Getting started

The Phonak Remote is an app developed by Phonak, the world leader in hearing solutions based in Zurich, Switzerland. Read this user instructions thoroughly in order to benefit from all the possibilities it offers.

Intended use
The Phonak Remote app is intended for Android and Apple iOS devices\(^1\) to adjust certain aspects of Phonak hearing aids.

\[\text{Compatiblity information:}\]
\begin{itemize}
  \item For the use of the Phonak Remote app, Phonak Audéo B-Direct wireless hearing aids are required.
  \item Phonak Remote can be used on Phones with Bluetooth® Low-Energy (BT-LE) capability and is compatible with iPhone 5s and newer running iOS Version 10.2 or newer.
  \item Phonak Remote can be used on Google Mobile Services (GMS) certified Android devices supporting Bluetooth 4.2 and Android OS 6.0 and newer.
\end{itemize}

\[\text{\textbf{i}}\]
\begin{itemize}
  \item Some phones have touch sounds or keypad tones, which could simulate a streaming to the hearing aid. Go to your phone settings, select sounds and make sure that all touch sounds and keypad tones are deactivated.
\end{itemize}

\(^1\) Compatible phones: The Phonak Remote app can be used only on phones with Bluetooth® low energy technology capability.

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1. App overview

![App screenshot]

- **Actual hearing aid program**
- **Program list**
- **Volume slider**
- **Side selection for volume adjustment**
- **Settings**
2. Privacy policy

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 hearing aid and get a first impression of the functionalities. In this mode no remote control functionality is available for your hearing aids.
3. Pairing with Phonak Audéo B-Direct hearing aids

A. Detecting your hearing aids

To put your hearing aids into pairing mode, open and close the battery door before starting the detection on the app. Please maintain a range of max. 1 meter while pairing.

B. Select your hearing aid(s)

Select your device found by the Remote app to connect.

If more devices have been detected by the app, press the button on your hearing aid and the corresponding device will be highlighted in the app.
4. Main screen

Adjust hearing aid volume
Move the slider up or down to increase or decrease the hearing aid volume on both sides.

Split the volume
Press the “Split” button to split the hearing aid volume slider to adjust each side separately.

You can mute the hearing aid(s) by moving the volume slider down to the end.
5. Changing the program

A. Select another program
Press the pop-up bar to see and select the available programs or to select and listen to a connected audio source (e.g. TV Connector).

B. Advanced program settings
Further adjustments available depending on your hearing aid configuration and connected audio sources.

C. Environmental Balance
If an external audio source is connected to the hearing aids, you can adjust the listening focus more to the streaming audio source or to the surroundings by using the slider.

D. Tinnitus noiser
Adjust the volume of the Tinnitus noise generated in the hearing aid.
6. Rename the programs

A. Enable the program editing
Press the pop-up bar to see the program list and select the edit icon.

B. Select the program to edit
Select the program you want to edit.

C. Rename the selected program
Type your own program name.
7. Settings menu

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

A. Settings icon
Press the “Settings” icon for further support.

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

C. Frequently asked questions
Select FAQ to find further help in the list of the frequently asked questions.

D. Wearing time
See the average wearing time per day of the connected hearing aids.
8. Compliance Information

Declaration of conformity
Hereby Sonova 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.
9. 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 2017.

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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