Easy Line Remote™ 1.0

User Guide

Easy Line™
Accessories

Getting started

Read this user instructions thoroughly in order to benefit from all the possibilities that the app offers.

Intended use
The Easy Line Remote app is intended for Android™ and Apple® iOS devices[1] to adjust certain aspects of hearing aids manufactured by Sonova.

⚠️ **Compatibility information:**
For the use of the Easy Line Remote app certain hearing aids manufactured by Sonova with Bluetooth® connectivity are compatible.
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 10.2 or newer.
Easy Line Remote can be used on Google Mobile Services (GMS) certified Android devices supporting Bluetooth 4.2 and Android OS 6.0 and newer.

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

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

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

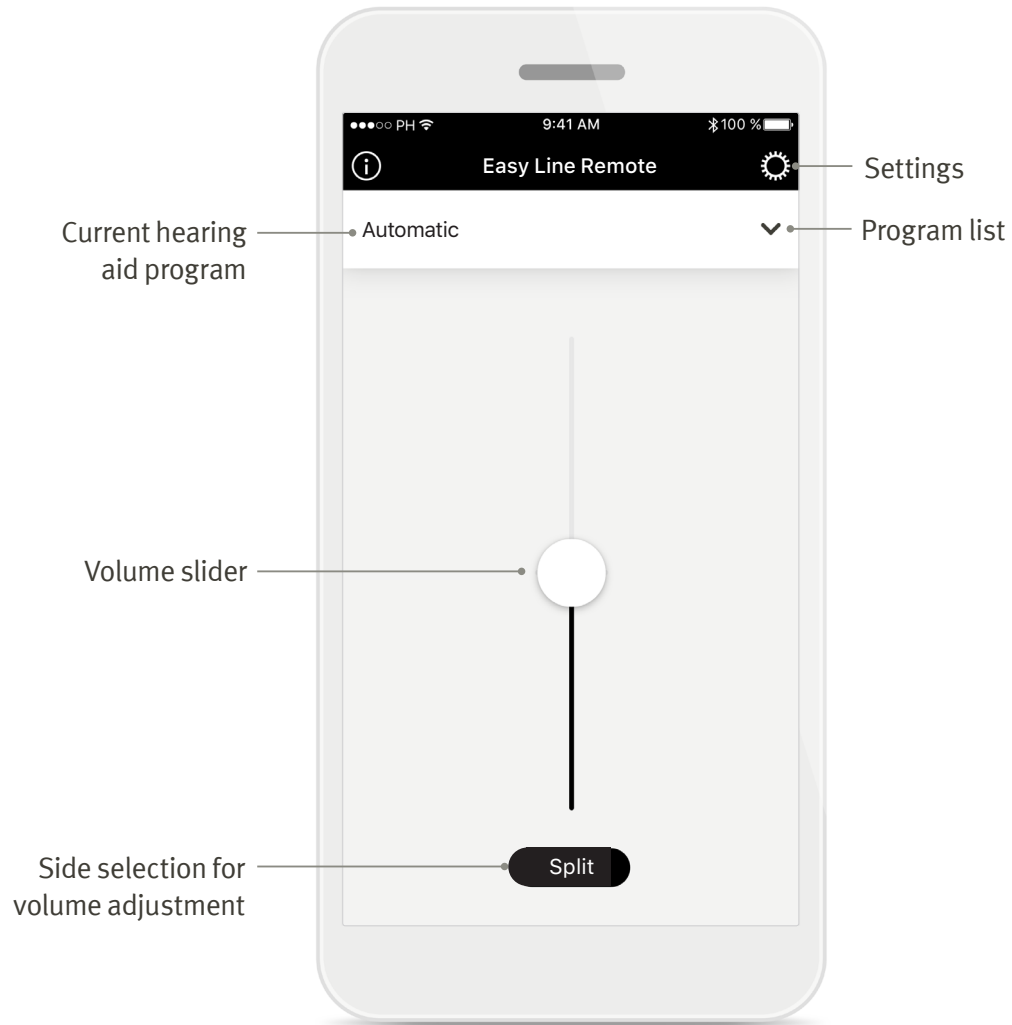Apple® and iPhone® are trademarks of Apple Inc., registered in the U.S. and other countries.

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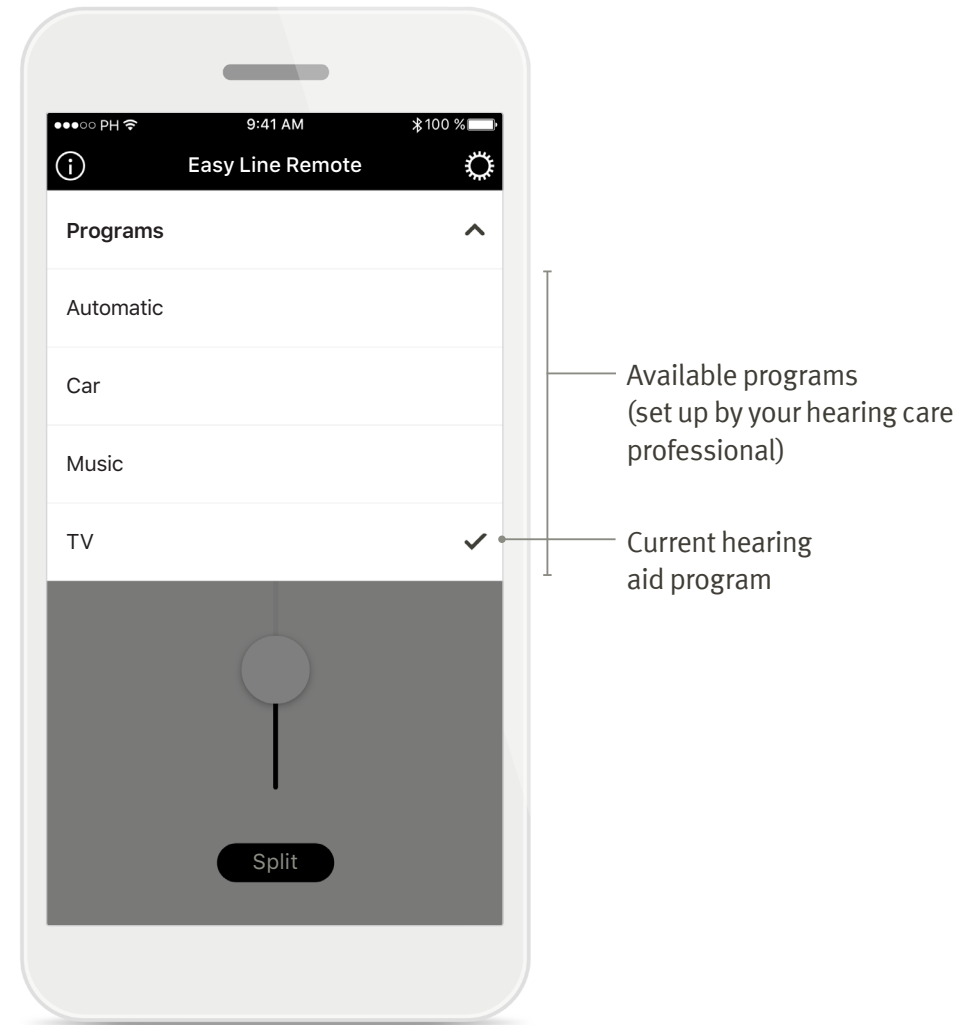
iOS™ is a trademark of Cisco, Inc.

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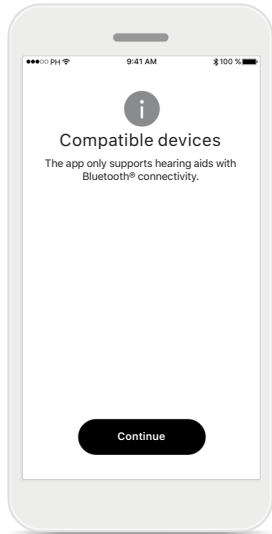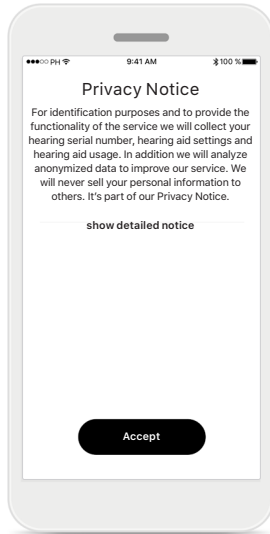professional)

Current hearing
aid program

Split

Program list

Starting the app for the first time

After the installation of the app, several steps need to be taken. These only need to be done once.
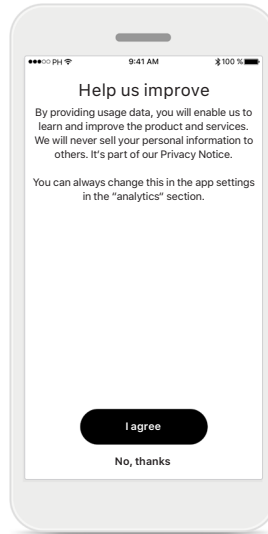
Compatible devices
Only compatible hearing aids with Bluetooth connectivity can be used with this app.
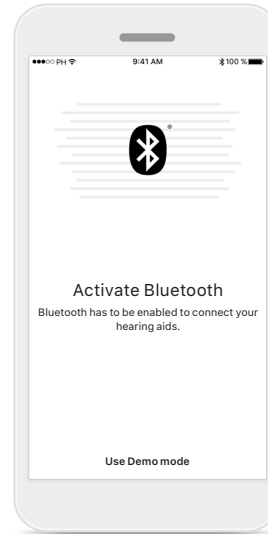
Privacy policy
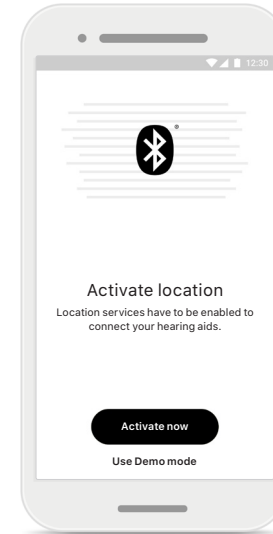In order to use the app, you must [**Accept**] the Privacy policy to continue.

Product improvement
You can optionally share usage data, which enables us to learn and improve future products.

Bluetooth
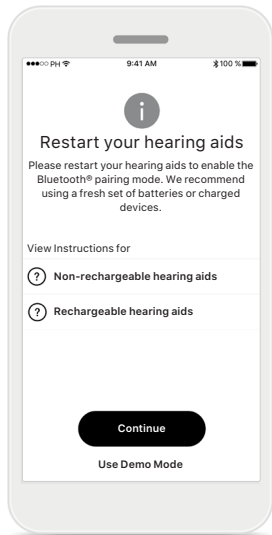In order to use the app, Bluetooth must be enabled to allow communication with the hearing aids.

Location
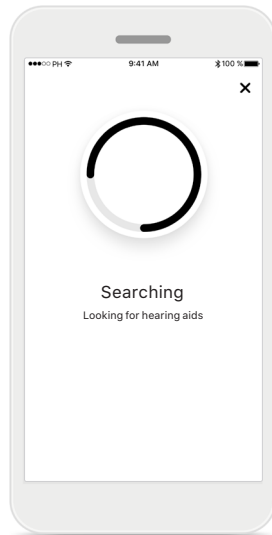On Android devices, you must enable Location Services when pairing to Bluetooth devices.

Pairing with compatible hearing aids

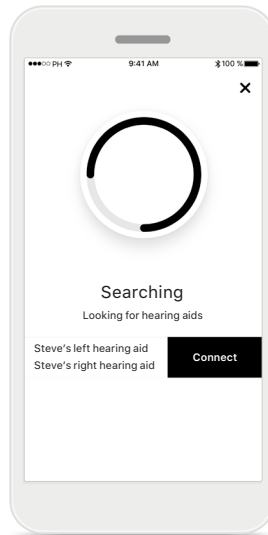To connect Bluetooth enabled hearing aids with the Easy Line Remote app, please follow the instructions below.

Pairing instructions
Tap [**Continue**] to initiate the search process. Tap either the Instructions for non-rechargeable or rechargeable hearing aids to review the instructions for your device.
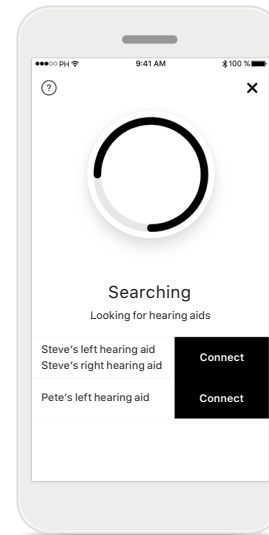
Searching
The app is searching for compatible hearing aids and will display them once they are detected.

Selecting
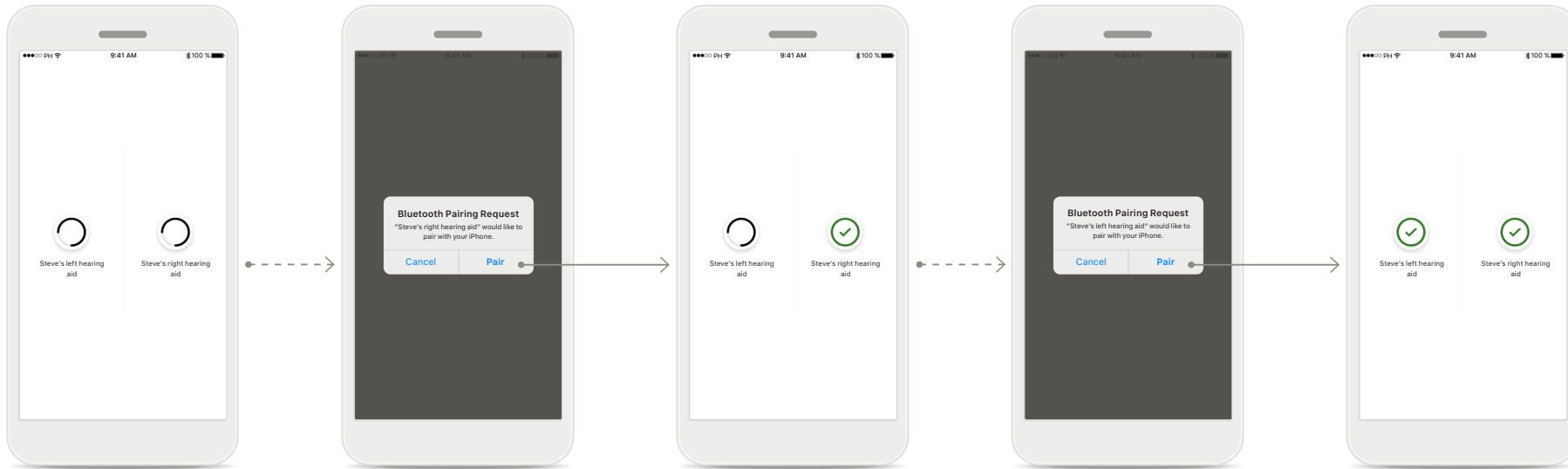Tap [**Connect**] when your hearing aids appear in the list.

Multiple
If multiple hearing aids are detected, they will be displayed accordingly.

Connecting your 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 now proceed to connect to each hearing aid separately.

Confirm the pairing request
On iOS devices please confirm by tapping [**Pair**] in the popup.

Pairing the second hearing aid
The app will now proceed to connect to the other hearing aid.
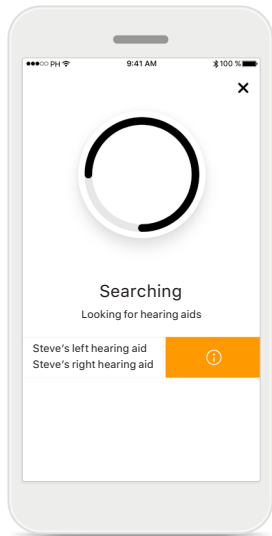
Confirm the pairing request
On iOS devices please confirm by tapping [**Pair**] in the popup.

Pairing complete
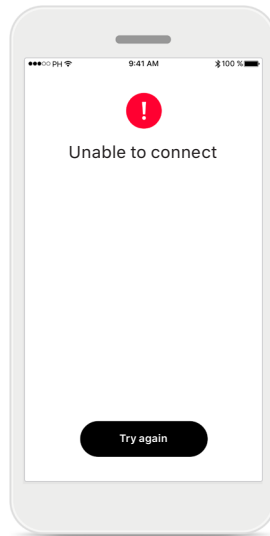Both hearing aids are now paired.

Troubleshooting the pairing

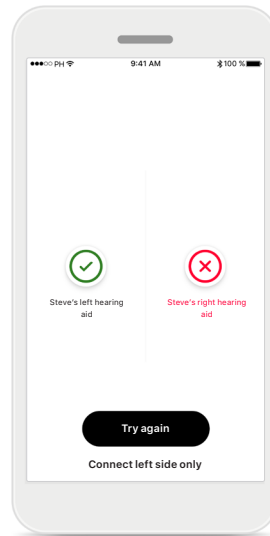**Possible errors during the setup process.**

Incompatible devices
The app cannot connect to the devices because they are not compatible.
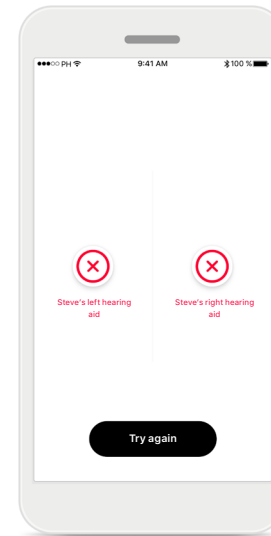

Connection error
Connection to the hearing aids could not be established. Tap [**Try again**] to restart the process.

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.
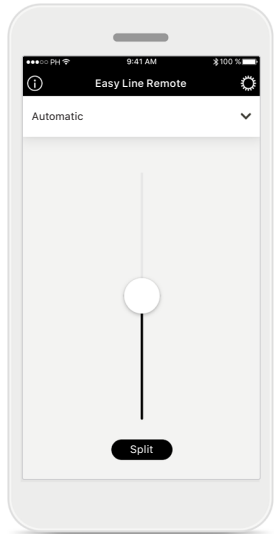2. Continue with only one of the two hearing aids

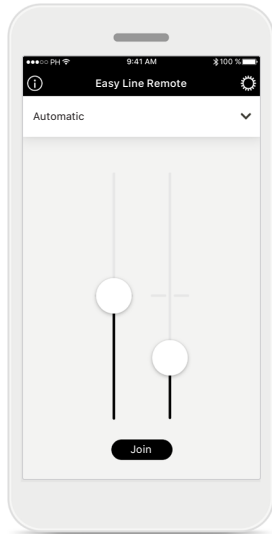

Connection fails to both
Tap [**Try again**] to restart the pairing process and be sure to follow the instructions.
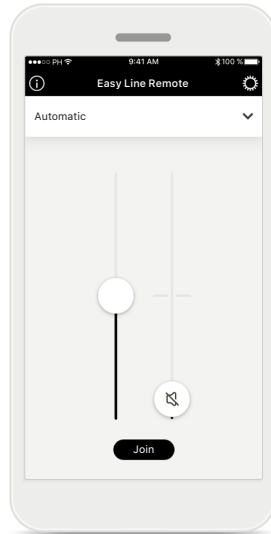
Easy Line Remote main view

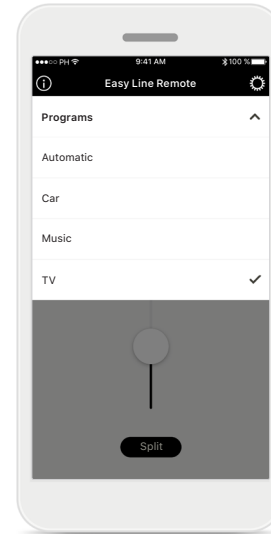Functionalities available for all hearing aids.

Adjust hearing aid volume
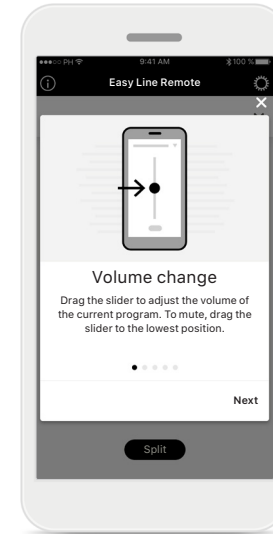Move the slider up or down to increase or decrease the hearing aid volume on both sides.

Split the volume
Press the [**Split**] button to split the hearing aid volume slider to adjust each side separately.

Mute
You can mute the hearing aid(s) by moving the volume slider all the way down.

Accessing programs
Tap the menu above the volume slider to access the program list. The available programs depend on how your hearing aids have been set up by your hearing care professional.
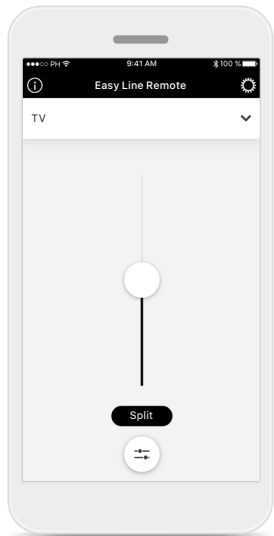
Access to tips
After tapping the [**i**] icon on the top left of the main screen, some basic tips on app usage are displayed.
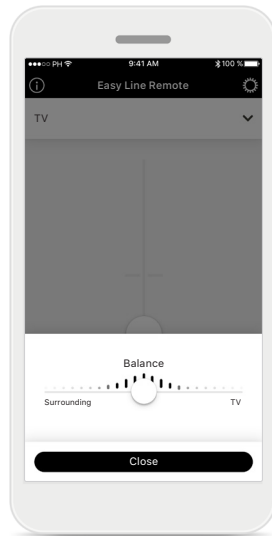
Easy Line Remote main view

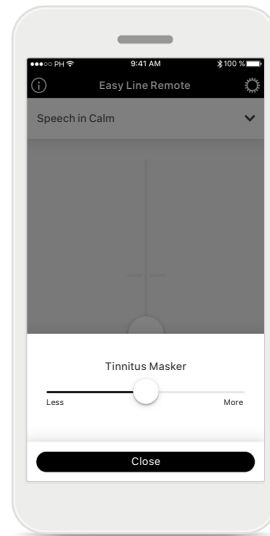Functionalities which are dependent on how the hearing aids were programmed, and what accessories you have.

Accessing program options
Some programs may offer further adjustment possibilities. When available, a special icon will appear at the bottom of the volume slider.
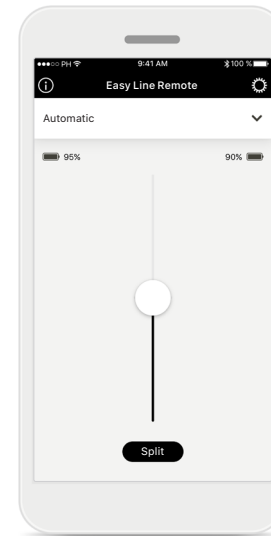
Environmental Balance
If you use an external streaming device, (e.g. TV Connector, music) you can choose to focus more on the streaming sound and less on the sounds around you.
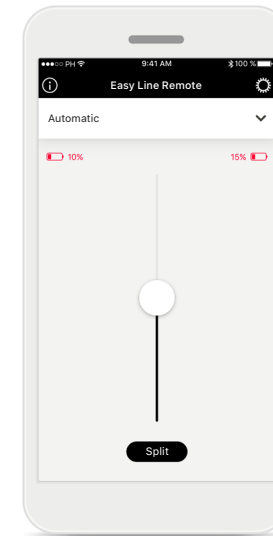
Tinnitus masker*
If you have tinnitus, and have been instructed by your hearing care professional on how to use the Tinnitus Masker, you can adjust the volume of the masking noise here.

Battery level
For hearing aid models with rechargeable batteries, you can see the current status of charge which is measured directly from the connected hearing aid.
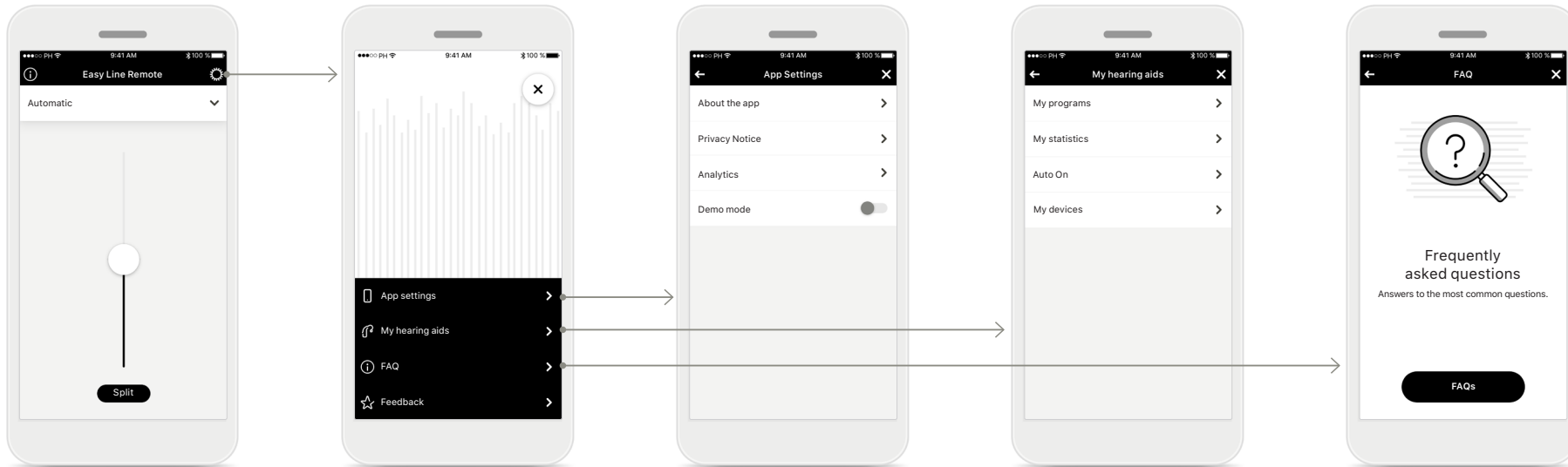
Battery level
For hearing aid models with rechargeable batteries, if the battery charge is below 20% the icon and values turn red, consider recharging your hearing aids soon.

* Not available on all hearing aids.

Settings

General information about the app can be found in the settings.

Access the settings
Tap the [**gear icon**] on the top right of the main screen to access the settings.

Settings
On the settings screen all available settings are listed.

App settings
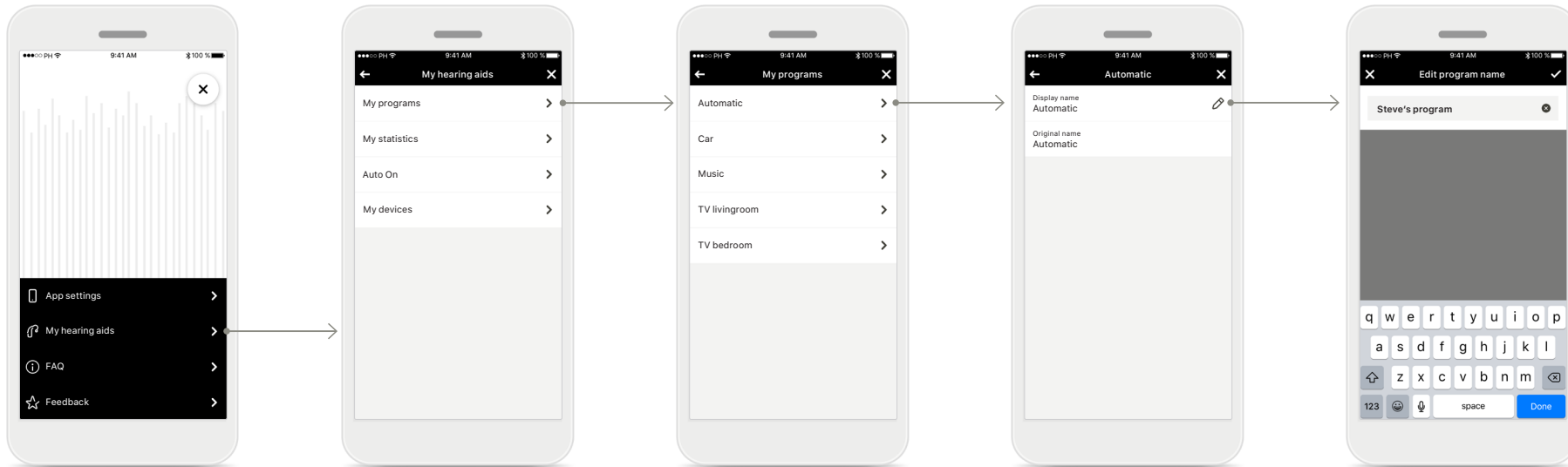All app related information can be accessed here.

My hearing aids
All hearing aid related information and configurations can be accessed here. Only rechargeable hearing aids offer the Auto On option.

FAQ
Further information and assistance is available online.

Settings

Change program names

My hearing aids
Tap [**My hearing aids**] in the list.

My programs
Tap [**My programs**] in the list.

Select program
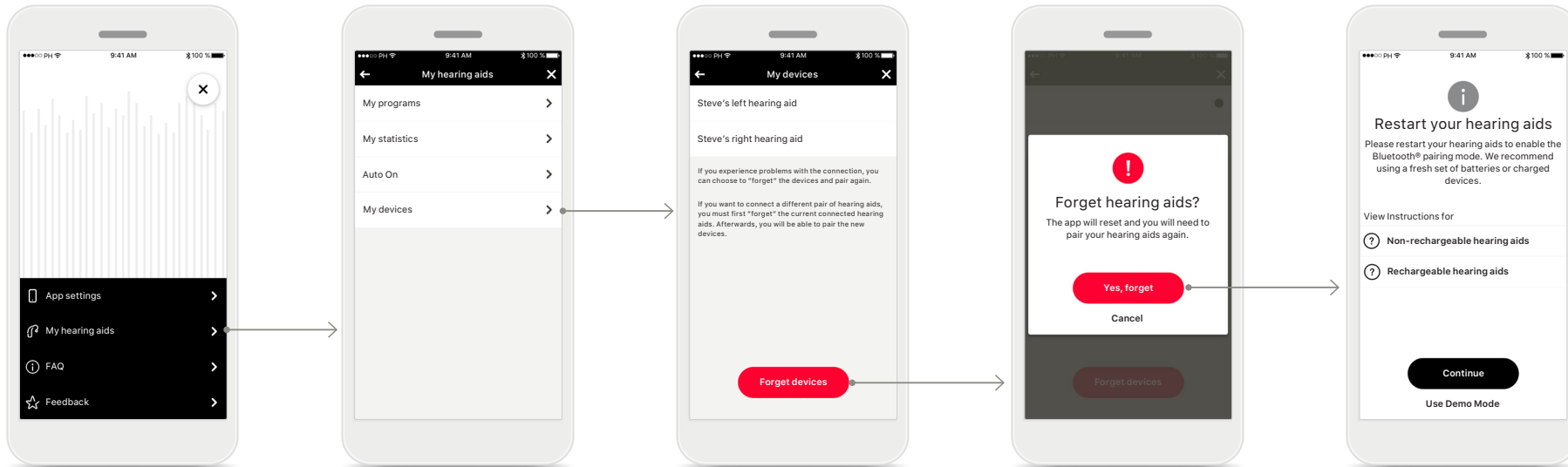Tap on the program you want to rename.

Edit screen
On the program detail page, tap on the [**Edit**] icon.

Change label
Rename the program in the input field and confirm by pressing the [**check icon**] icon on the top right. You can always cancel by tapping the [**X**] icon on the top left.

Settings

Reset the pairing

My hearing aids
Tap [**My hearing aids**] in the list.

My devices
Tap [**My devices**] in the list.

Forget devices
To delete the association between the hearing aid and your smartphone, please tap [**Forget devices**].

Confirm
To confirm, please tap [**Yes, forget**] in the popup.

Continue with pairing
Follow the instructions for the pairing on page 5 to continue.

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 the manufacturer. 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.

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 2019.

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

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CE Mark applied 2019