

USER GUIDE

Remote Control 2



Welcome

Congratulations on your purchase of a Remote Control 2.

Remote Control 2 will allow you to operate your wireless hearing instruments. It is both an elegant and user-friendly remote control as well as status reader which gives you access to wireless functions on your hearing instruments.

The Remote Control 2 can be used to tune both of your hearing instruments simultaneously. Or you can control both hearing instruments individually, allowing you to perfectly fine-tune your hearing instruments to any specific hearing situation.

Please read this manual carefully to fully benefit from the Remote Control 2. Ask your hearing care professional if you have any questions.

For your safety, carefully read the chapter Important Information, on pages 31-35.

FCC ID: X26RC-2

Model: RC-2

Statement:

This device complies with part 15 of the FCC rules and ISSED rules.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules and ISSED rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from the one in which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications can void the user's authority to operate the equipment.

Intended purpose

The Remote Control 2 is intended to be a wireless remote control for wireless hearing aids. The remote control can adjust the hearing aid in accordance with the settings selected by the hearing care professional.

Target group/user profile

The Remote Control 2 is intended to be used by lay persons.

Therapeutic indications

The accessory has no therapeutic indications in itself.

Contra-indications

No known contra-indications.

This product is in compliance with the following regulatory standards:

In EU. the device conforms to the General Safety and Performance Requirements according to Annex I of the EU Medical Device Regulation 2017/745 (MDR).

Hereby, GN Hearing A/S declares that the radio equipment type(s) RC-2 is/are in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: declarations.resound.com

In US: FCC CFR 47 Part 15, subpart C.

Other identified applicable international regulatory requirements in countries outside EU and US. Please refer to local country requirements for these areas.

IC: 6941C-RC2

This Class B digital apparatus complies with Canadian ISED rules.
Cet appareil numérique de la classe B est conforme à la norme ISED du Canada.

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

In JP:

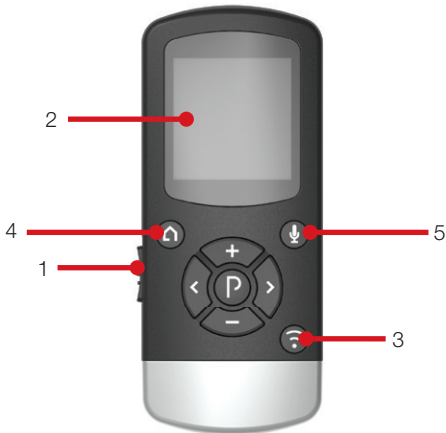
This device has been granted a designation number by Ministry of Internal Affairs and Communications under „Ordinance concerning Technical Regulations Conformity Certification etc. of Specified Radio Equipment (特定無線設備の技術基準適合証明 等に関する規則)“ Article 2-1-19 “This device should not be modified (otherwise the granted designation number will be invalid)“

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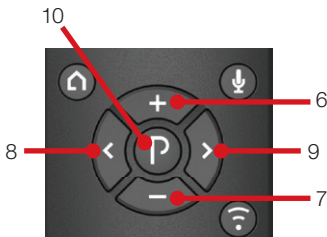
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Description

- 1 ON/OFF switch
- 2 Display
- 3 Streaming (optional TV Streamer or Clip-On Microphone)
- 4 Home
- 5 Hearing instrument microphone mute



- 6 Increase volume
- 7 Decrease volume
- 8 Select left hearing instrument only
- 9 Select right hearing instrument only
- 10 Programme change
- 11 Pairing



Getting Started

Charging the Battery

Before using your Remote Control 2, you need to fully charge the rechargeable battery. To charge it, plug in the charging cable as shown below. Then plug the other end into a power outlet. During charging the bars in the battery meter will be showing one, two and three bars continuously. When fully charged all three bars will be shown continuously.



Turning your Remote Control 2 ON and OFF

To turn your Remote Control 2 ON slide the ON/ OFF switch (1 on page 8) down to the ON position. A white "I" icon will be visible on the base of the switch and the display will turn on.

To turn your Remote Control OFF, slide the ON/OFF switch up to the OFF position.



Do not charge the Remote Control 2 while it is on your body.

Changing Programme

The “P” button (10 on page 9) is used to switch between the programmes that your hearing care professional has programmed into your hearing instruments. The name of the programme displayed can be configured by your hearing care professional. Each time you press the “P” button the programme advances one step, returning back to programme 1 at the end of each cycle (e.g. 1, 2, 3, 1). Each change in programme is accompanied by beep tones in both hearing instruments, if not disabled by your hearing care professional during the fitting, and the programme currently in use is shown in the display. For optimal performance it is recommended that both instruments be set to the same programme.



Programme 1 ‘Basic’



Programme 2 ‘Restaurant’

Adjust volume

Adjust volume on both hearing instruments

The “+” and “-” keys are used to adjust volume (6 and 7 on page 9). Volume may be adjusted on both hearing instruments simultaneously or on each side independently. By default, both hearing instruments are “active” which is indicated in the display by two arrowheads (< and >) located next to the volume bars. Both hearing instruments can simultaneously be made louder by pressing the “+” key or softer by pressing the “-” key. Each adjustment is accompanied by beep tones in the hearing instruments, if not disabled by your hearing care professional during the fitting, as well as a visual change in the volume bars shown in the display. Default volume level is indicated by a horizontal green line in the volume bars.



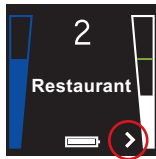
Adjust volume on the left hearing instrument only

To adjust volume on the left side only, first press the “<” key on the keypad (8 on page 9). Doing so will make the left hearing instrument “active” and the right hearing instrument “inactive”. This will be indicated by a left arrowhead (<) in the display, with the right arrowhead turned off and a dimmed volume bar on the right side. Now press “+” or “-” to adjust volume on the left hearing instrument only.



Adjust volume on the right hearing instrument only

To adjust volume on the right side only, first press the “>” key on the keypad (9 on page 9). Doing so will make the right side “active” and the left side “inactive”. This will be indicated by a right arrowhead (>) in the display with the left arrowhead turned off and a dimmed volume bar at the left side. Now press “+” or “-” to adjust volume on the right side only.



To return to simultaneous adjustment mode, press either the < or > (8 or 9 on page 9) keys on the keypad until both arrowheads appear in the display, indicating that both hearing instruments are again “active”.



Note: If device-to-device synchronisation is enabled in your hearing instruments, individual volume adjustment may be automatically realigned across left and right hearing instrument.

Mute/Unmute (Function available on selected wireless hearing instrument models only)

You can mute and unmute the hearing instrument microphones by pressing the mute button (5 on page 8) on the Remote Control 2. Muting or unmuting applies to both hearing instruments simultaneously and cannot be selected for the left or right instrument separately.

When the microphones are muted, the microphone icon  will be replaced by a microphone muted icon  and the volume bars will be dimmed. To unmute the hearing aid microphones press the mute button again.

Activate streaming

If you are using an optional streaming device such as the TV Streamer or Clip-On Microphone, input from these devices can be activated by pressing the streaming button (3 on page 8). Also see chapter on Using optional audio streaming devices.

Return to Home settings

Home settings, i.e. those that apply whenever the hearing instruments are first turned on, will be activated by pressing the Home button (4 on page 8). Pressing the Home button will:

- a. Activate programme 1 in both hearing instruments
- b. Adjust both hearing instruments to default volume settings
- c. Set volume to simultaneous adjustment mode

The Home button will also terminate any streamed audio signals from any optional streaming device.

Battery low indicator

Remote Control 2 battery low indicator

The battery level of the Remote Control 2 is indicated by a battery meter holding three bars. As the battery is gradually depleted the bars will disappear one by one. When the battery is low on power the battery meter will start flashing indicating that recharging is needed.



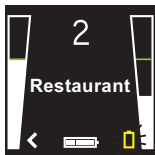
Low battery on
Remote Control 2

Hearing instrument battery low indicator

When the hearing instruments are running low on power, it will be shown in the display of the Remote Control 2 next to the volume bar(s). The arrows indicating either left (<) or right (>) hearing instrument will alternate between the arrow(s) and a vertical battery icon indicating which hearing instrument (left or right) is running low on power.



Low battery on left
hearing instrument



Low battery on right
hearing instrument

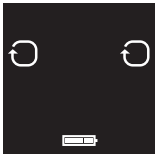
During this low battery indication, suspension of Remote Control 2 functionality and other wireless operation is to be expected. Remaining battery life time is depending on type of hearing instrument and mode of operation, so it is recommended to put in new batteries upon battery low indication to resume full operation of the hearing instruments.

Operating range

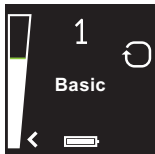
The operating range between the Remote Control 2 and the hearing instruments is approximately 100 cm. In the event that you cannot read out the status on the Remote Control 2, hold the Remote Control 2 in front of your chest, as it is shown in the picture.



In the event that the Remote Control 2 cannot read out the status of the hearing instruments, search icons  will appear on the Remote Control 2. Hold the Remote Control 2 as shown above to establish contact with both hearing instruments.



Searching for both hearing instruments



Connected to left hearing instrument and searching for right hearing instrument

Screen display

To conserve battery life, the Remote Control 2 has a standby feature that automatically puts the Remote Control 2 into a “sleep” mode after 20 seconds of non-use. Whenever the display is dark, simply press any button on the keypad to awaken the display and then perform the desired action.

Remote Control 2 performance

The Remote Control 2 performs best when buttons are pressed one step at a time rather than in rapid sequence. When adjusting volume, for example, briefly press a button and wait a short moment for the beep tones* to be heard before continuing. This tip applies to all button use but is especially relevant to volume adjustments.

**Please note that tones may have been disabled by your hearing care professional during fitting*

Pairing



Note! The following information is intended primarily for your hearing care professional, who in most cases will complete the tasks that are necessary before the Remote Control 2 can be used with your hearing instruments. However, the process is designed to be simple and should be easily accomplished by almost anyone.

Pairing is the process of setting up an exclusive communication between your hearing instruments and your Remote Control 2. Your hearing care professional can set up pairing during the fitting of your hearing instruments. Alternatively, you can follow the below steps to pair your hearing instruments to the Remote Control 2:

1. Make sure the Remote Control 2 is fully charged and is turned ON. Your hearing instruments must be off – open the battery doors.
2. Press the pairing button on the Remote Control 2 (11 on page 9) one time. This will activate the pairing mode which will be active for 20 seconds.



Searching for hearing instruments

3. While pairing mode is activated, close the battery doors of both hearing instruments and make sure they are ON. A successful pairing will be indicated by an audible melody played in both hearing instruments, and shown in the Remote Control 2 display with active volume bars and Programme “1” (see below). You are now ready to use the Remote Control 2!



Hearing instruments in
Programme 1

Using optional audio streaming devices

The TV Streamer™ and the Clip-On Microphone™ are optional audio and speech streaming devices available for your hearing instruments.

The TV Streamer streams audio signals from your TV, Stereo, Computer, etc. directly in your hearing instruments.

The Clip-On Microphone streams speech and audio signals directly to your hearing instruments.

To start audio streaming from the TV Streamer or Clip-On Microphone press the streaming button (3 on page 8) on the Remote Control 2. The hearing instruments will start searching for your streaming device.



Activating streaming from a TV Streamer

To start audio streaming from the TV, stereo or another device connected to your TV Streamer, simply turn on the audio device and then press the streaming button (3 on page 8). The hearing instruments will instantly start searching for the TV Streamer and connect to it.



Searching for TV



Connected to TV



No TV found

You can have up to 3 streaming devices set up for your hearing instruments. Each streaming device is indicated in the display by a letter designation: A, B or C. If more than one streaming device is in use, press the streaming button again until the desired audio signal is heard.

Streaming mode volume adjustment

(Limited functionality for selected wireless hearing instruments. See “Basic streaming mode volume adjustments” section if your hearing instrument does not support this feature).

When in streaming mode, both hearing instruments volume (left volume bar) and streamed audio volume (right volume bar) adjustments are by default “active”. This is indicated in the display by the two arrowheads (< and >) located next to the volume bars. To adjust both hearing instrument and streamed audio volume simultaneously, press the “+” or “-” key (6 or 7 on page 9) on the Remote Control 2.

Note: If you are using two hearing instruments any volume adjustment will apply to both hearing instrument in parallel.

It is also possible to make individual volume adjustments for the hearing instruments and the streamed audio signal respectively.

Adjust hearing instrument volume only



To adjust the hearing instrument volume press the left “<” key on the keypad (8 on page 9) once. Now you will see two arrowheads “<>” next to the hearing instrument volume bar and the “streamed audio” volume bar will be dimmed.

Press “+” or “-” (6 or 7 on page 9) to adjust hearing instrument volume.

To return to simultaneous adjustment mode, press the “>” key (9 on page 9) on the keypad until one arrowhead appears next to each volume bar in the display, indicating that both volume levels are “active”.



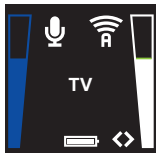
Adjust streamed audio volume only



To adjust the streamed audio volume press the right “>” key on the keypad (9 on page 9) once. Now you will see two arrowheads “<>” next to the streamed volume bar and the “hearing instrument” volume bar will be dimmed.

Press “+” or “-” (6 or 7 on page 9) to adjust the streamed audio volume.

To return to simultaneous adjustment mode, press the “<” key (8 on page 9) on the keypad until one arrowhead appears next to each volume bar in the display, indicating that both volume levels are “active”.



Basic streaming mode volume adjustments

If your hearing instruments do not support individual adjustment of hearing instrument volume and streamed audio volume, volume adjustment will apply to the streamed audio signal only.

If necessary, adjust volume using the “+” and “-” keys (6 or 7 on page 9). The volume of the streamed audio signal can also be adjusted individually for left and right hearing instrument by pressing < or > (8 or 9 on page 9).

To stop streaming and return to the previous Programme, press the “P” button (10 on page 9). Alternatively, press the Home button (4 on page 8), which will reset your hearing instrument to default settings (see section on “Return to Home settings”) and also reset the Remote Control 2 to simultaneous adjustment mode.

Phone (optional)

Phone Clip+ or the Auto Phone also work with the Remote Control 2. When using the Phone Clip+ or the Auto Phone this will be indicated on the display:

Once the phone call has ended, the hearing instruments will return to the previously used Programme. That Programme is shown on the display of the Remote Control 2. Volume adjust-



ments made during the phone call will not be transferred to your previously used Programme.

Phone calls will temporarily disrupt streaming from your optional streaming devices, but streamed audio will be restored once the phone call has ended.

Appendix: exceptions to normal operation

It is recommended that both hearing instruments be set to the same programme at all times. However, it is possible to have different programmes on the two hearing instruments, such as programme 1 on the left side and streamed audio on the right. Under conditions such as these the Remote Control 2 functions slightly differently, as the following examples illustrate.

Situation #1: You have started with programme 1 on both sides but have changed the right side to programme 2 using the push button on the right hearing instrument. If you now press the “P” button on the Remote Control 2, the left instrument will advance to programme 2, matching that on the right. Further presses of the “P” button will advance both instruments, thus keeping the same programme on both sides.

Situation #2: You have set the left instrument to programme 1 and the right instrument to programme 2. If you now press the Streaming button, both instruments will receive streamed audio from the same source (e.g. the TV). If you now press the “P” button, streaming will be cancelled on both sides and both instruments will return to their former programmes (programme 1 and programme 2).

Situation #3: You have programme 1 on the left side but have started streaming on the right side using a long button press

on the right hearing instrument. If you now press the “P” button, your right hearing instrument will return to the programme it came from, and your left hearing instrument will advance to the next programme following the one it is in. Another press on the “P” button will align both hearing instruments to the same programme.

If you press the Streaming button instead, both instruments will be set to the same streamed audio programme.

Situation #4: Both instruments are set to programme 1 but you are using the Auto Phone feature on the left side. If during the call you press the “P” button, the right side will advance to programme 2 but this will not disrupt the call. After the call the left side will remain in programme 1. If during the call you press the Streaming button instead, streaming will start on the right side only, also allowing the call to continue on the left side.

Situation #5: The Streaming button has been used to start streamed audio on both sides but you are using the Auto Phone feature on the left side. If during the call you press the “P” button, streaming will be cancelled on the right side but this will not disrupt the call. If during the call you press the Streaming button instead, streaming on the right side will advance to the next Streaming programme on the right side only, also allowing the call to continue.

Situation #6: If your hearing instruments are in different hearing instrument programmes only the programme numbers for each hearing instrument will be shown. No programme label/name will be shown.

Situation #7: If one hearing instrument is in streaming mode and the other one is in one of the hearing instrument programmes, only the streaming display will be shown with no indication of hearing instruments programme number and label/name.

Important information



Maintenance and care

- Clean the Remote Control 2 using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean the device.
- Protect the Remote Control 2 from excessive moisture (bathing, swimming) and heat (radiator, car, dashboard). Protect it from excessive shock and vibration.



General warnings

- Keep the Remote Control 2 out of reach of children under 3 years.
- Remote Control 2 uses low-powered digitally coded transmissions in order to communicate with other wireless devices. Although unlikely, nearby electronic devices may be affected. In that case, move the Remote Control 2 away from the affected electronic device.
- When using Remote Control 2 and the device is affected by electromagnetic interference, move away from the source.

General precautions



- Your hearing instrument and the Remote Control 2 were given a unique communication network code during the fitting. This ensures that the Remote Control 2 will not affect hearing instruments worn by others.
- High-powered electronic equipment, larger electronic installations and metallic structures may significantly reduce the operating range.
- Use only original accessories.
- Do not make any changes or modifications to the Remote Control 2.
- Opening the Remote Control 2 might damage it. If problems occur which cannot be resolved by following the remedy guidelines in the troubleshooting section of this user guide, consult your hearing care professional.
- The Remote Control 2 may only be repaired by an authorized service center.
- Do not use Remote Control 2 in areas where RF transmission is prohibited, e.g. air planes etc.
- Do only connect Remote Control 2 to connections which it is explicitly intended for.

BUILT-IN BATTERY CARE:



Please observe the following if the product contains a battery

- Your product is powered by a rechargeable battery.
- The full performance of a new battery is achieved only after two or three complete charge and discharge cycles.
- The battery can be charged and discharged hundreds of times, but will eventually wear out.
- Unplug the charger from the electrical plug and the product when not in use.
- If left unused, a fully charged battery will lose its charge over time.
- Leaving the product in hot places, such as in a closed car in the summer conditions, will reduce the capacity and lifetime of the battery.
- A product with a cold battery may not work temporarily, even when the battery is fully charged. Battery performance is particularly limited in temperatures well below freezing.

Battery warning



- "Caution" – The battery used in this product may present a risk of fire or chemical burn if mistreated.
- Do not attempt to open the product or replace the battery.
- It is built-in and not changeable. Use of other batteries may present a risk of fire or explosion and the warranty will be terminated.
- The battery in your product can not be removed or replaced by the user. Any attempt to do so is risky and may result in damage of the product.
- Only recharge the Remote Control 2 with a power supply unit that has been supplied together with the product.
- Dispose of batteries according to local regulations. Please recycle when possible.
- Do not dispose the battery as household waste or in a fire as it may explode.
- Batteries may explode if damaged.

Charger Care

Please observe the following if the product is supplied with a charger

- Do not attempt to charge your product with anything other than the AC adapter provided. The use of any other types may damage or destroy the product and could be dangerous.
- Use of other chargers may invalidate any approval or warranty.
- For availability of approved enhancements, please check with your hearing care professional.
- Charge the product according to the instructions supplied with the product.

Charger warning

- When you disconnect the power cord or any enhancement, grasp and pull the plug, not the cord.
- Never use a charger that is damaged.
- Do not attempt to disassemble the charger as it may expose you to dangerous electric shock.
- Incorrect reassembly can cause electric shock or fire when the product is subsequently used.
- Avoid charging your product in extremely high or low temperatures and do not use the charger outdoors or in damp areas.

Technical specifications

Operating range:	up to 3 m
Wireless:	2.4 GHz
Operating temperature:	0 to 45 °C
Storage temperature:	-20 to 60 °C

Temperature test, transport and storage information

The product is subject to various tests in temperature and damp heating cycling between -25 °C and 70 °C according to internal and industry standards.

Warranty

The Remote Control 2 is covered by a limited warranty issued by the manufacturer for a period of 12 months from the day of the original purchase. Please notice that extended warranties may apply in your country. Please contact your local hearing care professional for more information.

What is covered by this warranty?

Any electrical component, that because of workmanship, manufacturing or design defects fails to function properly under normal use during life of this warranty will be replaced or repaired at no charge for parts or labour when returned to the point of purchase.

If it is determined that repair is not feasible, the entire unit may be replaced with an equivalent unit upon mutual agreement of the hearing care professional and the customer.

What is not covered by this warranty?

Problems arising from improper handling or care, excessive use, accidents, repairs made by an unauthorized party, exposure to corrosive conditions or damage due to foreign objects entering the device are NOT covered by the limited warranty and may void it. The above warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer products. Your hearing care professional may have issued a warranty that goes beyond the clauses of this limited warranty. Please consult your hearing care professional for further information.

Serial number: _____

Date of purchase: _____

TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE
<i>The display remains turned off when pressing a key on the Remote Control 2</i>	The Remote Control 2 is switched off The battery in the Remote Control 2 is depleted
<i>No information is shown in the display after it has been activated</i>	The Remote Control 2 and hearing instruments have not been paired
<i>The pairing button on the Remote Control 2 is pressed but the 'search' icon on the display does not become substituted by the status of the hearing instrument</i>	The Remote Control 2 and hearing instrument are not within wireless range The Remote Control 2 and hearing instrument have not been simultaneously in pairing mode

POSSIBLE REMEDY

Turn the Remote Control 2 on by sliding the ON/OFF down to the ON position

Recharge the battery

Carry out the pairing process

Assure that Remote Control 2 and hearing instrument are within wireless range, and repeat pairing process

Repeat pairing process and assure that the battery doors on both hearing instruments are closed within 20 seconds after the pairing button has been pressed on the Remote Control 2

TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE
<i>The 'search' icon on the Remote Control 2 display is displayed constantly</i>	The Remote Control 2 and hearing instrument are not within wireless range The hearing instrument is not powered on The battery in the hearing instrument is depleted
<i>Two different programme numbers or icons are shown on the display</i>	The two hearing instruments are not in the same programme. This can be for several reasons, e.g. that one of the hearing instruments was not within wireless range when a command was given from the Remote Control 2, or because you have changed programme on one of the hearing instruments by pressing its push button

POSSIBLE REMEDY

Assure that Remote Control 2 and hearing instrument are within wireless range

Power on the hearing instrument

Replace the battery in the hearing instrument with a new one

Align hearing instrument programme either using the Remote Control 2 or the programme button on the hearing instrument

Note: Due to an internal priority scheme, this command will not have any effect on a hearing instrument being in the phone programme (i.e. a phone icon is shown on the Remote Control 2 display)

TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE
<i>When changing volume on the hearing instruments using the "+" or "-" keys, the volume does not change on one hearing instrument</i>	Volume control is activated for one hearing instrument only (i.e. only one of the "<" and ">" arrowheads are shown on Remote Control 2 display)

POSSIBLE REMEDY

Press the "<" or ">" key as appropriate to activate volume control also for the other hearing instrument

Notes:

Notes:

Notes:

Notes:

Be aware of information marked with the warning symbol



WARNING points out a situation that could lead to serious injuries

CAUTION indicates a situation that could lead to minor and moderate injuries



Advice and tips on how to handle your accessory better.



Equipment includes RF transmitter

Nominal RF output power transmitted is 3.4 dBm



Product is a Type B applied part



Follow instructions for use.



Please ask your local hearing care professional concerning disposal of your accessory



Legal Manufacturer.



Complies with ACMA requirements.

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Manufacturer according to EU Medical
Device Regulation 2017/745:



GN Hearing A/S
Lautrupbjerg 7
DK-2750 Ballerup
Denmark

CVR no. 55082715



Any serious incident that has occurred in relation to the device should be reported to the Legal manufacturer GN Hearing A/S and the competent authority of the EU Member State in which the user and/or patient is established.