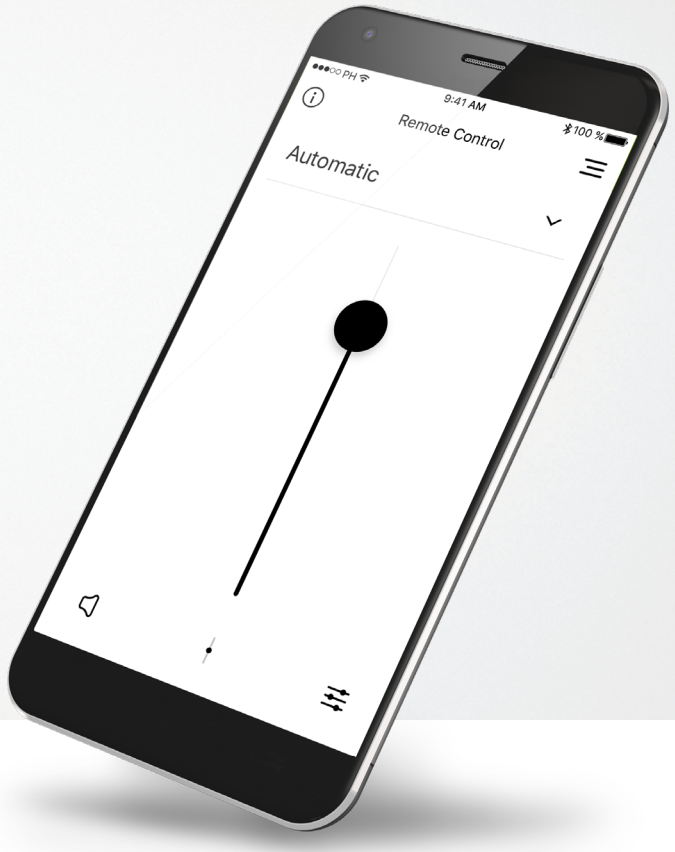
Easy Line Remote™ 2.0

User Guide



Easy Line™
Accessories

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, Phonak 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.

ⓘ 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.

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.

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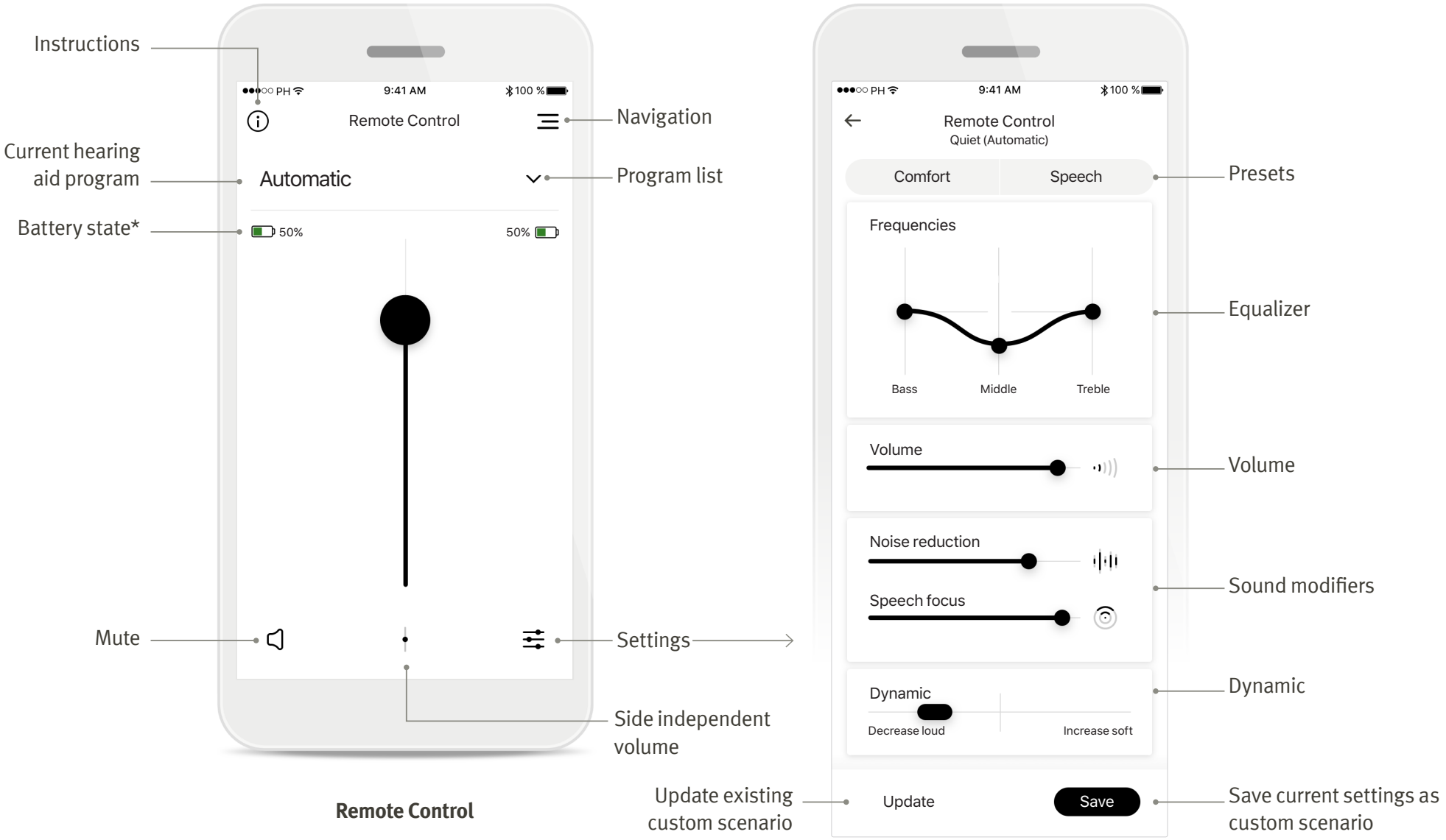
Quick overview - Remote Control

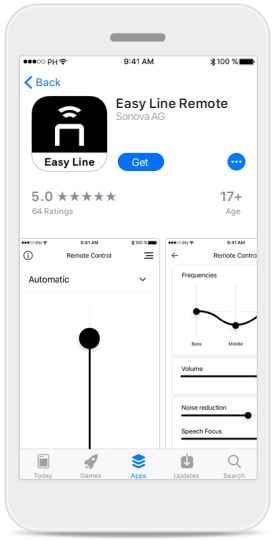


Remote Control

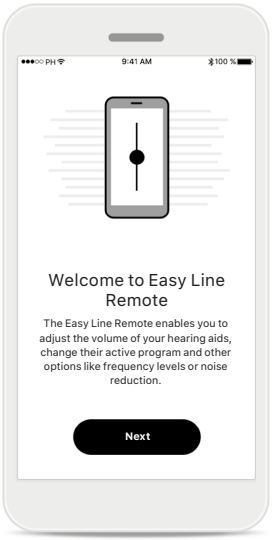
*Only available for rechargeable hearing aids

Installing the Easy Line Remote app

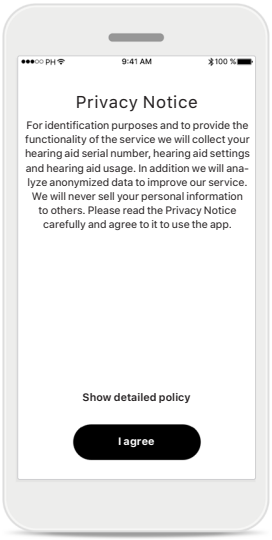
- Connect your smartphone to the internet via WiFi or cellular data
- Turn on your smartphone's Bluetooth



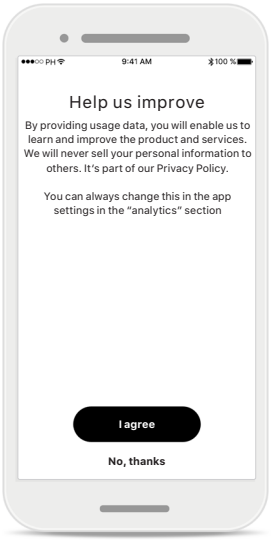
Download the Easy Line Remote app
Download the app from the store. After installation open the app.



Open Easy Line Remote app
Open the app and click on [**Next**].



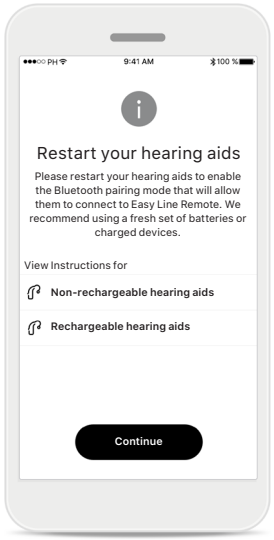
Privacy notice
In order to use the app, you must click on [**I agree**] to accept the Privacy Notice to continue.



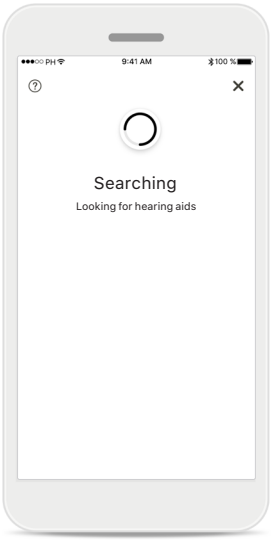
Product improvement
You can optionally share usage data, which enables us to learn and improve our products.

Pairing with compatible hearing aids

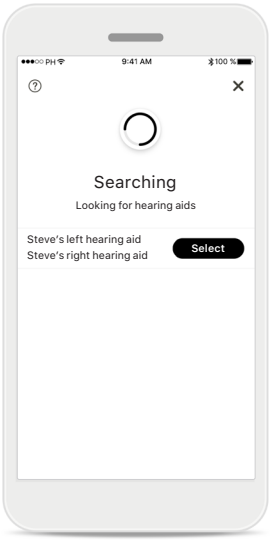
To connect Bluetooth enabled hearing aids with the Easy Line Remote app, please follow the instructions below*.



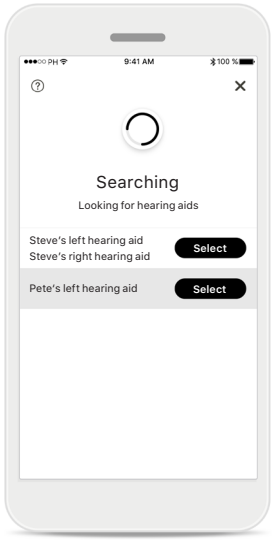
Pairing instructions
Tap [**Continue**] and follow the instructions for your hearing aids



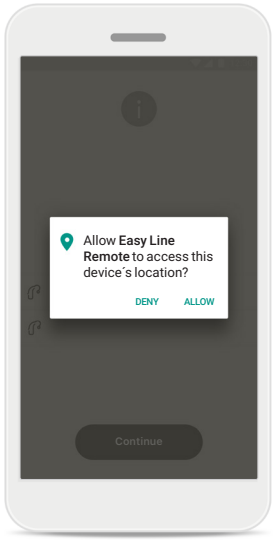
Searching
The app is searching for compatible hearing aids and will display them once they are detected. This may take a few seconds.



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.



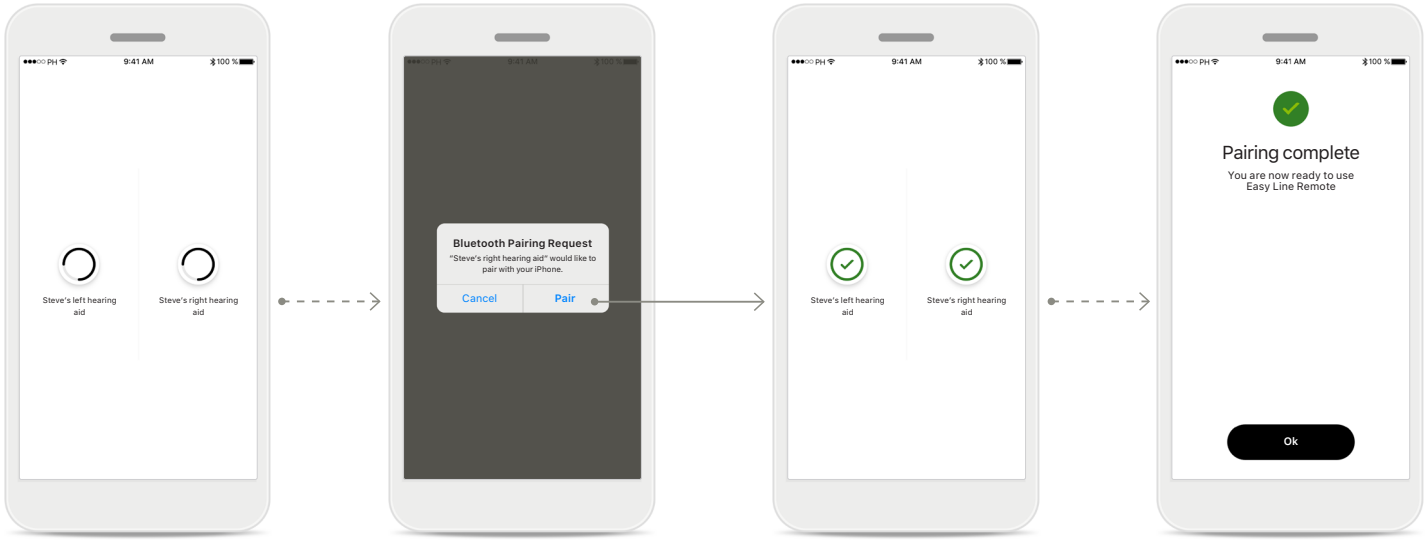
Location
On Android devices, you must enable location services when pairing Bluetooth devices for the first time. After the initial setup you can disable the location services again.

*Bluetooth 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.

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.

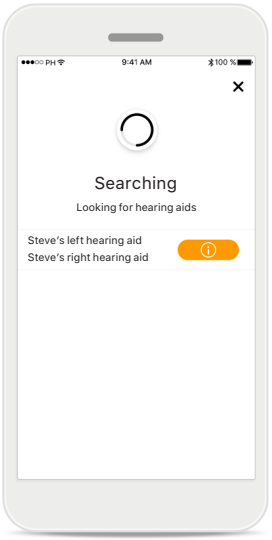
Confirm the pairing request
On Apple devices, confirm pairing by tapping [**Pair**] in the popup for every device separately.

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

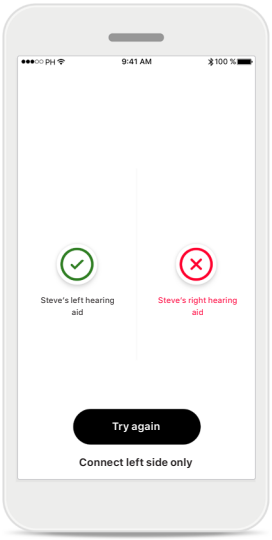
Setup complete
You are now ready to use all compatible functionalities in the Easy Line Remote app. Tap [**Ok**] to access the main screen.

Troubleshooting the pairing

Possible errors during the setup process.
For more troubleshooting information please visit the Easy Line Remote support page.

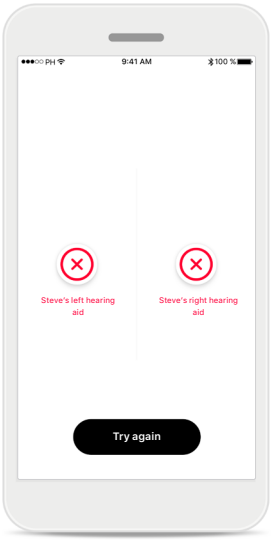


Incompatible devices
The app cannot connect to the devices because they are not compatible.
Please contact your hearing care professional for further information.

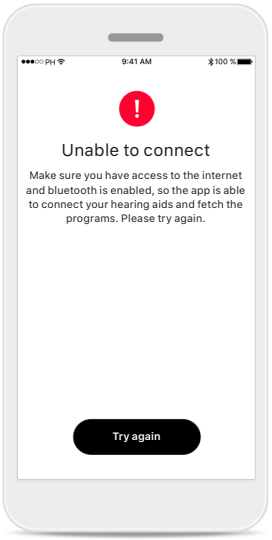


Hearing aid connection error
If the pairing to one of the hearing aids fails, you can:

1. Tap [**Try again**] to restart the pairing process.
2. Continue with only one of the two hearing aids



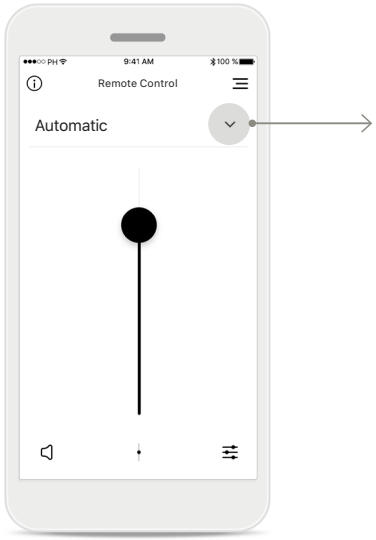
Connection fails to both
Tap [**Try again**] to restart the pairing process and follow the instructions.



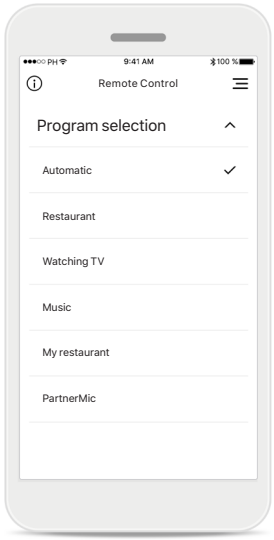
Connection error
Make sure you have access to the internet and Bluetooth is enabled, so that the app is able to initialize and connect to your hearing aids.
Tap [**Try again**] to restart the process.

Easy Line Remote main view

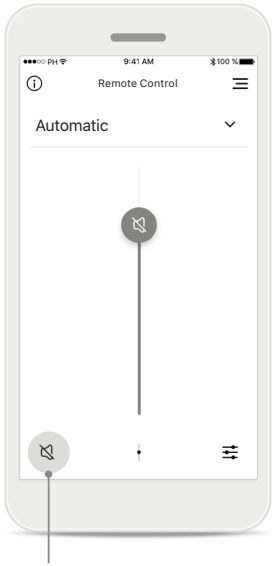
Functionalities available for all hearing aids.



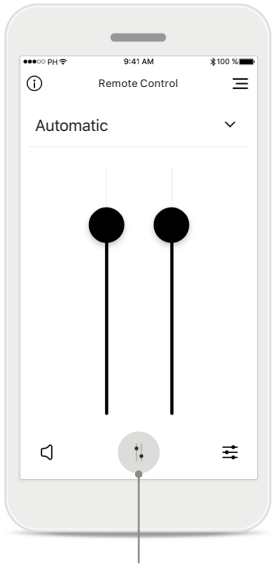
Adjust hearing aid volume
Move this slider up to increase volume, or down to decrease the volume. If you are fitted with two hearing aids this slider controls both devices simultaneously.



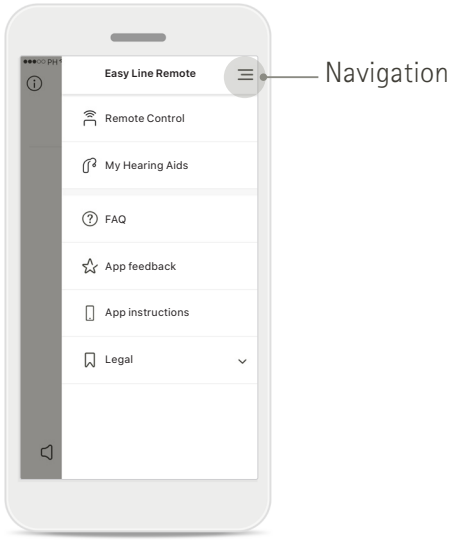
Accessing programs
Tap the arrow next to Program selection to access the program list. The available programs depend on how your hearing aids have been set up by your hearing care professional.



Mute
You can mute the hearing aid(s) by pressing the [**Mute**] icon.



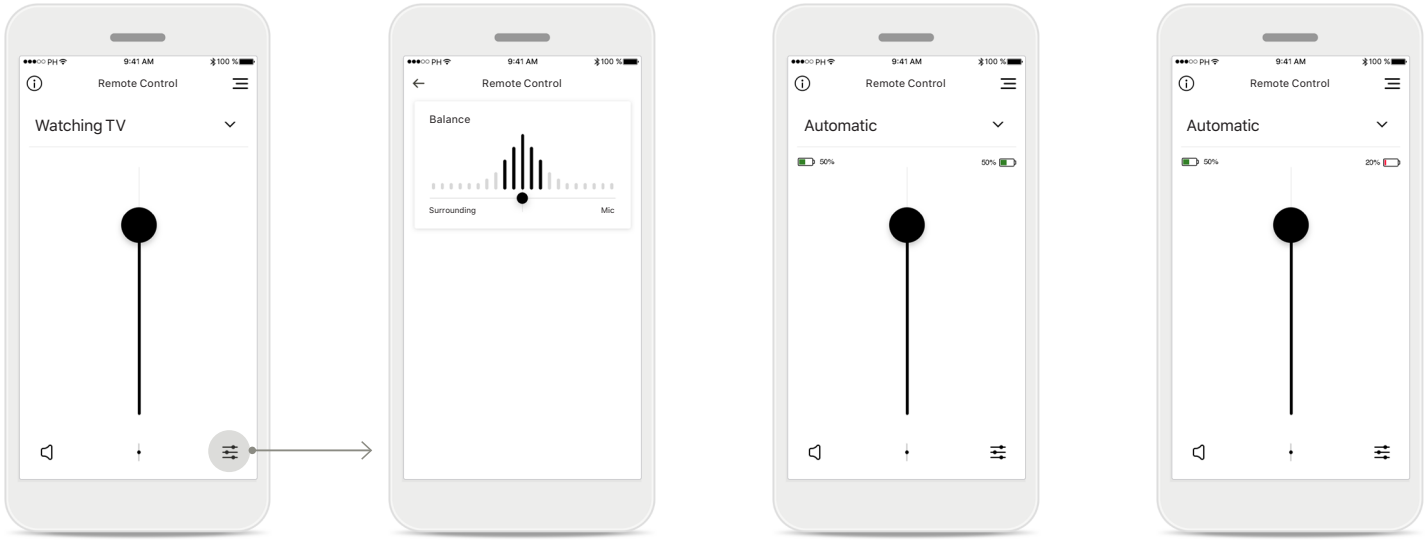
Split the volume
Press the [**Split**] icon to adjust the volume of each hearing aid independantly.



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.

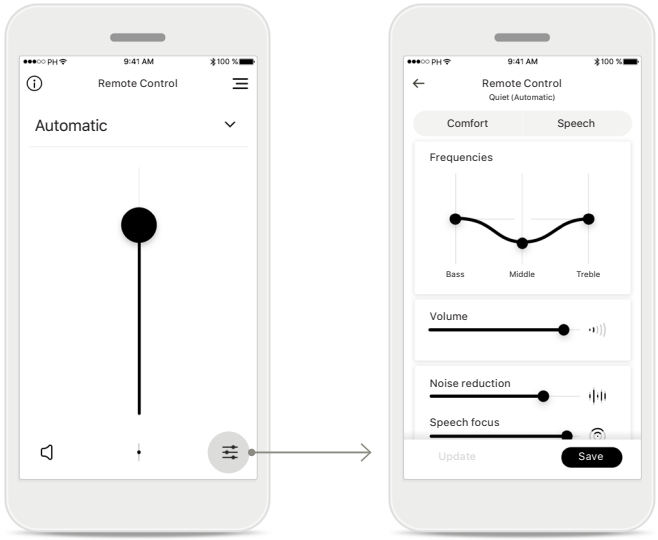
Environmental balance
If you use an external streaming device, (e.g. TV Connector, music) you can adjust the focus to hear more of the streamed signal or alternatively to hear more of the surrounding environment.

Battery level
For hearing aid models with rechargeable batteries, you can see the current status of charge.

Battery level low
If the battery charge is below 20% the icon turns red. Consider recharging your hearing aids soon.

Easy Line Remote Control settings

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



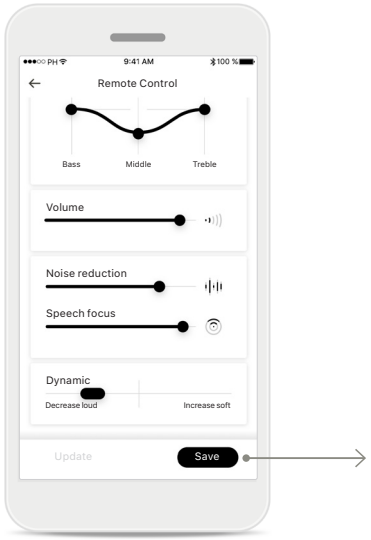
Accessing program options
Some programs may offer further adjustment possibilities. When available, they can be accessed by pressing the [**Settings**] icon.

Remote Control settings
The settings view gives you access to the following functionality:

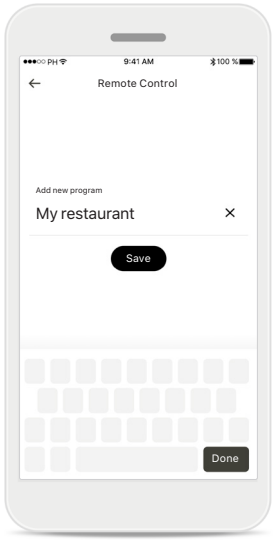
- Presets
- Adjustment for bass, middle and treble frequencies
- Volume control
- Noise reduction and Speech focus
- Dynamic control

Easy Line Remote Control settings

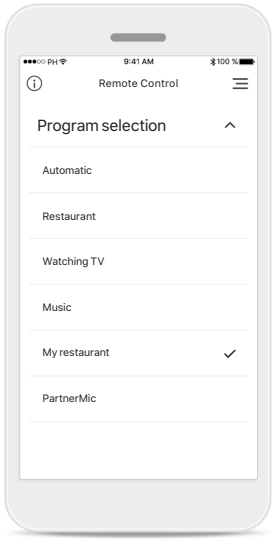
Functionalities which are dependent on how the hearing aids were programmed, and which wireless accessories you have.



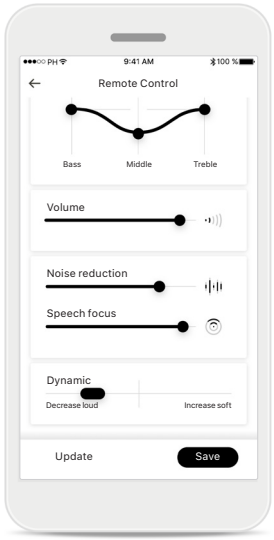
Creating a customized setting
You can save your customized settings (e.g. favorite restaurant) for easier access the next time you are in the same environment.
Please note that depending on your screen size you need to scroll to see all functions.



Naming your customized setting
You can save customized settings as scenarios and give a personalized name for each scenario created.



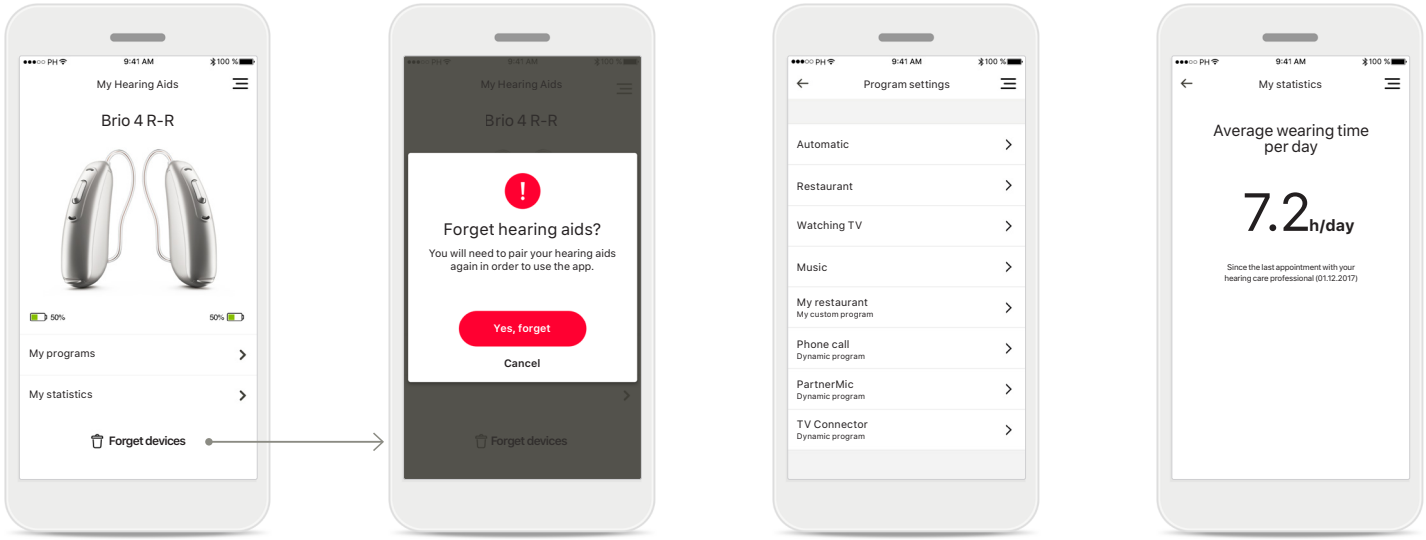
Access customized setting
You can access your customized setting at anytime via the Easy Line Remote app.



Update a customized setting
You can edit your existing customized setting and keep the changes by pressing [**Update**].

My Hearing Aids

Functionalities which are dependent on how the hearing aids were 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:

- My programs
- My statistics
- Auto On behaviour
- Bluetooth phone call

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 here the program names 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.

*Only available in specific hearing aids

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 2020.

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
0459

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CE Mark applied 2020