myPhonak 4.0
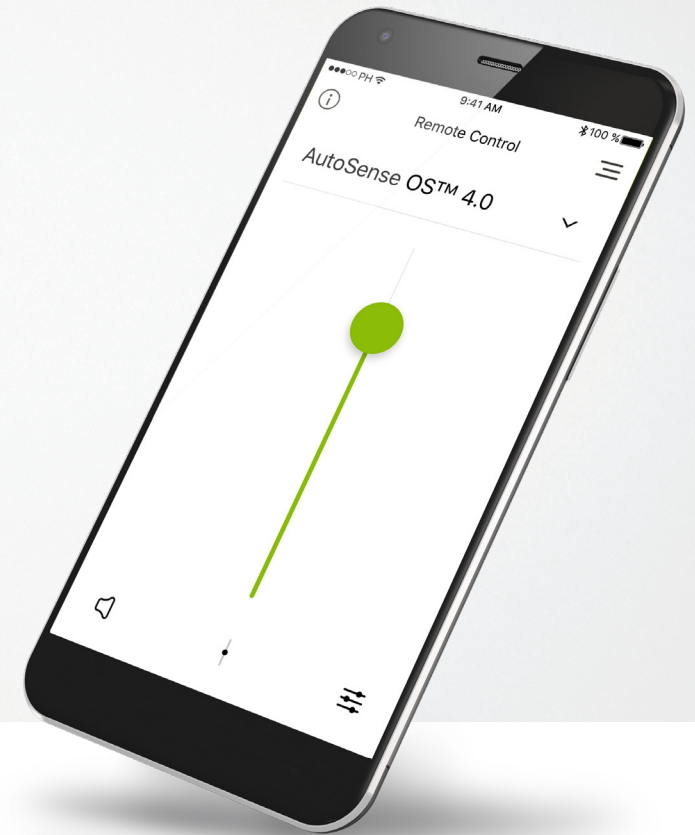
User Guide

PHONAK
life is on

Getting started

myPhonak is an app developed by Sonova, a 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, adjust and save 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 12.0 or newer.
myPhonak can be used on Google Mobile Services (GMS) certified Android™ devices supporting Bluetooth® 4.2 and Android OS 7.0 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.

The Bluetooth® mark is a registered trademark owned by Bluetooth SIG, Inc. and any use of such marks by Sonova is under license.

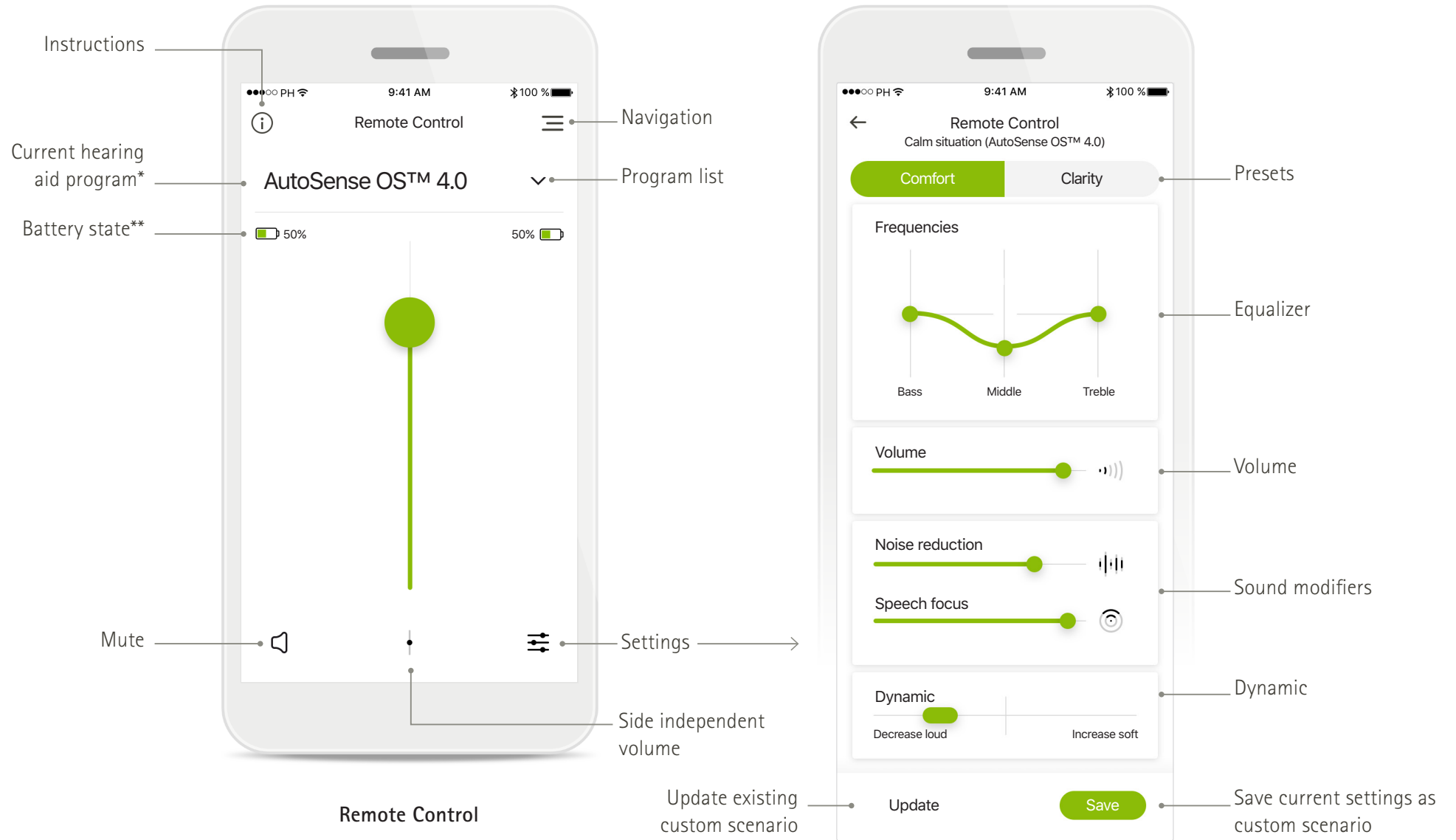iPhone® is a trademark of Apple Inc., registered in the U.S. and other countries.

Android™ is a trademark of Google Inc.

IOS is a trademark of Cisco Inc.

Contents

Quick overview – Remote Control

Instructions

Current hearing aid program*

Battery state**

Mute

Remote Control

●●●○○ PH 🛜   9:41 AM   ✴100 %▉

ⓘ   Remote Control   ☰

AutoSense OS™ 4.0 ⌄

🔋 50%   50% 🔋

🔊   ┊   ⚙

Navigation

Program list

Settings →

Side independent volume

●●●○○ PH 🛜   9:41 AM   ✴100 %▉

←   Remote Control
Calm situation (AutoSense OS™ 4.0)

| Comfort | Clarity |

Frequencies

Bass   Middle   Treble

Volume •))

Noise reduction ⑪⑪

Speech focus ◎

Dynamic

Decrease loud   Increase soft

Update   **Save**

Presets

Equalizer

Volume

Sound modifiers
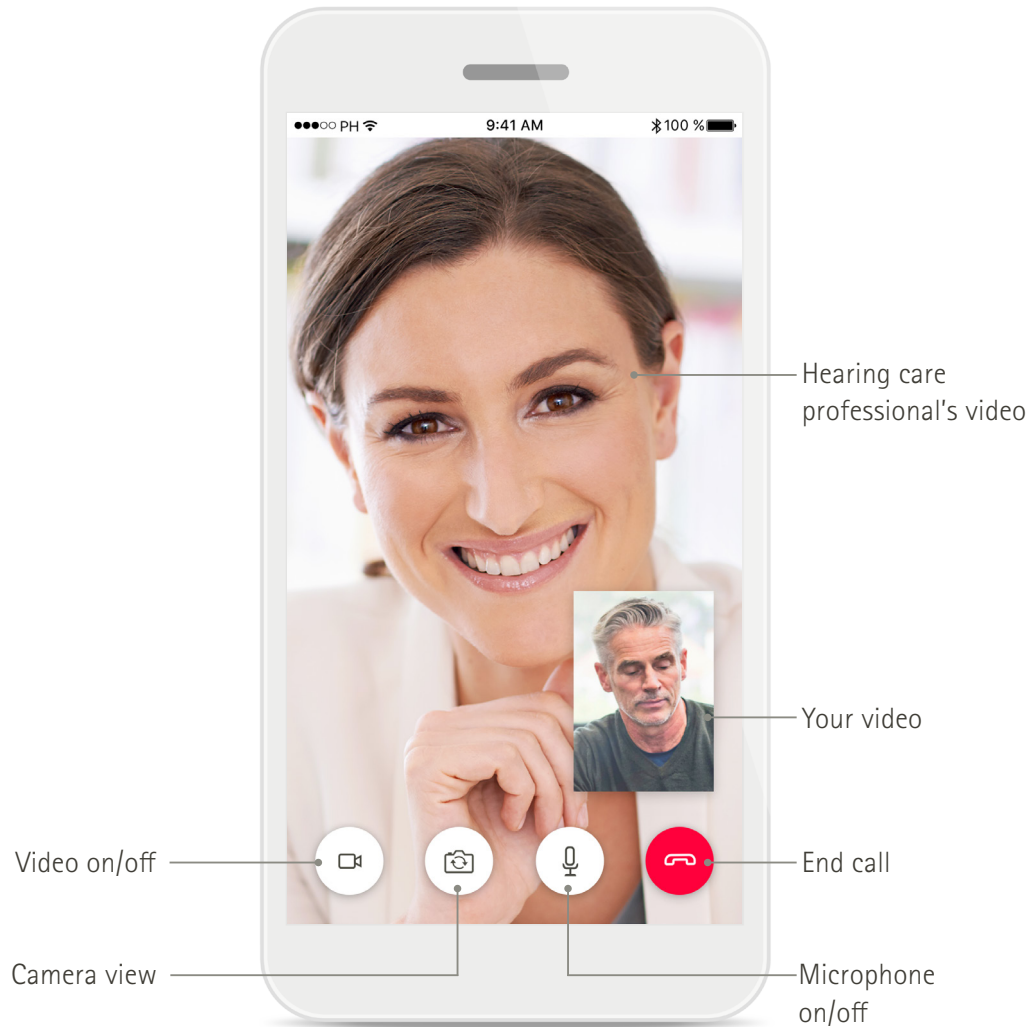
Dynamic

Update existing custom scenario
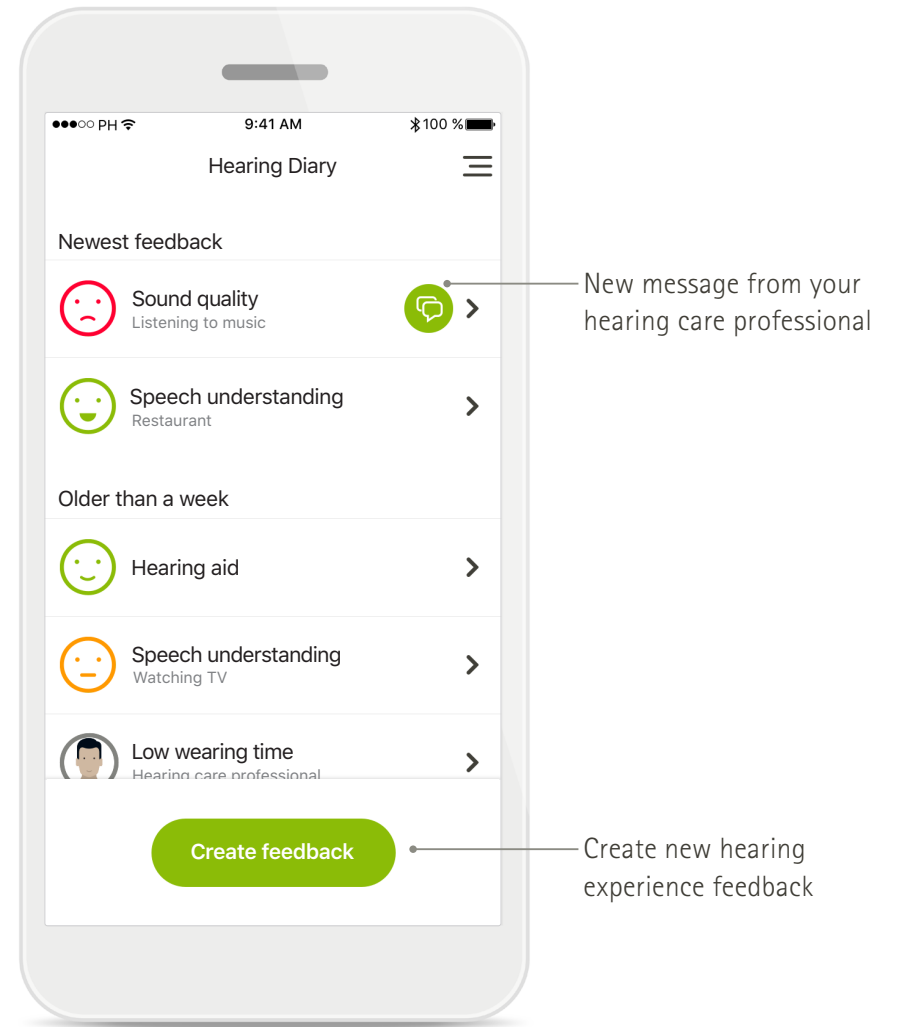
Save current settings as custom scenario

---

*AutoSense OS™ 4.0 for Phonak Paradise hearing aids, AutoSense OS™ 3.0 for Phonak Marvel hearing aids, AutoSense OS for Phonak Audéo B-Direct hearing aids

**Only available for rechargeable hearing aids

Quick overview – Remote Support and Hearing Diary*

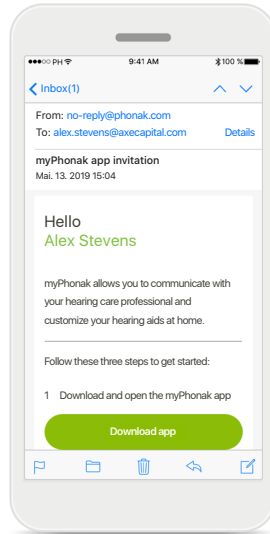Hearing care professional's video

Your video

Video on/off

Camera view

Microphone on/off

End call

Remote Support call

Hearing Diary

Newest feedback

Sound quality
Listening to music

Speech understanding
Restaurant

Older than a week

Hearing aid

Speech understanding
Watching TV

Low wearing time
Hearing care professional

Create feedback

New message from your hearing care professional

Create new hearing experience feedback

Hearing Diary feedback log

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

Installing the myPhonak app

- **Connect your smartphone to the internet via WiFi or cellular data**
- **Turn on your smartphone's Bluetooth**
- **In certain countries, a myPhonak invitiation from your hearing care professional is needed to activate Remote Support and Hearing Diary.***
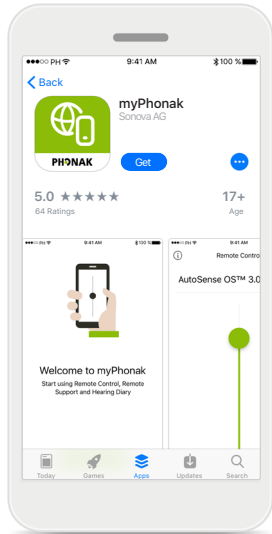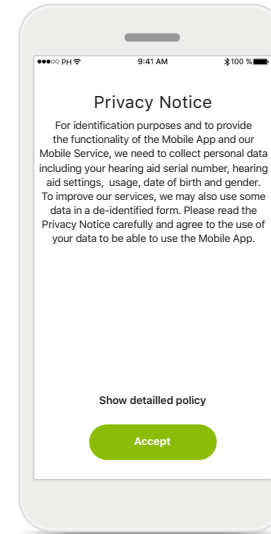
Download myPhonak app
Download the app from the store. After installation open the myPhonak app.

Email invitation**
(Only required in certain countries) Open the email invitation on your mobile phone that you have received from your hearing care professional.
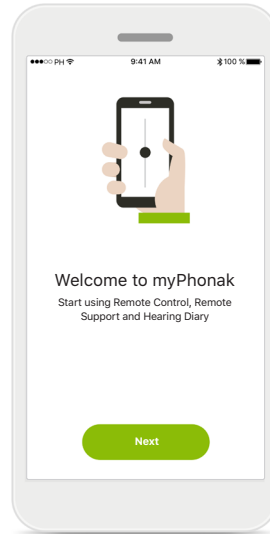
Open myPhonak app
Open the app and click on **Next**.

Privacy notice
In order to use the app, you must click on **I agree** to accept the Privacy Notice to continue.
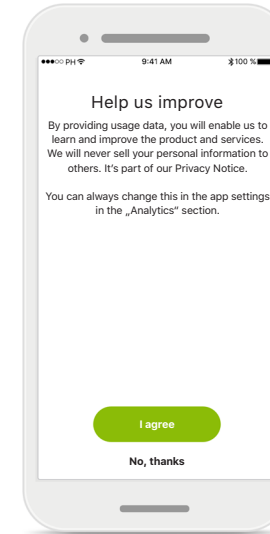
Product improvement
You can optionally share usage data, which enables us to learn and improve our products.

*Only available in certain countries. Check with your local hearing care professionals to see if this service is available

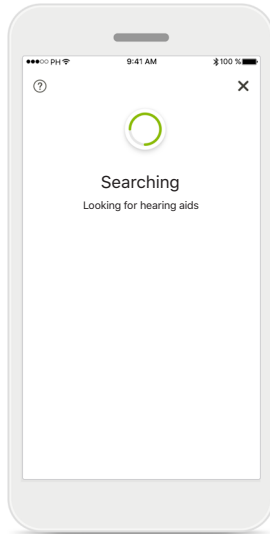**Applicable only for Remote Support and Hearing Diary

Pairing with Phonak hearing aids

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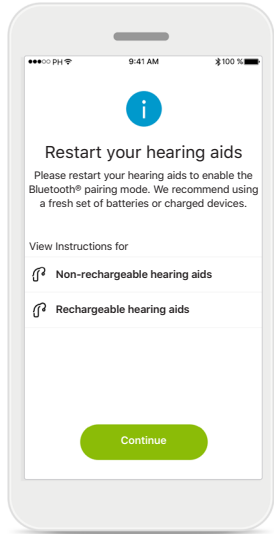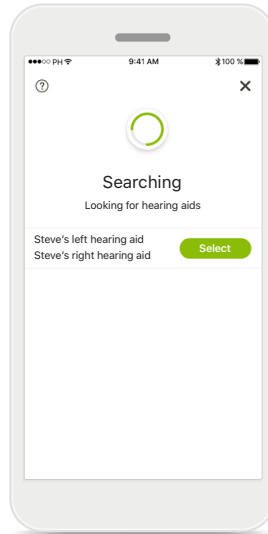

Pairing instructions
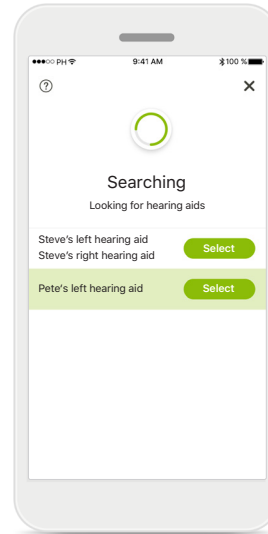Tap **Continue** and follow the instructions for your hearing aids

Searching
The app is searching for compatible hearing aids and will display them once they are detected. This may take a few seconds.
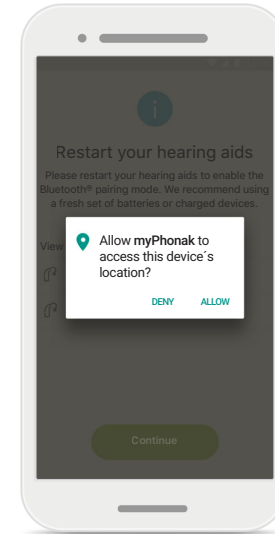
Selecting
Tap **Select** when your hearing aids appear in the list.

Multiple
If multiple hearing aids are detected, they will be displayed accordingly. To highlight your hearing aid, please push the button on your hearing aid.

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.

*Bluetooth streaming:

To stream music or receive phone calls on your hearing aids please go to Settings > Bluetooth and add the hearing aids to your list of connected devices. Then return to the app to continue the pairing.

Pairing with Phonak hearing aids

To connect Bluetooth enabled hearing aids with the myPhonak app, please follow the instructions below.
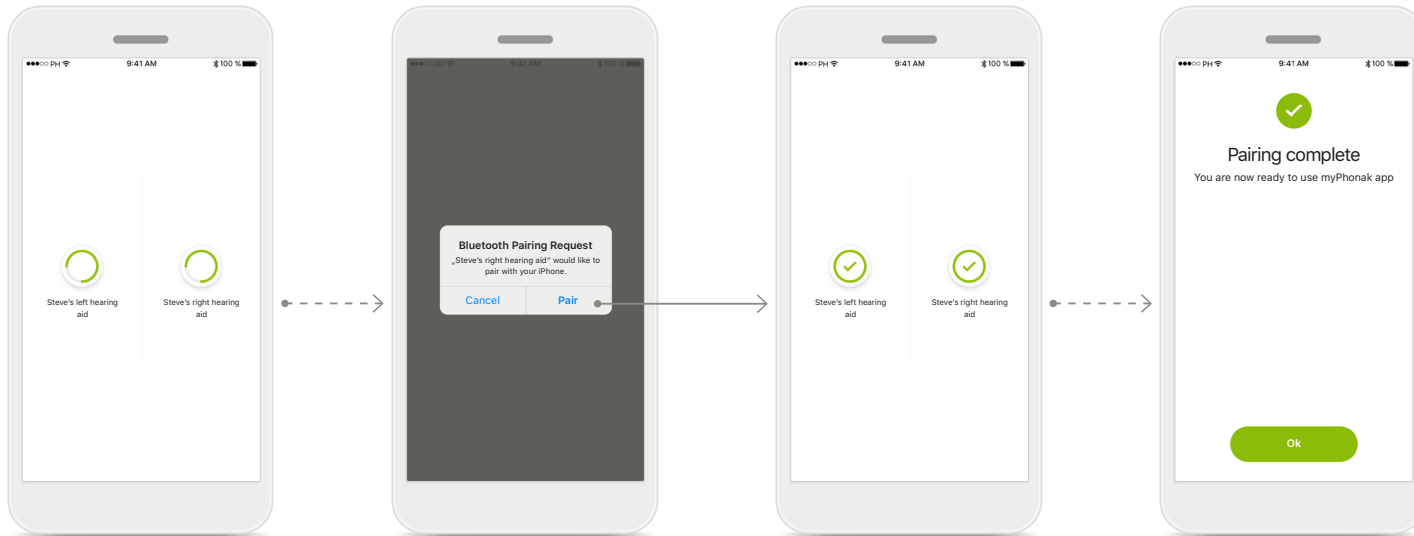
Pairing the hearing aids
The app will connect to each hearing aid separately.

Confirm for all hearing aids
On Apple devices, confirm pairing by tapping **Pair** in the popup for every device separately.

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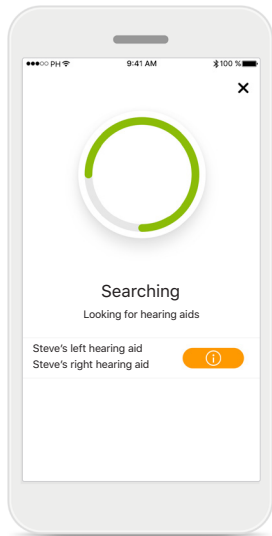Both hearing aids are now paired. The app will automatically proceed to the next step.

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

Troubleshooting the pairing
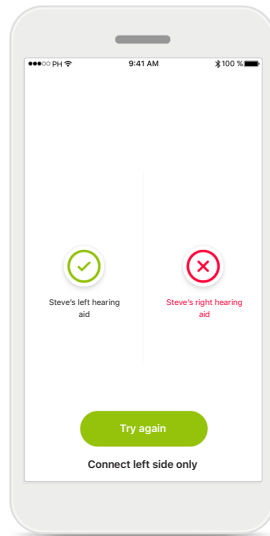
Possible errors during the setup process.
For more troubleshooting information please visit the Phonak support page.

Incompatible devices
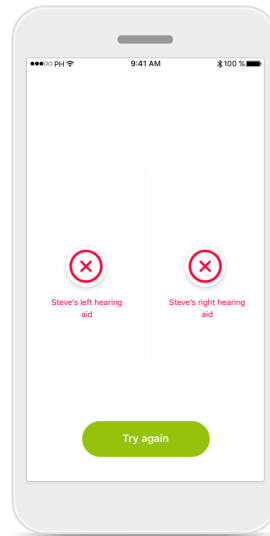The app cannot connect to the devices because they are not compatible.
Please contact your hearing care professional for further information.
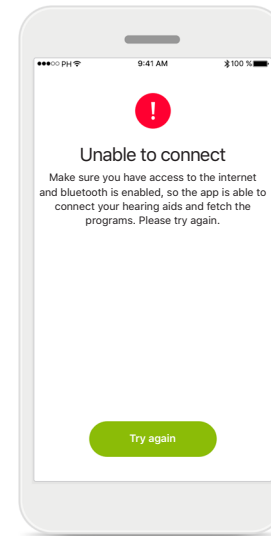
Hearing aid connection error
If the pairing to one of the hearing aids fails, you can:
1. Tap Try again to restart the pairing process.
2. Continue with only one of the two hearing aids.

Connection fails to both
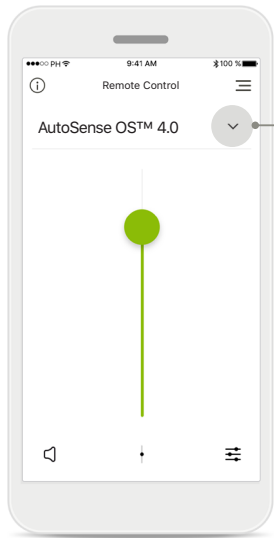Tap Try again to restart the pairing process and follow the instructions.

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.
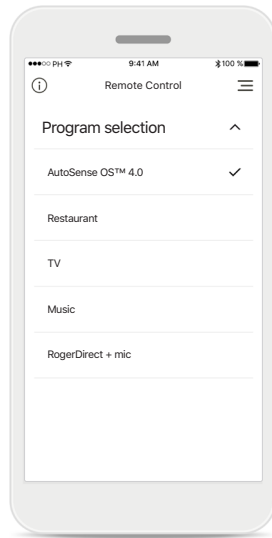Tap Try again to restart the process.

Remote Control main view

**Functionalities available for all hearing aids.**

Navigation

Adjust hearing aid volume
Move this slider up to increase volume, or down to decrease the volume. If you are fitted with two hearing aids this slider controls both devices simultaneously.

Accessing programs
Tap the arrow next to Program selection to access the program list. The available programs depend on how your hearing aids have been set up by your hearing care professional.
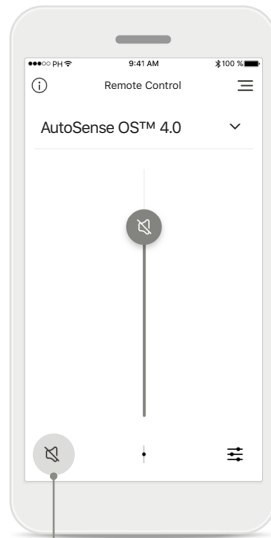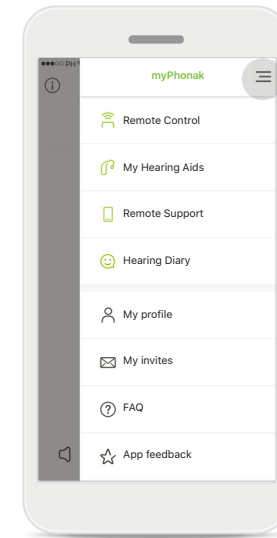
Mute
You can mute the hearing aid(s) by pressing the **Mute** icon.
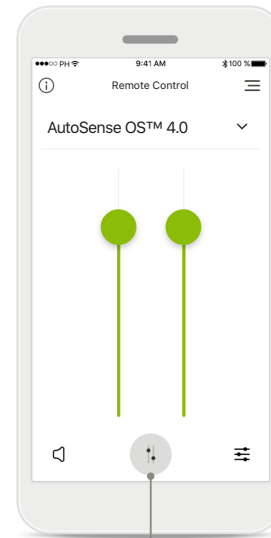
Split the volume
Press the **Split** icon to adjust the volume of each hearing aid independantly.
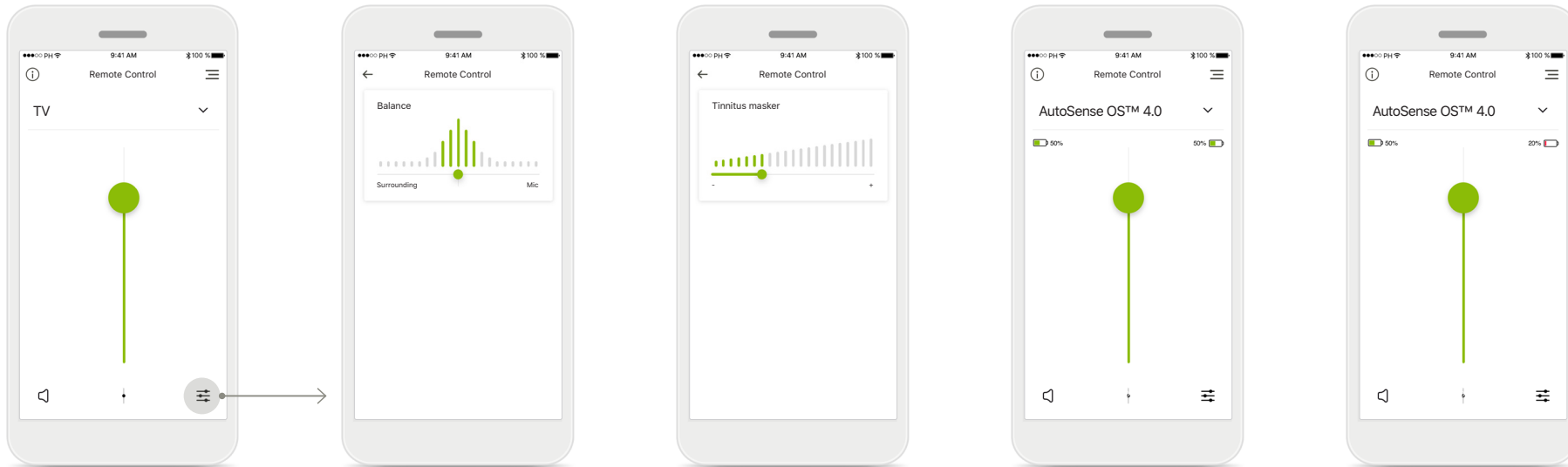
App navigation
You can access all functionalities of the app in the main navigation.

Remote Control main view*

Functionalities which are dependent on how the hearing aids were programmed, and which wireless 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 adjust the focus to hear more of the streamed signal or alternatively to hear more of the surrounding environment.

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.

*Only available in specific hearing aids

Remote Control settings*

Functionalities which are dependent on how the hearing aids were programmed, and which wireless accessories you have.
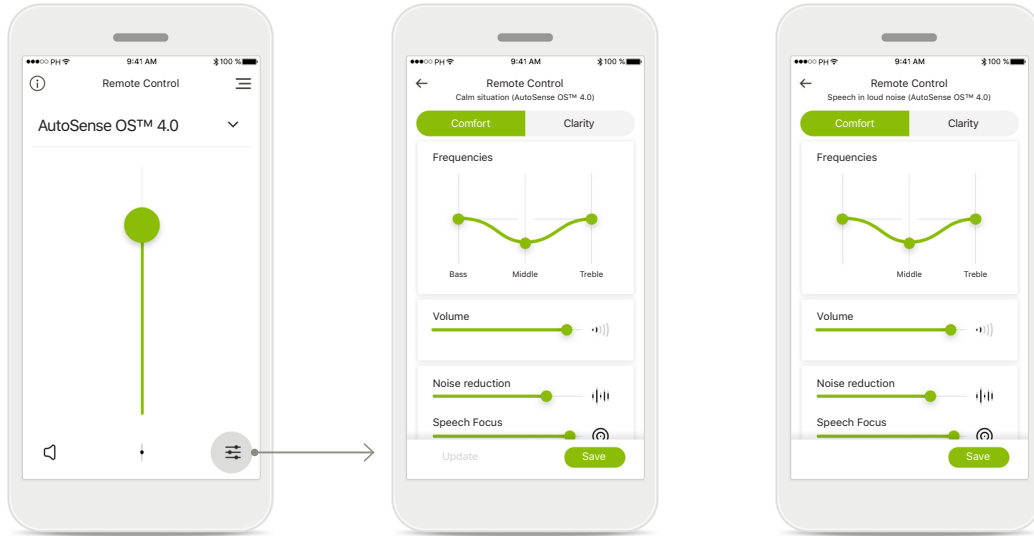
Accessing program options
Some programs may offer further adjustment possibilities. When available, they can be accessed by pressing the Settings icon.

Remote Control settings
The settings view gives you access to the following functionality:
- Presets
- Adjustment for bass, middle and treble frequencies
- Volume control
- Noise reduction and Speech focus
- Dynamic control

Improved Speech Focus**
The improved Speech Focus slider in the app will now reduce noise from behind and sides whilst enhancing speech focus in front. This feature is available in noisy situations and the strength can be made stronger by moving the slider to the right.

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*Only available in specific hearing aids

**Only available with Phonak Paradise Premium (P90) hearing aids

Remote Control settings*

Functionalities which are dependent on how the hearing aids were programmed, and which wireless accessories you have.
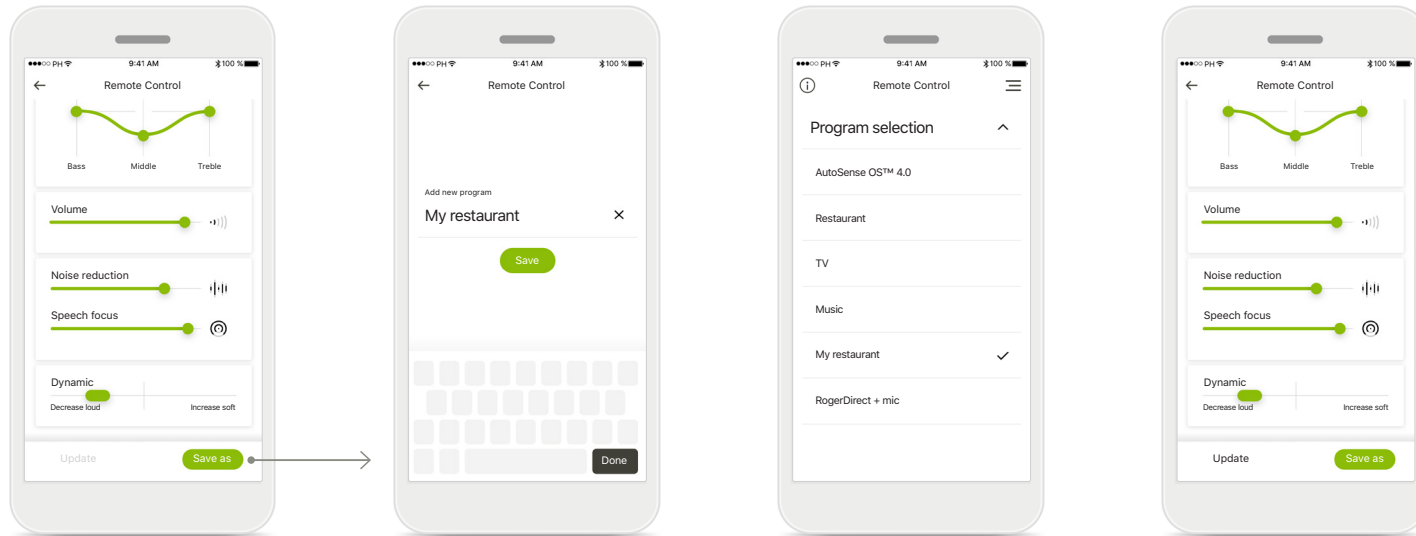
Creating a customized setting
You can save your customized settings (e.g. favorite restaurant) for easier access the next time you are in the same environment.
Please note that depending on your screen size you need to scroll to see all functions.

Naming your customized setting
You can save customized settings as scenarios and give a personalized name for each scenario created.

Access customized setting
You can access your customized setting at anytime via the myPhonak app.

Update a customized setting
You can edit your existing customized setting and keep the changes by pressing Update.

* Only available in specific hearing aids

Setting up an account with myPhonak*

(Only needed in certain countries)

To use Remote Support and Hearing Diary you will need to register a 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.
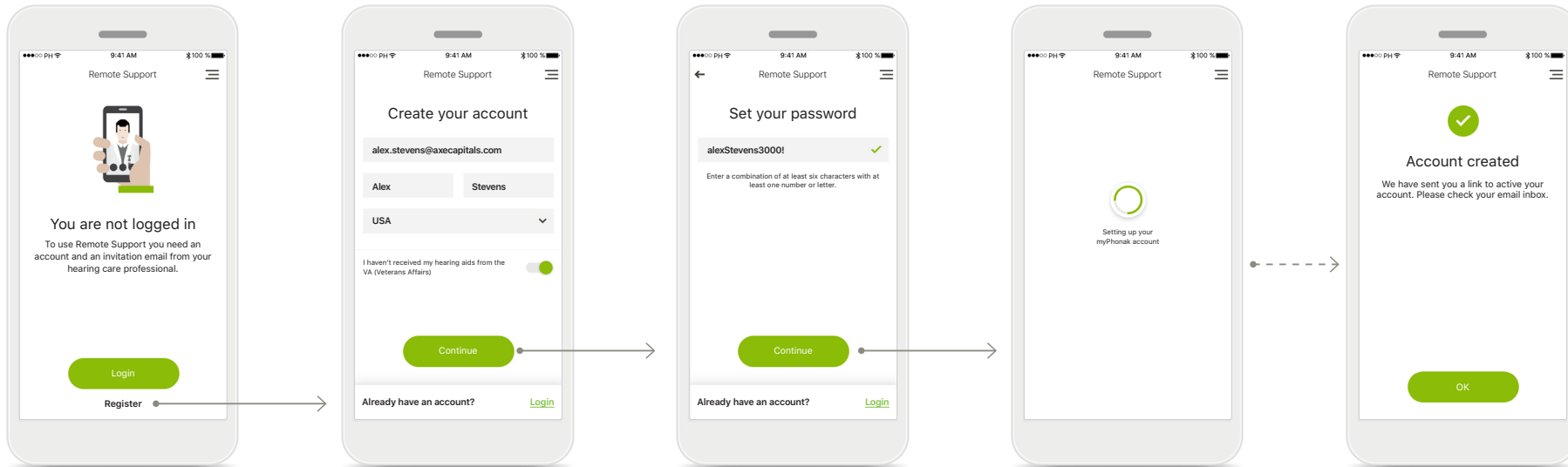
Start
To use certain features like Remote Support, login to your myPhonak account. To create a new account, tap **Register**.

Create your account
Complete all fields to create your account. When finished, tap **Continue**.

Set your password
Create a password. The password should be a minimum of six characters long containing a least one number or letter. When completed, tap **Continue** to set up your account.

Setting up your account
The app will connect to the internet to set up your account. This may take a few seconds.

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

*Check with your local hearing care professionals to see if this service is available

Adding an invite code*

(Only needed in certain countries)

To use Remote Support and Hearing Diary you will need to register for a 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.
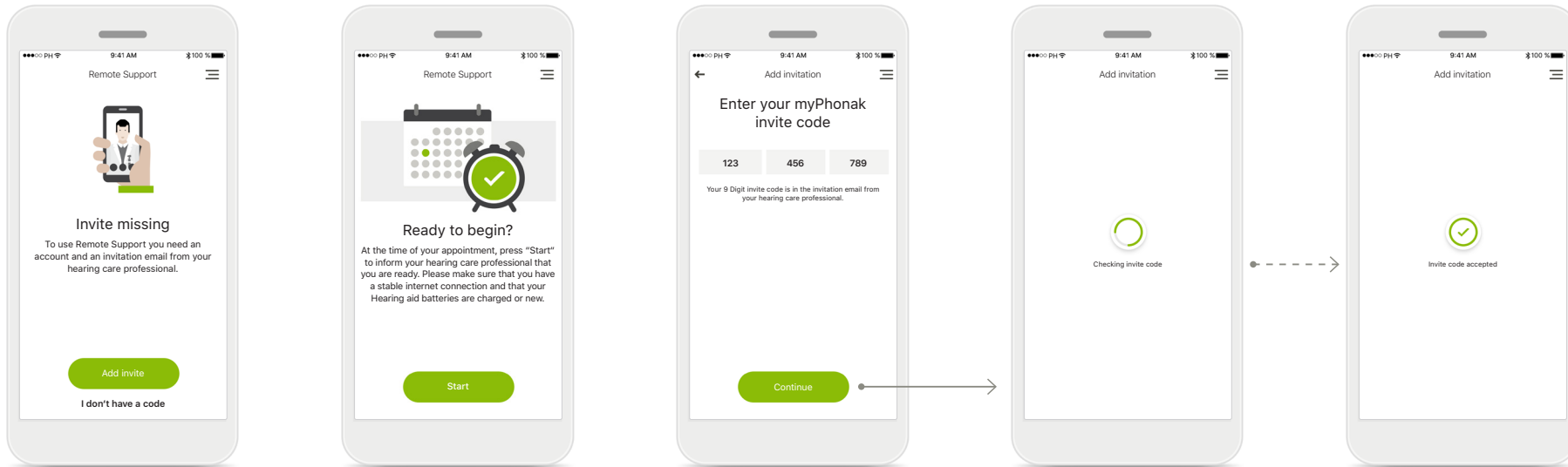
Invite missing
To use certain features like Remote Support, you need to have an invite from your hearing care professional.
If you already have a code tap **Add invite**. If you want to learn more, tap on **I don't have a code**.

To use Remote Support and Hearing Diary you must:
- Speak with your hearing care professional about this service*
- Receive 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. When finished, 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.

*Check with your local hearing care professionals to see if this service is available

Hearing Diary*

Hearing Diary allows you to easily review your hearing aids and provide valuable feedback to your hearing care professional. This feedback will allow your hearing care professional to ensure you get the most out of your hearing aids.
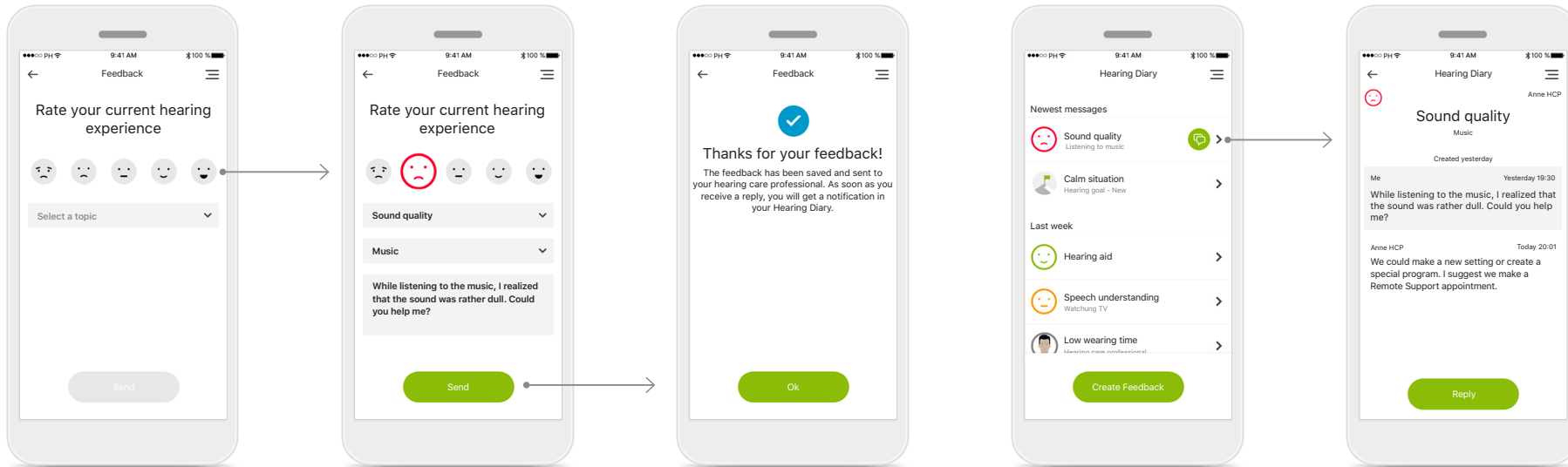
1. Enter satisfaction
Select one of the smiley icons to enter your level of satisfaction/dissatisfaction about a current situation.

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 wish to address.

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.

* Only available in certain countries. Hearing goals is a part of the Hearing Diary. Check with your local hearing care professionals to see if this service is available.

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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 call uses around 30 MB.
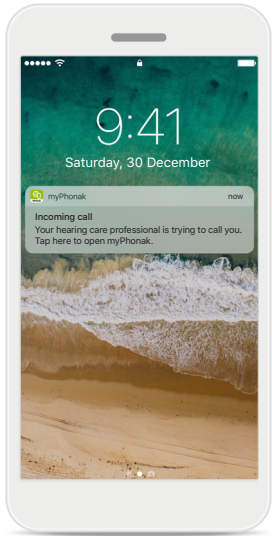
Notification
In the home screen of your smartphone you receive a notification of the incoming call from your hearing care professional.
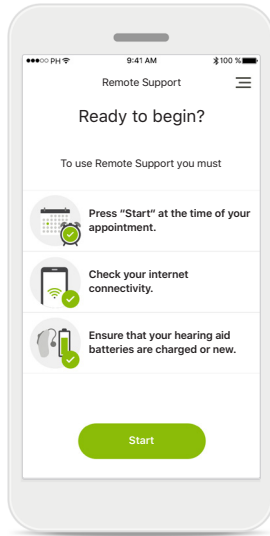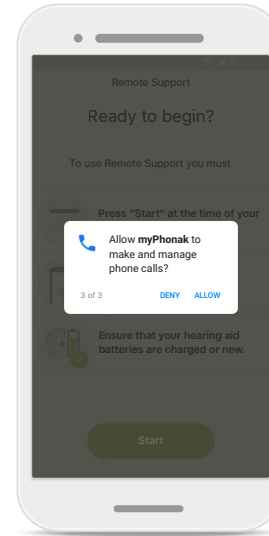
Start the Remote Support session
At the time of the appointment, open the myPhonak app and tap on Start to let your hearing care professional know that you are ready for your Phonak Remote Support appointment.
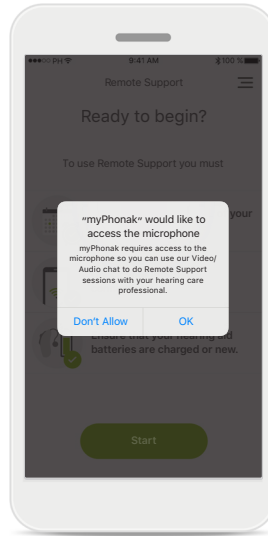
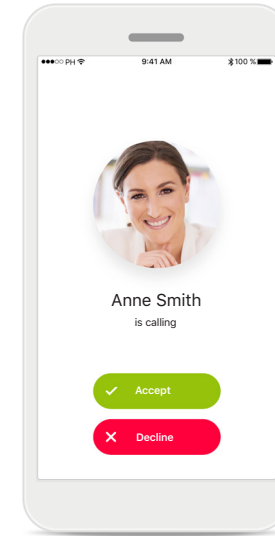**Access to camera and microphone**
Tap on OK to allow the myPhonak app to access your camera and micro-phone.

Access to myPhonak calls
If you have an Android smartphone tap on ALLOW to give the myPhonak app permission to make and manage myPhonak calls.
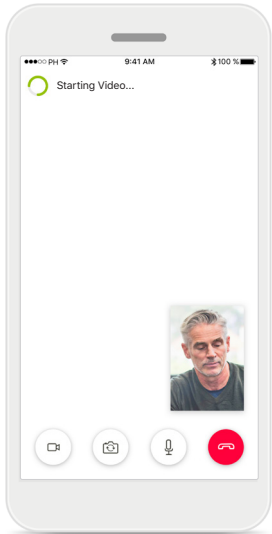
Accept video calls
The app will connect you to a hearing care professional.
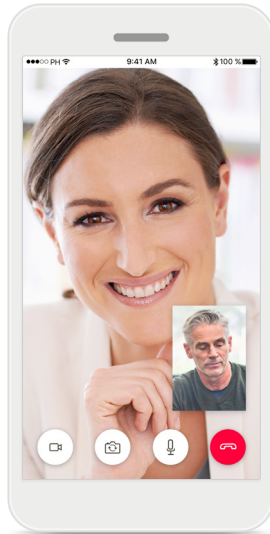Tap on Accept to accept the call from your hearing care professional.

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.
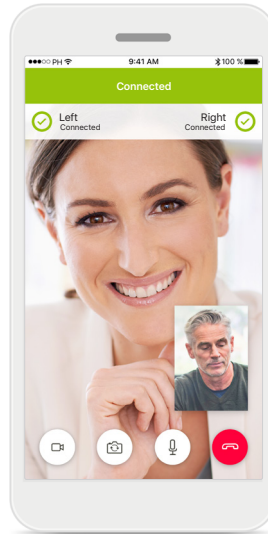
Starting video call
After a few seconds the video image is set up and you can see your hearing care professional.
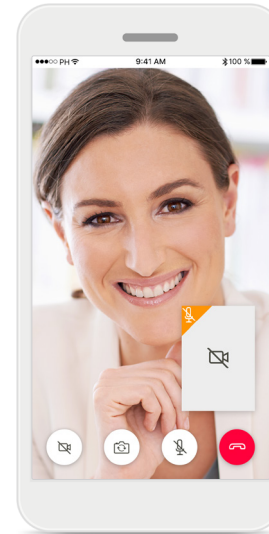
Ongoing call
You are now connected to your hearing care professional.

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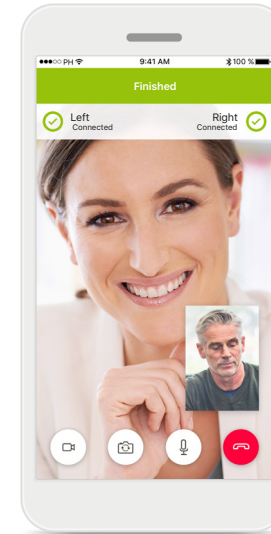
New settings saved
Your hearing aids will mute briefly during the connection process and while settings are being saved to your hearing aids. You will be able to see the status on your screen.

My Hearing Aids

Functionalities which are dependent on how the hearing aids were programmed and which wireless accessories you have.
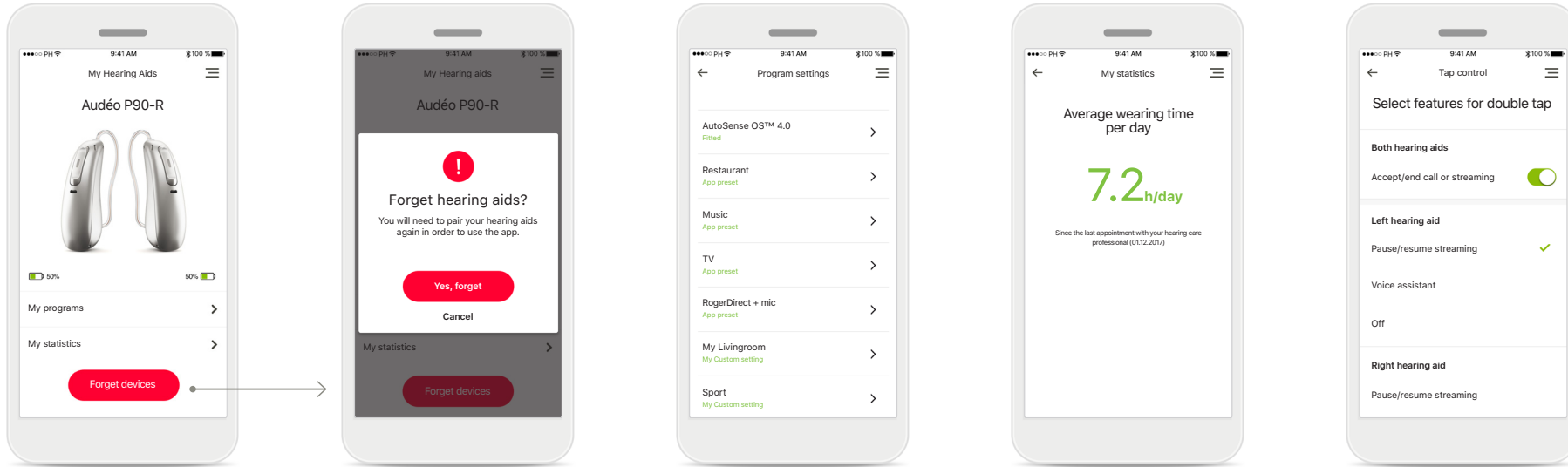
My Hearing Aids
The 'My Hearing Aids' screen lists all available settings. It also shows the battery state for rechargeable models. The available settings depend on your device and may include:

- My programs
- My statistics
- Tap Control
- Auto On behaviour
- Bluetooth phone call

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 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.

Tap Control*
You can customize how your hearing aids react to your double taps.

*Only available in specific hearing aids

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.

ⓘ Activate your Bluetooth. Bluetooth has to be enabled to connect to your hearing aids.

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 2020.

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

CE
0459

CE Mark applied 2020