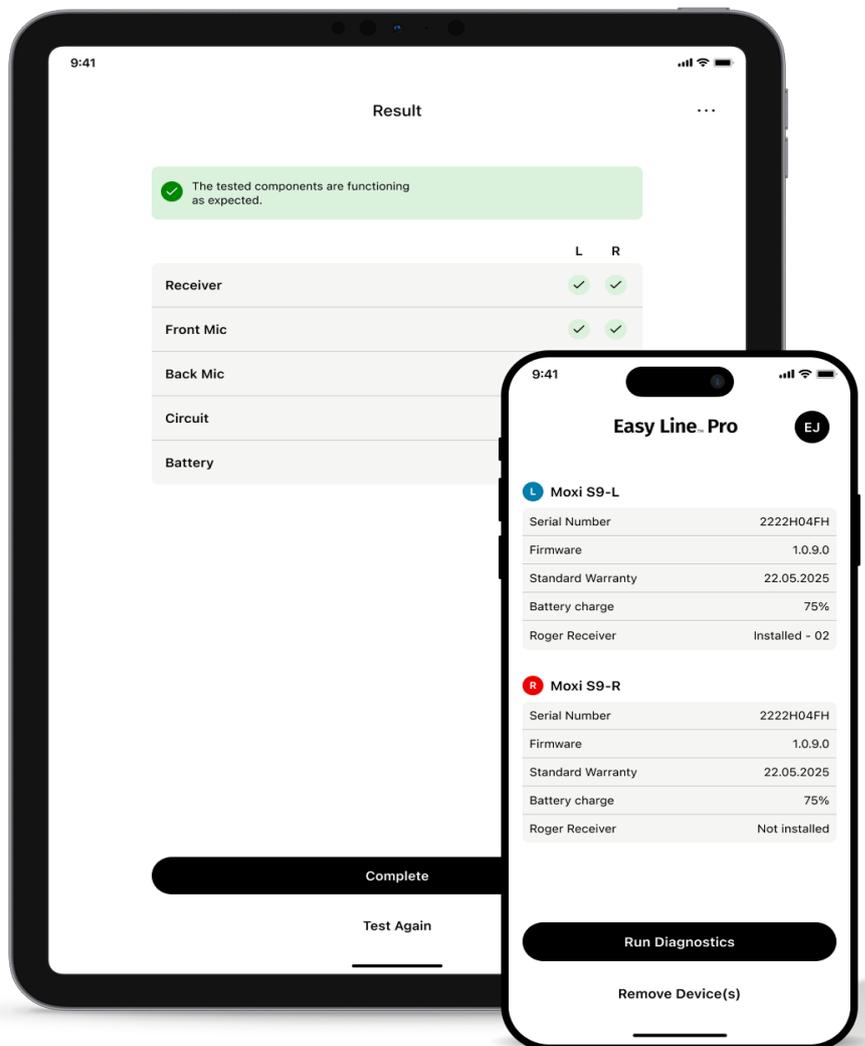


Easy Line™ Pro

User Guide — Easy Line Pro 1.0



Getting started

Easy Line Pro is an app developed by Sonova, a world leader in hearing solutions based in Zurich, Switzerland. This user guide describes the features of the app that can be operated by users.

-  Read this user guide thoroughly, before starting to use the app, in order to benefit from all the possibilities it offers.
-  Additional training is not needed for handling of the app.



Compatibility information:

Hearing aids with Bluetooth® wireless connectivity on specified platforms of Unitron, Hansaton, private labels, Amplifon and Sennheiser are required to use the Easy Line Pro app. For a complete product list speak to your local representative.

- Easy Line Pro can be used on iOS® devices with Bluetooth® low energy (LE) capability running on iOS® 18 or newer
- Easy Line Pro can be used on Google Mobile Services (GMS) certified Android™ devices supporting Bluetooth® 4.2 and Android OS 13.0 and newer.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Sonova AG is under license.

IOS® is a registered trademark or trademark of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

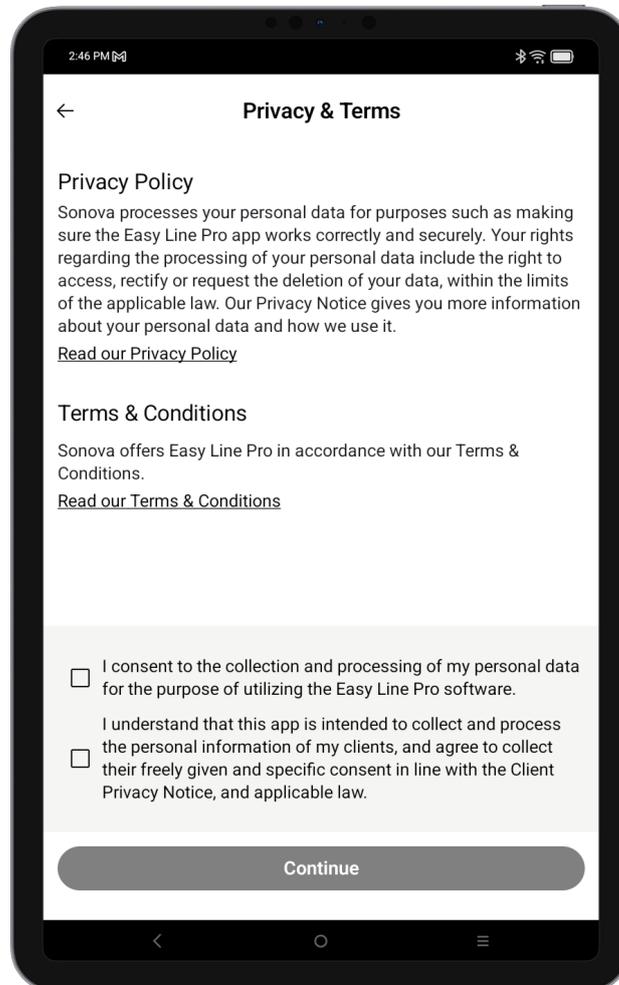
Android is a trademark of Google LLC.

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Installing Easy Line Pro

1. Connect your tablet or smartphone to the internet via WiFi or cellular data.
2. Download Easy Line Pro from the store and install it on your device.
3. Open the app.



Privacy policy

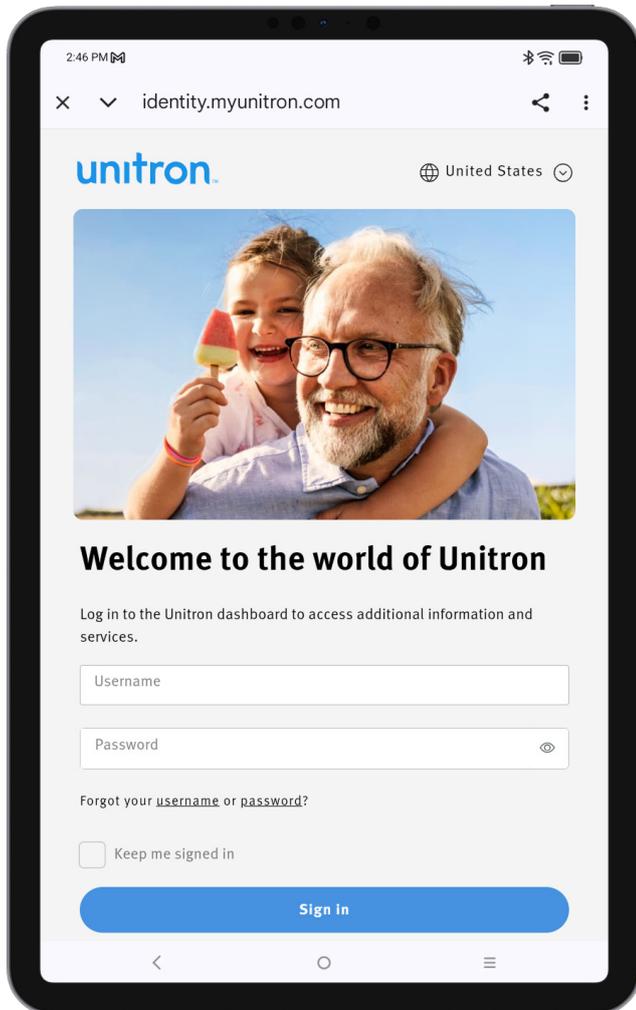
To use the app, select the checkbox after reading the Privacy Notice and Terms & Conditions. Then, tap **Continue**.

Client data

To use the app ensure that you have the consent of your client to share data with Sonova.

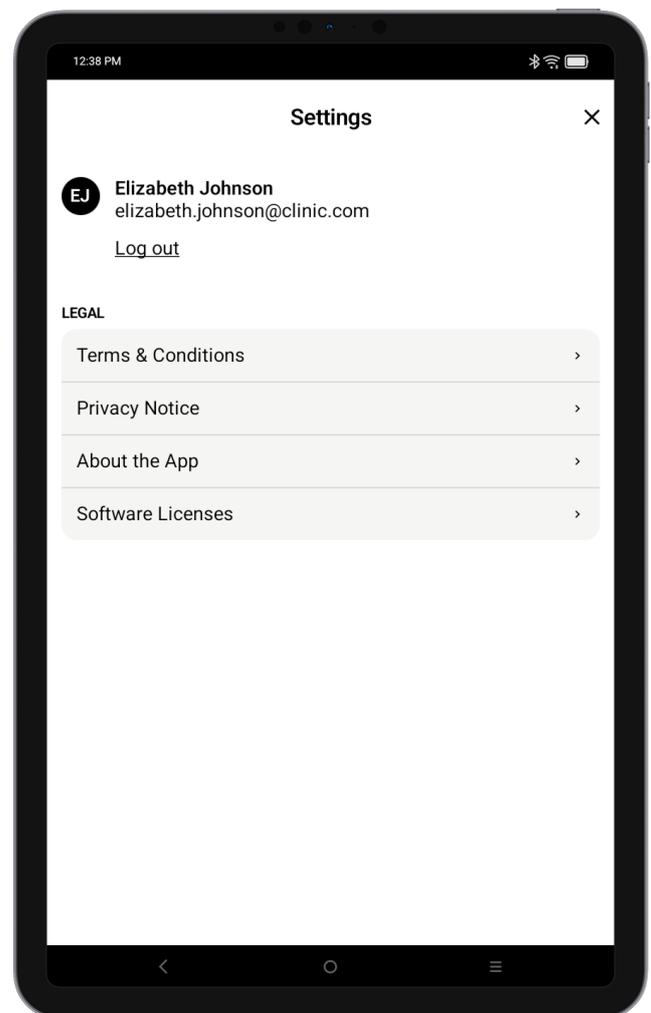
Login to Easy Line Pro: myUnitron Account

- In order to use the app, you must log in to your myUnitron account. If you do not have a myUnitron account, please contact your Unitron representative.



Login section

Fill in your myUnitron account credentials, or the Username and Password you have received by Unitron, to access Easy Line Pro functions.

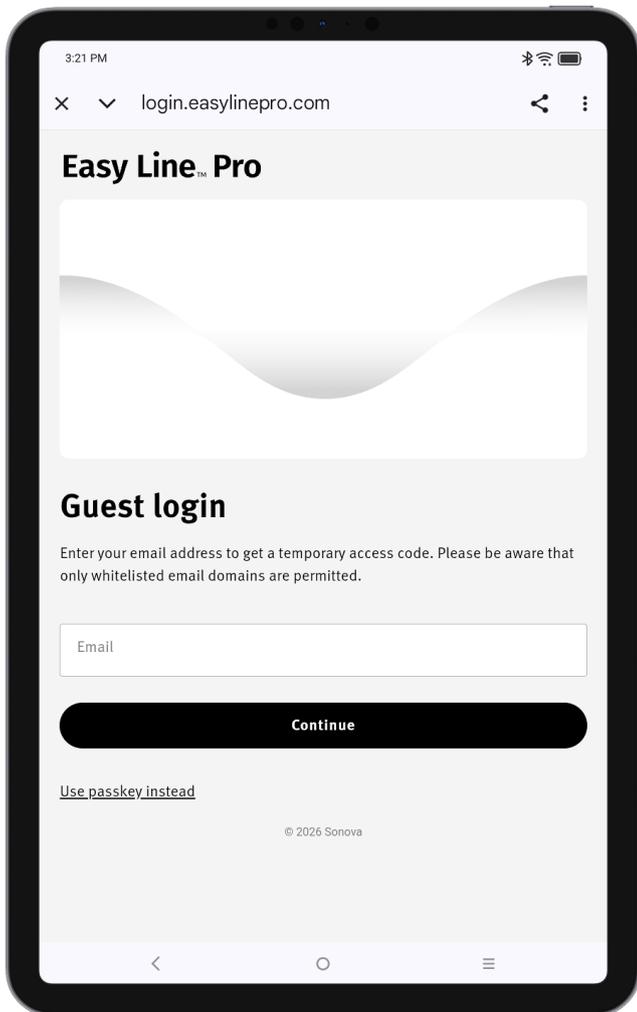


Personal details

After logging in you can view your name, legal section, and logout from within the app.

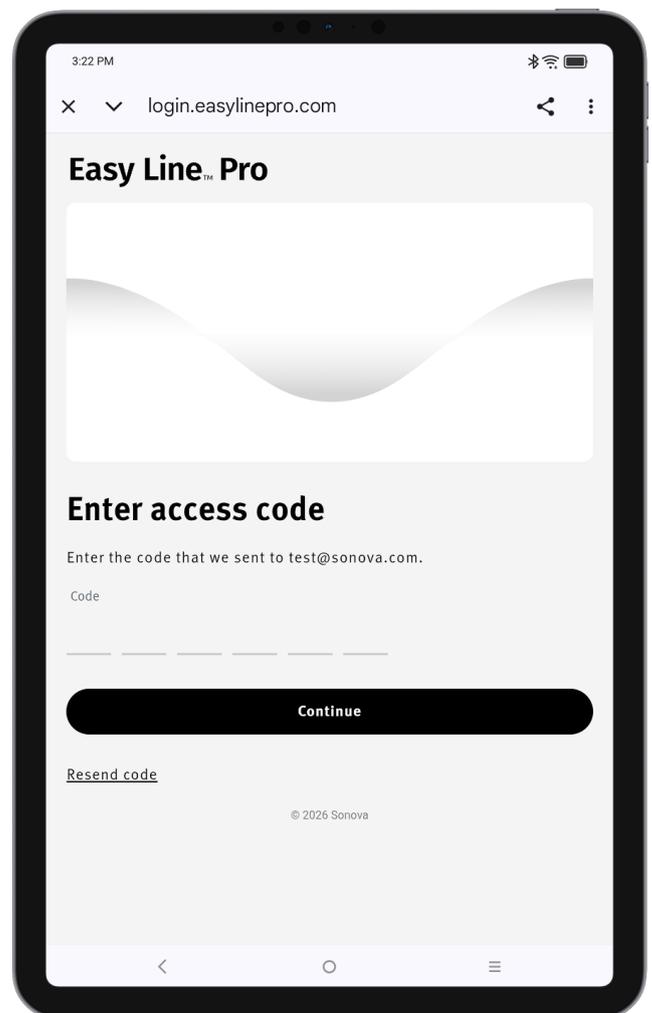
Login to Easy Line Pro: Guest Account

- If you cannot use a myUnitron account a Guest Login can be setup. Please contact your local representative to have your email added for Guest Login.
- Please note that functions such as warranty look-up and Start Repair Order are not possible with this login type.



Guest login

Fill in your email address.

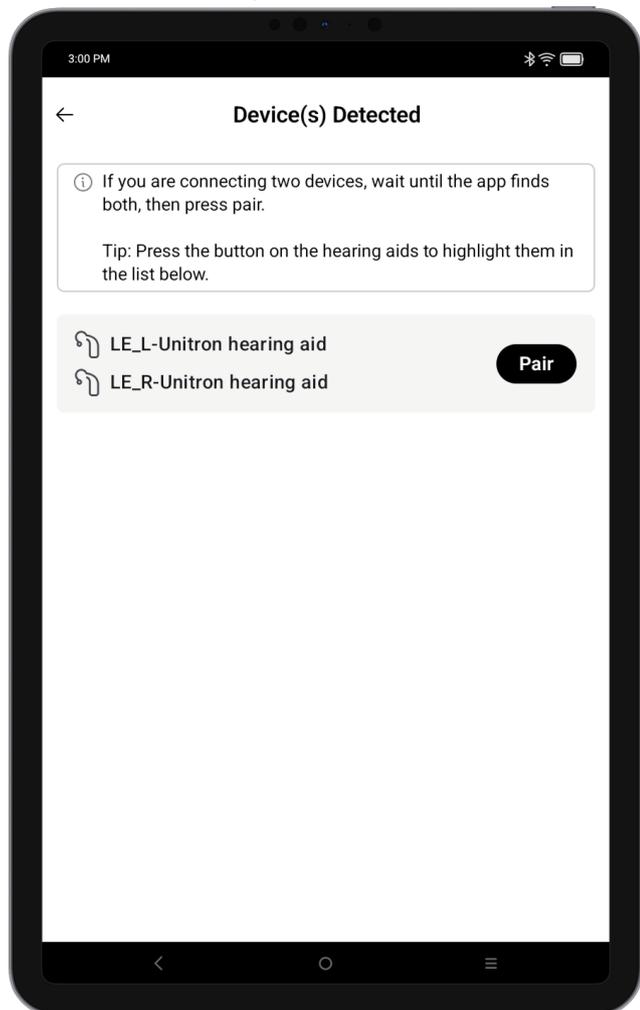


Enter code

If your email address is approved to access Easy Line Pro you will receive a One Time Passcode (OTP). Enter it here. You may optionally setup a Passkey to bypass the OTP next time you login.

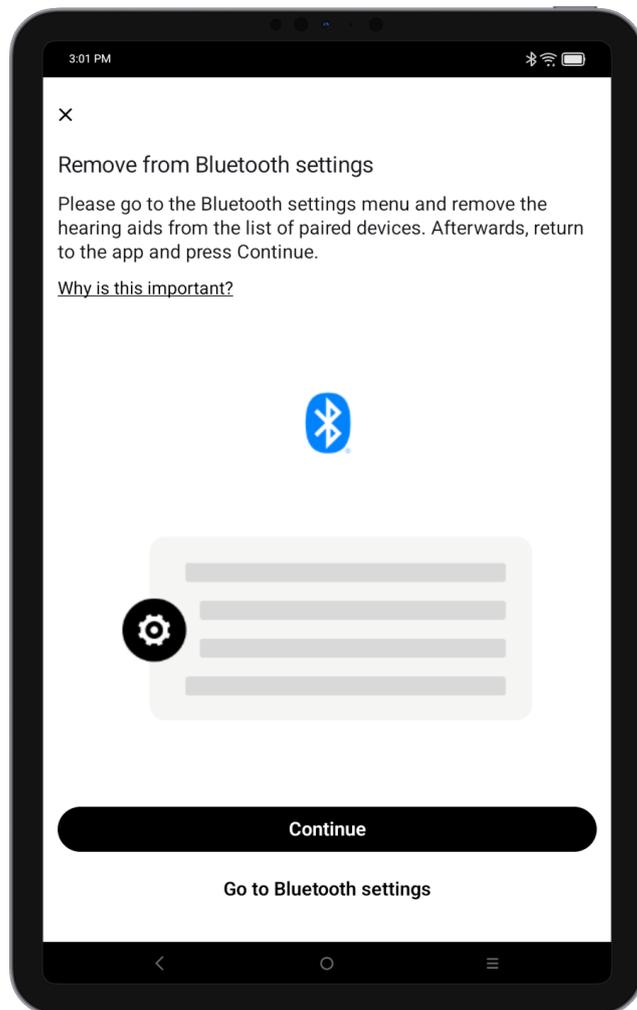
Pairing with Hearing Aids

To connect Bluetooth® enabled hearing aids with Easy Line Pro, after confirming Bluetooth is on, follow the instructions below.



Searching

The app searches for compatible hearing aids. This may take a few seconds. If you are connecting 2 devices wait until the app finds both. Confirm pairing by tapping **Pair** in the popup.



Device management

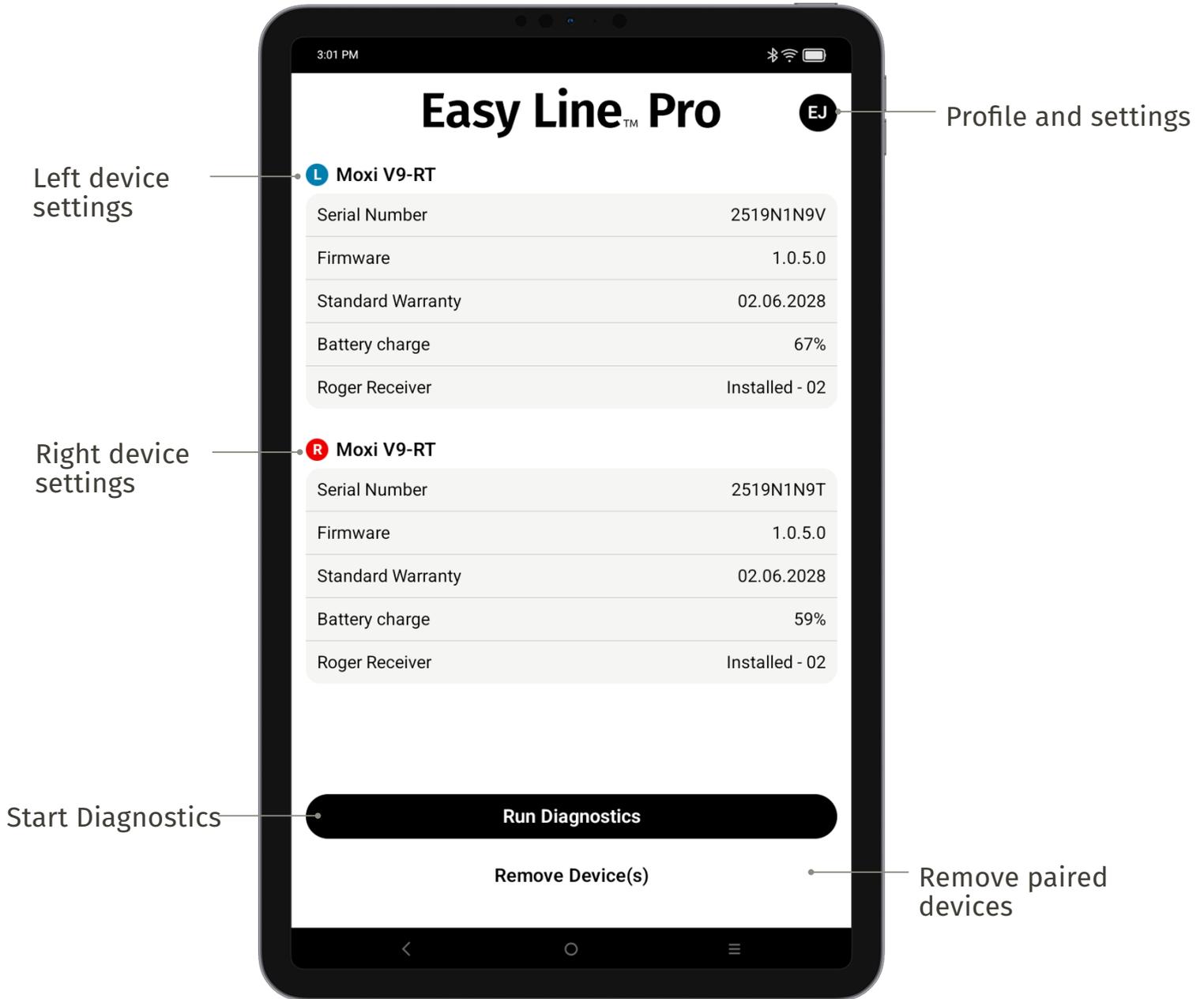
When you need to connect a new set of hearing aids, remove old Bluetooth pairings after each session. This keeps things running smoothly and helps prevent connection issues over time. For system stability, remove pairings from the Bluetooth system menu after each session. This prevents buildup of connections and simplifies future use. If you have trouble connecting new devices, check that old pairings have been cleared.

i On Android devices, you must enable location services when pairing Bluetooth® devices for the first time. After the initial setup, you can disable the location services again. The app does not track your location.

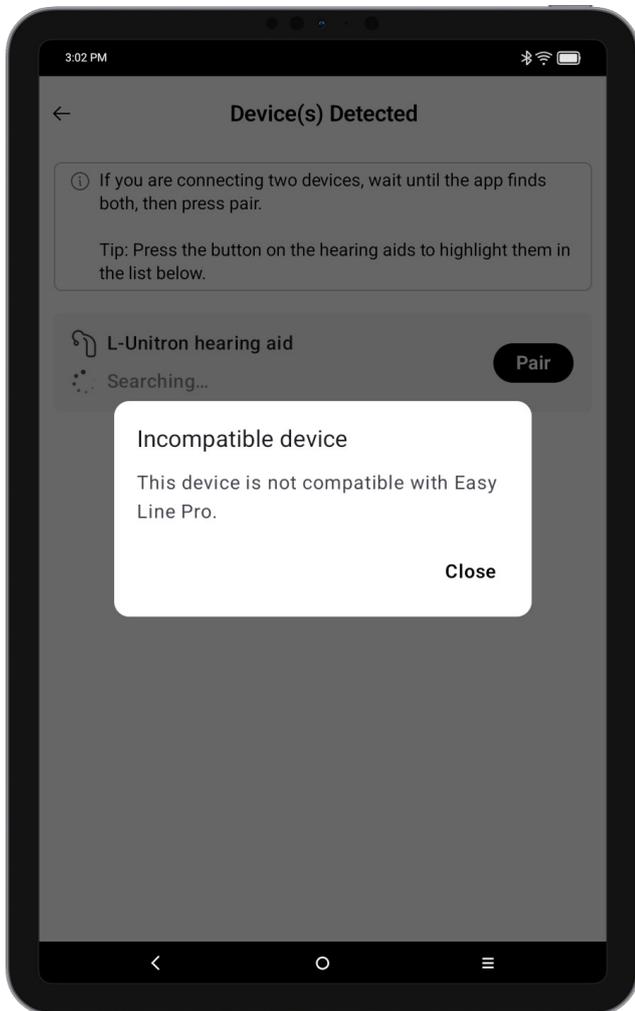
i If the hearing aids do not respond, please make sure you are close enough to the phone or tablet, that devices are turned on/in pairing mode, and the batteries are not empty. If there's interference from nearby equipment, try moving away.

Home Screen Overview

Home Screen (devices paired)



Troubleshooting: Pairing

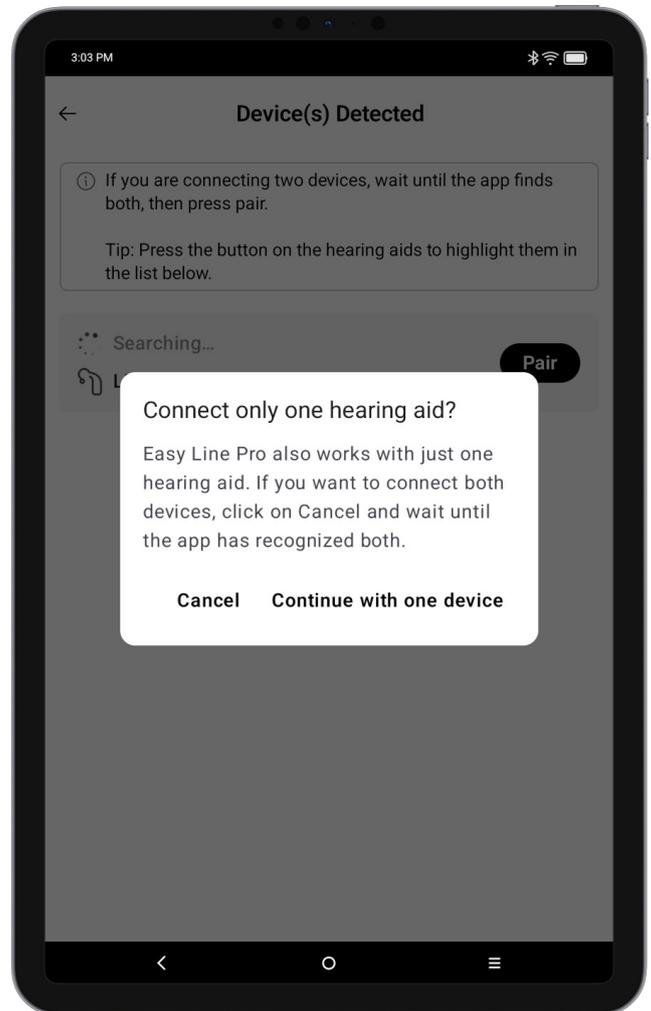


Incompatible devices

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

Hearing aid connection error

If the pairing to one of the hearing aids fails, tap **Try again** to restart the pairing mode.



Hearing aids can be tested as a single device

If the paired device is not available or not working.

Hearing aids with no fittings

An unfitted hearing aid can only be tested as a monaural device, please test the devices in sequence.

Diagnostic Survey

3:04 PM

←

What is your reason for running this diagnostic?

Routine Check

Suspected Issue

Other (testing out the app)

Next

Cancel

Select the reason for the diagnostic test

Routine Check if you are seeing the client and no problem is reported.

Suspected Issue if you or the client is noticing a problem with the hearing aid.

Other if you are just practicing with the app.

3:04 PM

←

Who requested the check?

Professional (standard procedure)

Hearing aid wearer (at the wearer's request)

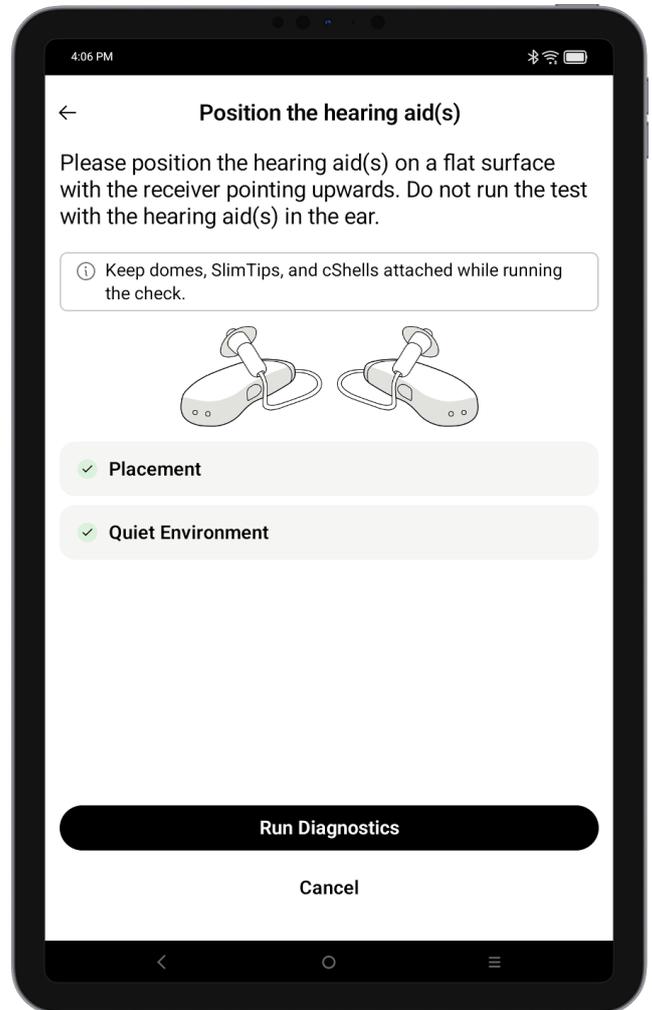
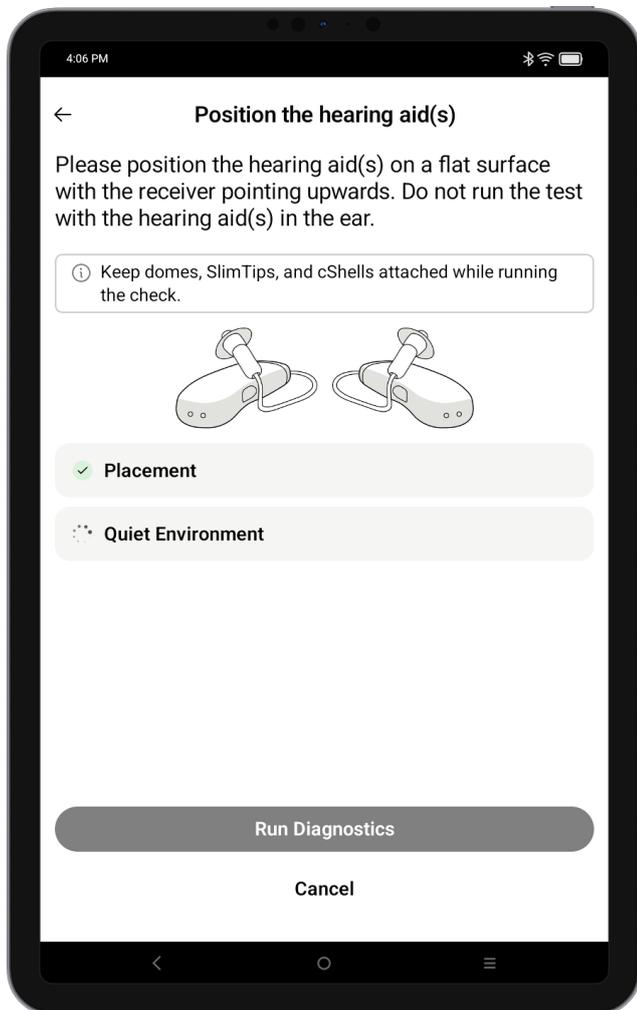
Next

Cancel

Who requested the check, this information will help us to improve our service to you.

Diagnostic Instruction

Preparing the devices for the test



Orientation and environmental noise check

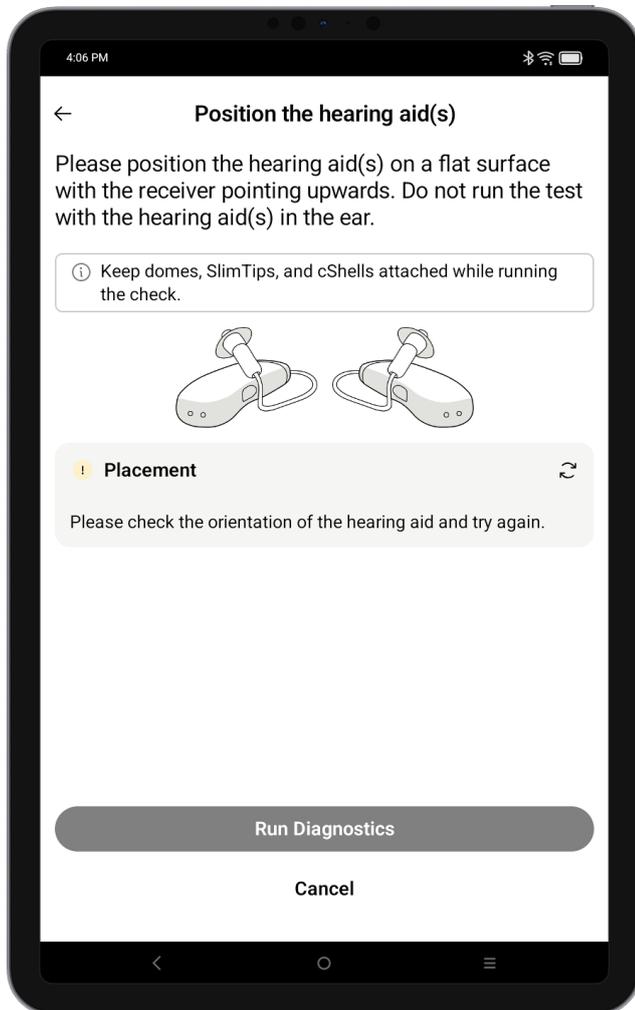
Prior to running the diagnostics, the app verifies that the hearing aids are positioned on the table with the receiver facing upwards. To ensure the test is carried out successfully, an ambient noise test is conducted.

Run Diagnostics

The test can be started if all checks were successful. If there is a warning, please follow the instructions on the screen to resolve before running the diagnostics.

Diagnostic Instruction

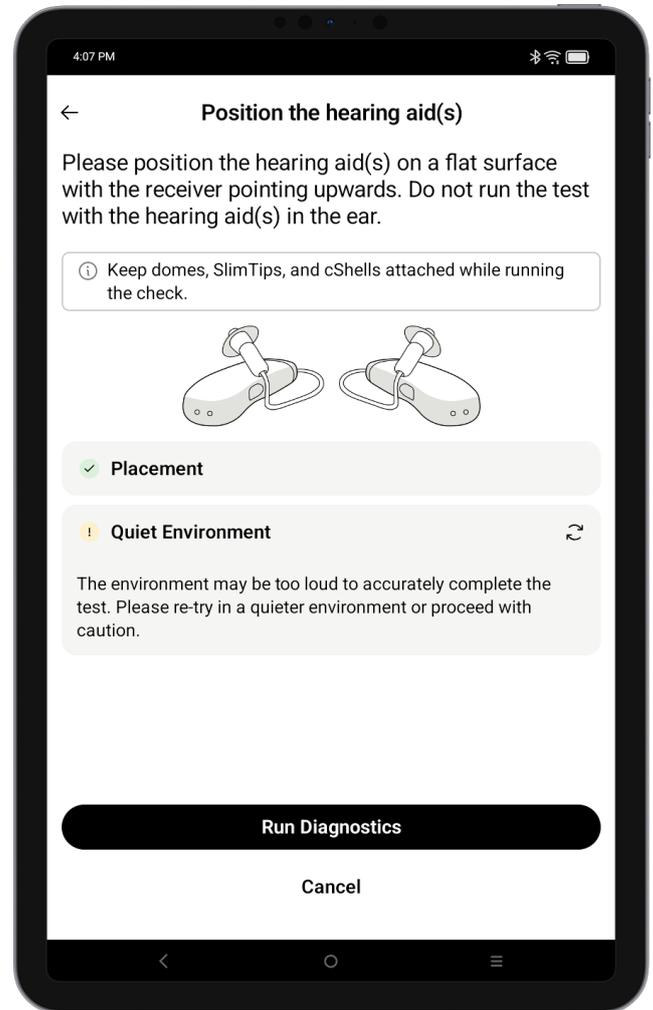
Possible errors



Checking the orientation

The receiver must be placed pointed upwards and on a flat surface.

The app checks orientation based on the accelerometer in the hearing aid(s). Press the refresh icon to re-check the orientation. You are not able to proceed until the orientation is verified.

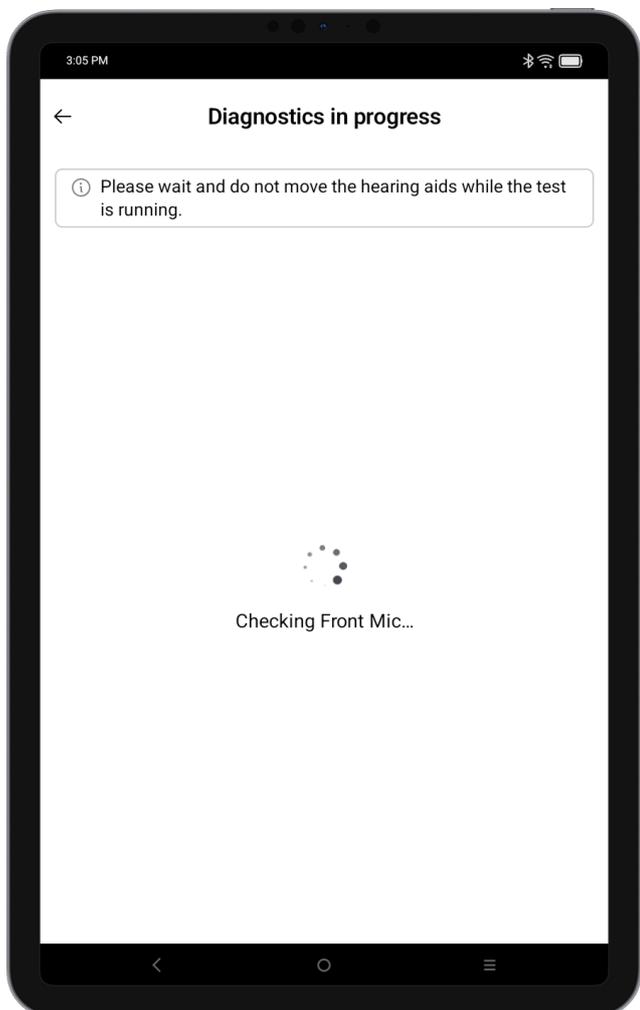


Loud environment

The app checks the current environmental noise levels and ensures the environment is not loud enough to interfere with the test results. If the check does not pass, please ensure the hearing aids are in a quiet place, then tap the refresh icon to re-check the noise levels. If the noise remains too high, you can still proceed with the test, but be aware it may influence the results.

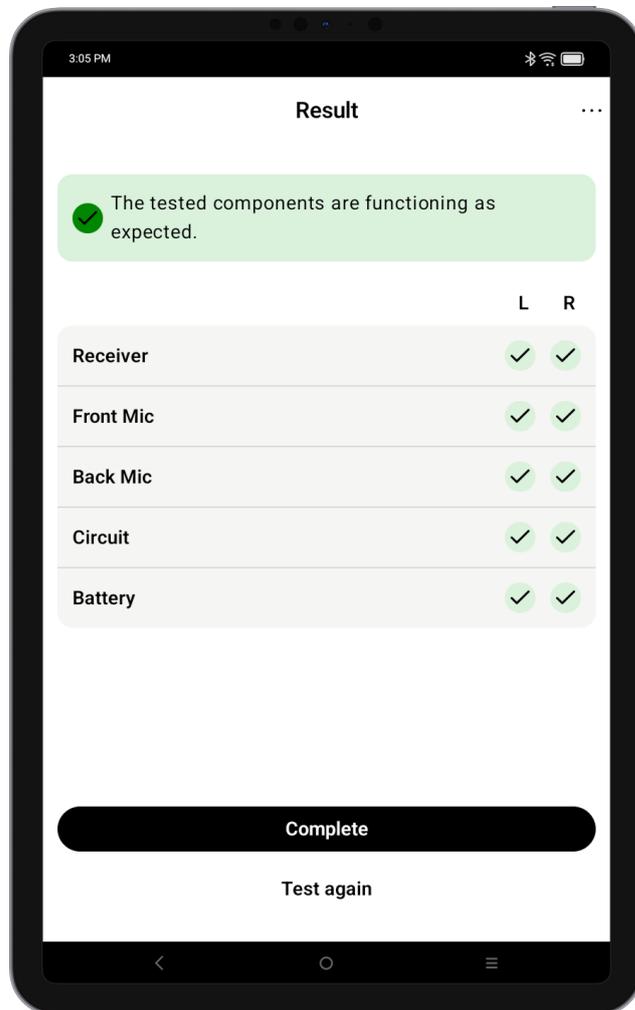
Diagnostic Test

The duration of the test is approximately 6-8 seconds per device, a binaural fitting will be tested in sequence.



During the test

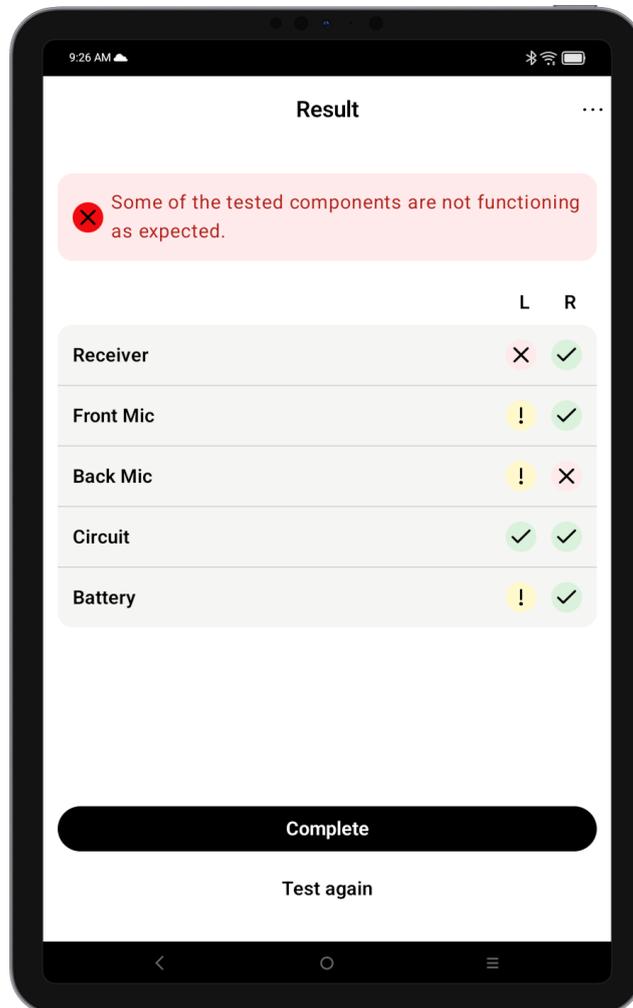
Avoid moving the devices or generating additional noise while the test is running.



Test results

The test checks each component's function and you are shown an overview of the results for the left and right hearing aid(s).

Diagnostic Results



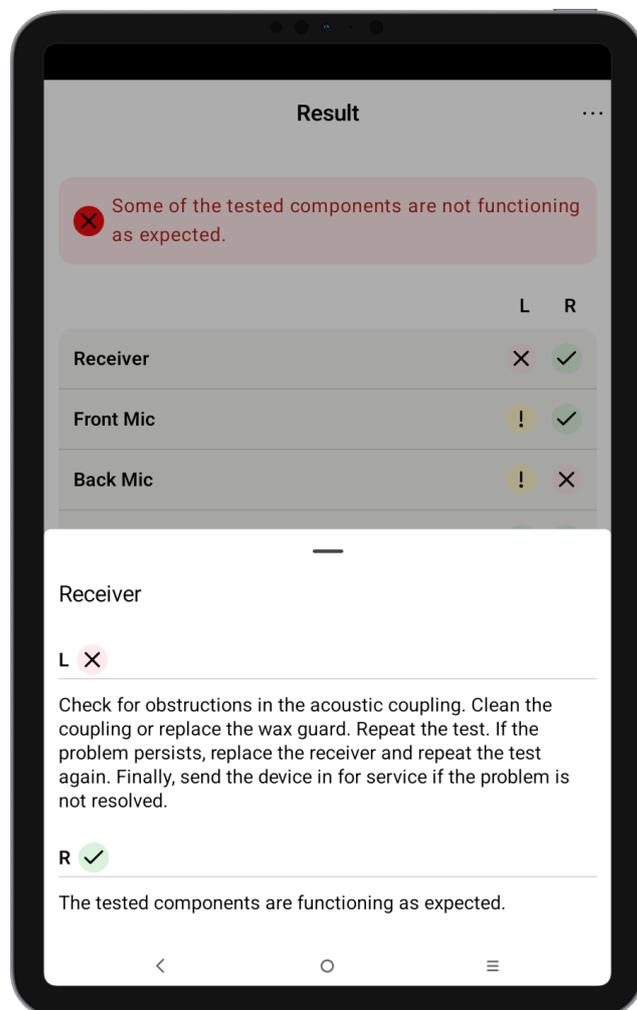
Error handling

If a tested component does not pass it will be shown here.

Please note: If the receiver does not pass, the microphones cannot be checked and will be marked with an inconclusive mark until the receiver can be replaced and the test re-run.

Diagnostic Acoustic and Circuit Results

During the test, the receiver, front mic, and back microphone are checked and you receive a detailed report of any detected issues for each device. The circuit check verifies that the hearing aids will successfully pair and complete diagnostic checks.

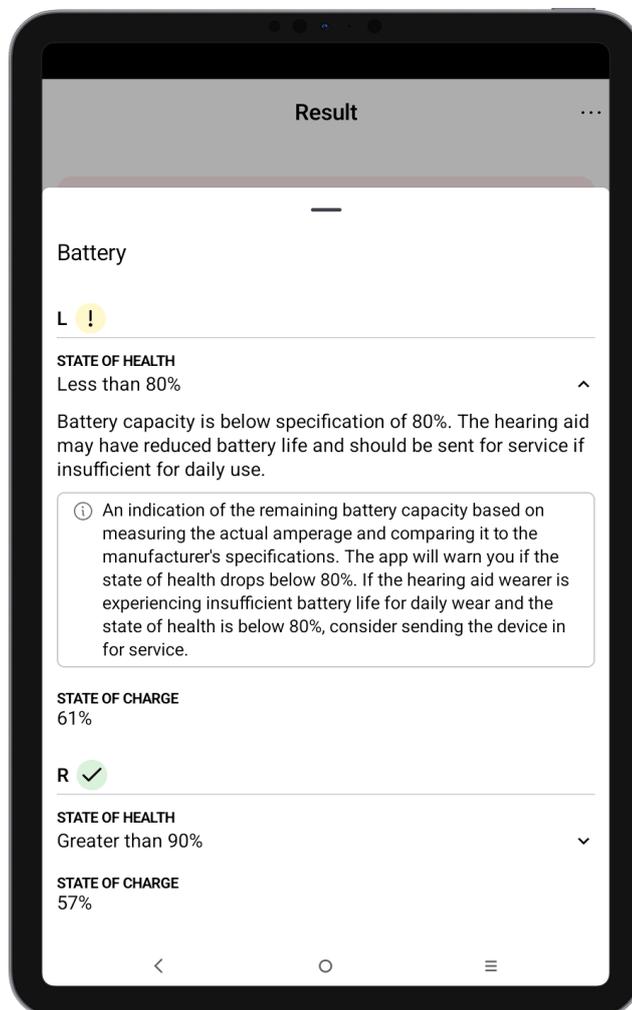


Detailed information

The components can be selected to obtain further information and instruction for additional troubleshooting.

Diagnostic Battery Results

During the test, the rechargeable batteries are checked and you receive a detailed report for each side.

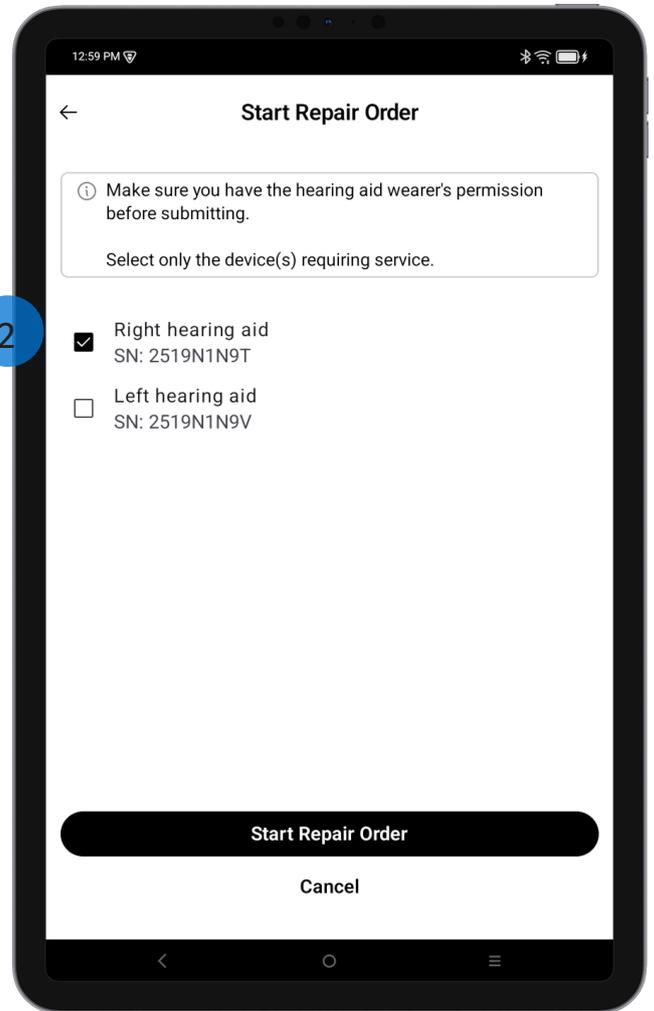
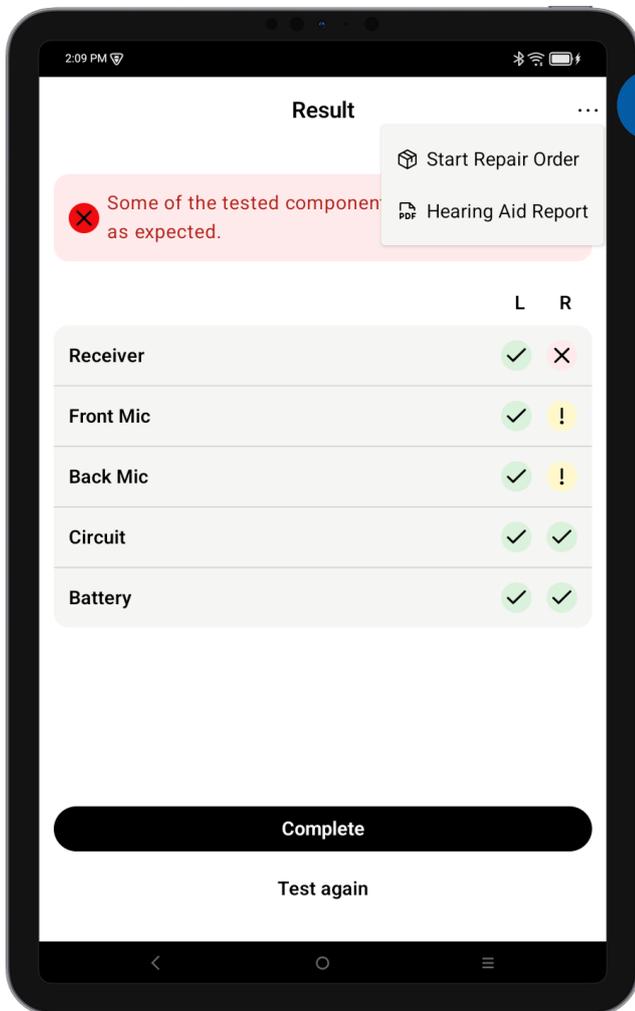


Battery information

The battery component can be selected and you are shown information on the battery state of health and state of charge.

Start Repair Order

- When the test is complete a repair order can be initiated directly from the app if the professional is logged into their myUnitron account.
- Detected problems will be automatically populated on the repair order form.



1 Result Menu
Press the 3 dots at the top right to open the menu. Tap **Start Repair Order** to select which device(s) you want to initiate a service request for.

2 Select Devices
Choose which hearing aid(s) you wish to send for service then select **Start Repair Order**.

i This feature is only available in select countries where repair order entry is already available via the Unitron Store.

Repair Order Entry

- The Unitron Store Repair Order form will open in a mobile browser.
- Complete the form as you would normally on your personal computer.

The screenshot shows a mobile browser interface for the 'Repair Order' form. At the top, the URL 'b2b-s1.myunitron.com' is visible. Below the title, there are three progress indicators: 'Enter details' (active), 'Summary', and 'Confirmation'. The main content area is titled 'Repair Order' and contains a section labeled '1 Select Reason'. This section features a table with columns for 'SERIAL #', 'PRODUCT', and 'REASON'. Two rows are visible, each with a 'Select...' button. A blue 'Next' button is located at the bottom right of the table. Below the table is a section labeled '2 Service Type'.

SERIAL #	PRODUCT	REASON	
2516N2XCY	Moxi V-R FLEX:TRIAL (platinum)	[Dead]	Select...
2516N2XD0	Moxi V-R FLEX:TRIAL (platinum)	[Output resp Too weak]	Select...

1 Press **Next** to continue completing the form.

This screenshot shows the top portion of the form, including the 'Go to summary' button in the top right corner. The progress indicators are visible, and the 'Next' button from the previous screen is no longer present.

This screenshot shows the 'Optional Information' section of the form. It includes fields for 'Patient ID', 'Purchase Order #', and 'Remarks'. Below these is an 'Optional Information' section with an 'Edit' button. Further down are fields for 'Patient Name', 'Patient Address', 'City', 'Province', 'Postal code', and 'Patient Phone Number'. A blue 'Submit Order' button is located at the bottom right. The footer contains the 'Love the experience.' logo, copyright information for Sonova, and links for 'A Sonova brand', 'Privacy Policy', 'Terms and Conditions', and 'Repair Terms and Conditions'. Social media icons for Facebook, Twitter, LinkedIn, and Instagram are also present.

2 **Complete all sections of the form** by scrolling down and tapping on each category until you see **Go to summary**.

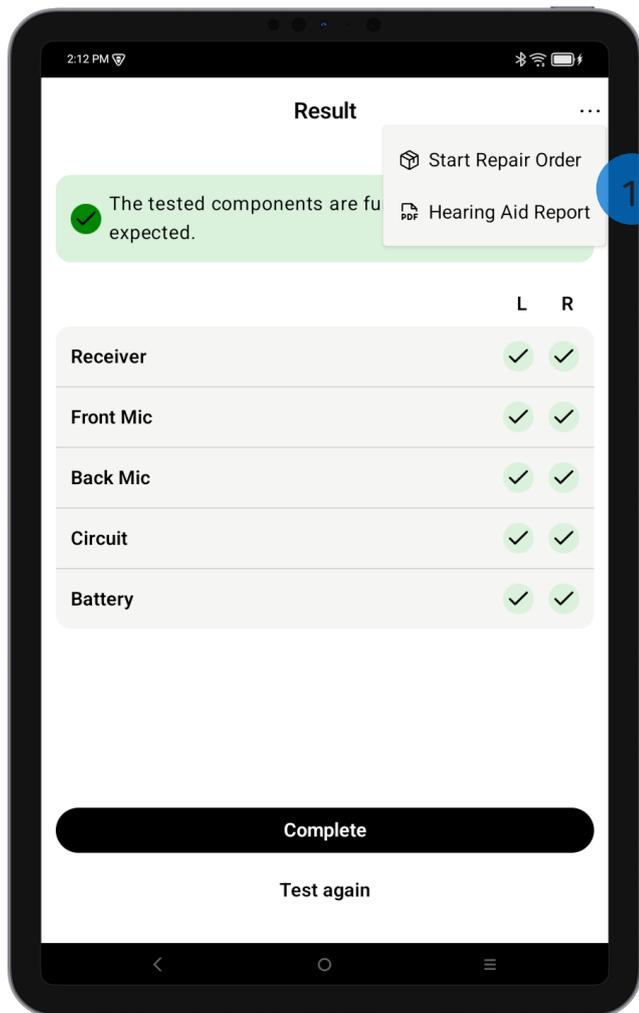
3 Review the summary. If all information is correct press **Submit Order**.

Check your email

For the repair order form to print out and include with the devices.

Hearing Aid Report (PDF)

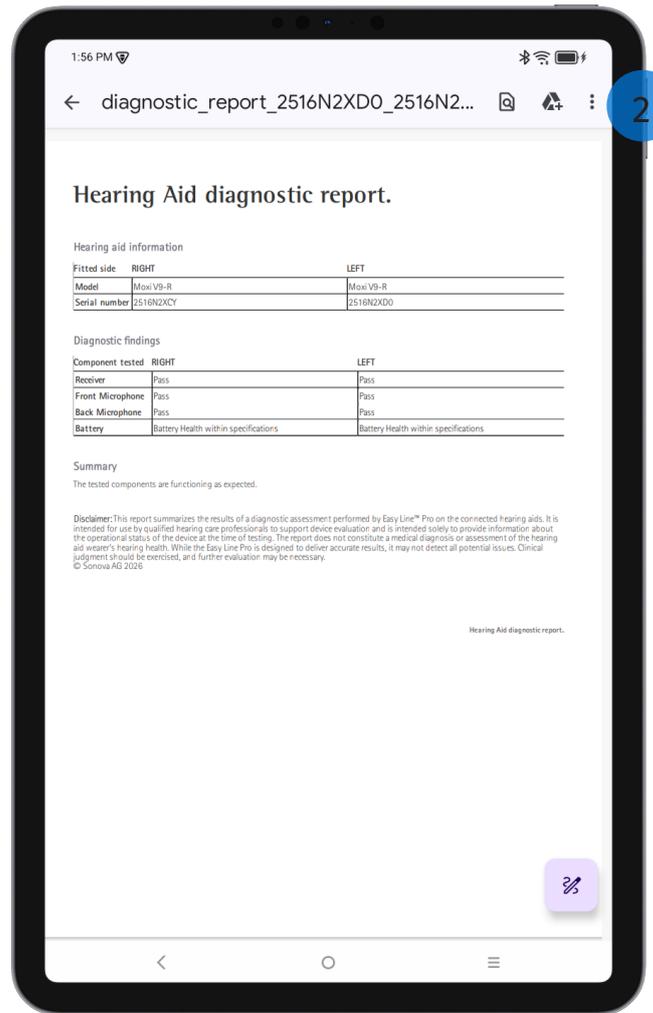
- When the test is complete a Hearing Aid Report can be generated as a PDF document.
- A summary of the diagnostic results is given in a client-friendly format.
- The PDF can be shared via the operating system sharing options.



1

Hearing Aid Report

Press the 3 dots at the top right to open the menu. Tap **Hearing Aid Report** to generate a summary PDF of the results.



2

Share Report

Choose the sharing menu from your PDF viewer and share with your client via your preferred method.

Important Safety Information

Please read the relevant safety information on the following pages before using your app.

Security notice

Client data is private data and its protection is important:

- Make sure the smartphones are up-to-date with the latest Operating System security updates. Enable automatic updating.
- Make sure your installed app version is up-to-date.
- Only use genuine Sonova apps from official stores with your hearing aids.
- Only install reputable apps from official stores.
- Make sure you use strong passwords and keep credentials secret.
- Lock phone with PIN and/or biometric (e.g. fingerprint, face) and set the phone to lock automatically after several minutes of inactivity.
- Make sure the installed apps only have permissions they need.
- Avoid creating a Bluetooth pairing with your hearing aids in a public area. This is due to the risk of unwanted interference from a 3rd party. We recommend to do this Bluetooth pairing at home.
- DO NOT use a jailbroken or rooted phone. Make sure to keep data safe at all times. Please be aware that this listing is not exhaustive.
- When transferring data through unsafe channels, either send anonymous data or encrypt it.
- Protect your smartphone data backups not only from data loss but also from theft.
- Remove all data from a smartphone which is no longer used by you or will be disposed.

Symbol Explanation



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.

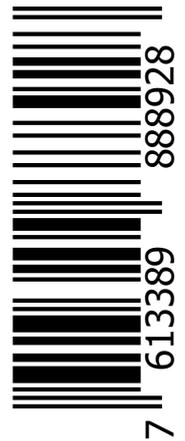


An indication that electronic instructions for use are available. Instructions can be obtained on the www.unitron.com website



Indicates the manufacturer's catalogue number.

Manufacturer:
Sonova AG
Laubisrütistrasse 28
CH-8712 Stäfa
Switzerland



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This user guide is applicable for Easy Line Pro 1.0 and later subversions of Easy Line Pro app.

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.