Hearing Remote app

User Guide

Getting started

Intended use

The Hearing Remote app is intended for hearing aid users to adjust certain aspects of compatible Bluetooth wireless hearing aids through Android and Apple iOS devices[1].

If the hearing care professional offers the remote adjust feature to the hearing aid user and they opt in, the hearing aid user can receive remote adjustments from their hearing care professional.

Compatibility information:

⚠ Compatible Bluetooth wireless hearing aids are required to use the Hearing Remote app.
The Hearing Remote app can be used on devices with Bluetooth® Low-Energy (BT-LE) capability and is compatible with iOS Version 12 or newer.
The Hearing Remote app can be used on Google Mobile Services (GMS) certified Android devices supporting Bluetooth 4.2 and Android OS 8.0 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.

ⓘ The features available in the Hearing Remote app vary depending on the hearing aids connected. Not all features are available for all hearing aids.

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

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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.
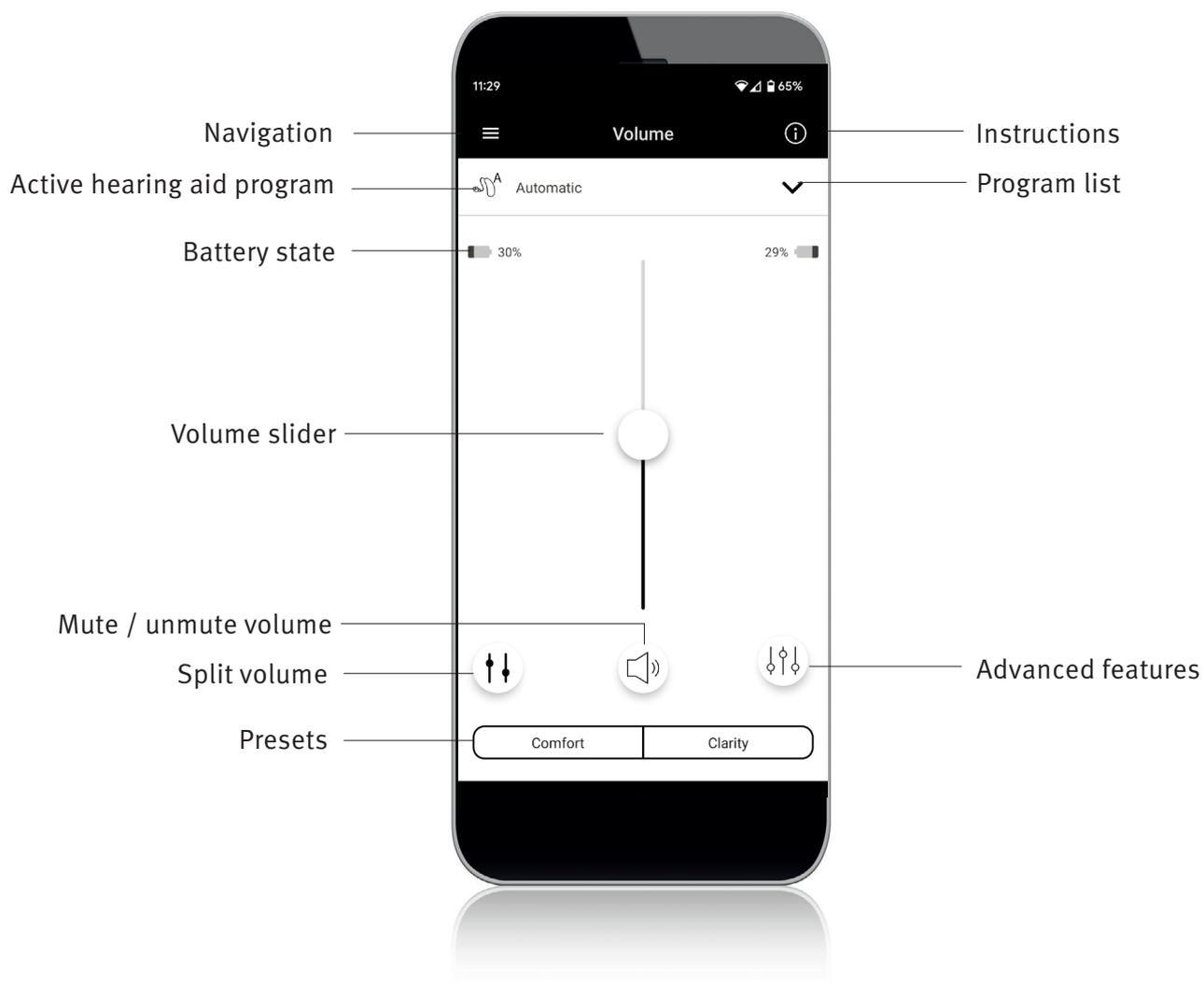
CE
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CE mark applied 2021

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Volume

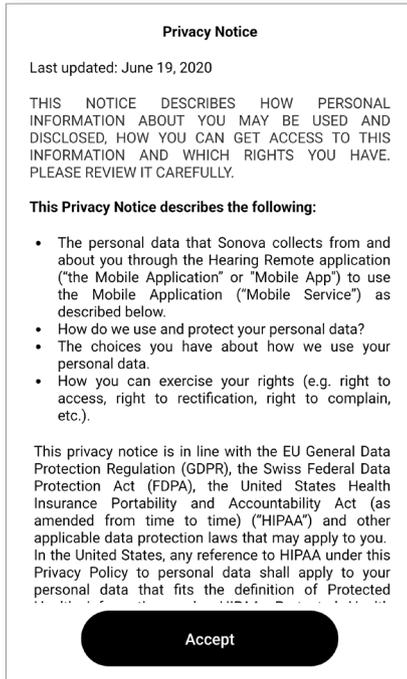Automatic

30%   29%
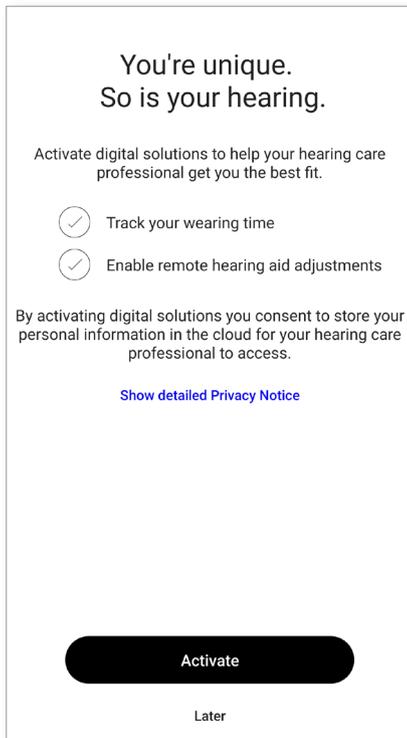
Comfort   Clarity

Privacy notice

Accepting the app privacy notice

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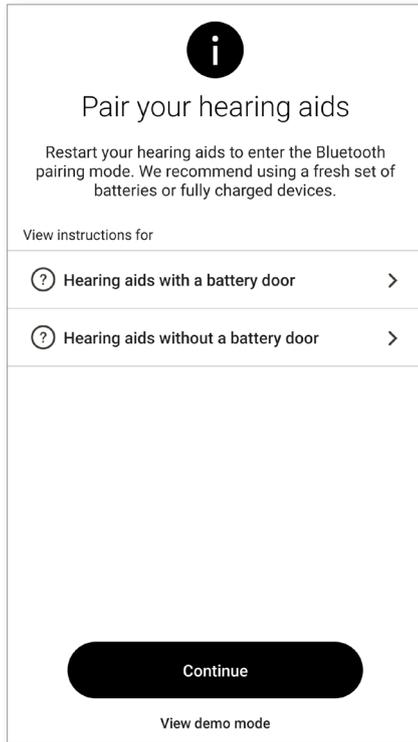
Privacy Notice

Last updated: June 19, 2020

THIS NOTICE DESCRIBES HOW PERSONAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED, HOW YOU CAN GET ACCESS TO THIS INFORMATION AND WHICH RIGHTS YOU HAVE. PLEASE REVIEW IT CAREFULLY.

This Privacy Notice describes the following:

- The personal data that Sonova collects from and about you through the Hearing Remote application ("the Mobile Application" or "Mobile App") to use the Mobile Application ("Mobile Service") as described below.
- How do we use and protect your personal data?
- The choices you have about how we use your personal data.
- How you can exercise your rights (e.g. right to access, right to rectification, right to complain, etc.).

This privacy notice is in line with the EU General Data Protection Regulation (GDPR), the Swiss Federal Data Protection Act (FDPA), the United States Health Insurance Portability and Accountability Act (as amended from time to time) ("HIPAA") and other applicable data protection laws that may apply to you. In the United States, any reference to HIPAA under this Privacy Policy to personal data shall apply to your personal data that fits the definition of Protected

Accept

Activating digital solutions

To opt in for **digital solutions,** tap the activate button. To skip this step, tap the "Later" button.

You're unique.
So is your hearing.

Activate digital solutions to help your hearing care professional get you the best fit.

✓ Track your wearing time

✓ Enable remote hearing aid adjustments

By activating digital solutions you consent to store your personal information in the cloud for your hearing care professional to access.

Show detailed Privacy Notice

Activate

Later

Pairing with hearing aid(s)

Detect your hearing aid(s)

i

Pair your hearing aids

Restart your hearing aids to enter the Bluetooth pairing mode. We recommend using a fresh set of batteries or fully charged devices.

View instructions for

(?) Hearing aids with a battery door   ›

(?) Hearing aids without a battery door   ›

Continue

View demo mode

ⓘ 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).

ⓘ You can always select the "demo" mode to try the app without connecting a compatible 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)

Searching…
Looking for hearing aids…

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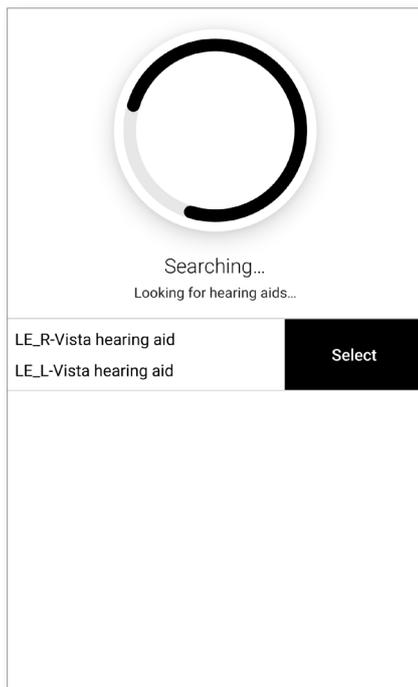
ⓘ If more than one set of devices have been detected by the app, press the button on your hearing aid and the corresponding device will be highlighted in the app.

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.

Volume slider

Mute / unmute volume
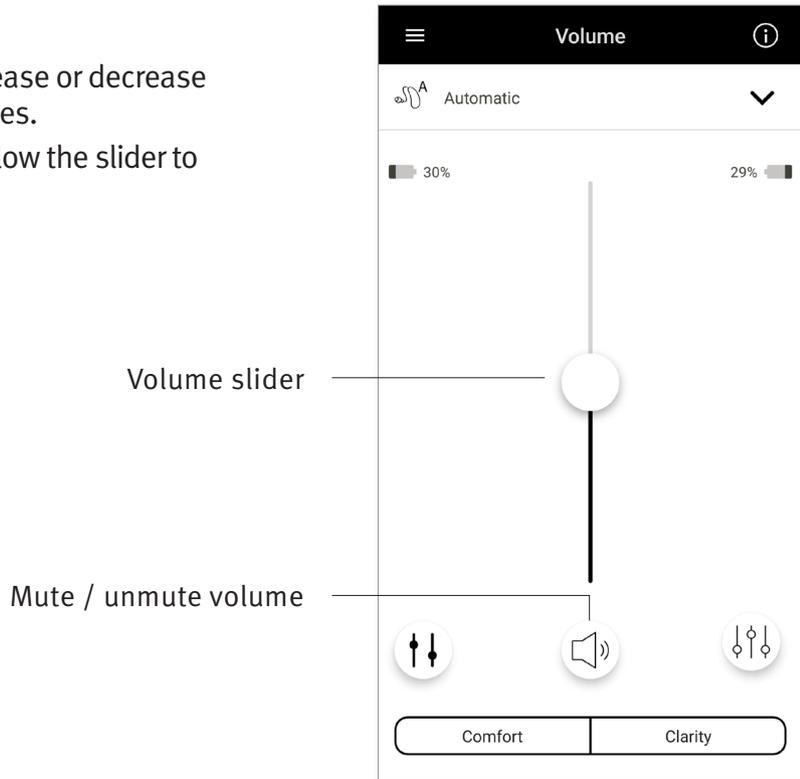
Split the volume

Press the (⇅) "split volume" button to control the volume on each hearing aid separately.

Use the volume slider to change the volume. Press the (⇵) "join volume" button to merge the volume sliders.

Split volume

Volume slider

Join volume
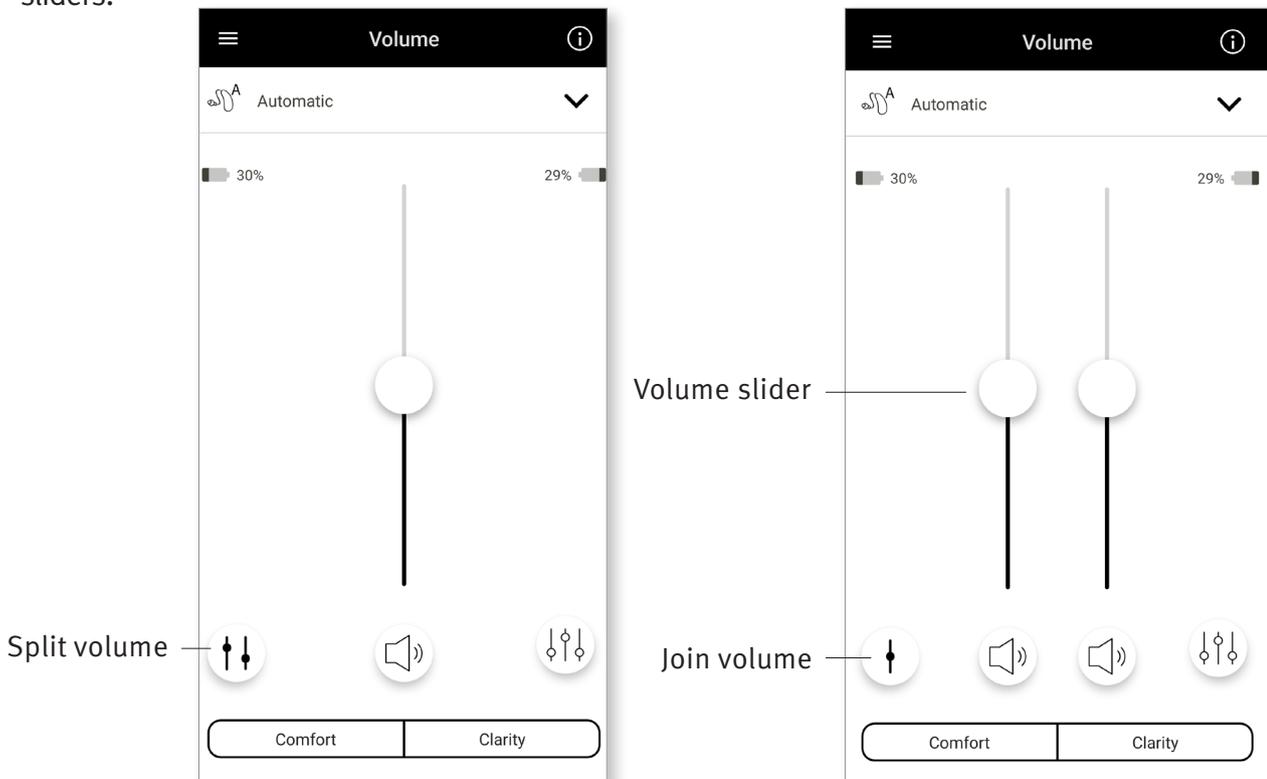
Note: For the "split volume" button to be visible "Side selection" must be enabled in Settings › App settings.

Enabling presets

Comfort and Clarity

For the Automatic Program, "Clarity" is available to enhance speech, whereas "Comfort" is used to reduce noise to improve overall listening comfort.

Clarity and Comfort are mutually exclusive, and cannot both be in the 'On' state at the same time.
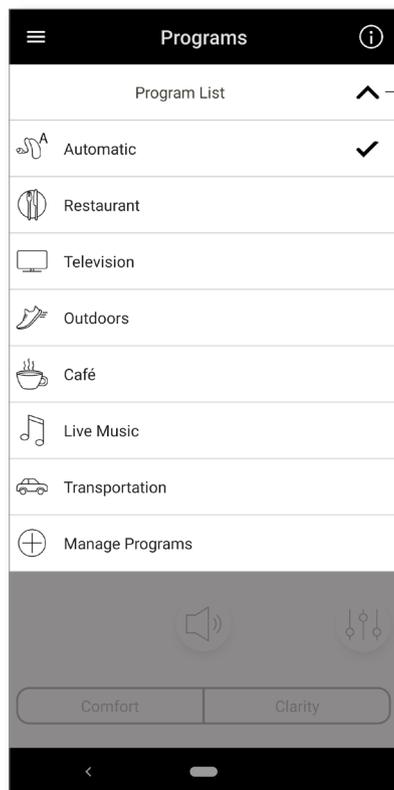
Presets Comfort/Clarity
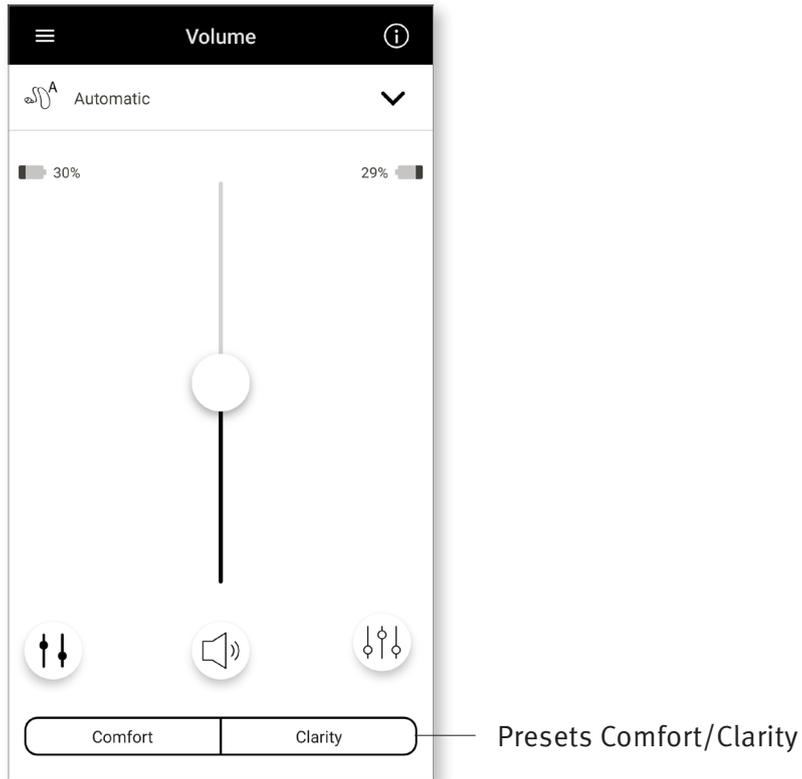
Changing programs on the hearing aid(s)

Select another program

Tap the arrow beside the current program name to see all available programs.
Select the desired program (e.g TV Connector).

 Dropdown for program list

Advanced features settings

Further adjustments are available depending on the program currently selected, your hearing aid configuration, and connected audio sources (e.g. TV Connector). Tap the ( ) advanced features button at the bottom-right corner to access these options:
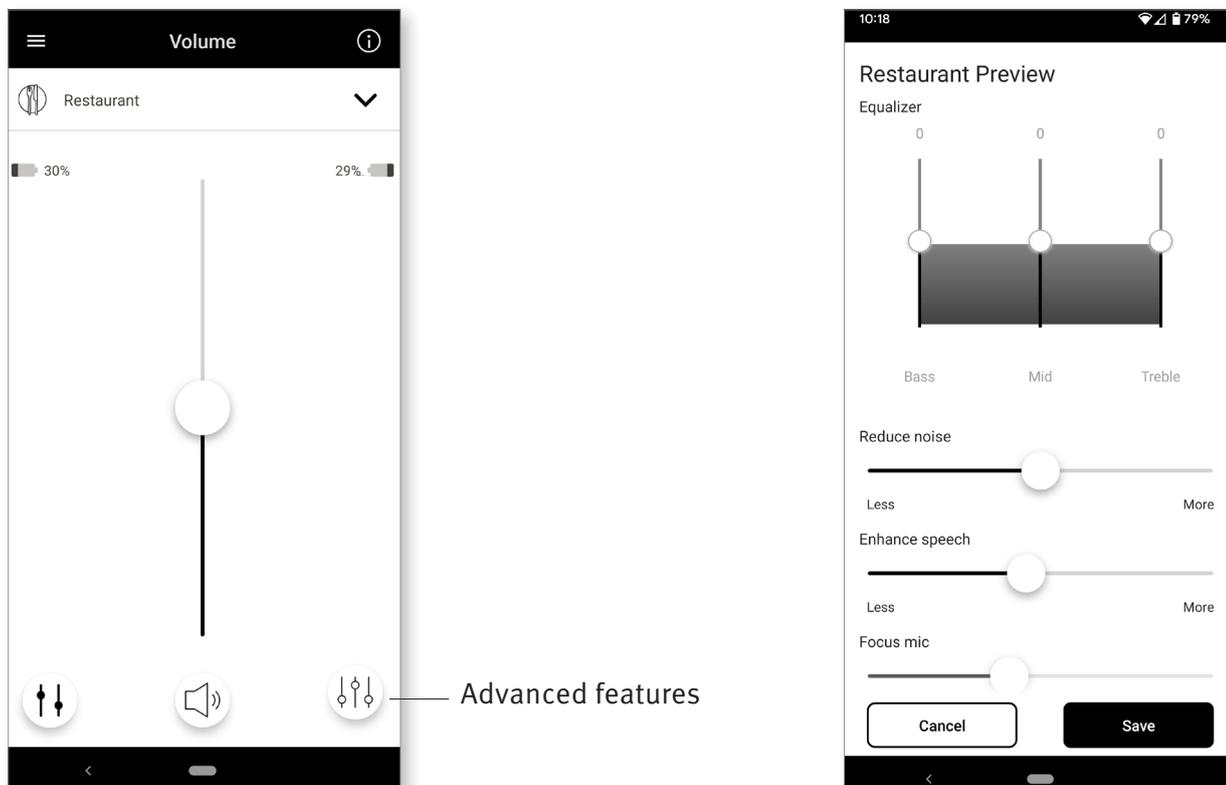
Advanced features

Equalizer

You can adjust the advanced features Equalizer settings.

Balance

If you use an external streaming device, (e.g. TV Connector, music) you can adjust the focus to hear more of the streamed signal or alternatively more of the surrounding environment.

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.

Reduce Noise

The "Reduce Noise" control allows you to increase of reduce the level of noise to the desired comfort level.

Enhance Speech

The "Enhance Speech" control allows you to increase or reduce the focus on speech to the desired comfort level.

Focus Mic

You can adjust the "Focus Mic" control to focus more on sounds from the front or listen all around you.

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.

Settings menu ——
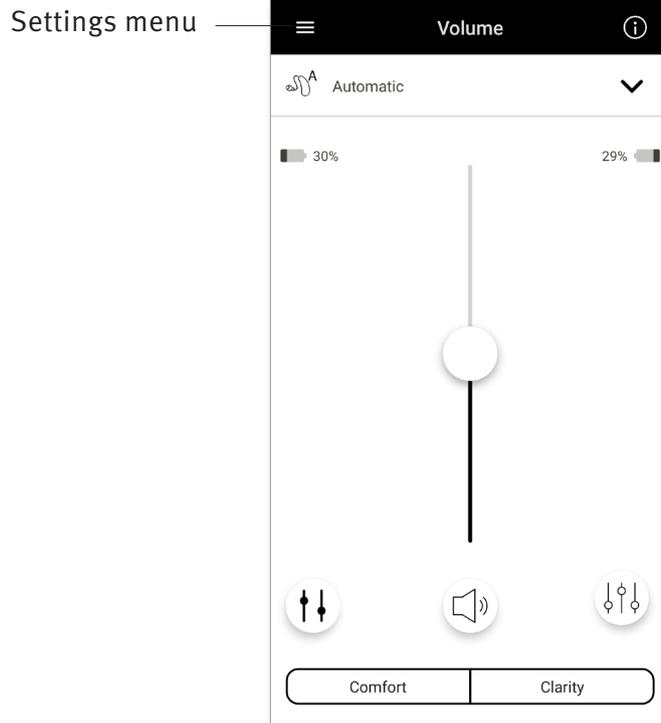
2) Select "App settings" to access application settings.
3) Select "My Hearing Aids" to access hearing aid specific settings.
4) Select "FAQs" to view frequently asked questions about the app and the hearing aids in the phone's web browser.

—— App settings
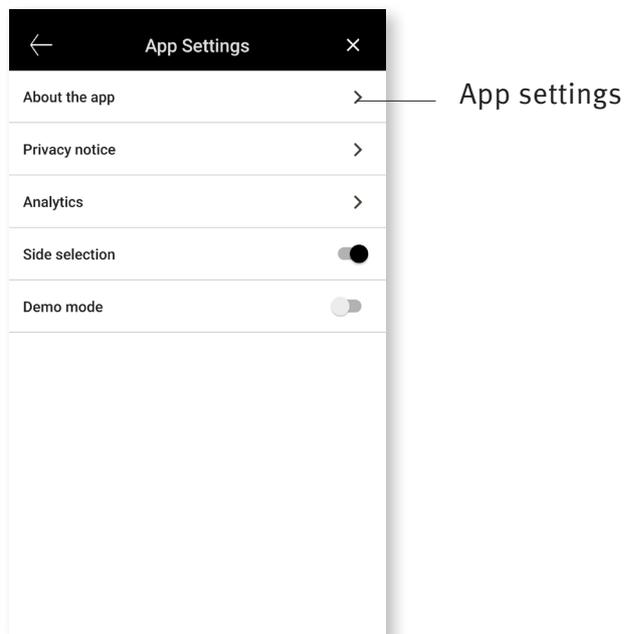
Tap control

If your hearing aids have tap control, you can customize how your hearing aids respond to your double taps. There is a built in sensor on some hearing aids, which enables the control of some hearing aid functions through tap control. The action and sensitivity of tap control can be customized as follows:

Streaming:

- Accept/end call or streaming – enable/disable the ability to accept/end calls or connect to a streaming device (e.g. TV Connector) using a double tap. You can only use tap control to connect to a streaming device if your hearing care professional has configured your hearing aids for manual connection.

Custom actions (configured separately for the left and right hearing aids):

- Pause/resume media – double tap will pause/resume media while streaming.
- Voice assistant – double tap will activate the voice assistant on your smartphone.
- Off – double tap will not perform an action.

Tap sensitivity (configured separately for the left and right hearing aids):

- Gentle – most sensitive.
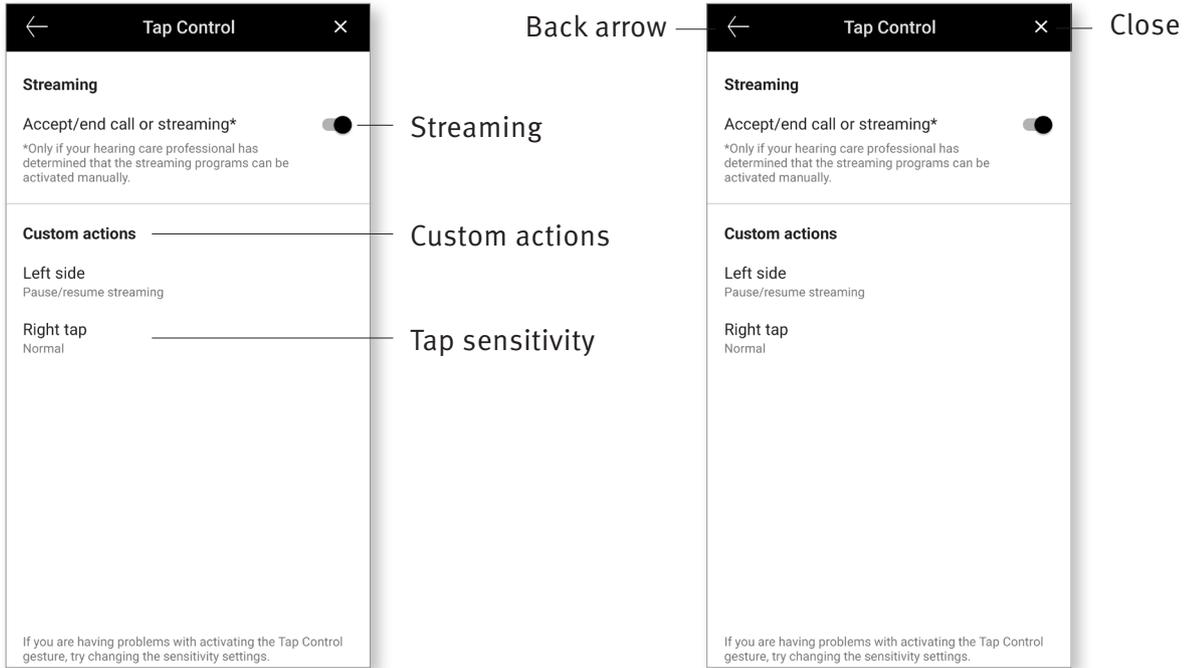- Normal – default sensitivity.
- Firm – least sensitive.

To configure Tap Control:

1. From within the app Settings menu select "My Hearing aids"

2. Select "Tap control"

My hearing aids
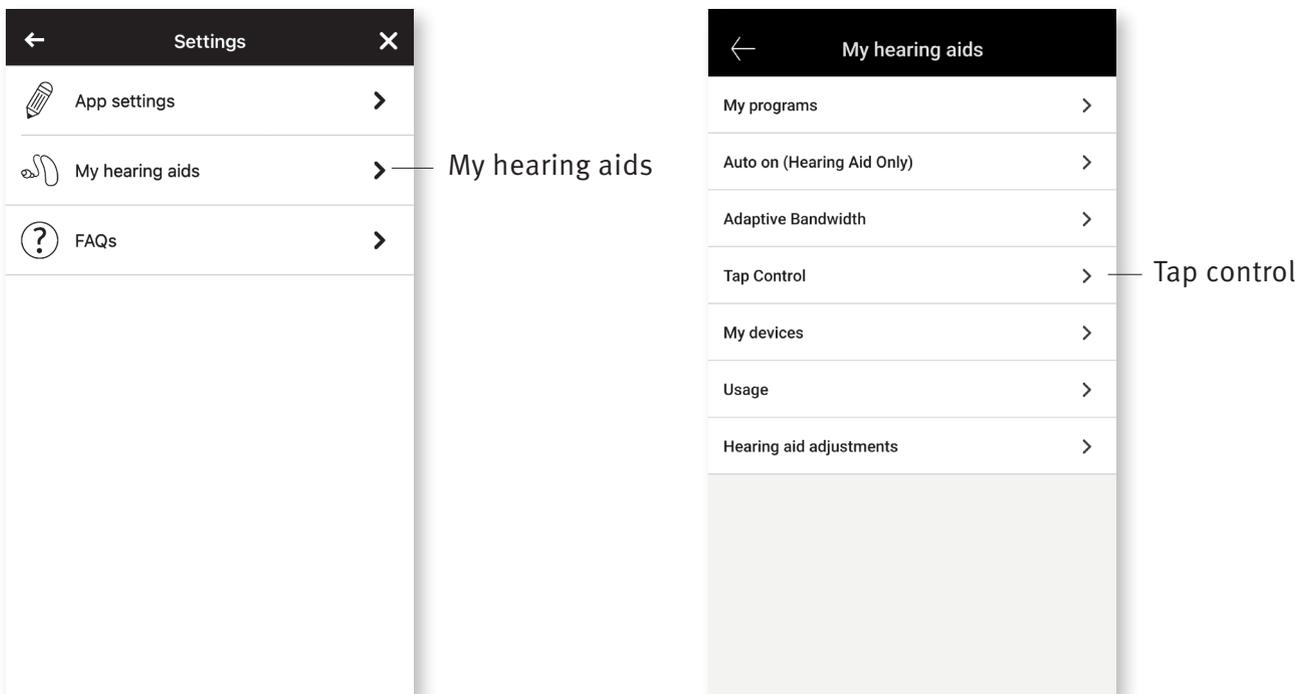
Tap control

3. Configure the action and sensitivity of tap control as desired.

4. Once settings are configured, click on the back arrow to return to the "My hearing aids" screen or the 'x' to return to the main screen.


Back arrow

Tap Control ×

Streaming

Accept/end call or streaming*

*Only if your hearing care professional has determined that the streaming programs can be activated manually.

Custom actions

Left side
Pause/resume streaming

Right tap
Normal

If you are having problems with activating the Tap Control gesture, try changing the sensitivity settings.

— Streaming

— Custom actions

— Tap sensitivity

Close

Tap Control ×

Streaming

Accept/end call or streaming*

*Only if your hearing care professional has determined that the streaming programs can be activated manually.

Custom actions

Left side
Pause/resume streaming

Right tap
Normal

If you are having problems with activating the Tap Control gesture, try changing the sensitivity settings.

Optional Programs

Choose from a predefined list of programs so the hearing aids can be personalized for a specific situation. The core functionality is defined by the hearing instrument and the app allows the user to select from 6 optional programs . The user can enable or disable the optional programs from within the app.
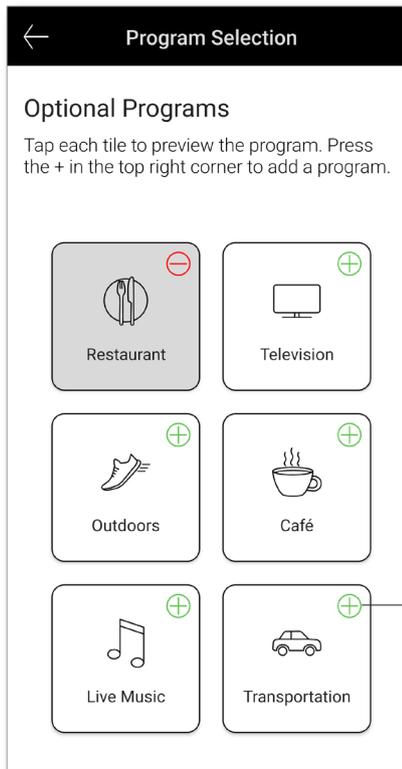
List of optional programs:

- Restaurant
- Television
- Transportation
- Café
- Outdoors
- Live Music

1. Click on the drop down to view the Program List. Choose Manage Programs to view the optional programs.

2. List of optional programs available is displayed. Click on the back arrow to go back to the program list.
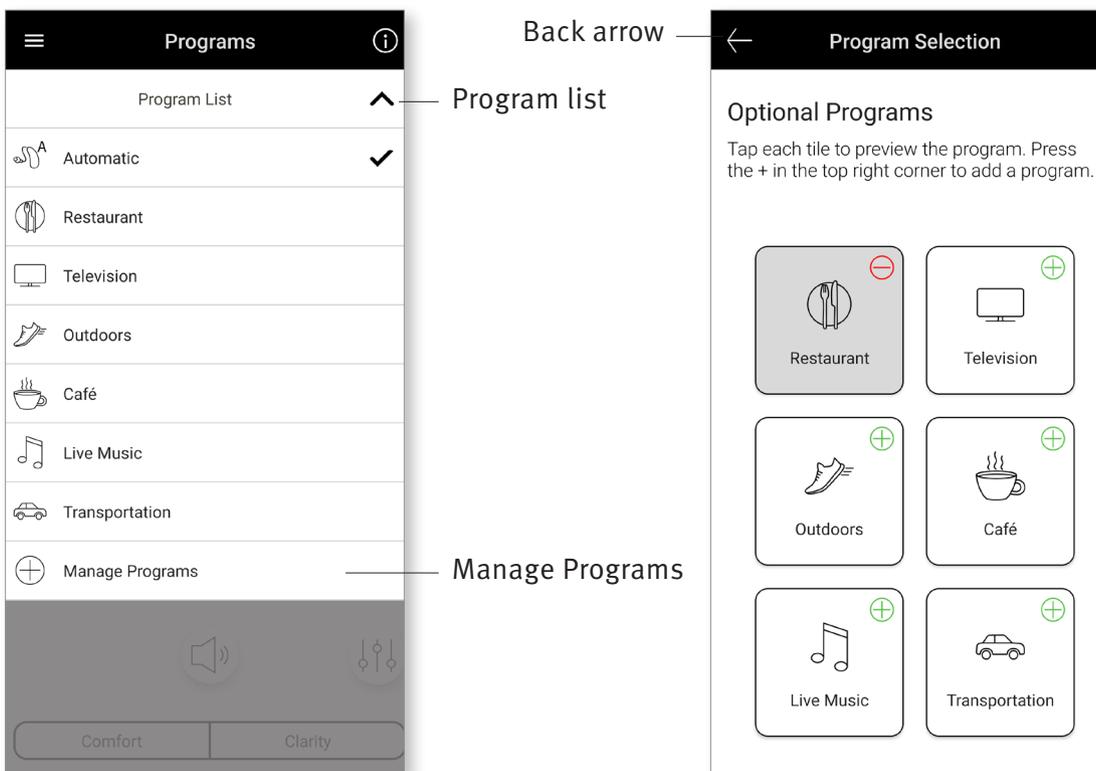
3. Click on the (⊕) green plus sign to add the optional program

4. A message indicating the optional program has been added will be displayed. Click on the (⊖) red minus sign to remove the optional program from the program list

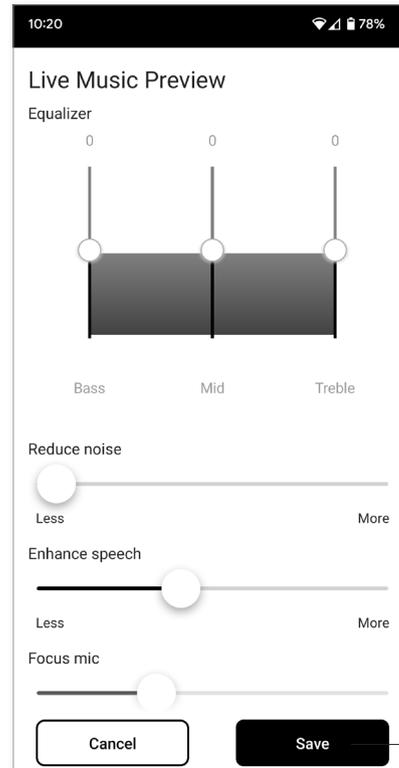Click green plus sign to add program
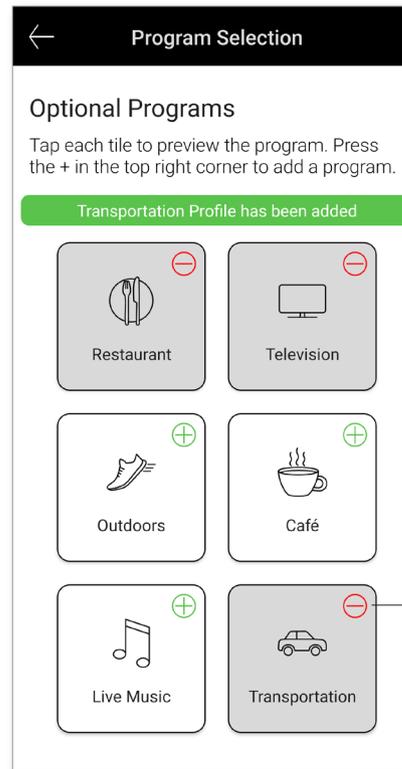
Click red minus sign to remove program

5. Click on the optional program tile to preview the program

6. The program preview screen will be displayed. Change settings and click on 'Save' to add the optional program to the program list
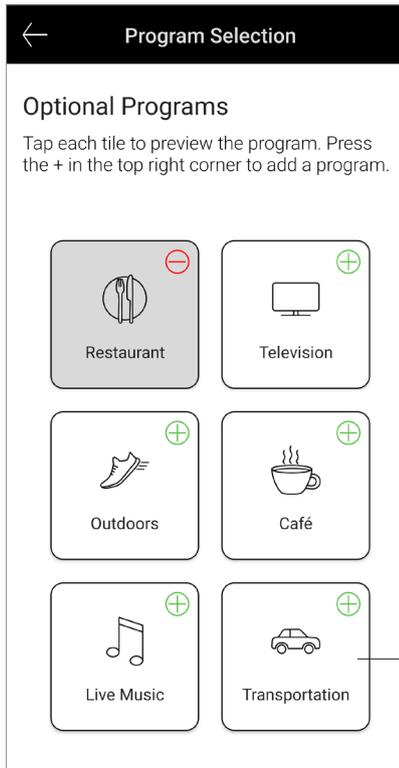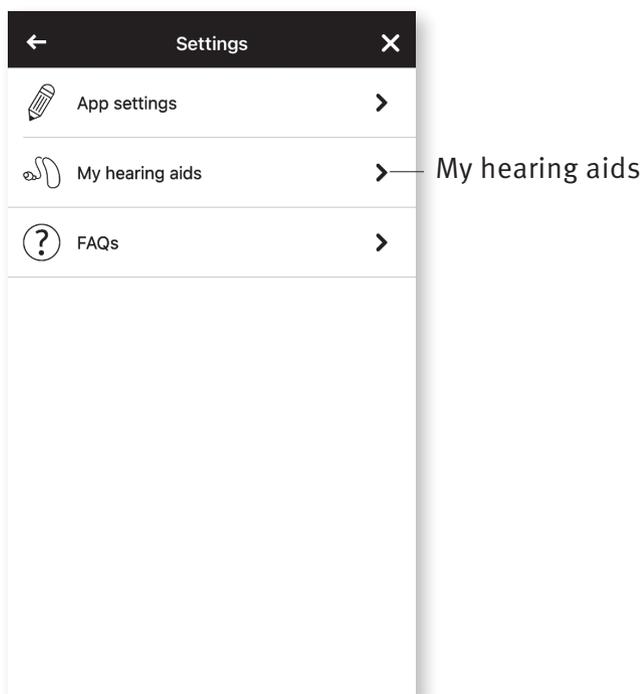

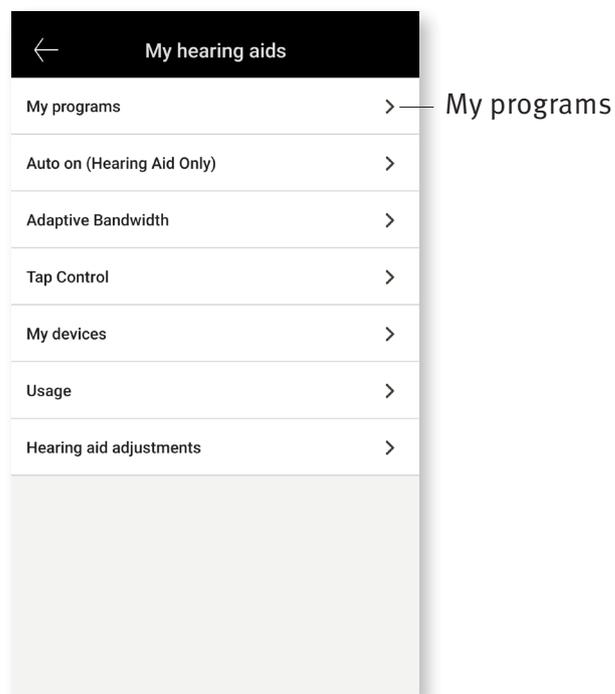Click to preview

Save

Editing name of a program

The Hearing Remote app allows the user to change the name of programs so you can personalize what each program means to you. You can change the program name for any program, including the optional programs.
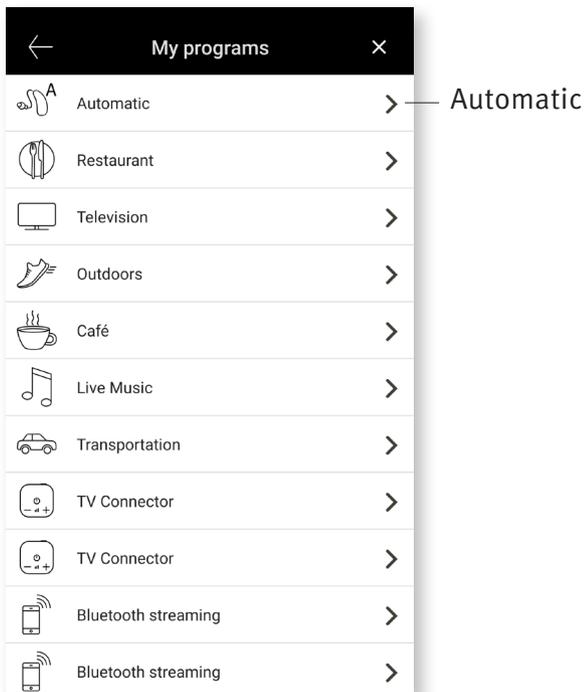
To change the program name:

1. Tap on the Settings menu, then select "My hearing aids"

←	**Settings**	✕
✏️ App settings		＞
🦻 My hearing aids		＞	— My hearing aids
? FAQs		＞

2. My hearing aids screen is displayed. Tap on "My programs"

←	**My hearing aids**
My programs	＞	— My programs
Auto on (Hearing Aid Only)	＞
Adaptive Bandwidth	＞
Tap Control	＞
My devices	＞
Usage	＞
Hearing aid adjustments	＞

3. List of "My programs" is displayed. Tap on the desired program (e.g. Automatic)

A	**My programs**	✕
🎧	Automatic	›
🍴	Restaurant	›
🖥	Television	›
👟	Outdoors	›
☕	Café	›
🎵	Live Music	›
🚗	Transportation	›
⬚	TV Connector	›
⬚	TV Connector	›
📱	Bluetooth streaming	›
📱	Bluetooth streaming	›

— Automatic

4. Tap the edit/pencil icon and change the "Display name". This will change the name in the "Program list" drop down and the "Optional program" selection screen.

|		
←	**Automatic**	✕
Display name		✎
Automatic		
Original Name		
Automatic		

— Edit icon
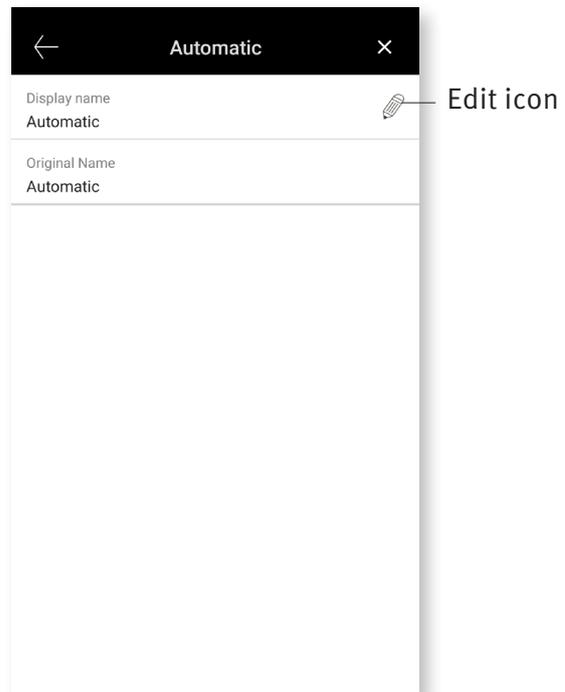
Remote adjust

If you opted in for the **remote adjust** feature, you will be able to receive push notifications that contain adjustments to your hearing aids sent by your hearing care professional.

Apply a remote adjustment

1. Receive a personalized message from your hearing care professional.

2. Click on the notification to access the adjustment. Or open the Hearing Remote app and go to **Settings › My hearing aids › Hearing aid adjustments.**
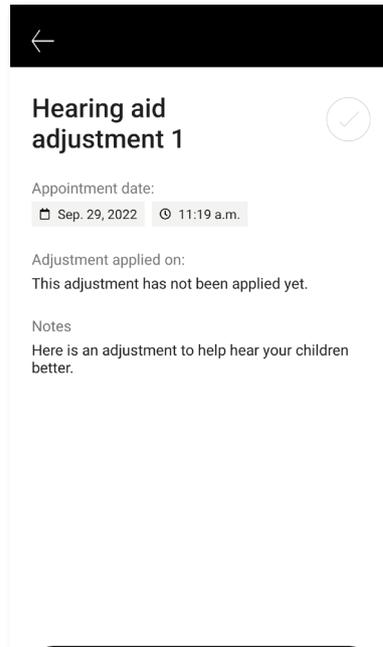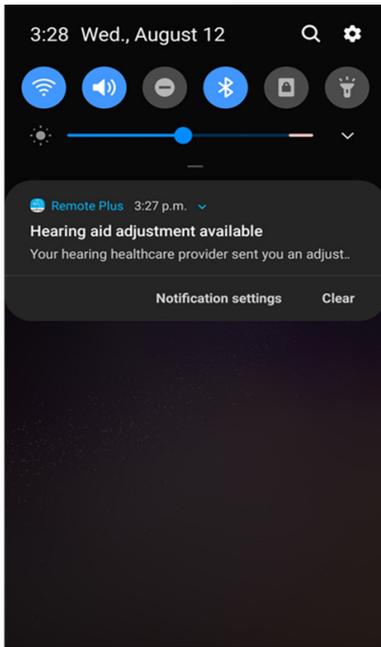
3. Select the adjustment and apply changes.

4. If you preferred another setting, you can select any previous message and apply them to your hearing aids.
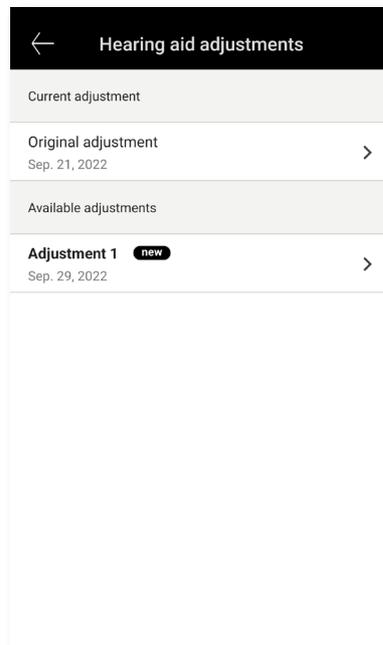
Compliance Information

Declaration of conformity

Hereby Sonova AG declares that this 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's representative, Sonova AG, whose address can be taken from the list on http://www.sonova.com.

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

ⓘ 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.

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

Information and explanation of symbols

C€	With the CE symbol, Sonova AG confirms that this 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.
(read book symbol)	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.
(i)	Important information for handling and effective use of the product.
©	Copyright symbol
(factory symbol)	This symbol shall be accompanied by the name and the address of the manufacturer (who are placing this device on the market).
EC REP	Indicates the Authorized representative in the European Community. The EC REP is also the importer to the European Union.·
Bluetooth	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.

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