

Unitron Remote Plus app

User Guide



Getting started

Intended use

The Unitron Remote Plus app is intended for hearing aids users to adjust certain aspects of Unitron hearing aids through Android and Apple iOS devices¹.

If the hearing care professional offers the [Insights](#) features to the hearing aid user and they opt in, the hearing aid user can send hearing aid data and feedback about their listening experiences, and receive remote adjustments from their hearing care professional.

Compatibility information:

- ⚠ Unitron Bluetooth wireless hearing aids are required to use the Unitron Remote Plus app.
The Unitron Remote Plus app can be used on devices with Bluetooth® Low-Energy (BT-LE) capability and is compatible with iOS Version 12 or newer.
The Unitron Remote Plus app can be used on Google Mobile Services (GMS) certified Android devices supporting Bluetooth 4.2 and Android OS 7 or newer.
- ① [Some phones have touch sounds or keypad tones, which could be streamed to the hearing aid\(s\). To avoid this, go to your phone settings, select sounds and make sure that all touch sounds and keypad tones are deactivated.](#)

¹ Compatible phones: The Unitron Remote Plus app can be used only on phones with Bluetooth® low energy technology capability.

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

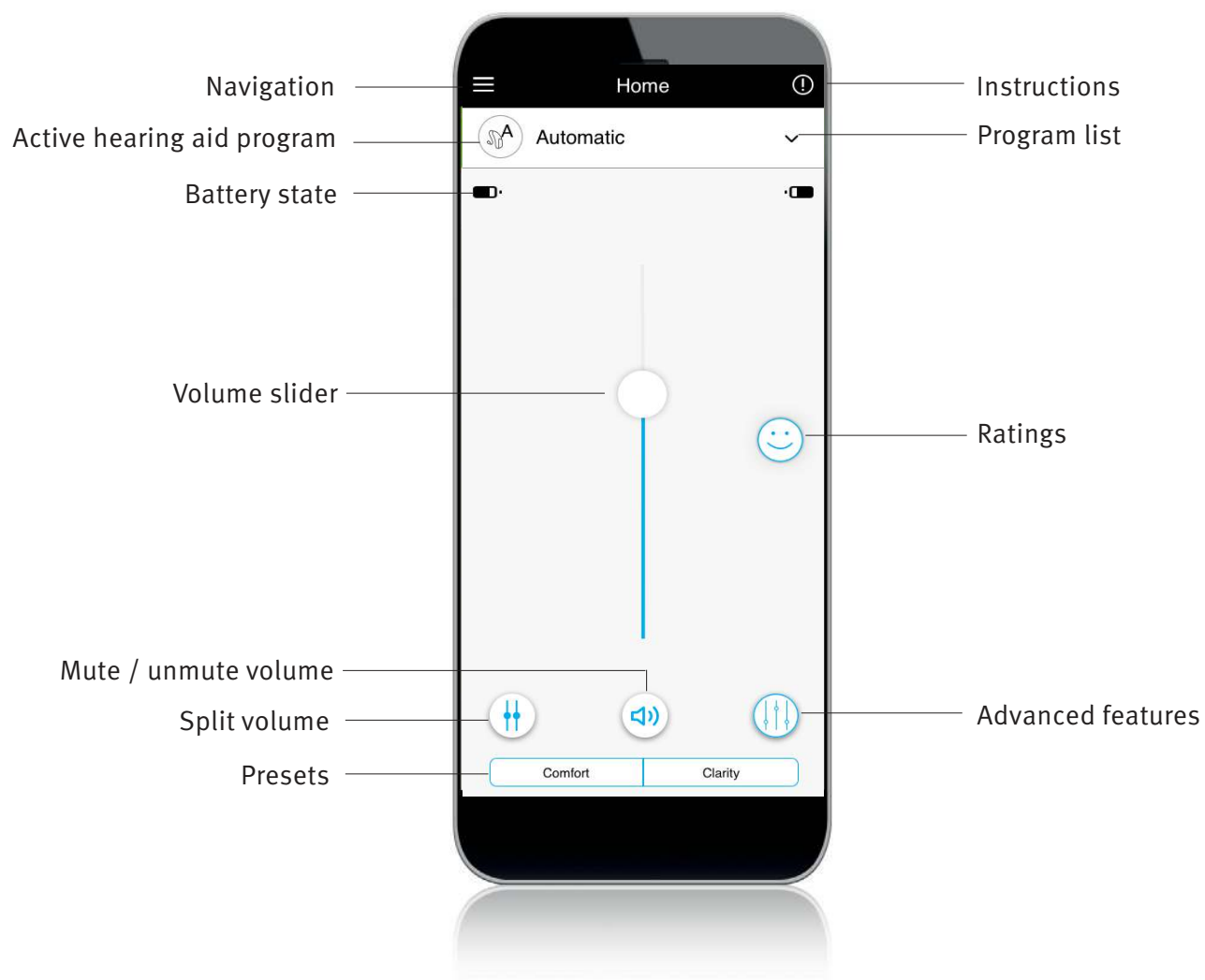
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Android, Google Play, and the Google Play logo are trademarks of Google Inc.

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App overview



Privacy notice

Accepting the app privacy notice

To use the Unitron Remote Plus app, you need to accept the privacy notice and the anonymous data analysis of the usage from the app.

Privacy notice

Last updated: August 15, 2019

THIS NOTICE DESCRIBES HOW PERSONAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED, HOW YOU CAN GET ACCESS TO THIS INFORMATION AND WHICH RIGHTS YOU HAVE. PLEASE REVIEW IT CAREFULLY.

This Privacy Notice describes the following:

- The personal data that Sonova collects from and about you through the Unitron Remote Plus application ("the Mobile Application" or "Mobile App") or Unitron TrueFit fitting software together with all related technology to access or otherwise use the Mobile Application ("Mobile Service") as described below.
- How do we use and protect your personal data?
- The choices you have about how we use your personal data.
- How you can exercise your rights (e.g. right to access, right to rectification, right to complain, etc.).

This privacy notice is in line with the EU General Data Protection Regulation (GDPR), the Swiss Federal Data Protection Act (FDPA), the United States Health Insurance Portability and Accountability Act (as amended from time to time) ("HIPAA") and other applicable data protection laws that may apply to you. In the United States, any reference to HIPAA under this Privacy Policy to personal data shall apply to your personal data that fits the definition of Protected Health Information under HIPAA. Protected Health information is any piece of information in an individual's medical record that was created, used, or disclosed during the course of diagnosis or treatment that can be used to personally identify you.

If you are unwilling to accept the terms and conditions of this Privacy Policy, we ask you to not use this Mobile Application and/or the Mobile Service. By using the Mobile Application or the Mobile Service, you agree to the terms of this Privacy Policy. When you submit information via the Mobile Service, you provide consent to the collection, use and disclosure of that information in accordance with this Privacy Policy.

We reserve the right to occasionally update this Privacy Policy. At such time, we will also revise the "last updated" date shown in this Privacy Policy. We reserve the right to apply the terms of any updated Privacy Policy to the all personal data that we maintain. We shall inform you about changes to a revised Privacy Policy by posting on the website next to this one. We encourage that you

Accept

Activating Insights

To opt in for **Insights** features including remote adjust, tap the "Activate" button. To skip this step, tap the "Later" button.

You're unique.
So is your hearing.

Activate Insights to help your hearing health care professional get you the best fit.

- ☒ Rate your hearing experiences
- ☒ Track your wearing time
- ☒ Track your listening environments
- ☒ Enable remote hearing aid adjustments

By activating insights you consent to store your personal information in the cloud for your hearing health care professional to access.

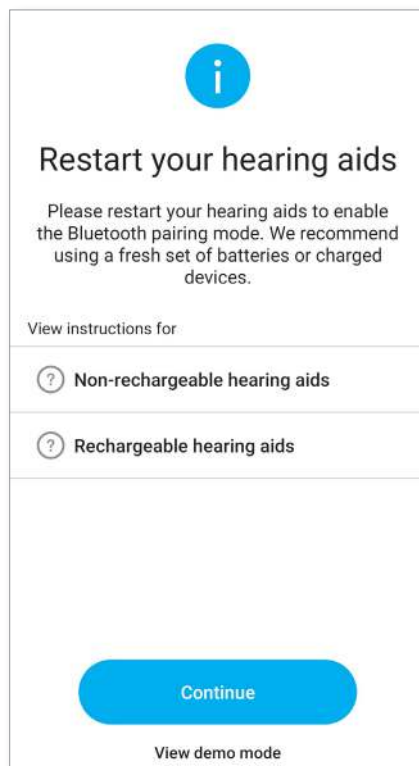
[Show detailed Privacy Notice](#)

Activate

Later

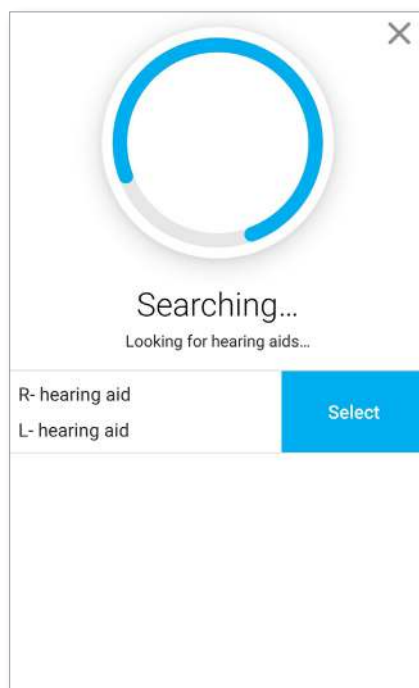
Pairing with hearing aid(s)

Detect your hearing aid(s)



- ① If your hearing aid(s) have a battery door, restart your hearing aids by opening and closing the battery door. If your hearing aid(s) does/do not have a battery door, first turn off each hearing aid by pressing the lower part of the button until the LED turns red (4 sec). Then turn on each hearing aid by pressing the same button until the LED turns green (2 sec).
- ① You can always select the “demo” mode to try the app without connecting a Unitron hearing aid and get a first impression of the functionalities. In this mode no remote control functionality is available for your hearing aids.

Select your hearing aid(s)

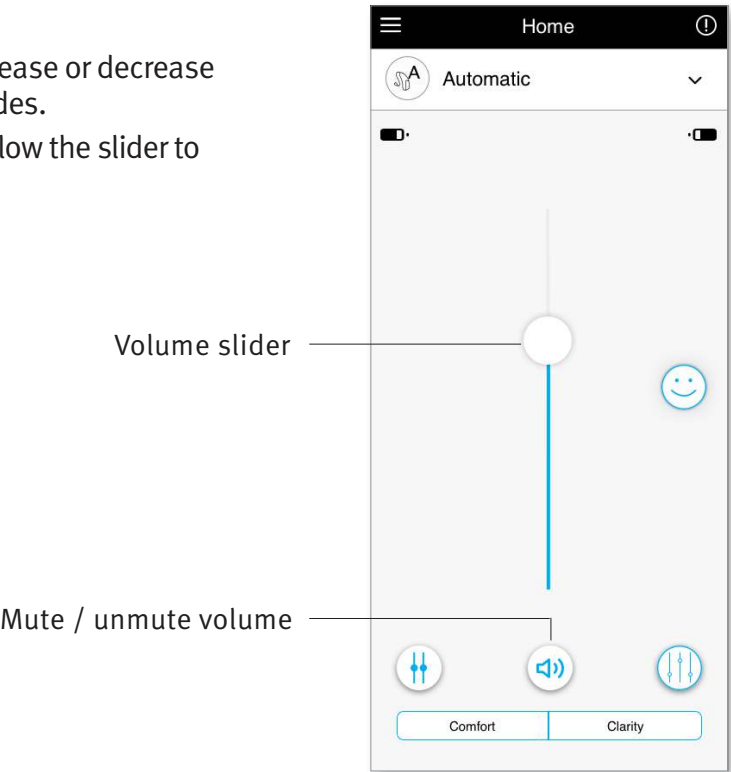


- ① If more than one set of devices have been detected by the app, press the button on your hearing aid and the corresponding device will be highlighted in the app.

Main screen

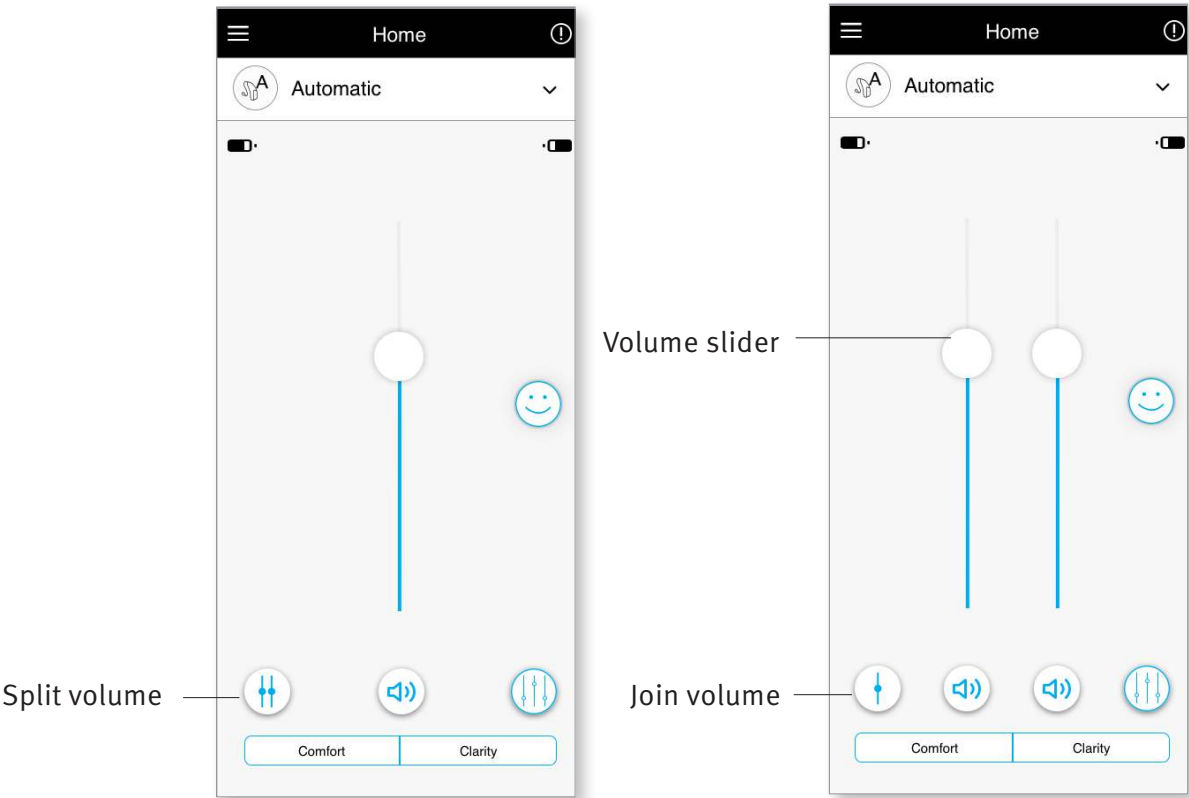
Adjust hearing aid volume

Move the slider up or down to increase or decrease the hearing aid volume on both sides.
Press the (🔊) “mute” button below the slider to mute or unmute the hearing aids.



Split the volume

Press the (⚡) “split volume” button to control the volume on each hearing aid separately.
Use the volume slider to change the volume. Press the (⚡) “join volume” button to merge the volume sliders.

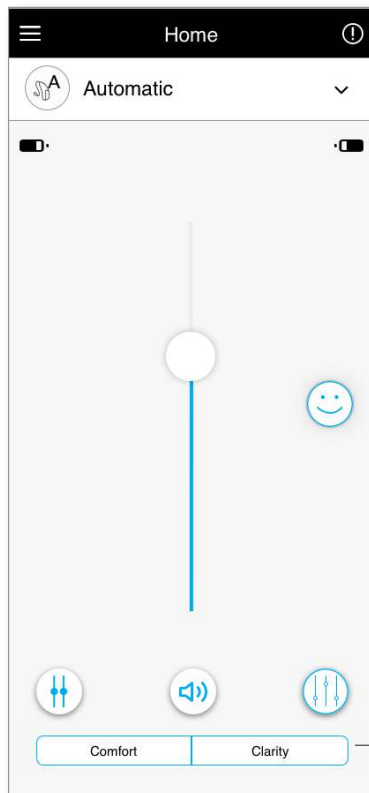


Enabling presets

Comfort and Clarity

For the Automatic Program, “Clarity” is available to enhance speech, whereas “Comfort” is used to reduce noise to improve overall listening comfort.

Clarity and Comfort are mutually exclusive, and cannot both be in the ‘On’ state at the same time.

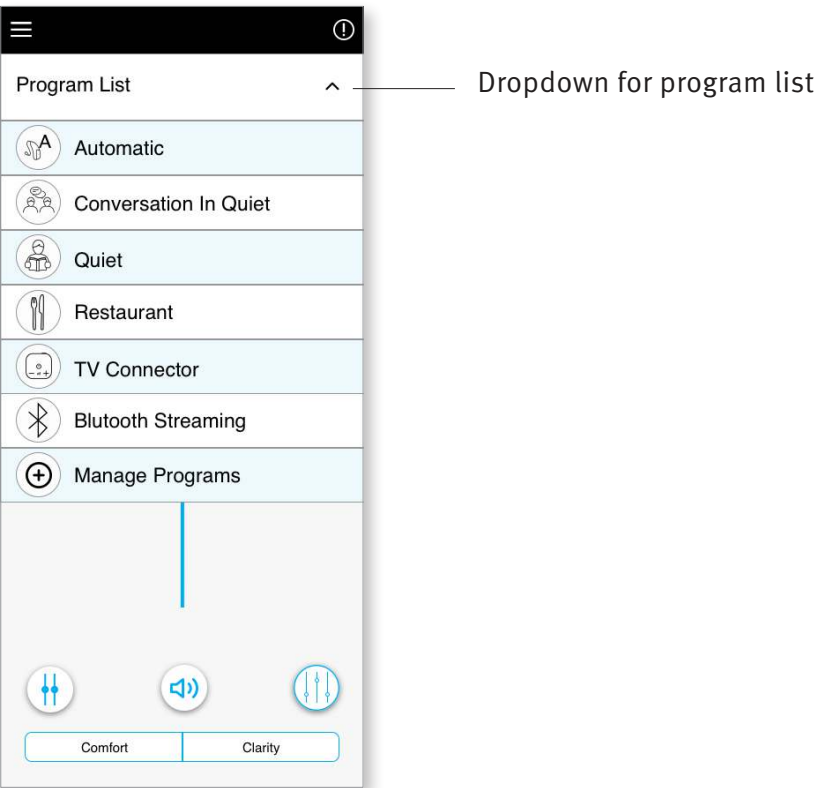


Presets Comfort/Clarity

Changing programs on the hearing aid(s)

Select another program

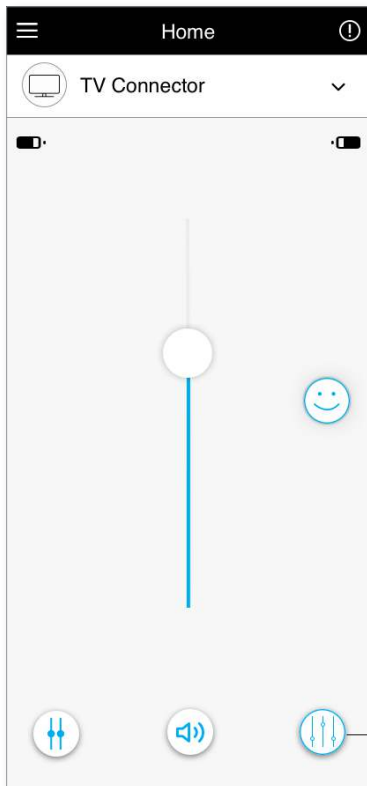
Tap the arrow beside the current program name to see all available programs.
Select the desired program (e.g TV Connector).



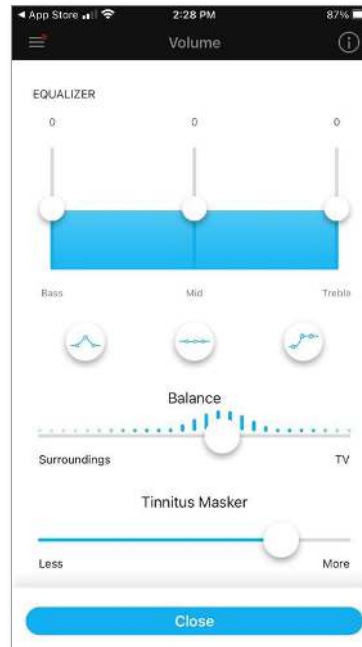
Advanced features settings

TV Connector

Further adjustments are available depending on your hearing aid configuration or connected audio sources (TV Connector). Tap the (🔊) advanced features button at the bottom-right corner to access these options:



Advanced features



Equalizer

You can adjust the advanced features Equalizer settings.

Balance

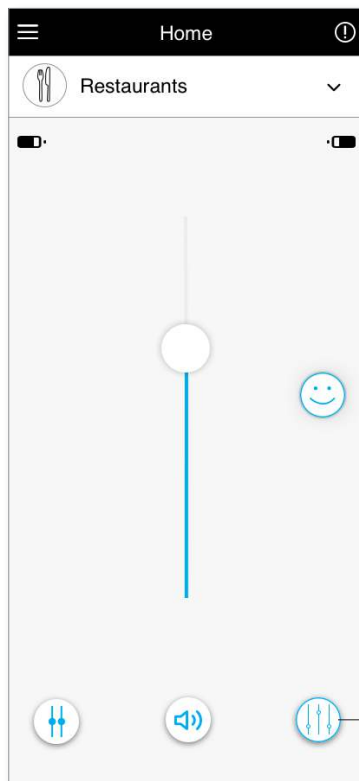
If you use an external streaming device, (e.g. TV Connector, music) you can adjust the focus to hear more of the streamed signal or alternatively more of the surrounding environment.

Tinnitus Masker

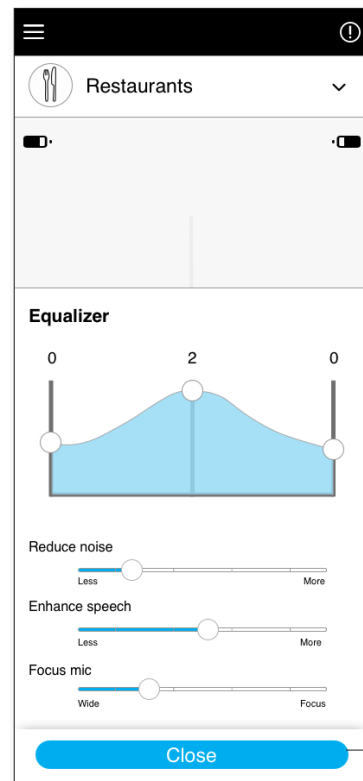
If you have tinnitus, and have been instructed by your hearing care professional on how to use the Tinnitus Masker, you can adjust the volume of the masking noise.

Program - Restaurants

1. Move the slider up or down to increase or decrease the hearing aid volume.
Advanced features are available for selective programs.
2. To access advanced features, click the (🔊) icon. You can adjust the advanced features Equalizer settings. Adjust the “Reduce noise” control to reduce noise more or less. Adjust the “Enhance speech” control to highlight speech more or less. Adjust the “Focus mic” control to focus more on sounds from the front or listen all around you. Once complete tap “Close” at the bottom of the screen and return to the home screen.



Advanced features



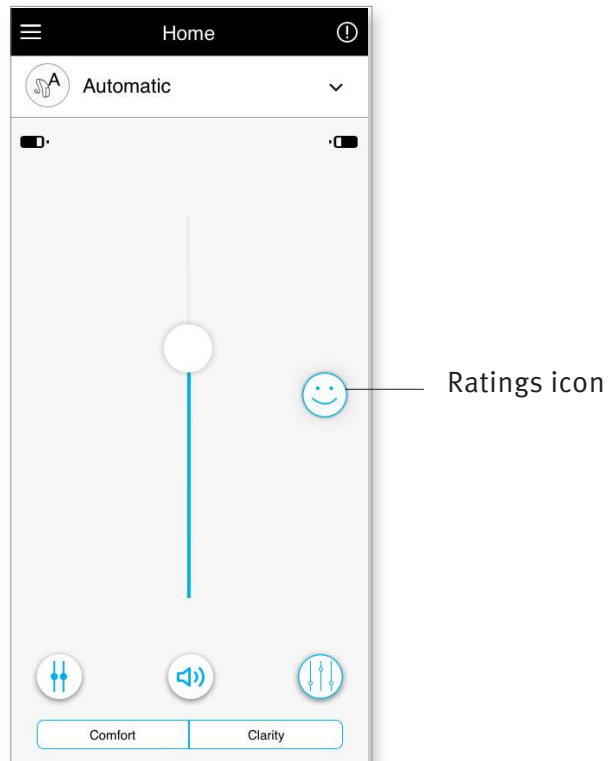
Close

Ratings

If you opted in for the [Insights](#) feature, you will see a happy face icon (😊) on the right side of the main screen. Tap on it to send feedback to your clinician.

Rate your experience

To access ratings, click on the Ratings “smiley” icon.



1. Choose from either satisfied or unsatisfied.

← Rate a moment

Tell us about your listening experience.

This feedback helps your hearing healthcare professional personalize your hearing aids.

Two large blue-outlined circular icons are shown: a smiley face (happy) and a frowny face (sad).

2. Select the environment you are currently in.

← Rate a moment

Step 2 of 4

Select the closest listening environment.

- Quiet Conversation (with icon of two people talking)
- TV (with icon of a television)
- Children's voices (with icon of a child)
- Phone (with icon of a telephone handset)
- Car (with icon of a car)
- Games (with icon of playing cards)
- Activities (with icon of a person running)

3. If you chose unsatisfied, you can then choose from a pre-determined list what best describes the problem.

← Rate a moment

Step 3 of 4

Select the issue.

- Voices are too loud
- Voices are too quiet
- Voices do not sound clear
- Background noise is too loud
- Other

4. See a summary of your feedback and provide more comments (optional). Tap the “Submit” button to submit your feedback to your hearing care professional.

← Rate a moment

Step 4 of 4

Summary of selected options:

- Voices are too loud (with sad face icon)
- Quiet Conversation (with people icon)

Describe your negative listening experience. (Optional)

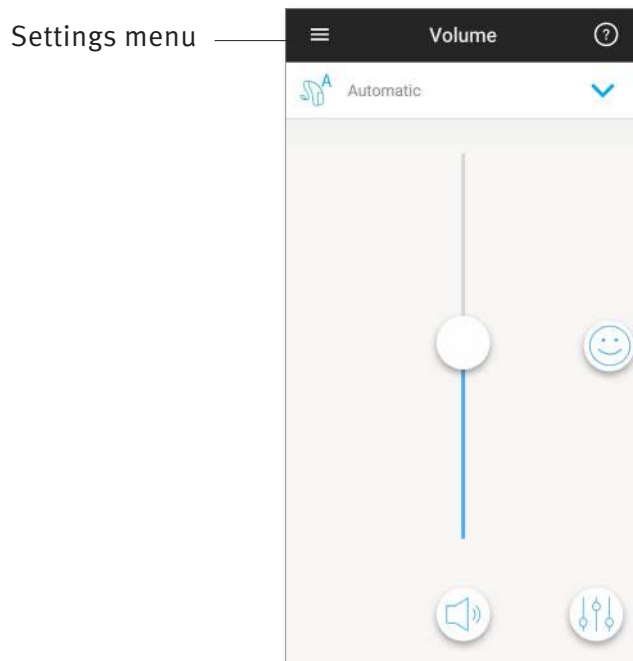
Everything sounds really loud.

Submit

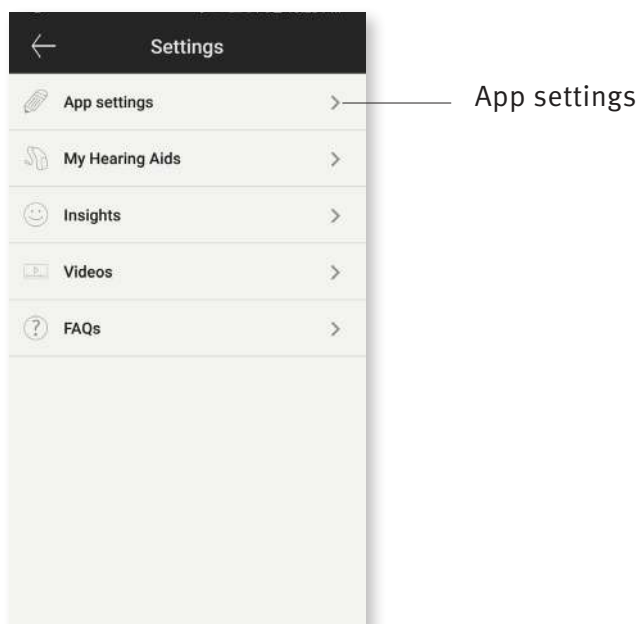
Settings menu

The app is available in different languages. It will automatically match the language of the phone's operating system. If the phone's language is not supported, the default language is English.

- 1) Tap the  icon on the main screen to access the settings menu.



- 2) Select [“App settings”](#) to access application settings.
- 3) Select [“My Hearing Aids”](#) to access hearing aid specific settings.
- 4) Select [“Insights”](#) to view the Insights privacy policy, feature information including remote adjust notifications from your hearing care professional or to opt out of this feature.
- 5) Select [“Videos”](#) to watch how-to videos.
- 6) Select [“FAQs”](#) to view frequently asked questions about the app and the hearing aids in the phone's web browser.



Tap control

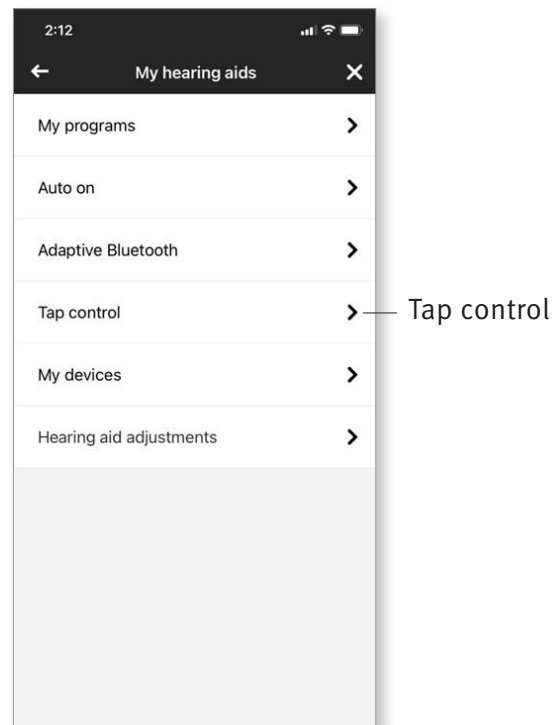
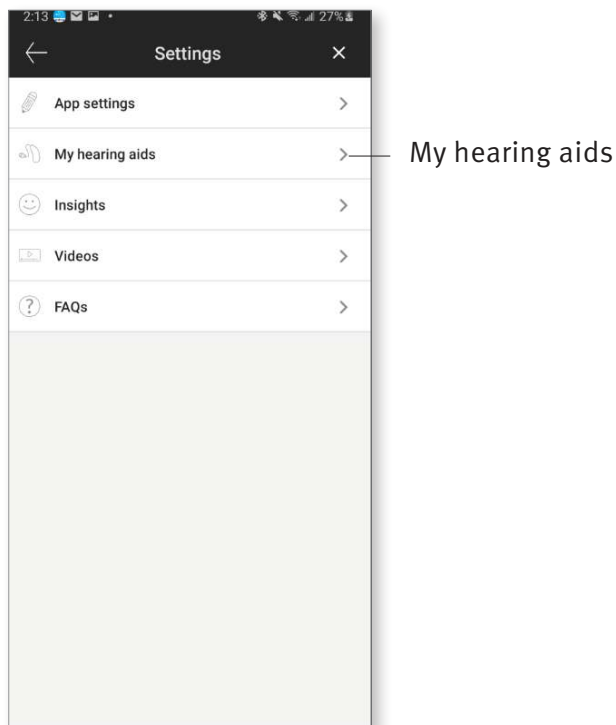
If your hearing aids have tap control, you can customize how your hearing aids respond to your double taps. There is a built in sensor on some hearing aids, which enables the control of some hearing aid functions through tap control. These functions include:

- Phone call: accept/end call
- TV and media streaming: pause/resume
- Access Mobile: voice assistant

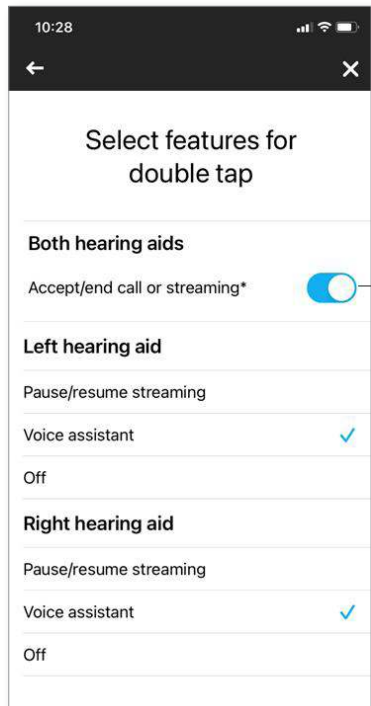
Hearing aids with tap control need to be paired with the app to use the enable/disable tap control for the above functions.

Enable Tap Control:

1. From within the app Settings menu select “[My Hearing aids](#)”
2. Select “[Tap control](#)”

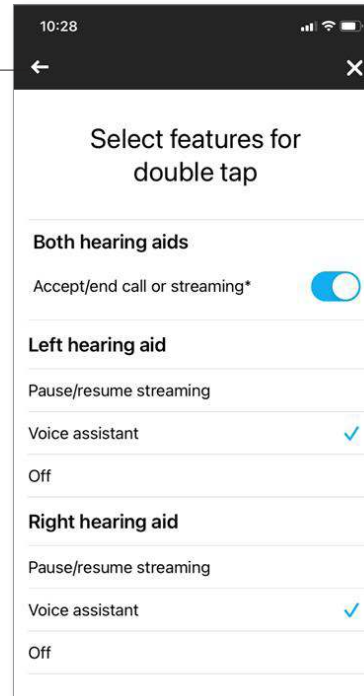


3. Configure the double tap to accept/end phone call or streaming. You can set up tap control for a double tap to pause/resume or enable/disable voice assistant either on one or both hearing aids.



configure

4. Once settings are configured, click on the back arrow and app will save the changes. Click on the 'x' sign to cancel.



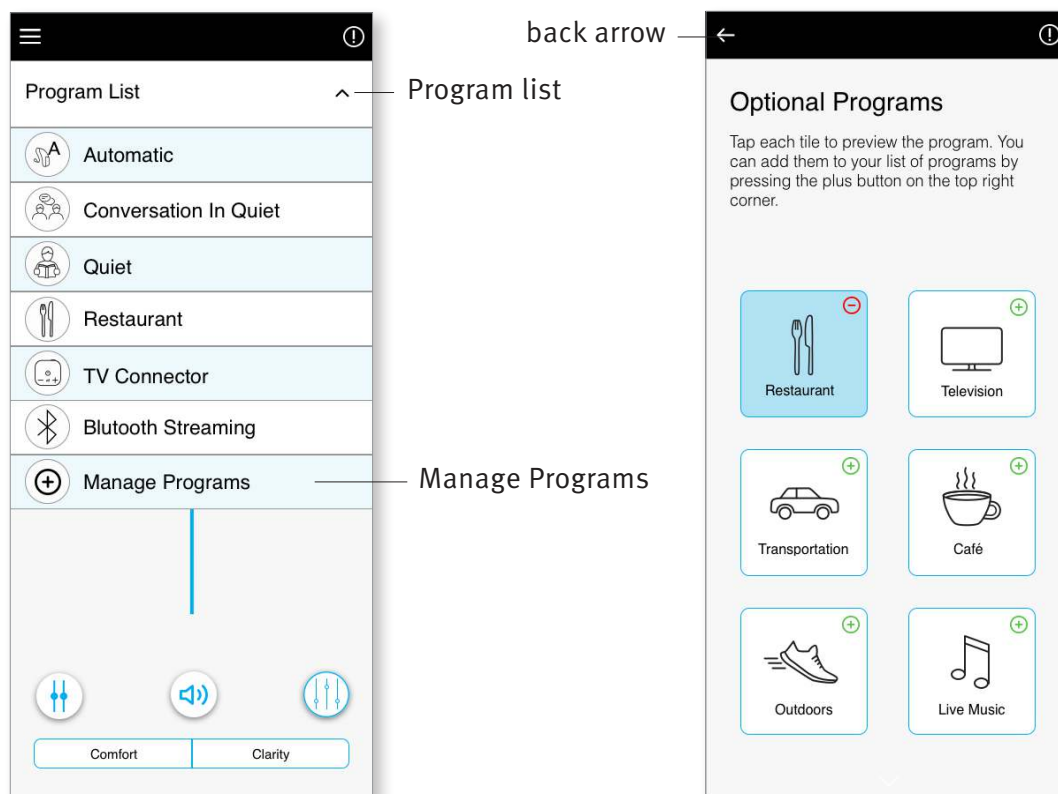
Optional Programs

Choose from a list of predefined programs so the hearing aids can be personalized for a specific situation. The core functionality is defined by the hearing aids and the app allows the user to select from 6 optional programs. The user can enable or disable the optional programs from within the app.

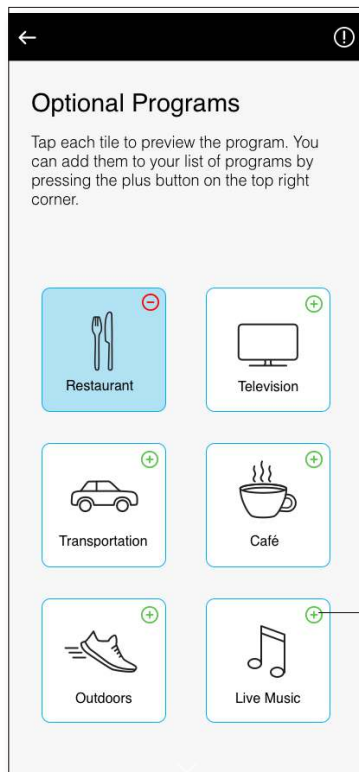
List of optional programs:

- Restaurant
- Television
- Transportation
- Café
- Outdoors
- Live Music

1. Click on the drop down to view the Program List. Choose Manage Programs to view the optional programs.
2. List of optional programs available is displayed. Click on the back arrow to go back to the program list.

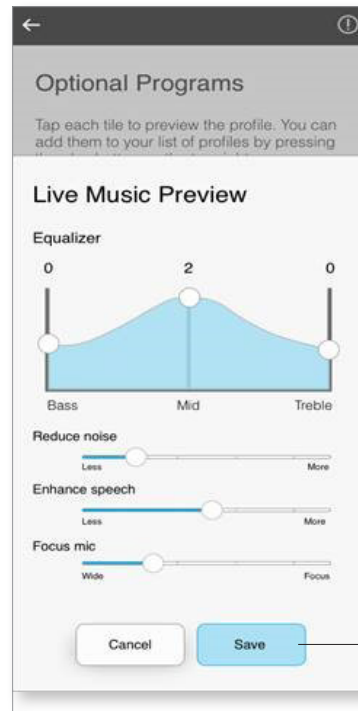


3. Click on the (+) “green plus sign” to add the optional program



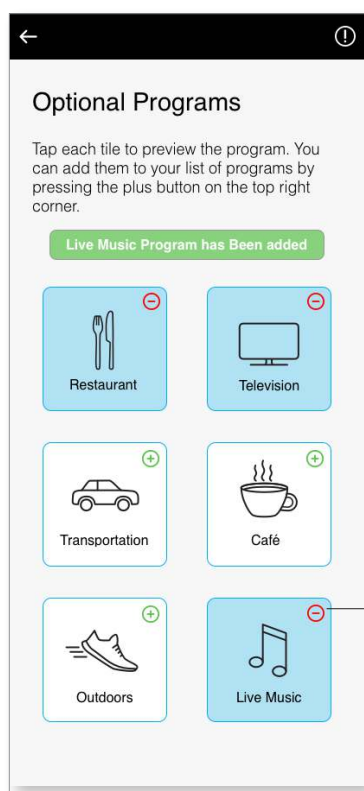
click green plus sign to add program

4. The program preview screen will be displayed. Change settings and click on ‘Save’ to add the optional program to the program list



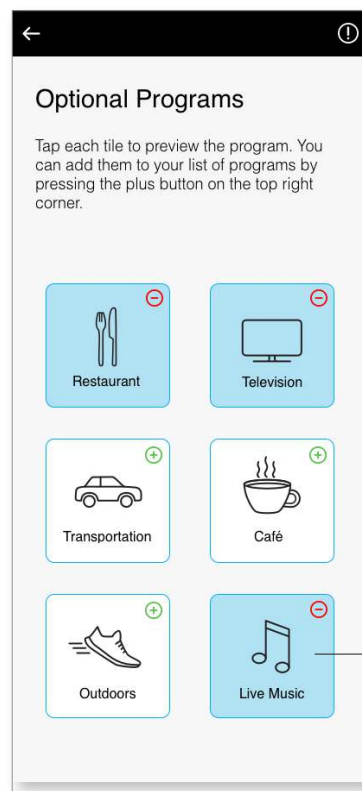
Save

5. App will display a message indicating the optional program has been added. Click on the (⊖) “red minus sign” to remove the optional program from the program list



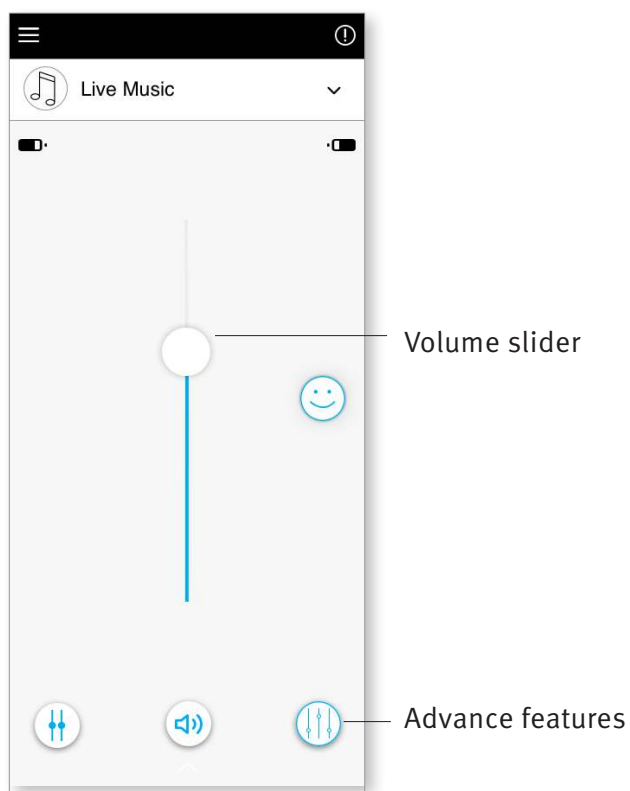
click red minus sign to remove program

6. Click on the optional program tile to edit the settings



click to edit

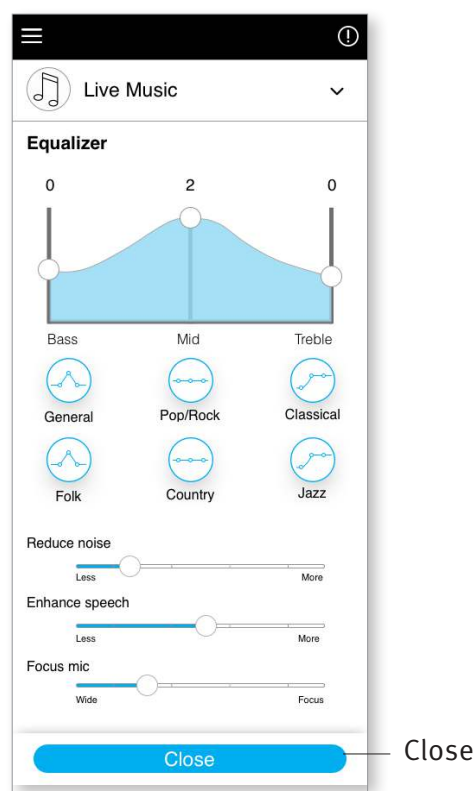
7. After the program is open, change the volume by moving the slider up and down. Also, tap on the Advanced features button to view additional options.



8. Advanced features are available to use.
The following presets can be modified:

- **Equalizer** - can be adjusted for each preset
- **Reduce noise and Enhance speech** – can be set to more or less
- **Focus mic** – can be adjusted to wide or focus

Click '**Close**' to save changes

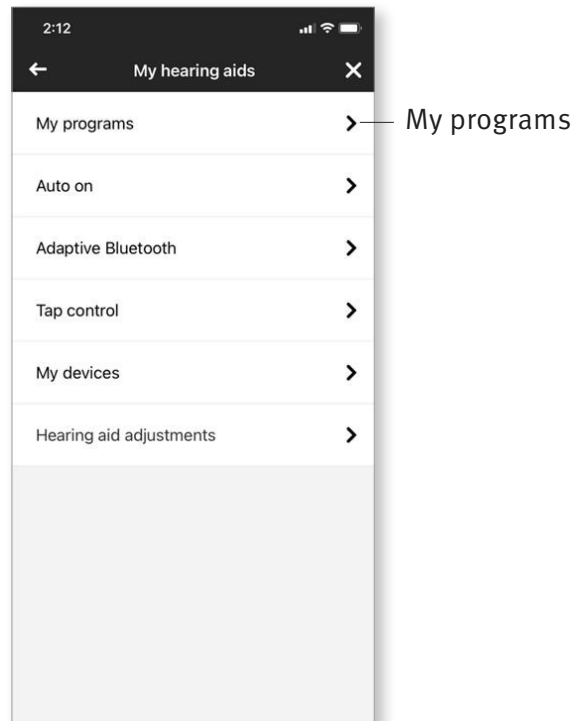
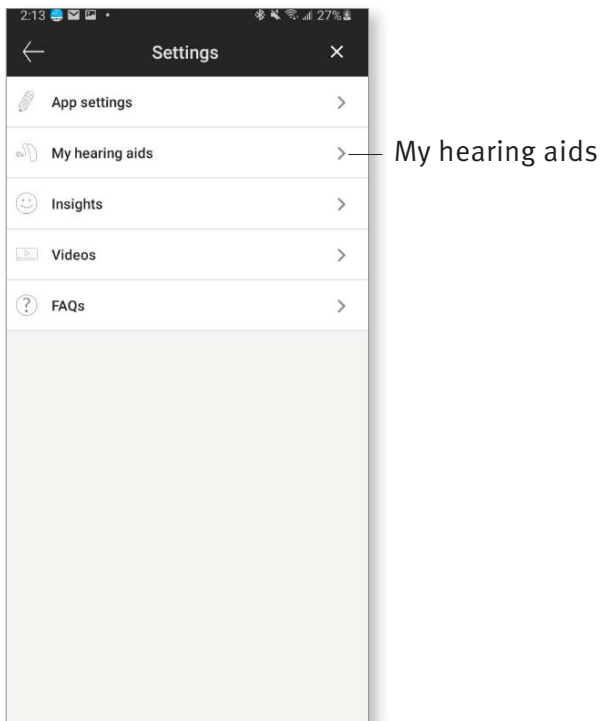


Editing name of a program

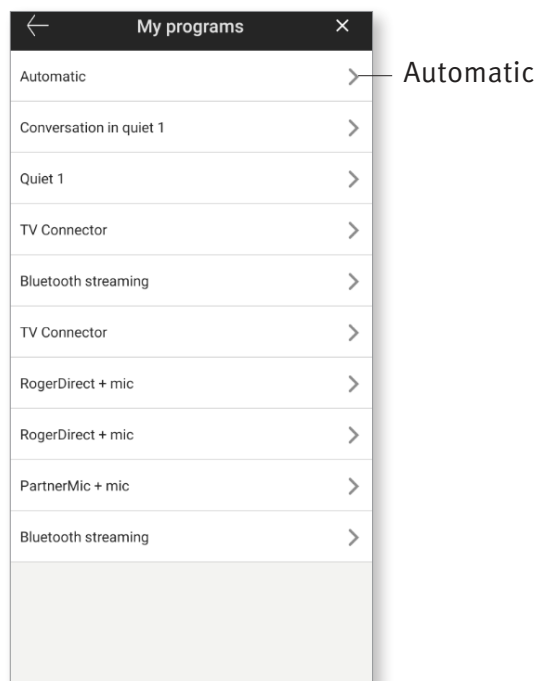
Remote Plus app allows the user to change the name of programs so you can personalize what each program means to you. You can change the program name for any program, including the optional programs.

To change the program name:

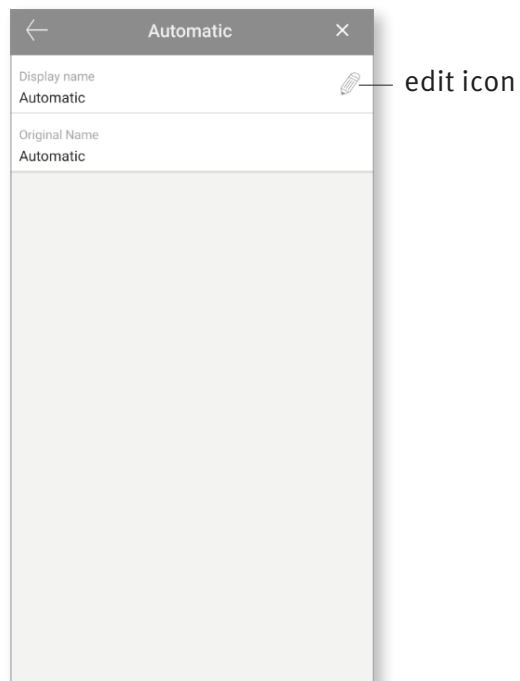
1. Tap on the Settings menu, then select “My hearing aids”
2. My hearing aids screen is displayed. Tap on “My programs”



3. List of “My programs” is displayed.
Tap on the desired program
(e.g. Automatic)



4. Tap the edit/pencil icon and change the
“Display name”. This should change the
name in the “Program list” drop down
and the “Optional program” selection
screen.

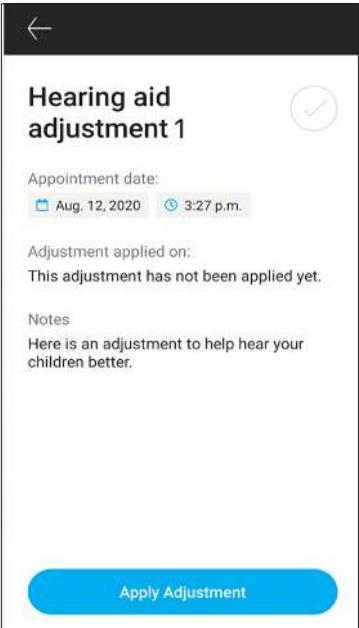
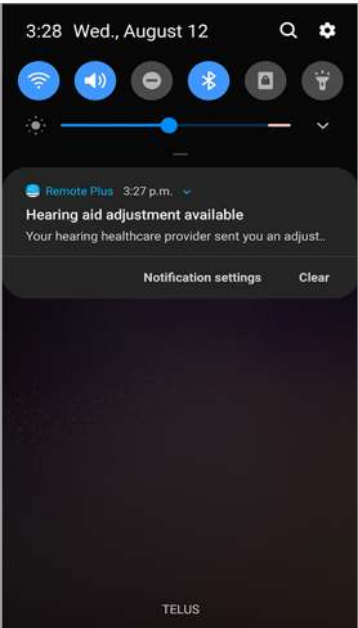


Remote adjust

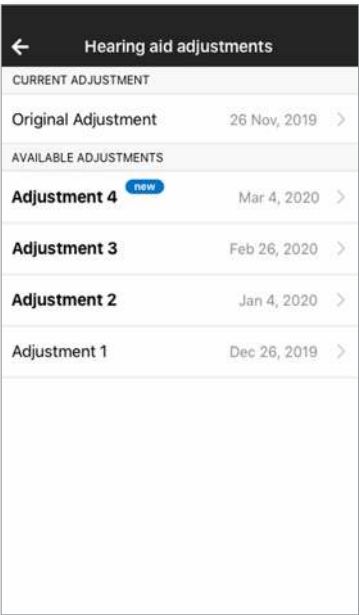
If you opted in for the [Insights](#) feature, you will be able to receive push notifications that contain adjustments to your hearing aids sent by your hearing care professional.

Apply a remote adjustment

1. Receive a personalized message from your hearing care professional.
2. Click on the notification to access the adjustment. Or open the Remote Plus app and go to [Settings > My hearing aids > Hearing aid adjustments](#).



3. Select the adjustment and apply changes.
4. If you preferred another setting, you can select any previous message and apply them to your hearing aids.



Compliance Information

Declaration of conformity

Hereby Sonova AG declares that this Unitron product is in compliance with the essential requirements of the Medical Devices Directive 93/42/EEC. The full text of the Declaration of Conformity can be obtained from the manufacturer or the local Unitron representative whose address can be taken from the list on <http://www.unitron.com> (worldwide locations).

- ① If the hearing aids do not respond to the device because of an unusual field disturbance, move away from the disturbing field.
- ① Instructions are available at: unitron.com/appguide in Adobe® Acrobat® PDF format. To view them, you must have Adobe Acrobat Reader installed. Visit Adobe.com to download.
- ① To obtain a free paper copy of the instructions, please contact your local Unitron representative. A copy will be sent within 7 days.

Information and explanation of symbols



With the CE symbol, Sonova AG confirms that this Unitron product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC.
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 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.



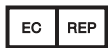
Important information for handling and effective use of the product.



Copyright symbol



This symbol shall be accompanied by the name and the address of the manufacturer (who are placing this device on the market).



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



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