

Unitron Remote Plus app

User Guide



Getting started

Intended use

The Unitron Remote Plus app is intended for hearing aids users to adjust certain aspects of Unitron hearing aids through Android and Apple iOS devices¹.


If the hearing care professional offers the [Insights](#) features to the hearing aid user and they opt in, the hearing aid user can send hearing aid data and feedback about their listening experiences to their hearing care professional.

Compatibility information:

 Unitron Bluetooth wireless hearing aids are required to use the Unitron Remote Plus app.

The Unitron Remote Plus app can be used on devices with Bluetooth® Low-Energy (BT-LE) capability and is compatible with iPhone 5s or newer running iOS Version 10.2 or newer.

The Unitron Remote Plus app can be used on Google Mobile Services (GMS) certified Android devices supporting Bluetooth 4.2 and Android OS 6.0 or newer.

-  [Some phones have touch sounds or keypad tones, which could be streamed to the hearing aid\(s\). To avoid this, go to your phone settings, select sounds and make sure that all touch sounds and keypad tones are deactivated.](#)

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

The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc.

Apple, the Apple logo, iPhone, and iOS are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

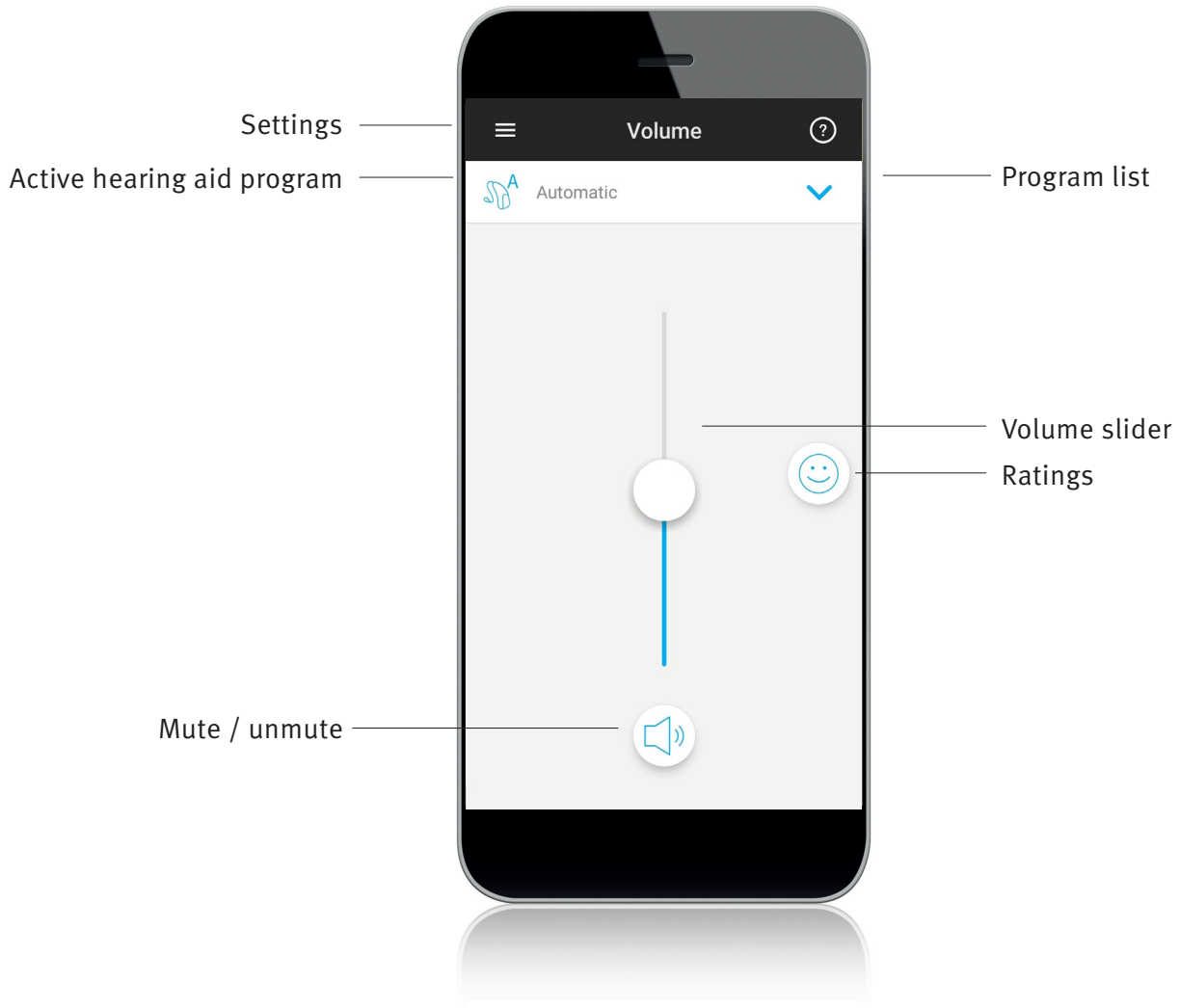
Android, Google Play, and the Google Play logo are trademarks of Google Inc.



Contents

- App overview 4
- Privacy policy..... 5
- Pairing with hearing aid(s) 6
- Main screen 7
- Changing programs on the hearing aid(s) 8
- Ratings..... 9
- Settings menu10
- Compliance Information 11
- Information and explanation of symbols12

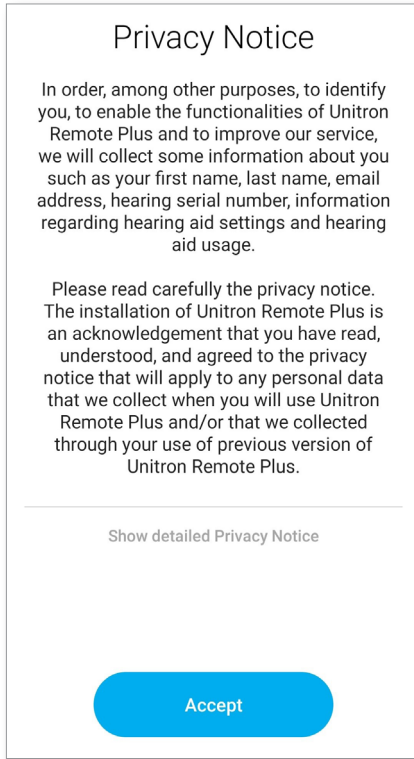
App overview



Privacy policy

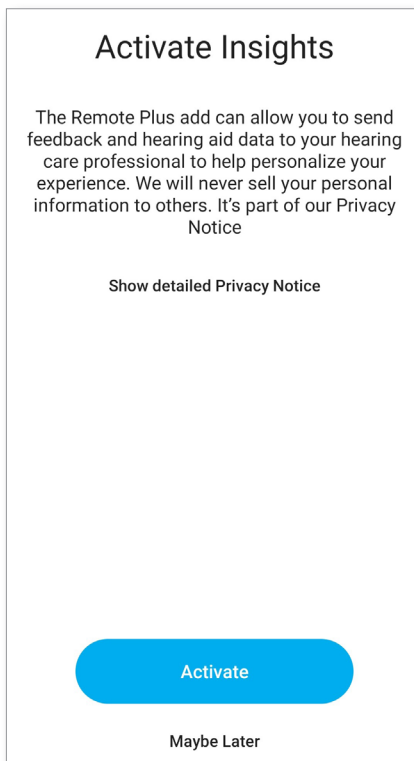
Accepting the app privacy notice

To use the Unitron Remote Plus app, you need to accept the privacy notice and the anonymous data analysis of the usage from the app.



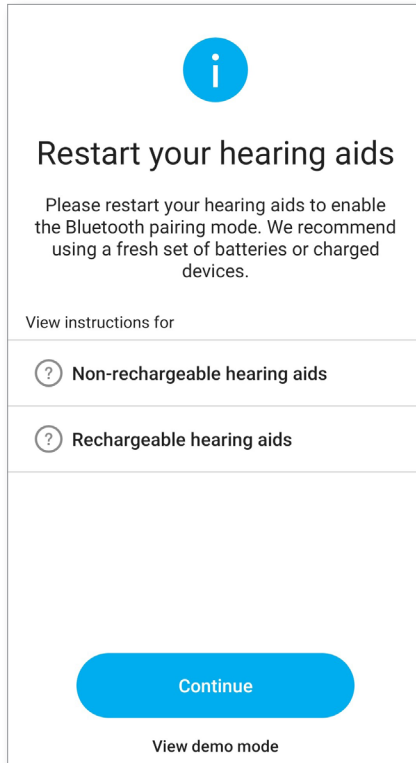
Activate Insights

To opt in for the **Insights** feature, tap the activate button. To skip this step, tap the “Maybe later” button.



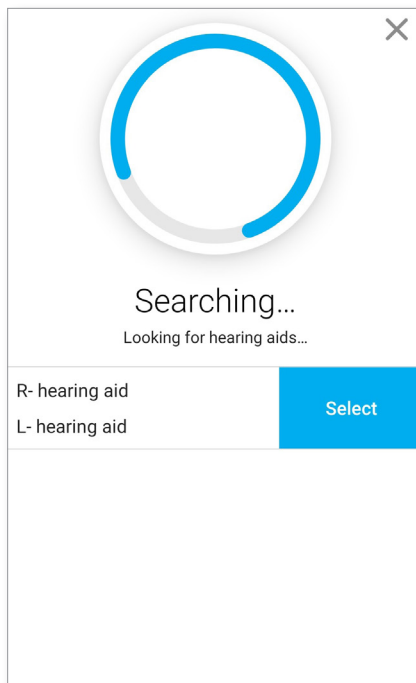
Pairing with hearing aid(s)

Detect your hearing aid(s)



- ① If your hearing aid(s) have a battery door, restart your hearing aids by opening and closing the battery door. If your hearing aid(s) does/do not have a battery door, first turn off each hearing aid by pressing the lower part of the button until the LED turns red (4 sec). Then turn on each hearing aid by pressing the same button until the LED turns green (2 sec).
- ① You can always select the “demo” mode to try the app without connecting a Unitron hearing aid and get a first impression of the functionalities. In this mode no remote control functionality is available for your hearing aids.

Select your hearing aid(s)

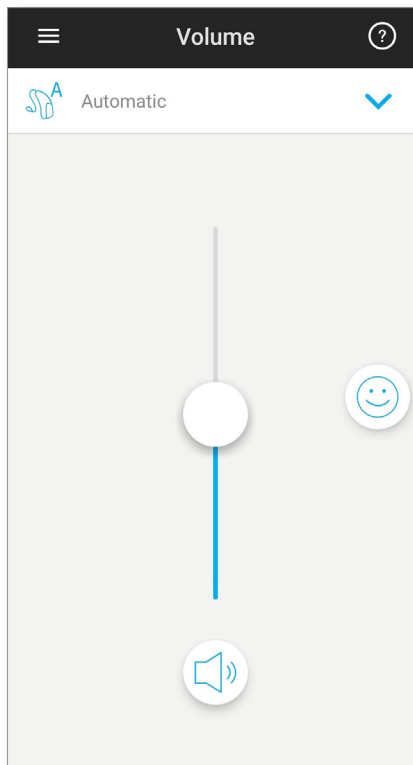


- ① If more than one set of devices have been detected by the app, press the button on your hearing aid and the corresponding device will be highlighted in the app.

Main screen

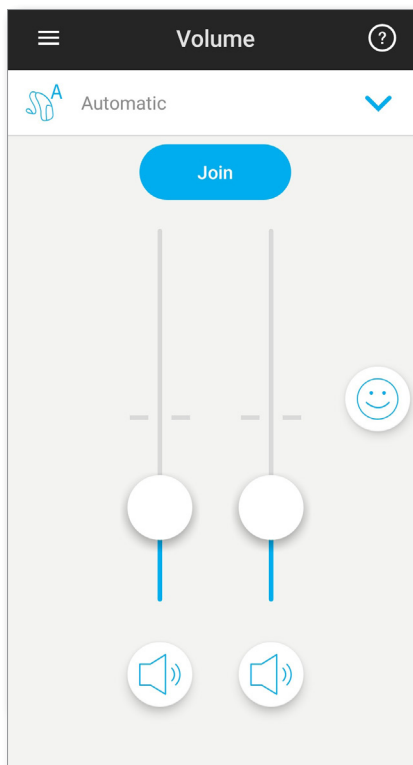
Adjust hearing aid volume

Move the slider up or down to increase or decrease the hearing aid volume on both sides. Press the mute button below the slider to mute or unmute the hearing aids.



Split the volume

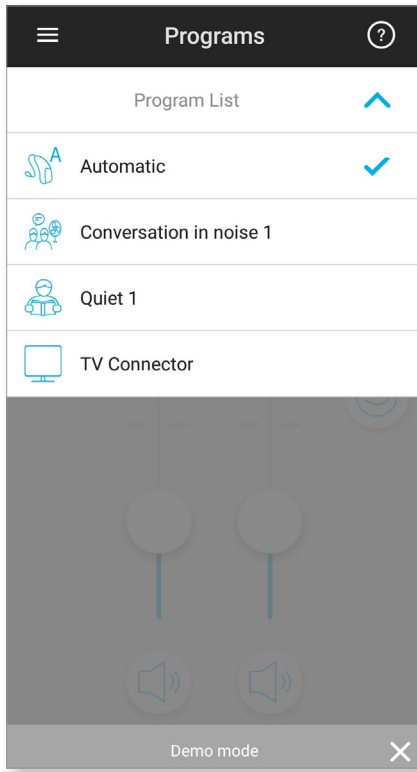
If "Side selection" is turned on in the app settings, a button appears on top of the slider. Press the "Split" button to control the volume on each hearing aid separately.




Changing programs on the hearing aid(s)

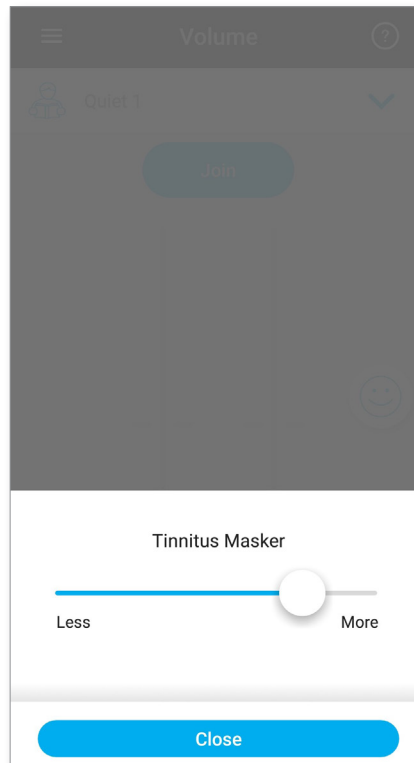
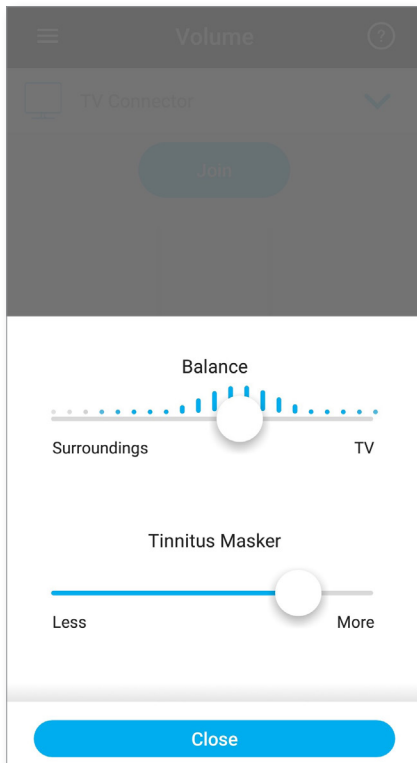
Select another program

Tap the arrow beside the current program name to see all available programs. Tap the desired program.



Advanced program settings

Further adjustments are available depending on your hearing aid configuration or connected audio sources (TV Connector). Tap the  button at the bottom-right corner to access these options:

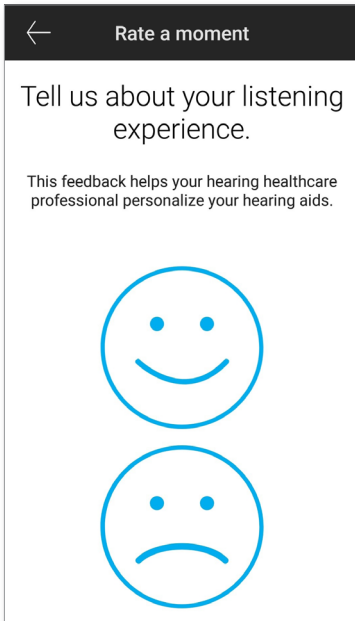


Ratings

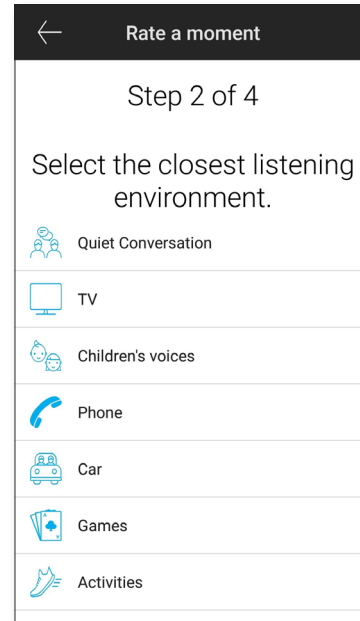
If you opted in for the [Ratings](#) feature, you will see a happy face icon (😊) on the right side of the main screen. Tap on it to send feedback to your clinician.

Rate your experience

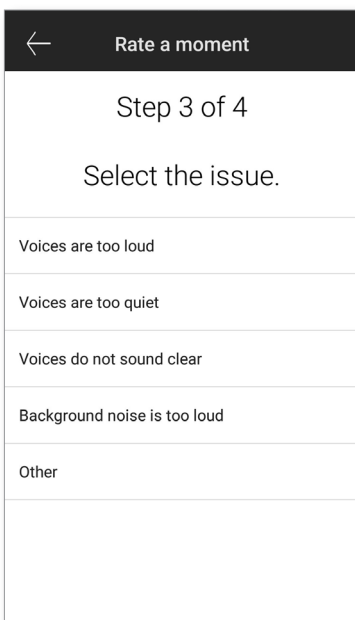
A. Choose from either satisfied or unsatisfied.



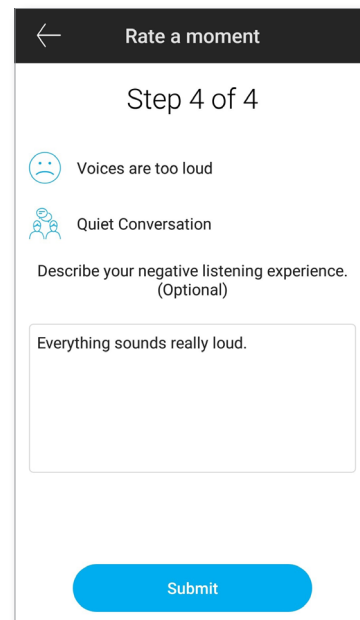
B. Select the environment you are currently in.



C. If you chose unsatisfied, you can then choose from a pre-determined list what best describes the problem.



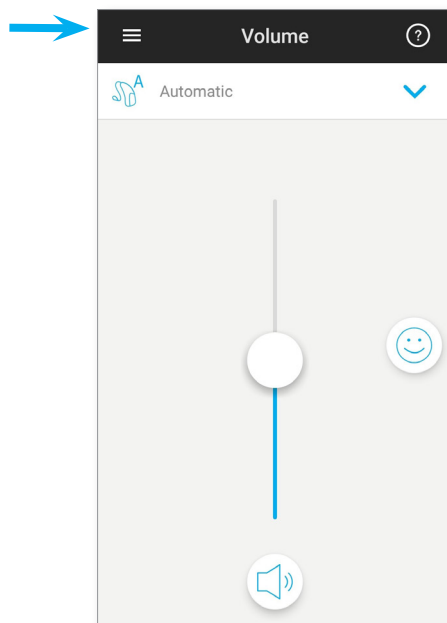
D. See a summary of your feedback and provide more comments (optional). Tap the "Submit" button to submit your feedback to your hearing care professional.



Settings menu

The app is available in different languages. It will automatically match the language of the phone's operating system. If the phone's language is not supported, the default language is English.

1) Tap the  icon on the main screen to access the settings menu.



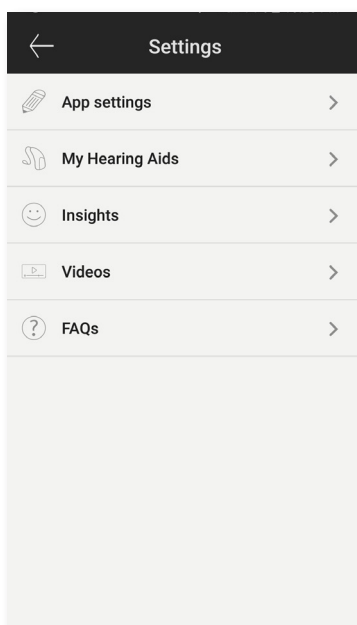
2) Select “[App settings](#)” to access application settings.

3) Select “[My Hearing Aids](#)” to access hearing aid specific settings.

4) Select “[Insights](#)” to view the Insights privacy policy, feature information or to opt out of this feature.

5) Select “[Videos](#)” to watch how-to videos.

6) Select “[FAQs](#)” to view frequently asked questions about the app and the hearing aids in the phone's web browser.



Compliance Information

Declaration of conformity

Hereby Sonova AG declares that this Unitron 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 Unitron representative whose address can be taken from the list on <http://www.unitron.com> (worldwide locations).

- ① If the hearing aids do not respond to the device because of an unusual field disturbance, move away from the disturbing field.
- ① Instructions are available at: unitron.com/appguide in Adobe® Acrobat® PDF format. To view them, you must have Adobe Acrobat Reader installed. Visit Adobe.com to download.
- ① To obtain a free paper copy of the instructions, please contact your local Unitron representative. A copy will be sent within 7 days.

Information and explanation of symbols



With the CE symbol, Sonova AG confirms that this Unitron product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC.

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.



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 effective use of the product.



Copyright symbol



This symbol shall be accompanied by the name and the address of the manufacturer (who are placing this device on the market).



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



Sonova AG
Laubisrütistrasse 28
CH-8712 Stäfa, Switzerland

unitron.com



© 2018-2019 Sonova AG. All rights reserved.
A/2019-04 029-6231-02