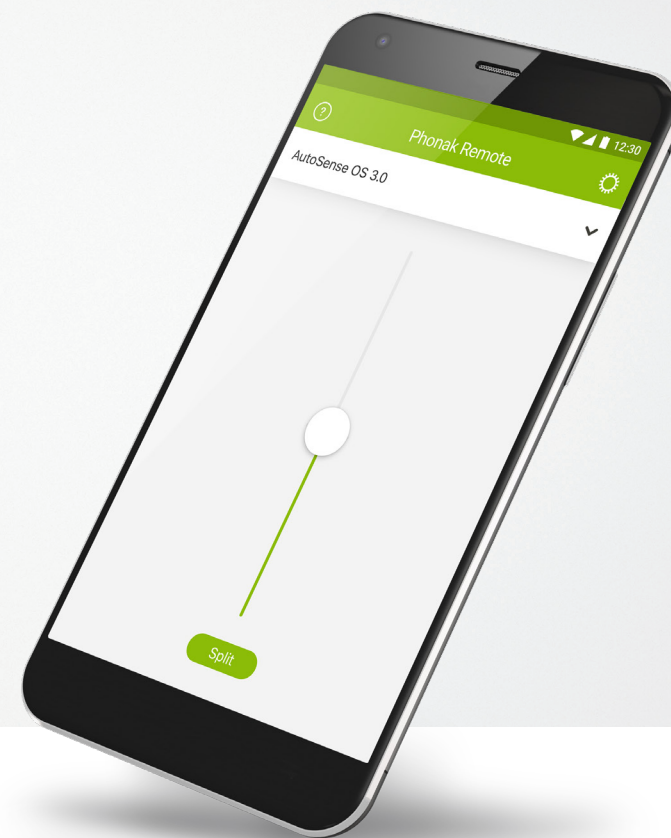


# Phonak Remote 2.1

## User Guide



A Sonova brand

**PHONAK**  
life is on

# Getting started

The Phonak Remote is an app developed by Sonova, 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<sup>1</sup> to adjust certain aspects of Phonak hearing aids.



### Compatibility information:

For the use of the Phonak Remote app, Phonak hearing aids with Bluetooth® connectivity are required.  
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.  
Phonak Remote can be used on Google Mobile Services (GMS) certified Android devices supporting Bluetooth 4.2 and Android OS 6.0 and newer.



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.

<sup>1</sup> Compatible phones: The Phonak Remote app can be used only on phones with Bluetooth® low energy technology capability.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Sonova is under license. Other trademarks and trade names are those of their respective owners.

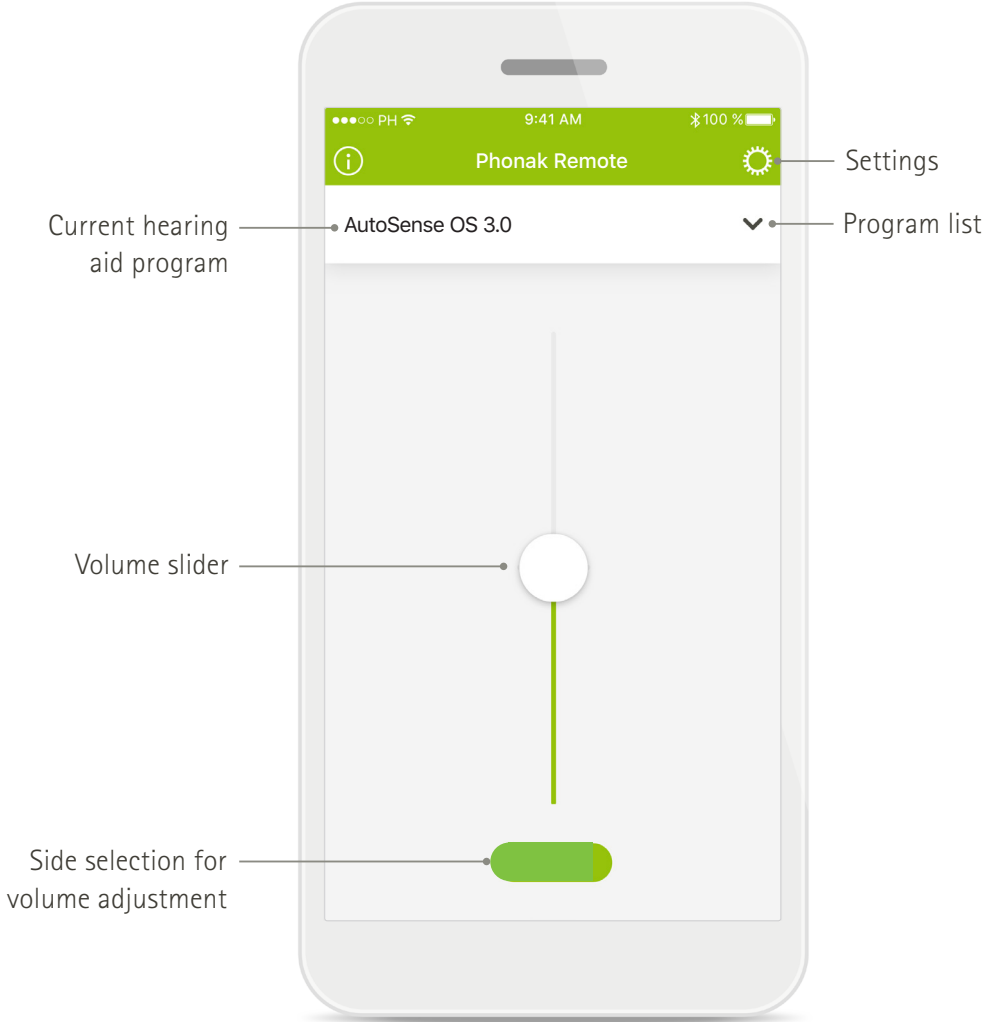
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Android™, Google Play, and the Google Play logo are trademarks of Google Inc.

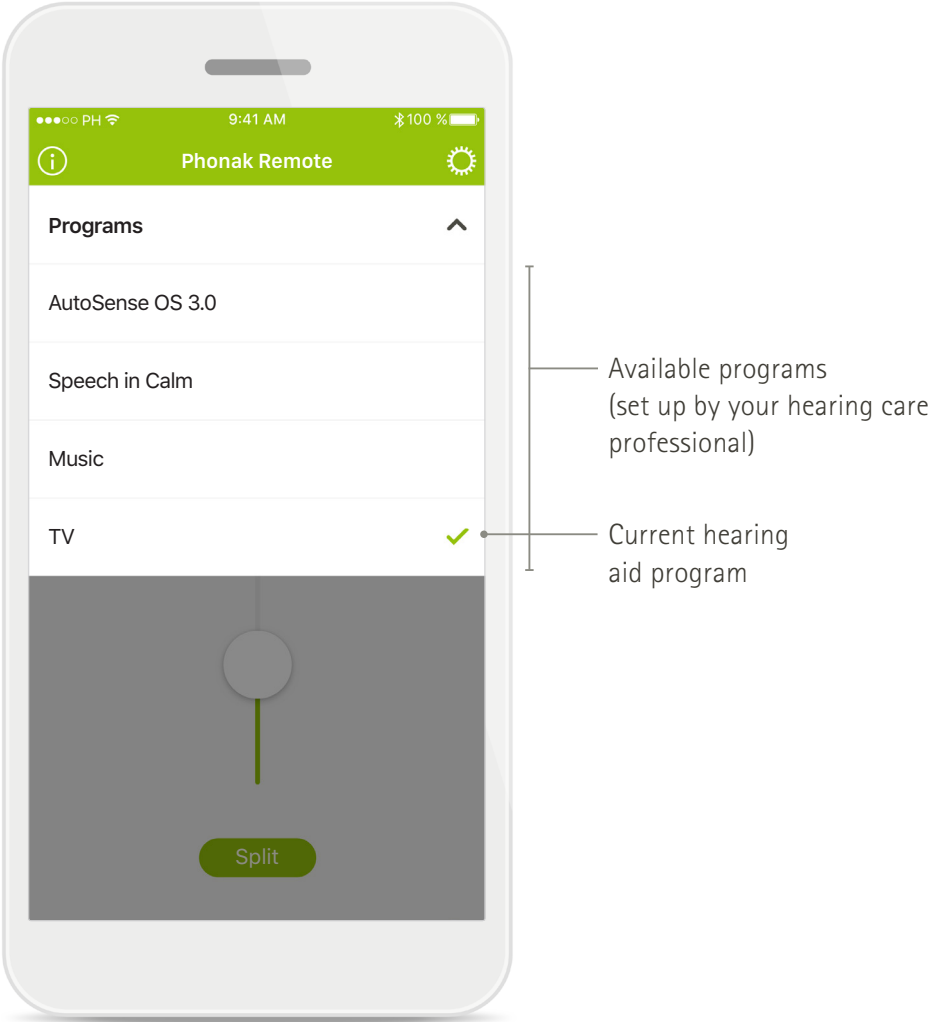
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# Quick guide



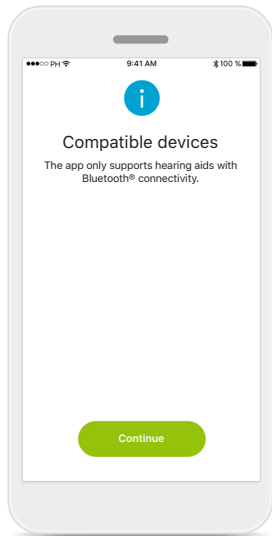
Main screen



Program list

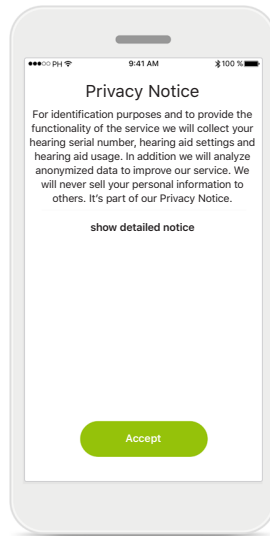
# Starting the app for the first time

After the installation of the app, several steps need to be taken. These only need to be done once.



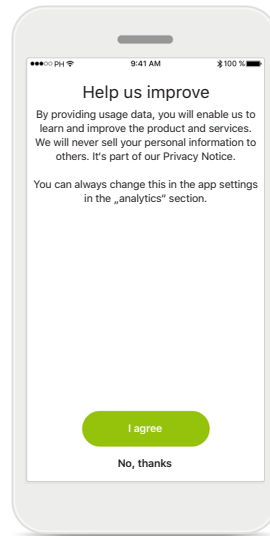
## Compatible devices

Only Phonak hearing aids with Bluetooth connectivity can be used with this app.



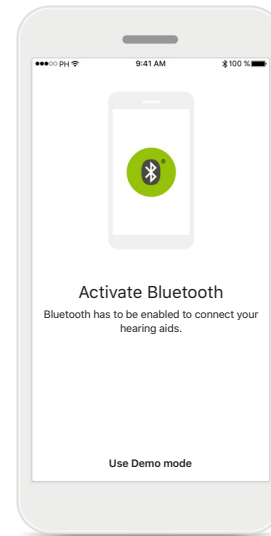
## Privacy policy

In order to use the app, you must **[Accept]** the Privacy policy to continue.



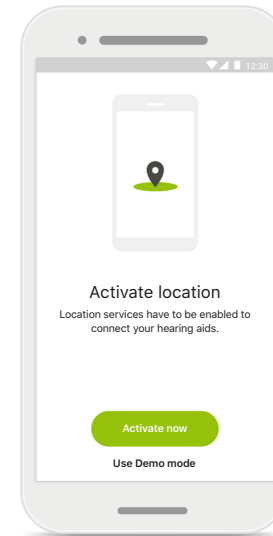
## Product improvement

You can optionally share usage data, which enables us to learn and improve future products.



## Bluetooth

In order to use the app, Bluetooth must be enabled to allow communication with the hearing aids.

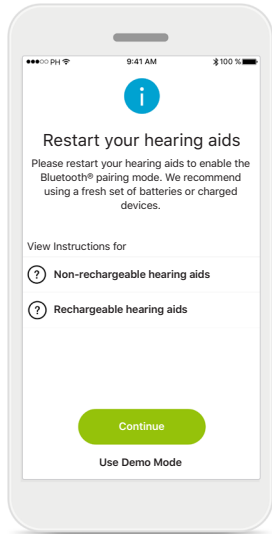


## Location

On Android devices, you must enable Location Services when pairing to Bluetooth devices.

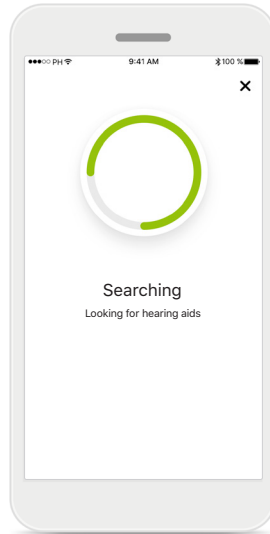
# Pairing with Phonak hearing aids

To connect Bluetooth enabled hearing aids with the Phonak Remote app, please follow the instructions below.



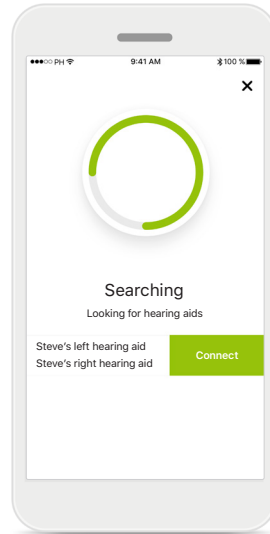
## Pairing instructions

Tap **[Continue]** to initiate the search process. Tap either the Instructions for non-rechargeable or rechargeable hearing aids to review the instructions for your device.



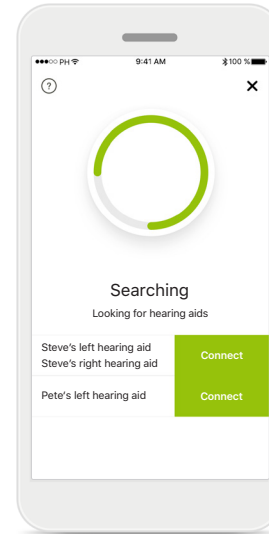
## Searching

The app is searching for compatible hearing aids and will display them once they are detected.



## Selecting

Tap **[Connect]** when your hearing aids appear in the list.

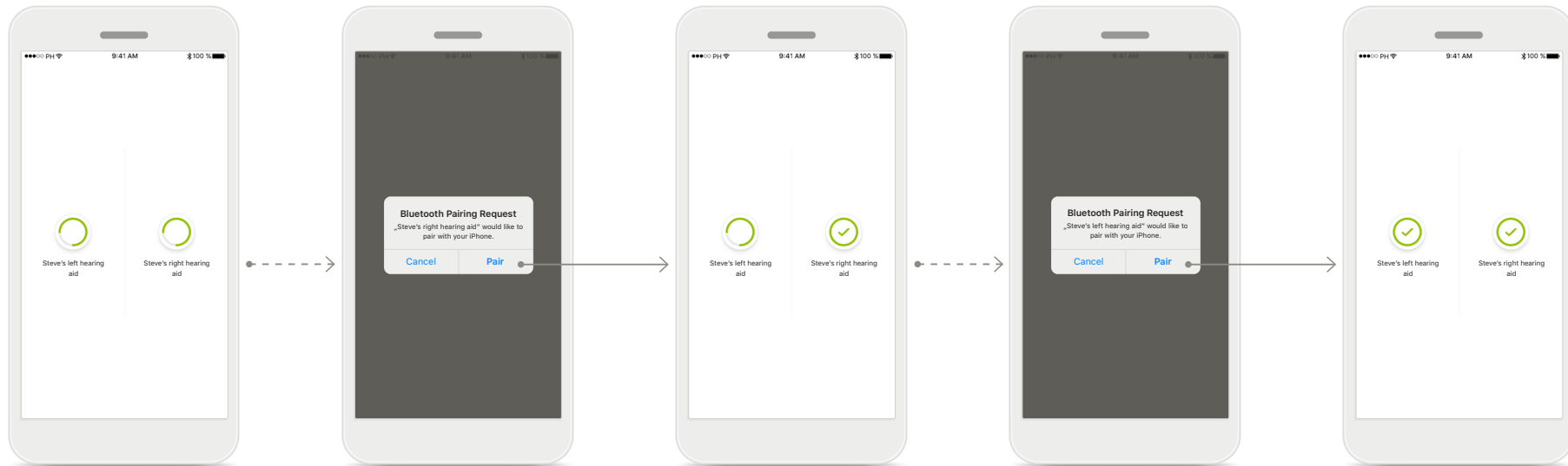


## Multiple

If multiple hearing aids are detected, they will be displayed accordingly.

# Connecting your hearing aids

To connect Bluetooth enabled hearing aids with the Phonak Remote app, please follow the instructions below.



## Pairing the hearing aids

The app will now proceed to connect to each hearing aid separately.

## Confirm the pairing request

On iOS devices please confirm by tapping [**Pair**] in the popup.

## Pairing the second hearing aid

The app will now proceed to connect to the other hearing aid.

## Confirm the pairing request

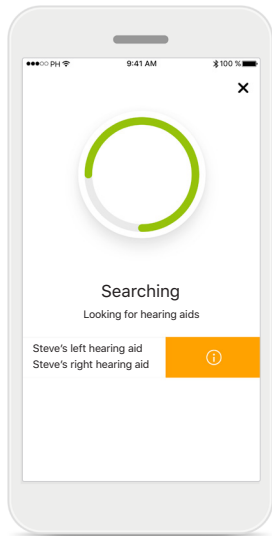
On iOS devices please confirm by tapping [**Pair**] in the popup.

## Pairing complete

Both hearing aids are now paired.

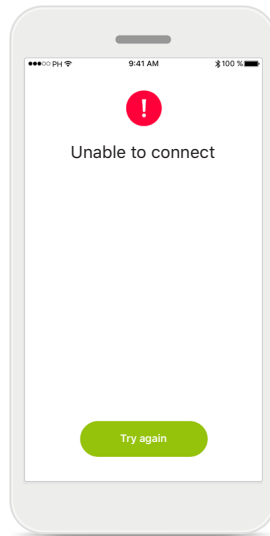
# Troubleshooting the pairing

Possible errors during the setup process.



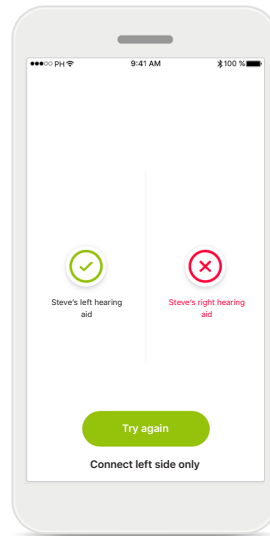
## Incompatible devices

The app cannot connect to the devices because they are not compatible.



## Connection error

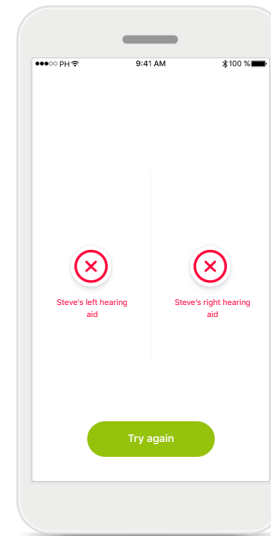
Connection to the hearing aids could not be established. Tap **[Try again]** to restart the process.



## Hearing aid connection error

If the pairing to one of the hearing aids fails, you can:

1. Tap **[Try again]** to restart the pairing process.
2. Continue with only one of the two hearing aids

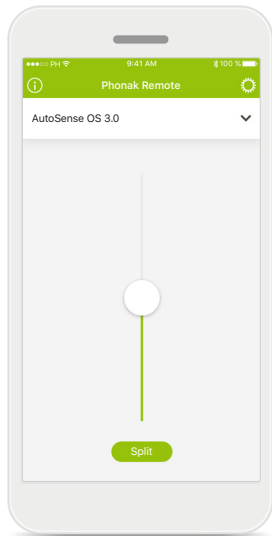


## Connection fails to both

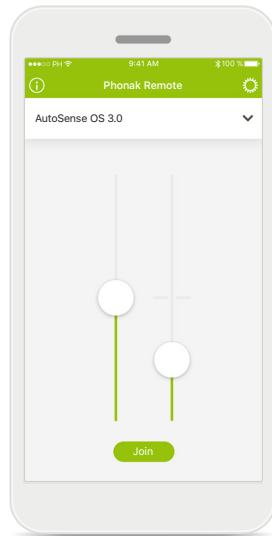
Tap **[Try again]** to restart the pairing process and be sure to follow the instructions.

# Phonak Remote main view

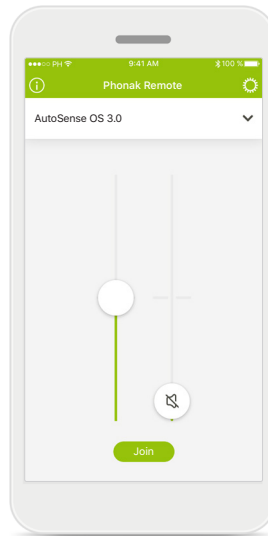
Functionalities available for all hearing aids.



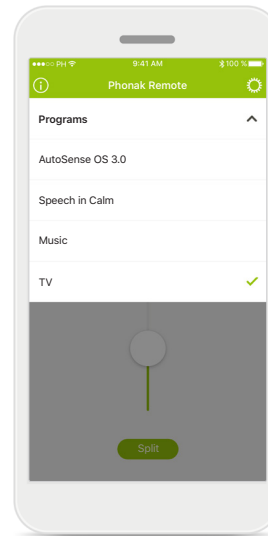
**Adjust hearing aid volume**  
Move the slider up or down to increase or decrease the hearing aid volume on both sides.



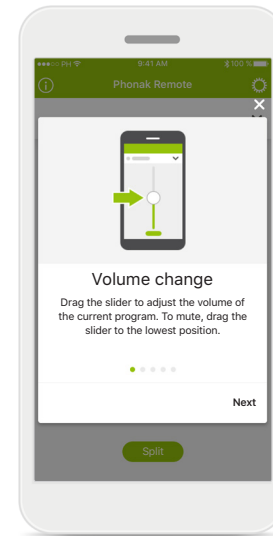
**Split the volume**  
Press the [Split] button to split the hearing aid volume slider to adjust each side separately.



**Mute**  
You can mute the hearing aid(s) by moving the volume slider all the way down.



**Accessing programs**  
Tap the menu above the volume slider to access the program list. The available programs depend on how your hearing aids have been set up by your hearing care professional.

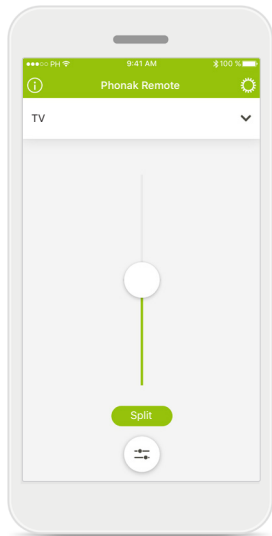


**Access to tips**  
After tapping the [i] icon on the top left of the main screen, some basic tips on app usage are displayed.



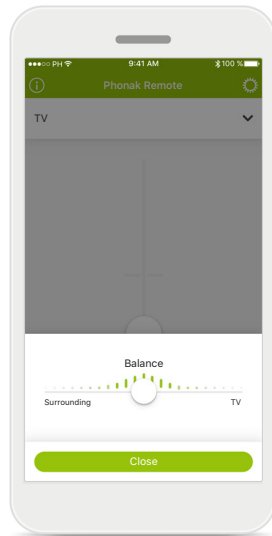
# Phonak Remote main view

Functionalities which are dependent on how the hearing aids were programmed, and what accessories you have.



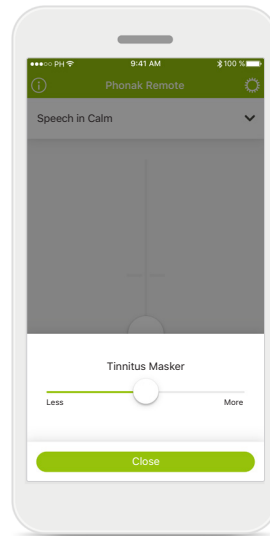
## Accessing program options

Some programs may offer further adjustment possibilities. When available, a special icon will appear at the bottom of the volume slider.



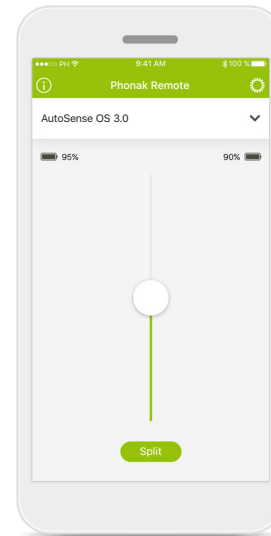
## Environmental Balance

If you use an external streaming device, (e.g. TV Connector, music) you can choose to focus more on the streaming sound and less on the sounds around you.



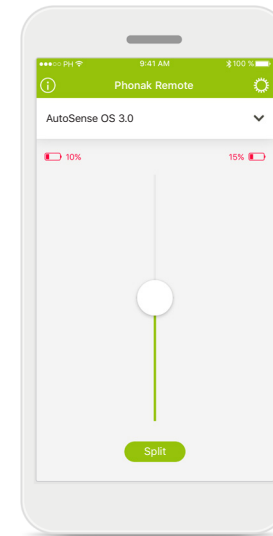
## Tinnitus masker

If you have tinnitus, and have been instructed by your hearing care professional on how to use the Tinnitus Masker, you can adjust the volume of the masking noise here.



## Battery level

For hearing aid models with rechargeable batteries, you can see the current status of charge.

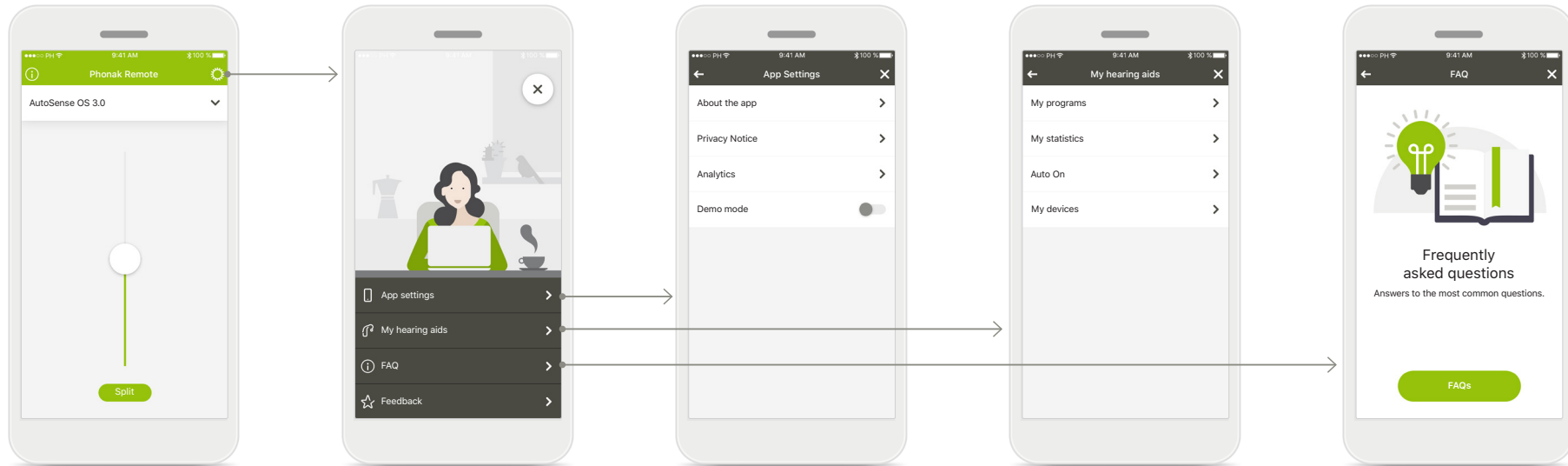


## Battery level

If the battery charge is below 20% the icon and values turn red. Consider recharging your hearing aids soon.

# Settings

General information about the app can be found in the settings.



## Access the settings

Tap the [gear icon] on the top right of the main screen to access the settings.

## Settings

On the settings screen all available settings are listed.

## App settings

All app related information can be accessed here.

## My hearing aids

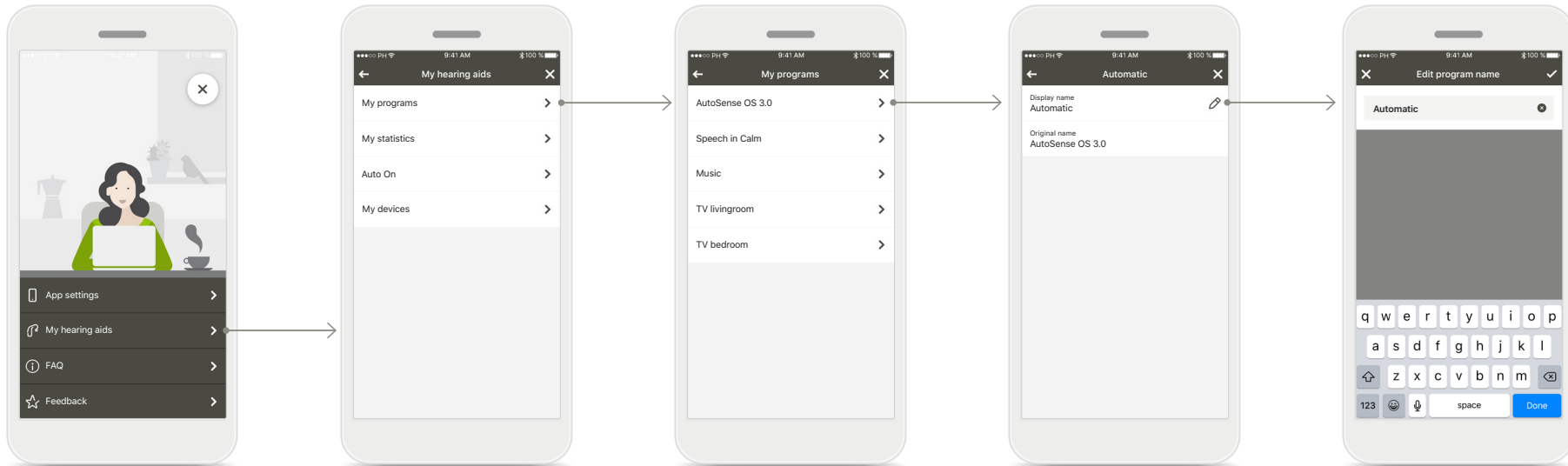
All hearing aid related information and configurations can be accessed here. Only rechargeable hearing aids offer the **Auto On** option.

## FAQ

Further information and assistance is available online.

# Settings

## Change program names



### My hearing aids

Tap [My hearing aids] in the list.

### My programs

Tap [My programs] in the list.

### Select program

Tap on the program you want to rename.

### Edit screen

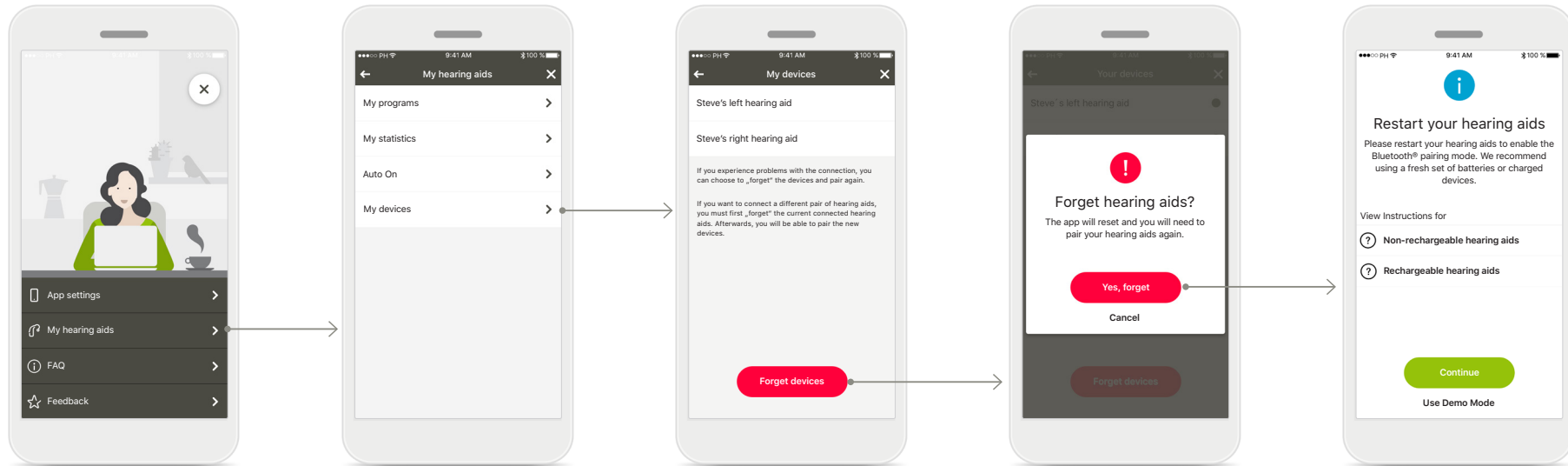
On the program detail page, tap on the [Edit] icon.

### Change label

Rename the program in the input field and confirm by pressing the [check icon] icon on the top right. You can always cancel by tapping the [X] icon on the top left.

# Settings

## Reset the pairing



### My hearing aids

Tap [My hearing aids] in the list.

### My devices

Tap [My devices] in the list.

### Forget devices

To delete the association between the hearing aid and your smartphone, please tap [Forget devices].

### Confirm

To confirm, please tap [Yes, forget] in the popup.

### Continue with pairing

Follow the instructions for the pairing on page 5 to continue.

## Important safety information



You have the responsibility of usage of the personal smartphone. Please handle the smartphone and usage of the app carefully.



To obtain a free paper copy of the instructions of use, please contact your local Sonova representative. A copy will be sent within 7 days.



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

## Symbol explanation



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



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



Important information for handling and product safety.



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 2018.

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



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