Getting started

The RemoteControl App is developed by Phonak, one of the world’s leading companies in hearing technology. Read this user instructions thoroughly in order to benefit from all the possibilities it offers.

Intended Use
The Phonak RemoteControl App is intended for Android and Apple iOS devices¹ to adjust certain aspects of Phonak hearing aids.

⚠️ Compatibility Information: ⚠️
For the use of the Phonak RemoteControl App a Phonak streamer is required:
- Phonak ComPilot II
- Phonak ComPilot Air II

ℹ️ Some phones have touch sounds or keypad tones, which could simulate a streaming to the app. Go to your phone settings, select sounds and make sure that all touch sounds and keypad tones are deactivated.

¹ Compatible iPhones: 4S, 5, 5C, 5S, 6, 6+.
## Contents

1. App overview 4
2. Introduction 5
3. Pairing with a Phonak streamer 6
4. Basic and advanced screen mode 8
5. Changing hearing aid volume 9
6. Changing hearing aid volume using CROS II 10
7. Muting hearing aid microphones 11
8. Changing hearing aid program 12
9. Adjusting Speech in 360° 13
10. Select an audio source 14
11. Pause & resume streaming 15
12. Adjusting streaming volume 16
13. Link & battery status 17
14. App settings 19
   14.1 Language 19
   14.2 Pair new streamer 20
   14.3 Introduction screen 21
   14.4 Demo mode 22
15. Streamer configuration 23
   15.1 VoiceAlerts 23
   15.2 Dialing options 24
   15.3 During call 25
   15.4 Caller ID 26
   15.5 Enable streamer pairing 27
16. Support 28
   16.1 Troubleshooting 28
   16.2 Links 29
   16.3 Terms of use 30
   16.4. Details 31
17. Compliance Information 32
18. Symbol explanation 33
1. App overview
2. Introduction

A. Control

B. Adjust

C. Accepting Terms of use

In order to use the app you need to accept the Terms of use and the anonymous data analysis of the usage from the app.

You can always select the demo mode to try the app without connecting a Phonak streamer and get a first impression of the functionality. In this mode no remote control functionality is available for your hearing aids.
3. Pairing with a Phonak streamer

Needed devices: To be able to use the RemoteControl App you need a Phonak streamer *(ComPilot II or ComPilot Air II)*.

A. Start pairing
Start the pairing process with a Phonak streamer.

- The Phonak streamer needs be configured once by your hearing care professional to enable the remote control functionality in order to use the Remote-Control App.

B. Searching
The RemoteControl App will search for an available Phonak streamer.

- A Phonak streamer has to be within 1 meter range of the phone and set to pairing mode.

C. Select your device
If the streamer is set in pairing mode before, select your device found by the RemoteControl App to connect.

- If no streamer is found please check the notification screen on the app for the error cause.
F. Connecting
If a Phonak streamer is found, the RemoteControl App will connect automatically.

G. Ready to use
After the successful connection you can use the RemoteControl App.

Apple iPhone
In addition to the app pairing your iPhone also needs to be paired to the Phonak streamer.

Make sure the Phonak streamer is in pairing mode. Go to your iOS settings, select Bluetooth and choose your [Device name] from the list.
4. Basic and advanced screen mode

Select between a basic and an advanced screen mode with more options.

A. Advanced screen mode
This is the default remote control screen mode. To switch to basic screen mode press the Settings icon.

B. Settings menu
Swipe the slider to turn the basic screen mode on or off.

C. Basic screen mode
The basic remote control screen is now shown.
5. Changing hearing aid volume

A. Basic screen mode
Press + button to increase the hearing aid volume on both hearing aids.
Press – button to decrease the volume on both hearing aids.

B. Advanced screen mode
Press + button to increase the hearing aid volume on both hearing aids.
The volume level is indicated by the bars on the sides.

C. Advanced screen mode
Press the L button to increase or decrease the hearing aid volume on the left side only.

D. Advanced screen mode
Press the R button to increase or decrease the hearing aid volume on the right side only.
6. Changing hearing aid volume using CROS II

A. Advanced screen mode
Press + button to increase or – button to decrease the overall volume of the hearing aid and the CROS II. The volume level is indicated by the bars on the sides.

B. Balance screen mode
Press Balance to adjust the balance sound between the hearing aid and the CROS II.

a) To adjust your hearing direction move the slider to the wished side or use the “L” or “R” buttons.

b) You can also mute side independently by selecting the Mute button(s).
7. Muting hearing aid microphones

You can reduce surrounding sounds by one button press.

Select the dedicated Mute button to additional reduce the hearing aid volume on both sides.

Basic screen mode

Advanced screen mode

You can also reduce the hearing aid volume side independently, when selecting one side and press the Mute button.
8. Changing hearing aid program

A. Basic screen mode
Press the toggle button to change the hearing aid programs programmed by your hearing care professional.

B. Advanced screen mode
Press the toggle button to change the hearing aid programs or press Programs to see your hearing aid program list.

C. Advanced screen mode
Select the program of your choice from the list by tapping on it.
9. Adjusting Speech in 360°

The Speech in 360° screen offers you the ability to choose in which direction to focus your hearing.

A. Advanced screen mode
Press Programs to see your hearing aid program list.

B. Advanced screen mode
Select Speech in 360°.

Speech in 360° directions are only available if programmed by your hearing care professional.

C. Speech in 360°
Select which direction you want your hearing aids to zoom to.

D. Advanced screen mode
Zoom direction will be indicated for the Speech in 360° program.
10. Select an audio source

Directly select an audio source that is connected to the Phonak streamer. The selected “streaming program” will start to stream the audio signal to the hearing aids.

A. Advanced screen mode
Press Programs to see your hearing aid program list.

B. Streaming programs
Select any available audio source to connect to your streamer.

C. Streaming indication
After selecting an audio source it will start to stream the audio signal, indicated by the blue bar and the name of the audio source on top of screen.

You can connect many Bluetooth devices to your Phonak streamer. For more information please read the user guide of your streamer.
11. Pause and resume streaming

Pause and resume streaming (music, TV) from an audio source connected to the Phonak streamer.

A. Streaming programs
Select any available audio source.

B. Pause streaming
Pause the audio streaming by pressing the dedicated pause button. When streaming is paused your hearing aid will switch to the previous program.

C. Resume streaming
To resume to the audio streaming press the play button.
12. Adjust streaming volume

Separately adjust the volume of the streaming audio without affecting the initial volume of the hearing aid.

A. Streaming programs
Select any audio source.

B. Streaming volume
While streaming you can adjust the volume of the audio source separately from the hearing aid volume by using the +/- buttons in the blue bar.

C. Streaming volume
When the stream is paused the volume adjustment is disabled.

ℹ️ The adjustment of the separate streaming volume is only possible when using a Phonak TVLink II or Phonak RemoteMic connected to a Phonak streamer.
13. Link & battery status

Check the connection status of the Phonak streamer to the hearing aids and the battery status of the streamer.

A. Settings icon
Press the settings icon on the remote control screen.

B. Settings menu
In the settings menu, select Link & battery status.

C. Connection screen
Select Check to monitor the connection of the Phonak streamer to your hearing aids.

The connection between the RemoteControl App and the Phonak streamer is checked automatically and indicated by green icons, if successful.
13. Link & battery status

Check the connection status of the Phonak streamer to the hearing aids and the battery status of the streamer.

D. Beep tone right
If you heard a beep tone in your right hearing aid press Yes to confirm the successful connection.

E. Beep tone left
If you heard a beep tone in your left hearing aid press Yes to confirm the successful connection.

F. Connection screen
a) The successful connection to both hearing aids is indicated by a green icon on the connection screen.
b) The battery status of the streamer is indicated by the shown battery icon.

If you still didn’t hear the beep tones in your hearing aids after the connection check, please consult the troubleshooting in the Help section (see chapter 16).
14.1 App settings – Language

The Phonak RemoteControl App is available in different languages. The default language of the RemoteControl App will be the same as set on the connected phone.

A. Settings icon
Press the settings icon.

B. Setting menu
Select App settings to see the separate application settings menu.

C. Language settings
Select the language tab to change the language of the app.

D. Language settings
Select the language of your choice from the list.
14.2 App settings – Pair new streamer

A step-by-step guide for the pairing process of the Phonak RemoteControl App to a Phonak streamer.

A. Settings icon
Press the **settings** icon.

B. Settings menu
Select **App settings**.

C. Pair new streamer
Select **Pair new streamer** to repeat the pairing procedure of the app to another Phonak streamer.
Follow the screens as described in chapter 3.
14.3 App settings – Introduction screen

The introduction screen shows again the required setup options of the Phonak RemoteControl App.

A. Settings icon
Press the **settings** icon.

B. Settings menu
Select **App settings**.

C. Introduction view
Select **View introduction** to see the introduction screens again.
14.4 App settings – Demo mode

The demo mode of the RemoteControl App can be used to view the app screen mode and the available functionalities without connecting a streamer or adjusting hearing aid settings.

A. Settings icon
Press the settings icon.

B. Settings menu
Select App settings.

C. Demo mode
Activate the slider to begin the Demo mode without a streamer.
15.1 Streamer configuration – VoiceAlerts

The VoiceAlerts are spoken messages or beep tones sent to your hearing aids from your Phonak streamer.

A. Settings menu
In the Settings menu select streamer configuration.

B. Configuration menu
Under Messages select VoiceAlerts.

C. Messages

1. Select the type of the messages.

2. If VoiceAlerts are activated, select the level of detail.

15.2 Streamer configuration – Dialing options

The dialing options assign a different button function for the Phonak streamer.

A. Settings menu
In the Settings menu select streamer configuration.

B. Configuration menu
Select Dialing options to configure the assigned streamer button functionality.

C. Select function
Select the function you want to configure.
15.3 Streamer configuration – During call

During a call the assigned button of the streamer can be configured to a variety of functions.

A. Settings menu
In the Settings menu select streamer configuration.

B. Configuration menu
Select During call to configure the assigned streamer button functionality.

C. Select function
Select the function you want to configure during a call.
15.4 Streamer configuration – Caller ID

The Caller ID option announces the name of the caller as shown on the phone display.

A. Settings menu
In the Settings menu select streamer configuration.

B. Configuration menu
Select Caller ID slider to enable or disable the spoken caller identification.
15.5 Streamer configuration – Enable streamer pairing

Activate the pairing mode via the app to connect your Phonak streamer to a Bluetooth audio source (e.g. Phonak TVLink II).

A. Settings menu
In the Settings menu select streamer configuration.

B. Configuration menu
Select Activate streamer pairing mode to connect your streamer to a Bluetooth device.

To connect your Phonak streamer with another Bluetooth audio source both devices need to be in pairing mode.

Please check the user manual of the device you want to connect to the Phonak streamer how to set it into pairing mode.
16.1 Support – Troubleshooting

Here you can find solutions to the most probable causes, when having problems using the RemoteControl App.

A. Settings menu
In the Settings menu select **Support**.

B. Troubleshooting
Select **Troubleshooting** to see the probable causes and possible solutions.

C. Causes
Select one of the listed cause to see the described solution of it.

D. Solutions
Described solution to the selected cause.
16.2 Support – Links

Links offer further support when using the RemoteControl App. You can find instruction videos and more information about the RemoteControl App.

A. Settings menu
In the Settings menu select Support.

B. Links
Select Links for further information from the Internet.

C. Link selection
Select a link of your choice for further information.
16.3 Support – Terms of use

Important information about the Terms & Conditions of the Phonak RemoteControl App.

A. Settings menu
In the Settings menu select Support.

B. Terms of use
Select Terms of use for terms and conditions.
16.4 Support – Details


A. Settings menu
In the Settings menu select Support.

B. Details
Select Details for further information.
17. Compliance Information

Declaration of conformity
Hereby Phonak AG declares that this Phonak product is in compliance with the essential requirements of the Medical Devices Directive 93/42/EEC. The full text of the Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on http://www.phonak.com (worldwide locations).

If the hearing aids do not respond to the device because of an unusual field disturbance, move away from the disturbing field.
18. Symbol explanation

With the CE symbol, Sonova AG confirms that this Phonak product meets the requirements of the Medical Devices Directive 93/42/EEC. CE mark applied 2014.

The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.

This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.

Important information for handling and product safety.

This symbol indicates that it is important for the user to pay attention to the relevant warning notices in this user guide.

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