Remote Fitting app

for iOS and Android

SBO Hearing A/S

Instructions for use

Introduction

This booklet guides you on how to use the following apps:

• Philips HearLink Connect 3.1.0 or later
• Bernafon EasyControl Connect 3.1.0 or later
• Sonic SoundLink Connect 3.1.0 or later
• RemoteLink Connect 3.1.0 or later

When this guide mentions app(s), it refers to one of these 4 previously listed apps.

Please read the booklet carefully. This will help you get the full benefit of the app.

The app is designed for remote communication between you and your hearing care professional. The app allows you to have follow-up appointments with your hearing care professional from the comfort of your preferred location. However, in certain cases an appointment in person at your hearing care professional's practice may still be necessary.

The app enables data communication between your hearing aid and the hearing care professional through a stable Internet connection.

The app runs on your Apple iOS or your Android™ device. It allows you to see, hear and send text messages to your hearing care professional during your remote appointment.

When this guide mentions device(s), it refers to your Apple iOS device, for example, an iPhone® or iPad®, or your Android device such as a phone or tablet.

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This app can be used with all hearing instruments manufactured by SBO Hearing A/S which offer 2.4 GHz technology.

How to use this guide

Ensure you follow the procedures in this guide for your device in chronological order. In most cases, the procedures are the same for both devices and operating systems (Apple iOS and Android).

Intended use

Intended use	The Remote Fitting app is intended to permit the remote fitting of wireless hearing aids by the hearing care professional. The app is intended to be used together with the given wireless hearing aids
Indications for use	No indications for use
Intended user	Persons with hearing loss using a wireless hearing aid and their caregivers
Intended user group	Adults above 18 years of age
Use environment	Home setting/Clinical setting
Contraindications	No contraindications
Clinical benefits	See clinical benefits of the hearing aid

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Disclaimer for the app

The manufacturer does not take responsibility for the consequences of using the app outside its intended use.

Your hearing care professional is responsible for the fitting through the app.

The manufacturer reserves the right to discontinue the app service without prior notice.

Important notice

- The app connects you to your hearing care professional who sends updated settings to your hearing aid. If it is not possible to make all the changes remotely, then a physical visit to your hearing care professional is necessary. If you have additional questions about the use of the app, please contact your hearing care professional.
- For details on the functionality of your specific hearing aid, please refer to your hearing aid's instructions for use.
- The hearing care professional is responsible for obtaining the license needed to use this app with the clients. The manufacturer does not take any responsibility for hearing aid fitting through the app.

System requirements

To be able to use the app, you need to have an SBO manufactured hearing aid with 2.4 GHz wireless technology and in addition:

• A stable Internet connection with a recommended minimum speed of 1/1 Mbit/s (check with your provider).
• An email account.
• A compatible Apple iOS or Android device.

For information on which hearing aids the app can be used with and which versions of iOS/Android are required, please visit the website mentioned in the instructions for use of your hearing aid or consult your hearing care professional.

First time use

The first time you use the app you must allow access to some of your phone or tablet's features. This is required for communication with your hearing care professional.

If you have an Android device, you can get started with this procedure right away. However, if you have an Apple iOS device, you must read the following note:

Note
If you have an iPhone or iPad, you must pair the hearing aid to your phone or tablet before you launch the app, and therefore, before you can follow the First time use procedure.

To get started:
1. On your device, launch the app.
2. In the startup screen, ensure you allow access as follows:
   a. For Android:
      To allow the app the access to the device's location and to take photos, videos, and to record, tap **<ALLOW>** every time you are prompted.
   b. For iPhone/iPad:
      To allow access to the device's camera, Bluetooth® connections and microphone, tap **<OK>** every time you are prompted.

On your iPhone or iPad, if you have not paired your hearing aid yet, a help screen is displayed on how to do so.

Please follow the steps on the screen to pair your iPhone or iPad to your hearing aid, then close the app, and repeat the First time use procedure again.

To create an account

Before you can begin the appointment, you must create an account. If you already signed up to other SBO manufacturer services, you can re-use your login and password.

To create an account:
1. On your device, in the Welcome screen, tap **<CREATE ACCOUNT>**.
2. Authentication:
   If you want to create an account using social login (e.g. Apple ID, Google or Facebook), follow the guidance in the app.
   Continue to "Before the appointment: Checklist to prepare" in this guide.
   Or else, enter your email address and tap **<CONTINUE>**. You will receive an email where you must verify the email address.
3. Check your email inbox. In the email you've received, click the **<Finalize your account link>**. You are now directed to a webpage where you must create a password.
4. On the webpage, in the **new password** field, create a password following the criteria prompted by the app. You use this password when you sign in to the app.
5. In the **display name field**, enter a name to identify yourself during the appointment, for example, Joe's hearing aids.
6. Click **<CREATE>**.

You are now informed that you have successfully created an account, and that you must return to the app on your device to sign in.
At this point, you can close your web browser and return to the app.

Before the appointment: Checklist to prepare

- Ensure you have enough battery power (at least 50%) on your mobile device, otherwise charge it before the appointment or plug it into power.
- Ensure you enable Bluetooth on your device.
- Position yourself where there is a stable Internet connection (preferably a minimum of 1/1 Mbit/s).
- Insert new batteries in the hearing aid to ensure it is powered. If you use a rechargeable hearing aid, make sure it is fully charged. Ensure you have your charger nearby as you may need it to restart the hearing aid. Alternatively, you can manually restart the hearing aid by turning it OFF and ON.
  Note:
  The hearing aid must have new or fully charged batteries in order to maintain a strong and reliable connection throughout the duration of the remote appointment.
- Ensure that any type of battery-saving mode on your phone/tablet is turned OFF.
- To avoid disturbances during your appointment, terminate other apps you are running.

During the session, do not:
- Place your hearing aid more than 5 meters away from your device.
- Turn off your hearing aid.
- Turn off Bluetooth on your device.
- Enable Flight Mode on your hearing aid or your device.
- Turn off your device.
- Switch between Wi-Fi and data plan.
- Terminate the app – or switch to another app.
- Enable any kind of battery-saving mode on your device.

Begin appointment

To begin the appointment you must launch the app, and then sign in using existing credentials. To do this:

1. On your device, launch the app.
2. In the Welcome screen, tap **<SIGN IN>**.
3. In the SIGN IN page, you can sign in with your chosen credentials. These can be either the email address and password you created in the previous procedure, or your Apple ID, Google or Facebook credentials.
4. Tap **<SIGN IN>.**
5. In the Welcome screen, tap **<MY APPOINTMENT>**.
6. Ensure you read and agree to the Data & Privacy notice. Tap **<AGREE>**.

Check batteries

1. Ensure you have inserted new batteries in your hearing aid or if you have a rechargeable hearing aid, ensure it is fully charged.
2. When you are finished, tap **<I UNDERSTAND>.**

Prepare hearing aid (Android only)

Note
If this is not the first time you run the app, be aware that you may not see the **Prepare hearing aids** screen.

1. Ensure you follow the instructions to connect your hearing aid, and then tap **<CONTINUE>**.
   At this point, your device attempts to detect and connect to the hearing aid. The left or right hearing aid is symbolized by the letters L and R respectively.
   Note
   In the case that Bluetooth is turned off, the **Connecting your hearing aids** screen shows a toggle switch at the top of the screen to turn it on. If so, ensure you toggle the switch so your device can detect the hearing aid.
2. After the app detects your hearing aid, it takes you to the **Available hearing aids** screen. If your hearing aid has been detected, tap **<PAIR>**.
3. After you have successfully paired your hearing aid, in the You are ready screen, tap **<START APPOINTMENT>**.

Wait for the hearing aid to be connected (iPhone/iPad only)

At this point, your device attempts to connect to your hearing aid. If you have two hearing aids, ensure both are detected and connected to the app.

The left or right hearing aid is symbolized by the letters L and R respectively. When the app successfully connects the hearing aid, the L and R change colour to green.

After the app detects the hearing aid, tap **<START APPOINTMENT>**. You are now taken to the appointment's virtual waiting room.

The appointment virtual waiting room

In the Virtual Waiting Room screen, wait for the hearing care professional to connect and join the appointment.
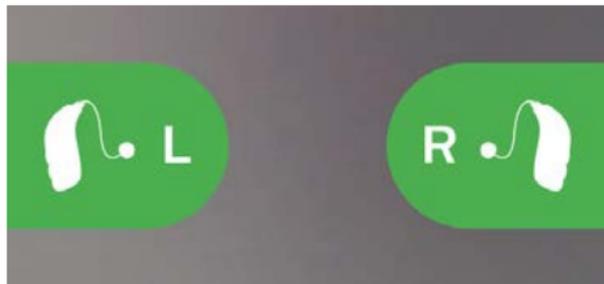
Your appointment

When the hearing care professional joins the appointment, he/she appears on your screen in a video stream. During the appointment you can:

1. **<Camera>**: Turn your own camera on/off.
2. **<Audio>**: Turn your own audio on/off.
3. **<Chat>**: Write a text message to your hearing care professional.

Hearing aid connected:
When the hearing care professional establishes a remote connection to the hearing aid, the color of the graphics changes to green.

Important notice

If you lose connection during the appointment, ensure you close and re-launch the app again. If this happens:

1. In the Welcome screen, sign in and tap **<START APPOINTMENT>**.
2. In the next screen, tap **<I UNDERSTAND>**, and you will be taken to the Connecting your hearing aids screen. The app checks if your hearing aid is in working order.

In some cases, the app goes into recovery mode and updates the hearing aid with the latest settings from your hearing care professional. It is important that you follow the guidance in the app.
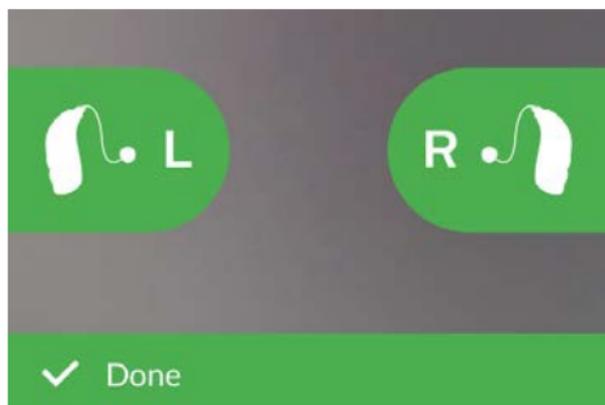
Applying settings:

When the hearing care professional uploads new settings or configurations to your hearing aid, then the color of the graphics changes to orange.
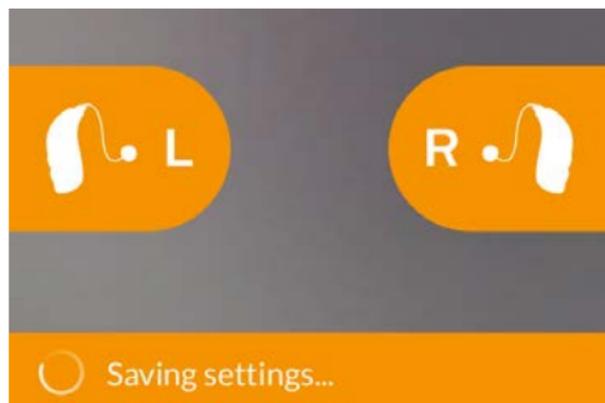
Settings saved:
When the new settings have been successfully saved to your hearing aid, then the graphics change color to green again.

Restarting hearing aid:
When you and your hearing care professional agree to end the appointment, then the hearing care professional restarts the hearing aid (by turning it OFF and ON). If enabled, a melody or jingle is played in the hearing aid.
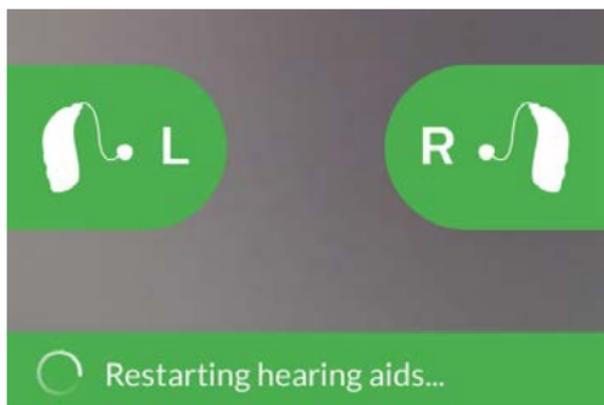
End appointment:
When your appointment is finished, tap OK. At this point, you can begin using your hearing aids.

FAQ – Frequently Asked Questions

What do I do if I receive a phone call during the appointment?
→ It is recommended that you decline phone calls during your appointment.

What do I do if my Internet connection suddenly stops working?
→ If it is just a short temporary breakdown (30 seconds or less) ensure you tap the **<RECONNECT>** button in the app or tap **<END THE APPOINTMENT>**.

During an appointment, I left the app and returned to it. Does that have any impact?
→ While your app is not active, the hearing care professional cannot see you, and to him/her it may seem as if you have a connection issue. If you leave the app for over 30 seconds and return to it, the app asks if you want to **<RECONNECT>** or **<END THE APPOINTMENT>**.

I am having challenges with the appointment with my hearing care professional, e.g. video is unstable.
→ This is most likely due to an unstable Internet connection. Try to repeat the appointment with a better Internet connection.

Why can I not see my hearing aid in Android?

→ Ensure that you have given permission to localization, otherwise the hearing aid is not visible. You can check this on your Android device by going to **Settings > Apps & Notifications > App Permissions > Location > Your App name.** If localization is turned **OFF,** ensure you scroll down to the app and toggle the switch **ON**.

I lost connection during an appointment and cannot reconnect my iPhone or iPad – what should I do?

→ In order to reconnect to the hearing aid, ensure that you check Bluetooth, Wi-Fi and MFi as follows:

1. Check Bluetooth: **Go to Settings > Bluetooth**. Ensure you turn Bluetooth **OFF** and **ON** again. Wait until reconnection with Bluetooth is established. Otherwise repeat the pairing procedure to connect your hearing aid to Bluetooth.

2. Check Wi-Fi: Go to **Settings > Wi-Fi**. To turn the Wi-Fi signal **OFF** and **ON** again, toggle the Wi-Fi switch. Wait until the connection with Wi-Fi is re-established.

3. Check MFi: Go to **Settings > Accessibility > Hearing Devices**
   Note
   The path to check MFi may be different depending on the version of iOS that you are running.

a. In the **MFi Hearing Devices** section, tap the name of your hearing aids. Tap **<Forget this device>**.
b. Restart your hearing aid. This puts the hearing aid in pairing mode for 3 minutes. At this point, you can see your hearing aid visible on the **MFi Hearing Devices** list on your iPhone or iPad.
c. To reconnect to the hearing aid on the list, when a Bluetooth Pairing Request appears, tap **<Pair>**.

You can now use the app with the reconnected hearing aid.
If the reconnection takes place during an appointment, then repeat step 3 (Check MFi), and once the hearing aid is reconnected, return to the app.

Troubleshooting

Before the appointment

My hearing aid is not detected by the app:

→ Ensure Bluetooth is enabled on your device.
→ Ensure your hearing aid has full battery levels.
→ Ensure the hearing aid (or if applicable, both left and right) is paired with the phone or tablet.

During the appointment

I can only see myself, there is no video stream of my hearing care professional.

→ Let the hearing care professional know that you cannot see him/her. The hearing care professional will attempt to refresh the video connection.
→ Wait for a short while, usually the video stream is re-established automatically.

I have Network issues.

→ Follow the guidance in the app.
→ Try to re-establish the connection.
→ Check your own Internet connection.
→ If you cannot re-establish the connection, contact your hearing care professional and make a new appointment.

After the appointment

The appointment suddenly ended without a mutual agreement with my hearing care professional.

→ Try to reconnect to the appointment or contact your hearing care professional.

The settings in my hearing aid cannot be recovered:

→ Ensure you enable Bluetooth.
→ Ensure you insert new batteries.
→ Ensure the hearing aid (or if applicable, both left and right) is paired with the phone or tablet.
→ Restart the app. In the Welcome screen, log in and tap **<START APPOINTMENT>**. In the next screen, tap I **<UNDERSTAND>**, and you are taken to the **Connect your hearing aids** screen.

The app checks if the hearing aid is in working order. In some cases, the app goes into recovery mode and updates the hearing aid with the latest settings from your hearing care professional.

Please follow the guidance in the app. If you still cannot recover the settings in your hearing aid, ensure you contact your hearing care professional.

Technical information

2020

Manufactured by:
SBO Hearing A/S
Kongebakken 9
DK-2765 Smørum
Denmark

www.sbohearing.com

$C\mathcal{E}$ **0123**

Sponsor name and address:
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North Ryde NSW 2113

Canada:
Imported and Distributed by:
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1600-4950 Yonge St Toronto, ON   M2N 6K1

Description of symbols

M	**Manufacturer** The device is produced by the manufacturer whose name and address are stated next to the symbol. Indicates the medical device manufacturer, as defined in EU Regulations 2017/745 and 2017/746.
$C \varepsilon$ 0123	**CE mark** The device complies with Medical Device Regulation 2017/745. The four-digit number indicates the identification of the notified body.
i eIFU Indicator	**Consult electronic instructions for use** Indicates the need for the user to consult electronic instructions for use.
MD	**Medical Device** The device is a medical device.
GTIN	**Global Trade Item Number** A globally unique 14-digit number used to identify medical device products including medical device software.