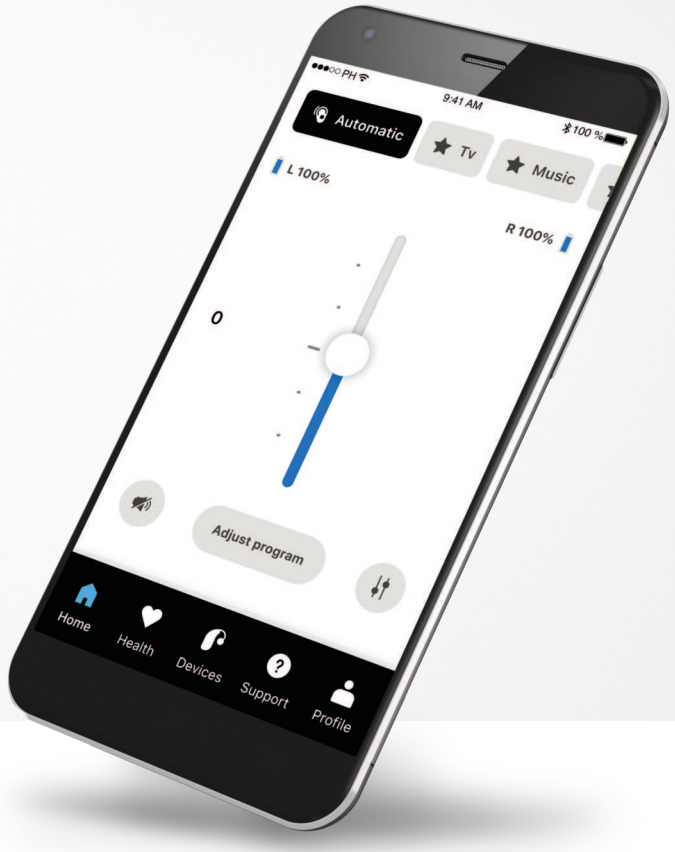
Easy Line Remote

User Guide - Easy Line Remote 6



A Sonova brand

Getting started

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

Additional training is not needed for handling of the app

⚠ **Compatibility information:**
For the use of the Easy Line Remote app, Phonak Brio and

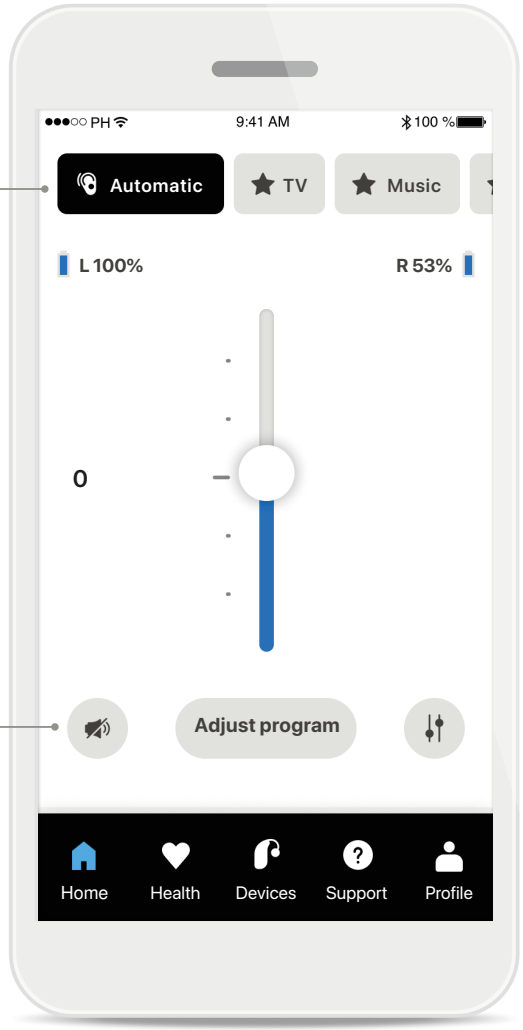
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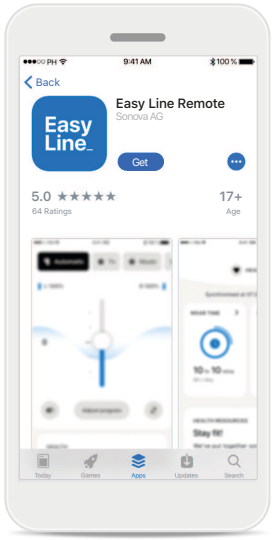
Quick overview

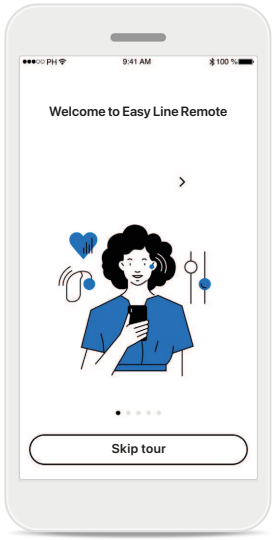


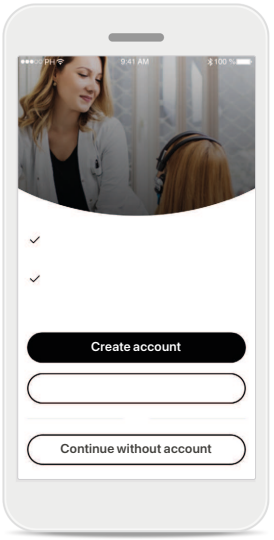


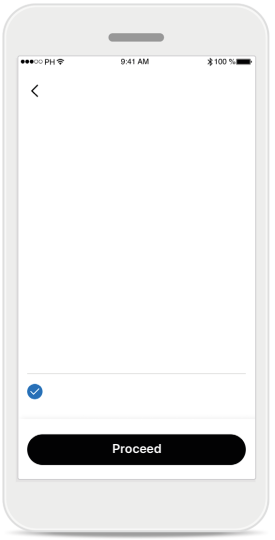
*For rechargeable hearing aids only

Installing Easy Line Remote





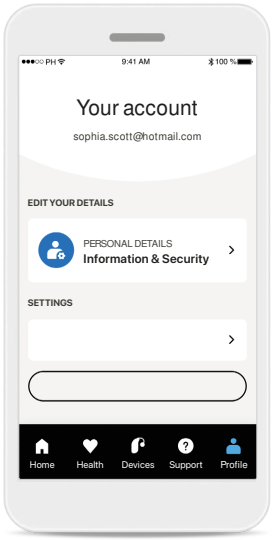


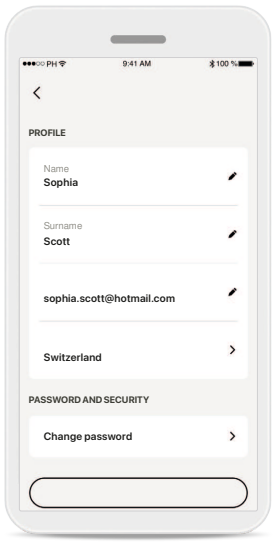




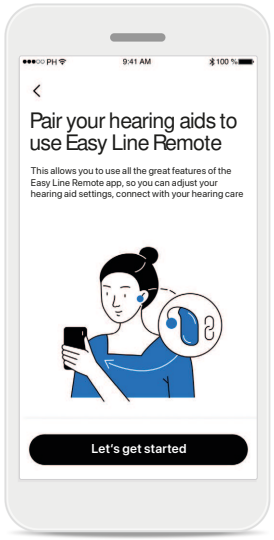
Setting up and managing an account with Phonak

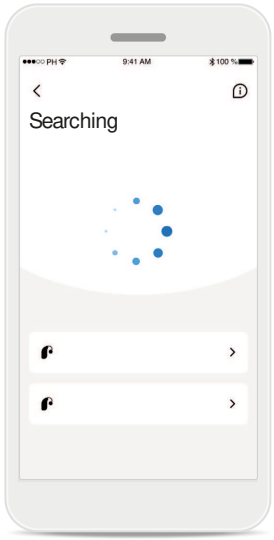


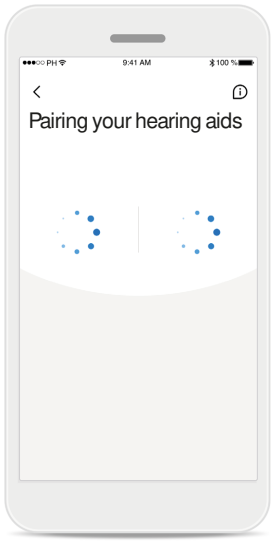




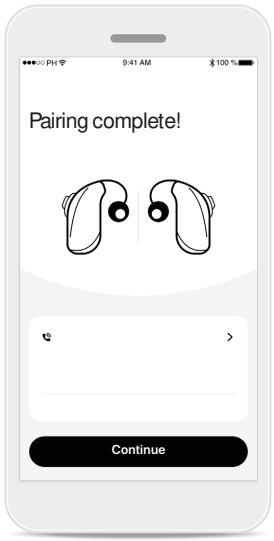
Pairing with Easy Line Remote hearing aids



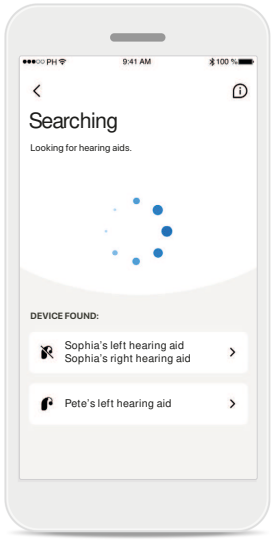


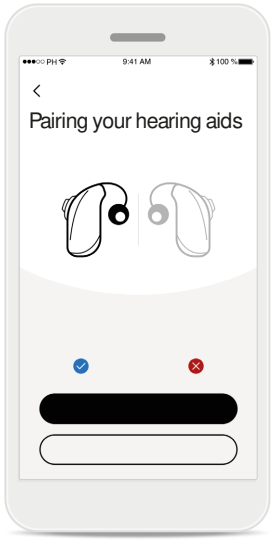


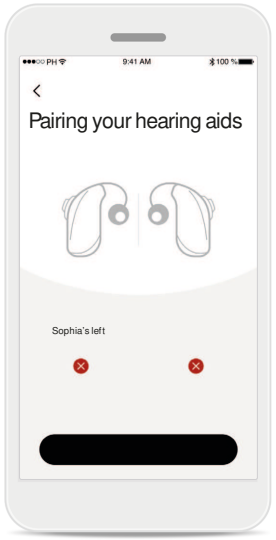


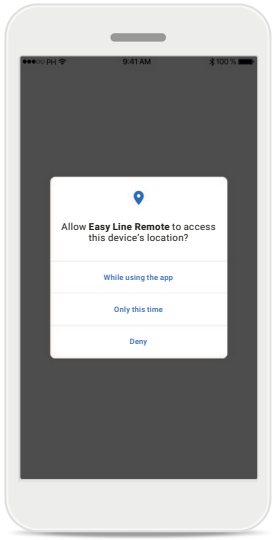


Troubleshooting the pairing



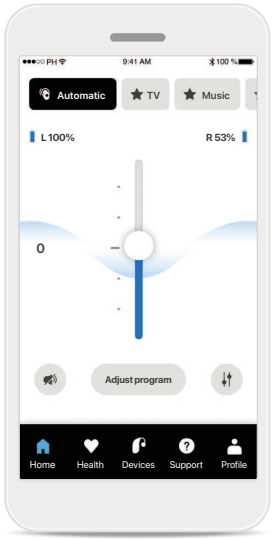




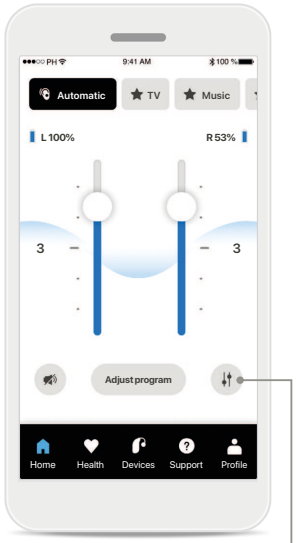


Home - Remote Control view

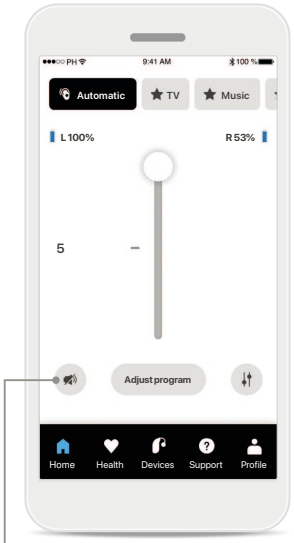
Functionalities available for all hearing aids.



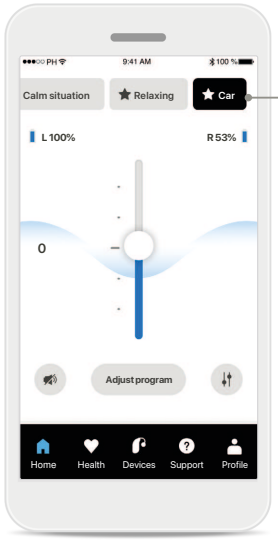
Adjust hearing aid volume
Move this slider up to increase the volume, or down to decrease the volume. If you are fitted with two hearing aids this slider controls both devices simultaneously.



Split the volume
Press the **Split** icon to adjust the volume of each hearing aid independently.



Mute
Tap on the **Mute** to mute the hearing aid(s).



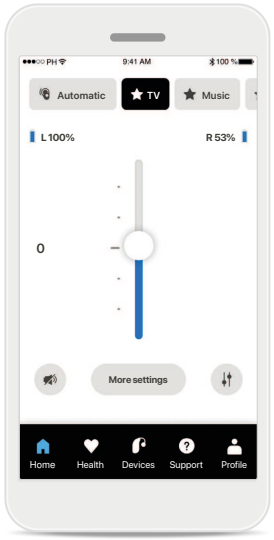
Program carousel

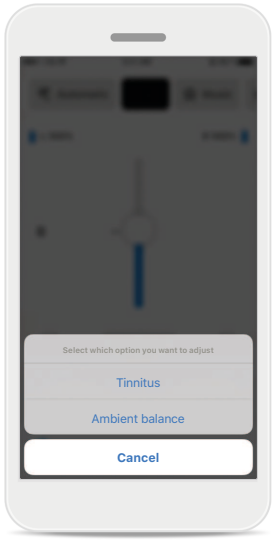
Accessing programs
Access your sound programs directly from the app home screen. Swipe in the carousel to select a program that fits your needs by tapping on it.

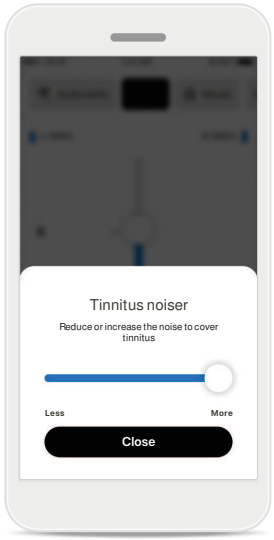
Choose from:

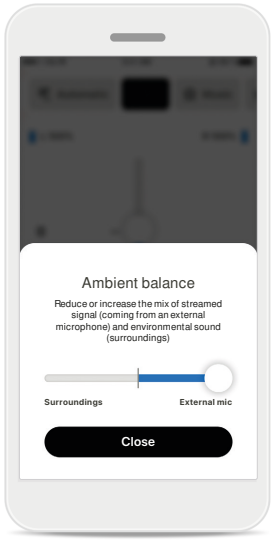
- Automatic program
- Programs created by your hearing care professional
- Programs created by you

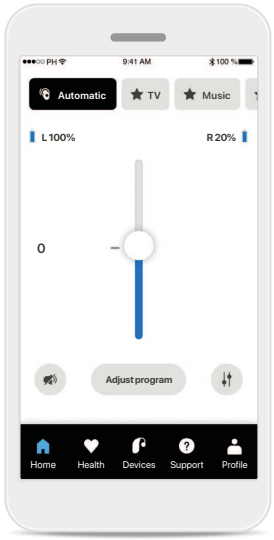
Home - Remote Control view*









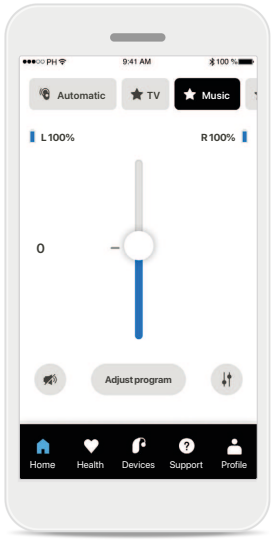


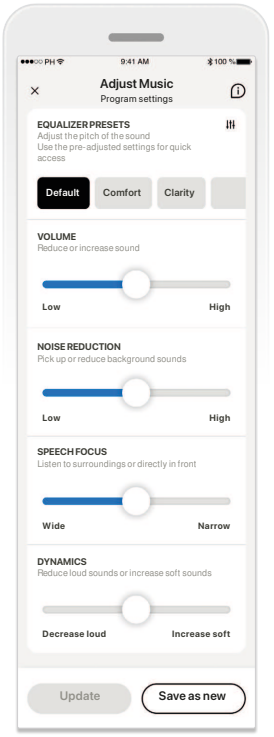
More settings
Depending on how the hearing aids were programmed, and which wireless accessories you have, you will be able to adjust more settings, such as tinnitus noiser and ambient balance, if you are streaming.

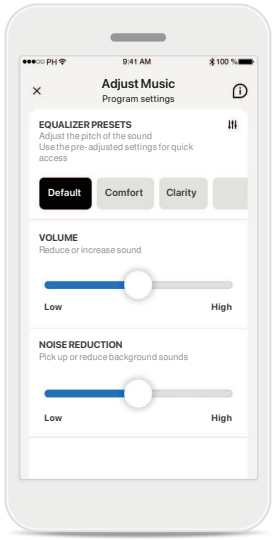
Example
For example, if your hearing aids support tinnitus functionality and you are in

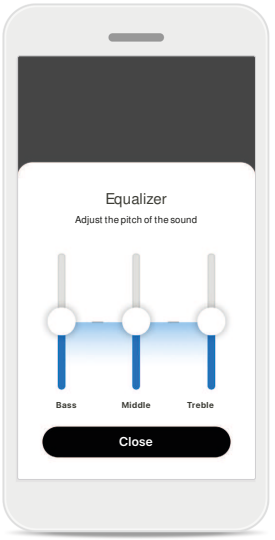
**For details about features and hearing aids compatibility, please refer to your hearing care professional.*

Home - Remote Control advanced settings



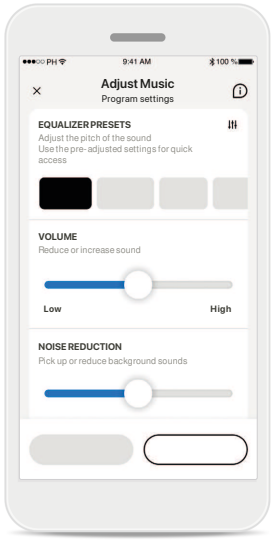


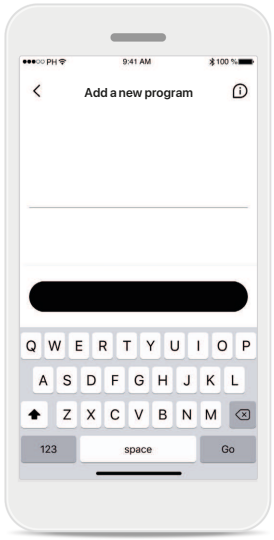


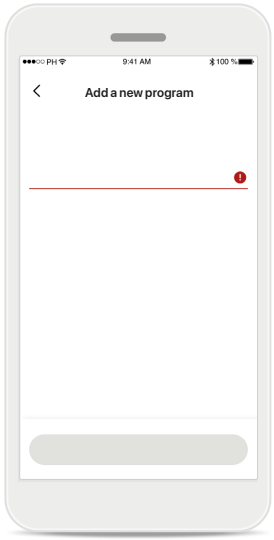


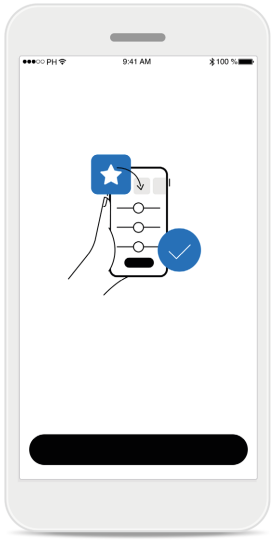
Adjust program
By tapping **Adjust program** you can modify the select-

Home - Remote Control advanced settings – Create a new or update an existing program

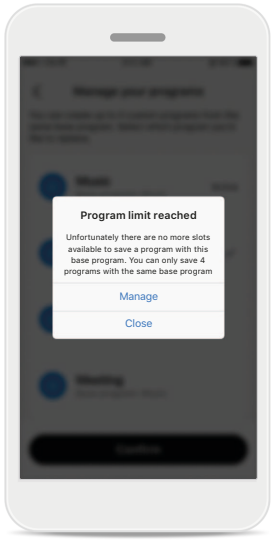


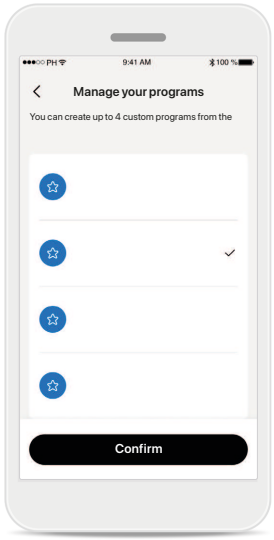


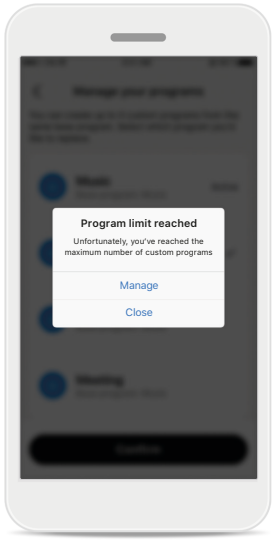


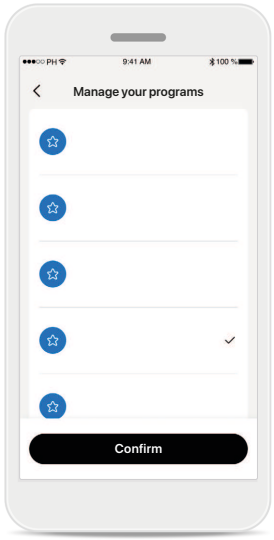


Remote Control advanced settings - Troubleshooting

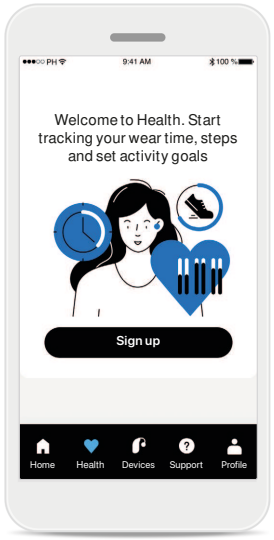


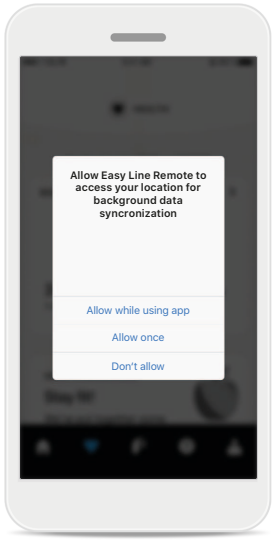


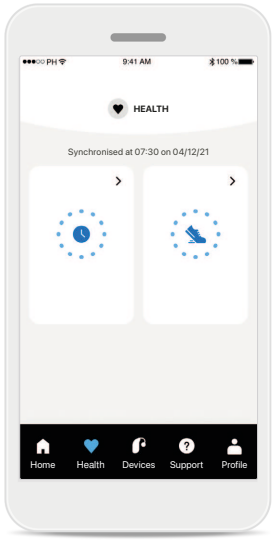




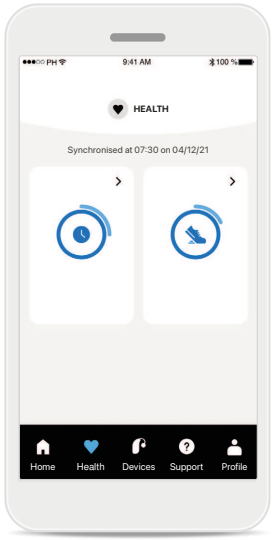
Health – Setting up

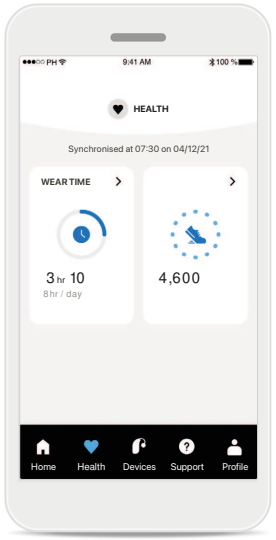


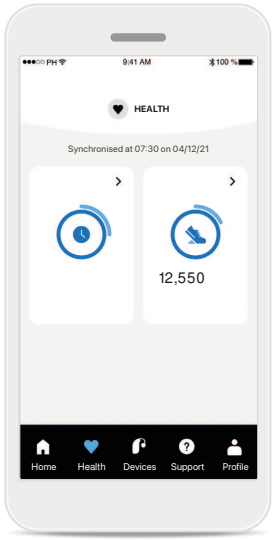


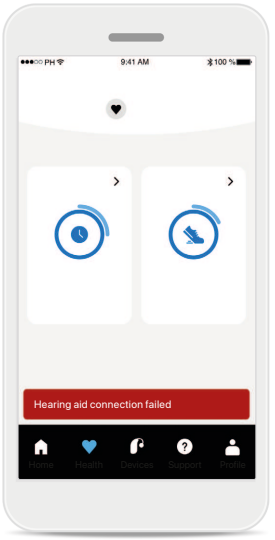


Health

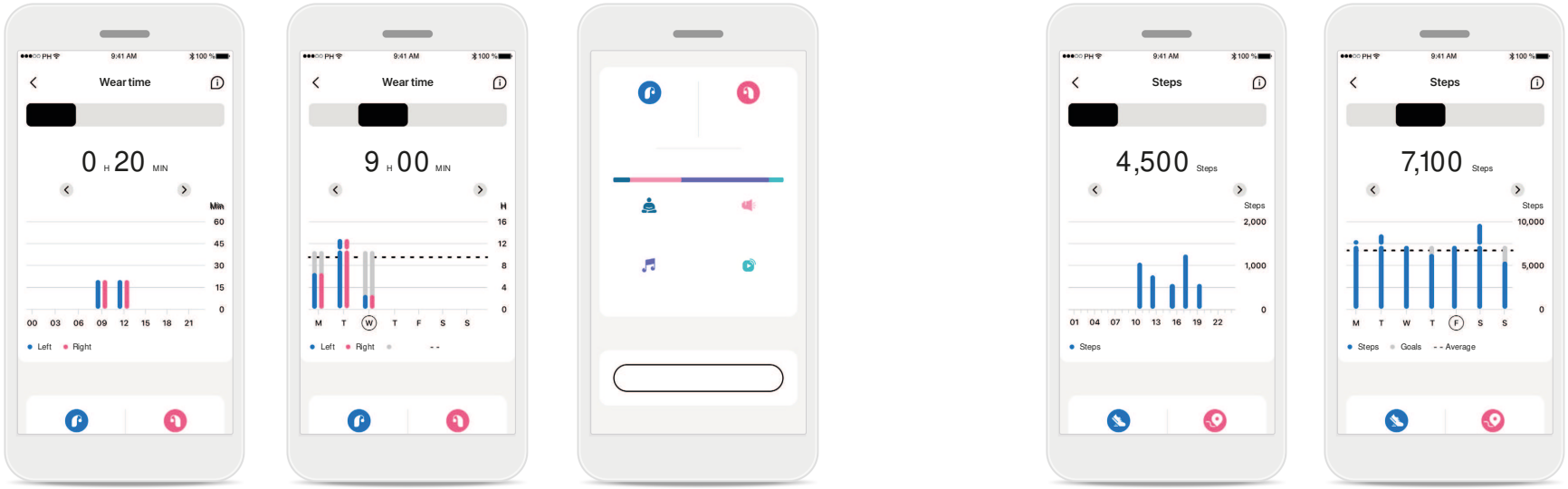

9:41 AM
100 %
HEALTH
Synchronised at 07:30 on 04/12/21
Home
Health
Devices
Support
Profile


9:41 AM
100 %
HEALTH
Synchronised at 07:30 on 04/12/21
WEAR TIME
3 hr 10
8 hr / day
4,600
Home
Health
Devices
Support
Profile

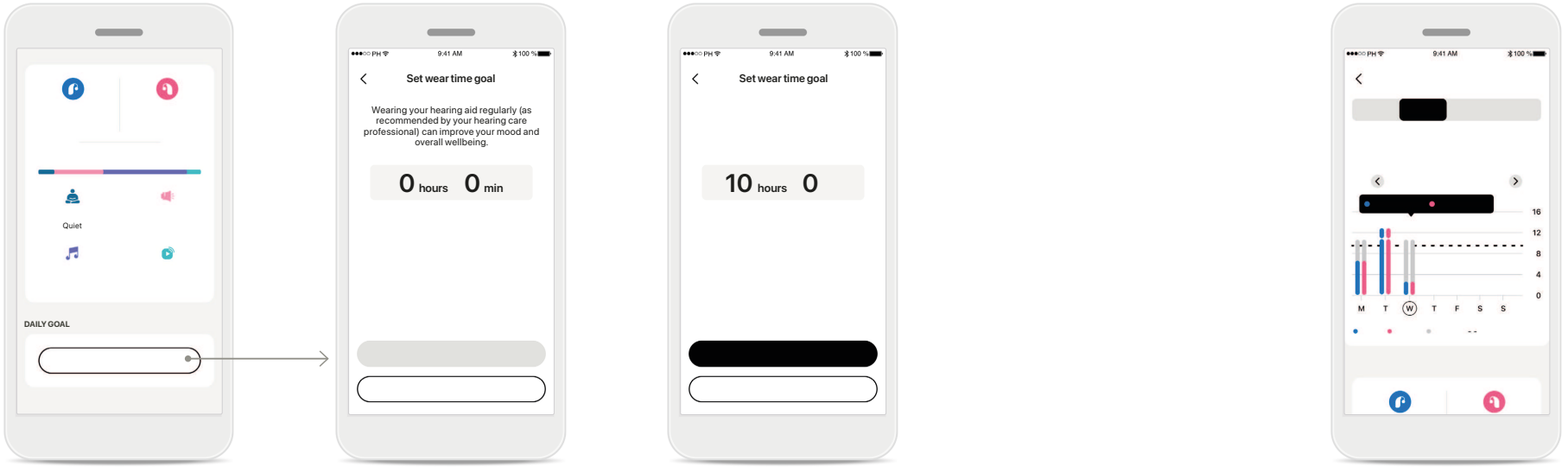

9:41 AM
100 %
HEALTH
Synchronised at 07:30 on 04/12/21
12,550
Home
Health
Devices
Support
Profile


9:41 AM
100 %
Hearing aid connection failed
Home
Health
Devices
Support
Profile

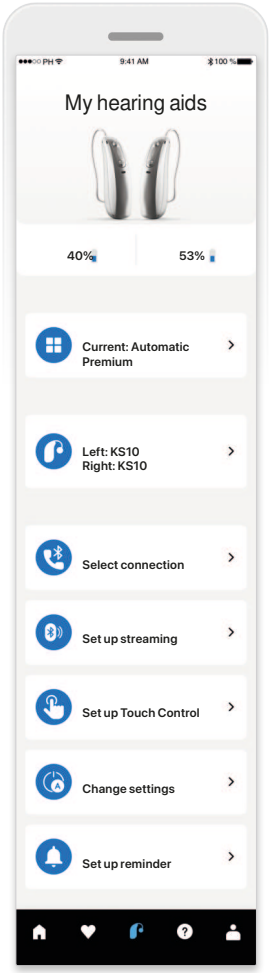
Health detailed feature views – Wear time, step counter, activity counter* and distance moved**

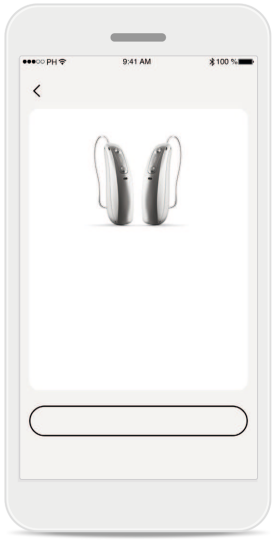


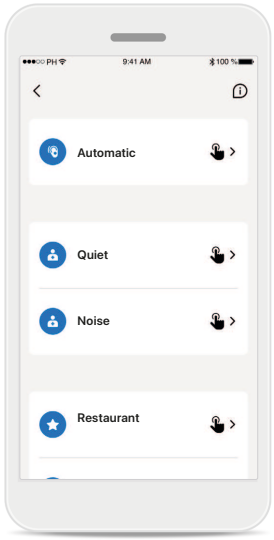
Health - Other functionalities*

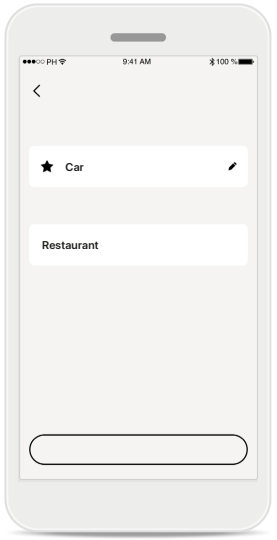


Devices

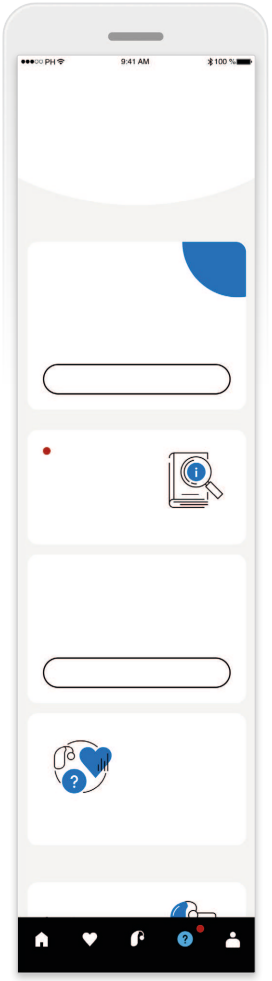

My hearing aids
40%
53%
Current: Automatic Premium
Left: KS10
Right: KS10
Select connection
Set up streaming
Set up Touch Control
Change settings
Set up reminder

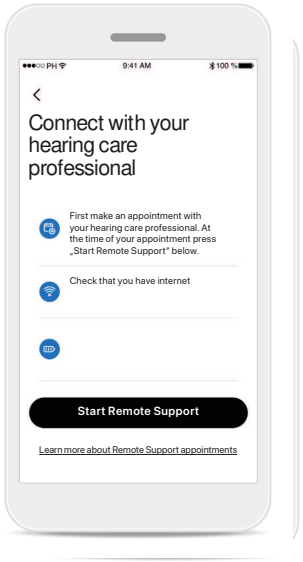


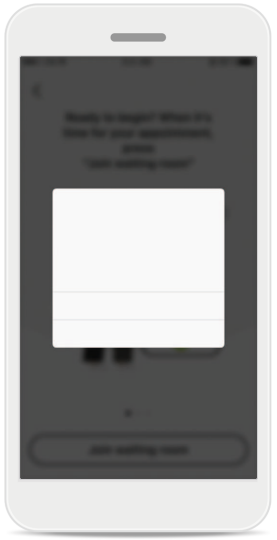

Automatic
Quiet
Noise
Restaurant


Car
Restaurant

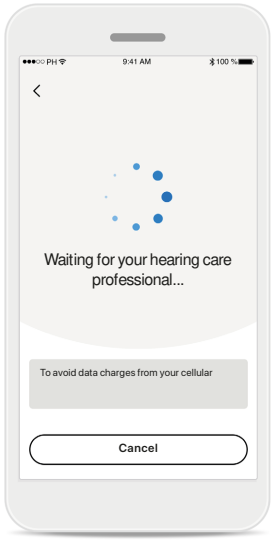
Support & Remote Support session

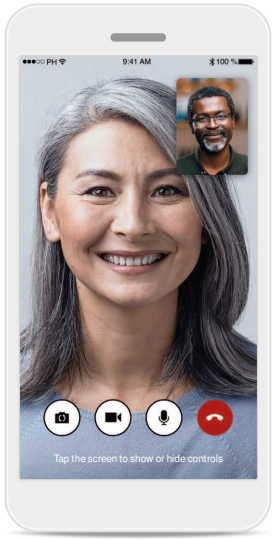


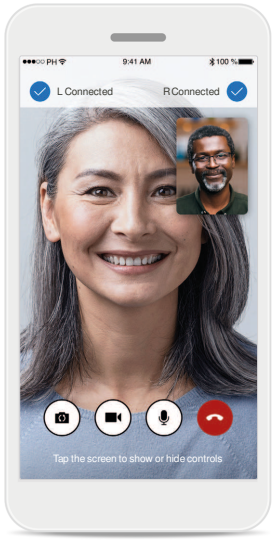


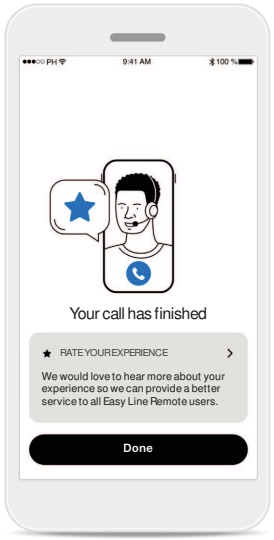


Starting a Remote Support session

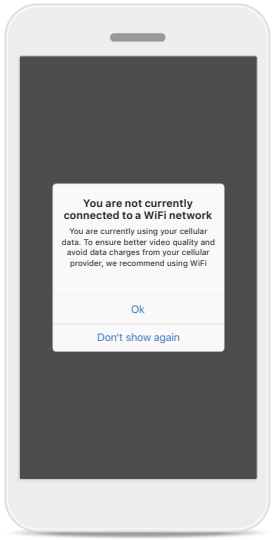


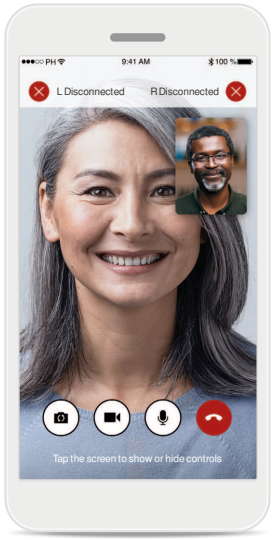


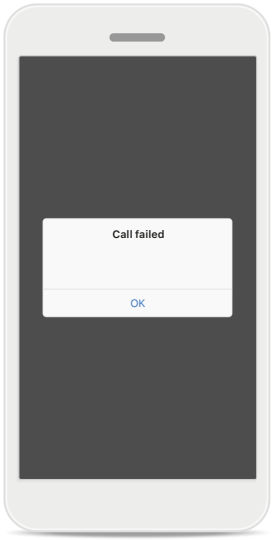


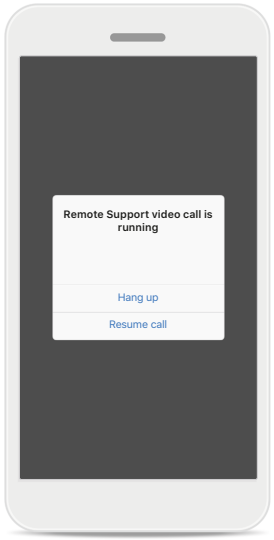


Troubleshooting during Remote Support session









Important safety information

Intended use:
The app is standalone software for intended hearing aid users to select, configure and save hearing aid settings, within the limited range permitted by the fitting software. The app also enables and empowers intended hearing aid users to connect and communicate with hearing care professionals for remote hearing aid adjustments.

Intended patient population:
This device is intended for patients with unilateral and bilateral, mild to profound hearing loss from 17 years of age. The Tinnitus feature is intended for patients with chronic tinnitus from 18 years of age.

Intended user:
Person with hearing loss using a compatible device.

Indications:
Please note, indications are not derived from the app, but from the compatible hearing aids. General clinical indications for the use of hearing aids and Tinnitus feature are:

- Presence of a hearing loss
  - Uni- or bilateral
  - Conductive, sensorineural or mixed
  - Mild to profound
- Presence of a chronic tinnitus (only applicable for devices which provide the Tinnitus feature)

Contraindications:
Please note, contraindications are not derived from the app, but from the compatible hearing aids. General clinical contraindications for the use of hearing aids and Tinnitus feature are:

- Hearing loss is not in the fitting range of the hearing aid (i.e. gain, frequency response)
- Acute tinnitus
- Deformity of the ear (i.e. closed ear canal; absence of the auricle)
- Neural hearing loss (retro-cochlear pathologies such as absent/non-viable auditory nerve)

The primary criteria for the referral of a patient for a medical or other specialist opinion and / or treatment are as follows:

- Visible congenital or traumatic deformity of the ear;
- History of active drainage from the ear in the previous 90 days;
-

Important safety information

Please read the relevant safety information on the following pages before using your app.

Clinical benefit:
The app benefits intended users by providing the possibility to adjust and save hearing aid settings to individual needs, within the range permitted by the initial fitting.
The app provides a convenient way for intended users to communicate and connect with hearing care professionals for remote hearing aid adjustments.

Side effects:
Please note, side effects are not derived from the app, but from the compatible hearing aids.
Physiological side-effects of hearing aids like tinnitus, dizziness, wax build up, too much pressure, sweating or moisture, blisters, itching and/or rashes, plugged or fullness and their consequences like headache and/ or ear pain, may be resolved or reduced by your hearing care professional.
Conventional hearing aids have the potential to expose patients to higher levels of sound exposure, which might result in threshold shifts in the frequency range affected by acoustic trauma.

Limitations of use:
The app usage is limited to the capabilities of the compatible device/devices.

Any serious incident that has occurred in relation to the app, should be reported to the manufacturer representative and the competent authority of the state of residence. The serious incident is described as any incident that directly or indirectly led, might have led or might lead to any of the following:

a. the death of a patient, user or other person
b. the temporary or permanent serious deterioration of a patient's, user's or other person's state of health
c. a serious public health threat

To report an unexpected operation or event, please contact the manufacturer or a representative.

Important safety information

Please read the relevant safety information on the following pages before using your app.

The user guide for all app versions in all applicable languages in electronic form is accessible via web page. To access user guides, follow the process:

- Click on https://ks1ouserportal.com/ and choose the language of interest
- Go to “Support” (English) or its equivalent in the respective language
- Go to “User Guides” (English) or its equivalent in the respective language

Alternatively, the current version of the Easy Line Remote user guide can be accessed directly from the app by navigating to the Support section and then tapping on the card named “User Guide”. The user guide will then open in an external browser window.

Security notice
Patient data is private data and its protection is important:

- Make sure the smartphones are up-to-date with the latest Operating System security updates. Enable automatic updating.
- Make sure your installed app version is up-to-date
- Only use genuine Sonova apps from official stores with your hearing aids.
- Only install reputable apps from official stores
- Make sure you use strong passwords and keep credentials secret
- Lock phone with PIN and/or biometric (e.g. finger-print, face) and set the phone to lock automatically after several minutes of inactivity.
- Make sure the installed apps only have permissions they need
- Avoid creating a Bluetooth pairing with your hearing aids in a public area. This is due to the risk of unwanted interference from a 3rd party. We recom-mend to do this Bluetooth pairing at home.
- DO NOT use a jailbroken or rooted phone

Make sure to keep data safe at all times. Please be aware that this listing is not exhaustive.

- When transferring data through unsafe channels, either send anonymous data or encrypt it.
- Protect your smartphone data backups not only from data loss but also from theft.
- Remove all data from a smartphone which is no longer used by you or will be disposed.

Software maintenance:
We are constantly monitoring feedbacks from the market. If you experience any issues with the latest app version, please contact your local manufacturer representative and/or provide feedback in the Appstore or Google Play Store.

Important safety information

Please read the relevant safety information on the following pages before using your app.

⚠ Changing settings, e.g. decreasing volume or increasing noise canceler, may lead to dangers such as incoming traffic no longer being heard.

ⓘ 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

Compliance information

Europe: Declaration of Conformity

Hereby Sonova AG declares that this product meets the requirements of the Medical Devices Regulation (EU) 2017/745.

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.

Sonova AG · Laubisrütistrasse 28
CH-8712 Stäfa · Switzerland

Sonova Deutschland GmbH
Max-Eyth-Str. 20
70736 Fellbach-Oeffingen · Germany

Australian sponsor:
Sonova Australia Pty Ltd
12 Inglewood Place,
Norwest NSW 2153 · Australia

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For prior version of the app user guide please contact your local representative or consult the web site.