

HANSATON stream remote App

User Guide



Getting started

Intended use

The HANSATON stream remote App is intended for hearing aid users to adjust certain aspects of compatible Bluetooth wireless hearing aids through Android and Apple iOS devices¹.

Compatibility information:

⚠ HANSATON sound SHD stream, EXCITE, EXCITE Pro and STRATOS wireless hearing aids are required to use the HANSATON stream remote App.

The HANSATON stream remote App can be used on devices with Bluetooth® Low Energy capability and is compatible with iOS Version 12 or newer.

The HANSATON stream remote App can be used on Google Mobile Services (GMS) certified Android devices supporting Bluetooth 4.2 and Android OS 8.0 or newer.

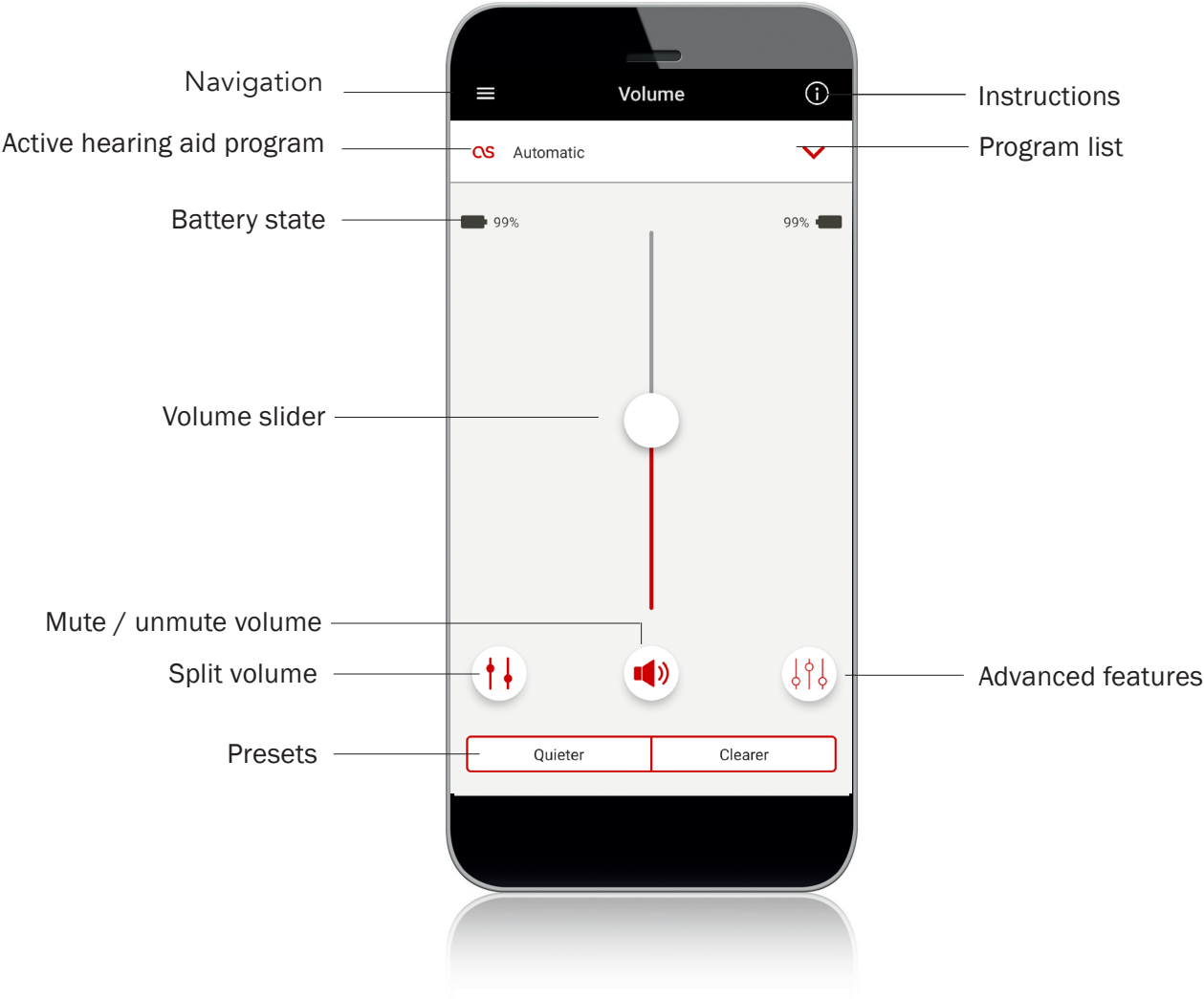
- ① Some phones have touch sounds or keypad tones, which could be streamed to the hearing aid(s). To avoid this, go to your phone settings, select sounds and make sure that all touch sounds and keypad tones are deactivated.
- ① The features available in the stream remote App vary depending on the hearing aids connected. Not all features are available for all hearing aids.

¹ Compatible phones: The HANSATON stream remote 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. Apple, the Apple logo, iPhone, and iOS are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android, Google Play, and the Google Play logo are trademarks of Google Inc.

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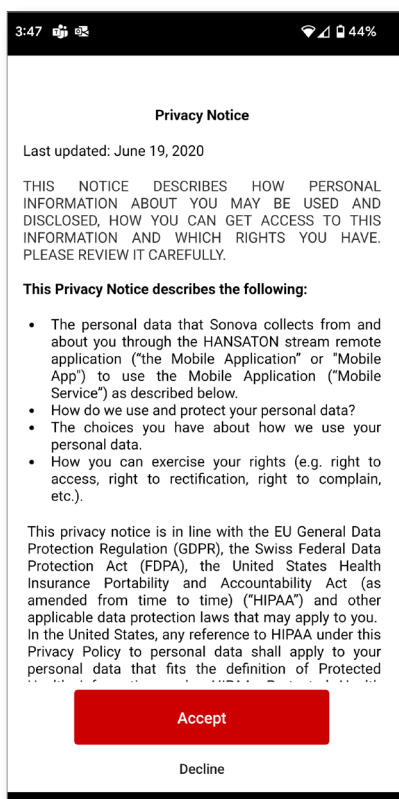
App overview



Privacy notice

Accepting the app privacy policy

To use the HANSATON stream remote App, you need to accept the privacy notice and the anonymous data analysis of the usage from the app.



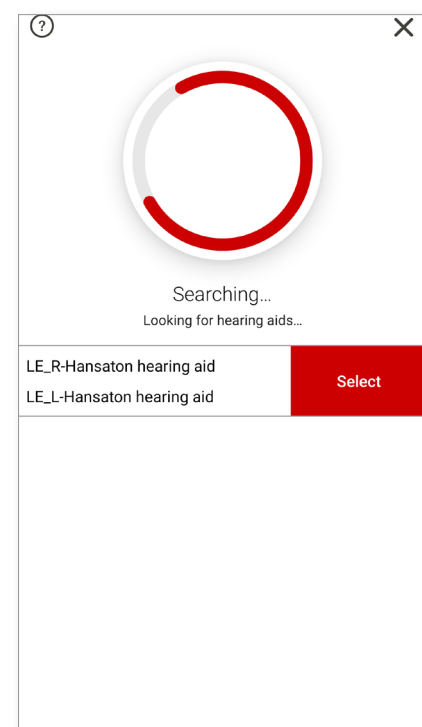
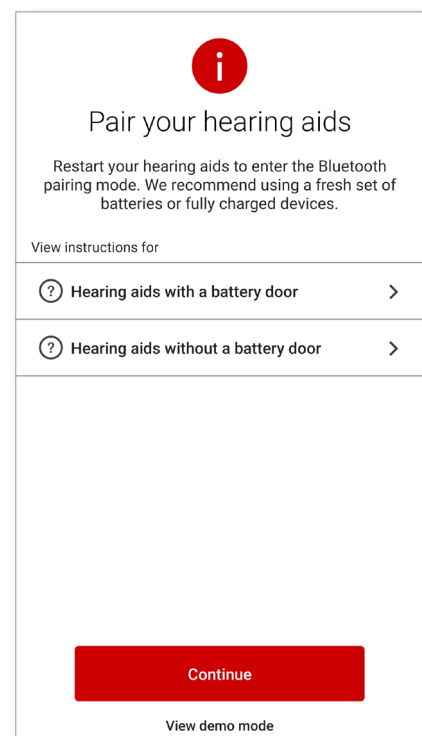
Pairing with hearing aid(s)

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 compatible 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.

Volume slider

Mute / unmute volume

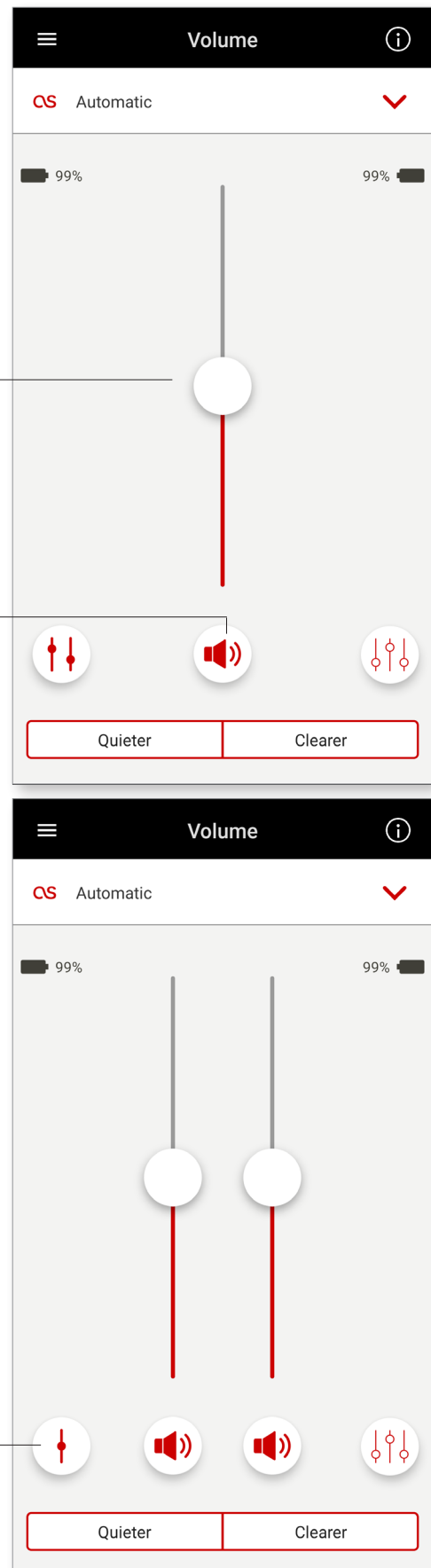
Split the volume

Press the "Split" button to control the volume on each hearing aid separately.

Press the join volume button to merge the volume sliders.

Note: For the "split volume" button to be visible "Side selection" must be enabled in Settings > App settings

Split/join volume

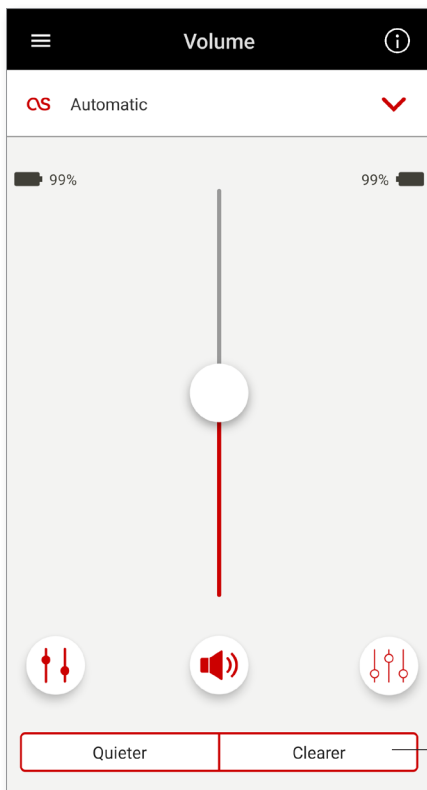


Using the presets

Quieter and Clearer

For the Automatic Program, Clearer is available to enhance speech. Quieter is used to reduce noise to improve overall listening comfort.

Quieter and Clearer are mutually exclusive, and cannot both be in the 'On' state at the same time.

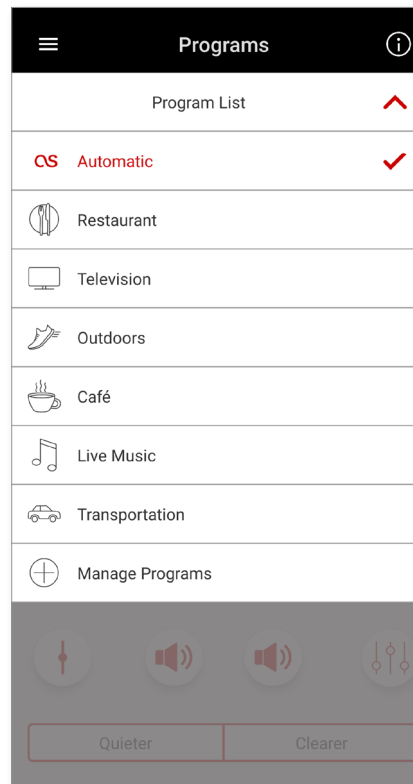


Presets Quieter/Clearer

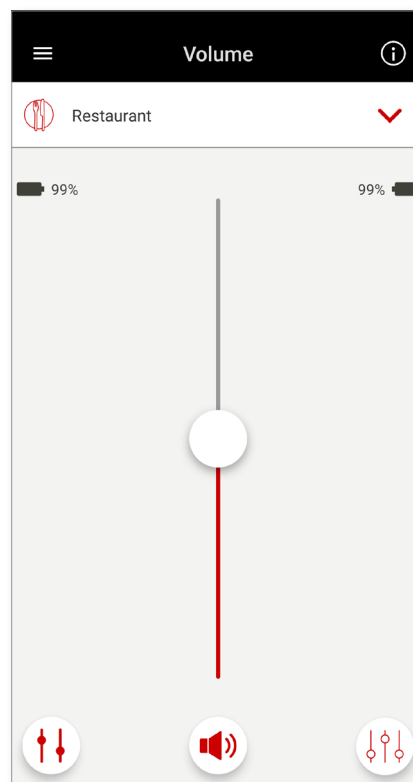
Changing programs on the hearing aid(s)

Select another program

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




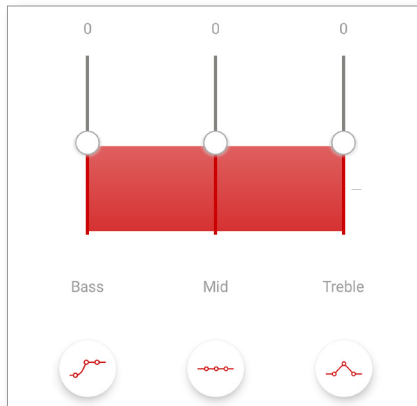
Dropdown
for program list



Advanced features

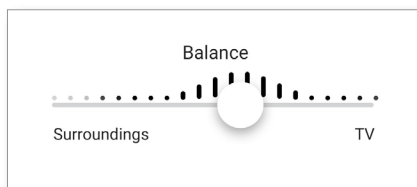
Advanced features settings

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



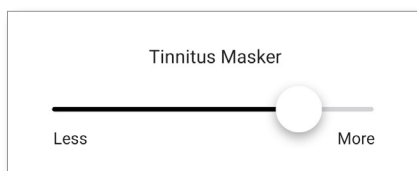
Equalizer

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.

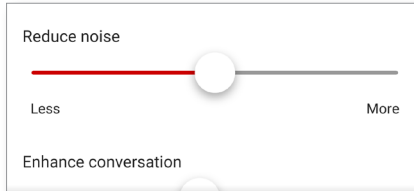


Tinnitus Masker

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.

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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.



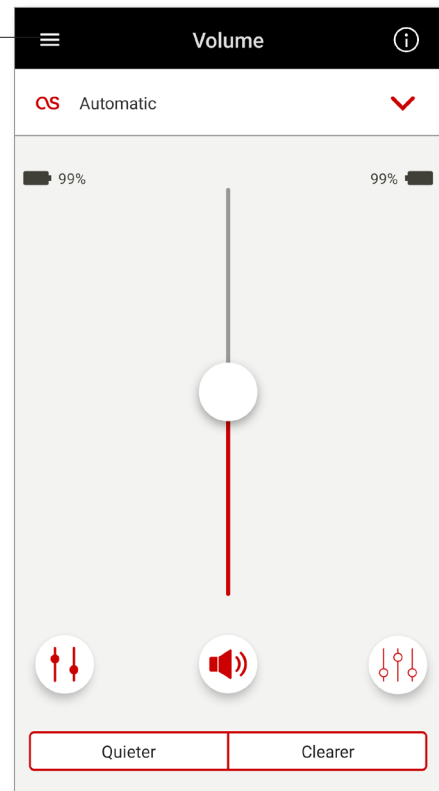
Once complete, tap “Close” at the bottom of the screen and return to the home screen.

Settings menu

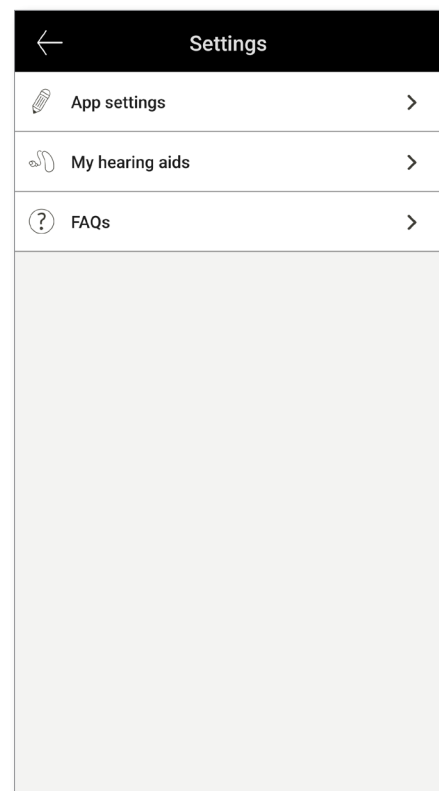
The app is available in different languages. It will automatically match the language of the phone's operating system. If the phone's language is not supported, the default language is English.

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

Settings menu



2. Select "App settings" to access application settings.
3. Select "My Hearing Aids" to access hearing aid specific settings.
4. 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. The action and sensitivity of tap control can be customized as follows:

Custom actions – (configured separately for the left and right hearing aids):

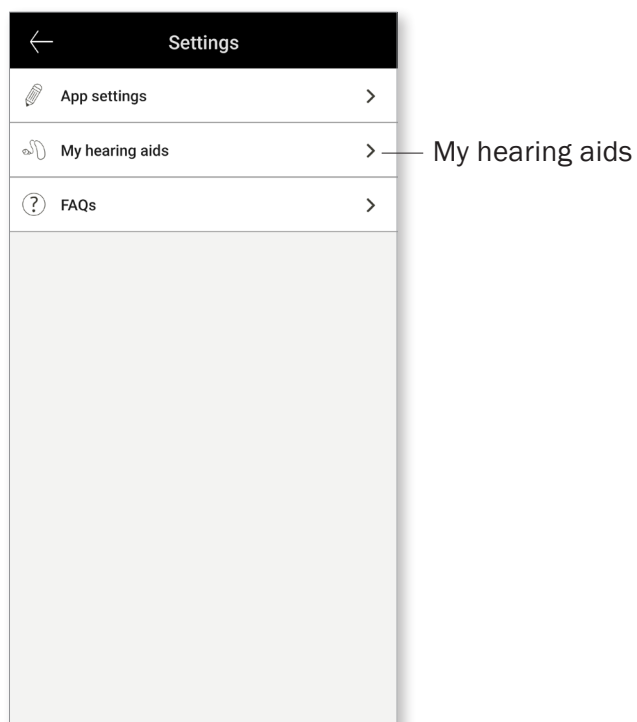
- Pause/resume media – double tap will pause/resume media while streaming.
- Voice assistant – double tap will activate the voice assistant on your smartphone.
- Off – double tap will not perform an action.

Tap sensitivity – (configured separately for the left and right hearing aids):

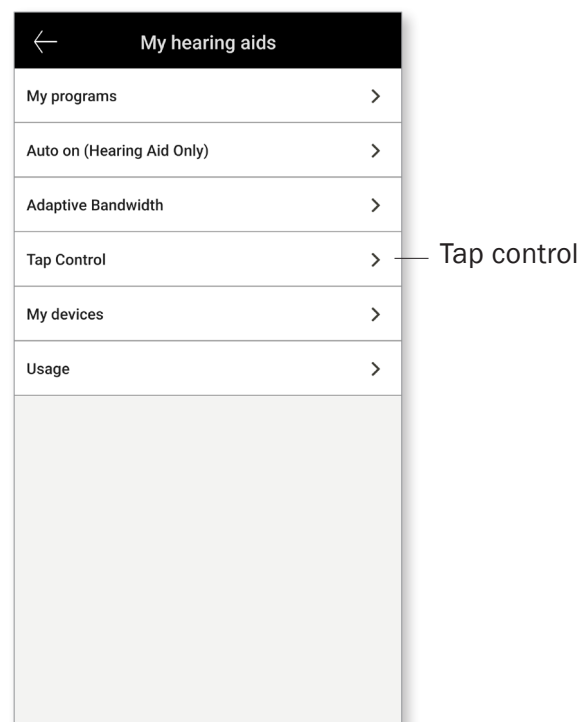
- Gentle – most sensitive.
- Normal – default sensitivity.
- Firm – least sensitive.

Enable Tap Control:

1. From within the app Settings menu select "My Hearing aids"

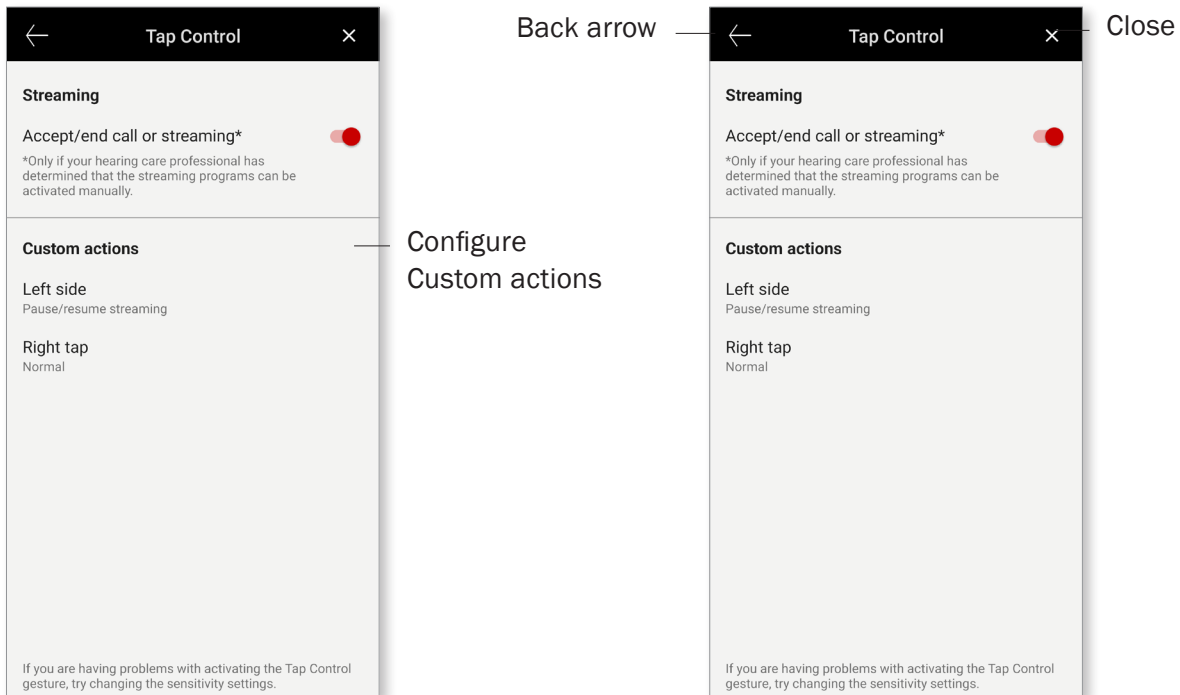


2. Select "Tap control"



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3. Configure the double tap to accept/end phone call or streaming. Double tap to pause/resume or enable/disable voice assistant either on one or both hearing aids.
4. Once settings are configured, click on the back arrow to return to the "My hearing aids" screen or click "x" to return to the main screen.



Optional Programs

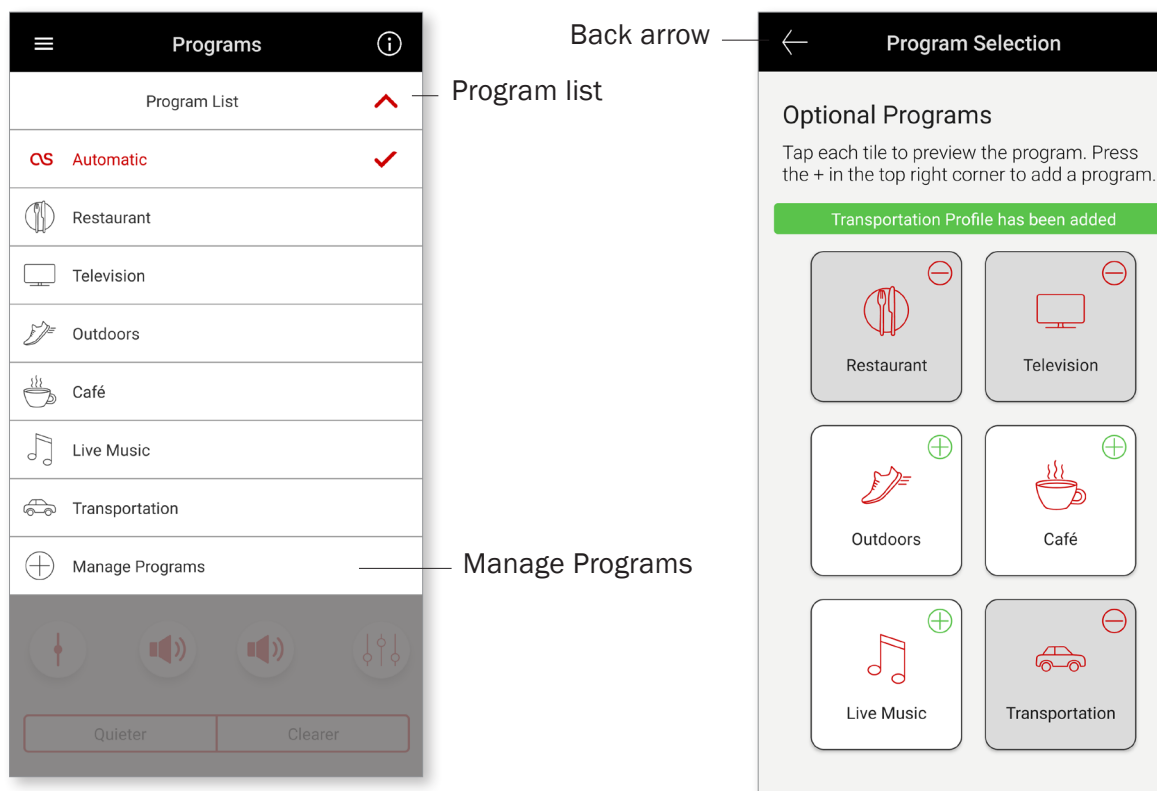
Choose from a predefined list of programs so the hearing aids can be personalized for a specific situation. The core functionality is defined by the hearing instrument and the app allows the user to select from 6 optional programs. The user can enable or disable the optional programs from within the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

List of optional programs:


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

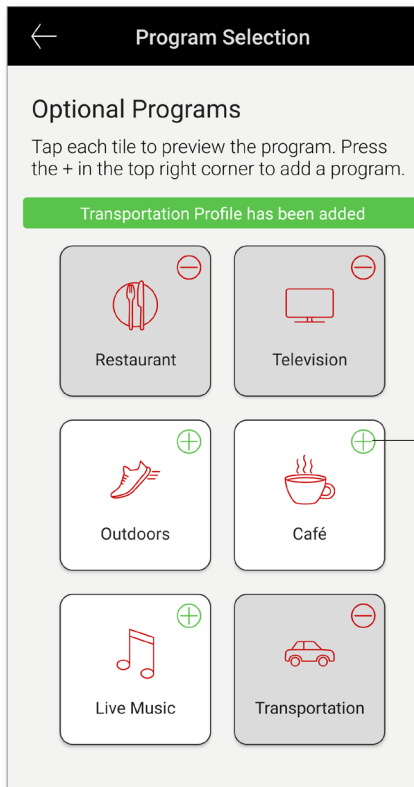
1. Click on the drop down to view the Program List. Choose Manage Programs to view the optional programs.

2. List of optional programs available is displayed. Click on the back arrow to go back to the program list.



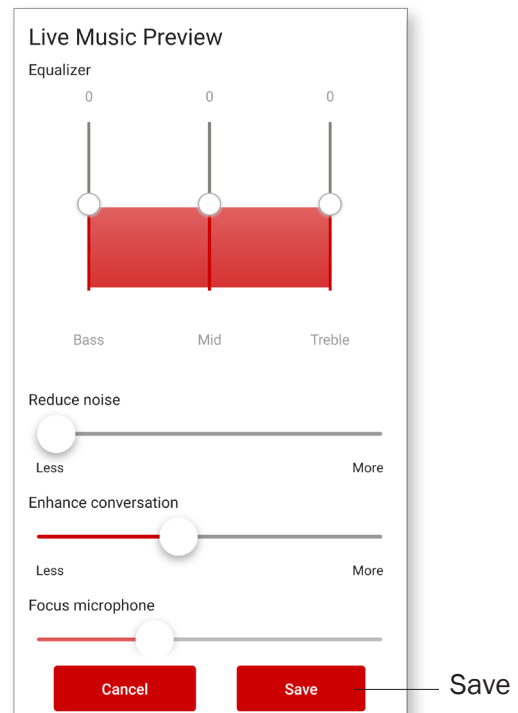
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3. Click on the () "green plus sign" to add the optional program



click green plus sign
to add program

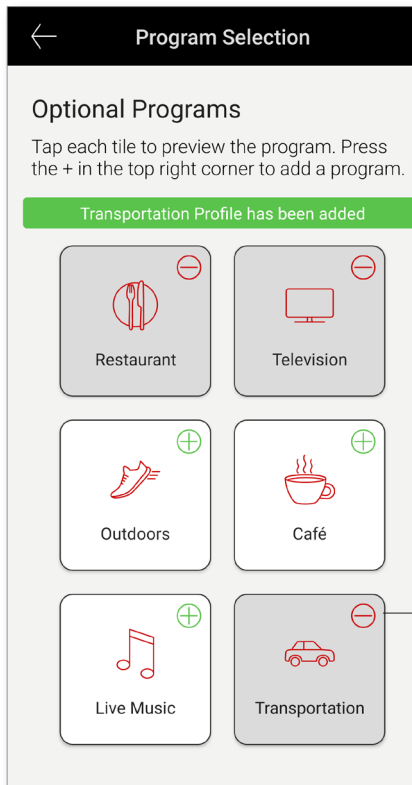
4. The program preview screen will be displayed. Change settings and click on 'Save' to add the optional program to the program list



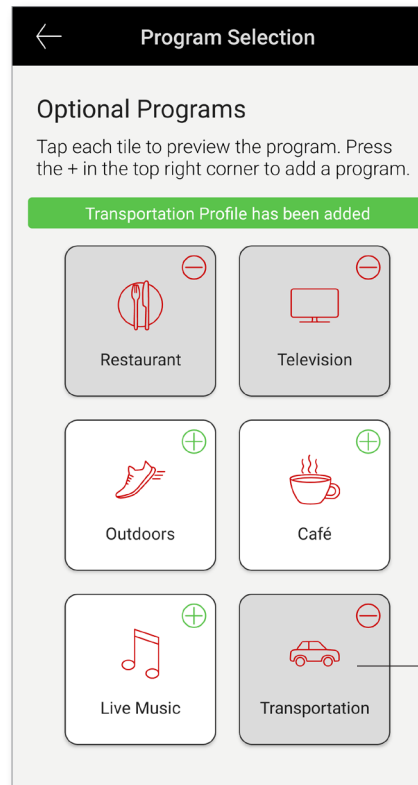
Save

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- 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 on the optional program tile to edit the settings



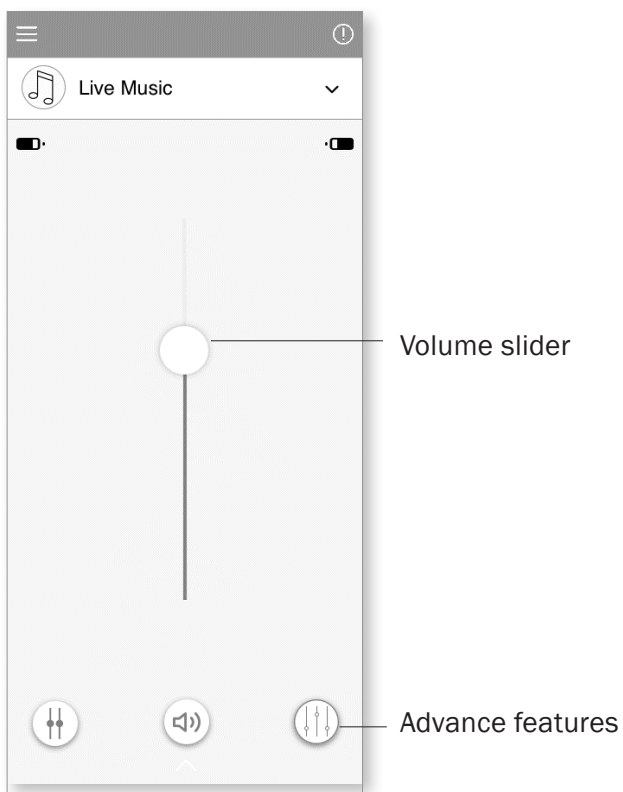
click red minus sign
to remove program



click to edit

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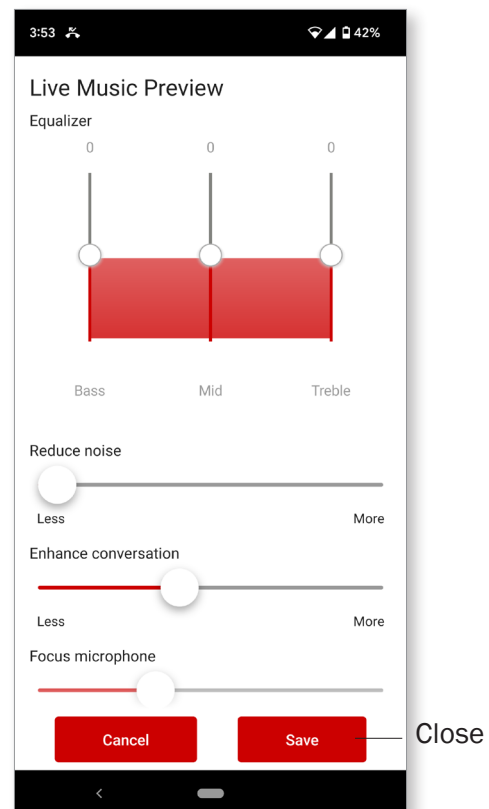
- After the program is open, change the volume by moving the slider up and down. Also, tap on Advanced features button to view additional options



- 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

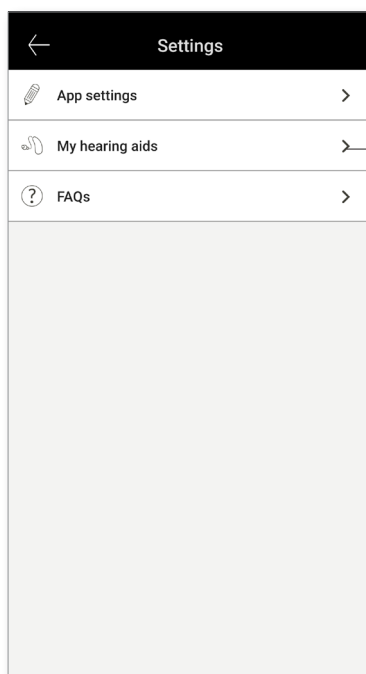


Editing name of a program

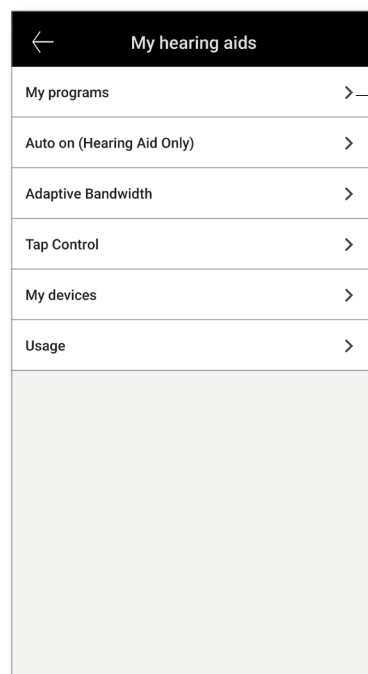
The App allows the user to change the name of programs so you can personalize what each program means to you. You can change the program name for any program, including the optional programs.

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"



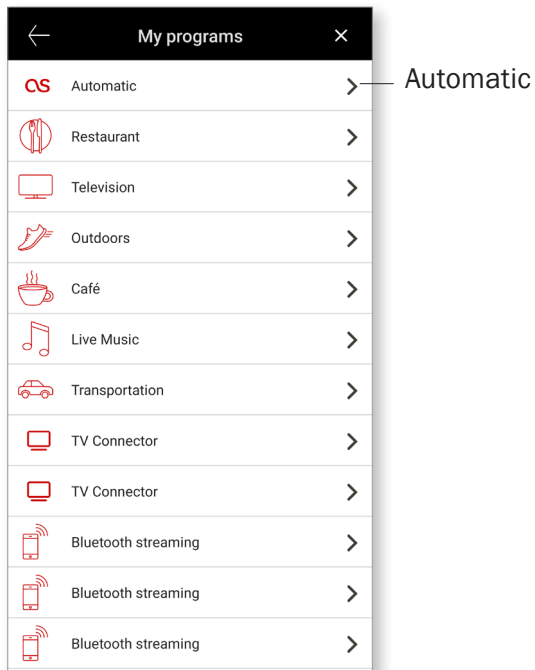
My hearing aids



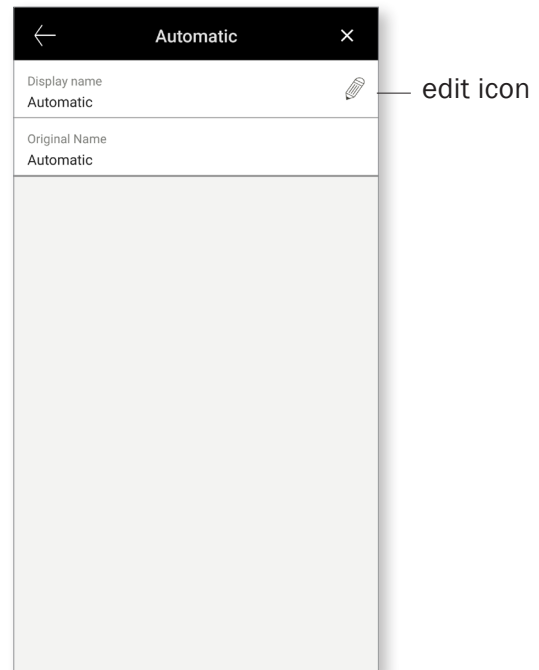
My programs

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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 drop down list” and the “Optional program selection screen”



Compliance Information

Declaration of conformity

Hereby Sonova AG declares that this HANSATON 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 HANSATON representative whose address can be taken from the list on <https://www.sonova.com/en/certificates>

- 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: hansaton.com/instr in Adobe® Acrobat® PDF format. To view them, you must have Adobe Acrobat Reader installed. Visit [Adobe.com](https://adobe.com) to download.
- ① To obtain a free paper copy of the instructions, please contact your local HANSATON representative. A copy will be sent within 7 days.

Information and explanation of symbols



With the CE symbol, Sonova AG confirms that this HANSATON 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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