PHILIPS

HearLink

App ver. 2.3 for
iOS and Android

Instructions for use

Introduction

This booklet guides you on how to use the app. Please read the booklet carefully, including the warnings section. This will help you get the full benefit of the app.

The app for iPhone®, iPad®, iPod® touch and Android™ devices allows you to control the Philips hearing aids directly.

The app is available on App Store® and on Google Play™.

This booklet is applicable for Philips HearLink 2.3.0 or later. Please ensure that you always update the app to the newest compatible version.

In case of any additional questions about use of the app, please contact your hearing care professional, or Philips Hearing Solutions consumer care.

Please note that some settings are dependent on the fitting done by the hearing care professional.

Apple, the Apple logo, iPhone, iPad, and iPod touch 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 LLC.

Intended use	Philips HearLink is intended to assist users of wireless hearing aids to control functionality provided by their hearing solution. The product is intended to be used together with the given hearing solution.
Indications for use	No indications for use
Intended user	Users of wireless hearing aids. Children below 10 years of age are expected to be assisted by responsible caregivers.
Use environment	Indoor and outdoor
Contraindications	No contraindications
Clinical benefits	See clinical benefits of the hearing aid

Disclaimer for the app

SBO Hearing A/S does not take responsibility for the consequences of using this app outside of intended use or warnings.

SBO Hearing A/S reserves the right to discontinue the IFTTT feature without prior notice.

Important notice
Please refer to the hearing aid's instructions for use for details on the functionality of your specific hearing aid. hearingsolutions.philips.com/professionals/resource-center/

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System requirements

To be able to use the app, you need the following:

- iPhone, iPad or iPod touch: iOS operating system;
- Android devices: Android operating system;
- Philips hearing aids that can be paired with iOS or Android devices.

For information on which hearing aids the app can be used with and which versions of iOS/Android are required, please go to hearingsolutions.philips.com/hearing-aids/connectivity

Install the app

On iOS (iPhone, iPad or iPod touch)

1. Go to App Store and search for “HearLink”.
2. In the search result, tap the app.
3. Tap “GET” and then “INSTALL”.
4. If prompted, sign in to App Store to complete the installation.

On Android

1. Go to Google Play Store and search for “HearLink”.
2. In the search result, tap the app.
3. Tap “INSTALL”.

When the installation is complete, you will see the app’s icon on the home screen of your mobile device and the app is ready to be used.

Pair and connect your mobile device with hearing aids

iPhone/iPad/iPod touch

Before you can use the app on an iPhone/iPad/iPod, you must pair the device with your hearing aids. Always make sure that the batteries in the hearing aids are fully charged.

1. Go to the “Settings” menu on your device and ensure that Bluetooth® is on.
2. Tap on “General” and then select "Accessibility".
3. Select “MFi Hearing Devices”.
4. Place the hearings aids close to your iPhone/iPad/iPod device and switch the hearings aids off and on. This will put them in pairing mode for three minutes.
5. Select the hearings aids on the device screen, when it has detected them.
6. Confirm the Bluetooth® pairing request. This should be done for each hearing aid.

Once you have paired the hearing aids with the device, launch the app to establish the connection. Make sure that Bluetooth® is still turned on. The app will search for the hearing aids until the connection has been established. Tap “Continue” and you are ready to use the app.

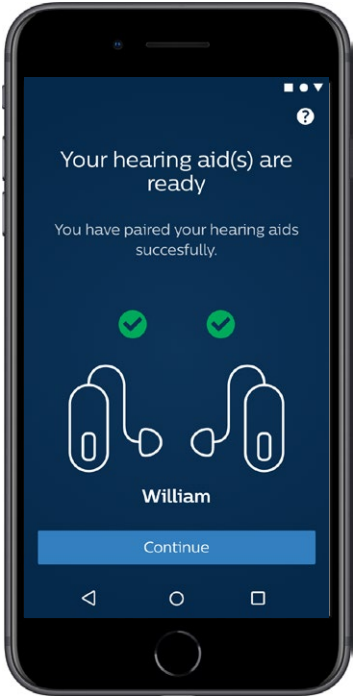
Please visit our website for further information: hearingsolutions.philips.com/support/how-to-faq/

Android devices

On an Android device, the pairing with the hearing aids as well as the connection of the device and the hearing aids are done in the app. Always make sure that the batteries in the hearing aids are fully charged.

1. During pairing, do not switch off the hearing aids and make sure that they are within 20 cm (7.9 in) of the mobile device.
2. Make sure that the Bluetooth® is turned on on your device.
3. Launch the app.
4. The app will automatically search for hearing aids.
5. Switch the hearing aids off and on. This will put them in paring mode for three minutes.
6. Wait for the app to detect the hearing aids.
7. Select the hearing aids and proceed.
8. The app will attempt to pair and connect to the hearing aids.
9. Once the app successfully connects to the hearing aids, you will see a success message.
10. Tap “Continue” to proceed and start the app.

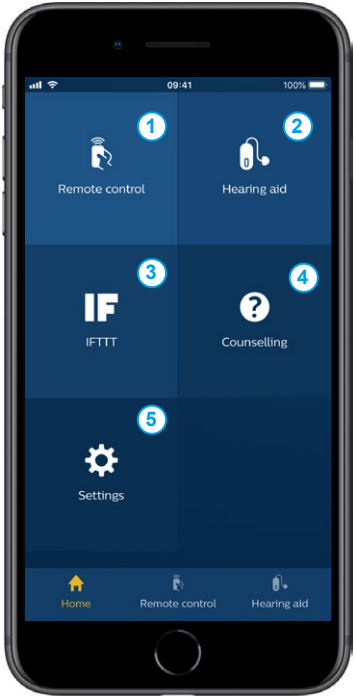
hearingsolutions.philips.com/support/how-to-faq/


Your hearing aid(s) are ready
You have paired your hearing aids succesfully.
William
Continue

Home screen

From the home screen, you can access all features of the app. The home screen can be accessed from anywhere in the app by tapping the “Home” icon at the bottom of the screen.

1. **”Remote control”** gives access to hearing aid programs and volume control.
2. From **“Hearing aid”** you can check the battery level of the hearing aids and find the hearing aids if they are lost.
3. **“IFTTT”** gives access to IF This Then That features.
4. **“Counselling”** gives access to various guides where you can learn how to get the most out of the hearing aids.
5. From **“Settings”** you can adjust the app according to your preferences and download the “Instructions for use”.


09:41
100%
1
Remote control
2
Hearing aid
3
IF
IFTTT
4
Counselling
5
Settings
Home
Remote control
Hearing aid

Create account or login

The first time you access the Internet of Things / IFTTT service, you are prompted to create an account using Apple ID, Google or your Facebook account.

Ensure you follow the directions on the screen.

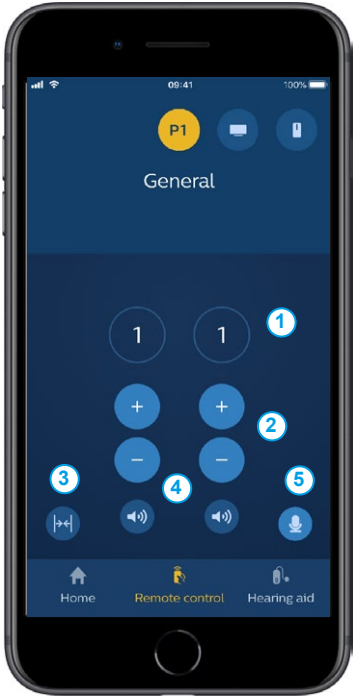
You can also create an account using your email address. If you used your email address to create an account, you must check your email, activate the account, and create a password.

Be aware that you do not need to create an account to use other features within the app.

Change volume and mute

Select “Remote control” from the home screen to access the volume control. The volume can be changed in both hearing aids at the same time or in each hearing aid independently. Changing the volume only applies to the selected program (see next section).

1. Volume level Indicator “0” is the start-up volume as prescribed by your hearing care professional.
2. Tap “+” or “–” to increase or decrease the volume.
3. Switch between volume control in both hearing aids or each hearing aid separately.
4. Tap to mute or unmute the hearing aid microphones.
5. Tap to stream your iPhone, iPad or iPod microphone signal to your hearing aids (not available on Android devices).


09:41
100%
P1
General
1
1
1
2
3
4
5
Home
Remote control
Hearing aid

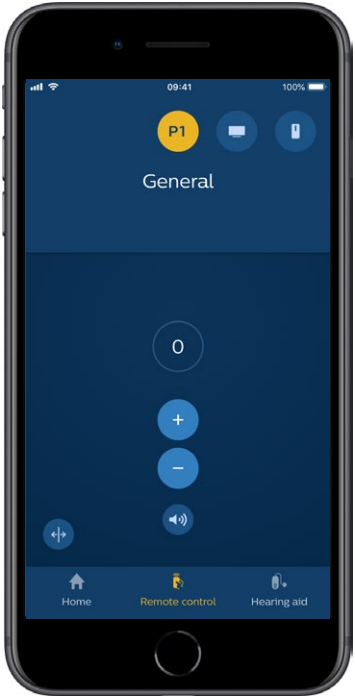
Change program

Select “Remote control” from the home screen to access the programs in your hearing aids. In each program, you can adjust the volume as described in the previous section.

You can have up to four different listening programs. They are defined by your hearing care professional during the fitting session.

To access individual programs, use the icons at the top of the screen. Swipe to the left to see all available programs. Tap the icon of the program you wish to access. The background color of the icon of the selected program changes color. Selecting the program icon will change the program in the hearing aid.

If the hearing aids are paired with a TV Adapter and/or with a AudioClip, the corresponding programs will be available in the list.


09:41
100%
P1
General
0
+
−
Home
Remote control
Hearing aid

TV sound and remote microphone

If your hearings aids have been paired with a TV Adapter and/or a AudioClip, the following programs can be selected from the list of programs in the app.

TV

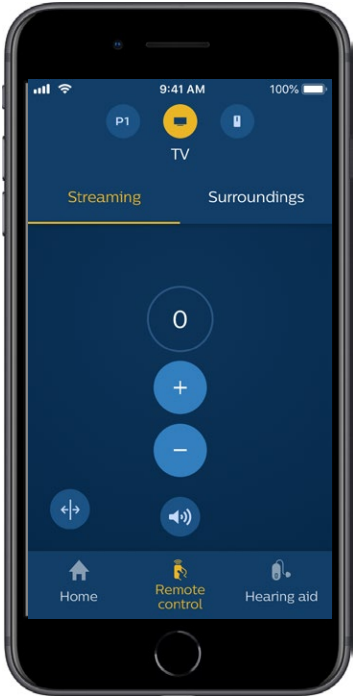
If the hearing aids are paired with a TV Adapter, you are able to control sound streamed from your TV to the hearing aids.

Select “Streaming“ to adjust the volume of the sound streamed from your TV to your hearing aids. Select "Surroundings" to adjust the volume of the external sound picked up by the hearing aid microphones.

Remote mic

Select “Remote mic” to adjust the volume of the sound streamed from your AudioClip to your hearing aids. Select “Surroundings” to adjust the volume of the external sound picked up by the hearing aid microphones.

For details on how to adjust the volume, please refer to the section “Change volume and mute”.


9:41 AM
100%
P1
TV
Streaming
Surroundings
0
+
−
Home
Remote control
Hearing aid

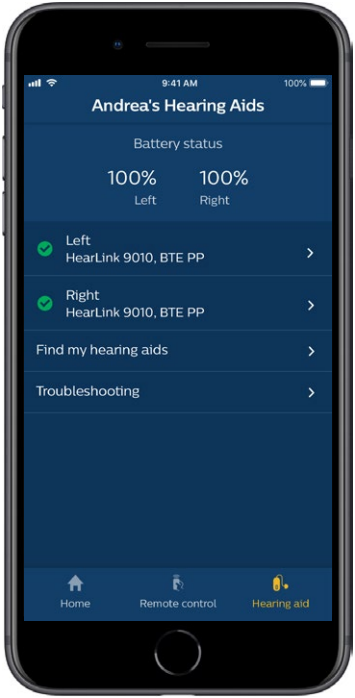
Multiple TV Adapters TV

If you have more than one TV and TV adapter, you can use the app to switch between streaming devices. To switch between different TV adapters, ensure that in the Program Selector, you have selected the TV Adapter / EduMic program. To change the sound source, tap the Streaming tab. If you have more than one device paired to your hearing aids, you can choose the streaming source by tapping the desired source. The highlighted device is the device currently streaming. To change streaming device, tap the desired device. You can also rename a device by tapping the icon. Ensure you enter a unique name of up to 20 characters and when you are finished tap Save.

Additional features

Battery level

You can use the app to check the battery level of your hearing aids. This way, you can easily see if the batteries need to be replaced or recharged.



Additional features

Instructions for use

Tap “How to use this app” in the settings section to read the app’s “Instructions for use”.

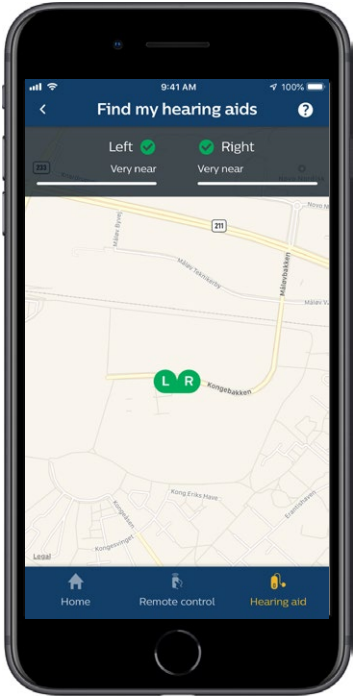
Find my hearing aids

If you are unable to find your hearing aids, tap on “Hearing aid” → “Find my hearing aids”. A map will show the last known location of the paired hearing aids when they were still connected to the app.

A proximity bar indicates how close you are to each connected hearing aid. If your phone is out of range of the hearing aids or the connection is lost, you can see the date and time of the last connection.

On the map, the green marker indicates that there is a connection between your hearing aid and the phone. The red marker indicates that the connection is lost.

For the best results, it is recommended to keep the app turned on (either actively used or running in the background).


9:41 AM
100%
Find my hearing aids
Left
Very near
Right
Very near
211
L
R
Kongebakken
Home
Remote control
Hearing aid

Privacy policy

To use the IFTTT service, SBO Hearing A/S needs to collect data from you. You will be prompted for your consent when you set up an account (see the section “Create account”).

You can withdraw your consent at any time. If you do so, you will no longer be able to use IFTTT with the app.

If you want to know more, please go to hearingsolutions.philips.com/-/media/hearing-solutions/pdf/global/philips_hearlink_app_privacy_notice_en_UK

IFTTT

You can connect your hearing aids to the Internet through the app and the IFTTT (If This Then That) service.

Using IFTTT, you can automate everyday activities such as setting up a text notification to be sent to a mobile phone when the hearing aid battery gets low, and many other things.

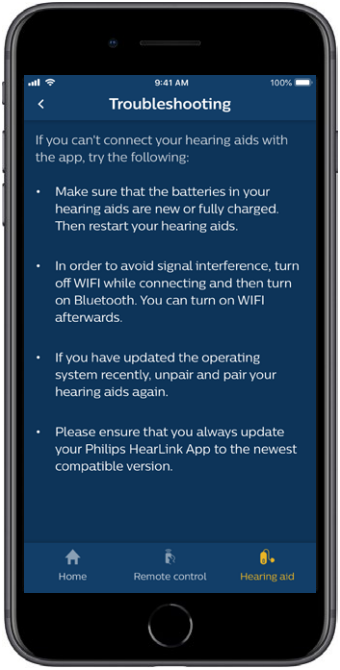
To access IFTTT, select “IFTTT” on the home screen.

Using this service requires a personal account.
See the section “Create account” for more information.

For more information, please visit
hearingsolutions.philips.com/support/help-and-guidance

Troubleshooting

If you need help with pairing and connection, tap on the question mark in the upper right corner of the screen. You can also select “Troubleshooting” in the “Hearing aid” menu (accessed from the home screen). If you still have difficulties, please contact your hearing care professional or check our FAQ section: hearingsolutions.philips.com/professionals/resource-center/



Warnings ⚠

For your personal safety and to ensure correct usage, you should familiarize yourself fully with the following general warnings before using your app. Consult your hearing care professional if you experience unexpected operations or serious incidents with your app during use or because of its use. Your hearing care professional will support you with issue handling and, if relevant, reporting to the manufacturer and/or the national authorities.

The app is able to control program selection and volume of the connected hearing aids. 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.

Using the app can distract you in situations where full concentration is required. Be aware of your surroundings while using the app.

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 the hearing aids, you are advised to reboot the hearing aids.

Please refer to the hearing aid's "Instructions for use" for details on the functionality of your specific hearing aids.

Technical information

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North Ryde NSW 2113

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

Description of symbols

Symbol	Description
	Warnings Text marked with a marking symbol must be read before using the product.
	Manufacturer 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 Regulations 2017/745 and 2017/746.
CE 0123	**CE mark** The device complies with Medical Device Regulation 2017/745. The four-digit number indicates the identification of the notified body.
	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.

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