

# Phonak RemoteControl

User Guide



A Sonova brand


**PHONAK**  
life is on

## Welcome

Congratulations on choosing the Phonak RemoteControl.

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.

Phonak – life is on  
[www.phonak.com](http://www.phonak.com)



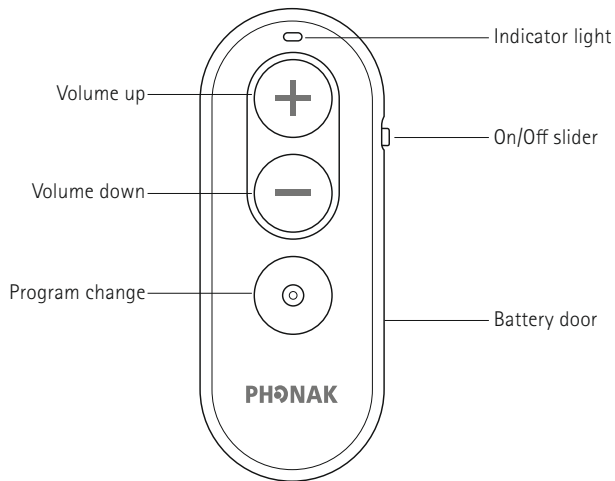
CE mark applied: 2020

# Content

<b>1. Description</b>	6	<b>6. Compliance information</b>	16
<b>2. Using Phonak RemoteControl</b>	7	<b>7. Information and description of symbols</b>	24
2.1 Activating the Phonak RemoteControl	7	<b>8. Important safety information</b>	28
2.2 Switching On/Off	7	8.1 Hazard warnings	28
2.3 Understanding the indicator light	7	8.2 Information on product safety	31
2.4 Pairing the Phonak RemoteControl with your hearing aid	8	8.3 Other important information	33
2.5 Changing hearing aid volume	9	<b>9. Care and maintenance</b>	34
2.6 Changing hearing aid program	10	<b>10. Service and warranty</b>	35
<b>3. Inserting a new battery</b>	11	10.1 Local warranty	35
3.1. Open the battery compartment	11	10.2 International warranty	35
3.2. Remove the battery from the battery compartment	11	10.3 Warranty limitation	36
3.3. Insert the new battery	11		
3.4. Close the battery compartment	12		
<b>4. Reset the Phonak RemoteControl</b>	13		
<b>5. Troubleshooting</b>	14		

## 1. Description

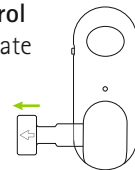
The intended user of the Phonak RemoteControl is to enable changes of your hearing aid programs and volume.



① The Phonak RemoteControl must be paired with your hearing aids before you can use it (chapter 2.4).

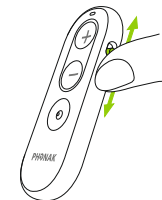
## 2. Using Phonak RemoteControl

**2.1 Activating the Phonak RemoteControl**  
Pull out the battery protective tab to activate your Phonak RemoteControl.











**2.2 Switching On/Off**

Use the slider to switch on or off.



**2.3 Understanding the indicator light**

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

## 2.4 Pairing the Phonak RemoteControl with your hearing aids

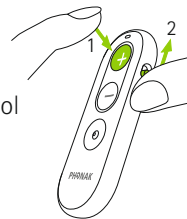
To use your Phonak RemoteControl with your hearing aids, you must first pair the hearing aids.

① It is only necessary to perform the pairing procedure once with your hearing aids. After the initial pairing, your Phonak RemoteControl will connect automatically with your hearing aids.

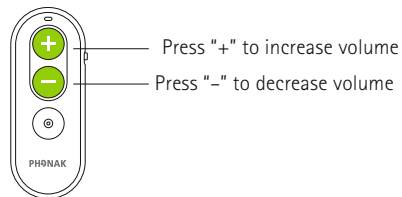
① The Phonak RemoteControl will be automatically in the pairing mode if switched on for the first time. This is indicated by the blinking blue light indicator on your Phonak RemoteControl.

Set your hearing aids into the pairing mode by switching them on. You now have 3 minutes to pair your Phonak RemoteControl with your hearing aids.

1. Press and hold the volume up "+" button
2. Switch on your Phonak RemoteControl whilst still pressing the volume up "+" button
3. Release the volume up "+" button when the light indicator starts to blink blue
4. The Phonak RemoteControl and your hearing aids will now pair automatically
5. After a successful pairing the light indicator is solid green for 5 seconds and you may hear a notification beep in your hearing aid
6. You can now use your Phonak RemoteControl



## 2.5 Changing hearing aid volume

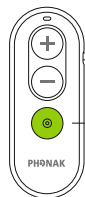


Press "+" to increase volume

Press "-" to decrease volume

## 2.6 Changing hearing aid program

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



Press to change the hearing aid program

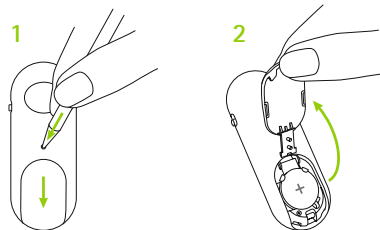
① Hearing aids may beep to confirm selection, depending on your hearing aid configuration.

① Changes are applied to both hearing aids at the same time.

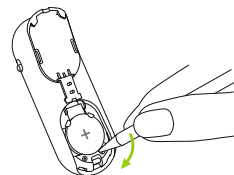
① For information about your personal settings, ask your hearing care professional to print your Phonak RemoteControl instructions.

## 3. Inserting a new battery

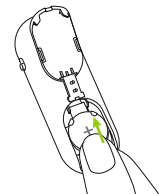
### 3.1. Open the battery compartment



### 3.2. Remove the battery from the battery compartment

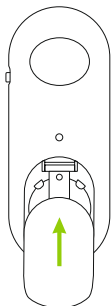


### 3.3. Insert the new battery



① The Phonak RemoteControl requires a lithium button cell (CR2032)

### 3.4. Close the battery compartment



- ① Keep batteries out of reach of children, mentally challenged people or pets.
- This device uses a Lithium button cell. These batteries are very dangerous if they are swallowed. Swallowing may lead to serious injury in as little as 2 hours or death, due to chemical burns and potential perforation of the oesophagus.
- If you suspect that a battery was swallowed, immediately consult your physician without any delay!
- 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.

## 4. Reset the Phonak RemoteControl

① A reset of your Phonak RemoteControl will remove the pairing to your hearing aids.

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

## 5. Troubleshooting

### Problem

No indicator light when a button is pressed

Hearing aids do not respond to the RemoteControl commands

Solid red light indicator

### Causes

Remote control is switched off

Battery is empty

Hearing aids are switched off

Hearing aids are not paired with your RemoteControl

Remote control is switched off

Battery is empty

General device error

### What to do

Switch on your remote control (chapter 2.2)

Change battery (chapter 3)

Switch on your hearing aids (see hearing aid user guide)

Pair the RemoteControl (chapter 2.4)

Switch on your remote control (chapter 2.2)

Change battery (chapter 3)

Reset your RemoteControl (chapter 4) and pair your hearing aids (chapter 2.4)

① If the problem persists, contact your hearing care professional for assistance.



## 6. Compliance information

### Declaration of conformity

Hereby Phonak AG declares that this Phonak product is in compliance with the essential requirements of the Medical Device Regulation (EU) 2017/745 as well as the Radio Equipment Directive 2014/53/EU. The full text of the EU Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on <https://www.phonak.com/com/en/certificates.html> (Phonak 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:

### Phonak RemoteControl

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 RemoteControl not expressly approved by Phonak 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).



#### Radio information of your wireless device

Antenna type	Monopole antenna
Operation frequency	2.4 GHz – 2.48 GHz
Modulation	GFSK
Radiated power	< 2.8mW
<b>Bluetooth®</b>	
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

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 Phonak RemoteControl 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 Phonak RemoteControl is to enable changes of the hearing aid programs and volume.

**Indication:** Presence of hearing loss and hearing aids with individual fitting, compatible with Phonak RemoteControl

**Contra-Indication:** none

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

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

## 7. Information and description of symbols



With the CE symbol, Sonova AG confirms that this product – including accessories – meets the requirements of the Medical Device Regulation (EU) 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.



Indicates the medical device manufacturer, as defined in Medical Device Regulation (EU) 2017/745.



Indicates the Authorized representative in the European Community. The EC REP is also the importer to the European Union.



This symbol indicates that it is important for the user to read and take into account the relevant information in these user guides.



This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.



Important information for handling and product safety.



This symbol confers that the electromagnetic interference from the device is under limits approved by the US Federal Communications Commission.



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.



Indicates the manufacturer's serial number so that a specific medical device can be identified.



Indicates the manufacturer's catalogue number so that the medical device can be identified.



This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.



The device is a medical device.



Temperature during transportation and storage:  $-20^{\circ}$  to  $+60^{\circ}$  Celsius ( $-4^{\circ}$  to  $+140^{\circ}$  Fahrenheit).  
Temperature operation:  $0^{\circ}$  to  $+40^{\circ}$  Celsius ( $+32^{\circ}$  to  $+104^{\circ}$  Fahrenheit)



Humidity during storage: 0% to 70%, if not in use.



Atmospheric pressure during transportation, storage and operation: 500 hPa to 1060 hPa.



During transportation keep dry.











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.

## 8. Important safety information

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

### 8.1 Hazard warnings

-  Your device operate between 2.4 GHz–2.48 GHz frequency range. When flying please check if flight operator requires devices to be switched off.
-  Keep this device out of reach of children aged under 3 years and mentally challenged people or pets.
-  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.
-  This device is not for children below 36 months. The usage of this device by children and individuals with cognitive impairment should be supervised at all times to ensure their safety. It is a small device and contains small parts. Do not leave children and individuals with cognitive impairment unsupervised with this device. If swallowed, consult a physician or hospital immediately as the device or its parts can cause choking!
-  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 the other equipment should be observed to verify that they are operating normally.
-  Remove the battery if you are not using the device for a long period of time.

- ⚠ 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 accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electro-magnetic 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 Phonak RemoteControl including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

## 8.2 Information on product safety

- ① Protect the device from excessive moisture (bathing, swimming), heat (radiator, car dashboard) or direct skin contact when sweating (workout, fitness, sport).
- ① Do not drop the device. Dropping onto a hard surface can damage your device.
- ① 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.
- ① Protect the device sockets and battery slot from dirt and debris.



- ① 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.
- ① Keep the device at least 10 cm away from any kind of magnets.
- ① When the device is not in use, turn it off and store it safely.
- ① Do not use your device in areas where electronic equipment is prohibited.

### 8.3 Other important information

- ① High-powered electronic equipment, larger electronic installations and metallic structures may impair and significantly reduce the operating range.
- ① If the hearing aids do not respond to the device because of an unusual field disturbance, move away from the disturbing field.

## 9. 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.

## 10. Service and warranty

### 10.1 Local warranty

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

### 10.2 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.





Your hearing care professional:



**Manufacturer:**

Sonova AG  
Laubisrütistrasse 28  
CH-8712 Stäfa  
Switzerland  
[www.phonak.com](http://www.phonak.com)



029-0856-02/V1.00/2020-06/cl © 2020 Sonova AG All rights reserved

**sonova**  
HEAR THE WORLD

