

myPhonak app

User Guide



A Sonova brand

PHONAK
life is on

Getting started

myPhonak is an app developed by Sonova, the world leader in hearing solutions based in Zurich, Switzerland.
Read the user instructions thoroughly in order to benefit from all the possibilities it offers.

Intended use

The myPhonak app is designed to allow you to provide feedback, communicate with your hearing care professional and customize your hearing aids from anywhere.



Compatibility information:

For the use of the myPhonak app, Phonak hearing aids with Bluetooth® connectivity are required.
myPhonak can be used on Phones with Bluetooth low energy (BT-LE) capability and is compatible with iPhone 5s and newer running iOS Version 10.2 or newer.
myPhonak can be used on Google Mobile Services (GMS) certified Android devices supporting Bluetooth 4.2 and Android OS 6.0 and newer.



Some phones have touch sounds or keypad tones, which could simulate a streaming to the hearing aid.
Go to your phone settings, select sounds and make sure that all touch sounds and keypad tones are deactivated.

¹ Compatible phones: myPhonak app can be used only on phones with Bluetooth® low energy technology capability.

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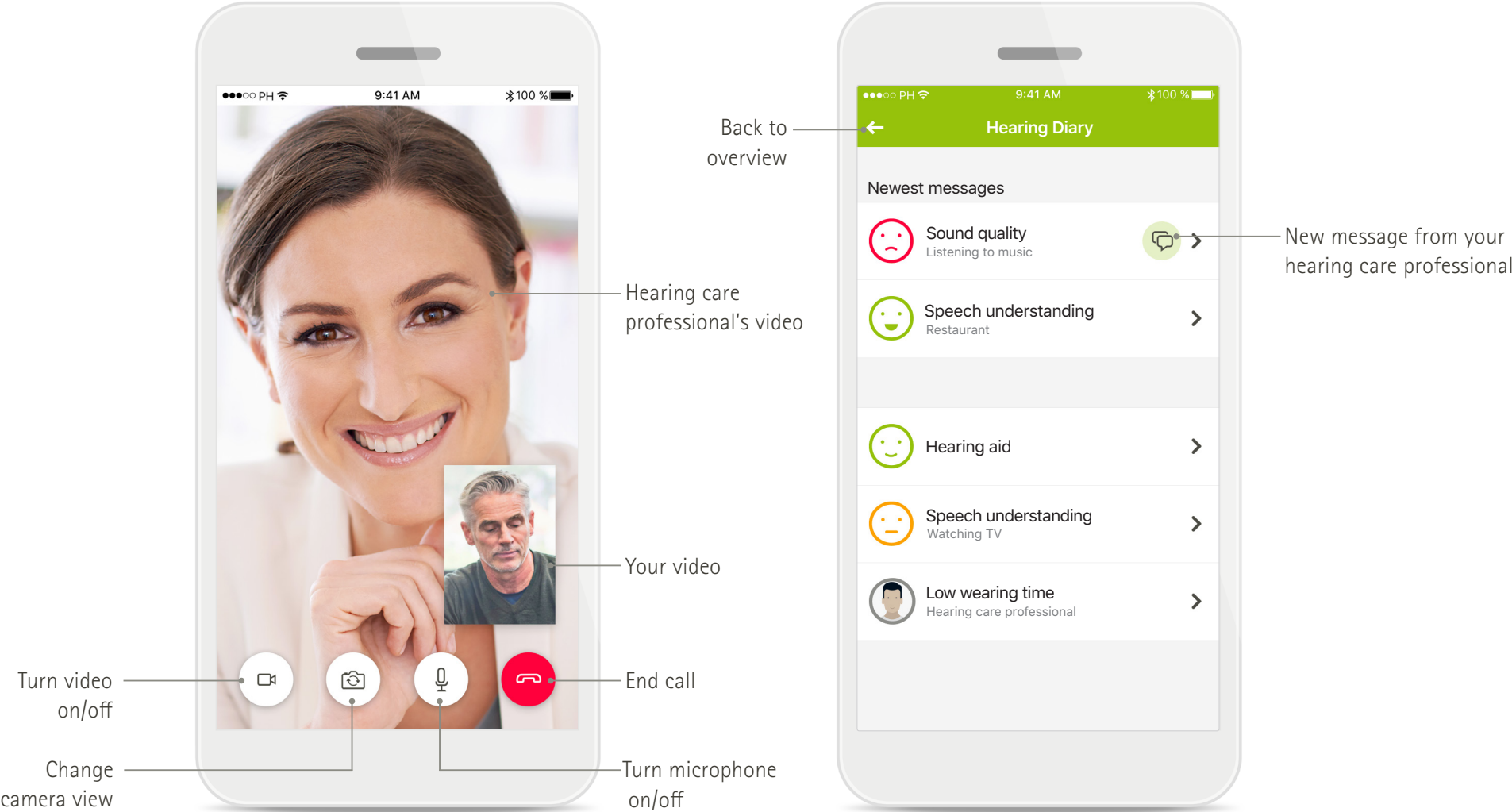
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Quick overview

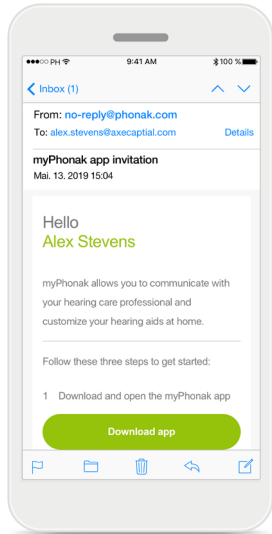


Remote Support conference

Hearing Diary feedback log

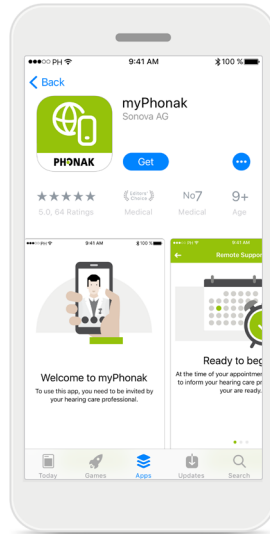
Installing the myPhonak app

- Make sure your smartphone is connected to the internet via WiFi (or 4G)
- Make sure the Bluetooth® is turned on
- Make sure you have received a myPhonak invitation from your hearing care professional



Email invitation

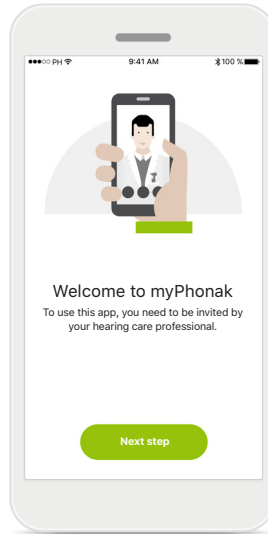
Open the email invitation that you have received from your hearing care professional.



Download app

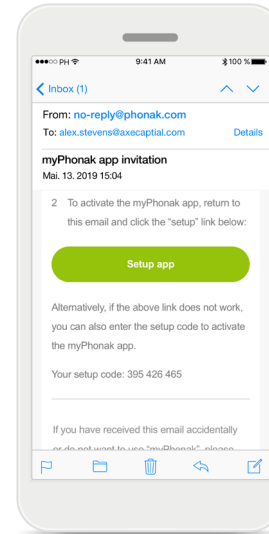
Click on **"Get"** to begin the installation process. You may have to enter in your Apple App Store or Google Play password before continuing.

At the end of the installation process, click **"Open"** to open the myPhonak app.



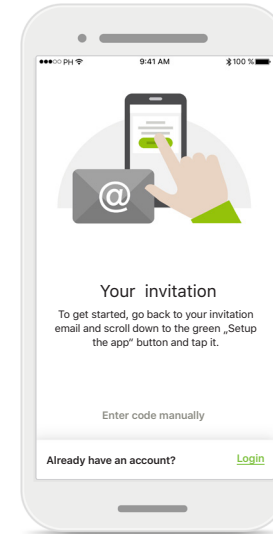
Open myPhonak app

Open the app and click on **"Next step"** to enter in the invitation code sent by your hearing care professional.



Setup app

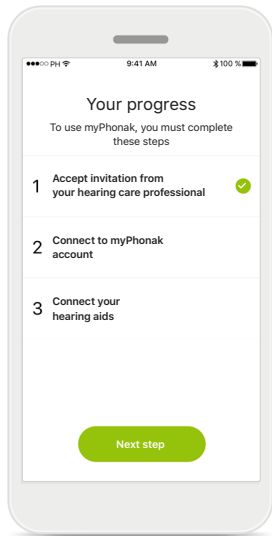
Scroll down and click on **"Setup app"** to proceed. The invitation code will be automatically verified. In case the code is not automatically verified, it can also be entered in manually.



Invitation code

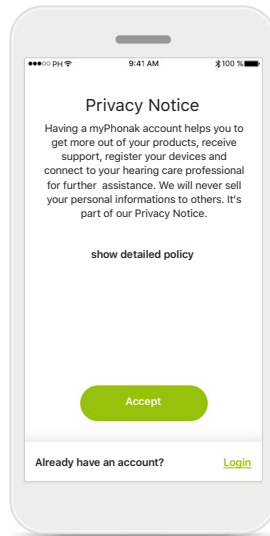
To enter in invitation code, go back to the invitation email from your hearing care professional, or tap **"Login"** if you already used myPhonak app.

Starting the app for the first time



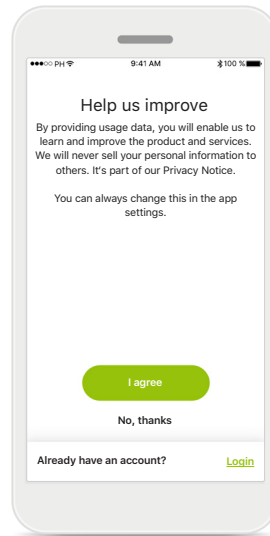
Overview

The overview screen gives you orientation where you are in the set-up process.



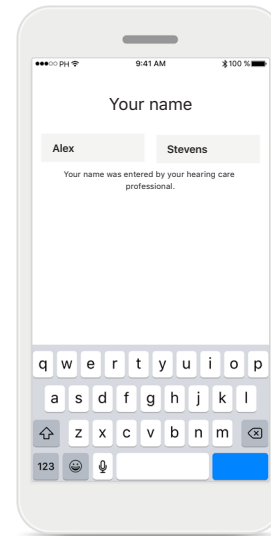
Privacy policy

In order to use the app, you must **"Accept"** the Privacy Notice to continue.



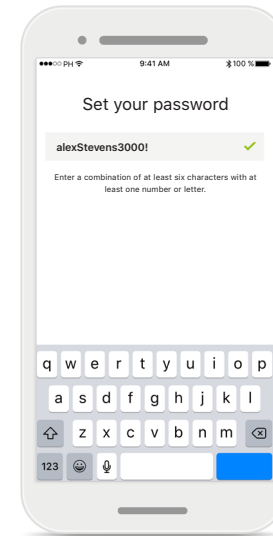
Product improvement

You can optionally share usage data, which enables us to learn and improve future products.



Confirm email

You will be prompted to confirm your email address, and your name.

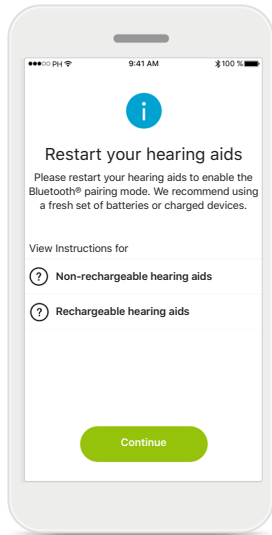


Set password

You will be prompted to set your password.

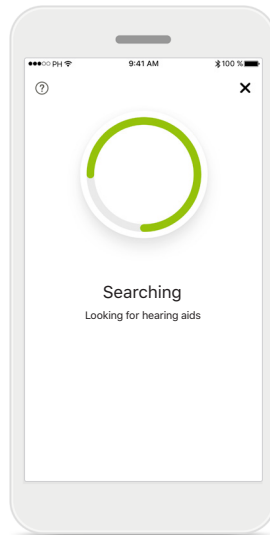
Pairing with Phonak hearing aids

To connect Bluetooth enabled hearing aids with the myPhonak app, please follow the instructions below.



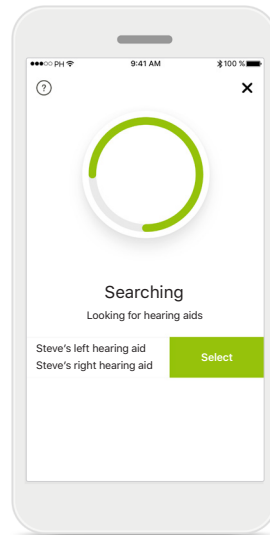
Pairing instructions

Tap **"Continue"** to initiate the search process. Tap either the Instructions for non-rechargeable or rechargeable hearing aids to review the instructions for your device.



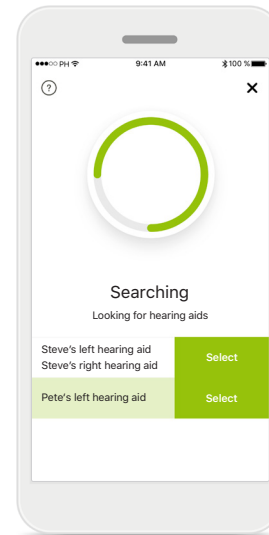
Searching

The app is searching for compatible hearing aids and will display them once they are detected.



Selecting

Tap **"Select"** when your hearing aids appear in the list.

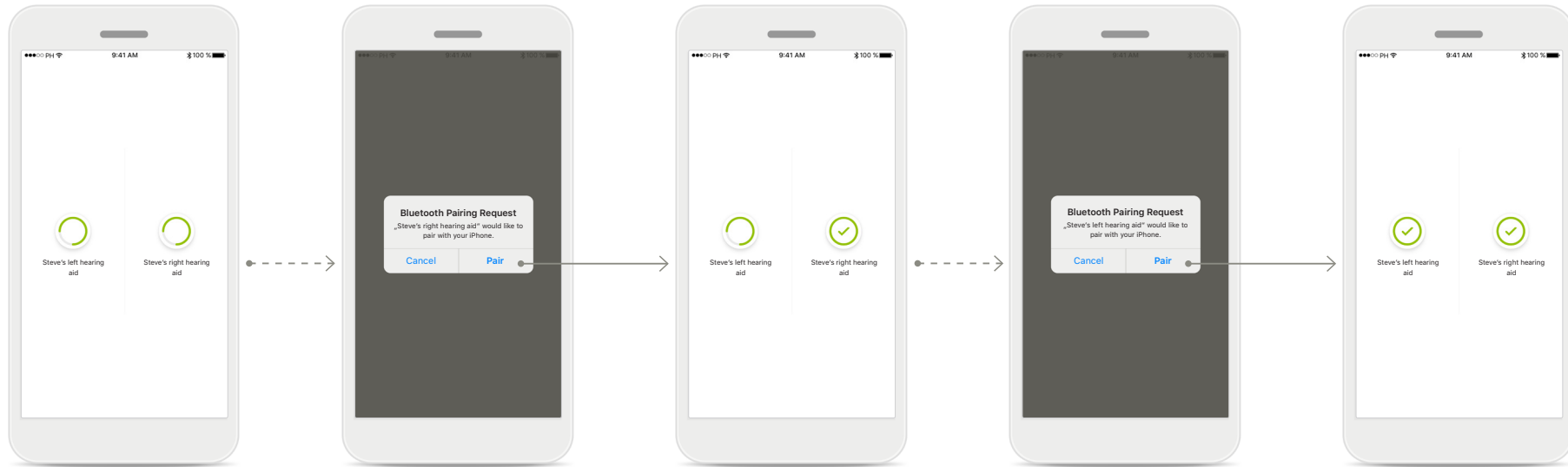


Multiple

If multiple hearing aids are detected, they will be displayed accordingly.

Connecting your hearing aids

To connect Bluetooth enabled hearing aids with the myPhonak app, please follow the instructions below.



Pairing the hearing aids

The app will now proceed to connect to each hearing aid separately.

Confirm the pairing request

On iOS devices please confirm by tapping **"Pair"** in the popup.

Pairing the second hearing aid

The app will now proceed to connect to the other hearing aid.

Confirm the pairing request

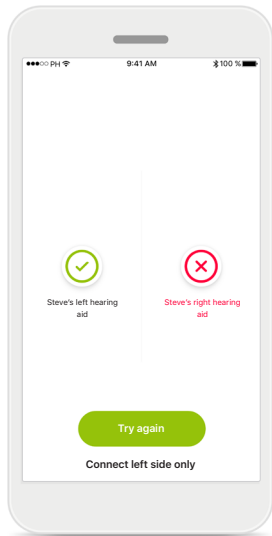
On iOS devices, please confirm by tapping **"Pair"** in the popup.

Pairing complete

Both hearing aids are now paired.

Troubleshooting the pairing

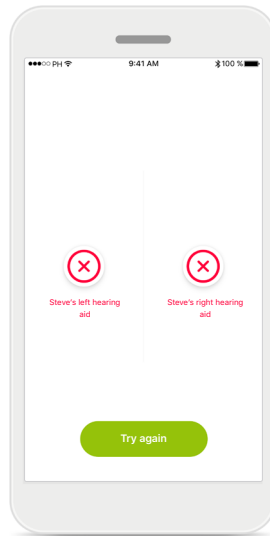
Possible errors during the setup process.



Hearing aid connection error

If the pairing to one of the hearing aids fails, you can:

1. Tap **"Try again"** to restart the pairing process.
2. Continue with only one of the two hearing aids.

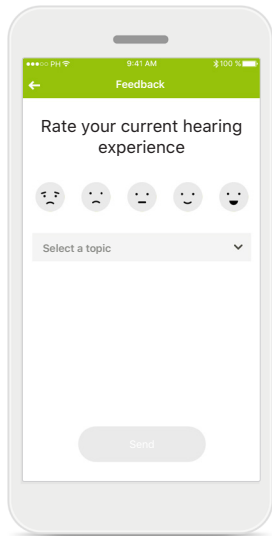


Connection fails to both

Tap **"Try again"** to restart the pairing process and be sure to follow the instructions.

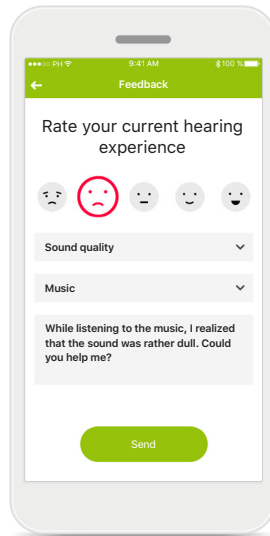
Hearing Diary

Hearing Diary allows you to easily capture your real world experience and satisfaction with hearing aids. This feedback is automatically shared with your hearing care professional so that he can work with you to get the most out of your hearing aids.



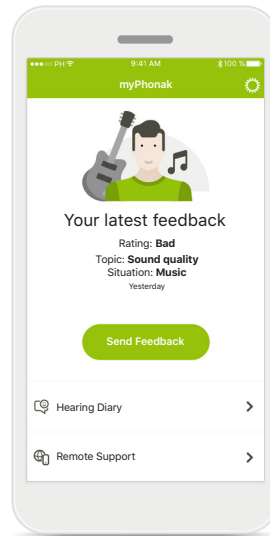
1. Enter satisfaction

Select one of the smiley icons to enter your level of satisfaction/dissatisfaction about a current situation.



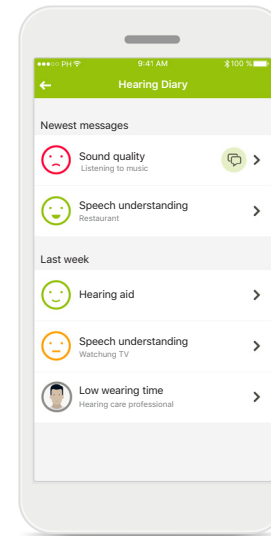
2. Enter a topic

Select from one of the four topics "Sound quality, Hearing aid, Speech understanding, or Other" to provide information for the hearing care professional to understand which area you want to have addressed.



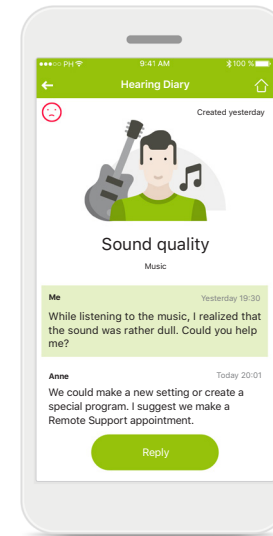
Overview

This overview screen shows the key functions within myPhonak. Your latest feedback rating is visible at the top. To review your Hearing Diary log of all feedback and messages, select Hearing Diary.



Hearing Diary log

The entire feedback history is visible. Select an individual feedback to see more details. Additionally, the message icon indicates an available message from your hearing care professional that you can review and reply as needed.

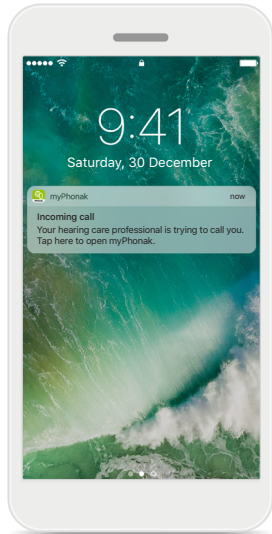


Reviewing a specific feedback with message

Selecting a specific feedback entry from the Hearing Diary log provides additional details and messages between you and your hearing care professional.

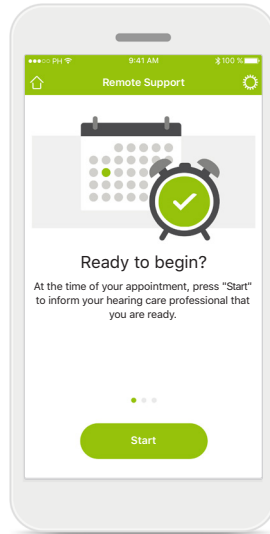
Phonak Remote Support session

If using 4G, your phone provider may charge you. Please check with your phone provider before starting a Phonak Remote Support session. A Remote Support session uses around 56 MB for a 10 minutes video call, while an audio only call uses around 30 MB.



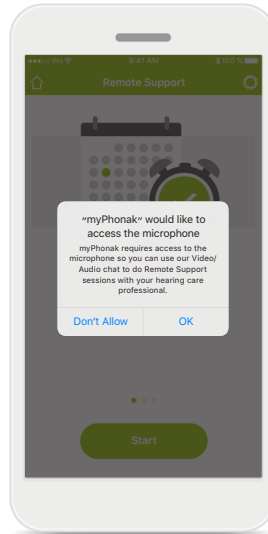
Notification

In the home screen of your smartphone you receive a notification of the incoming call of your hearing care professional.



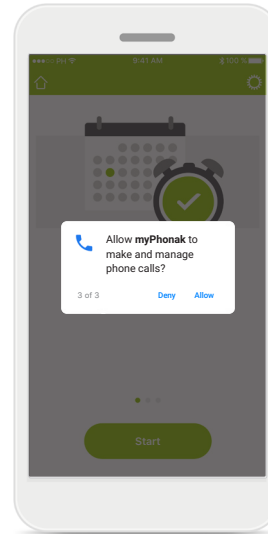
Start of Remote Session

At the time of the appointment, open the myPhonak app and click on **"Start"** to let your hearing care professional know that you are ready for your Phonak Remote Support appointment.



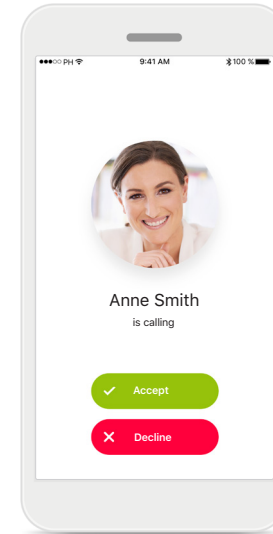
Access to camera and microphone

Click on **"OK"** to allow the myPhonak app to access your camera and microphone.



Access to myPhonak calls

If you have an Android smartphone click on **"OK"** to allow the myPhonak app to make and manage myPhonak calls.

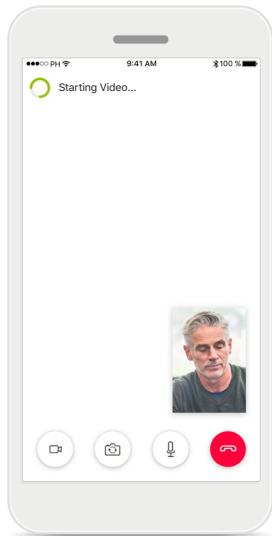


Accept video calls

The app will connect you to a hearing care professional. Click on **"Accept"** to accept the call from your hearing care professional.

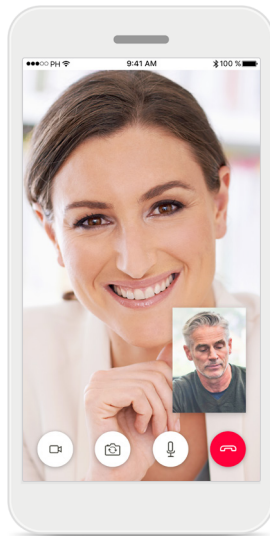
Phonak Remote Support session

While in the Remote Session you can personalize your experience in turning on or off your Video or Audio, if you wish.



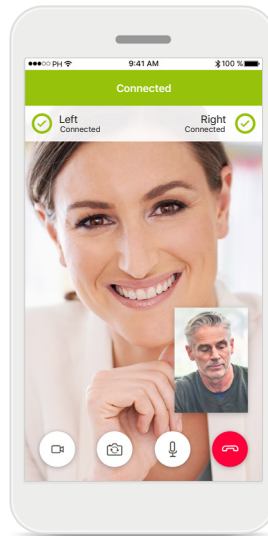
Starting video call

After a few seconds the video image is set up and you can see your hearing care professional.



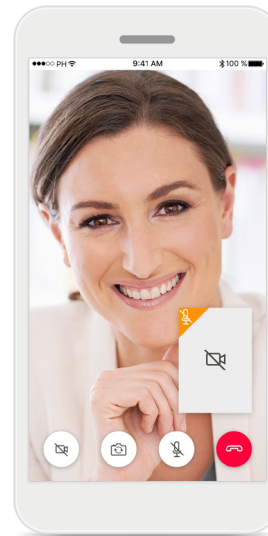
Ongoing call

You are now connected to your hearing care professional.



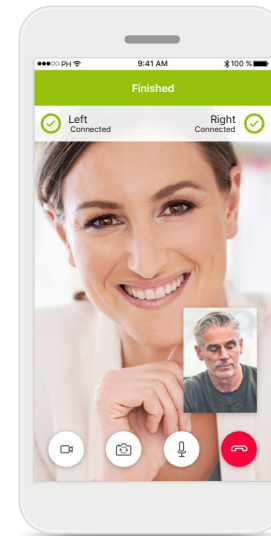
Connected hearing aids

If your hearing care professional needs to connect to your hearing aids, this can be done remotely using your smartphone. Your hearing care professional will let you know when he or she connects to your hearing aids.



No video

If you wish to hide your video you can disable the video with a click of a button.

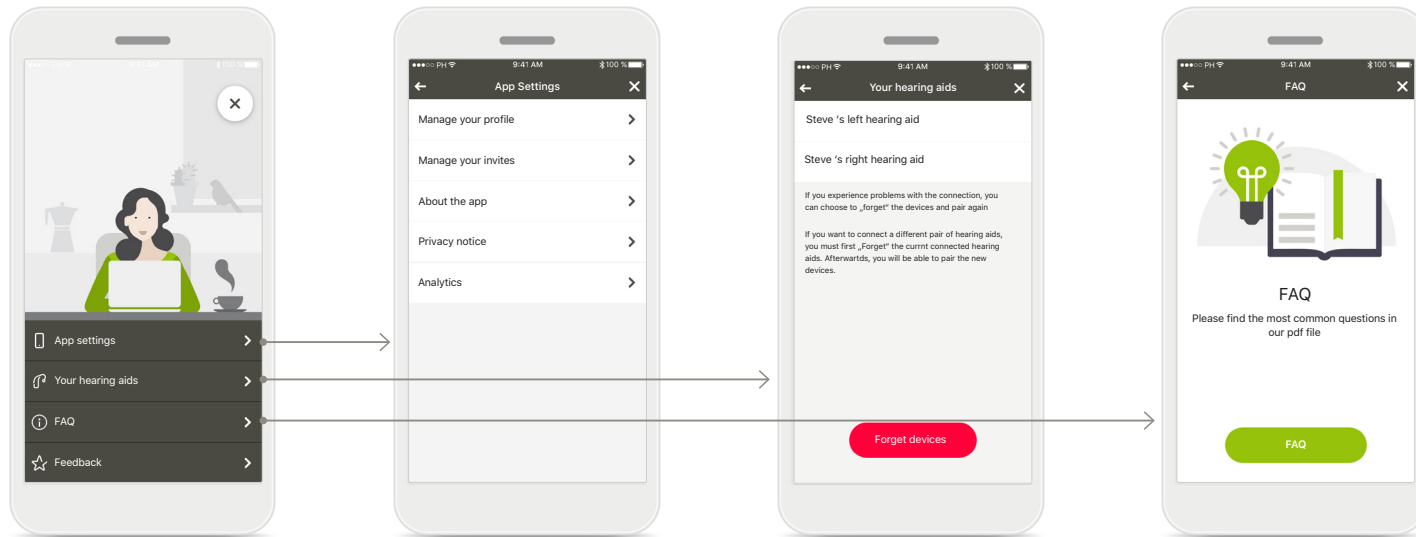


New settings saved

Your hearing aids will be muted briefly during the connection process and while settings are being saved for your hearing aids. You will be able to see the status of this process on the screen.

Settings

General information about the app can be found in the settings.



Settings

On the settings screen all available settings are listed.

App settings

All app related information can be accessed here.

My hearing aids

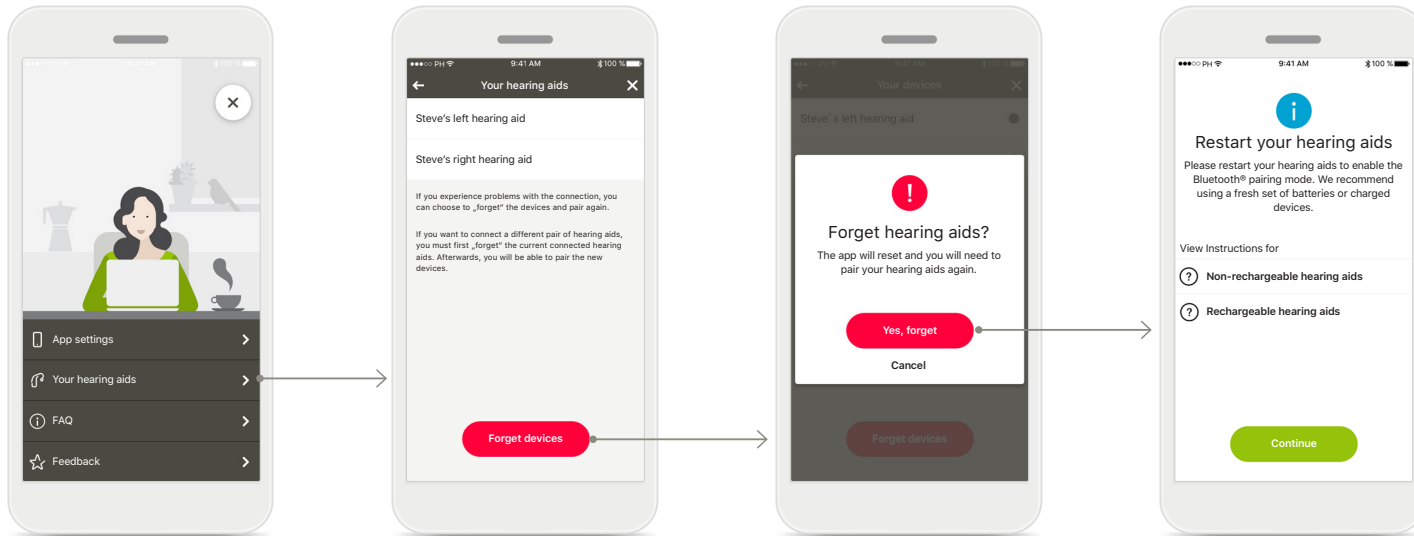
All hearing aid related information and configurations can be accessed here.

FAQ

Further information and assistance is available online.

Settings

Reset the pairing.



My hearing aids

Tap **"Your hearing aids"** in the list.

Forget devices

To delete the association between the hearing aid and your smartphone, please tap **"Forget devices"**.

Confirm

To confirm, please tap **"Yes, forget"** in the popup.

Continue with pairing

Follow the instructions for the pairing on page 7 to continue.

Important safety information



You have the responsibility of usage of the personal smartphone. Please handle the smartphone and usage of the app carefully.



To obtain a free paper copy of the instructions of use, please contact your local Sonova representative. A copy will be sent within 7 days.



If the hearing aids do not respond to the device because of an unusual field disturbance, move away from the disturbing field.

Symbol explanation



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 product safety.



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