

Quick Guide HearCare MED-EL

About HearCare MED-EL

The HearCare MED-EL app is a mobile application that allows you to check your MED-EL devices, create backups of your audio processor, send audio processor data to, or receive audio processor updates from your hearing professional:

Dashboard: Access a general overview including new notifications and pending requests.

Devices: See your paired MED-EL devices with a detailed description and create a backup of your audio processor.

System check: Perform a technical check on your implant and audio processor.

Remote Care: Stay in contact with your hearing professional and share device information or receive audio processor updates.

For details on Remote Care, please contact your clinic or local MED-EL representative.

Guardians: Support a user and manage related guardian accounts.

The HearCare MED-EL app is available for Android and iOS. You can download the app from your preferred app store (e.g., Google Play or Apple App Store).

How to Perform a System Check

Check if your MED-EL implant and audio processor work as expected.

Preconditions

- Bluetooth is enabled on the smartphone
- Audio processor is turned on, within range and placed on the head
- Established link between the app and the audio processor
- Internet connection is not required, but highly recommended as results cannot be stored when offline
- Use of a DL-Coil is recommended (only limited support for D Coil)

To perform a system check

1. Open the main menu and select  [System check](#).
2. Select the side, the audio processor, and the check to be performed:
 - **Implant:** The implant check performs measurements of the implant's internal integrity and functioning.
 - **Processor:** The processor check includes several internal audio processor checks, depending on the audio processor type.
3. Tap [Start check](#). Be aware that the system check might take a few minutes and that the audio processor is muted during the check. Once the system check is completed, the results are displayed:
 -  **No issues:** No issues were found.
 -  **Warning:** One or more issues were found. Follow the instructions of the warning message to resolve the issue.



CAUTION

Always work with your audio processor according to your hearing experience. Do not perform actions solely based on displayed information.



How to Create and Apply an Audio Processor Backup

You can copy the configuration of your current audio processor to an empty audio processor of the same type, e.g., a temporary or replacement audio processor.

Preconditions

- Internet connection
- Bluetooth is enabled on the smartphone
- Audio processors are turned on and within range
- Audio processors are of the same type
- Established link between the app and the audio processor

Create a backup of the current audio processor configuration

1. Open the main menu and select  [Devices](#).
2. Select your current audio processor on the devices list to open its details.
3. Tap on [Create backup](#) and follow the guided workflow. A backup of the configuration is created.

Install the backup on an empty audio processor

1. Open the Dashboard, tap on  [Options](#), then select [Pair new audio processor](#).
2. Tap on [Yes](#) to search for suitable configuration backups.
3. A list of available configurations, i.e., previously-created backups, are displayed. Select the previously-created backup and tap on [Next](#).
4. Review the displayed details about the audio processor configuration, the selected user, and tap on [Next](#).
5. Read the installation information. Please note that it is not possible to reset the audio processor to factory settings once the configuration is installed.
6. Tap on [Install](#). The installation process starts. Do not stop or interrupt the installation process.

Requirements

Smartphone requirements	Supported operating systems	
• 200 MB free storage space	Android:	iOS:
• Support of Bluetooth® 4.2 or higher*	Android 8, Android 9, Android 10, Android 11, Android 12, Android 13, Android 14	iOS 13, iOS 14, iOS 15, iOS 16, iOS 17
• Internet connection		

Compatible audio processors	Compatible implants
• RONDO 3	• SYNCHRONY series
• SONNET 2	• CONCERTO series
• SONNET 2 EAS	• SONATA series
• SONNET 3	• PULSAR
• SONNET 3 EAS	

Troubleshooting / Tips & Tricks

Tip/Scenario	Solution(s)
Change HearCare MED-EL app language	The HearCare MED-EL app language is automatically set based on your device's (smartphone's) system language.

 For more information on the app, please refer to the HearCare MED-EL app user manual, which can be found in the HearCare MED-EL app main menu under .

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