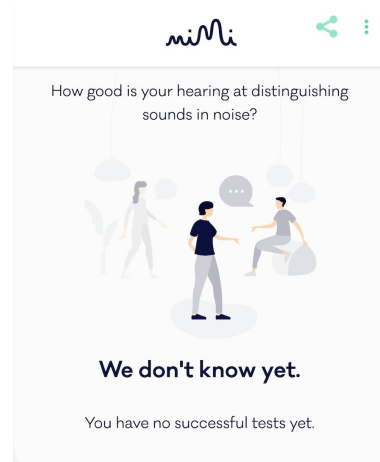
## Profile Header



1. Onboarding Header



2. Your Hearing Results Header



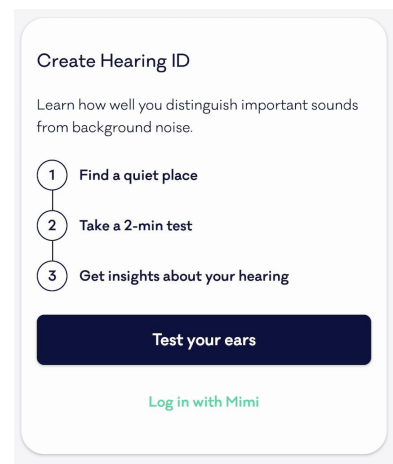
3. We don't know yet

4. The Profile Header reflects your Hearing ID. If you have not yet created a Hearing ID, you will see the Onboarding State. From here you have the options to Create a Hearing ID or Log In with an existing Mimi Account
5. Once you have completed a Hearing Test, your results are displayed in the Profile Header. The result displayed depends on the type of Hearing Test taken. If multiple results are available, you can swipe left and right on this header to view more.
6. If you have an incomplete Hearing ID or your results could not be calculated, you will see the We Don't Know Yet State.  
For more information on this message, see the Troubleshooting Guide.

## Create Hearing ID Card

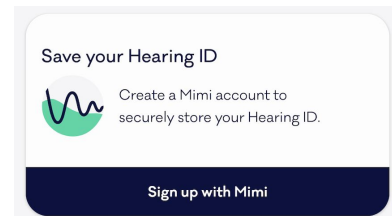
This card can only be seen if you have not yet set up a Hearing ID or taken a Hearing Test.

Here you can find some information about a Hearing ID and launch the Mimi Hearing Test



### “Save your Hearing ID” Card

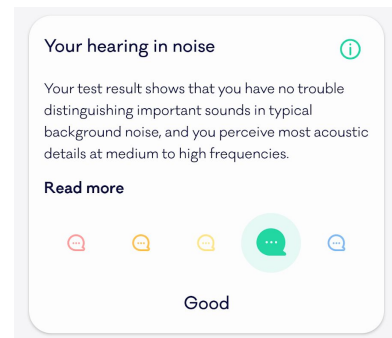
Once you have taken a Hearing Test, this card will allow you to save your Hearing ID by Signing up with Mimi



### “Your hearing in noise” Card

On this card, you are provided with more information about your Hearing In noisy environments. You can see more information on other hearing grades by tapping Read More.

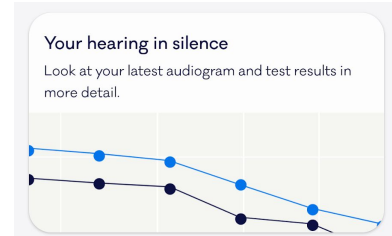
This card will not appear until you have completed a Hearing In Silence Test. This test is only available in certain regions.



### “Your hearing In silence” Card

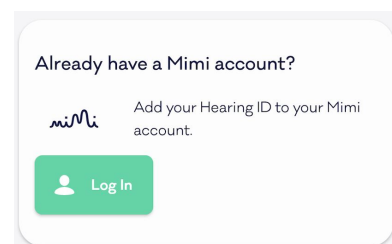
On this card, you can see some more information about your Hearing in Silence. You can see some more information on other hearing grades by tapping Read More.

This card will not appear until you have completed a Hearing In Silence Test. This test is only available in certain regions.



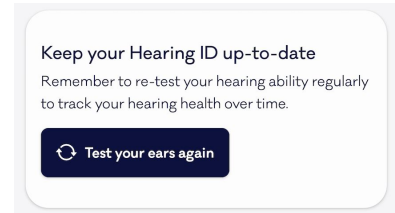
### “Already have an account?” Card

After you have taken a Hearing Test, you can log in to your account if you have not done this already. If you do not have a Hearing ID, you can create one from the “Save your Hearing ID” Card.



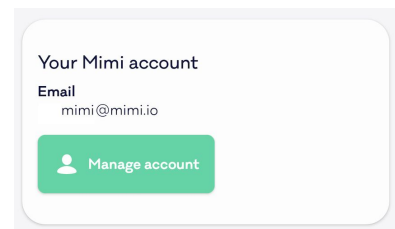
## “Keep your Hearing ID up-to-date” Card

Your Hearing ID is a reflection of your Hearing Ability, which is likely to change over time. Retake the Mimi Hearing Test regularly to keep your Hearing ID up to date. You can do this using the "Test your ears again" button.



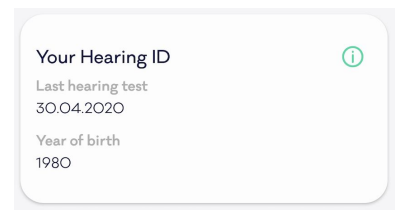
## Your Mimi Account Card

On this card, you can see the email address associated with your mimi account



## Your Hearing ID Card

Here you can see some more information about your account, including the date of your most recent hearing test and your year of birth.



## Tutorials

### Create a Hearing ID

The Mimi Hearing Test is a quick, reliable way to explore your hearing ability. The instructions are displayed onscreen, so you'll never lose track of the next steps.

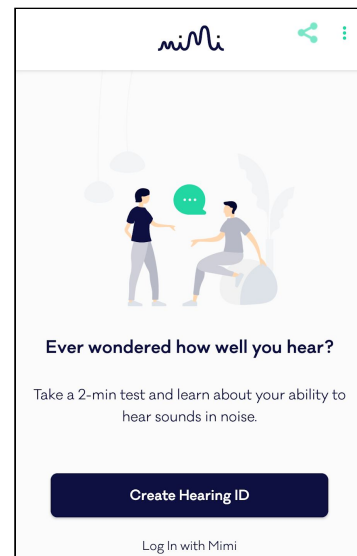


If you have used Mimi previously, you may instead see the User Profile. If you have taken a test before or logged in with an existing account, for more information on how to retest your ears skip to the section **Test your Ears Again**. To return the app to this state, see section on **Reset your Hearing ID**

### Test Your Hearing In Noise

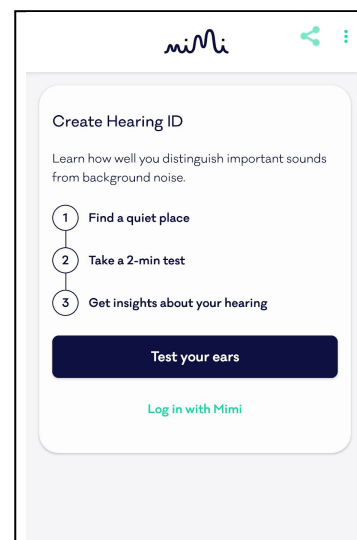
#### 1. Tap Create Hearing ID

This is the initial state of the app if it has never been used before. If you have used the app previously, you will not see this screen and instead see the Existing User profile. To return the app to this state, see section on "Removing your Hearing ID from this device".



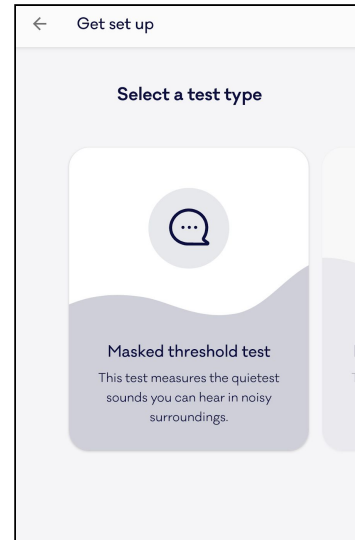
#### 2. Tap Test Your Ears

Once you have finished reading the onscreen instructions, tap **Test your ears** to begin the Test Flow.



**3. Select the Masked Threshold Test**

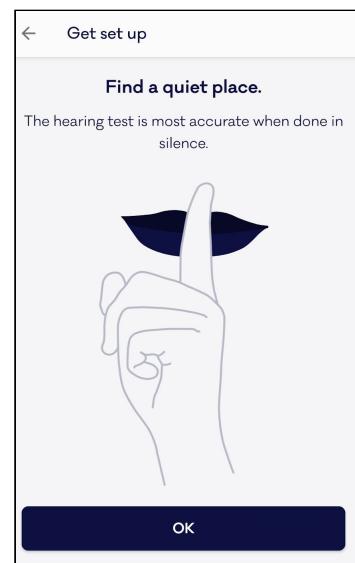
The Masked Threshold test measures the quietest sounds you can hear in noisy environments.



**4. Find a quiet place**

Mimi Health Hearing Test must be taken in a silent place.

Once you have found a Quiet Place, tap OK.

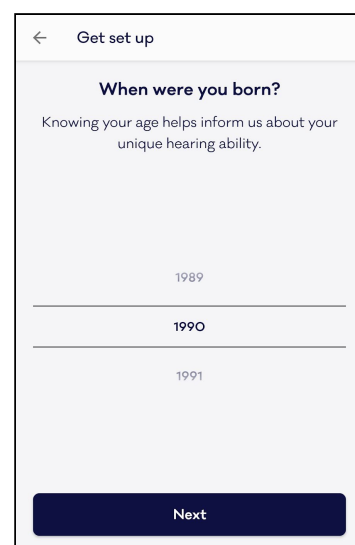


**5. Enter your year of birth**

The year of birth helps us to understand your expected hearing ability, and calculate accurate results.

Choose your year of birth by swiping up or down to scroll through the date-picker.

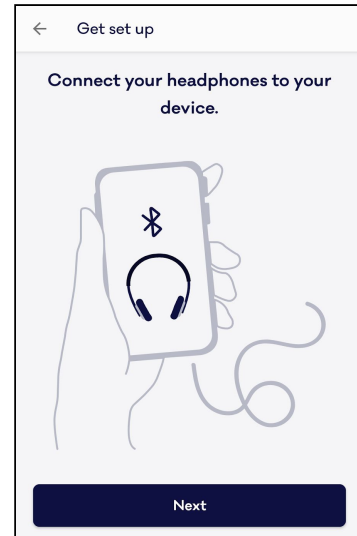
Tap Next to continue



## 6. Connect headphones

Connect the headphones that you will use for the test. You can use wired or bluetooth headphones for this test. The "Next" button remains inactive until the headphones are connected.

**ⓘ USING DAMAGED HARDWARE CAN CAUSE UNEXPECTED BEHAVIOR LIKE SUDDEN LOUD NOISE OR INACCURATE RESULTS.** Indicators of damaged headphones include unexpected noises (crackle, hiss, etc.) or if the cable must be held in position to ensure a clean signal, for example.

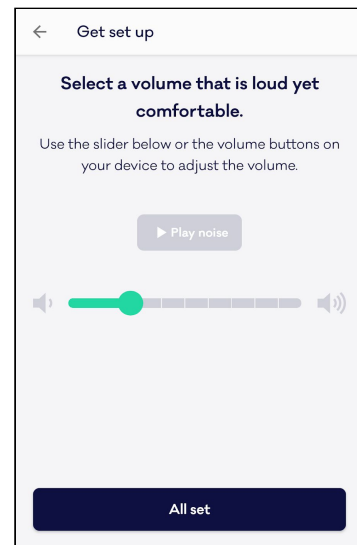


## 7. Set the Volume for the test.

Tap Play Noise to begin playback

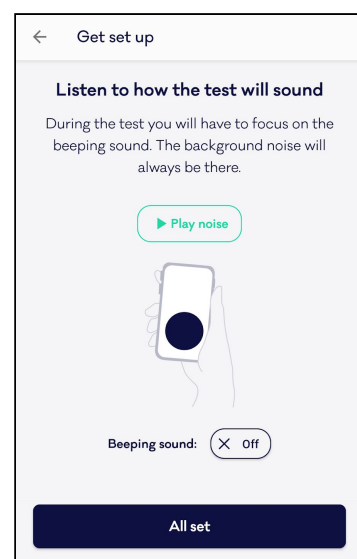
Using your headphones, set the volume slider to a low volume, and slowly increase to find a level that is comfortable for you. It is important that the signal volume remains comfortable, i.e. not too quiet, but not too loud.

When you are ready, tap All Set.



## 8. Get familiar with the sound of the Hearing Test

On this screen you have the opportunity to familiarise with the noises you will hear during the test. Take some time to listen to these sounds and ensure you know what to expect once the test begins.

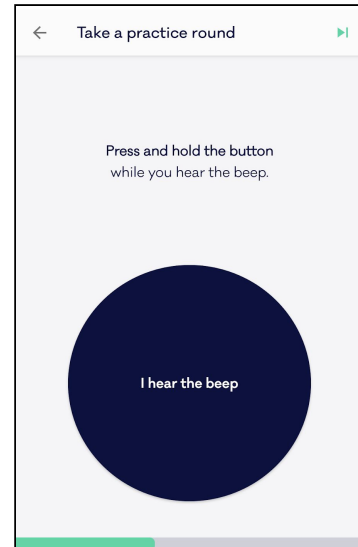


## 9. Try a Practice Round

Here you will be guided through a practice round of the hearing test.

Press and hold the button while you hear the beep. Keep your finger on the button until the beep disappears. There will always be a masking noise—try to ignore it, and listen for the beep even when it is very quiet. On-screen indicators will show a check mark when you do this correctly

NOTE: You can return to this screen and repeat the Practice Round at any time.




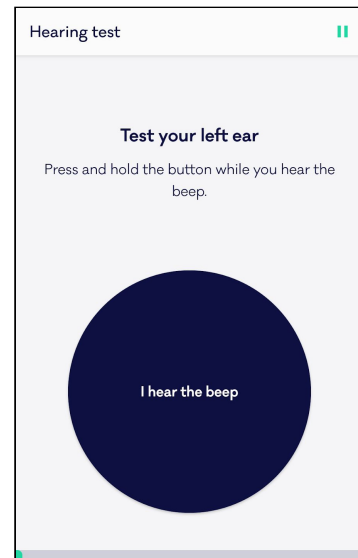
## 10. Test your first ear

After a 3-second countdown, the test begins on just one ear. The first ear is selected randomly to avoid any bias in the test data.

Press and hold the button while you hear the beep. Keep your finger on the button until the beep disappears. There will always be a masking noise—try to ignore it, and listen for the beep even when it is very quiet.

A status bar indicates your progress through the test.

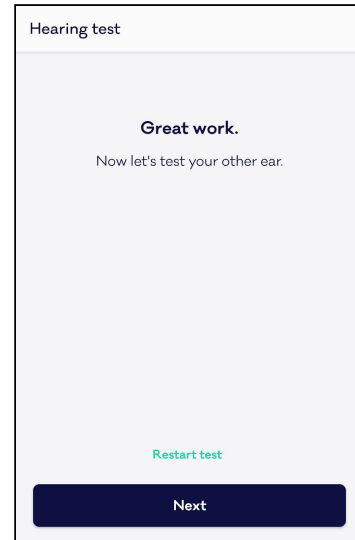
You may pause the test at any time to take a break, or if you get interrupted, by tapping the Pause Icon (  ) in the top right corner. See Step #12 of this manual for more information on pausing the test.



### 11. A short pause between ears

When your first ear is complete, you will see this confirmation screen.

Tap NEXT to continue the test on the second ear.



### 12. Test your second ear

Press and hold the button while you hear the beep. Keep your finger on the button until the beep disappears. There will always be a masking noise- try to ignore it, and listen for the beep even when it is very quiet.

A status bar indicates your progress through the test.

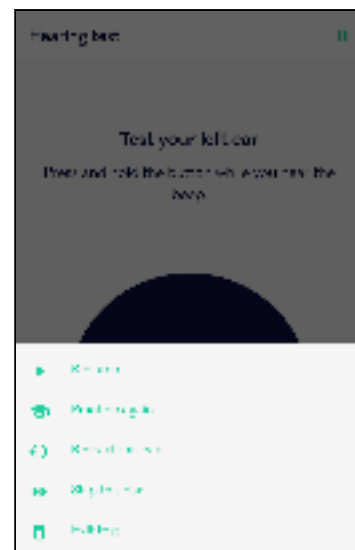
If you need to stop or interrupt the test at any time, See Step #13 of this manual to **Pause the test**

### 13. Pausing the test

Pause the test at any time by tapping the Pause icon ( || ) in the top right corner.

There are 5 options on the Pause Menu:

1. **Resume**  
Resume the test from where you left off. Use this to simply continue the test
2. **Practice again**  
If you are unsure how the test works, you can exit the test at any time and return to the practice round.  
NOTE: Your test data for this session will be lost
3. **Restart this ear**  
Restart the test if you are distracted or interrupted during the test.





NOTE: Your test data for this ear will be lost.

4. **Skip this ear**

Skip testing an ear if you have no hearing in one ear or for any other reason.

NOTE: If you skip the first ear during the test, this option will not appear on the second ear.

NOTE: Your test data for this ear will be lost.

5. **Exit test**

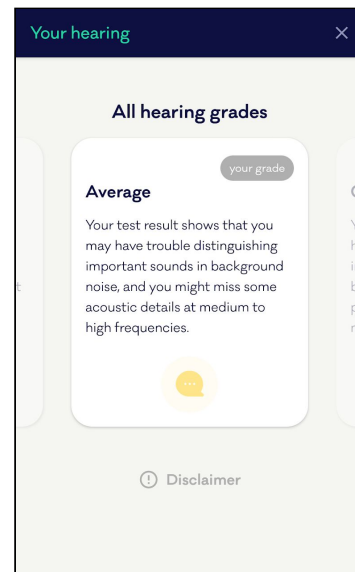
Exit the test at any time

NOTE: Your test data for this session will be lost.

**14. Finish the test**

Once you complete the test we will begin processing your results and display your grade.

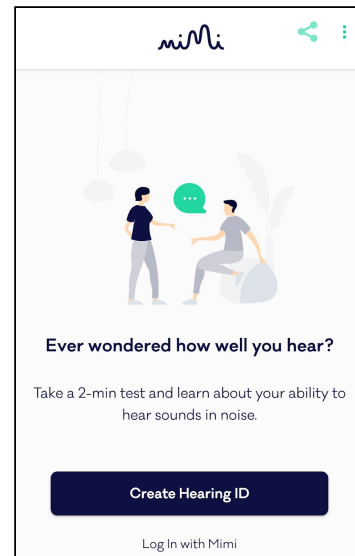
Continue to the next section for more information on viewing your Test Results on the Profile.



**Test Your Hearing In Silence**

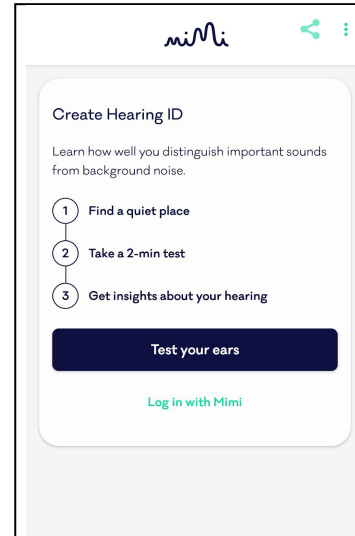
**1. Tap Create Hearing ID**

This is the initial state of the app if it has never been used before. If you have used the app previously, you will not see this screen and instead see the Existing User profile. To return the app to this state, see section on "Removing your Hearing ID from this device".



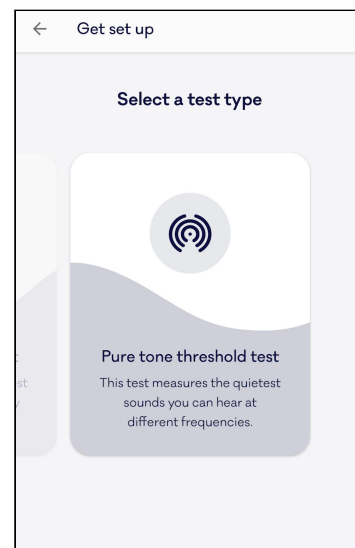
## 2. Tap Test Your Ears

Once you have finished reading the onscreen instructions, tap **Test your ears** to begin the Test Flow.



## 3. Select the Pure Tone Threshold Test

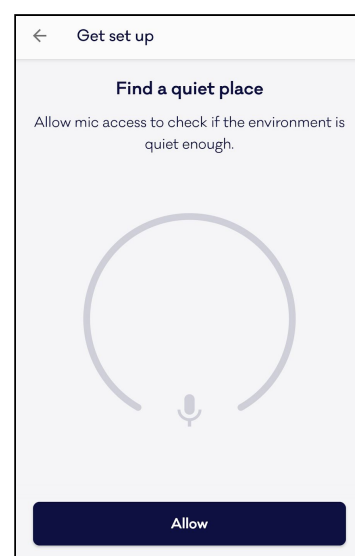
The Pure Tone Threshold test measures the quietest sounds you can hear at different frequencies.



## 4. Allow Microphone Access

In order to continue, the Pure Tone Threshold Test needs microphone access to check if the environment is quiet enough before beginning.

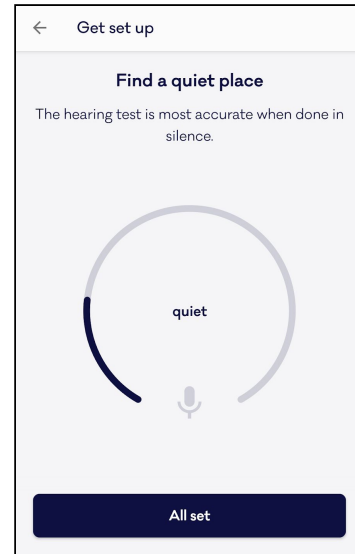
Tap Allow to grant access to the microphone.



### 5. Find a quiet place

Mimi Health Hearing Test must be taken in a silent place.

Once you have found a Quiet Place, tap All set.

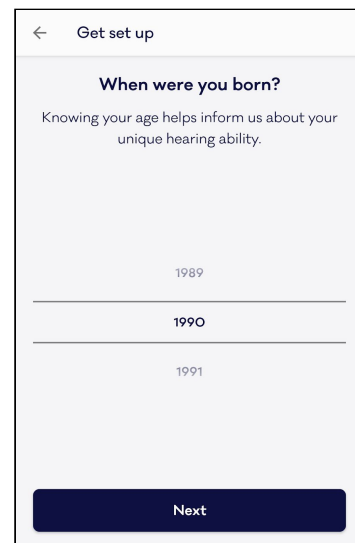


### 6. Enter your year of birth

The year of birth helps us to understand your expected hearing ability, and calculate accurate results.

Choose your year of birth by swiping up or down to scroll through the date-picker.

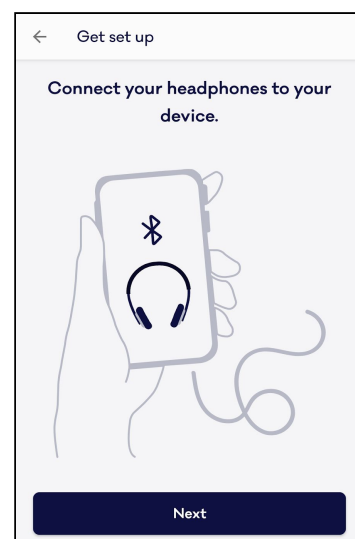
Tap Next to continue



### 7. Connect headphones

Connect the headphones that you will use for the test. You can use wired or bluetooth headphones for this test. The "Next" button remains inactive until the headphones are connected.

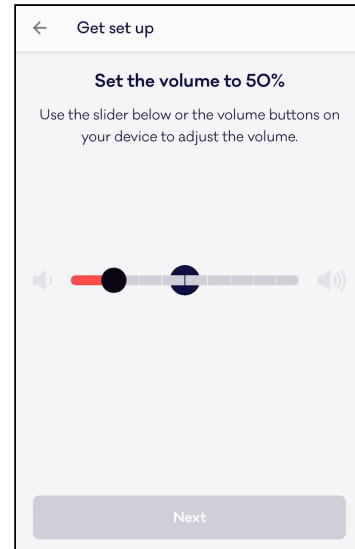
ⓘ USING DAMAGED HARDWARE CAN CAUSE UNEXPECTED BEHAVIOR LIKE SUDDEN LOUD NOISE OR INACCURATE RESULTS. Indicators of damaged headphones include unexpected noises (crackle, hiss, etc.) or if the cable must be held in position to ensure a clean signal, for example.



**8. Set the Volume for the test**

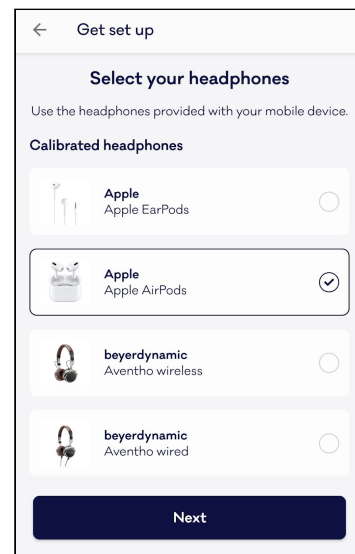
Set the volume slider to 50%

When you are ready, tap Next



**9. Select your Headphones**

To take this hearing test you need headphones that are calibrated to your device. Using headphones that are not calibrated may affect your test results

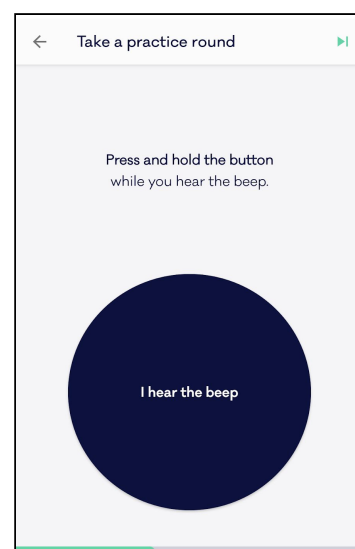


**10. Try a Practice Round**

Here you will be guided through a practice round of the hearing test.

Press and hold the button while you hear the beep. Keep your finger on the button until the beep disappears. There will always be a masking noise-try to ignore it, and listen for the beep even when it is very quiet. On-screen indicators will show a check mark when you do this correctly

NOTE: You can return to this screen and repeat the Practice Round at any time.




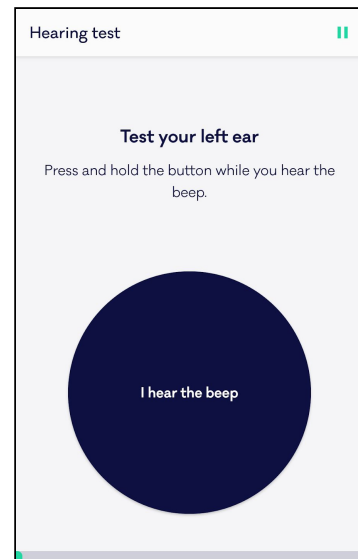
## 11. Test your first ear

After a 3-second countdown, the test begins on just one ear. The first ear is selected randomly to avoid any bias in the test data.

Press and hold the button while you hear the beep. Keep your finger on the button until the beep disappears.

A status bar indicates your progress through the test.

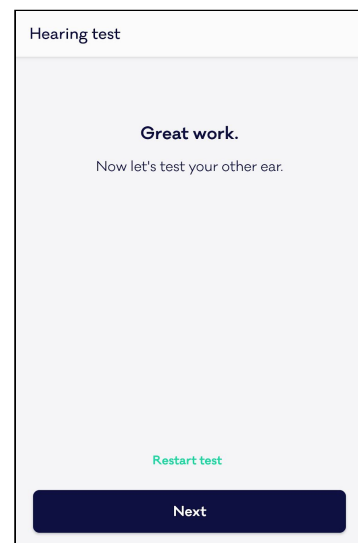
You may pause the test at any time to take a break, or if you get interrupted, by tapping the Pause Icon (  ) in the top right corner. See Step #14 of this manual for more information on pausing the test.



## 12. A short pause between ears

When your first ear is complete, you will see this confirmation screen.

Tap NEXT to continue the test on the second ear.



## 13. Test your second ear

Press and hold the button while you hear the beep. Keep your finger on the button until the beep disappears. A status bar indicates your progress through the test.

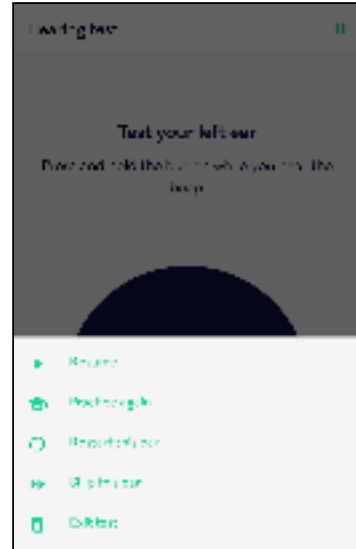
If you need to stop or interrupt the test at any time, See Step #12 of this manual to **Pause the test**

### 14. Pausing the test

Pause the test at any time by tapping the Pause icon ( || ) in the top right corner.

There are 5 options on the Pause Menu:

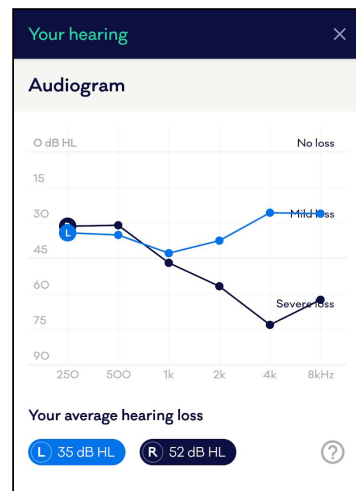
1. **Resume**  
Resume the test from where you left off. Use this to simply continue the test
2. **Practice again**  
If you are unsure how the test works, you can exit the test at any time and return to the practice round.  
NOTE: Your test data for this session will be lost
3. **Restart this ear**  
Restart the test if you are distracted or interrupted during the test.  
NOTE: Your test data for this ear will be lost.
4. **Skip this ear**  
Skip testing an ear if you have no hearing in one ear or for any other reason.  
NOTE: If you skip the first ear during the test, this option will not appear on the second ear.  
NOTE: Your test data for this ear will be lost.
5. **Exit test**  
Exit the test at any time  
NOTE: Your test data for this session will be lost.



### 15. Finish the test

Once you complete the test we will begin processing your results and display your grade.

Continue to the next section for more information on viewing your Test Results on the Profile.



## Review your Hearing ID

After taking a Hearing Test, Mimi processes the data so you can view your insights on the Profile Tab. Here you will find useful information including a grade indicating your hearing ability, the date of your last test, and more information about hearing loss.



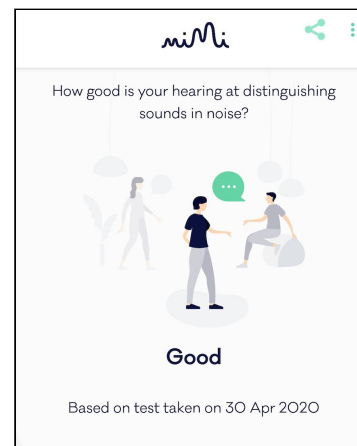
The Profile is displayed only after you have completed a Hearing Test. If you have not yet taken your first test, see **Create a Hearing ID**.

Your Hearing Grade is the results of your latest test. For the most accurate insights, keep your Hearing ID up to date by testing regularly.

### Reviewing your Results: Your hearing in noise (MT paradigm)

#### 1. View your Results in the Profile Header

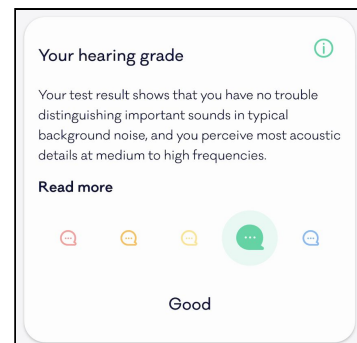
The first place you see your result is in the Profile Header. Here you can see your Hearing Grade and the date of your most recent hearing test.



#### 2. Scroll down to the Results Card

Scroll down the profile until you see the Your Hearing In Noise card. On this card you can find much more detailed information about your hearing

NOTE that you will only see this card if you have completed a test for your hearing in noise.



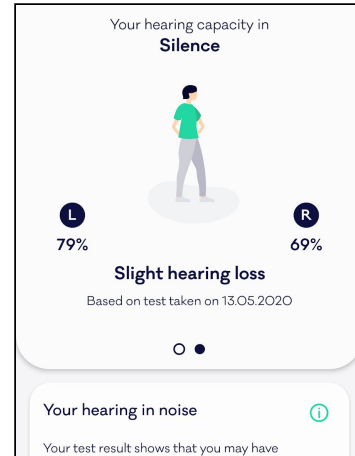
#### 3. Tap Read More

Tap Read More to view more information about your Hearing Grade and other hearing grades.

## Reviewing your Results: Your hearing in silence (PTT paradigm)

### 1. View your Results in the Profile Header

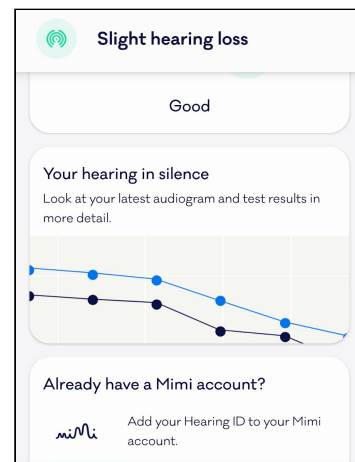
The first place you see your result is in the Profile Header. Here you can see your Hearing Grade and the date of your most recent hearing test.



### 2. Scroll down to the Results Card

Scroll down the profile until you see the Your Hearing In Silence card. On this card you can find much more detailed information about your hearing

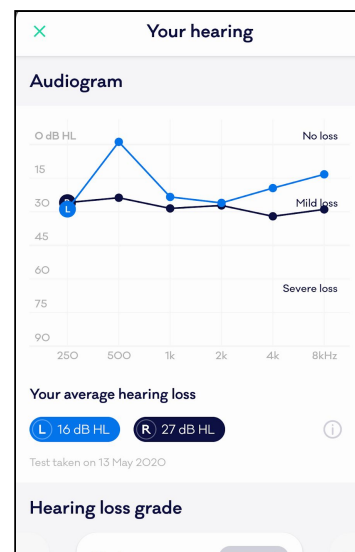
NOTE that you will only see this card if you have completed a test for your hearing in silence.



### 3. Tap the Hearing In Silence card

Here you can view more information about your Hearing Grade and other hearing grades.

An audiogram displays a graph of your hearing ability. Scroll down to view further information on your Hearing Grade.





## Keep your Hearing ID up to date

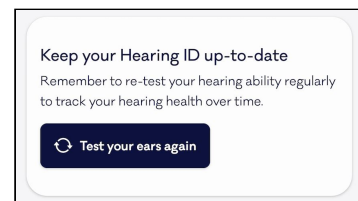
Your Hearing ID is a reflection of your Hearing Ability, which is likely to change over time. Retake the Mimi Hearing Test regularly to keep your Hearing ID up to date. You can do this using the "Test your ears again" button.



**ⓘ SYSTEM SETTINGS CAN AFFECT THE ACCURACY OF YOUR RESULTS.** The test should not be completed with System Features for Audio. If you use any Accessibility Settings for Audio on your device, ensure these features are disabled and returned to default before beginning the test. Audio stream must be Stereo and Balance should be 50:50 Left and Right.

### Test your ears again

- 1. On your Profile, scroll to the card called Keep your Hearing ID up to date**



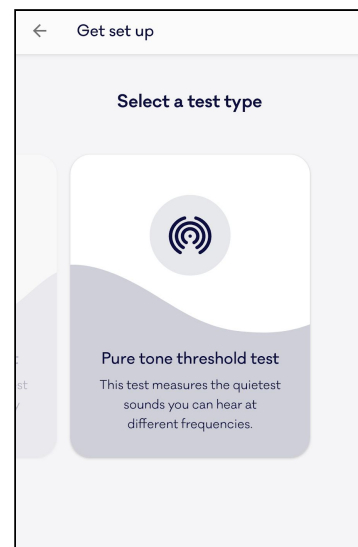
- 2. Tap Test your ears again**

This will launch the Test Flow.

Here you may have the option to choose whether you would like to test your Hearing in Noise or Hearing in Silence. Note that all Hearing Test paradigms are not currently available in all regions.

- 3. Follow the onscreen instructions to retest your ears**

Select a Test Type and get started.



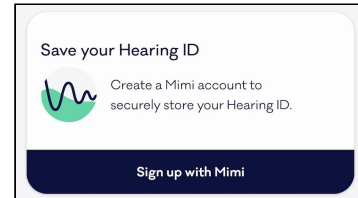
## Save your Hearing ID

Whether you have previously used a Mimi Integrated Technology and you want to restore your data, or you have simply bought a new phone, you can store all of your hearing information on your HearingID to transfer seamlessly between products. Once you have created your HearingID, you can use your login details to log in to any Mimi-enabled device.

### Create an Account

#### 1. On the Profile, scroll to the “Save your Hearing ID” Card

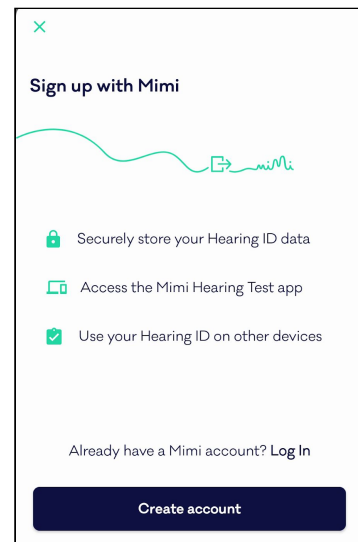
NOTE: You must first complete a Hearing Test in order to save your Hearing ID. This card will not be visible before you take a test.



#### 2. Tap Create Account

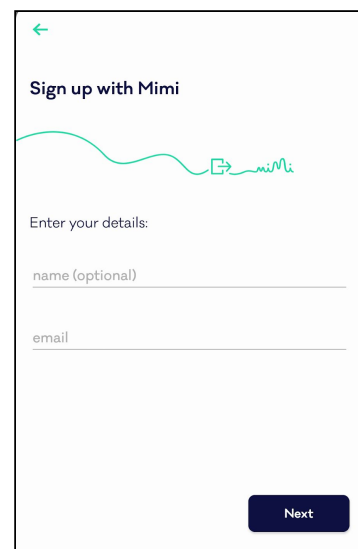
On this card you can see some further information about creating a Hearing ID.

Tap Create Account to continue



#### 3. Enter your name and email address

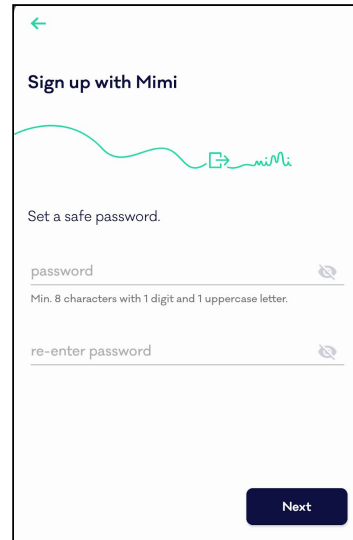
The email address you provide will be associated with your Hearing ID. Ensure that you can receive email to this account as this will be required for account verification.



**4. Enter a password**

Use a strong password for your Hearing ID. Your password must have eight or more characters and include upper and lowercase letters, and at least one number.

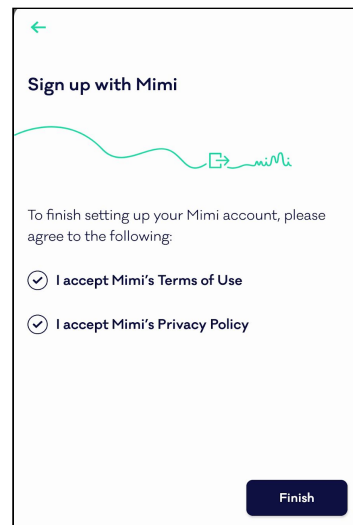
NOTE: Store your password in a safe place, it will be needed for account access in future.



**5. Review the Terms of Service and Privacy Policy**

You must agree to the Terms of Service and Privacy Policy to create an account. To read these documents, simply click on Terms of Use or Privacy Policy to open the documents.

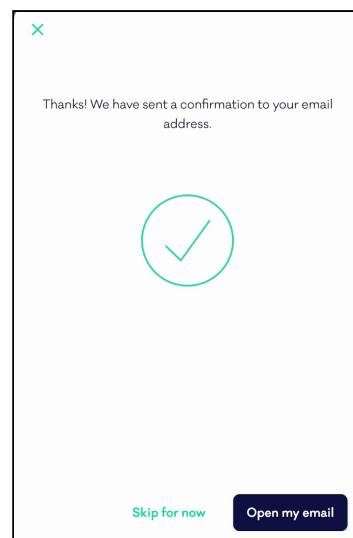
If you are happy to proceed, check the boxes and tap Finish



**6. Verify your email**

In order to finish setting up your account, you must verify your email address. You can launch your email app directly from the signup flow by tapping Open my Email. Skip for Now to verify later.

CAUTION: User data may be lost if you do not verify your email to finish setting up your account. Your HearingID is not linked to your email address until your email address is verified.

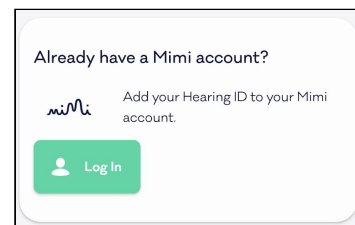
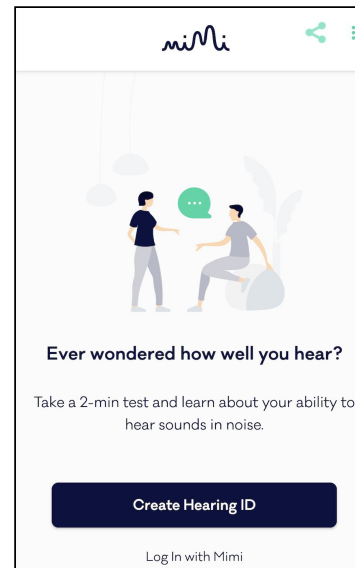


## Log in to your Hearing ID

### 1. Tap Log In from the Onboarding Header or from the Already have an Account? Card


There are two options to launch the Login flow. If you are using the app for the first time, tap *Log In with Mimi* in the Profile Header.

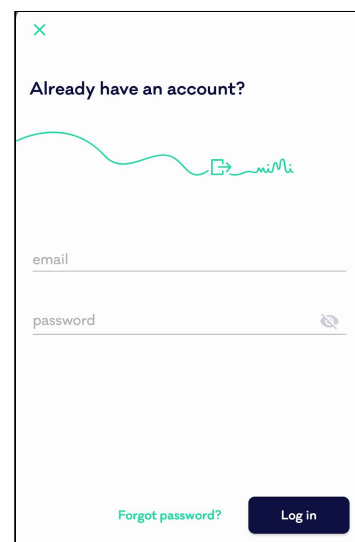
If you have already created a Hearing ID you can still log in from the login card



### 2. Enter your email address and password

Enter the email and password specified during registration. If you cannot remember your password, see the Troubleshooting Section of this manual for assistance resetting your password

You can show/hide your password by clicking the icon with the crossed-out eye (  )



## Removing your Hearing ID from your device

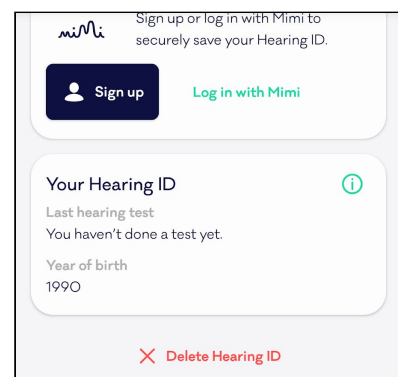
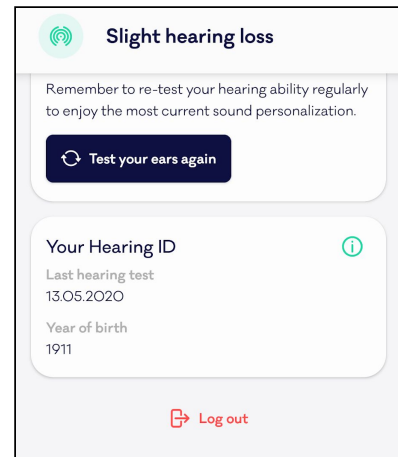
### 1. Scroll to the bottom of the Profile

Here you will find a red button with an X mark. This button allows you to reset your Mimi App, removing your hearing data from the device.

If you previously logged into a Mimi Account, you will see the option to **Log Out**.

If you have not yet created a Mimi Account, you will only have the options to **Delete Hearing ID**.

NOTE: Tapping “Delete Hearing ID” will discard all your data for this session. This data will be lost and cannot be recovered. To save your Hearing ID before removing it from this device, create a Mimi Account.



### 2. Tap Log out or Delete Hearing ID

This will clear the Hearing ID from the app and return the Mimi Hearing Test to its initial state.

## Troubleshooting

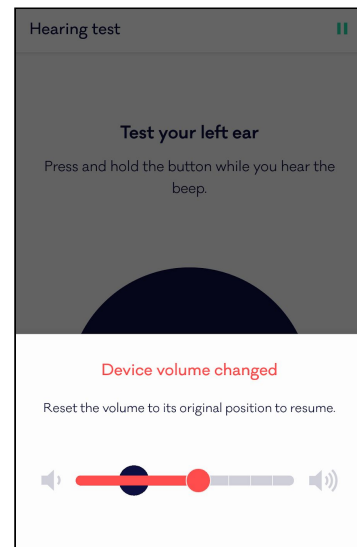
### My Hearing Test was interrupted

In order to maintain the test environment, during the test you will be prevented from changing the volume, removing your headphones, and you will see an onscreen reminder if you have not interacted with the test in some time. During the Hearing in Silence Test, you will be interrupted if your environment becomes too noisy.

#### Device volume changed

Return the volume to its initial value as indicated onscreen to continue the test.

You can adjust the volume with your device Volume Keys or using the slider on screen.

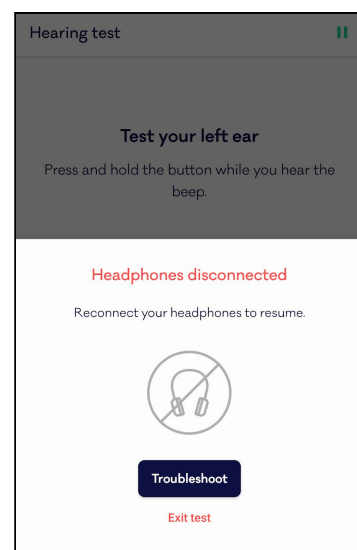


#### Headphones disconnected

Reconnect your headphones to continue the test.

If you are using Bluetooth Headphones, you will see the option to Troubleshoot further.

**ⓘ CHANGING HARDWARE DURING THE TEST CAN CAUSE AUDIO DISTORTION AND INACCURATE RESULTS.** The test should be completed with the same hardware from start to finish. Changing headphone hardware during the test may lead to inaccurate results.

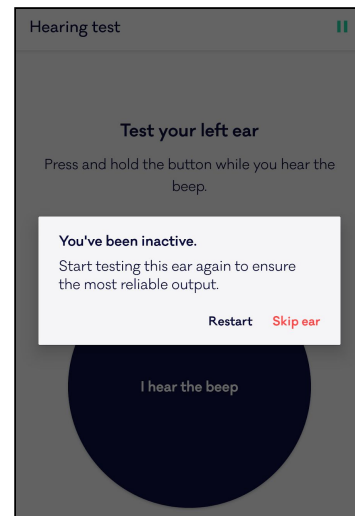


### You've been inactive

You were inactive for too long. Remember to hold the button while you hear the beep and only let go when you no longer hear the beep.

To continue, begin testing this ear again.

① AN INCOMPLETE OR INTERRUPTED TEST WILL PROVIDE INACCURATE RESULTS. The Mimi Hearing Test requires your full attention from start to finish. Find a quiet place to test your ears for accurate results. Reliable results can be provided only if the attention is focused on the test during the whole duration of the test. If you pause the test for a long time, restart the test for accurate results.

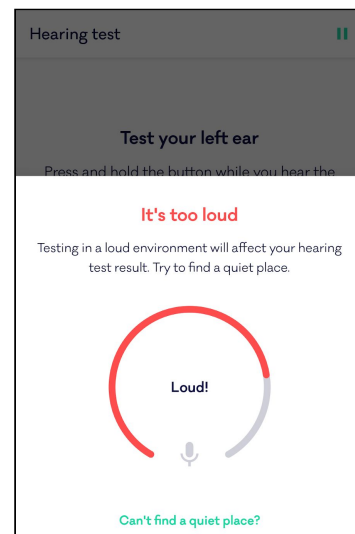


### The Test Environment is too loud

Your test environment has become too loud. Try moving to a more quiet place for the best results.

This error will only appear during the Hearing In Silence test (PTT paradigm). To test your hearing in silence, you will need a quiet place. The app first checks if your environment is quiet enough during the Test Setup, and will notify you during the test if your environment becomes too loud.

① TESTING IN A LOUD ENVIRONMENT CAN CAUSE INACCURATE RESULTS. The Mimi Hearing Test is intended for use in a quiet environment. Find a quiet place to test your ears for accurate results.



## I cannot submit my test

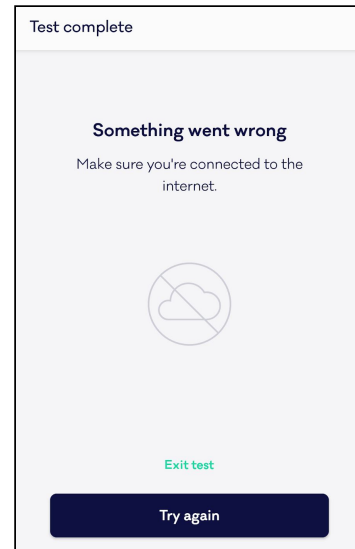
In order to compute your test results, Mimi requires a stable internet connection

### Test Complete: Something went wrong

Once you have completed your Hearing Test, your results will be submitted and your insights will be calculated.

If you see an error message like the one pictured here, your test submission failed.

In order to calculate your test results, Mimi requires a stable internet connection. Please check your internet connection and try again.

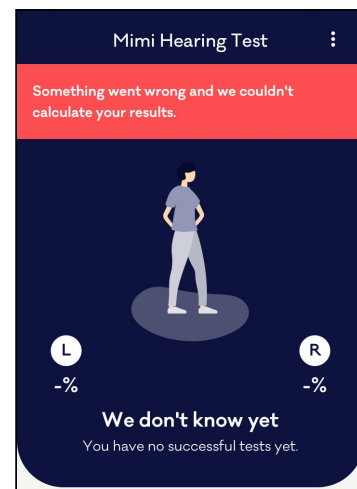


## My test results say “we don’t know yet”

Occasionally, Mimi may not be able to identify your test results. This is usually because of internet connection issues, but may be caused by some data in your Hearing Test. Follow these steps to troubleshoot a “We don’t know yet” result

Troubleshooting:

1. Ensure that you have a good internet connection. If possible, try a different connection. Mimi Hearing Test requires an internet connection to calculate your results.
2. Restart your device. Occasionally internet connection issues may not be resolved until your device is restarted.
3. Retake the test. If there is a problem with your test results you may see this message. Try taking the test again. To verify if the problem is with your results, you will see a red banner.
4. If you still see this result, please reach out to support at [hello@mimi.health](mailto:hello@mimi.health)



## The test is too loud or hurts my ears

The Mimi Hearing Test should never cause physical discomfort or pain. Do not begin or continue the test if the audio is too loud or uncomfortable. Before starting the test, make sure you set your device volume at a comfortable level for you.



If you feel the Mimi Hearing Test is too loud at any point, remove your headphones and stop listening immediately. To resolve the issue, try these steps to reduce the volume and create a more reliable environment for your test:

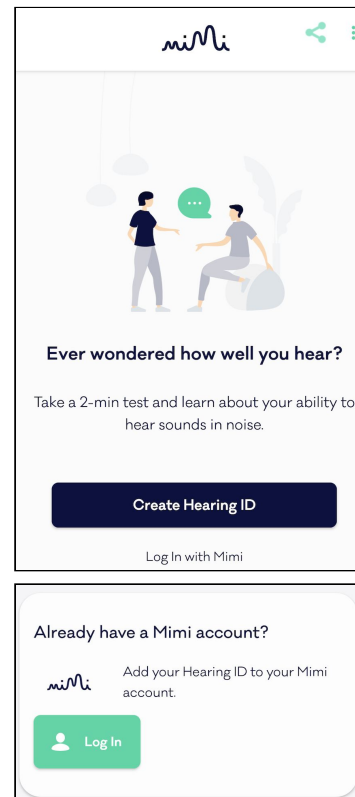
1. During the test setup, ensure that the volume is set to an appropriate level.  
 On the MT Test you can set to a level that is comfortable. Take a few seconds to listen to the sound and ensure it is comfortable before you begin.  
 On the PTT Test the volume should be set to 50%. If you are using uncalibrated headphones, this may sound loud. Use headphones that are calibrated for use with this test. If you do not have headphones calibrated for this test, we recommend our other test.
2. Try a different set of headphones - broken or damaged headphones may cause a faulty connection. Ensure you are using hardware that is fully operational. ⓘ USING DAMAGED HARDWARE CAN CAUSE UNEXPECTED BEHAVIOR LIKE SUDDEN LOUD NOISE OR INACCURATE RESULTS.
3. Try testing on a different device - broken or damaged devices may cause a faulty connection. Ensure you are using hardware that is fully operational. ⓘ USING DAMAGED HARDWARE CAN CAUSE UNEXPECTED BEHAVIOR LIKE SUDDEN LOUD NOISE OR INACCURATE RESULTS.

### I forgot my Mimi Hearing ID Password

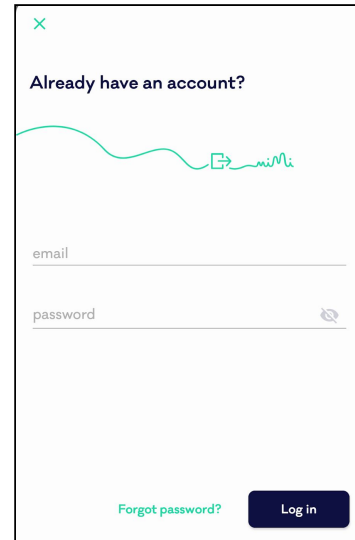
**1. Tap Log In from the Onboarding Header or from the Already have an Account? Card**

There are two options to launch the Login flow. If you are using the app for the first time, tap *Log In with Mimi* in the Profile Header.

If you have already created a Hearing ID you can still log in from the login card

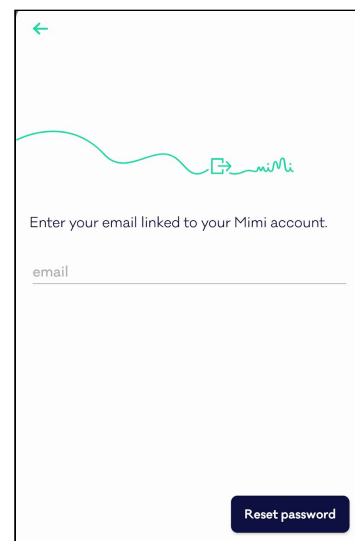


**2. Tap “Forgot Password?”**



**3. Enter your Email address and tap Submit**

You must enter the email specified during registration. Further instructions will be sent to this address.



**4. Check your email**

You will soon receive an email from Mimi. Follow the link in this email to reset your password.

If you do not receive an email, this is likely not the address you used to register. Try a different email address, or create a new account.

**I want to delete my Mimi Hearing ID**

Your account can be deleted from Manage My Account.

1. Log in to your account
2. Find the account card
3. Tap Manage Account
4. Tap Manage my Account
5. Tap Delete my Account

6. Read the on-screen information regarding deleting your account.  
NOTE: Your user data will be removed permanently if you delete your account. It will not be possible to recover this information at a later date.
7. If you would still like to delete your account, tap “Yes, I want to delete my account”
8. Your request will be processed

### I want to change my email

1. Log in to your account
2. Find the account card
3. Tap Manage Account
4. Tap Manage my Account
5. Tap Change my Email

### I want to review my consents or download my Account Data

1. Log in to your account
2. Find the account card
3. Tap Manage Account
4. Tap Manage my Account
5. Tap My Consents or Export all my data

## Support

For additional questions or technical support, contact [hello@mimi.health](mailto:hello@mimi.health)

### Contact Information

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**Mimi Health GmbH**

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Email: [hello@mimi.health](mailto:hello@mimi.health)

Phone: +49 (0)152 17448757

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To request a physical copy of this manual, please contact [hello@mimi.health](mailto:hello@mimi.health)