Phonak Remote User Guide





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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 devices¹ to adjust certain aspects of Phonak hearing aids.



Compatibility information:

For the use of the Phonak Remote app, Phonak Audéo B-Direct wireless hearing aids 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.

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

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Contents

		Page
1.	App overview	4
2.	Privacy policy	5
3.	Pairing with Phonak Audéo B-Direct	6
4.	Main screen	7
5.	Changing the program	8
6.	Rename the programs	9
7.	Settings menu	10
8.	Compliance Information	11
9.	Information and description of symbols	12

1. App overview



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.



(i) 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



B. Select your hearing aid(s)

Select your device found by the Remote app to connect.



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.



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.





(i) 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.



C. Rename the selected program Type your own program name.



B. Select the program to edit

Select the program you want to edit.



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.



C. Frequently asked questions

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



B. App settings

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



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).

(i) 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.

😵 Bluetooth°

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