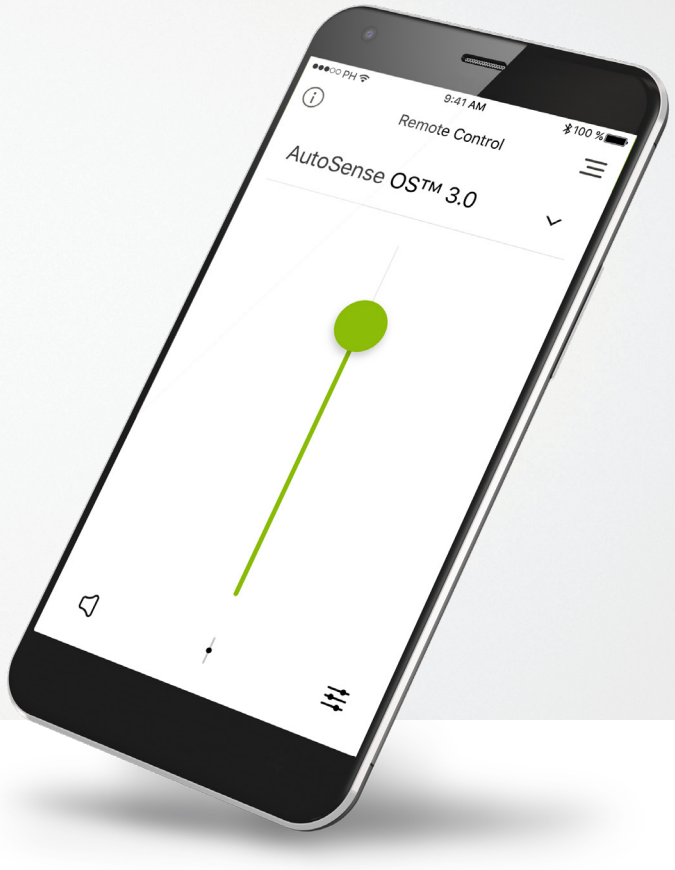
myPhonak 3.0

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
Intended use of the myPhonak app is to select and adjust existing hearing aid functions, access of status information and communication between the End User and Hearing Care Professional, wirelessly in a visualized way.

⚠ **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.

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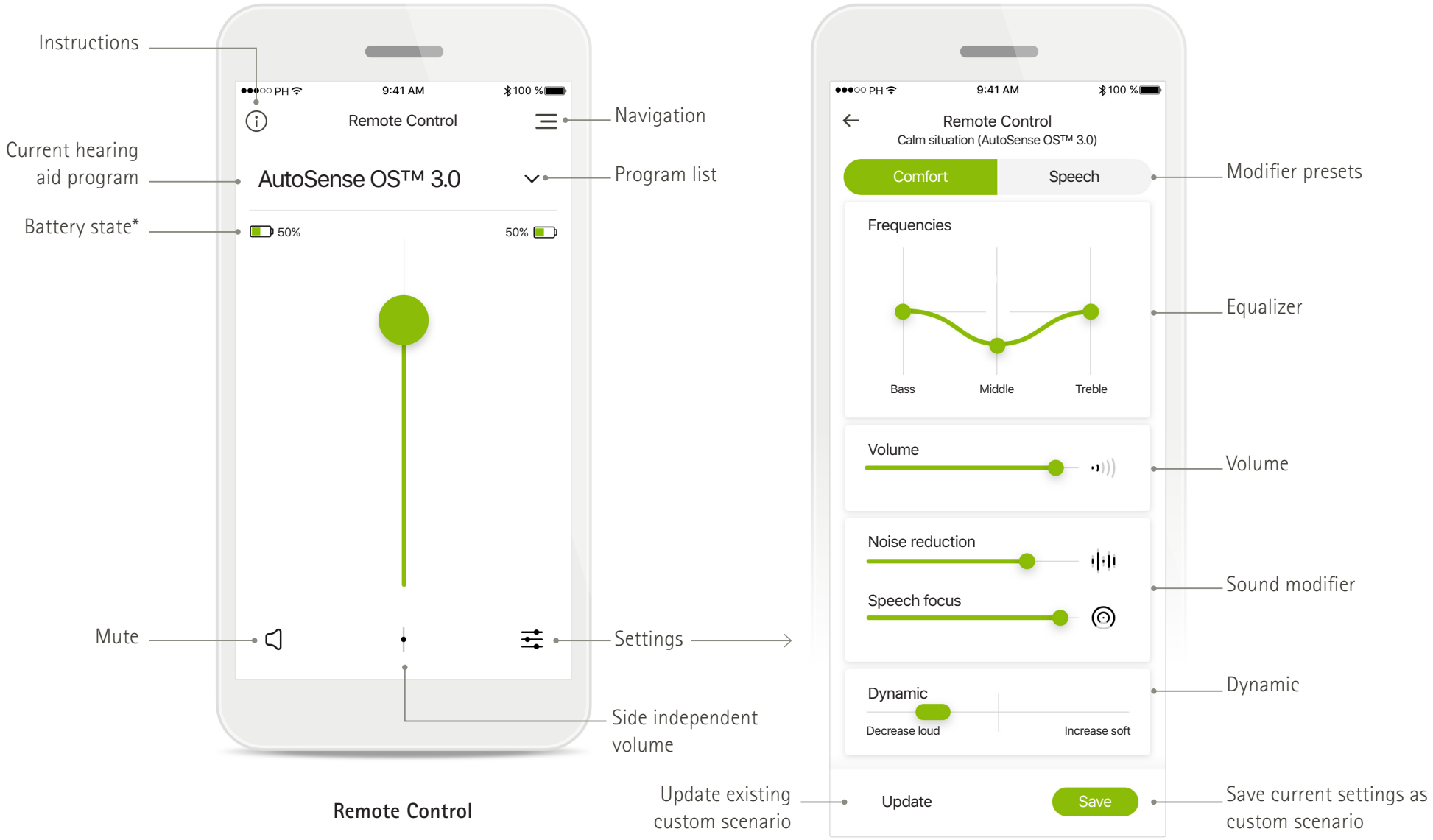
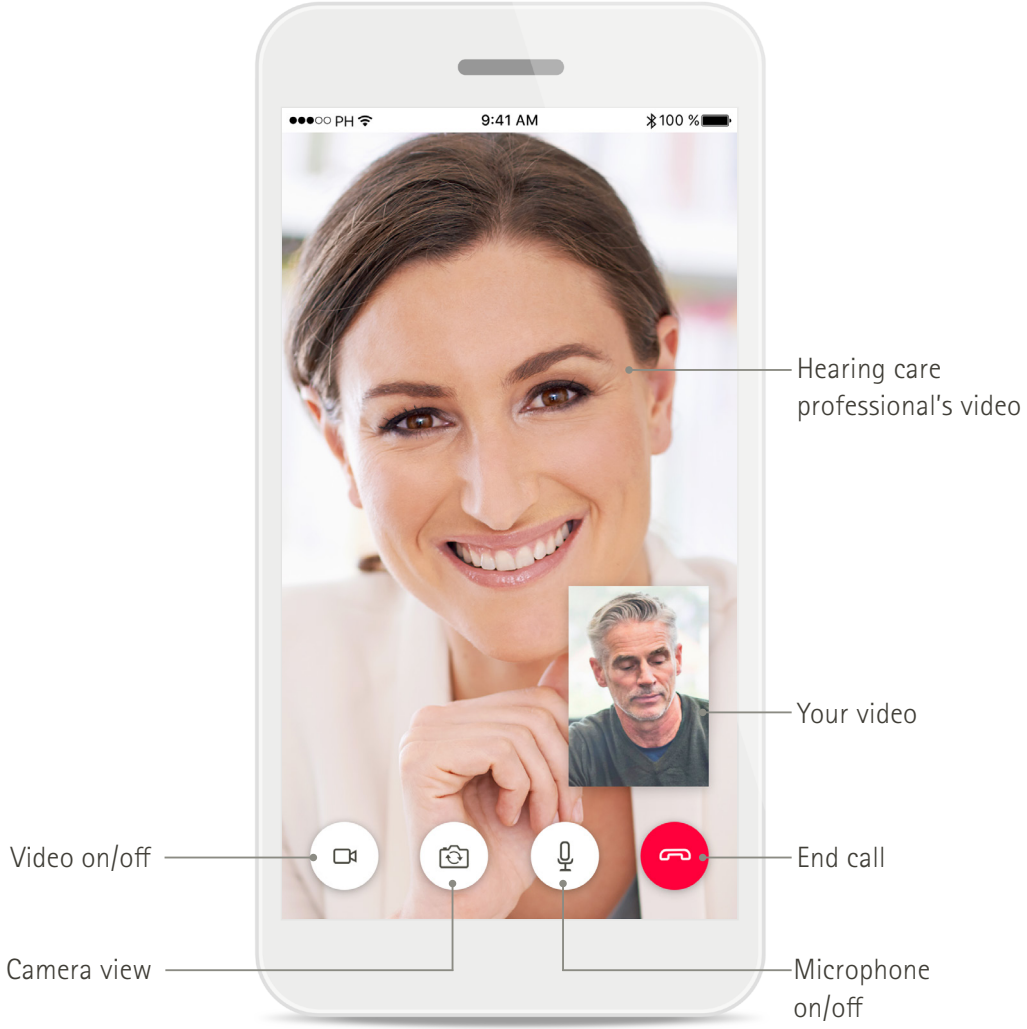
Quick overview - Remote Control



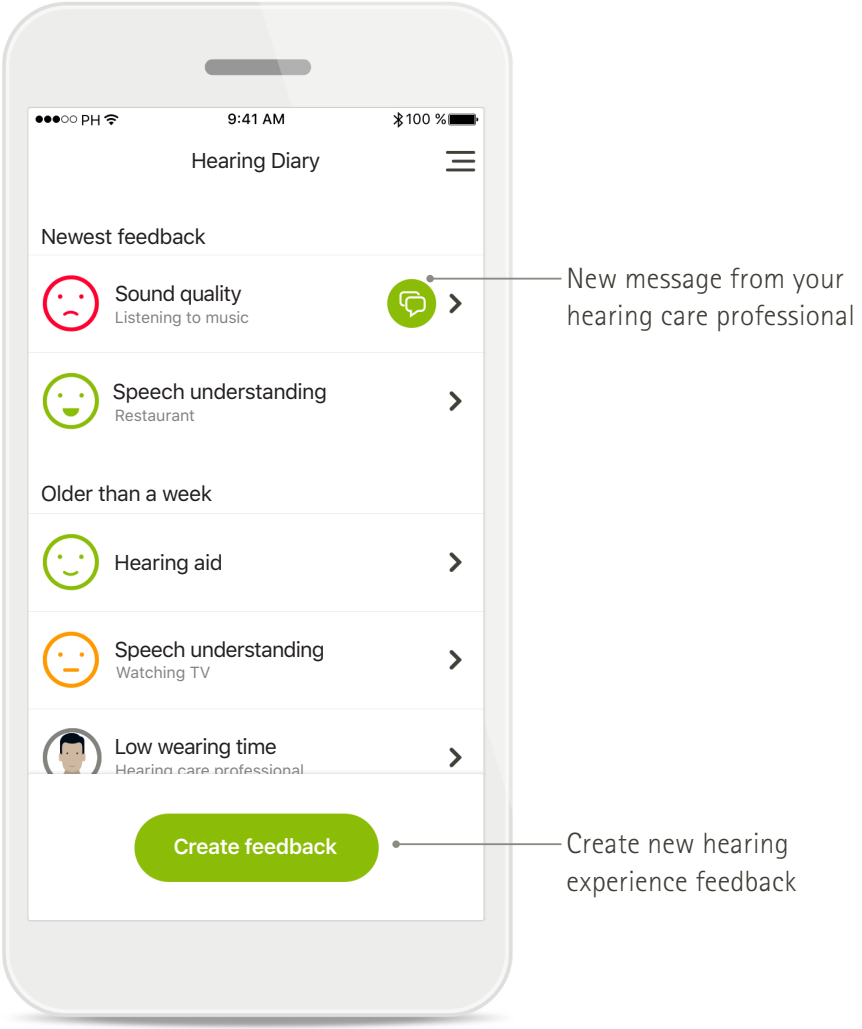
Remote Control

*Battery state is only available for recharcheable hearing aids

Quick overview – Remote Support and Hearing Diary*



Remote Support conference

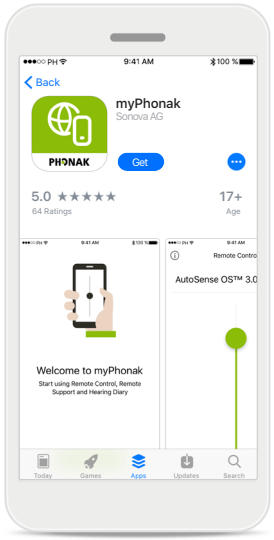


Hearing Diary feedback log

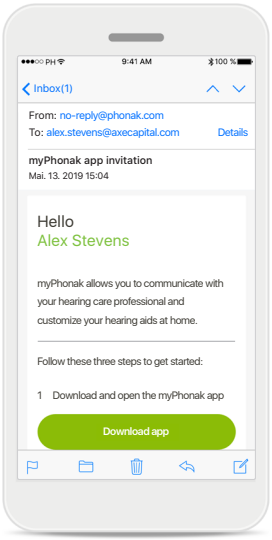
*Only available in certain countries and through selected hearing care professionals

Installing the myPhonak app

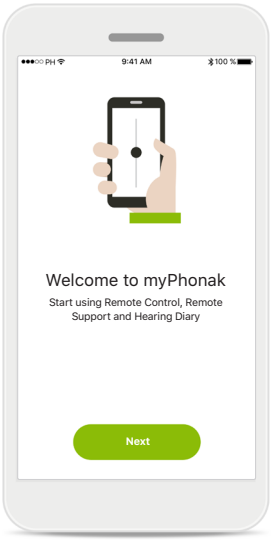
- Make sure your smartphone is connected to the internet via WiFi or cellular data
- Make sure that Bluetooth® is turned on
- For Remote Support and Hearing Diary*: Make sure you have received a myPhonak invitation from your hearing care professional



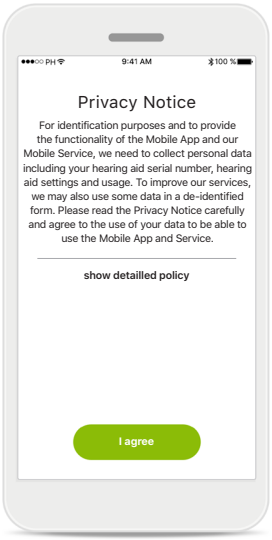
Download app
Download the app from the store. You may need to enter your password for the Apple App Store or Google Play before continuing.
After installation open the myPhonak app.



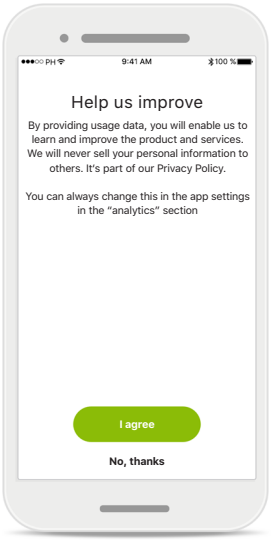
Email invitation (optional)
Open the email invitation on your mobile phone that you have received from your hearing care professional.



Open myPhonak app
Open the app and click on Next.



Privacy notice
In order to use the app, you must click on I agree to accept the Privacy Notice to continue.

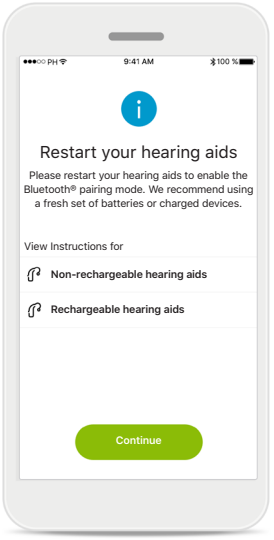


Product improvement
You can optionally share usage data, which enables us to learn and improve our products.

*Only available in certain countries and through selected hearing care professionals

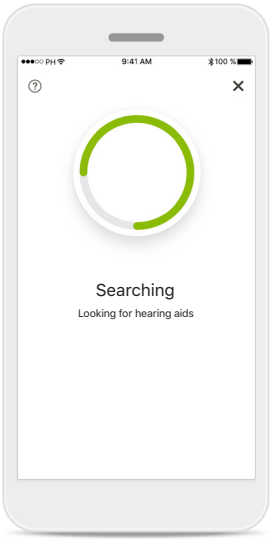
Pairing with Phonak hearing aids 1/2

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



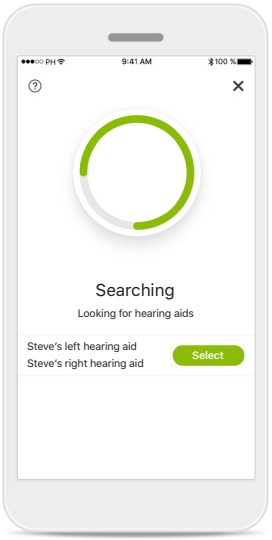
Pairing instructions

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.



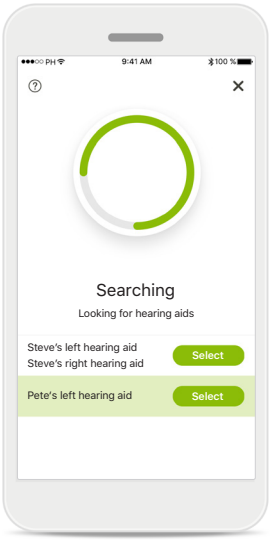
Searching

The app is searching for compatible hearing aids and will display them once they are detected. This may take a while.



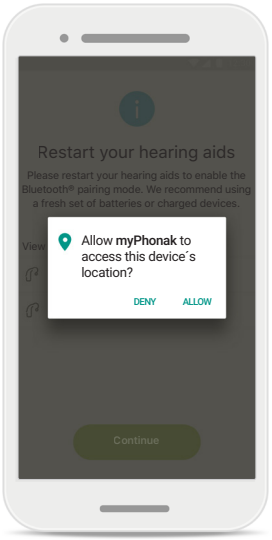
Selecting

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



Multiple

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

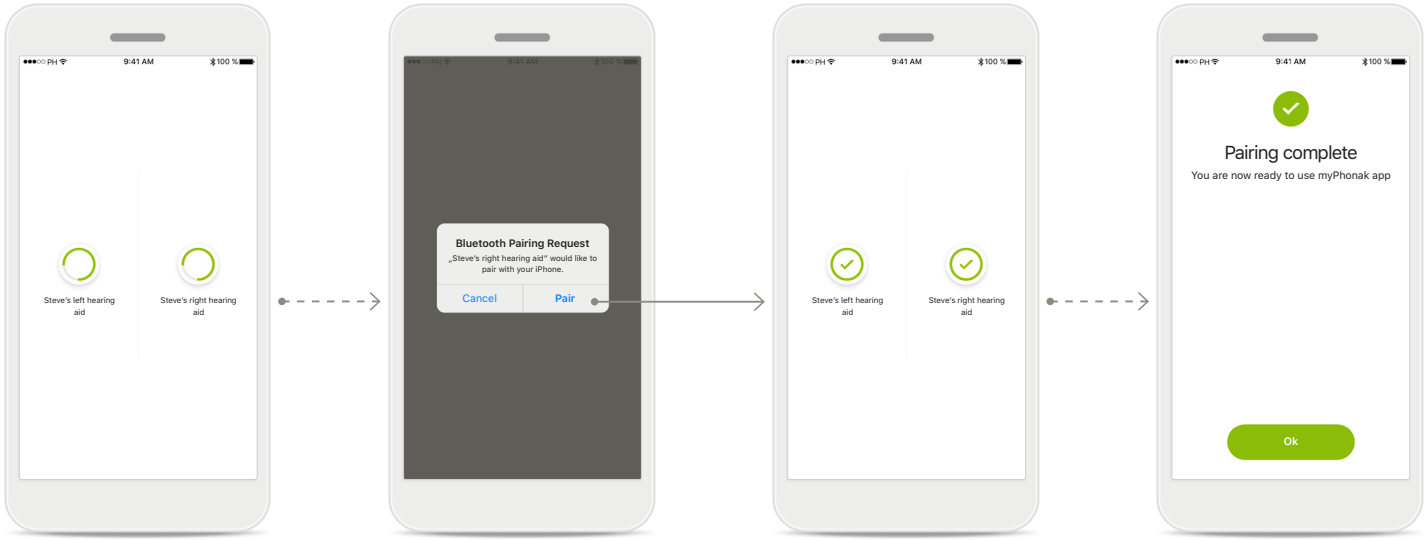


Location

On Android devices, you must enable location services when pairing Bluetooth devices for the first time. After the initial setup you can disable the location services again.

Pairing with Phonak hearing aids 2/2

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



Pairing the hearing aids
The app will connect to each hearing aid separately.

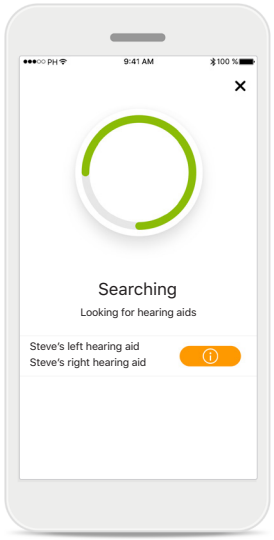
Confirm for all hearing aids
Please confirm by tapping **Pair** in the popup for every device separately.

Pairing complete
Both hearing aids are now paired. The app will automatically proceed to the next step.

Setup complete
You are now ready to use all non-invite based functionalities in the myPhonak app. Tap **Ok** to access the main screen.

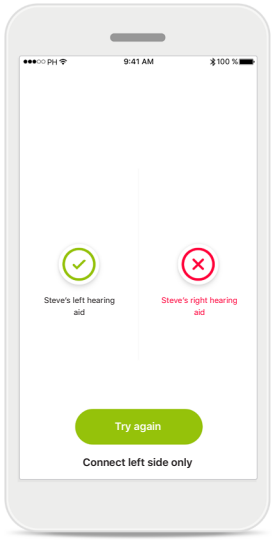
Troubleshooting the pairing

Possible errors during the setup process.



Incompatible devices

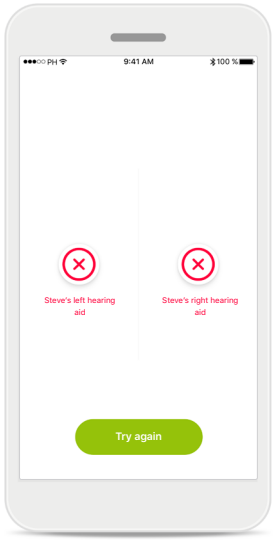
The app cannot connect to the devices because they are not compatible.
Please contact your hearing care professional for further information.



Hearing aid connection error

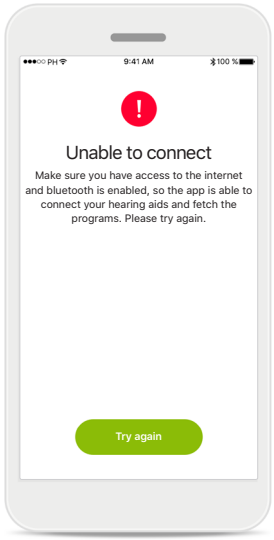
If the pairing to one of the hearing aids fails, you can:

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 follow the instructions.

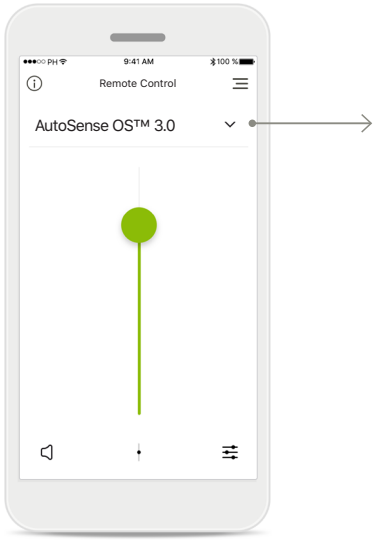


Unable to connect

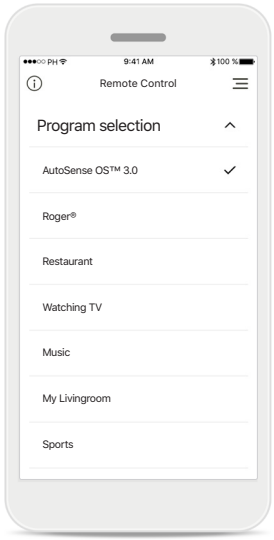
Make sure you have access to the internet and Bluetooth is enabled, so that the app is able to initialize and connect to your hearing aids.
Tap **Try again** to start the process again.

Remote Control main view

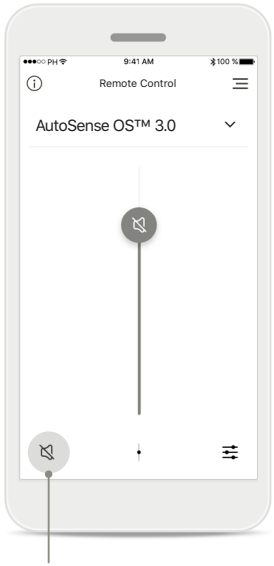
Functionalities available for all hearing aids.



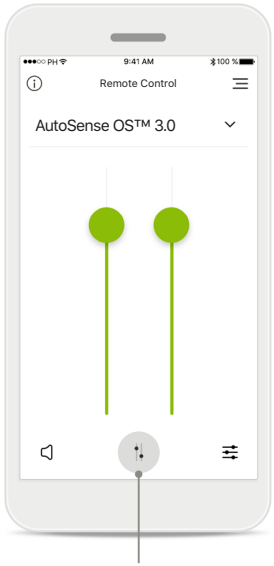
Adjust hearing aid volume
Move the slider up or down to increase or decrease the hearing aid volume on both sides.



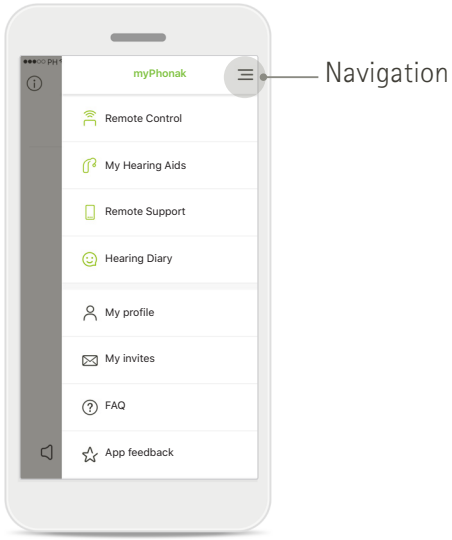
Accessing programs
Tap the menu above the volume slider to access the program list. The available programs depend on how your hearing aids have been set up by your hearing care professional.



Mute
You can mute the hearing aid(s) by pressing the Mute icon.



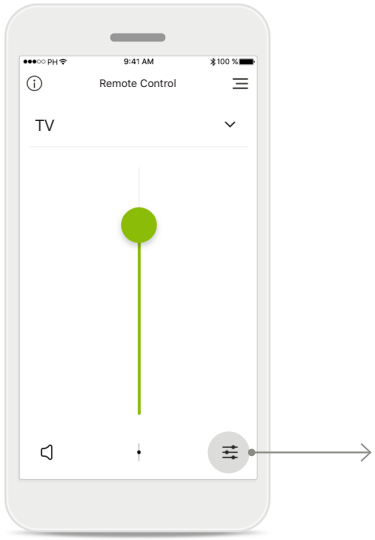
Split the volume
Press the Split icon to split the hearing aid volume slider to adjust each side separately.



App navigation
You can access all functionalities of the app in the main navigation.

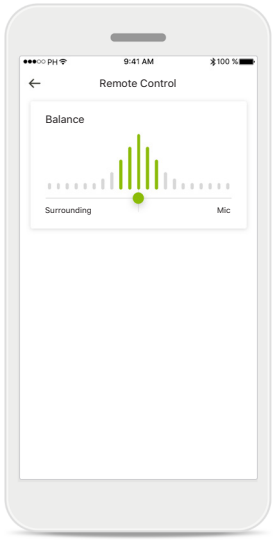
Remote Control main view

Functionalities which are dependent on how the hearing aids were programmed, and what accessories you have.



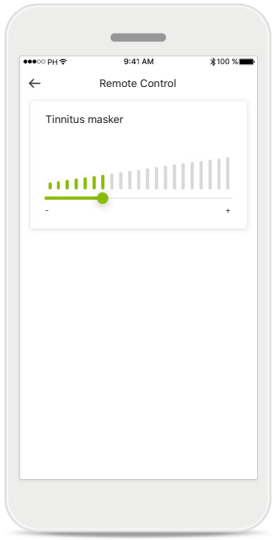
Accessing program options

Some programs may offer further adjustment possibilities. When available, they can be accessed by pressing the Settings icon.



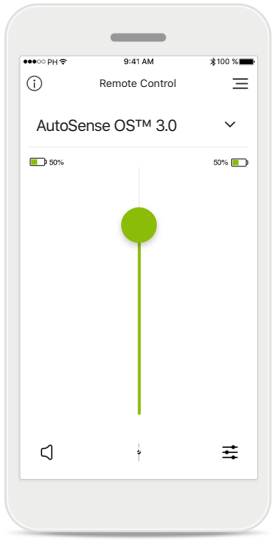
Environmental balance

If you use an external streaming device, (e.g. TV Connector, music) you can choose to focus more on the streaming sound and less on the sounds around you.



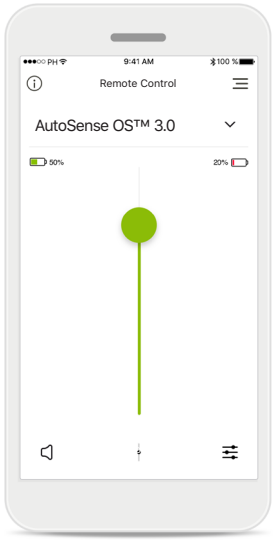
Tinnitus masker

If you have tinnitus, and have been instructed by your hearing care professional on how to use the Tinnitus masker, you can adjust the volume of the masking noise.



Battery level

For hearing aid models with rechargeable batteries, you can see the current status of charge.

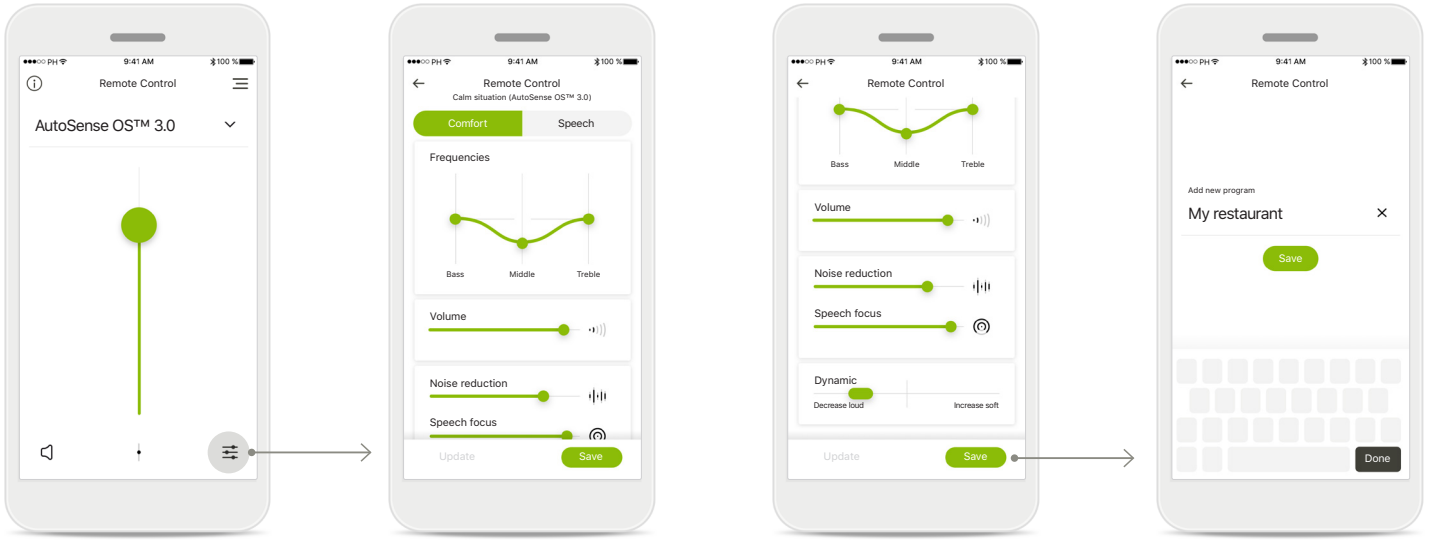


Battery level low

If the battery charge is below 20% the icon turns red. Consider recharging your hearing aids soon.

Remote Control settings

Functionalities which are dependent on how the hearing aids were programmed, and what accessories you have.



Accessing program options

Some programs may offer further adjustment possibilities. When available, they can be accessed by pressing the Settings icon.

Remote Control settings

The settings view gives you access to the following functionality:

- Modifier presets
- Gain control for bass, middle and treble frequencies
- Volume control
- Noise reduction and Speech focus
- Dynamic control

Remote Control settings

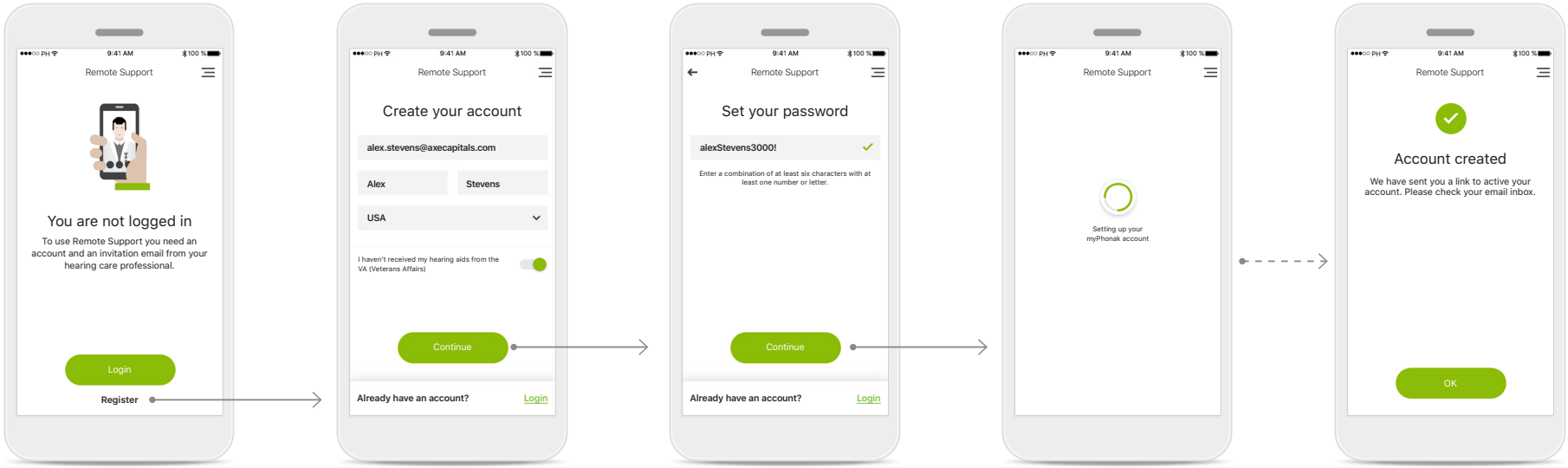
Please note, that depending on your screen size not all functions might be visible at once.

Save a new scenario

You can save customized settings by giving them a name. These custom scenarios will be added to the program list for easy recall.

Setting up an account with myPhonak

To use Remote Support and Hearing Diary you will need to register a personal myPhonak account and have an invitation from your hearing care professional. Please note that these services are only available in certain countries and through selected hearing care professionals.



Start

To use certain features, like Remote Support as shown in the screen above, you need to have an account and must be logged in. To create a new account tap **Register**.

Create your account

Please fill out all fields to create your account. If you are done tap **Continue** to proceed to define your password.

Set your password

Please make sure, that your password contains a combination of at least six characters with at least one number or letter. If your done tap **Continue** to set up your account.

Setting up your account

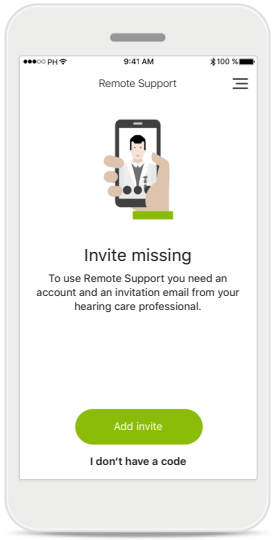
The app will connect to the internet to set up your account. Please note that this may take some time.

Account created

After your account has been created you will receive an email with link to activate your account. Please check your email inbox.

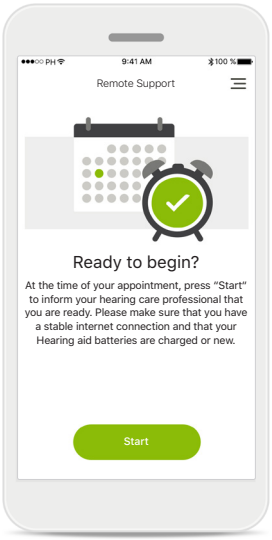
Adding an invite code

To use Remote Support and Hearing Diary you will need to register a personal myPhonak account and have an invitation from your hearing care professional. Please note that these services are only available in certain countries and through selected hearing care professionals.



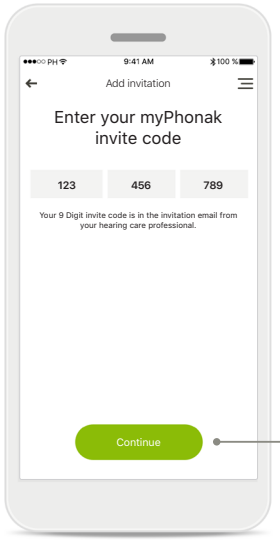
Invite missing

To use certain features, like Remote Support as shown in the screen above, you need to have an invite from your hearing care professional. If you already have a code tap **Add invite**, if you want to learn more, tap on **I don't have a code**.



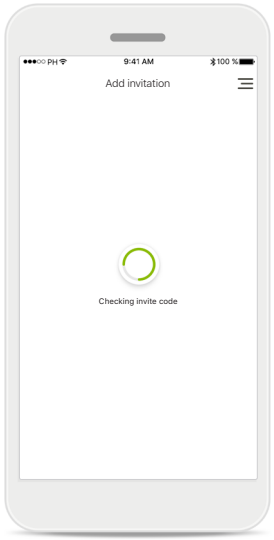
To use Remote Support and Hearing Diary you must:

- Ask your hearing care professional about this service*
- Get an invitation email from your hearing care professional
- Tap "Accept Invitation" in the email or enter the code manually in the app



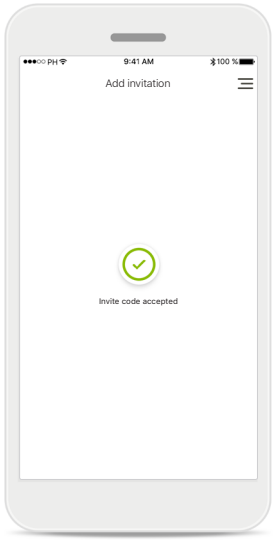
Enter your myPhonak invite code

Please enter the 9 digit code that you have received in an email from your hearing care professional. If you are done tap **Continue** to check your invite code.



Checking invite code

The app will connect to the internet to check your invite code. Please note that this may take some time.



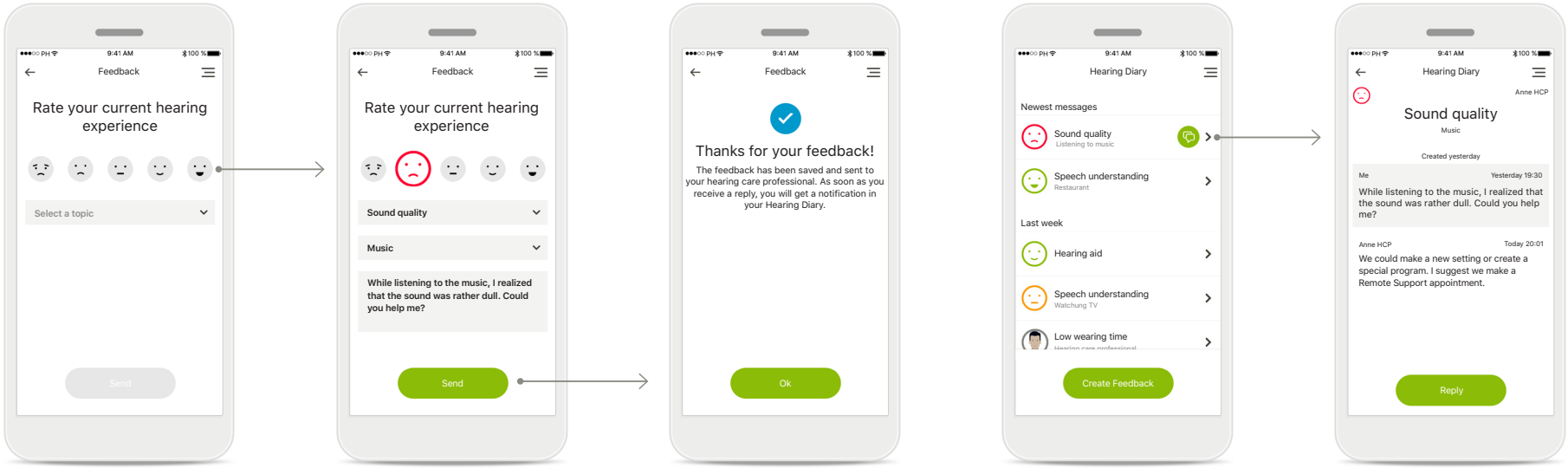
Invite code accepted

Your invite code has been accepted. The app will automatically proceed to the Remote Support start screen.

*Only available in certain countries and through selected hearing care professionals

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.

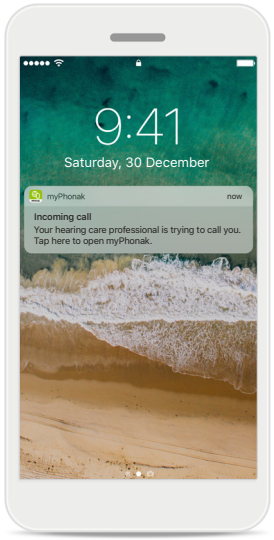
3. Feedback transmitted
Your feedback has been sent to your hearing care professional. You will receive a notification in your Hearing Diary as soon as you get a reply.

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.

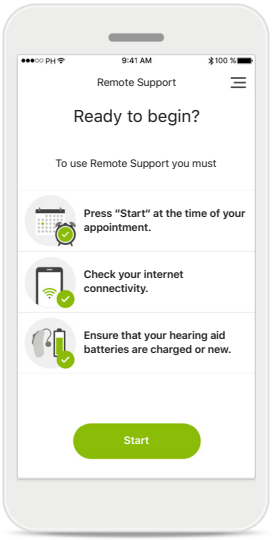
Remote Support session

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



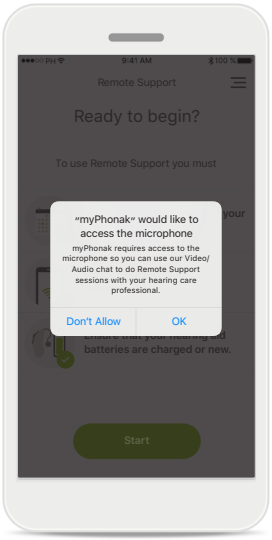
Notification

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



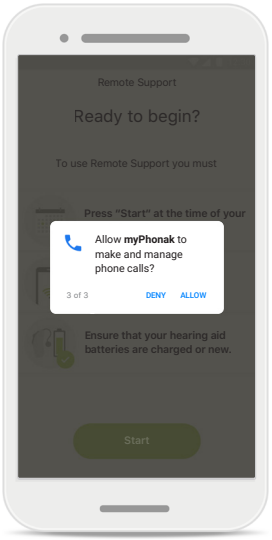
Start the Remote Support session

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



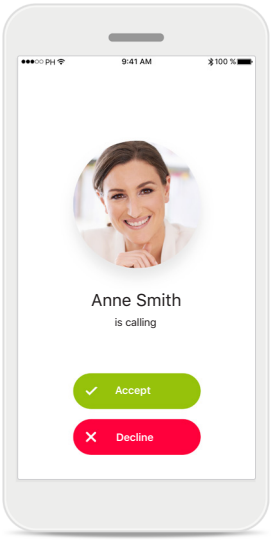
Access to camera and microphone

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



Access to myPhonak calls

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

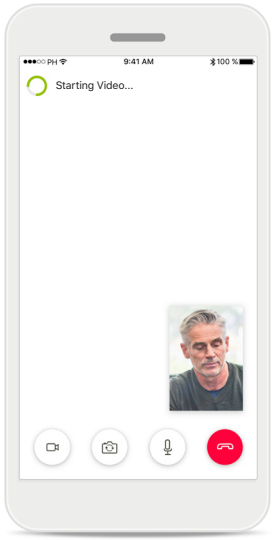


Accept video calls

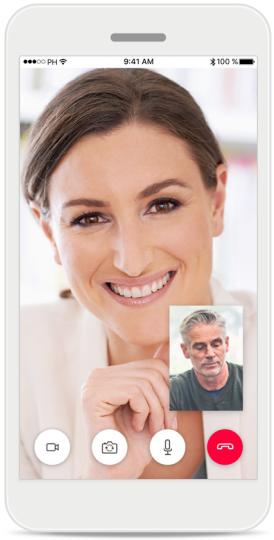
The app will connect you to a hearing care professional. Tap on **Accept** to accept the call from your hearing care professional.

Remote Support session

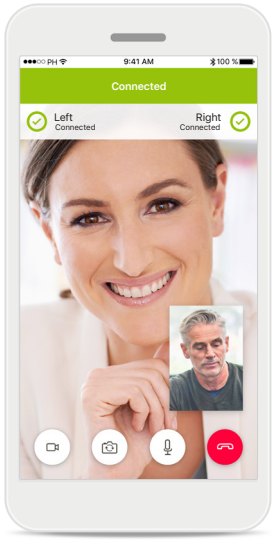
While in the Remote Support session you can personalize your experience in turning on or off your Video or Audio, if you wish.



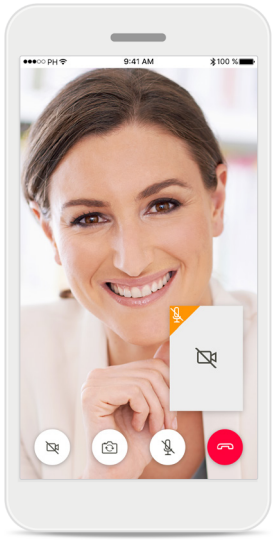
Starting video call
After a few seconds the video image is set up and you can see your hearing care professional.



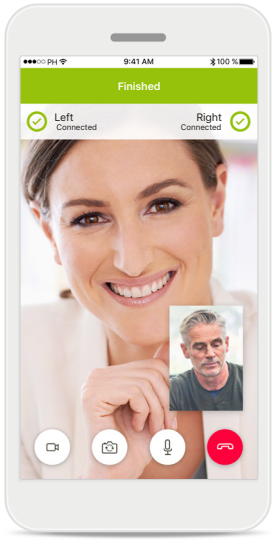
Ongoing call
You are now connected to your hearing care professional.



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.

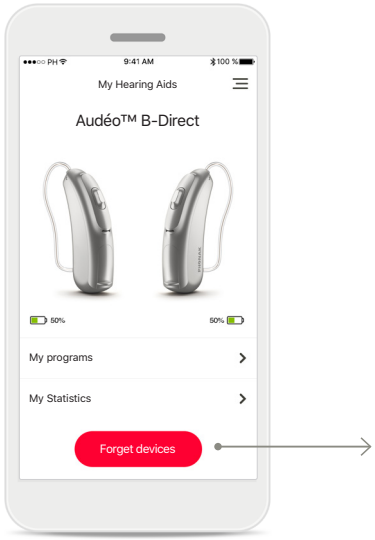


No video
If you wish to hide your video you can disable the video with a click of a button.



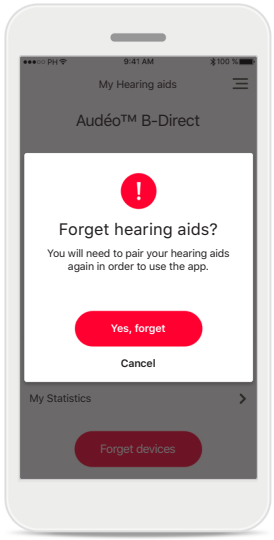
New settings saved
Your hearing aids will be muted briefly during the connection process and while settings are being saved for your hearing aids.
You will be able to see the status of this process on the screen.

My Hearing Aids



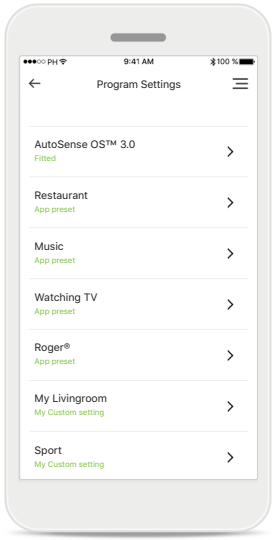
My Hearing Aids

The 'My Hearing Aids' screen lists all available settings. It also shows the battery state for recharchable models.



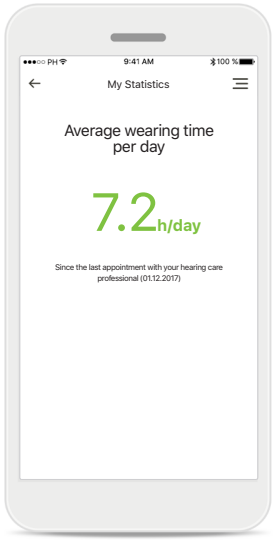
Forget devices

You can remove your hearing aids by pressing Yes, forget.
Please note that by doing so you will need to pair your hearing aids again in order to use the app.



My programs

All available programs are listed here. By pressing > you can access more details about a selected program. You can also customize here the program names, sort the program list and delete custom scenarios from the app.



My Statistics

This screen presents the average wearing time per day since the last appointment with your hearing care professional.

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.

If the hearing aids do not respond, please check if the hearing aids are switched on and the battery is not empty.

The decrease of amplification or increase of noise canceler may reduce the audibility of warning or safety relevant signals. This could result in hazardous situations.

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.

CE
0459

With the CE symbol, Sonova AG confirms that this Phonak product meets the requirements of the Medical Devices Directive 93/42/EEC. CE mark applied 2019.

The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.

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