

Phonak RemoteControl App

User Guide



Getting started

The RemoteControl App is developed by Phonak, one of the world's leading companies in hearing technology. Read this user instructions thoroughly in order to benefit from all the possibilities it offers.

Intended Use

The Phonak RemoteControl 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 RemoteControl App a Phonak streamer is required:

- Phonak ComPilot II
- Phonak ComPilot Air II



Some phones have touch sounds or keypad tones, which could simulate a streaming to the app. Go to your phone settings, select sounds and make sure that all touch sounds and keypad tones are deactivated.

¹ Compatible iPhones: 4S, 5, 5C, 5S, 6, 6+.



CE mark applied 2014

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1. App overview



2. Introduction

A. Control



B. Adjust



C. 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.



You can always select the demo mode to try the app without connecting a Phonak streamer and get a first impression of the functionality. In this mode no remote control functionality is available for your hearing aids.

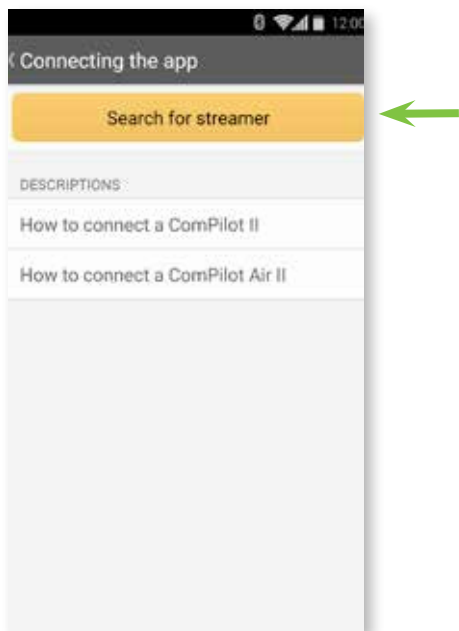
3. Pairing with a Phonak streamer

Needed devices: To be able to use the RemoteControl App you need a Phonak streamer (**ComPilot II** or **ComPilot Air II**).

A. Start pairing

Start the pairing process with a Phonak streamer.

i The Phonak streamer needs be configured once by your hearing care professional to enable the remote control functionality in order to use the RemoteControl App.



B. Searching

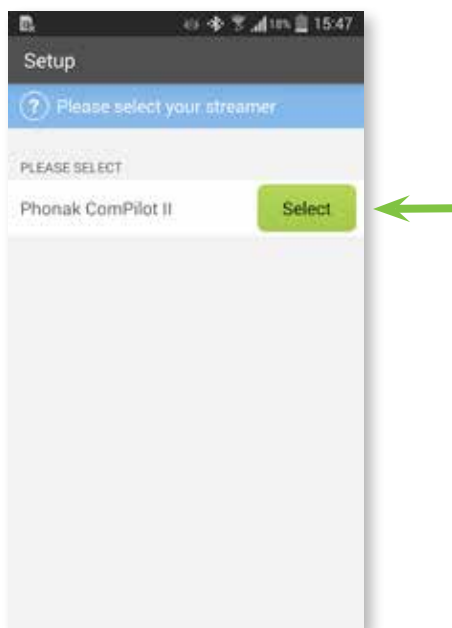
The RemoteControl App will search for an available Phonak streamer.

i A Phonak streamer has to be within 1 meter range of the phone and set to pairing mode.



C. Select your device

If the streamer is set in pairing mode before, select your device found by the RemoteControl App to connect.



i If no streamer is found please check the notification screen on the app for the error cause.

F. Connecting

If a Phonak streamer is found, the RemoteControl App will connect automatically.



G. Ready to use

After the successful connection you can use the RemoteControl App.



Apple iPhone

In addition to the app pairing your iPhone also needs to be paired to the Phonak streamer.

Make sure the Phonak streamer is in pairing mode. Go to your iOS settings, select Bluetooth and choose your [Device name] from the list.

4. Basic and advanced screen mode

Select between a basic and an advanced screen mode with more options.

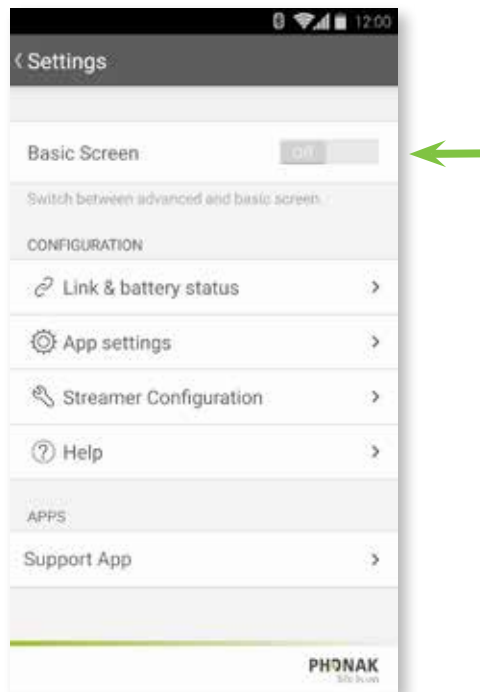
A. Advanced screen mode

This is the default remote control screen mode. To switch to basic screen mode press the Settings icon.



B. Settings menu

Swipe the slider to turn the basic screen mode on or off.



C. Basic screen mode

The basic remote control screen is now shown.



5. Changing hearing aid volume

A. Basic screen mode

Press + button to increase the hearing aid volume on both hearing aids.

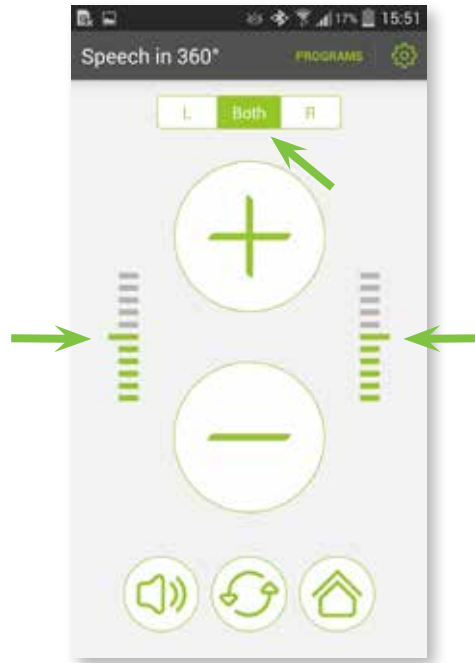
Press - button to decrease the volume on both hearing aids.



B. Advanced screen mode

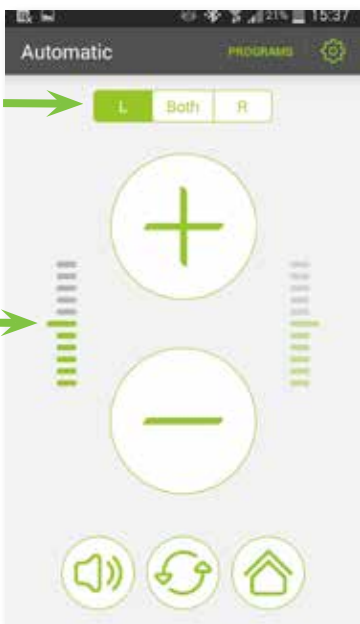
Press + button to increase the and - button to decrease the hearing aid volume on both hearing aids.

The volume level is indicated by the bars on the sides.



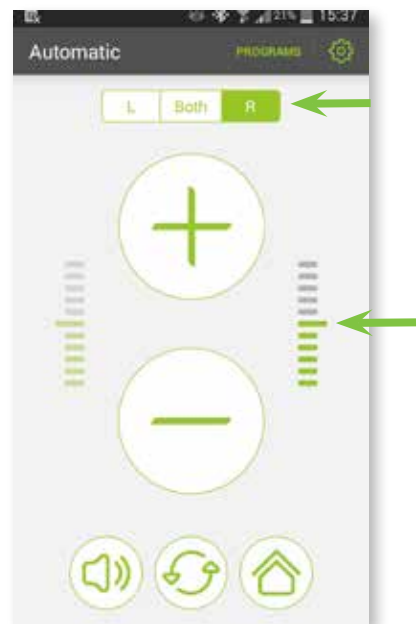
C. Advanced screen mode

Press the L button to increase or decrease the hearing aid volume on the left side only.



D. Advanced screen mode

Press the R button to increase or decrease the hearing aid volume on the right side only.

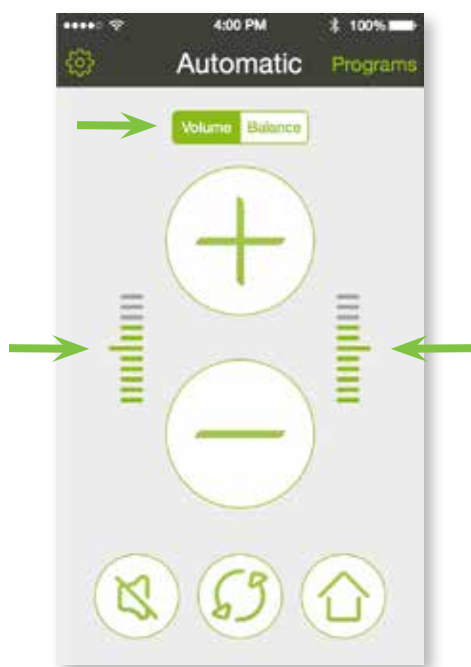


6. Changing hearing aid volume using CROS II

A. Advanced screen mode

Press + button to increase or - button to decrease the overall volume of the hearing aid and the CROS II.

The volume level is indicated by the bars on the sides.



B. Balance screen mode

Press **Balance** to adjust the balance sound between the hearing aid and the CROS II.

a) To adjust your hearing direction move the slider to the wished side or use the "L" or "R" buttons.

b) You can also mute side independently by selecting the Mute button(s).



7. Muting hearing aid microphones

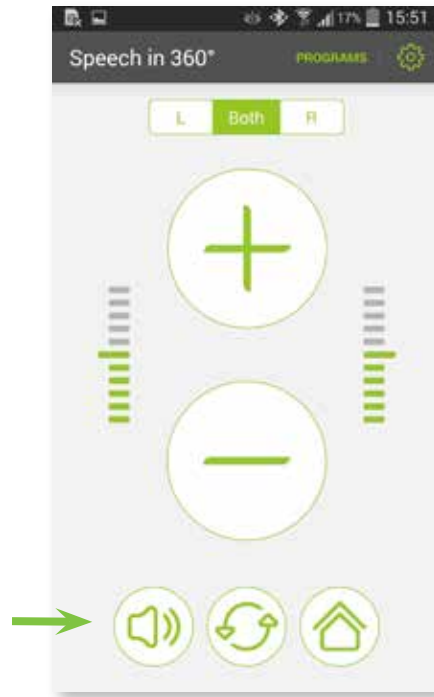
You can reduce surrounding sounds by one button press.

Select the dedicated **Mute** button to additionally reduce the hearing aid volume on both sides.

Basic screen mode



Advanced screen mode



You can also reduce the hearing aid volume side independently, when selecting one side and press the Mute button.

8. Changing hearing aid program

A. Basic screen mode

Press the **toggle** button to change the hearing aid programs programmed by your hearing care professional.



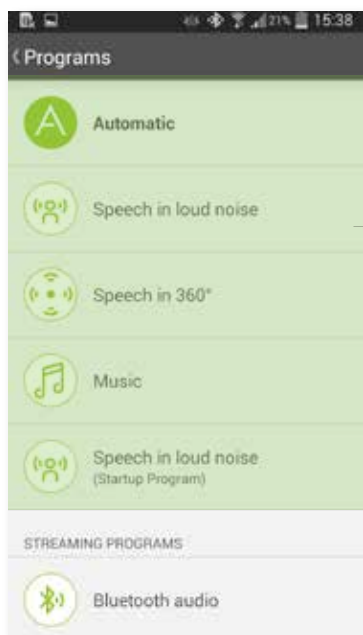
B. Advanced screen mode

Press the toggle button to change the hearing aid programs or press **Programs** to see your hearing aid program list.



C. Advanced screen mode

Select the program of your choice from the list by tapping on it.



9. Adjusting Speech in 360°

The Speech in 360° screen offers you the ability to choose in which direction to focus your hearing.

A. Advanced screen mode

Press **Programs** to see your hearing aid program list.

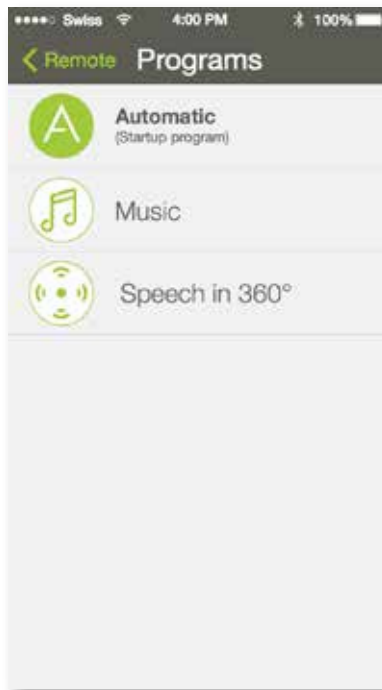


B. Advanced screen mode

Select Speech in 360°.

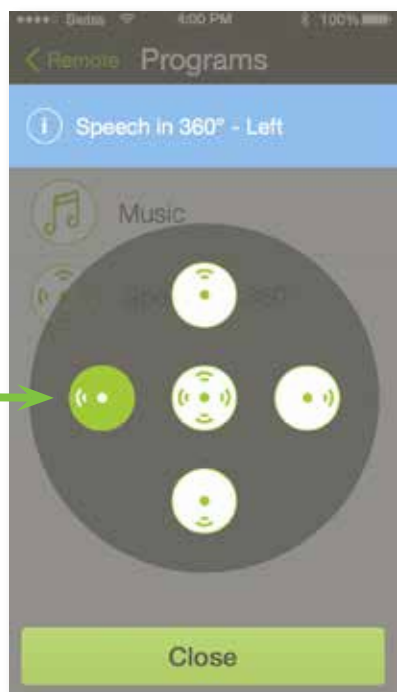


Speech in 360° directions are only available if programmed by your hearing care professional.



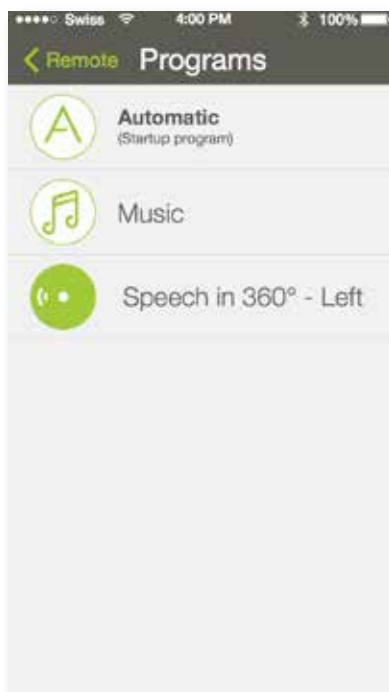
C. Speech in 360°

Select which direction you want your hearing aids to zoom to.



D. Advanced screen mode

Zoom direction will be indicated for the Speech in 360° program.



10. Select an audio source

Directly select an audio source that is connected to the Phonak streamer. The selected "streaming program" will start to stream the audio signal to the hearing aids.

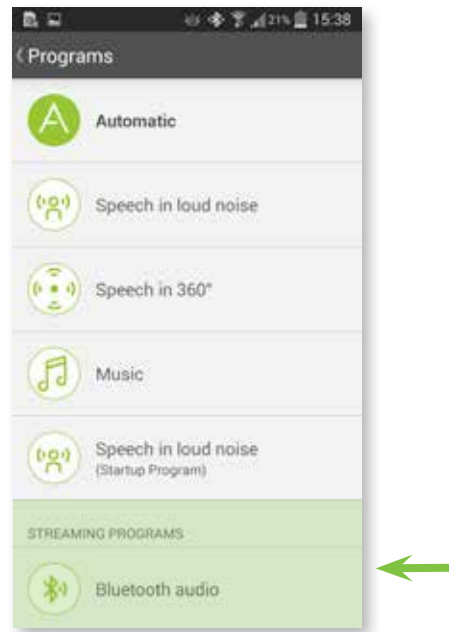
A. Advanced screen mode

Press **Programs** to see your hearing aid program list.



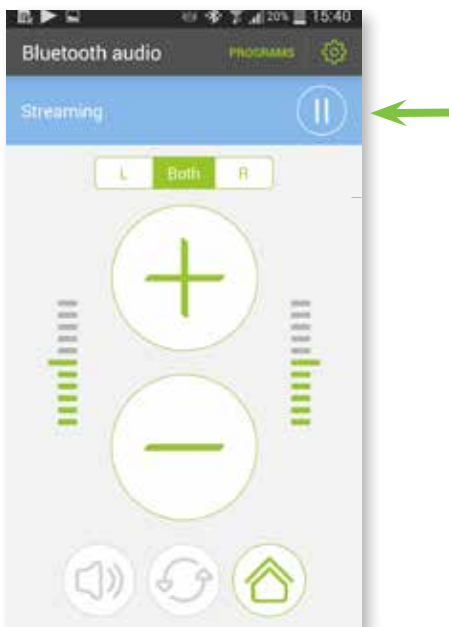
B. Streaming programs

Select any available audio source to connect to your streamer.



C. Streaming indication

After selecting an audio source it will start to stream the audio signal, indicated by the blue bar and the name of the audio source on top of screen.



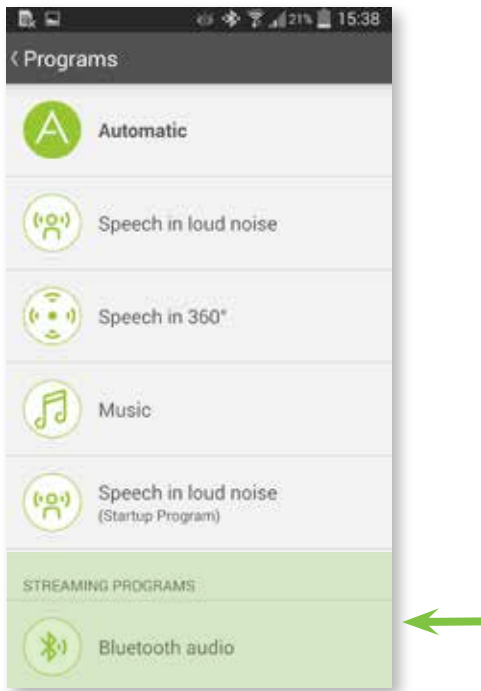
i You can connect many Bluetooth devices to your Phonak streamer. For more information please read the user guide of your streamer.

11. Pause and resume streaming

Pause and resume streaming (music, TV) from an audio source connected to the Phonak streamer.

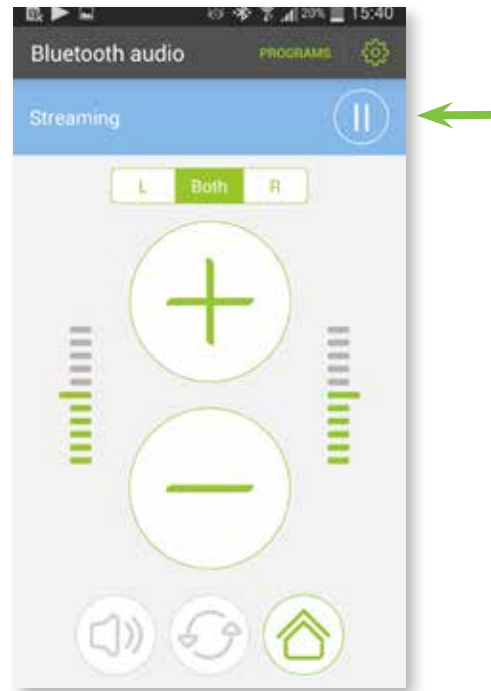
A. Streaming programs

Select any available audio source.



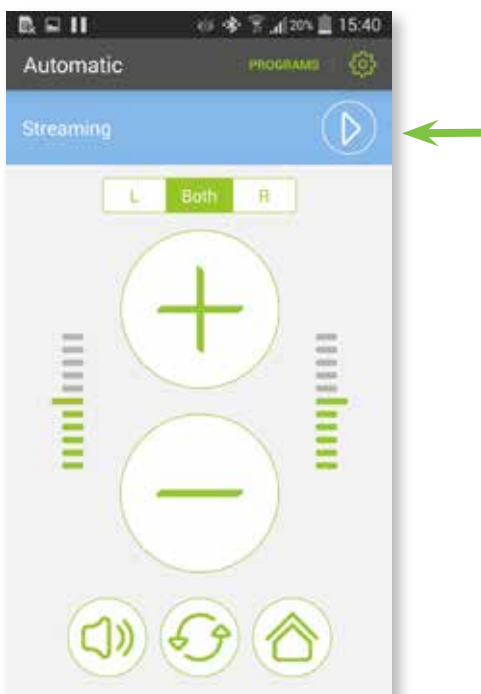
B. Pause streaming

Pause the audio streaming by pressing the dedicated **pause** button. When streaming is paused your hearing aid will switch to the previous program.



C. Resume streaming

To resume to the audio streaming press the **play** button.

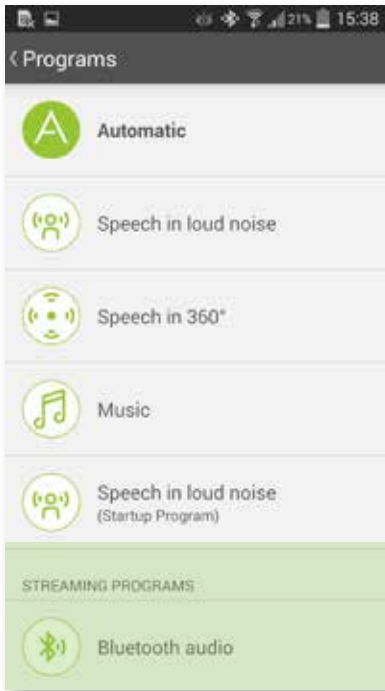


12. Adjust streaming volume

Separately adjust the volume of the streaming audio without affecting the initial volume of the hearing aid.

A. Streaming programs

Select any audio source.



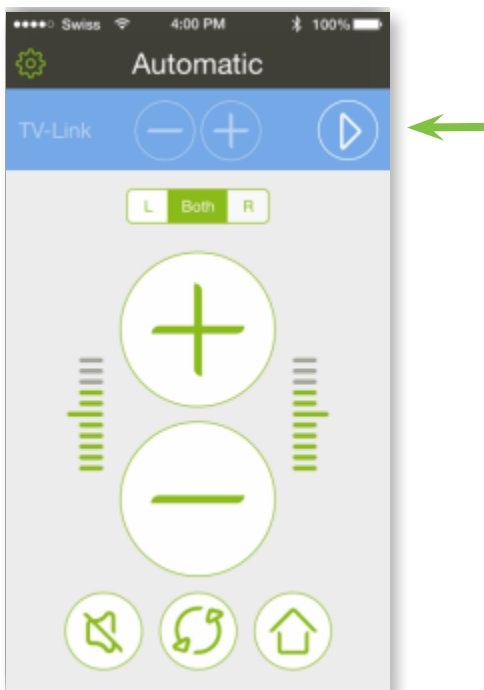
B. Streaming volume

While streaming you can adjust the volume of the audio source separately from the hearing aid volume by using the +/- buttons in the blue bar.



C. Streaming volume

When the stream is paused the volume adjustment is disabled.



i The adjustment of the separate streaming volume is only possible when using a Phonak TVLink II or Phonak RemoteMic connected to a Phonak streamer.

13. Link & battery status

Check the connection status of the Phonak streamer to the hearing aids and the battery status of the streamer.

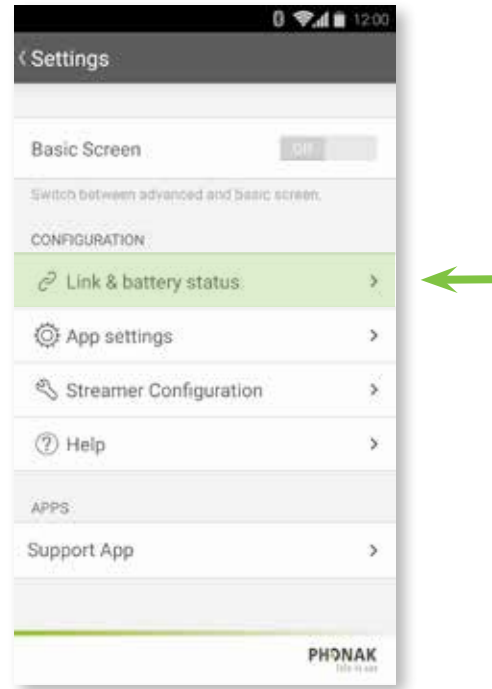
A. Settings icon

Press the **settings** icon on the remote control screen.



B. Settings menu

In the settings menu, select **Link & battery status**.



C. Connection screen

Select **Check** to monitor the connection of the Phonak streamer to your hearing aids.



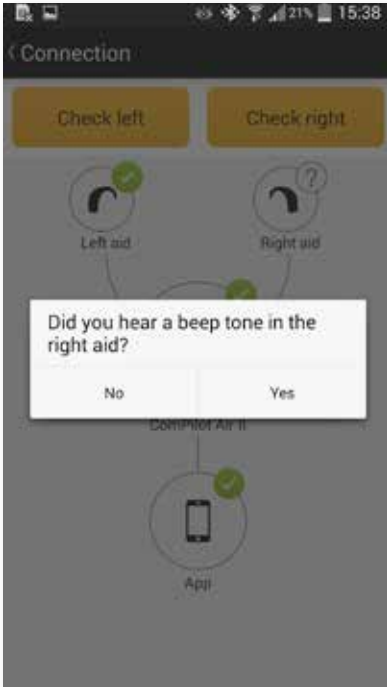
i The connection between the RemoteControl App and the Phonak streamer is checked automatically and indicated by green icons, if successful.

13. Link & battery status

Check the connection status of the Phonak streamer to the hearing aids and the battery status of the streamer.

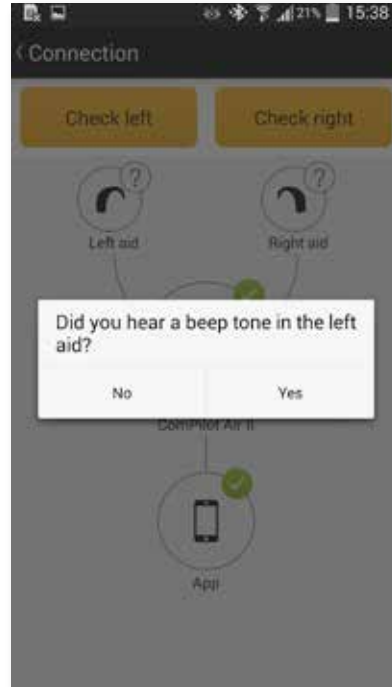
D. Beep tone right

If you heard a beep tone in your right hearing aid press **Yes** to confirm the successful connection.



E. Beep tone left

If you heard a beep tone in your left hearing aid press **Yes** to confirm the successful connection.



F. Connection screen

- a) The successful connection to both hearing aids is indicated by a green icon on the connection screen.
- b) The battery status of the streamer is indicated by the shown battery icon.



i If you still didn't hear the beep tones in your hearing aids after the connection check, please consult the troubleshooting in the Help section (see chapter 16).

14.1 App settings – Language

The Phonak RemoteControl App is available in different languages. The default language of the RemoteControl App will be the same as set on the connected phone.

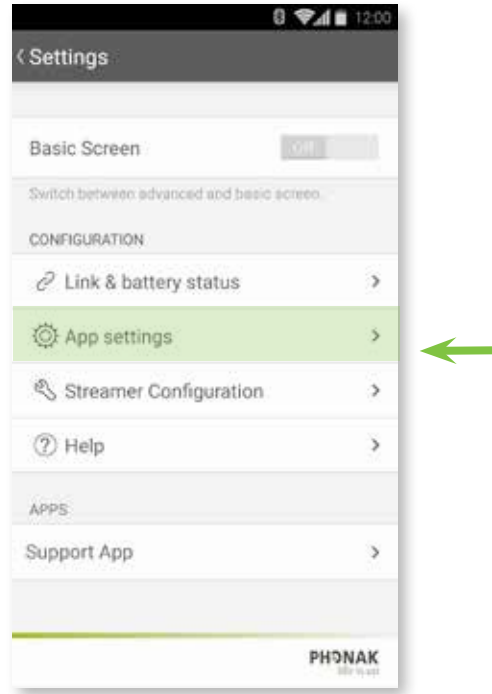
A. Settings icon

Press the **settings** icon.



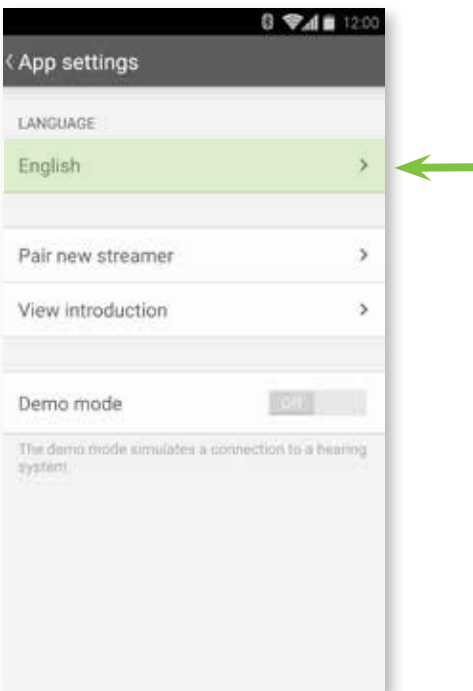
B. Setting menu

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



C. Language settings

Select the language tab to change the language of the app.



D. Language settings

Select the language of your choice from the list.



14.2 App settings – Pair new streamer

A step-by-step guide for the pairing process of the Phonak RemoteControl App to a Phonak streamer.

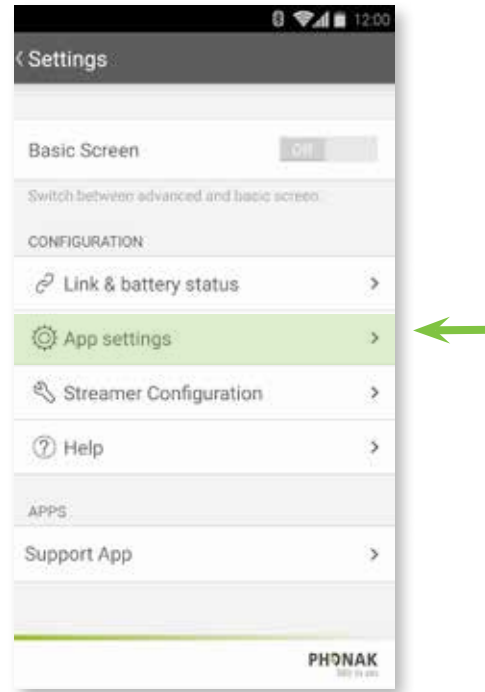
A. Settings icon

Press the **settings** icon.



B. Settings menu

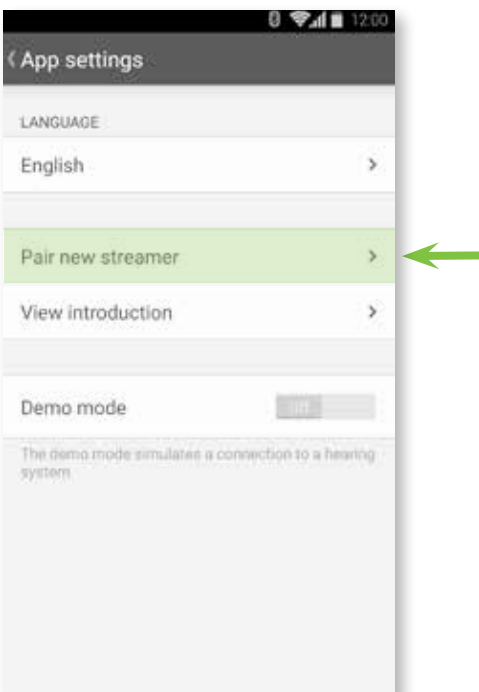
Select **App settings**.



C. Pair new streamer

Select **Pair new streamer** to repeat the pairing procedure of the app to another Phonak streamer.

Follow the screens as described in chapter 3.



14.3 App settings – Introduction screen

The introduction screen shows again the required setup options of the Phonak RemoteControl App.

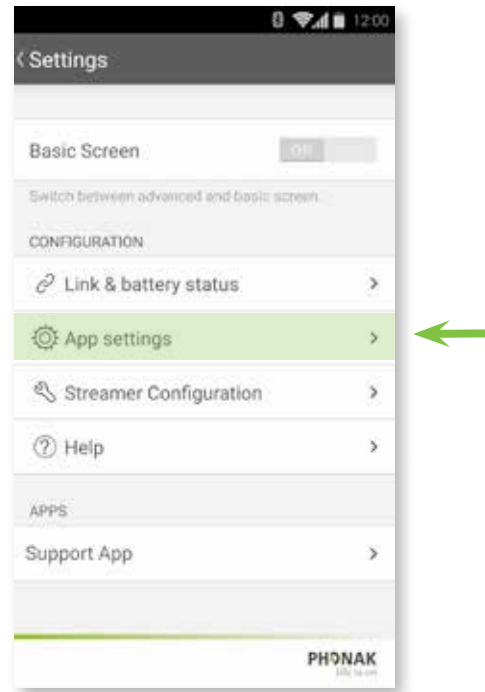
A. Settings icon

Press the **settings** icon.



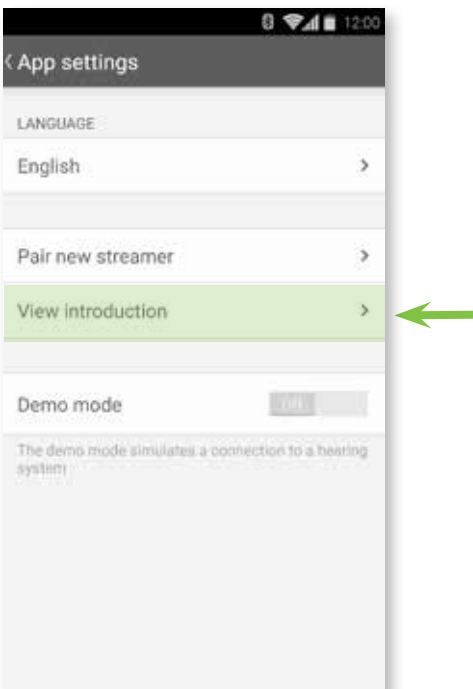
B. Settings menu

Select **App settings**.



C. Introduction view

Select **View introduction** to see the introduction screens again.



14.4 App settings – Demo mode

The demo mode of the RemoteControl App can be used to view the app screen mode and the available functionalities without connecting a streamer or adjusting hearing aid settings

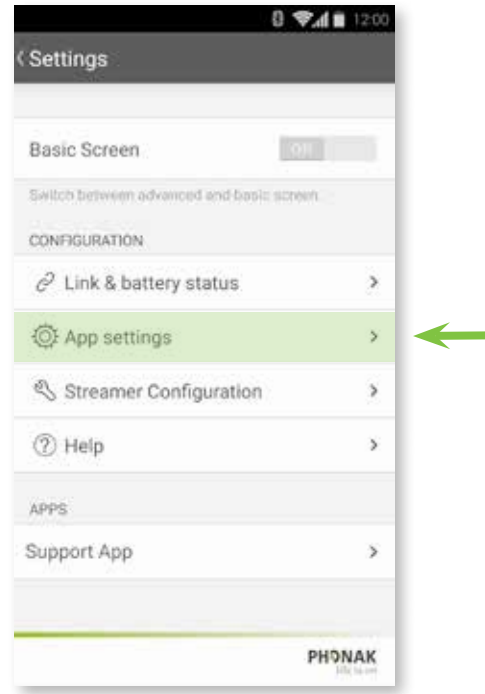
A. Settings icon

Press the **settings** icon.



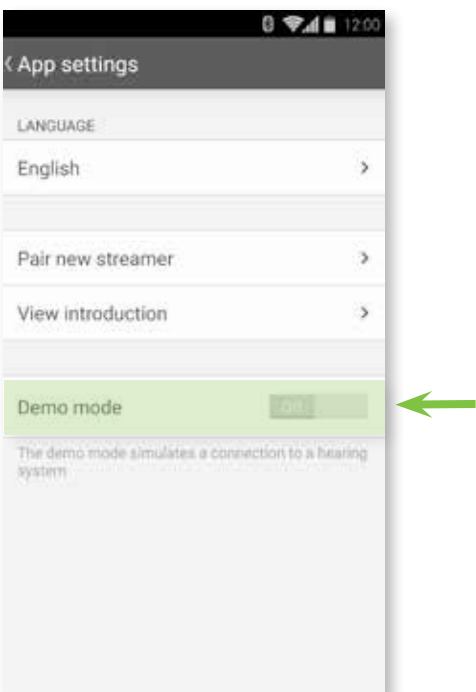
B. Settings menu

Select **App settings**.



C. Demo mode

Activate the **slider** to begin the Demo mode without a streamer.

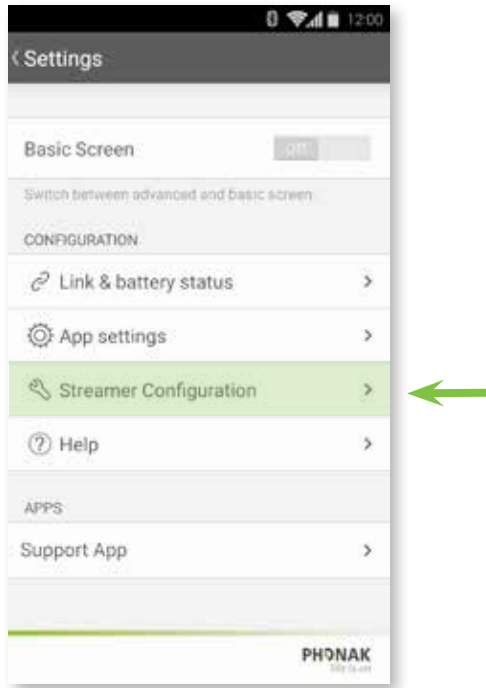


15.1 Streamer configuration – VoiceAlerts

The VoiceAlerts are spoken messages or beep tones send to your hearing aids from your Phonak streamer.

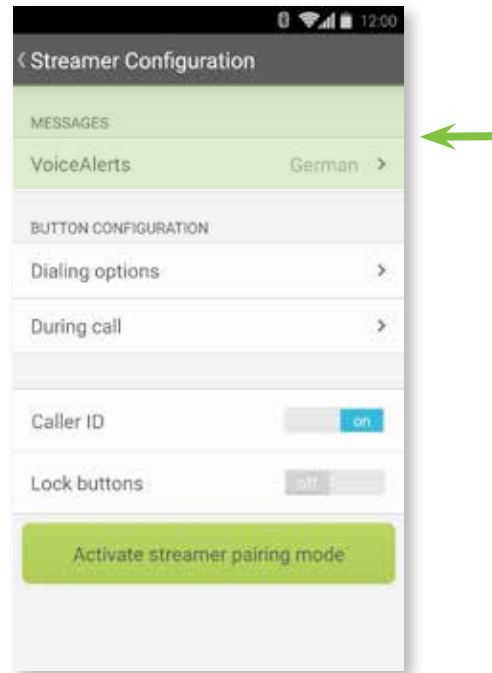
A. Settings menu

In the Settings menu select **streamer configuration**.

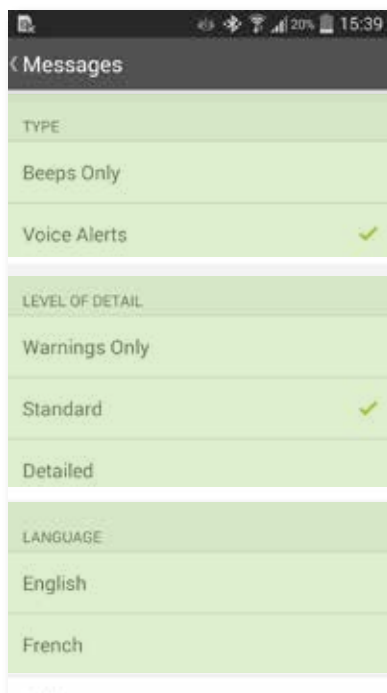


B. Configuration menu

Under Messages select **VoiceAlerts**.



C. Messages



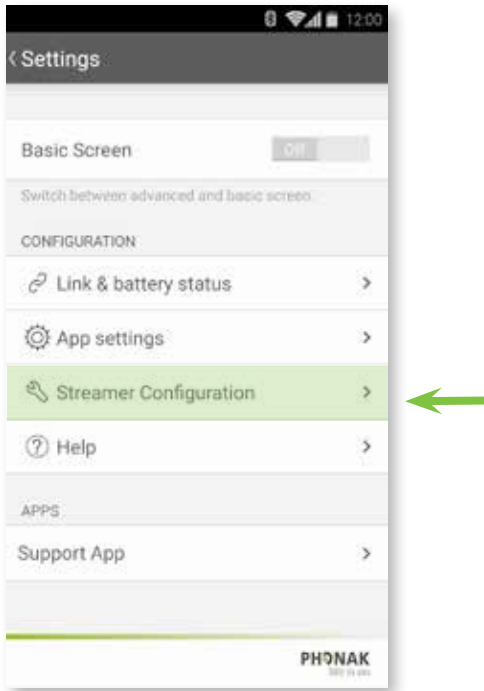
1. Select the type of the messages.
2. If VoiceAlerts are activated, select the level of detail.
3. Select the language of the VoiceAlerts.

15.2 Streamer configuration – Dialing options

The dialing options assign a different button function for the Phonak streamer.

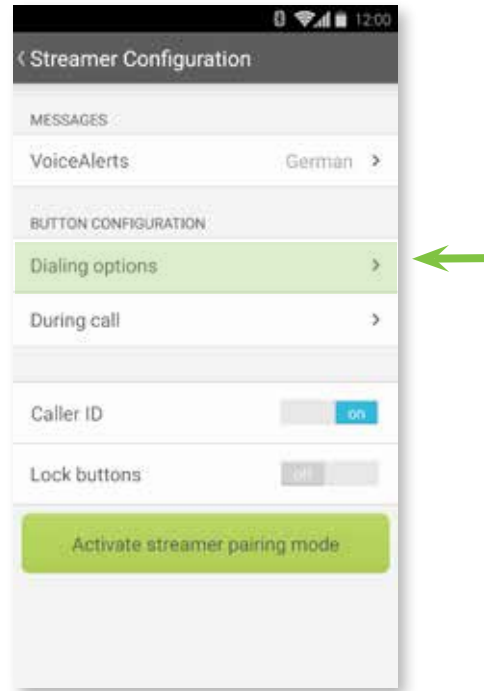
A. Settings menu

In the Settings menu select **streamer configuration**.



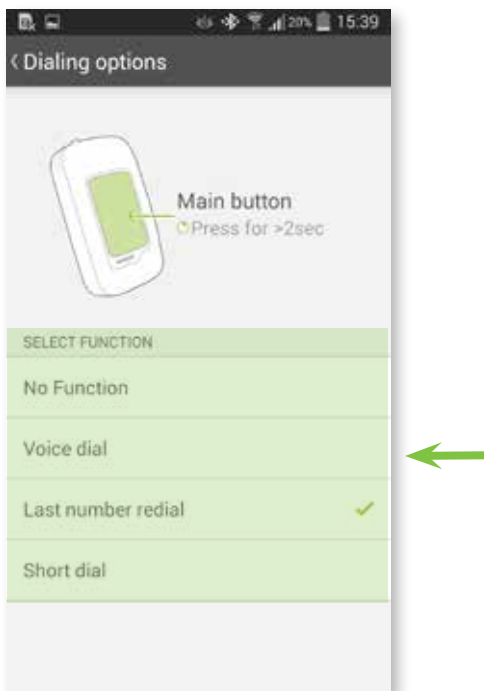
B. Configuration menu

Select **Dialing options** to configure the assigned streamer button functionality.



C. Select function

Select the function you want to configure.

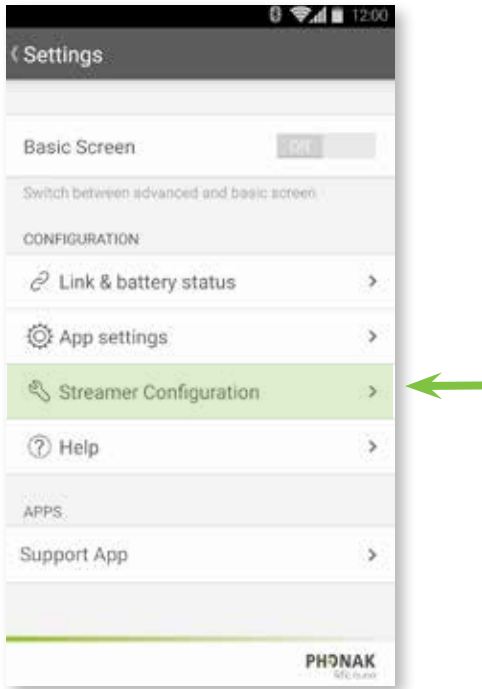


15.3 Streamer configuration – During call

During a call the assigned button of the streamer can be configured to a variety of functions.

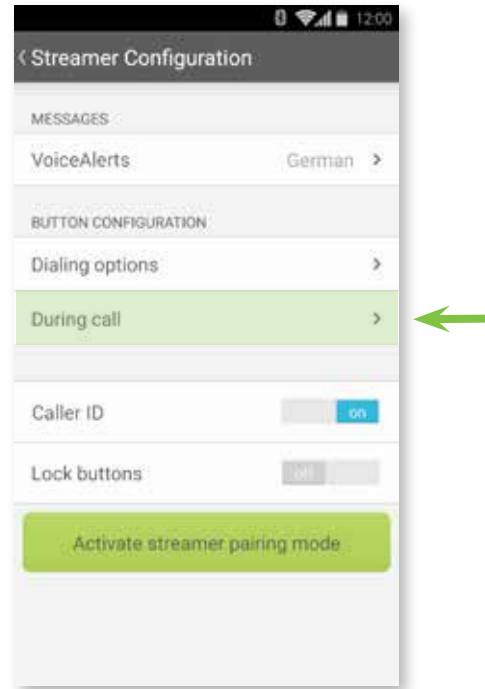
A. Settings menu

In the Settings menu select **streamer configuration**.



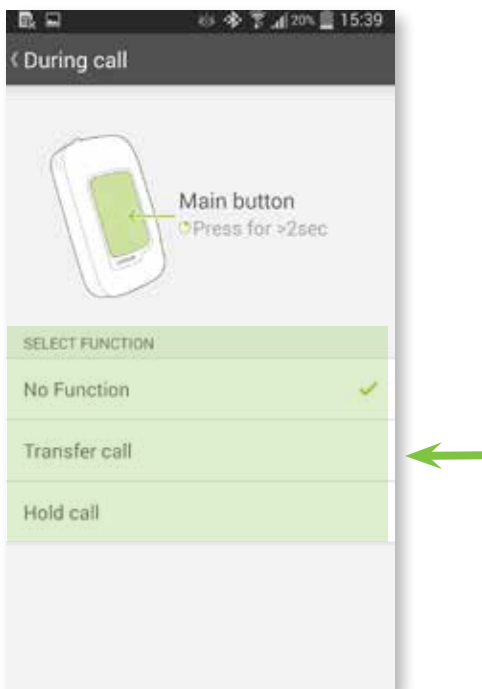
B. Configuration menu

Select **During call** to configure the assigned streamer button functionality.



C. Select function

Select the function you want to configure during a call.

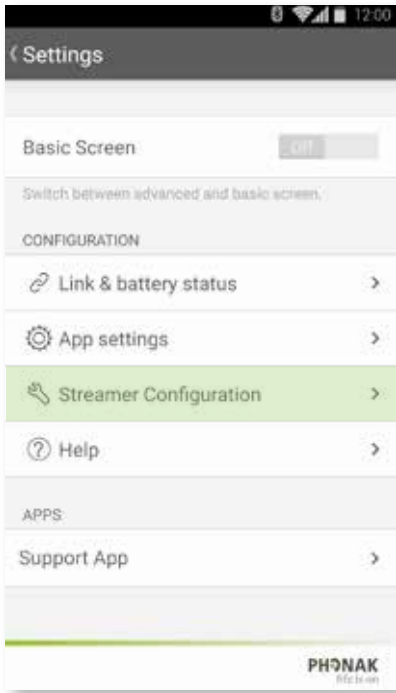


15.4 Streamer configuration – Caller ID

The Caller ID option announces the name of the caller as shown on the phone display.

A. Settings menu

In the Settings menu select **streamer configuration**.



B. Configuration menu

Select **Caller ID** slider to enable or disable the spoken caller identification.

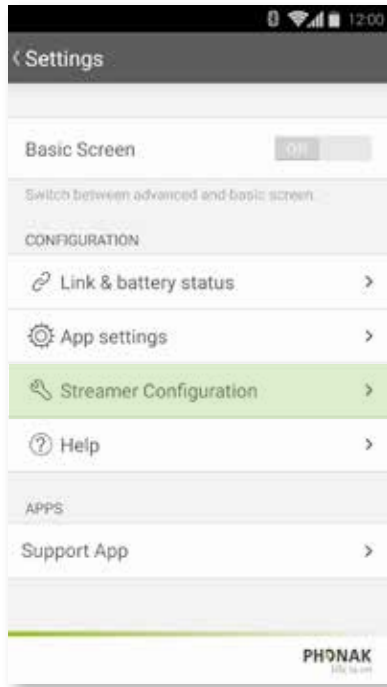


15.5 Streamer configuration – Enable streamer pairing

Activate the pairing mode via the app to connect your Phonak streamer to a Bluetooth audio source (e.g. Phonak TVLink II).

A. Settings menu

In the Settings menu select **streamer configuration**.



B. Configuration menu

Select **Activate streamer pairing mode** to connect your streamer to a Bluetooth device.



i To connect your Phonak streamer with another Bluetooth audio source both devices need to be in pairing mode.

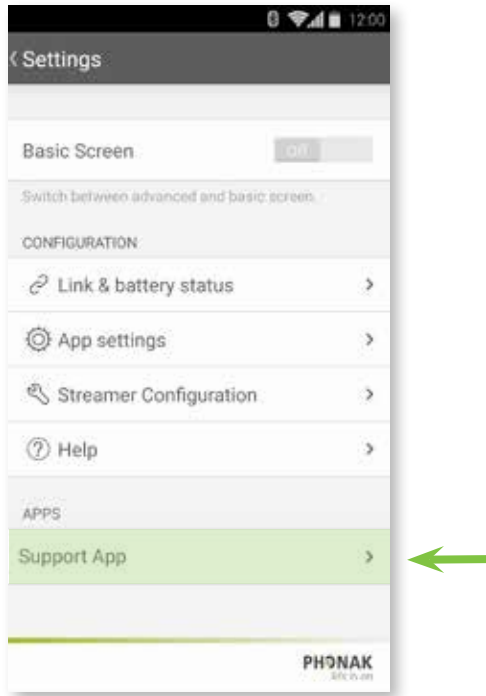
Please check the user manual of the device you want to connect to the Phonak streamer how to set it into pairing mode.

16.1 Support – Troubleshooting

Here you can find solutions to the most probable causes, when having problems using the RemoteControl App.

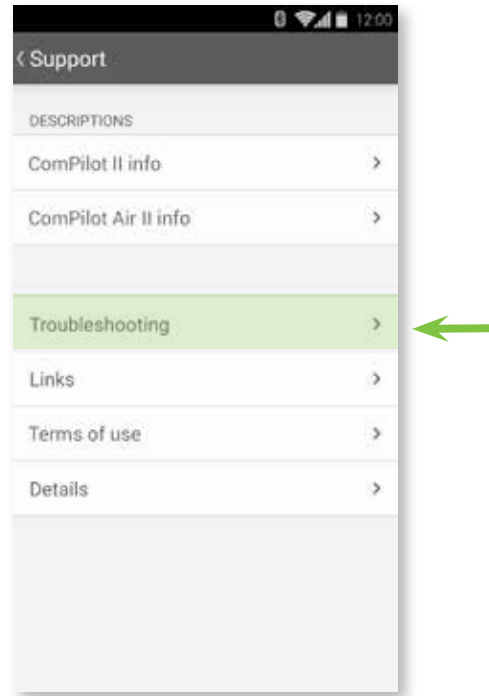
A. Settings menu

In the Settings menu select **Support**.



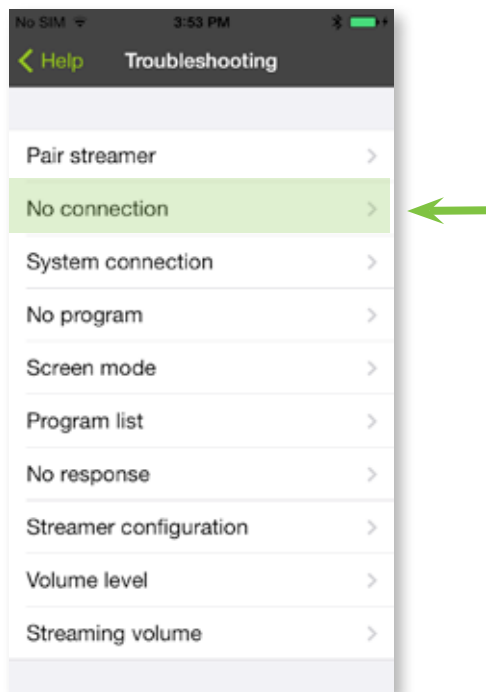
B. Troubleshooting

Select **Troubleshooting** to see the probable causes and possible solutions.



C. Causes

Select one of the listed cause to see the described solution of it.



D. Solutions

Described solution to the selected cause.

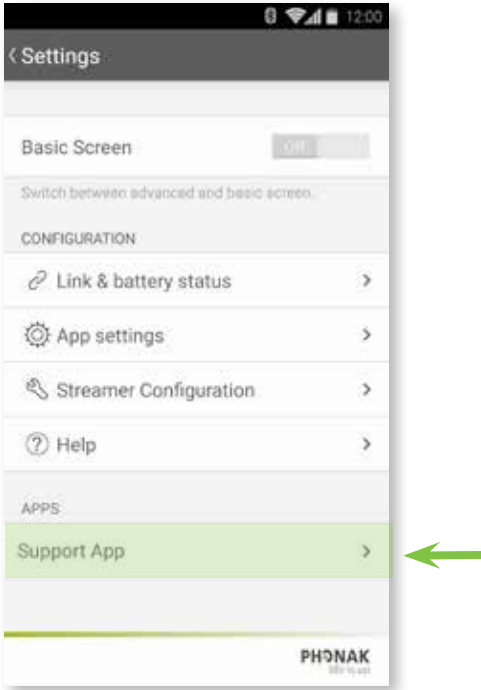


16.2 Support – Links

Links offer further support when using the RemoteControl App. You can find instruction videos and more information about the RemoteControl App.

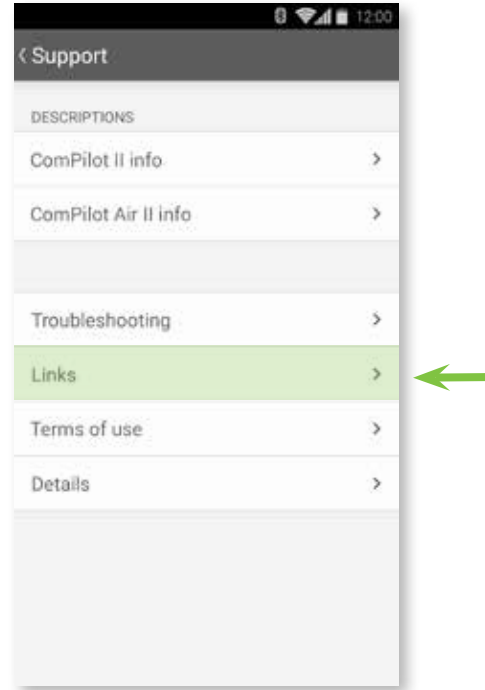
A. Settings menu

In the Settings menu select **Support**.



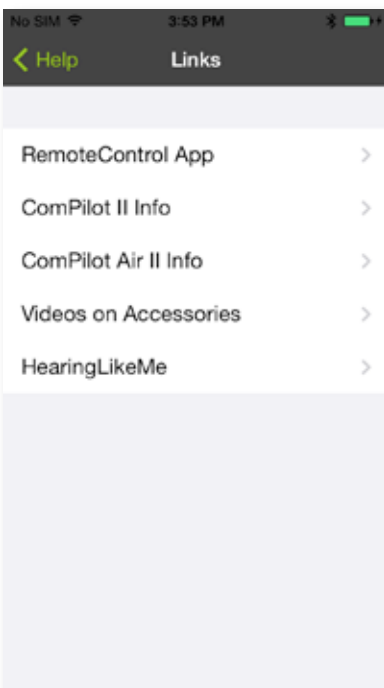
B. Links

Select **Links** for further information from the Internet.



C. Link selection

Select a link of your choice for further information.

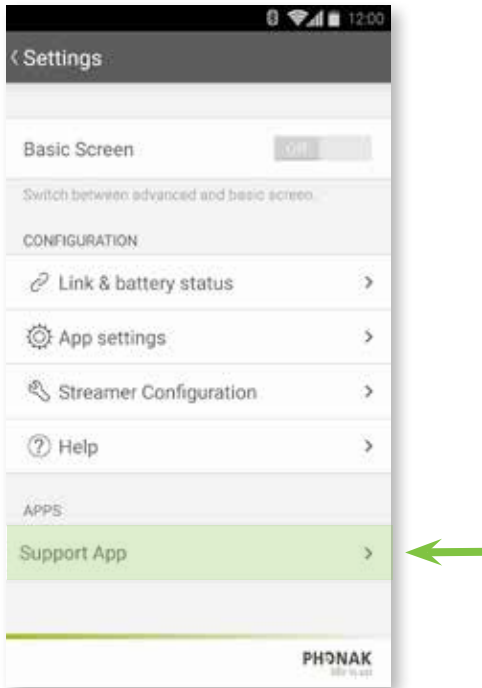


16.3 Support – Terms of use

Important information about the Terms & Conditions of the Phonak RemoteControl App.

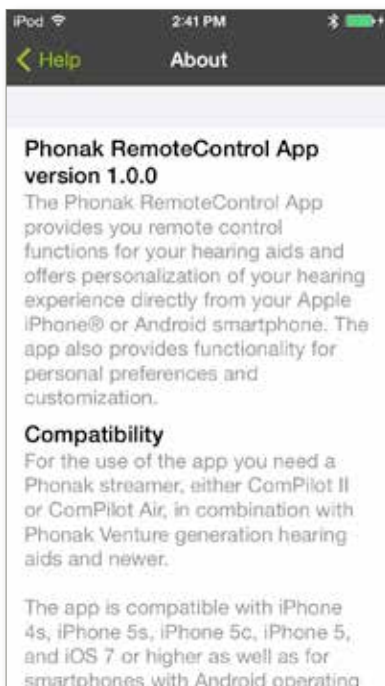
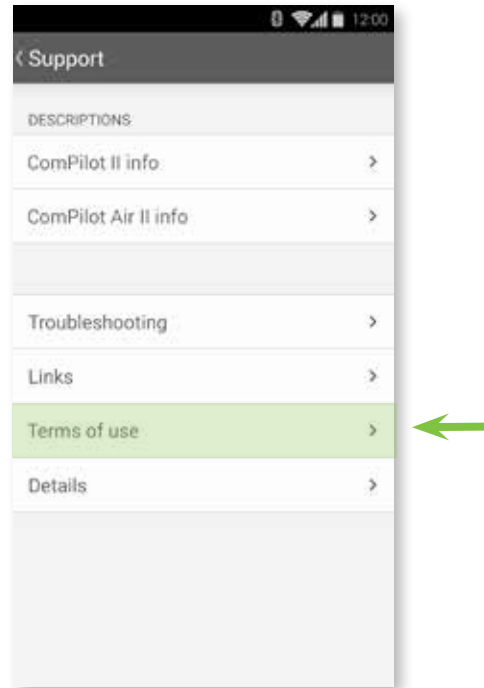
A. Settings menu

In the Settings menu select **Support**.



B. Terms of use

Select **Terms of use** for terms and conditions

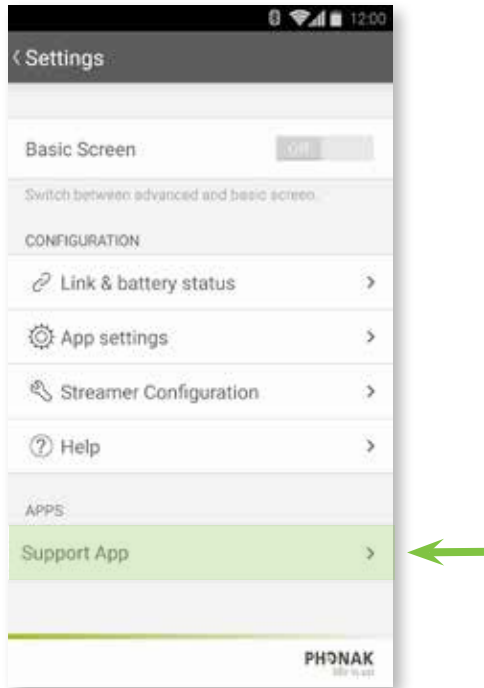


16.4 Support – Details

Support information about the Phonak RemoteControl App.

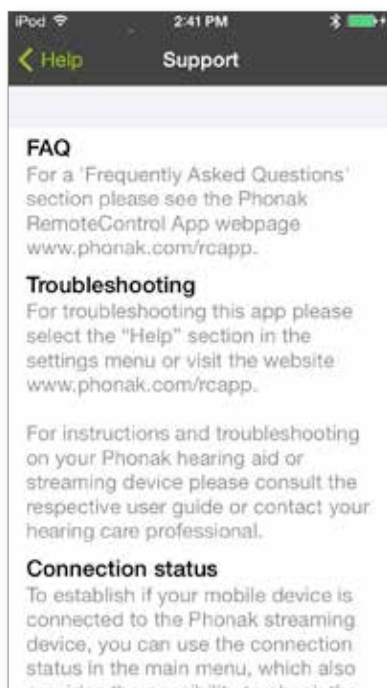
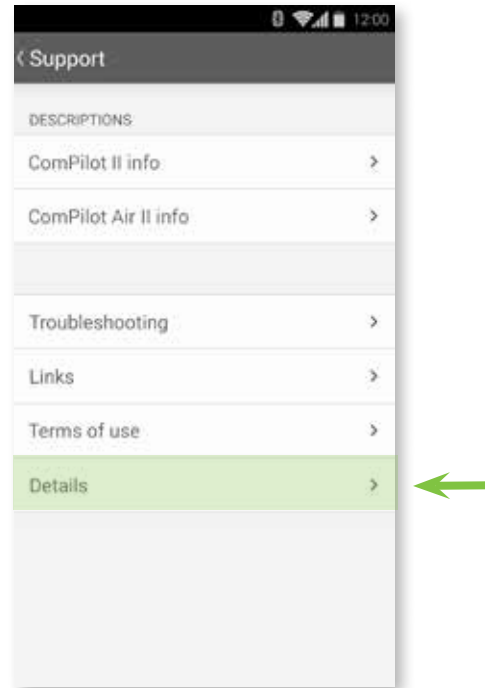
A. Settings menu

In the Settings menu select **Support**.



B. Details


Select **Details** for further information.



17. Compliance Information

Declaration of conformity

Hereby Phonak 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).

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

18. 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 2014.

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.



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.



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