Easy Line Remote™ 3.0
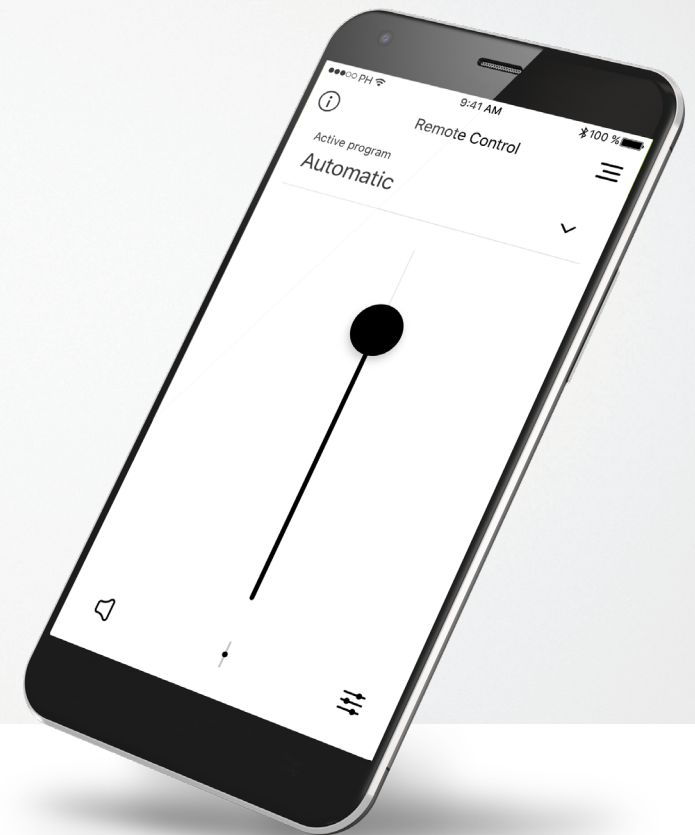
User Guide

Getting started

Easy Line Remote is an app developed by Sonova, the world leader in hearing solutions based in Zurich, Switzerland. Read the user instructions thoroughly in order to benefit from all the possibilities it offers.

Intended use
Intended use of the Easy Line Remote app is to select, adjust and save existing hearing aid functions and access of status information wirelessly in a visualized way.

⚠️ **Compatibility information:**
For the use of the Easy Line Remote app, hearing aids with Bluetooth® connectivity are required.
Easy Line Remote can be used on phones with Bluetooth® low energy (BT-LE) capability and is compatible with iPhone® 5s and newer running iOS Version 12.0 or newer.
Easy Line Remote can be used on Google Mobile Services (GMS) certified Android™ devices supporting Bluetooth® 4.2 and Android OS 7.0 and newer.

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

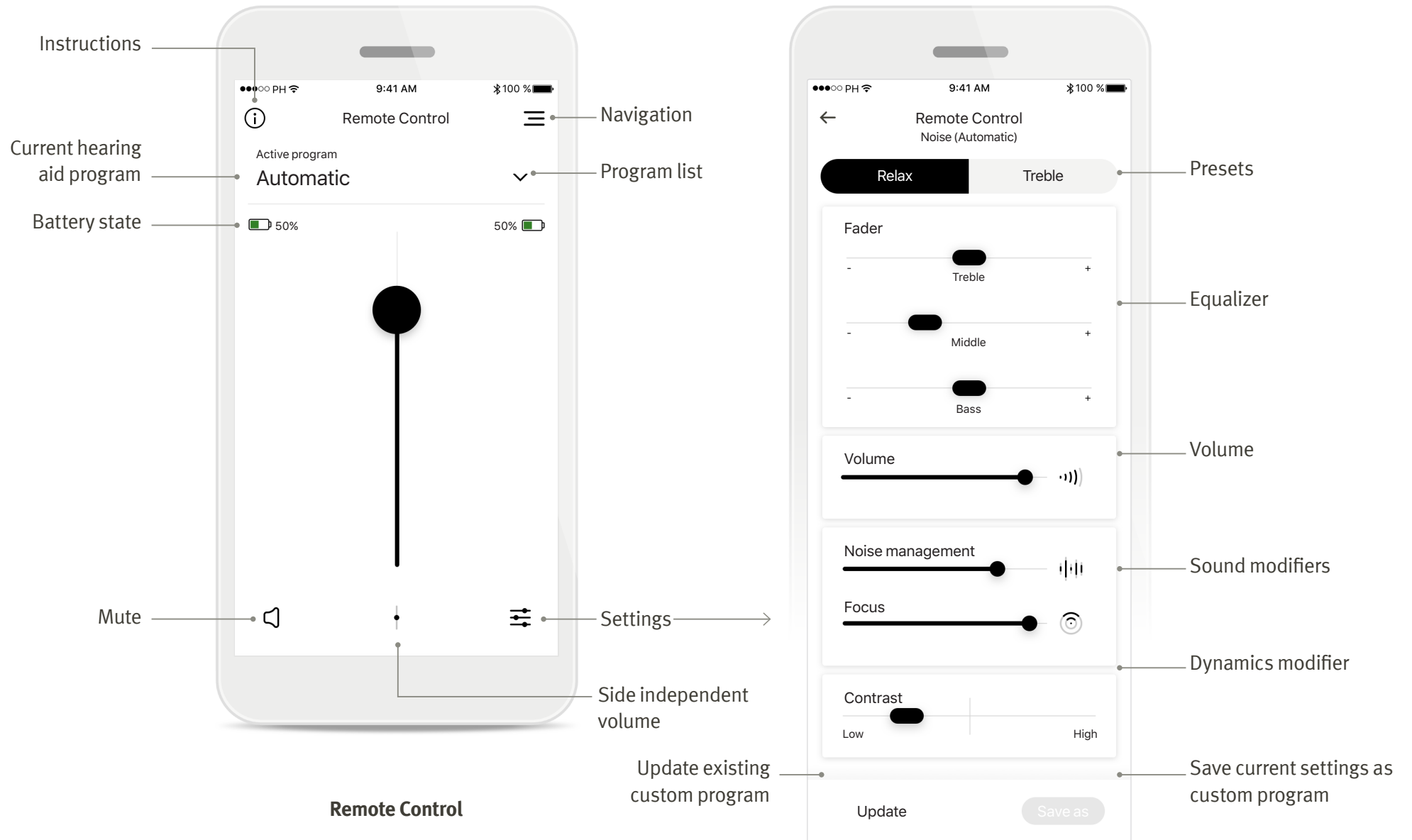Apple® and iPhone® are trademarks of Apple Inc., registered in the U.S. and other countries.

Android™ is a trademark of Google Inc.
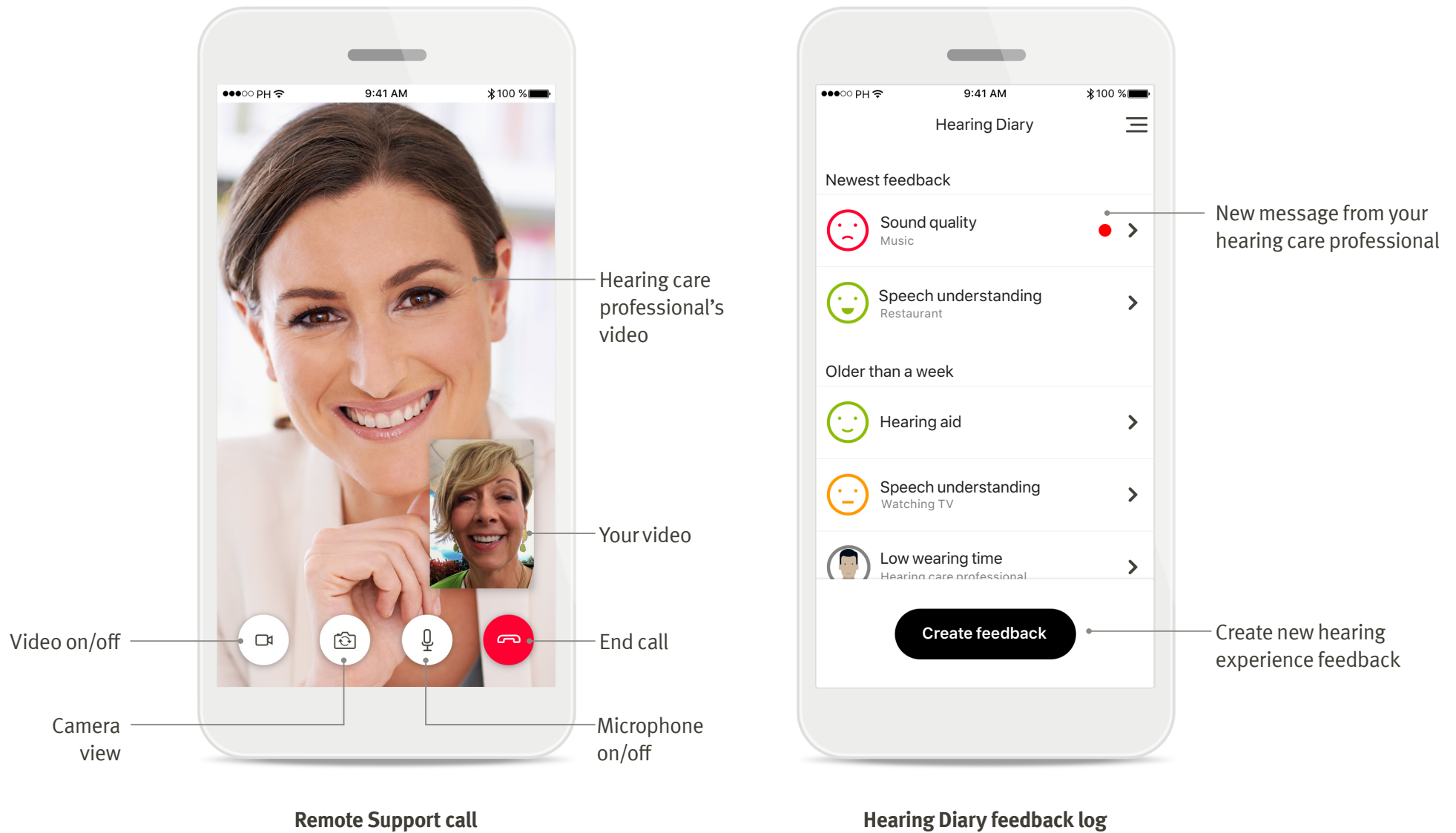
iOS™ is a trademark of Cisco, Inc.

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| Relax | Treble |

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Fader

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Volume

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Update   Save as

Save current settings as custom program

Quick overview - Remote Support and Hearing Diary*

Remote Support call

- Hearing care professional's video
- Your video
- Video on/off
- Camera view
- Microphone on/off
- End call

Hearing Diary feedback log

9:41 AM

Hearing Diary

Newest feedback

Sound quality
Music

Speech understanding
Restaurant

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Hearing aid

Speech understanding
Watching TV

Low wearing time
Hearing care professional

Create feedback

- New message from your hearing care professional
- Create new hearing experience feedback

*Only available in certain countries and through selected hearing care professionals

Installing the Easy Line Remote app

- **Connect your smartphone to the internet via WiFi or cellular data**
- **Turn on your smartphone's Bluetooth**
- **In certain countries, an invitation from your hearing care professional is needed to activate Remote Support and Hearing Diary.***
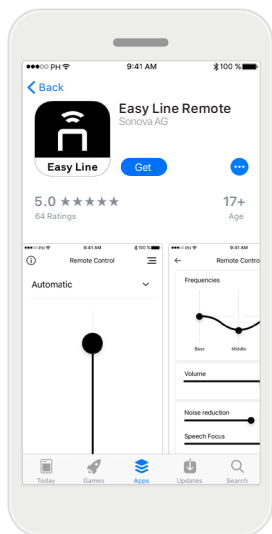
Download the Easy Line Remote app
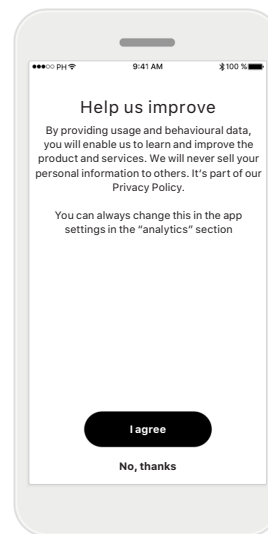Download the app from the store. After installation open the app.
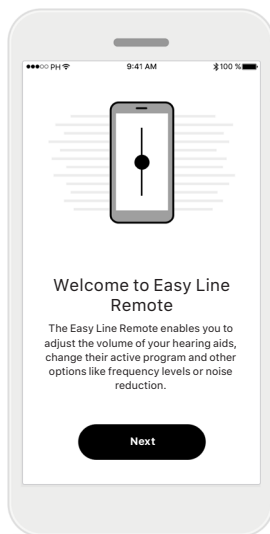
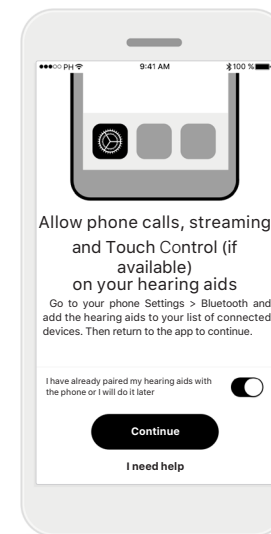**Open Easy Line Remote app**
Open the app and click on [**Next**].

Privacy notice
In order to use the app, you must click on [**I agree**] to accept the Privacy Notice to continue.

Product improvement
By sharing usage data with Sonova, you can help us improve our products.

Enable streaming
To stream music or receive phone calls on your hearing aids please go to Settings > Bluetooth and add the hearing aids to your list of connected devices. Then return to the app to continue the pairing.

*Only available in certain countries. Check with your local hearing care professionals to see if this service is available
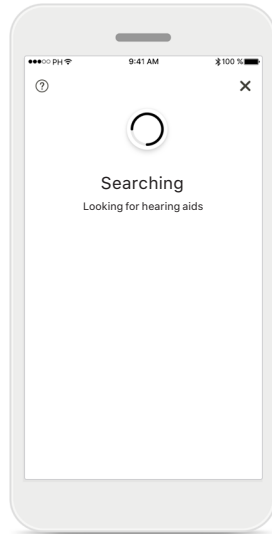
Pairing with compatible hearing aids

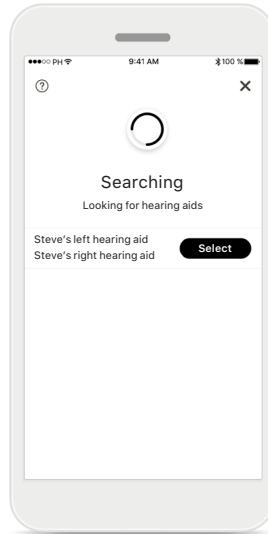To connect Bluetooth enabled hearing aids with the Easy Line Remote app, please follow the instructions below.
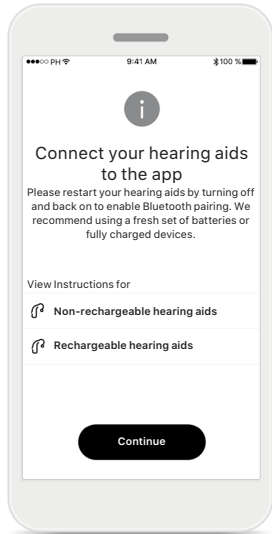
Pairing instructions
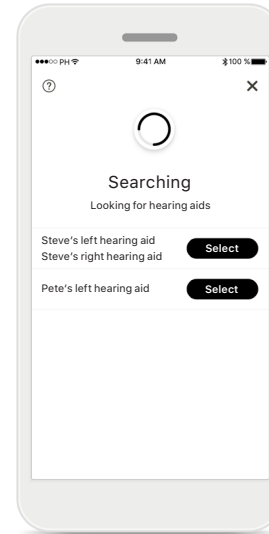Tap [**Continue**] and follow the instructions for your hearing aids

Searching
The app is searching for compatible hearing aids and will display them once they are detected. This may take a few seconds.
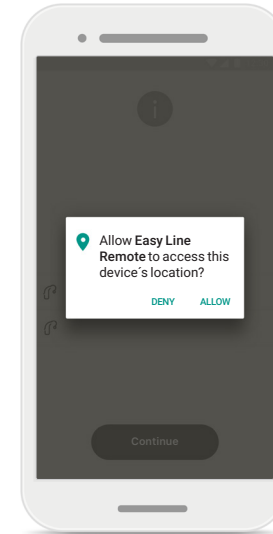
Selecting
Tap [**Select**] when your hearing aids appear in the list.

Multiple
If multiple hearing aids are detected, they will be displayed accordingly. To highlight your hearing aid, please push the button on your hearing aid.
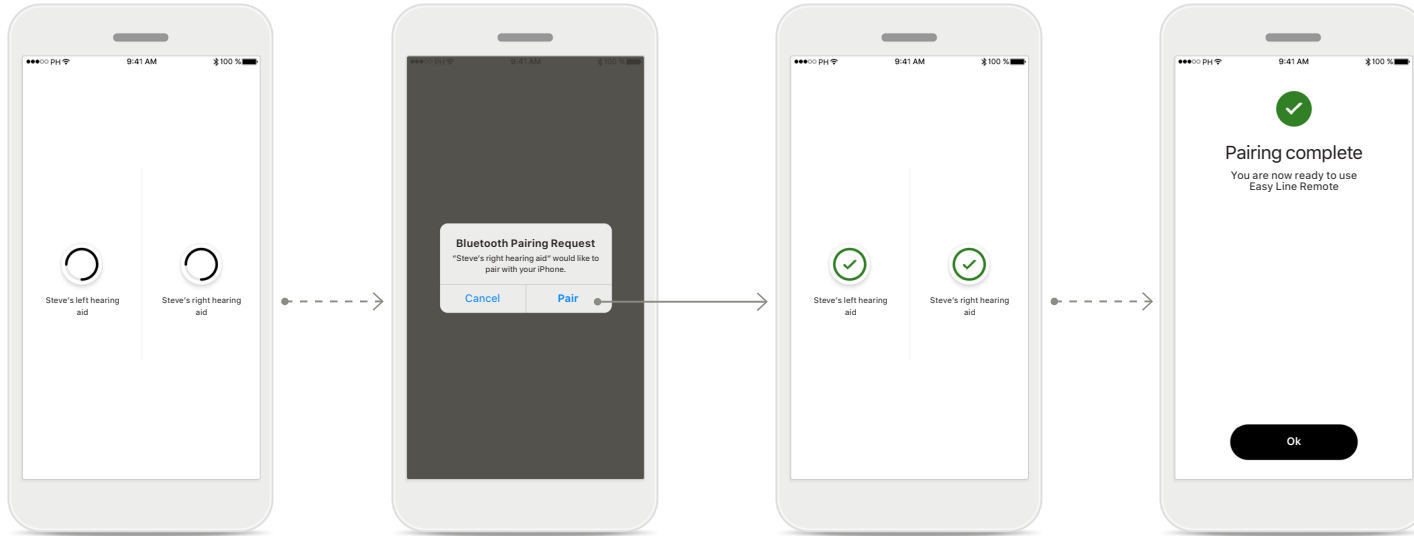
Location
On Android devices, you must enable location services when pairing Bluetooth devices for the first time. After the initial setup you can disable the location services again.

Pairing with compatible hearing aids

To connect Bluetooth enabled hearing aids with the Easy Line Remote app, please follow the instructions below.

Pairing the hearing aids
The app will connect to each hearing aid separately.

Confirm the pairing request
On Apple devices, confirm pairing by tapping [**Pair**] in the popup for every device separately.

Pairing complete
Both hearing aids are now paired. The app will automatically proceed to the next step.

Setup complete
You are now ready to use all compatible functionalities in the Easy Line Remote app. Tap [**Ok**] to access the main screen.

Troubleshooting the pairing

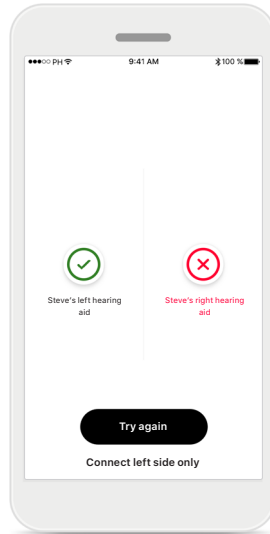**Possible errors during the setup process.**
For more troubleshooting information please visit the Easy Line Remote support page.
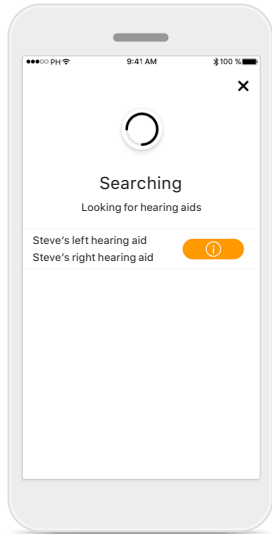
Incompatible devices
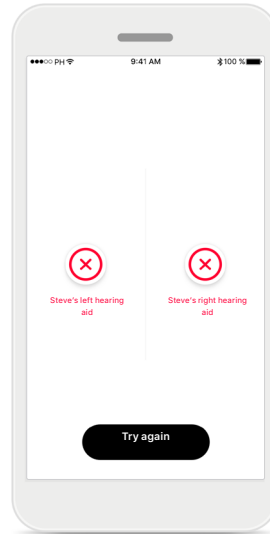The app cannot connect to the devices because they are not compatible.
Please contact your hearing care professional for further information.

Hearing aid connection error
If the pairing to one of the hearing aids fails, you can:
1. Tap [**Try again**] to restart the pairing process.
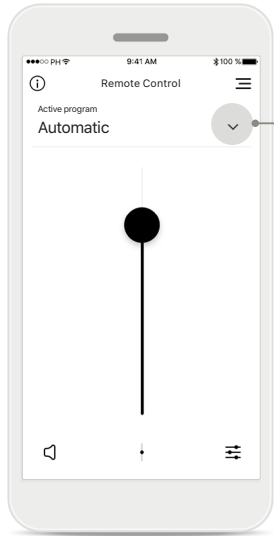2. Continue with only one of the two hearing aids

Connection fails to both
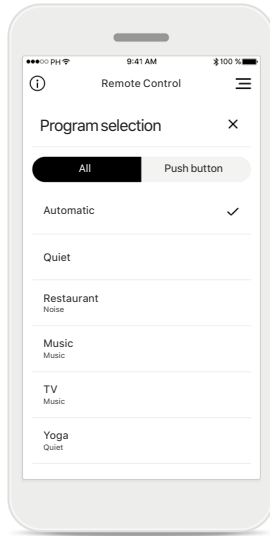Tap [**Try again**] to restart the pairing process and follow the instructions.

Easy Line Remote main view

**Functionalities available for all hearing aids.**

Adjust hearing aid volume
Move this slider up to increase volume, or down to decrease the volume. If you are fitted with two hearing aids this slider controls both devices simultaneously.
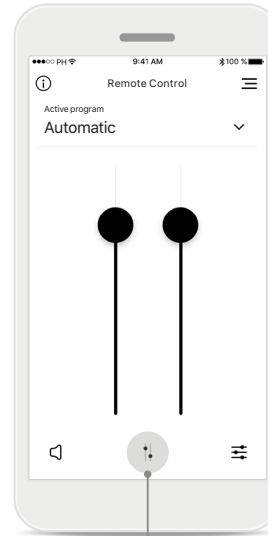
Accessing programs
Tap the arrow next to Program selection to access the program list. The available programs depend on how your hearing aids have been set up by your hearing care professional.
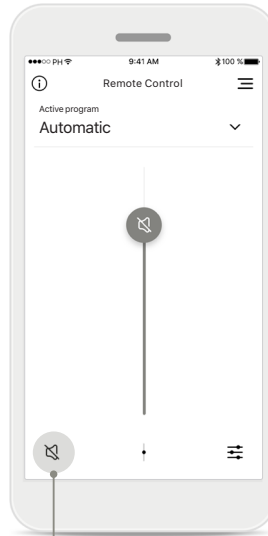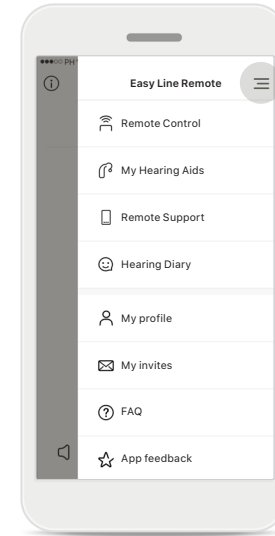
Mute
You can mute the hearing aid(s) by pressing the [**Mute**] icon.

Split the volume
Press the [**Split**] icon to adjust the volume of each hearing aid independantly.
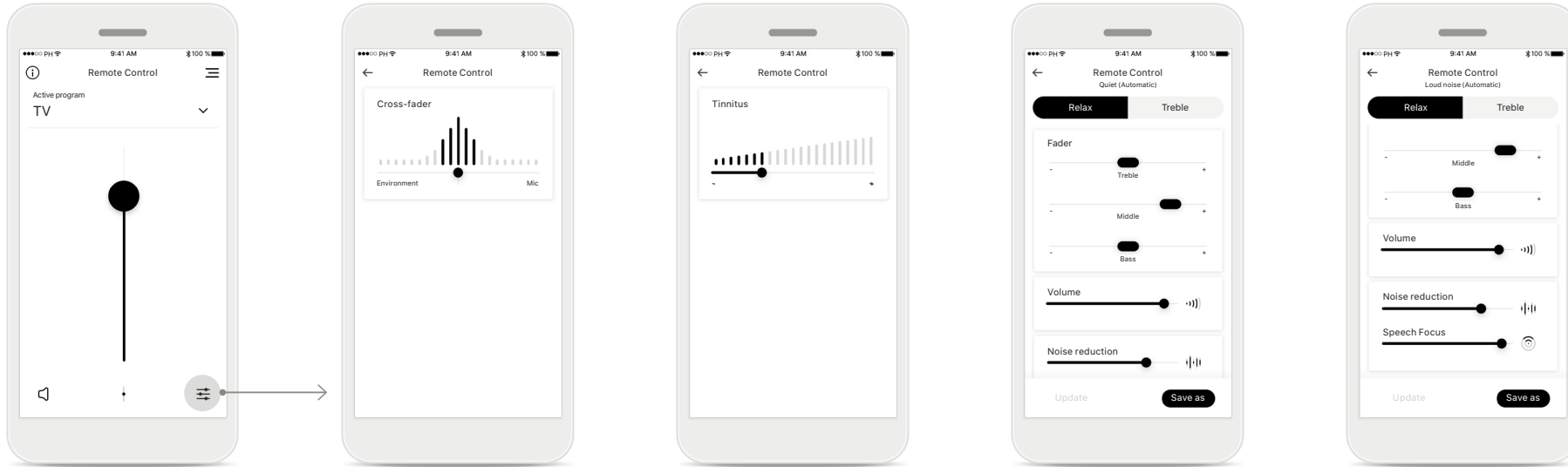
App navigation
You can access all functionalities of the app in the main navigation.

Easy Line Remote main view

Functionalities which are dependent on how the hearing aids were programmed, and which wireless accessories you have.

Accessing program options
Some programs may offer further adjustment possibilities. When available, they can be accessed by pressing the [**Settings**] icon.

Environmental 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 to hear 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.

Remote Control settings
The settings view gives you access to the following functionality:
- Presets
- Adjustment for bass, middle and treble frequencies
- Volume control
- Noise reduction and Speech focus
- Dynamic control

Improved Speech Focus
The improved Speech Focus slider in the app will now reduce noise from behind and sides whilst enhancing speech focus to the front. This feature is available in noisy situations and the strength can be made stronger by moving the slider to the right.
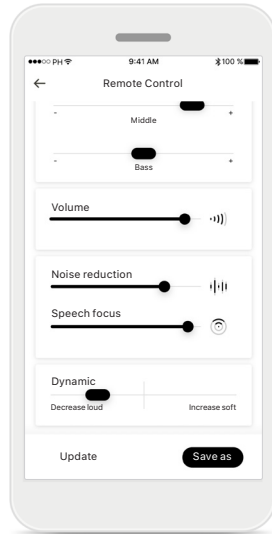
Easy Line Remote Control settings

Functionalities dependent on programming of the hearing aids and wireless accessories.
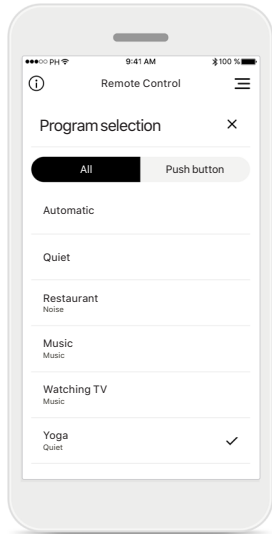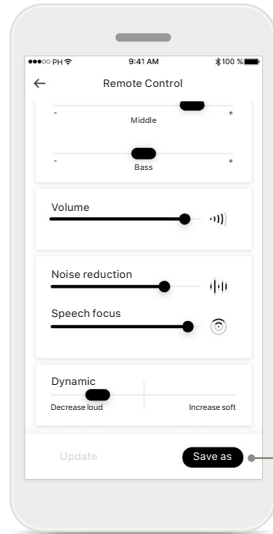
Access custom programs
The app includes programs set up by your HCP as well as 3 templates (Music, TV and Restaurant) that you can use straight away, or modify at your convenience. You can access your custom program at anytime via the app.
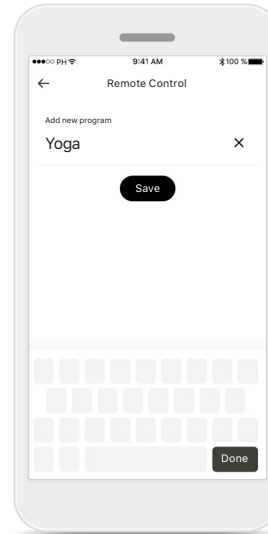
Update a custom program
You can edit your existing customized setting and keep the changes by pressing [**Update**].

Creating a custom program
You can save your customized settings (e.g. favorite restaurant) for easier access the next time you are in the same environment.
Please note that depending on your screen size you need to scroll to see all functions.

Naming your custom program
You can save custom programs and give a personalized name for each program created.
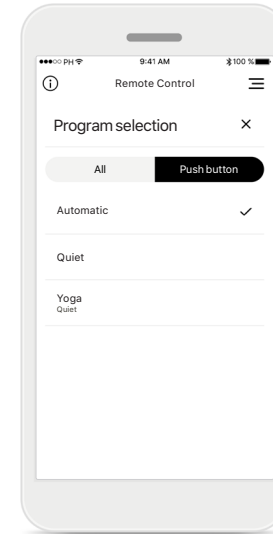
Easy Line Remote Memory
Easy Line Remote Memory automatically activates the last used program after a phone call or any other stream from your phone or TV. The last activated program is also accessible from the multi-function button on your hearing aid – this is also visible from the app through the list of available programs.

Setting up an account with myPhonak*

To use Remote Support and Hearing Diary you will need to register a myPhonak account and have an invitation from your hearing care professional.
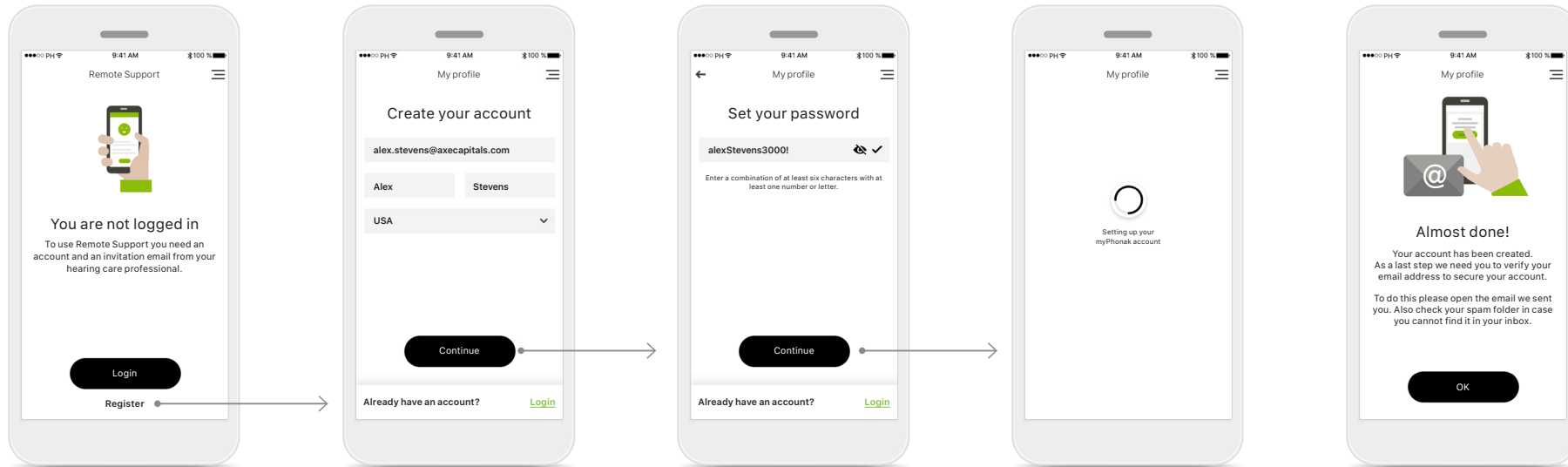
Start
To use certain features like Remote Support, login to your myPhonak account. To create a new account, tap [**Register**].

Create your account
Complete all fields to create your account. When finished, tap [**Continue**].

Set your password
Create a password. The password should be a minimum of six characters long containing a least one number or letter. When completed, tap [**Continue**] to set up your account.

Setting up your account
The app will connect to the internet to set up your account. This may take a few seconds.

Activate account
Your account has been created. As a last step we need you to verify your email address to secure your account.

To do this please open the email we sent you. Also check your spam folder in case you cannot find it in your inbox.

*Check with your local hearing care professionals to see if this service is available

Adding an invite code*

(Only needed in certain countries)

To use Remote Support and Hearing Diary you will need to register for a myPhonak account and have an invitation from your hearing care professional. Please note that these services are only available in certain countries and through selected hearing care professionals.
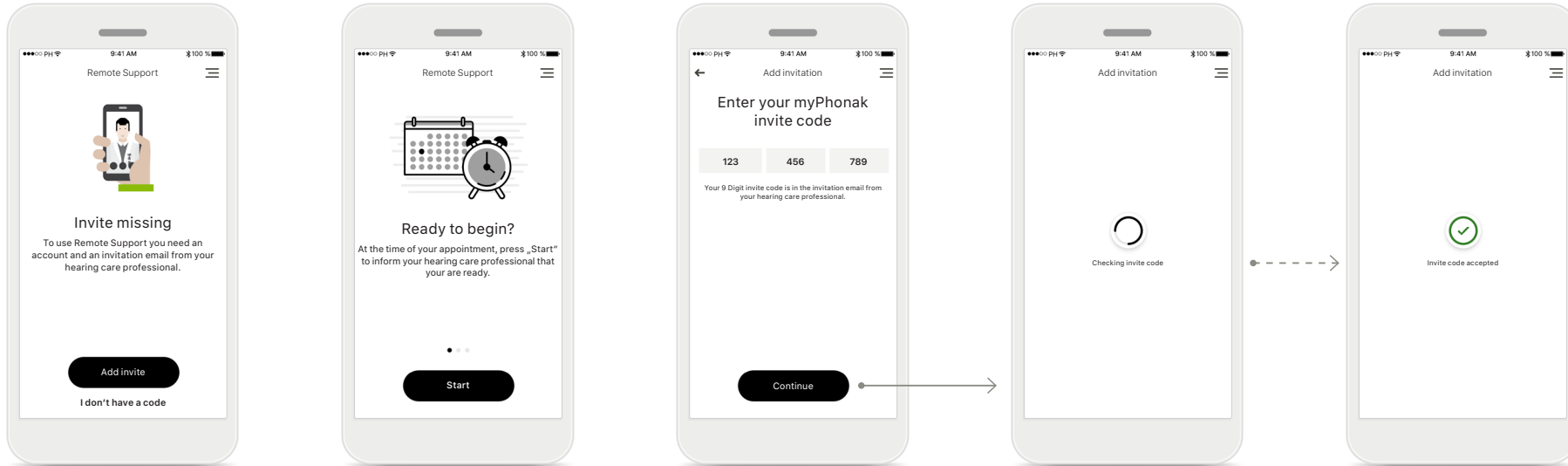
Invite missing
To use certain features like Remote Support, you need to have an invite from your hearing care professional. If you already have a code tap [**Add invite**]. If you want to learn more, tap on [**I don't have a code**].

To use Remote Support and Hearing Diary you must:
- Speak with your hearing care professional about this service*
- Receive an invitation email from your hearing care professional
- Tap "Accept Invitation" in the email or enter the code manually in the app

Enter your myPhonak invite code
Please enter the 9 digit code that you have received in an email from your hearing care professional. When finished, tap [**Continue**] to check your invite code.

Checking invite code
The app will connect to the internet to check your invite code. Please note that this may take some time.

Invite code accepted
Your invite code has been accepted. The app will automatically proceed to the Remote Support start screen.

*Check with your local hearing care professionals to see if this service is available

Hearing Diary

Hearing Diary allows you to easily review your hearing aids and provide valuable feedback to your hearing care professional. This feedback will allow your hearing care professional to ensure you get the most out of your hearing aids.
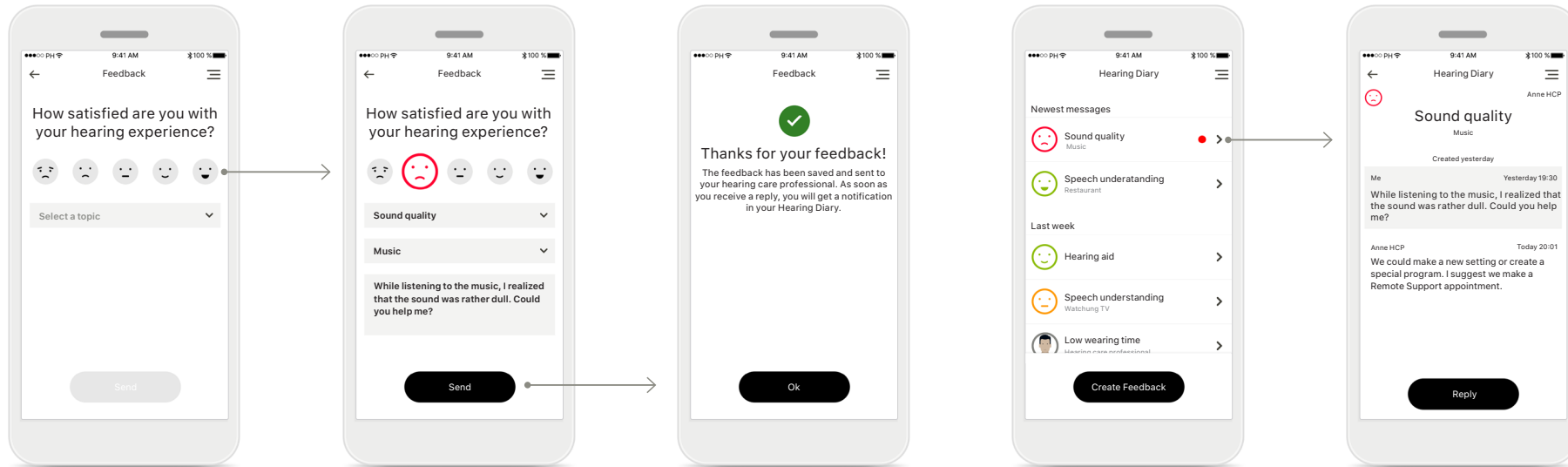
1. Enter satisfaction
Select one of the smiley icons to enter your level of satisfaction/dissatisfaction about a current situation.

2. Enter a topic
Select from one of the four topics 'Sound quality', 'Hearing aid', 'Speech understanding', or 'Other' to provide information for the hearing care professional to understand which area you wish to address.

3. Feedback transmitted
Your feedback has been sent to your hearing care professional. You will receive a notification in your Hearing Diary as soon as you get a reply.

Hearing Diary log*
The entire feedback history is visible. Select an individual feedback to see more details. Additionally, the message icon indicates an available message from your hearing care professional that you can review and reply to as needed.

Reviewing a specific feedback with message
Selecting a specific feedback entry from the Hearing Diary log provides additional details and messages between you and your hearing care professional.

* Only available in certain countries. Hearing goals is a part of the Hearing Diary. Check with your local hearing care professionals to see if this service is available.
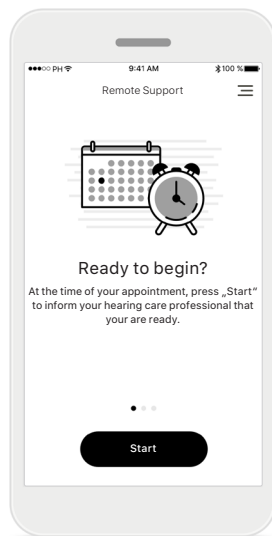
Remote Support session

Remote Support allows you to have an appointment with your hearing care professional from the comfort of the place you choose.
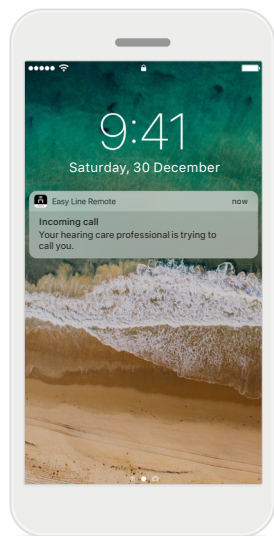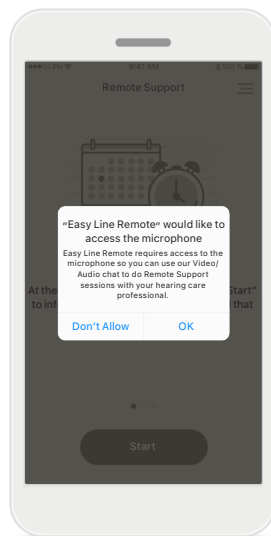
Notification
In the home screen of your smartphone you receive a notification of the incoming call from your hearing care professional.
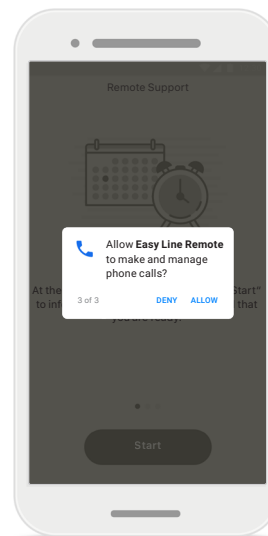
Start the Remote Support session
At the time of the appointment, open the myPhonak app and tap on [**Start**] to let your hearing care professional know that you are ready for your Remote Support appointment.
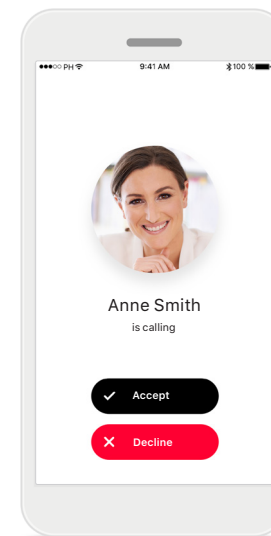
Access to camera and microphone
Tap on [**OK**] to allow the myPhonak app to access your camera and microphone.

Access to myPhonak calls
If you have an Android smartphone tap on [**ALLOW**] to give the myPhonak app permission to make and manage myPhonak calls.

Accept video calls
The app will connect you to your hearing care professional. Tap on [**Accept**] to accept the call.

If using cellular data, your mobile provider may charge you. Please check with your phone provider before starting a Phonak Remote Support session.

A Remote Support session will use around 56 MB for a 10 minutes video call, while an audio call uses around 30 MB.

Remote Support session

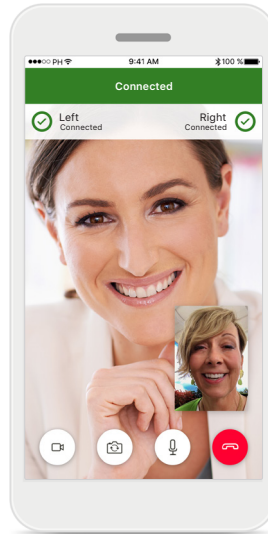While in the Remote Support session you can personalize your experience by turning on or off your Video and/or Audio.
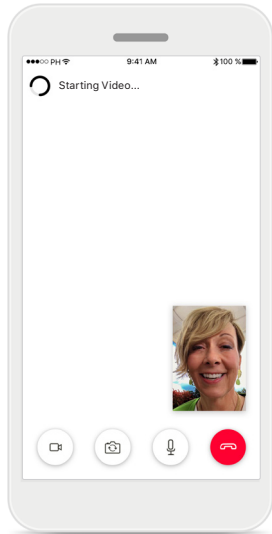
Starting video call
After a few seconds the video image is set up and you can see your hearing care professional.
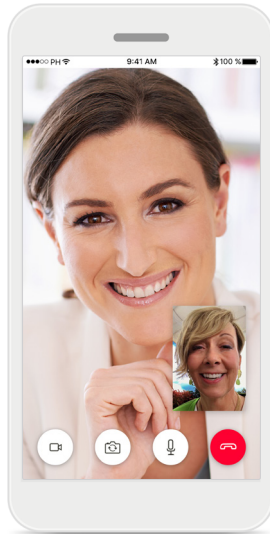
Ongoing call
You are now connected to your hearing care professional.

Connected hearing aids
If your hearing care professional needs to connect to your hearing aids, this can be done remotely using your smartphone.
Your hearing care professional will let you know when he or she connects to your hearing aids.
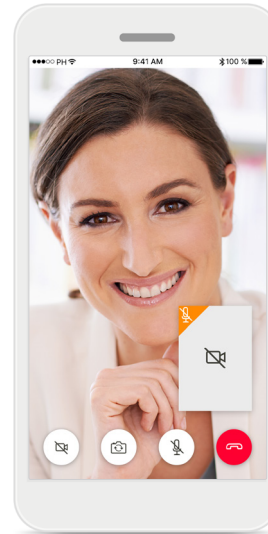
No video
If you wish to hide your video you can disable the video with the click of a button.
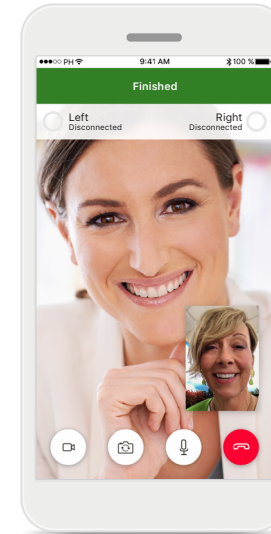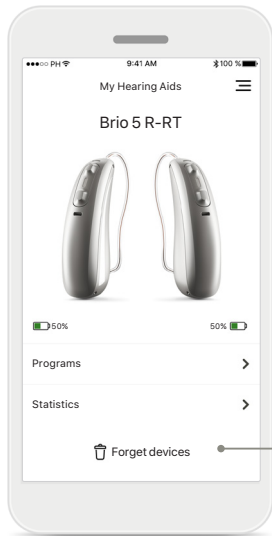
New settings saved
Your hearing aids will mute briefly during the connection process and while settings are being saved to your hearing aids. You will be able to see the status on your screen.

My Hearing Aids

These functionalities are dependent on how the hearing aids have been programmed and which wireless accessories you have.
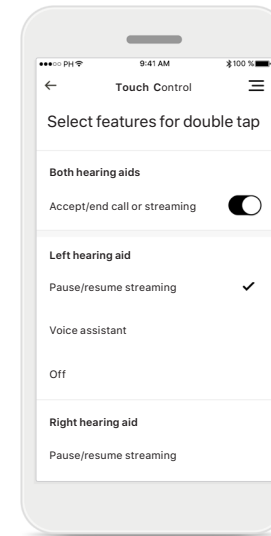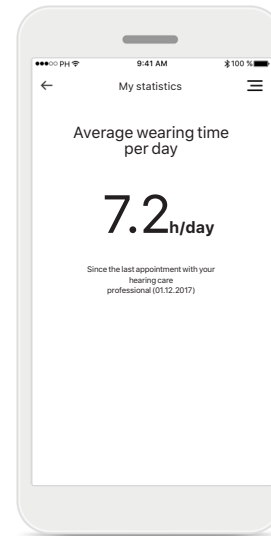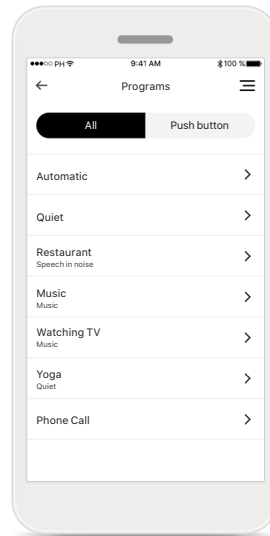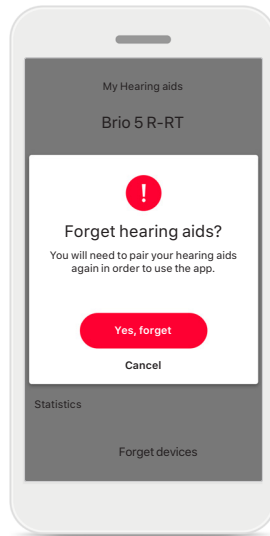
My Hearing Aids
The 'My Hearing Aids' screen lists all available settings. It also shows the battery state for rechargeable models. The available settings depend on your device and may include:

- Programs
- Statistics
- Touch Control
- Auto On behavior
- Bluetooth phone call
- How to stream

Forget devices
You can remove your hearing aids by pressing [**Yes, forget**].
Please note that by doing so you will need to pair your hearing aids again in order to use the app.

My programs
All available programs are listed here. By pressing [**>**] you can access more details about a selected program. You can also customize the program names here and delete custom scenarios from the app.
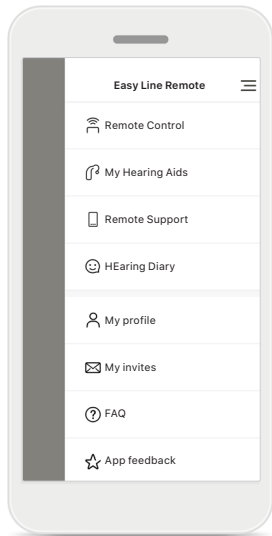
My statistics
This screen presents the average wearing time per day since the last appointment with your hearing care professional.

Touch Control*
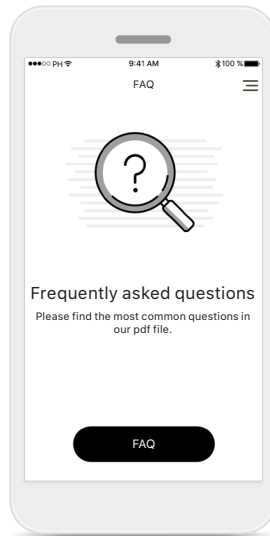You can customize how your hearing aids react to your double taps.

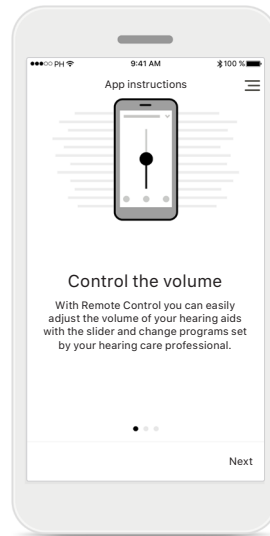*Only available in specific hearing aids

Other functionalities

App navigation
You can access all functionalities of the app in the main navigation.
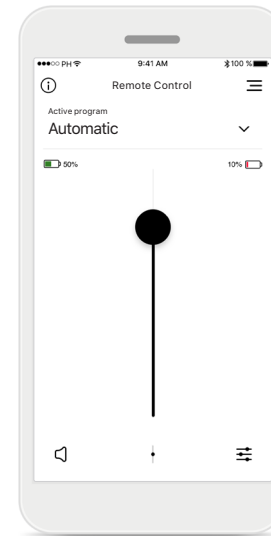

FAQ
You can access the frequently asked questions on our external website from this page.

App instructions
You can access all the app instructions from this page.

Battery level
For hearing aid models with rechargeable batteries, you can see the current status of charge. If the battery charge is below 20% the icon turns red. Consider recharging your hearing aids soon.

Important safety information

⚠ You have the responsibility of usage of the personal smartphone. Please handle the smartphone and usage of the app carefully.

ⓘ 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.

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

ⓘ If the hearing aids do not respond, please check if the hearing aids are switched on and the battery is not empty.

⚠ The decrease of amplification or increase of noise canceler may reduce the audibility of warning or safety relevant signals. This could result in hazardous situations.

ⓘ Activate your Bluetooth. Bluetooth has to be enabled to connect to your hearing aids.

Symbol explanation

📖 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 product safety.

CE With the CE symbol, the manufacturer confirms that this Easy Line product meets the requirements of the Medical Devices Directive 93/42/EEC. CE mark applied 2021.

The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.

CE
0459

CE Mark applied 2021