Remote Control user guide



A Sonova brand

Easy Line™ Accessories

Welcome

Congratulations on choosing the Remote Control.

Please read the user guide carefully to make sure that you understand and get the best out of your Remote Control.

For more information about features and benefits, simply contact your hearing care professional.

⚠ Compatibility information:
Check your hearing aid compatibility with your hearing care professional.

www.sonova.com

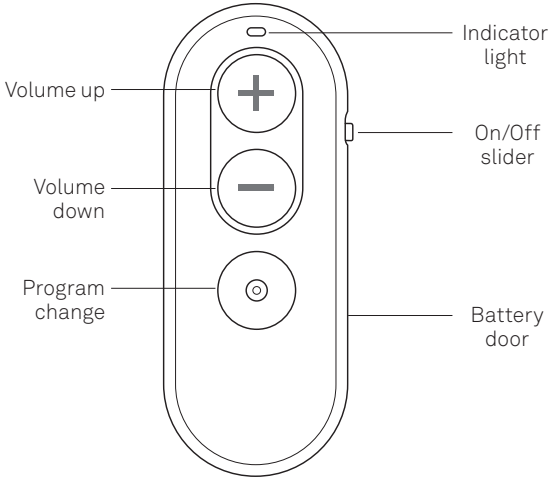
CE mark applied: 2020

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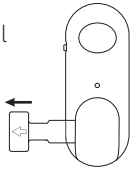
Description

With the Easy Line Remote Control you can change your hearing aid programs and volume.



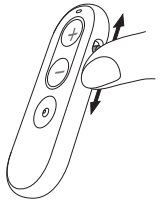
Using Easy Line Remote Control

Activating the Easy Line Remote Control
Pull out the battery protective tab to activate your Remote Control.



Switching On/Off

Use the slider to switch on or off.



Understanding the indicator light

Solid green 3 sec	Switching on, ready to use
Blinking blue	Pairing mode
Solid green 5 sec	Pairing successful
Solid red 5 sec	Pairing failed
Solid green 1 sec	Confirmation of push button press
Solid orange	Battery warning
Solid red	General device error
Solid green 3 sec	Reset successful

Pairing the Easy Line Remote Control with your hearing aids

To use your Remote Control with your hearing aids, pair them according to the following instructions.

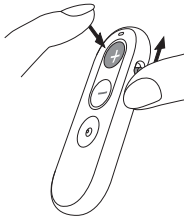
ⓘ For an ideal pairing, please ensure you are in an area with as few other active Bluetooth devices as possible.

ⓘ It is only necessary to perform the pairing procedure once with your hearing aids. After the initial pairing, your Remote Control will connect automatically with your hearing aids.

1. Switch off your hearing aids and then on again. This will set them into pairing mode for up to 3 minutes. Place them on a surface so that they are within 15 cm of the Easy Line Remote Control.

2. Ensure your Remote Control is switched off.

3. While pressing and holding the volume up “+” button on the Remote Control, switch it on.



4. When the light indicator starts to blink blue, release the volume up “+” button. This indicates the Remote Control is now in pairing mode.

5. The Remote Control and your hearing aids will now pair automatically.

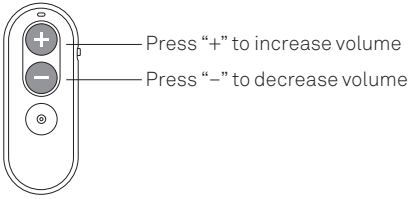
6. After a successful pairing the light indicator turns solid green for 5 seconds. You can now use your Remote Control.

ⓘ If the light indicator starts to blink blue again and you use two hearing aids: The Remote Control is still in pairing mode and is attempting to pair with your second hearing aid. After a successful pairing the light indicator turns solid green for 5 seconds. You can now use your Remote Control.

ⓘ If the light indicator starts to blink blue again and you only use one hearing aid: Press the volume down "–" button on your Remote Control to manually exit pairing mode.

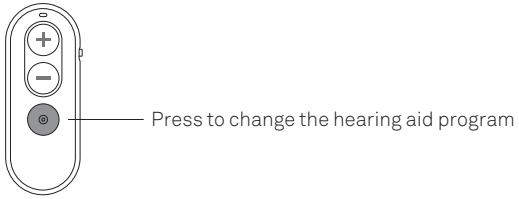
ⓘ If the pairing fails, look for a possible solution in Troubleshooting.

Changing hearing aid volume



Changing hearing aid program

Each press of the program button will switch your hearing aids to the next available program.



ⓘ Hearing aids may beep to confirm selection, depending on your hearing aid configuration.

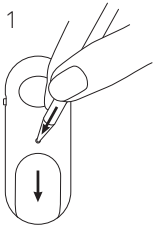
ⓘ Changes are applied to both hearing aids at the same time.

ⓘ For information about your personal settings, ask your hearing care professional to print your Easy Line Remote Control instructions.

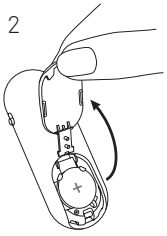
Inserting a new battery

Open the battery compartment

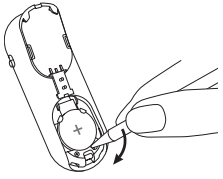
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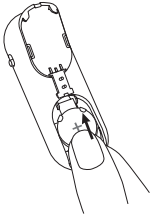
2



Remove the battery from the battery compartment

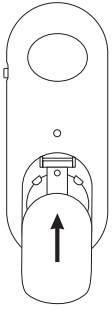


Insert the new battery



ⓘ The Easy Line Remote Control requires a lithium button cell (CR2032)

Close the battery compartment



⚠ After a battery exchange, make sure the battery compartment of the device is securely closed. Do not leave the depleted battery unattended and dispose it of immediately in a secure place. Flat batteries can still be dangerous

Reset the Easy Line Remote Control

ⓘ A reset of your Easy Line Remote Control will remove the pairing to your hearing aids.

Press the volume up “+” button and the program change button for more than 10 seconds.

Troubleshooting

Issue: No indicator light when a buton is pressed	
Cause	What to do
Remote Control is switched off	Switch on your Remote Control
Battery is empty	Change battery

Issue: Hearing aids do not respond to the Remote Control commands	
Cause	What to do
Hearing aids are switched off	Switch on your hearing aids
Hearing aids are not paired with your Remote Control	Pair the Remote Control
Remote Control is switched off	Switch on your Remote Control
Battery is empty	Change battery

Issue: Solid red indicator	
Cause	What to do
General device error	Reset your Remote Control and pair your hearing aids

Issue: Pairing with hearing aids is unsuccessful.	
Cause	What to do
Active Bluetooth devices might be interfering.	Move to an area with as few active Bluetooth devices as possible and try again

ⓘ If the problem persists, contact your hearing care professional for assistance.

Service and warranty

Local warranty

Please ask the hearing care professional, where you purchased your devices, about the terms of the local warranty.

International warranty

Sonova offers a one year limited international warranty, valid as of the date of purchase. This limited warranty covers manufacturing and material defects. The warranty is valid only if proof of purchase is shown.

The international warranty does not affect any legal rights that you might have under the local warranty or the applicable national legislation governing sale of consumer goods.

Warranty limitation

This warranty does not cover damage from improper handling or care, exposure to chemicals or undue stress. Damage caused by third parties or non-authorized service centers renders the warranty null and void. This warranty does not include any services performed by a hearing care professional in their office.

Serial number: _____

Date of purchase: _____

Authorized hearing care professional (stamp/signature):

Compliance information

Declaration of conformity

Hereby Sonova AG declares that this Sonova product is in compliance with the essential requirements of the Medical Devices Regulation 2017/745 as well as the Radio Equipment Directive 2014/53/EU. The full text of the declaration of conformity can be obtained from the manufacturer or the local Sonova representative whose address can be taken from the list on https://www.sonova.com/en/certificates (worldwide locations).

Australia/New Zealand:



R-NZ

Indicates a device's compliance with applicable Radio Spectrum Management's (RSM) and Australian Communications and Media Authority (ACMA) regulatory arrangements for the legal sale in New Zealand and Australia.
The compliance label R-NZ is for radio products supplied in the New Zealand market under conformity level A1.

The following model is certified under:

Sonova Remote Control
USA FCC ID: KWC-RC1
Canada IC: 2262A-RC1

Notice 1:

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:
1) this device may not cause harmful interference, and
2) this device must accept any interference received, including interference that may cause undesired operation.

Notice 2:

Changes or modifications made to this Remote Control not expressly approved by Sonova may void the FCC authorization to operate this device.

Notice 3:

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.
However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Notice 4:
Japanese Radio Law and Japanese Telecommunications Business Law Compliance

This device is granted pursuant to the Japanese Radio Law (電波法) and the Japanese Telecommunications Business Law (電気通信事業法). This device should not be modified (otherwise the granted designation number will become invalid).



Any serious incident that has occurred in relation to the device 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:

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

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

Diligent and routine care of your Remote Control contributes to outstanding performance and a long service life. To ensure a long service life, Sonova AG provides a minimum of a five year service period after phase out of the respective product.

For more information regarding features, benefits, setup, use and maintenance or repairs of your accessories – contact your hearing care professional or manufacturer representative. Additional information can be found in the Data Sheet of your product.

For any information regarding the repair service of the hearing aid accessories please contact the hearing care professional.

Intended use:
The intended use of the remote control is to enable changes of the hearing aid programs and volume.

Indication:
Presence of hearing loss and hearing aids with individual fitting, compatible with Remote Control.

Contra-Indication: None

Target population:
Target group are people with hearing loss wearing compatible hearing aids. No restrictions on the hearing loss level.

Remote Control is suitable for the home healthcare environment and due to their portability it may happen that it is used in professional healthcare facility environments like physician offices, dental offices etc.

Radio information of your wireless device

Antenna type	Monopole antenna
Operation frequency	2.4 GHz – 2.48 GHz
Modulation	GFSK
Radiated power	< 2.8mW

Bluetooth®	
Range	~1m
Bluetooth	4.2
Profiles supported	BLE (GATT)

Compliance with emission and immunity standards

Emission standards	EN 60601–1-2:2015
	IEC 60601–1-2:2014
	EN 55011:2009+A1
	CISPR11:2009/AMD1:2010
	CISPR22:1997
	CISPR32:2012
	ISO 7637-2:2011
	CISPR25:2016
	EN 55025:2017

Immunity standards	EN 60601-1-2:2015
	IEC 60601-1-2:2014
	EN 61000-4-2:2009
	IEC 61000-4-2:2008
	EN 61000-4-3:2006+A1+A2
	IEC 61000-4-3:2006+A1+A2
	EN 61000-4-4:2012
	IEC 61000-4-4:2012
	EN 61000-4-5:2014
	IEC 61000-4-5:2014
	EN 61000-4-6:2014
	IEC 61000-4-6:2013
	EN 61000-4-8:2010
	IEC 61000-4-8:2009
	EN 61000-4-11:2004
	IEC 61000-4-11:2004
	IEC 60601-1 (§ 4.10.2):2005
	ISO 7637-2:2011

Information and description of symbols

CE XXXX	With the CE symbol, Sonova AG confirms that this product – including accessories – meets the requirements of the Medical Devices Regulation 2017/745 as well as the Radio Equipment Directive 2014/53/EU. 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 the products described in these user instructions adhere to the requirements for an applied part of Type B of EN 60601-1. The surface of this device is specified as an applied part of Type B.
EU REP	Indicates the Authorized representative in the European Union The EC REP is also the importer to the European Union.

	Indicates the medical device manufacturer, as defined in Medical Device Regulation (EU) 2017/745.
MD	Indicates that the device is a medical device.
	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.
	This symbol indicates that it is important for the user to pay attention to the relevant warning notices related to batteries in these user guides.
	Important information for handling and product safety.
	The device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in this user guide.

Bluetooth	The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Sonova AG is under license. Other trademarks and trade names are those of their respective owners.
	Japanese mark for certified radio equipment.
SN	Indicates the manufacturer's serial number so that a specific medical device can be identified.
REF	Indicates the manufacturer's catalogue number so that the medical device can be identified.
	Temperature during transport and storage: –20° to +60° C (–4° to +140° F). Temperature during use 0° to +40° C (+32° to +104° F)
	Keep dry.

	Humidity during transportation: Up to 90% (non condensing). Humidity during storage: 0% to 70%, if not in use. Humidity during use: 30% to 85% (non condensating)
	Atmospheric pressure during transportation, storage and use: 50 kPa to 106 kPa.
	Date of manufacture
©	Copyright symbol
	The symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste. Please dispose of old or unused device, at waste disposal sites intended for electronic waste, or give your device to your hearing care professional for disposal. Proper disposal protects the environment and health.

Important safety information

Please read the information on the following pages before using your device

Hazard warnings

⚠ Keep this device out of reach of children aged under 3 years, people with cognitive impairment, and pets.

⚠ WARNING: Device batteries are hazardous and can cause serious injuries if they are swallowed or placed inside any part of the body, whether the battery is used or new! Keep out of the reach of children, individuals with cognitive impairment, or pets. If you suspect that a battery was swallowed or placed inside any part of the body, immediately consult your physician without any delay!

⚠ Your device operates between 2.4 GHz–2.48 GHz frequency range. When flying please check if flight operator requires devices to be switched off.

⚠ This Remote Control uses low-power, digitally coded transmission to communicate to your hearing system. Although unlikely, interference with medical devices (i.e. pacemakers, defibrillators, etc.) is possible. Therefore users must not keep this Remote Control in or near a breast pocket.

⚠ Changes or modifications to the device that were not explicitly approved by Sonova are not permitted. Such changes may damage your device.

⚠ If problems occur which cannot be resolved by following the remedy guidelines in the troubleshooting section of this user guide, consult your hearing care professional.

⚠ Remove the battery if you are not using the device for a long period of time.

⚠ Dispose of electrical components in accordance with your local regulations by Sonova AG.

⚠ External devices may only be connected if they have been tested in accordance with corresponding IEC standards. Only use accessories approved by Sonova AG.

⚠ Do not use the device in explosive areas (flammable anesthetics, mines or industrial areas with a danger of explosions), oxygen rich environments or where electronic equipment is prohibited.

⚠ Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and other equipment should be observed to verify that they are operating normally.

⚠ Use of accessories, transducers, and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.

⚠ Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the Remote Control including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

Information on product safety

ⓘ Protect the device from excessive moisture (bathing, swimming), heat (radiator, car dashboard) or direct skin contact when sweating (workout, fitness, sport).

ⓘ Do not drop the device. Dropping onto a hard surface can damage your device.

ⓘ Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your device. Remove and keep it outside the examination room/area before undergoing:
- Medical or dental examination with X-ray (also CT scan).
- Medical examinations with MRI/NMRI scans, generating magnetic fields.

ⓘ Protect the device sockets and battery slot from dirt and debris.

ⓘ The digitally-coded, transmission technology used in the device is highly reliable and experiences virtually no interference from other devices. It should be noted, however, that when operating the hearing system near computer equipment, larger electronic installations or other strong electromagnetic fields, it may be necessary to be at least 60 cm (24”) away from the interfering device to ensure proper operation.

ⓘ Keep the device at least 10 cm (4”) away from any kind of magnets.

ⓘ When the device is not in use, turn it off and store it safely.

ⓘ Do not use your device in areas where electronic equipment is prohibited.

Other important information

ⓘ High-powered electronic equipment, larger electronic installations and metallic structures may impair and significantly reduce the operating range.

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

Care and maintenance

Cleaning of the device

Use a lint-free cloth for cleaning. Dry cleaning is preferred. If necessary, the surface can be cleaned with mild soapy water. However, the cloth should be damp and not dripping wet to prevent moisture from entering the device. Do not use aggressive substances such as solvents or paint thinners as these can impair the surface.

Notes

Australian Sponsor :
Sonova Australia Pty Ltd.
12 Inglewood Place, Norwest
NSW 2153
Australia

EU REP

And importer for European Union :
Sonova Deutschland GmbH
Max-Eyth-Str. 20
70736 Fellbach-Oeffingen, Germany

Pat. www.sonova.com/en/intellectualproperty

Distributor





Manufacturer:
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CH-8712 Stäfa
Switzerland

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