

# 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 the RemoteControl.

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-us.com](http://www.phonak-us.com)



CE mark applied: 2019

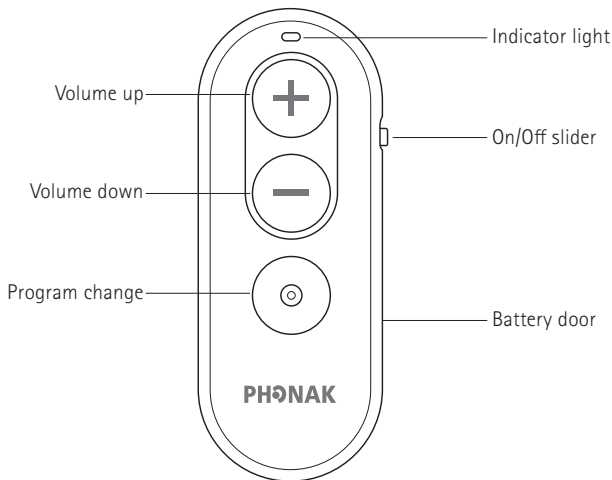
# Contents

<b>1. Description</b>	6
<b>2. Using the Phonak RemoteControl</b>	7
2.1 Activating the Phonak RemoteControl	7
2.2 Switching on/off	7
2.3 Understanding the indicator light	7
2.4 Pairing the Phonak RemoteControl with your hearing aid	8
2.5 Changing hearing aid volume	9
2.6 Changing hearing aid program	10
<b>3. Inserting a new battery</b>	11
3.1. Open the battery compartment	11
3.2. Remove the battery from the battery compartment	11
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

<b>6. Compliance information</b>	16
<b>7. Information and description of symbols</b>	22
<b>8. Important safety information</b>	26
8.1 Hazard warnings	26
8.2 Information on product safety	29
8.3 Other important information	31
<b>9. Service and warranty</b>	32
9.1 Local warranty	32
9.2 International warranty	32
9.3 Warranty limitation	33

# 1. Description

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

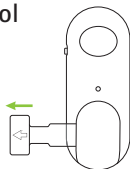


❶ The Phonak RemoteControl must be paired with your hearing aids before you can use it (chapter 2.4).

## 2. Using Phonak RemoteControl

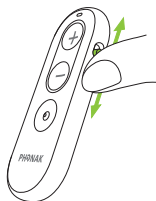
### 2.1 Activating the Phonak RemoteControl

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.

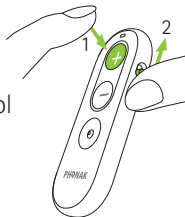
① It is only necessary to perform the pairing process once with your hearing aids. After the initial pairing, your Phonak RemoteControl will connect automatically with your hearing aids.

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

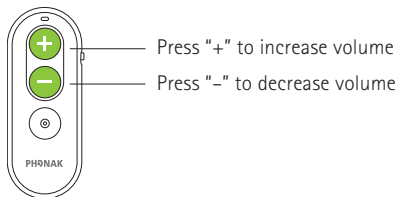
Set your hearing aids into pairing mode by switching them on. You now have 3 minutes to pair your Phonak RemoteControl with your hearing aids.



1. Press and hold the volume up "+" button
2. Switch on your Phonak RemoteControl while 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

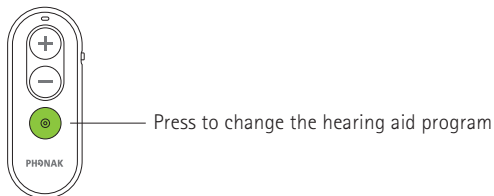


## 2.5 Changing hearing aid volume



## 2.6 Changing hearing aid program

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



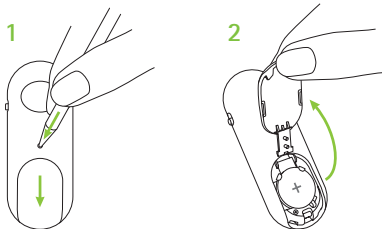
**i** Hearing aids may beep to confirm selection, depending on your hearing aid configuration.

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

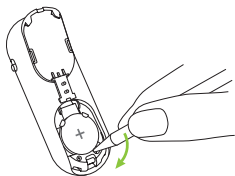
**i** For information about your personal settings, ask your hearing care professional to print your Phonak RemoteControl instructions.

## 3. Inserting a new battery

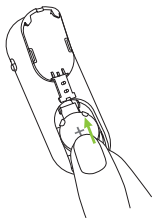
### 3.1 Open the battery compartment



### 3.2 Remove the battery from the battery compartment

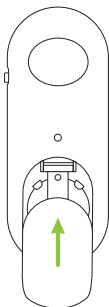


### 3.3 Insert the new battery



❶ The Phonak RemoteControl requires a lithium button cell (CR2032).

### 3.4 Close the battery compartment



## 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

Solid red light indicator

### Causes

RemoteControl is switched off

Battery needs replaced

Hearing aids are switched off

Hearing aids are not paired with the RemoteControl

RemoteControl is switched off

Battery needs replaced

General device error

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

## What to do

---

Switch on the RemoteControl (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 the RemoteControl (chapter 2.2)

---

Change battery (chapter 3)

---

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

---

## 6. Compliance information

### Declaration of conformity

Hereby Phonak AG declares that this Phonak product is in compliance with the essential requirements of the Medical Devices Directive 93/42/EEC 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 Phonak representative whose address can be taken from the list on <http://www.phonak.com/us/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:

**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).



R 018-190129

### 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

## 7. Information and description of symbols

---



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

---

### Operating conditions

The product is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides. The RemoteControl is classified IP52 and designed to be used in all daily life situations.

---



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.

---



Temperature during transportation and storage: -20° to +60° Celsius (-4° to +140° Fahrenheit).

---





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



Atmospheric pressure during transportation and storage: 200 hPa to 1500 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.
-  The intended use of the RemoteControl is to enable changes of the hearing aid programs and volume.
-  Keep this device out of the reach of children, individuals with cognitive impairment, and pets.
-  This RemoteControl 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 RemoteControl 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.
-  Batteries are toxic if they are swallowed! Keep out of the reach of children, individuals with cognitive impairment, and pets. If batteries are swallowed, consult your physician immediately!
-  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!

-  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 IECXXXXX standards.
-  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.

## 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 Clean the device using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean the device. Never use a microwave or other heating devices to dry the device.
- 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 (4") 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. Service and warranty

### 9.1 Local warranty

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

### 9.2 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.



### **9.3 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: \_\_\_\_\_





Your hearing care professional:



029-0782-03/2019-08/© 2019 Sonova AG All rights reserved



**Manufacturer:**

Sonova AG

Laubisrütistrasse 28

CH-8712 Stäfa

Switzerland

[www.phonak.com](http://www.phonak.com)



**sonova**  
HEAR THE WORLD

CE  
0459

