HANSATON stream remote app

User Guide

HANSATON stream remote 5.5

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Getting started

HANSATON stream remote app is an app developed by Sonova, a world leader in hearing solutions. Read the user instructions thoroughly to benefit from all the possibilities it offers.

This user guide describes the features of the app and how those features can be operated by the user. Read through this user guide, before starting to use the app.

Additional training is not needed for handling the app.

This user guide is applicable for HANSATON stream remote app version 5.5 and later subversions of the app. For prior versions of the app user guide please contact your local representative or consult hansaton.com/user-guides.

Overview

The app offers two modes for the Home screen: Advanced mode and Classic mode. The app mode is selected when you set up the app, and it can be changed from the More tab.

Advanced mode

Advanced mode is ideal for those who want access to advanced features and customization options, like equalizer settings and Optional App Programs.

Classic Mode

Classic mode is ideal for those who want access to basic features and options. This mode is recommended for those who prefer a simpler experience.

Installing the app

- Connect your smartphone to the internet via WiFi or cellular data.
- Turn on your smartphone's Bluetooth®.
- Download the HANSATON stream remote app from the store.
- Open the app.

Setting up the app

After opening the app for the first time, it will guide you through several steps to set it up for use. This includes pairing to your hearing aids and allowing the requested permissions when prompted.

Pairing with hearing aids

Follow the instructions in the app to pair your hearing devices or consult the hearing aid user guide for more information.

Using the app without pairing hearing aids

Choose "View Demo Mode" to try the app without connecting your hearing aids. Please note, no remote control functionality is available in this mode.

Home tab: remote control (basic functions)

The basic remote control functions are available in both Advanced and Classic app modes. See the Overview section for the location of the controls.

Battery status

The *battery status* icons indicate your hearing aids' remaining battery charge. It's available for rechargeable devices only.

Program carousel/list

In Advanced mode, swipe left or right on the *program carousel* to see all available programs. When you stop swiping, the selected program (e.g. Restaurant) will be applied to your hearing aids.

In Classic mode, tap the *program list* at the top of the screen to view a dropdown menu of the available programs. Tap on a program to select it and apply it to your hearing aids.

Volume slider

Move the *volume slider* to increase or decrease the hearing aid volume on both ears.

Mute/unmute volume

Press the *mute* button to mute or unmute the hearing aids.

Split/join volume

Press the *split* volume button to control the volume on each hearing aid separately.

Press the *join* volume button to merge the volume sliders.

Presets: Quieter and Clearer*

For the Automatic Program, you can select between *Normal*, *Quieter* or *Clearer*. *Clearer* is available to enhance speech, whereas *Quieter* is used to reduce noise to improve overall listening comfort. *Clearer* and *Quieter* are mutually exclusive and cannot both be in the 'On' state at the same time. *Normal* is the default setting.

Home tab: remote control (advanced functions)

The advanced remote control functions are only available in Advanced mode.

Program name

Change the name of the selected program by tapping the *more button* on the program tile.

Program settings

Further adjustments may be available depending on the program currently selected, your hearing aid configuration, and connected audio sources.

Access these settings from your Home screen by tapping the *advanced features* button at the top-right corner of your program tile for the more advanced settings.

Sound settings

You can adjust the *Focus Microphone* control to focus more on sounds from the front or listen all around you.

The *Enhance Conversation* control allows you to enhance or reduce speech to the desired comfort level.

The *Reduce Noise* control allows you to increase or reduce the level of noise to the desired comfort level.

The *Sound Contrast IQ** control allows you to increase or reduce the amount of background noise you can hear in relation to speech.

Equalizer

Change the *Equalizer* settings.

* Feature not available for all hearing aid models.

Tinnitus masker

If your hearing care professional has enabled the *tinnitus masker*, you will have an option to adjust the volume of the masking noise.

Balance

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

Optional Programs*

Optional Programs are only available in Advanced Mode.

- Tap on *Manage Programs* in the program carousel to view all available optional programs.
- To add an Optional Program to the carousel, tap the (+) plus sign, and to remove an Optional Program, tap the (-) minus sign.
- To preview an Optional Program, tap the program tile. Change settings and tap on *Save* to add the optional program to the program carousel.

Devices tab

The Devices tab is where you can modify your hearing aid settings. It's also where you can access Find my Hearing Aids.

Find my Hearing Aids*

The Find my Hearing Aids feature helps you locate your hearing aids by showing the last known location where your hearing aids were connected. As you move closer to your hearing aids, the app provides guidance based on signal strength, helping you pinpoint their location.

Adaptive Bluetooth®

If you are having issues with the quality of the audio during calls, disabling this feature may improve your experience.

Lifestyle tab

⚠ The information contained in this section is for educational and informational purposes only. You should not use the information shown in the Lifestyle section as a substitute for, nor should it replace professional medical advice. If you have any questions about your health, or before beginning an exercise program, you should always consult with a physician or other healthcare professional.

* Feature not available for all hearing aid models.

The *Lifestyle* tab contains lifestyle data tracked by your hearing aids. You can view your hearing aid wearing time, listening environments and physical activity data.

- *Average wearing time per day*
  - The average time you have worn your hearing aids each day.
- *Listening environments*
  - The time you spent in the different environments as detected by your hearing aid(s). Tap on each listening environment to learn more about it.
- *Step counter*
  - The Step counter* displays the number of steps you traveled in your day as measured by the accelerometer in your hearing aid(s).
- *Active minutes*
  - The number of minutes you spent being active in your day, e.g. walking, running or doing any similar medium-to-intense activity while wearing your hearing aid(s).

Support tab

Find helpful information to support your hearing journey in the *Support* tab, including:

- Tips for using the app
- FAQs

More tab

The *More* tab is where you can find additional app settings and legal information related to the app.

Troubleshooting

For more troubleshooting information, visit the HANSATON support page at www.hansaton.com/support

App language

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

Hearing aid connection error

If you are experiencing problems with the connection to the app, you can choose *Forget Devices* and try pairing them again.

* Feature not available for all hearing aid models.

If you want to connect a different pair of hearing aids to the app, you must first forget the currently connected hearing aids. Then you can pair the new devices.

Forget devices

Go to *My Devices* to remove your devices. After tapping the *Forget devices* button, a pop-up message appears asking you to confirm that you want to remove your devices.

NOTE: after forgetting your devices, you will need to pair your hearing aids again to use the app.

Compliance information

Declaration of conformity

Hereby Sonova AG declares that this product meets the requirements of the Medical Devices Regulation (EU) 2017/745.

Description of symbols

CE 0459	With the CE symbol, Sonova AG confirms that this product meets the requirements of the Medical Devices Regulation (EU) 2017/745. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned regulation.
Name, address, date	Combined symbol “medical device manufacturer” and “date of manufacture” as defined in in EU Regulation (EU) 2017/745.
EU REP	Indicates the Authorized representative in the European Union. The EU REP is also the importer to the European Union.
MD	Indicates that the device is a medical device.
REF	Indicates the manufacturer’s catalogue number so that the medical device can be identified.
	An indication that electronic instructions for use are available.
	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 this user guide.
	Important information for handling and product safety.
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.
©	Copyright symbol.

Important safety information

Please read the relevant safety information on the following pages before using your app.

Intended use

Intended use of the app is to select, adjust and save existing hearing aid functions, access status information and communication between the End User and Hearing Care Professional, wirelessly in a visualized way.

Intended patient population

This device is intended for patients with unilateral and bilateral hearing loss from 17 years of age.

Intended user

Intended user is the person with hearing loss using a compatible device.

Indications

Please note, indications are not derived from the app, but from the compatible hearing aids.

Contraindications

Please note, contraindications are not derived from the app, but from the compatible hearing aids.

Clinical benefit

Clinical benefit is not derived from the app, but from the compatible hearing aids.

The app provides the following benefits to intended users:

- Providing the possibility to adjust and save hearing aid settings to individual needs, within the range permitted by the initial fitting.
- Ability for the End User to stay in contact with their HCP via the remote support function

Side effects

Please note, side effects are not derived from the app, but from the compatible hearing aids.

Limitations of use

The app usage is limited to the capabilities of the compatible device/devices.

Any serious incident that has occurred in relation to the app, 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.

The user guide in all applicable languages in electronic form is accessible via www.hansaton.com/user-guides.

Alternatively, the user guide can be accessed directly from the app by navigating to the *More* screen, selecting *About the app*, and then tapping on the user guide link at the bottom of the screen.

Security notice

Patient data is private data and its protection is important:

- Make sure the smartphone is up-to-date with the latest Operating System security updates. Enable automatic updating.
- Make sure your installed app version is up-to-date
- Only use genuine Sonova apps from official stores with your hearing aids.
- Make sure you use strong passwords and keep credentials secret
- Lock your phone with a PIN and/or biometric (e.g. fingerprint, face) and set the phone to lock automatically after several minutes of inactivity.
- Make sure the installed apps only have permissions they need
- Avoid creating a Bluetooth® pairing with your hearing aids in a public area. This is due to the risk of unwanted interference from a 3rd party. We recommend you do this Bluetooth® pairing at home.
- DO NOT use a jailbroken or rooted phone. Make sure to keep data safe at all times. Please be aware that this listing is not exhaustive.
- When transferring data through unsafe channels, either send anonymous data or encrypt it.
- Protect your smartphone data backups not only from data loss but also from theft.
- Remove all data from a smartphone which is no longer used by you or will be disposed.

Software maintenance

We are constantly monitoring feedback from the market. If you experience any issues with the latest app version, please contact your local manufacturer representative and/or provide feedback in the App Store or Google Play Store.

- Changing a setting, e.g. decreasing volume, muting your hearing aids or increasing "Reduce Noise", may lead to dangers such as incoming traffic no longer being heard.
- *If the hearing aids do not respond to the device because of an unusual field disturbance, move away from the disturbing field. Activate your Bluetooth. Bluetooth has to be enabled to connect to your hearing aids. If the hearing aids do not respond, please check if the hearing aids are switched on and the battery is not empty.*
- *Instructions are available at:* hansaton.com/user-guides *in Adobe® Acrobat® PDF format. To view them, you must have Adobe Acrobat Reader installed. Visit Adobe.com to download.*
- *To obtain a free paper copy of the instructions, please contact your local HANSATON representative. A copy will be sent within 7 days.*

Compatibility information

Hearing aids with Bluetooth® wireless connectivity are required to use the Stream remote app. The Stream remote app can be used on devices with Bluetooth® Low-Energy (BT-LE) capability and is compatible with iOS Version 16 or newer. The Stream remote app can be used on Google Mobile Services (GMS) certified Android devices supporting Bluetooth® 4.2 and Android OS 10.0 or newer.

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.

The features available in the HANSATON stream remote app vary depending on the hearing aids connected. Not all features are available for all hearing aids.

App Store is a service mark of Apple Inc. Android and Google Play are trademarks of Google Inc.

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This user guide is applicable for HANSATON stream remote app 5.5 and later subversions of the HANSATON stream remote 5 app. For prior versions of the app user guide, please contact your local representative or consult the web site.

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