

**PHILIPS**

**HearLink**

App ver. 1.0 for  
iOS and Android



User Guide



## **Intended use**

The HearLink app is intended to assist users of wireless hearing aids to control functionality provided by their hearing solution.

## **Intended user group**

Intended for the users of wireless hearing aids or responsible caregivers.

### **Important notice**

Please refer to your hearing aid's User Guide for details on the functionality of your specific hearing aid solution.

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# Introduction

This User Guide instructs you on how to use the Philips HearLink app. Please read it carefully, including the Warnings section. This will help you to achieve the full benefit of the app.

Your Philips HearLink hearing aids are Made for iPhone® devices and allow for direct communication and control with an iPhone®, iPad® or iPod Touch®.

To learn how to use HearLink hearing aids with an Apple device, please visit [Apple's website](#).

If you want to get more from your hearing aids, install the Philips HearLink app.

The Philips HearLink app can be used to control the following Philips hearing aids:

HearLink 9010 BTE PP, MNR, MNR T, MNR T R

HearLink 7010 BTE PP, MNR, MNR T, MNR T R

HearLink 5010 BTE PP, MNR, MNR T, MNR T R

HearLink 3000 BTE PP, MNR, MNR T

HearLink 2000 BTE PP, MNR, MNR T

With the Philips HearLink app you can:

- Change the listening program in your hearing aids
- Change the volume and mute your hearing aids
- Check the status of your hearing aids
- Connect your hearing aids to other services and devices via IFTTT ([ifttt.com/hearlink](#))

For more information about Philips HearLink functionalities, please visit [hearingsolutions.philips.com](#).

If you have additional questions about the use of the Philips HearLink app, please contact your hearing care professional.

# System requirements

The Philips HearLink app requires:

- iOS 10.3 or greater
- Android™ 6.0 or greater. For better performance, Android 8.0 is highly recommended.

To find out if your mobile device is compatible with the Philips HearLink app, please visit [hearingsolutions.philips.com](http://hearingsolutions.philips.com).

## How to install the Philips HearLink app

On iOS:

- 1) Go to the App Store on your iOS device and search for “Philips HearLink”
- 2) In the search result, tap the Philips HearLink app
- 3) Tap “GET” then tap “INSTALL”
- 4) If prompted, sign in to the iTunes Store to complete the installation
- 5) You will see the app’s icon on the home screen of your mobile device.



**On Android:**

- 1) Go to the Google Play Store on your Android device and search for “Philips HearLink”
- 2) In the search result, tap the Philips HearLink app
- 3) Tap “INSTALL”
- 4) You will see the app’s icon on the home screen of your mobile device



# Pairing and connecting your hearing aids with the mobile device

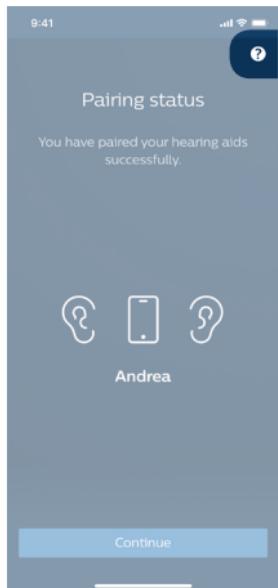
## On iOS:

Before using the HearLink app on a device running iOS, you must pair the device with your hearing aids.

To learn how to pair your hearing aids with an iOS device, please visit the [Apple website](#) or consult the User Guide of your Philips HearLink hearing aids.

Once you have paired your hearing aids with the iPhone, launch the app to establish the connection with them, still making sure that Bluetooth is on. Always make sure that the batteries in your hearing aids are new or fully charged.

The app will search for your hearing aids until the connection is established (see image below). Tap on “Continue” and you are ready to use the app.

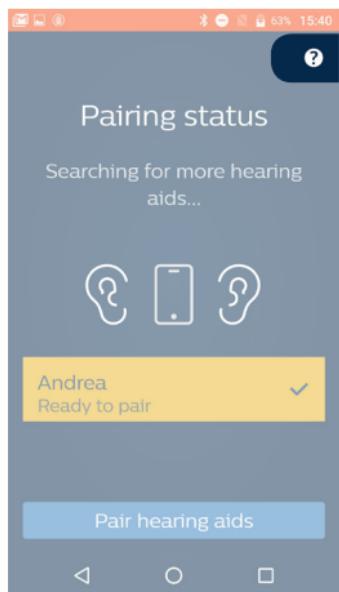


If you have problems connecting the app with the hearing aids, tap on the "?" symbol on the top right corner of the screen and follow the advice given.

## On Android:

If you have the app installed on a device running Android, the pairing and the connection between the device and the hearing aids are both done in the app.

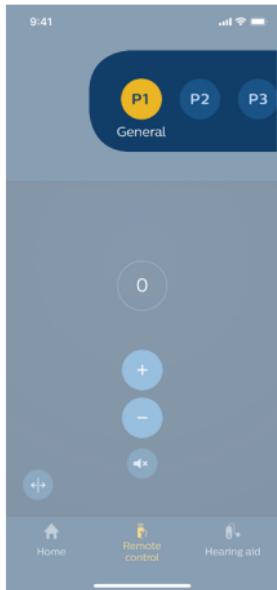
- 1) Make sure that the batteries in your hearing aids are new or fully charged.
- 2) Turn on the Bluetooth® on your mobile device
- 3) Launch the HearLink app. It will start searching for the HearLink hearing aids.
- 4) Switch your hearing aids off and on. They will go into and stay in pairing mode for 3 minutes.
- 5) Wait until the app detects the hearing aids
- 6) When the hearing aids are “Ready to pair”, tap on the “Pair hearing aids” button to complete the pairing. During the pairing, do not switch the hearing aids off and make sure that they are within 20 cm from the mobile device.



If you have problems connecting the app with the hearing aids, tap on the "?" symbol on the top right corner of the screen and follow the advice given.

# Program change

From the Home screen tap on “Remote control”. This is where you control the volume and change the program in your hearing aids.



On the top of the screen you can find all listening programs available in your hearing aids.

The number of available programs and their names are defined by your hearing care professional during the last fitting session.

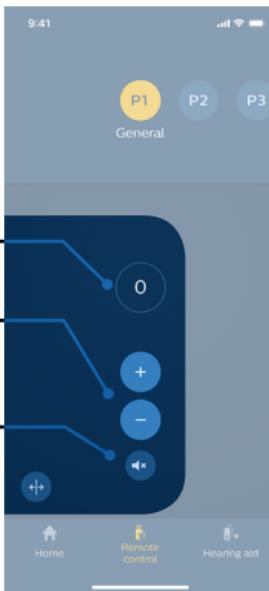
You can have up to 4 listening programs.

If your hearing aids are paired with a Philips TV Adapter and/or with a Philips AudioClip, two more programs will be available.

Swipe leftward to see the full list and then tap on the circle related to the program you want to adjust in your hearing aids.

# Volume control

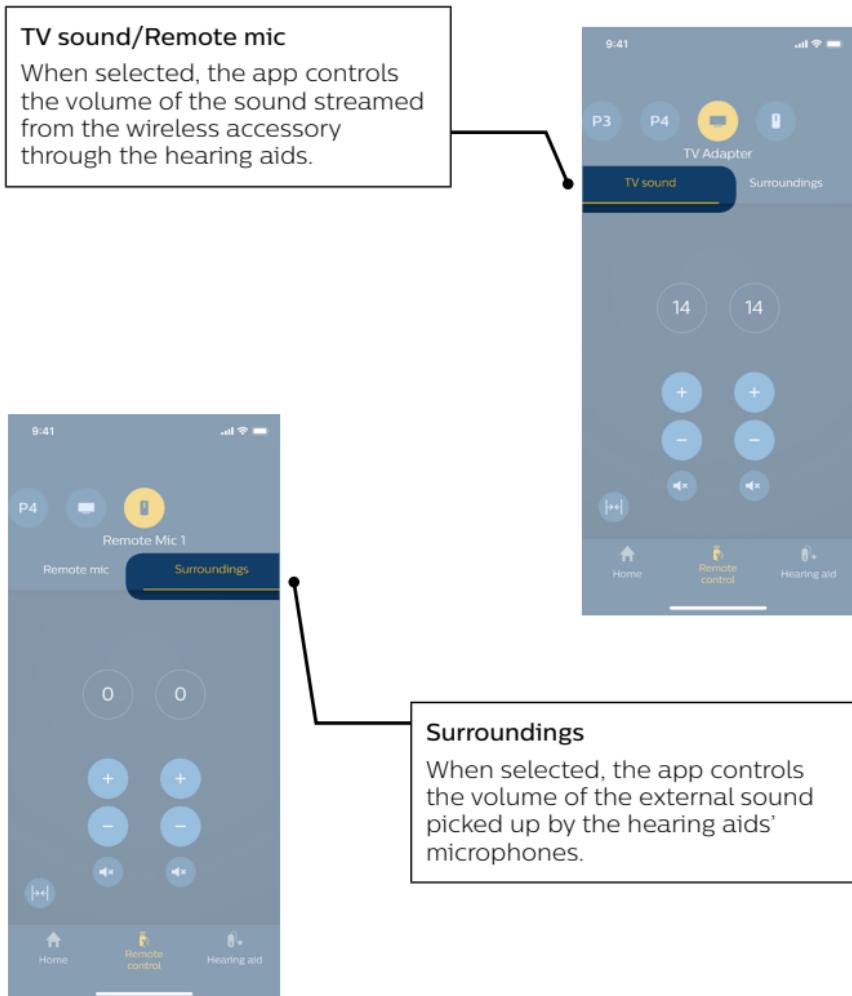
- Volume level**  
A value of 0 indicates the default volume level, as prescribed by the hearing care professional.
- Increase/decrease the volume**
- Mute/unmute the microphones of both hearing aids**
- Split the volume control into two channels**



- Control the left hearing aid independently**
- Control the right hearing aid independently**
- Collapse the two volume channels into one**



If the hearing aids have been paired with a Philips TV Adapter and/or a Philips AudioClip, the TV program and the Remote mic programs will be available in the hearing aids and can be selected with the Philips HearLink app.



# Additional functions

From the Home screen, you can access additional app functionalities.



## **Warnings**

You should familiarize yourself fully with the following general warnings and the entire contents of this User Guide before using the Philips HearLink app to ensure personal safety and correct use. Consult your hearing care professional if you experience unexpected operations or events with the app.

The app is able to control the program selection and volume of the connected hearing aid. Therefore, the app should only be operated by the user of the hearing aid or responsible caregivers or hearing care professionals. Other third parties should be prevented from controlling the app.

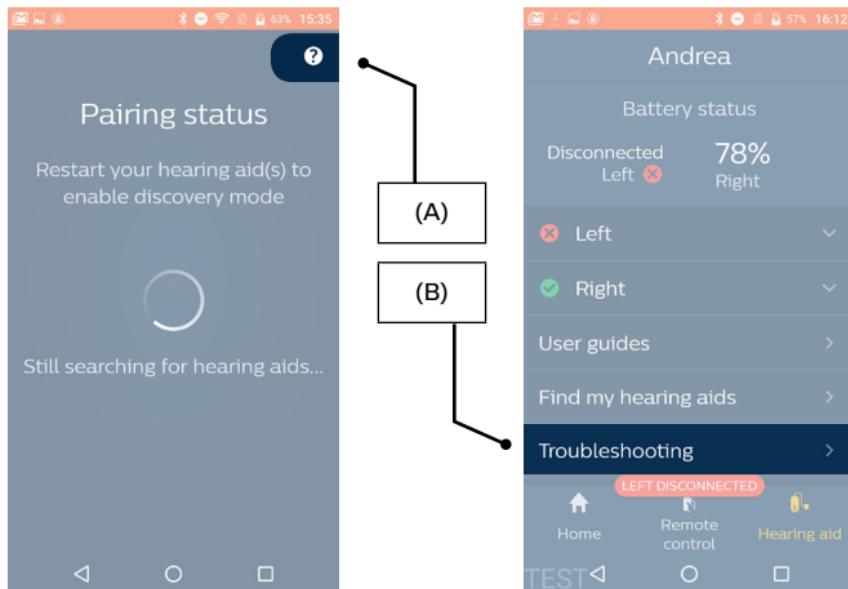
The app should not be operated whilst driving a vehicle.

The connection between hearing aids and mobile phone may be lost due to signal interference, low battery, distance between phone and hearing aids etc. If this occurs and affects the expected functionality of your hearing aids, you are advised to reboot the hearing aids.

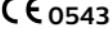
Please refer to your hearing aid's User Guide for details on the functionality of your specific hearing aid solution.

# Troubleshooting

If you need assistance with pairing and connection, tap on the question mark at the top right of the screen (A), or tap on “Troubleshooting” (B) in the “Hearing aid” screen. You will find indications on how to solve your issue. If you still experience difficulties, please visit [hearingsolutions.philips.com](http://hearingsolutions.philips.com).



# Description of symbols used in this booklet

Symbol	Description
	<b>Manufacturer</b> The product is produced by the manufacturer whose name and address are stated next to the symbol.  Indicates the medical device manufacturer, as defined in EU Directives 90/385/EEC, 93/42/EEC and 98/79/EC.
 0543	<b>CE mark</b> The product complies with Medical Device Directive 93/42/EEC. The four-digit number indicates the identification of the notified body.
	<b>Warnings</b> Text marked with a marking symbol must be read before using the product.
	Consult the instructions for use (User Guide)

# **Disclaimer**

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



## **Manufactured by:**

SBO Hearing A/S  
Kongebakken 9  
DK-2765 Smørum

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