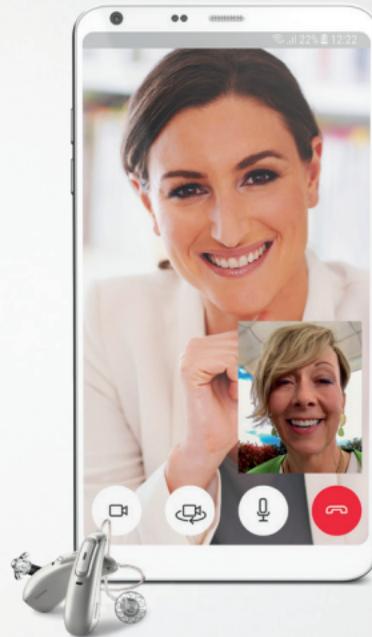


# Getting started with Phonak Remote Support

A guide to setting up and pairing  
your hearing aid(s)



A Sonova brand

**PHONAK**  
life is on

**CAUTION:** These devices need to be programmed by your hearing care professional before being used.

You should already have an appointment set-up. If not, please contact your hearing care professional. It is NOT advised that you wear your hearing aid(s) until after your appointment is completed.

The purpose of this guide is to prepare you and your hearing aids to communicate with your hearing care professional remotely using your mobile device. **If recommended by your hearing care professional**, chapters 1 and 2 can be completed on your own. Chapter 3 **must** be completed with your hearing care professional.

If you are advised to proceed and do not know the answer to any of these questions, contact your hearing care professional.

# Start here

## Question 1

Have you installed the myPhonak app on your phone?

If **YES**, continue to question 2.

If **NO**, skip question 2 and start at chapter 1.

## Question 2

Have you created a myPhonak account?

If **YES**, continue to question 3.

If **NO**, skip question 3 and start at chapter 2.

## Question 3

Have you already completed a remote support appointment with your hearing care professional?

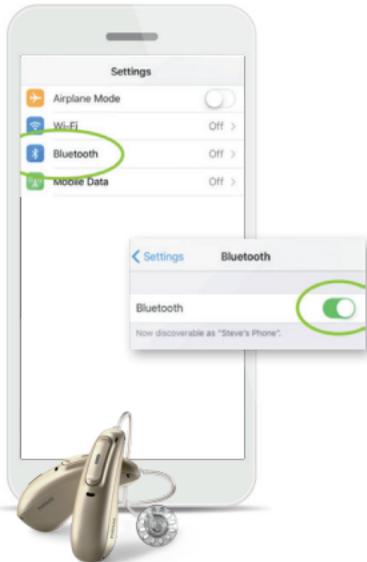
If **YES**, continue to chapter 4.

If **NO**, continue to chapter 3.

# 1. Setting up the myPhonak app\*

1

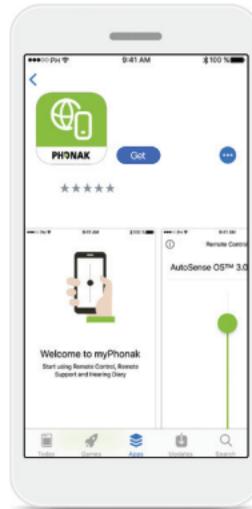
Make sure Bluetooth® is on



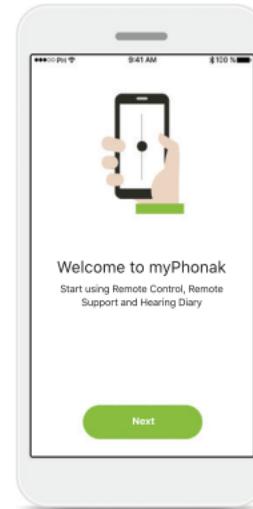
2

Install the myPhonak App from Google Play™ or Apple App Store®

- Make sure your smartphone is connected to the internet via WiFi or cellular data



1. Download the app. You may need to enter your password before continuing.



2. Open the app and tap on **Next**.



3. In order to use the app, you must tap on **I agree** to accept the Privacy Notice to continue.



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

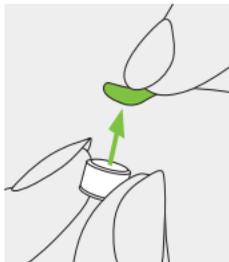
\*If you need help with setup, contact your hearing care professional (HCP)

3

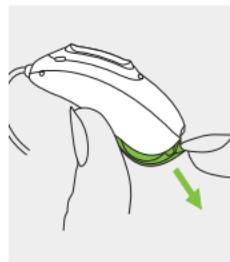
Prepare your hearing aids.

(If your hearing aids use disposable batteries, complete steps under A and skip B. If your hearing aids are rechargeable, complete steps under B and skip A.)

### A – Hearing aids with disposable batteries



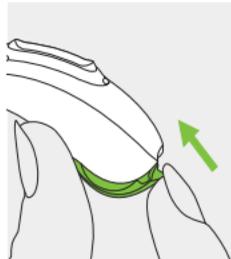
1. Remove the sticker from the new battery and wait two minutes.



2. Open the battery door.



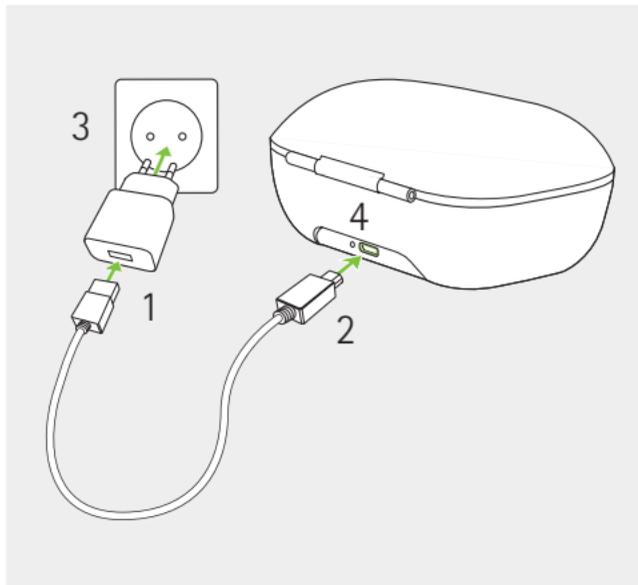
**3.** Place battery in the battery door with the "+" symbol facing upwards.



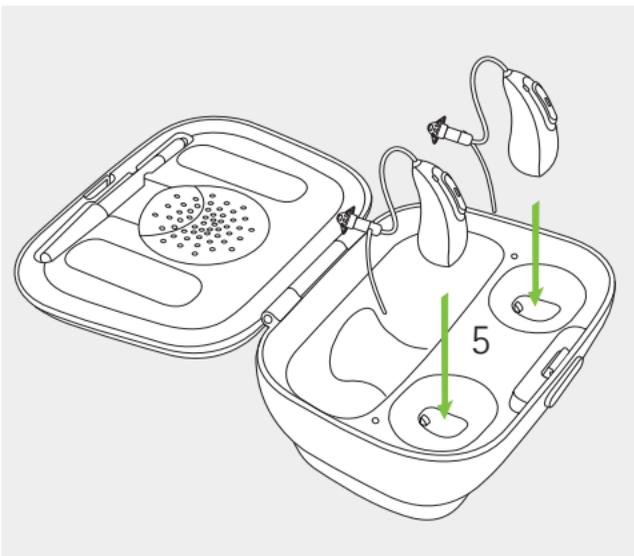
**4.** When the battery door is closed the hearing aid is on.

**i** If it is difficult to close the battery door: Check that the battery is inserted correctly and the "+" symbol is facing upwards. If the battery is not inserted correctly, the hearing aid will not work and the battery door could be damaged.

## B - Rechargeable hearing aid(s)



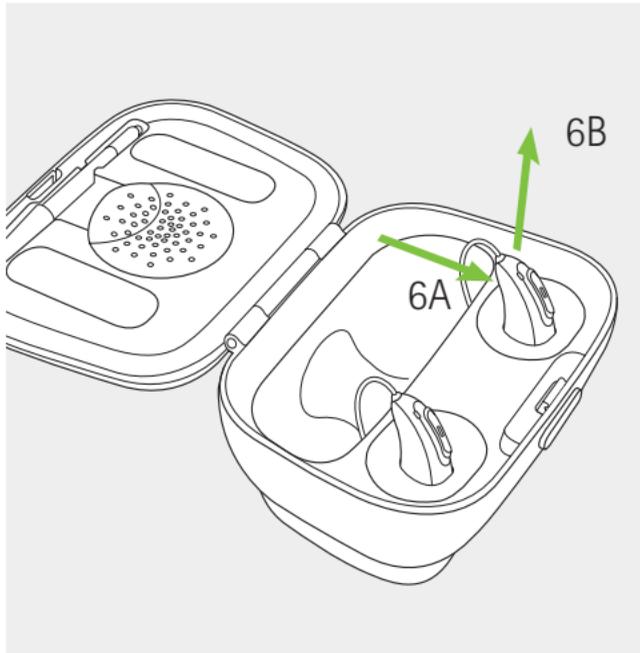
1. Plug the larger end of the charging cable into the power supply.
2. Plug the smaller end into the USB port on the charger.
3. Plug the power supply into a power outlet.
4. The indicator light is green when the charger is connected to the power supply.



5.

Insert hearing aids into charging case, light on hearing aid(s) will illuminate if inserted properly.

The charging process will automatically stop when the batteries are fully charged, so the hearing aids can be safely left in the charger. It can take up to 3 hours to charge the hearing aids. The charger cover can be closed while charging.



## 6.

Remove the hearing aids from the charging inserts by  
6A. pulling the hearing aids gently toward yourself and  
6B. lifting them out of the charger.

ⓘ Do not hold the tubes to remove the hearing aids from the charger as this can damage the tubes.

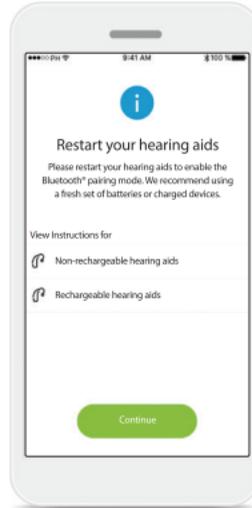
The hearing aid switches on automatically when removed from the charger. The indicator light starts blinking. The solid green light indicates the hearing aid is ready.

If you unplug the charger while the hearing aid is charging inside, please make sure to turn off the hearing aid to prevent discharge.

4

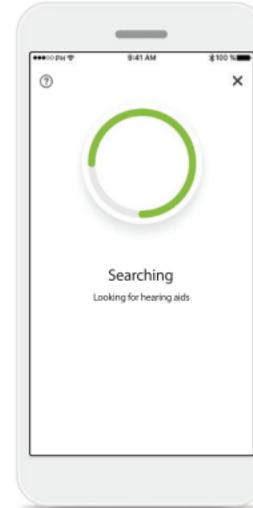
Pair the hearing aids to the myPhonak app.

When hearing aids are "ON," you have 3 minutes to complete pairing. If you need more time, restart hearing aids (disposable batteries: open/close battery door; rechargeable hearing aid(s): place back in charger for 10 seconds and remove).



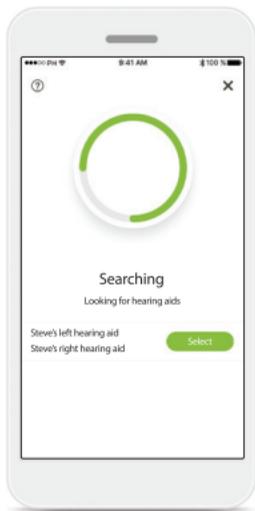
### 1. Pairing instructions

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.

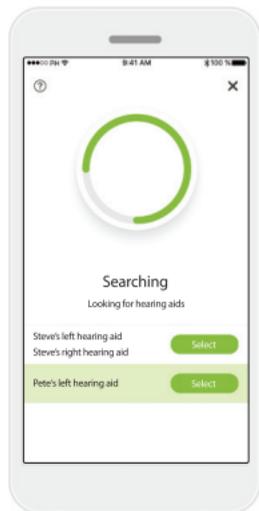


### 2. Searching

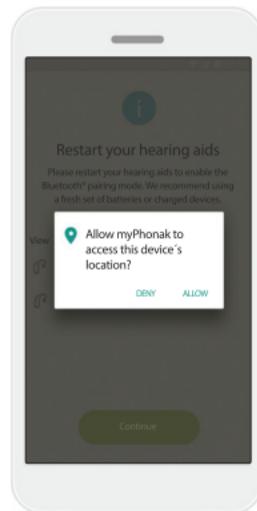
The app is searching for compatible hearing aids and will display them once they are detected. This may take a while.



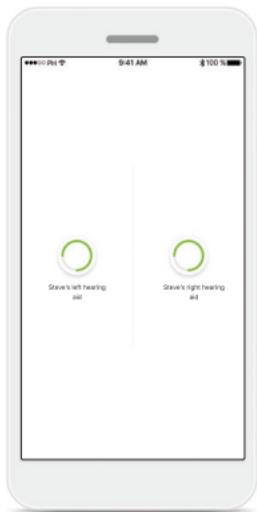
3. **Selecting**  
Tap **Select** when your hearing aids appear in the list.



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

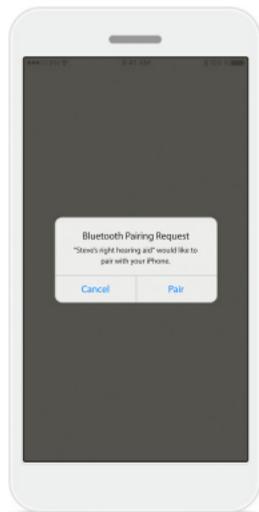


5. **Location**  
On Android devices, you must enable location services when pairing Bluetooth devices for the first time. After the initial setup you can disable the location services again.



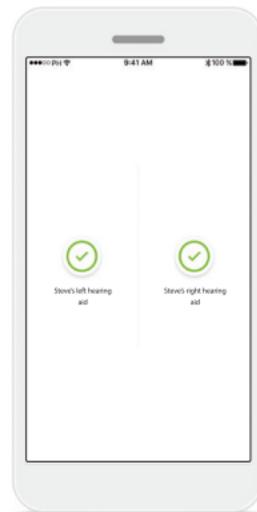
## 6. Pairing the hearing aids

The app will connect to each hearing aid separately.



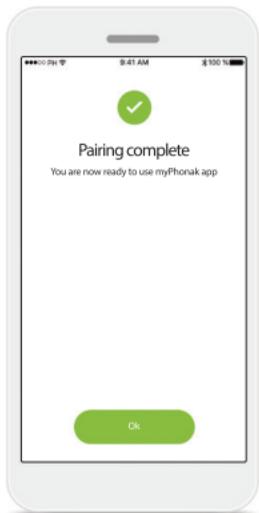
## 7. Confirm for all hearing aids

Please confirm by tapping **Pair** in the pop-up for every device separately.

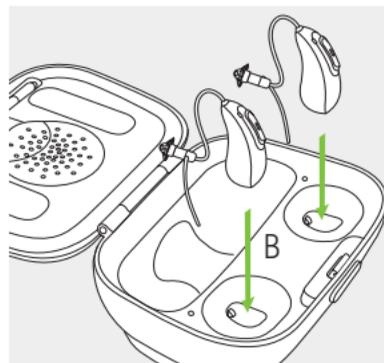
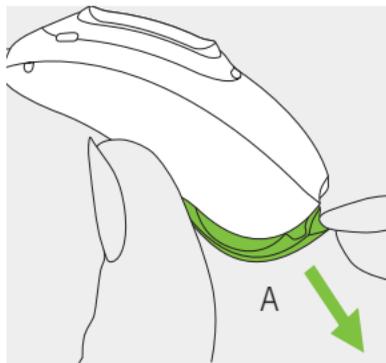


## 8. Pairing complete

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



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



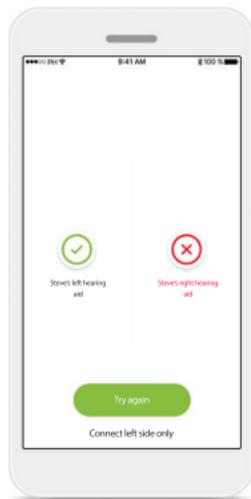
10. **Turn devices off**

A. Hearing aids with disposable batteries: Open battery doors  
B. Rechargeable hearing aids: Plug back into charger, leave plugged into power supply. This turns hearing aids off.

## 5

Troubleshooting (bypass if pairing was successful)

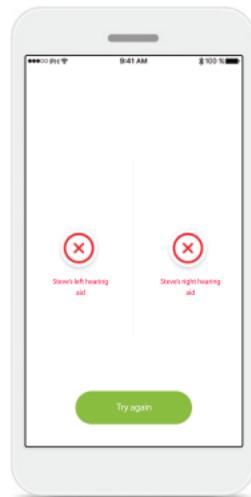
- ① Make sure your device is compatible with the Compatibility Checker – [bluetooth.phonak.com](https://bluetooth.phonak.com)
- ① Contact your hearing care professional (HCP) if problems continue



### 1. Hearing aid connection error

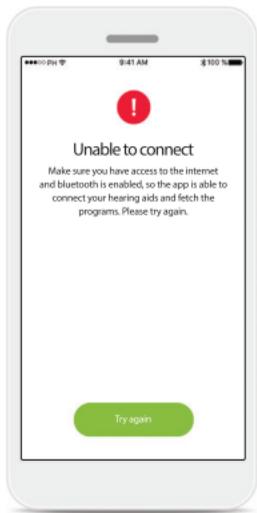
If the pairing to one of the hearing aids fails, you can:

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



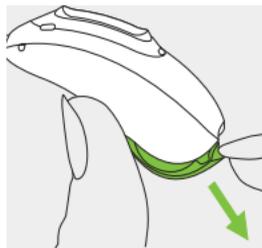
### 2. Connection fails to both

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



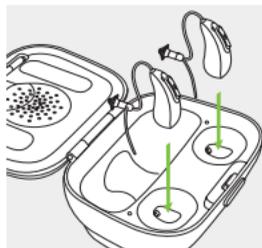
### 3. Unable to connect

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.



### 4. Turn devices off

Once hearing aids are paired successfully turn devices off.



- ① Check with your hearing care professional for when it is appropriate to wear your hearing aids. Further adjustments may be required before wearing.

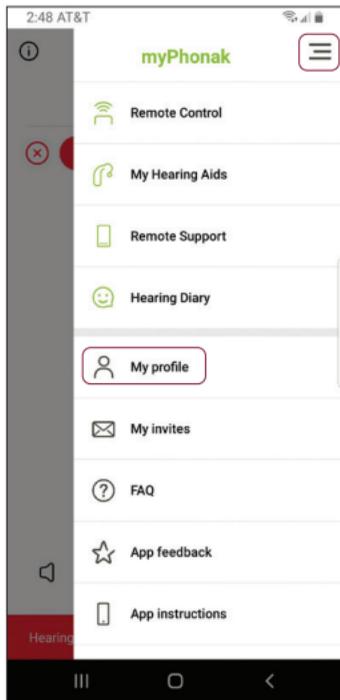
**Proceed to chapter 2**

## 2. Creating a myPhonak account

1

Tap the menu (top right) in the myPhonak app on your mobile device.

Then tap **My Profile**.



2

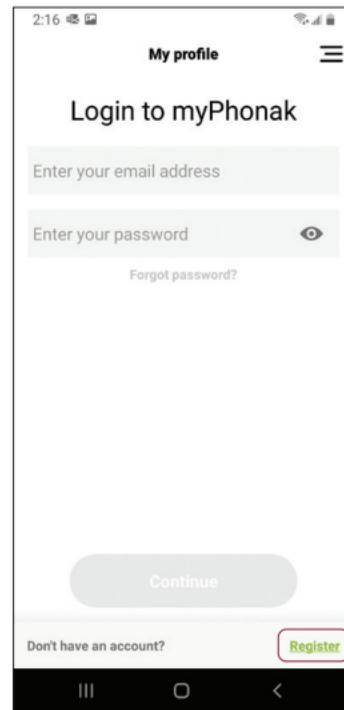
Tap **Register**.

Enter your email, name, country.

Tap **Continue**.

Create password.

Tap **Continue**.



3

Your account is now created. Next, go to the email account you used to register in the myPhonak app.

4

Locate the message from myPhonak support with subject line "**Activation email.**"

5

Tap **Confirm**, which automatically launches the my.Phonak.com webpage in your browser. Close this browser and please open the myPhonak app again.

Hello

John Smith

This is an activation email for your myPhonak account. Please take a moment to confirm your email address:

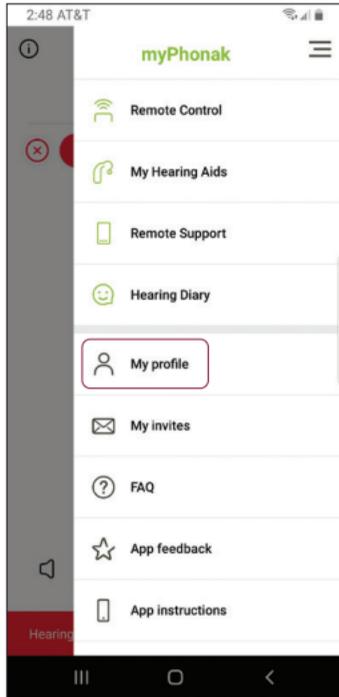
[johnsmith@test.com](mailto:johnsmith@test.com)

Activate your account within 28 days to prevent your account expiring.

Confirm

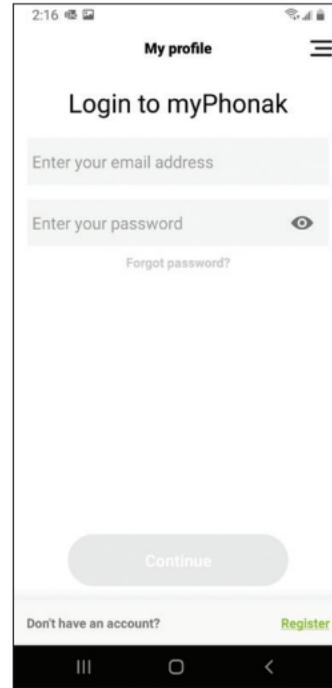
6

Once back in the app open the side menu and tap on "My profile."



7

Log into the myPhonak app with the user name and password you just created.



8

Now that you have completed chapters 1 and 2, chapter 3 will guide you in preparing for the Remote Support Session.

### 3. Preparing for a Remote Support Session (to be completed with your hearing care professional)

1

Your hearing care professional will ask you for an email address to send an invitation code to. This should be the same email you used to create your myPhonak account.

2

Locate the message "You have been invited to myPhonak by your audiologist" from [no-reply@sonova.io](mailto:no-reply@sonova.io).

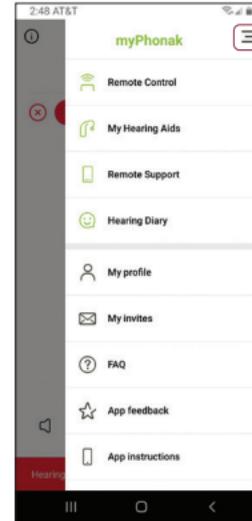
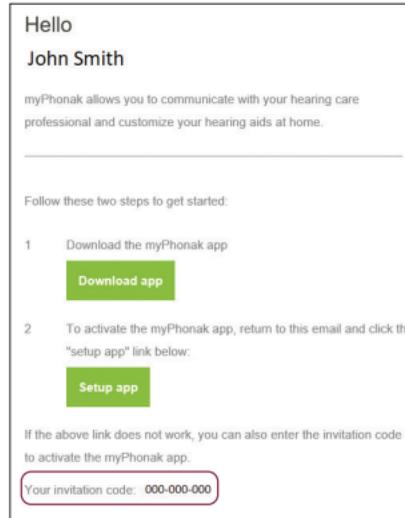
3

Tapping **Setup app** in the email launches myPhonak and automatically loads the invite. See the next page for troubleshooting if the invitation needs to be entered manually.

- ① Check with your hearing care professional for when it is appropriate to wear your hearing aids. Further adjustments may be required before wearing.

**Troubleshooting** - Follow these steps to manually add the invitation code to the myPhonak app if there are problems loading it automatically.

- a. Look for the invitation code in the email near the bottom and write it down
- b. Open myPhonak app
- c. Tap side menu (right side)
- d. Tap **My Invites**
- e. Tap **Add invite**
- f. Enter 9-digit code from email



4

Your account is now setup! Your hearing care professional will determine the appropriate next steps.

## 4. Joining a Remote Support Session (to be completed with your hearing care professional)

If you do not already have an appointment, please contact your hearing care professional to schedule.

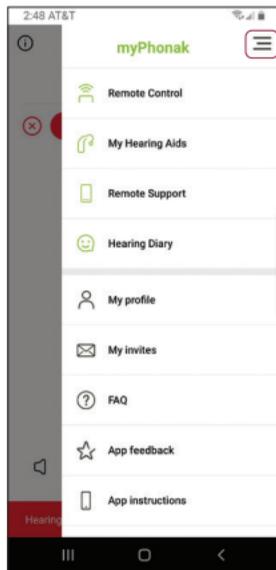
1

At the time of your remote support appointment open the myPhonak app.

2

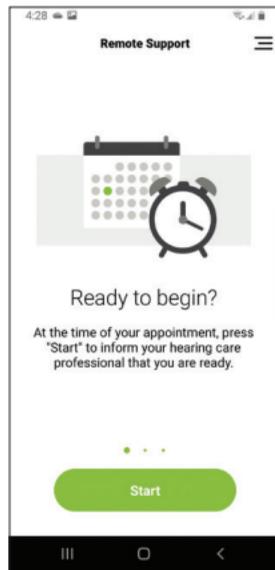
Tap on the side menu at the top right.

Tap on **Remote Support**.



3

Tap on **Start** to begin the scheduled appointment with your hearing care professional.



4

Video Chat with  
your hearing  
care professional



① Check with your hearing care professional for when it is appropriate to wear your hearing aids. Further adjustments may be required before wearing.

Bluetooth® is a registered trademark owned by Bluetooth SIG, Inc.

Android and Google Play are trademarks of Google LLC.

App Store is a service mark of Apple Inc.

iPhone is a trademark of Apple Inc., registered in the U.S. and other countries.

# Life is on

At Phonak, we believe that hearing well is essential to living life to the fullest. For more than 70 years, we have remained true to our mission by developing pioneering hearing solutions that change people's lives to thrive socially and emotionally. Life is on.

[www.phonak-us.com](http://www.phonak-us.com)

**sonova**  
HEAR THE WORLD



Sonova AG · Laubisrütistrasse 28  
CH-8712 Stäfa · Switzerland



0459

