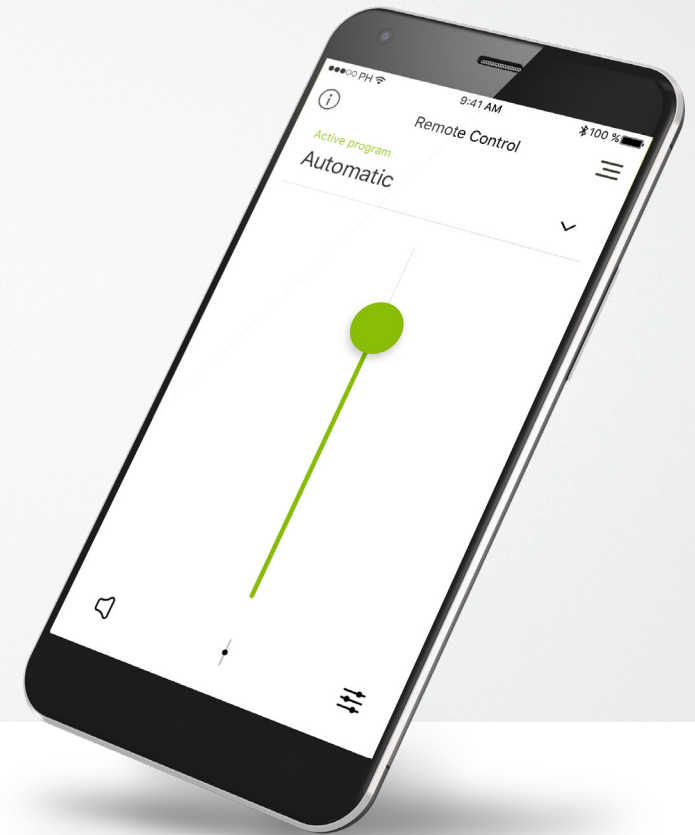


# myPhonak 4.0

User Guide



A Sonova brand

**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 status information and communication between the client 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.

The myPhonak app can be used on Phones with Bluetooth® Low-Energy (BT-LE) capability running iOS Version 12 or newer.

The myPhonak app can be used on Google Mobile Services (GMS) certified Android™ devices supporting Bluetooth® 4.2 and Android™ OS 7.0 and newer.

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.

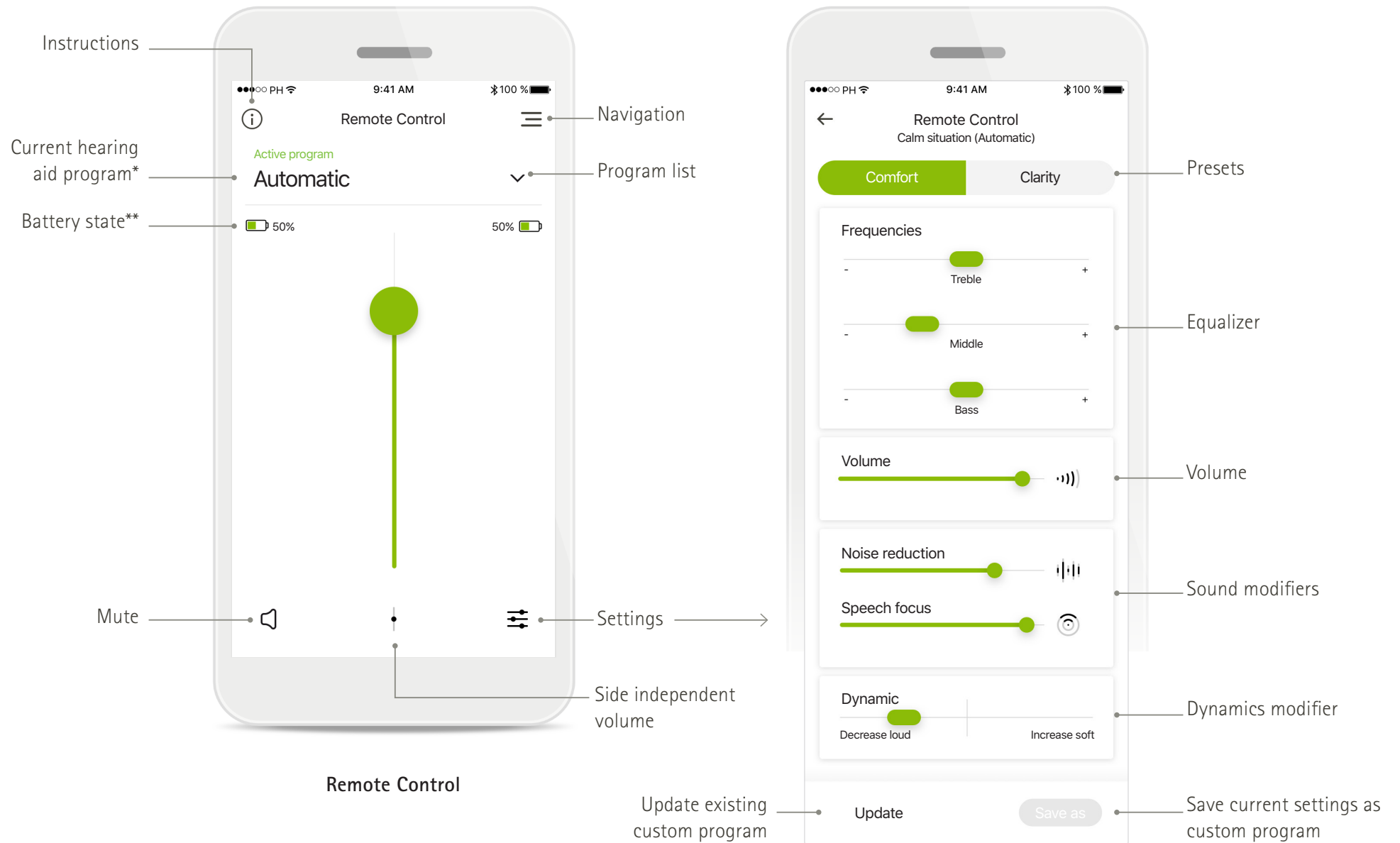
Android™ is a trademark of Google Inc.

IOS is a trademark of Cisco Inc.

## Contents

Quick overview	3
Installing the myPhonak app	5
Pairing with Phonak hearing aids	6
Troubleshooting the pairing	8
Remote Control	9
Setting up an account with myPhonak	12
Adding an invite code	13
Phonak Hearing Diary	14
Phonak Remote Support session	15
My Hearing Aids	17
Other functionalities	18
Safety information and description of symbols	19

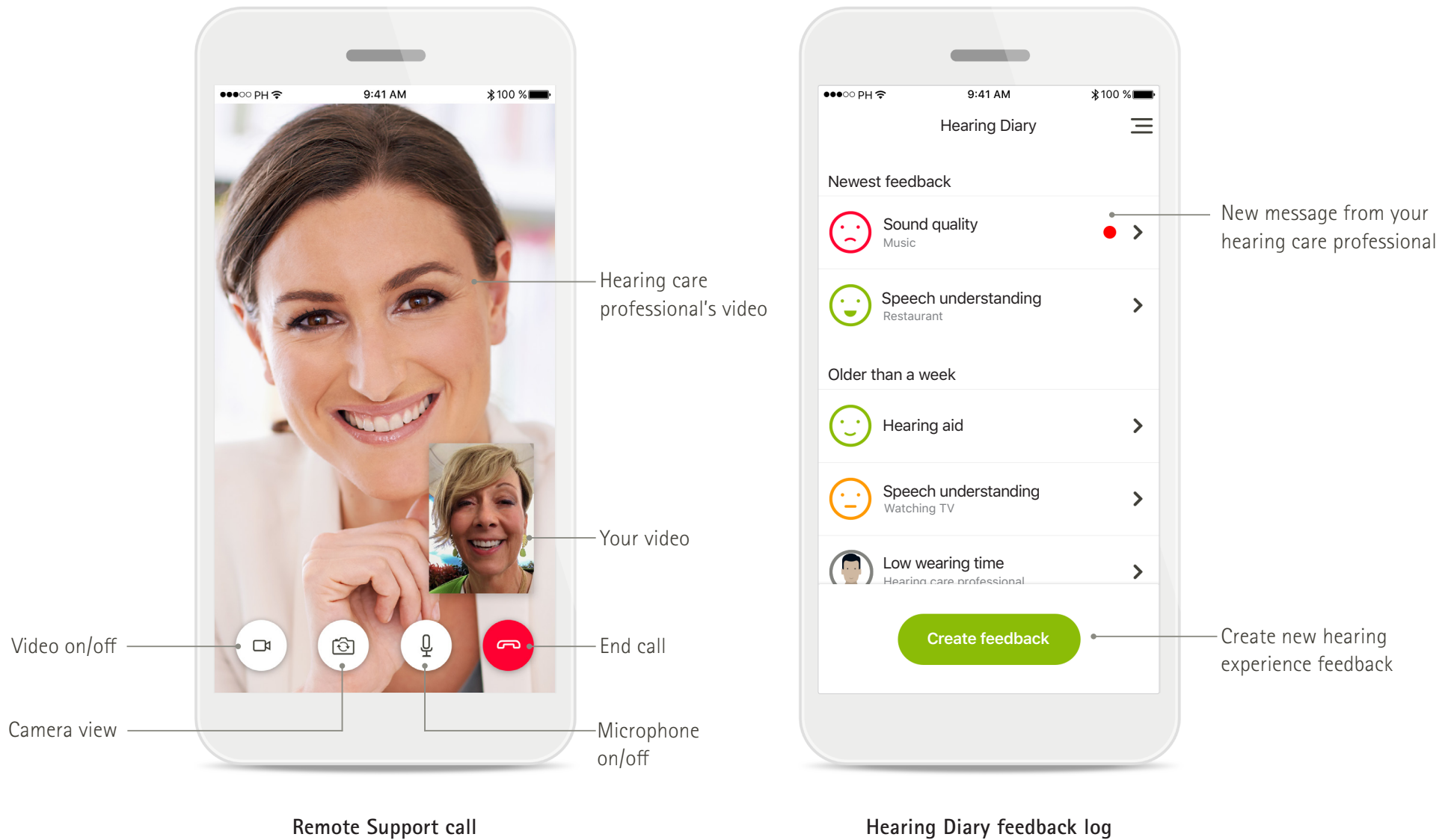
# Quick overview - Remote Control



\*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

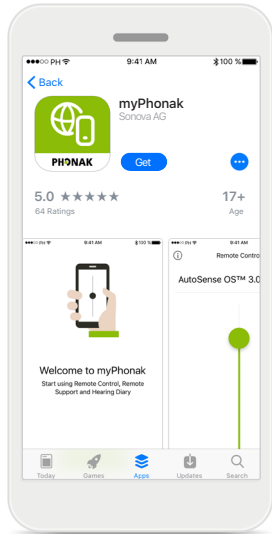
## Quick overview - Remote Support and Hearing Diary\*



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

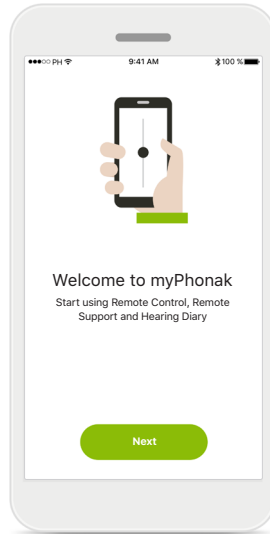
# Installing myPhonak

- Connect your smartphone to the internet via WiFi or cellular data
- Turn on your smartphone's Bluetooth®
- In certain countries, a myPhonak invitation from your hearing care professional is needed to activate Remote Support and Hearing Diary.\*



## Download myPhonak

Download the app from the store. After installation open the myPhonak app.



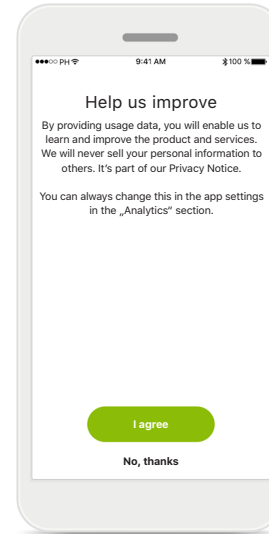
## Open myPhonak

Open the app and click on **Next**.



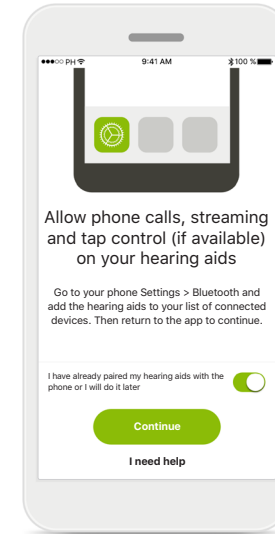
## Privacy notice

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



## Product improvement

By sharing usage data with Sonova, you can help us improve our products.



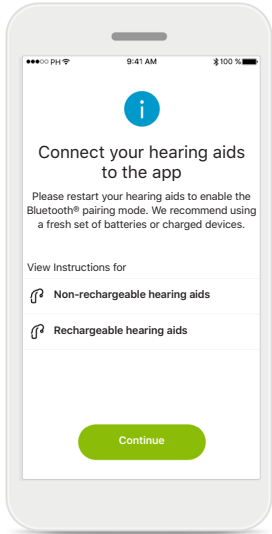
## Enable streaming

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.

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

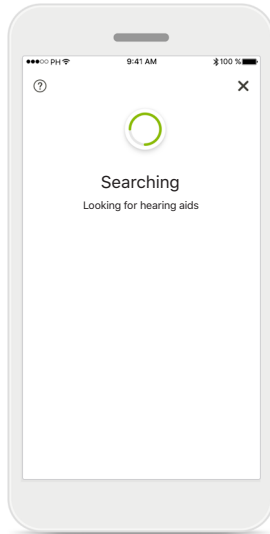
# Pairing with Phonak hearing aids

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



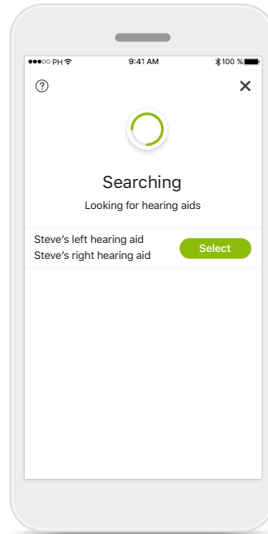
## Pairing instructions

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



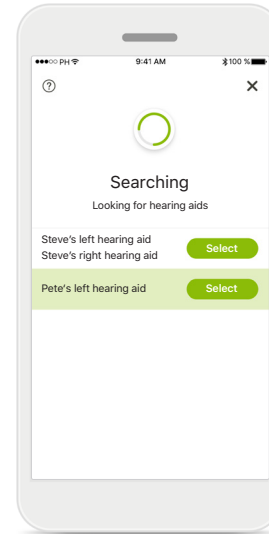
## Searching

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



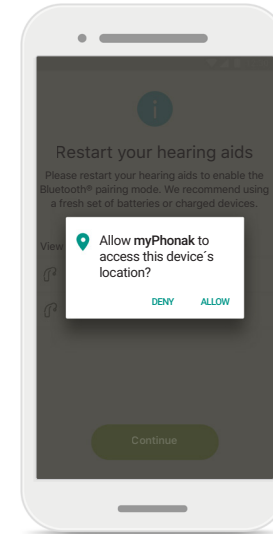
## Selecting

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.

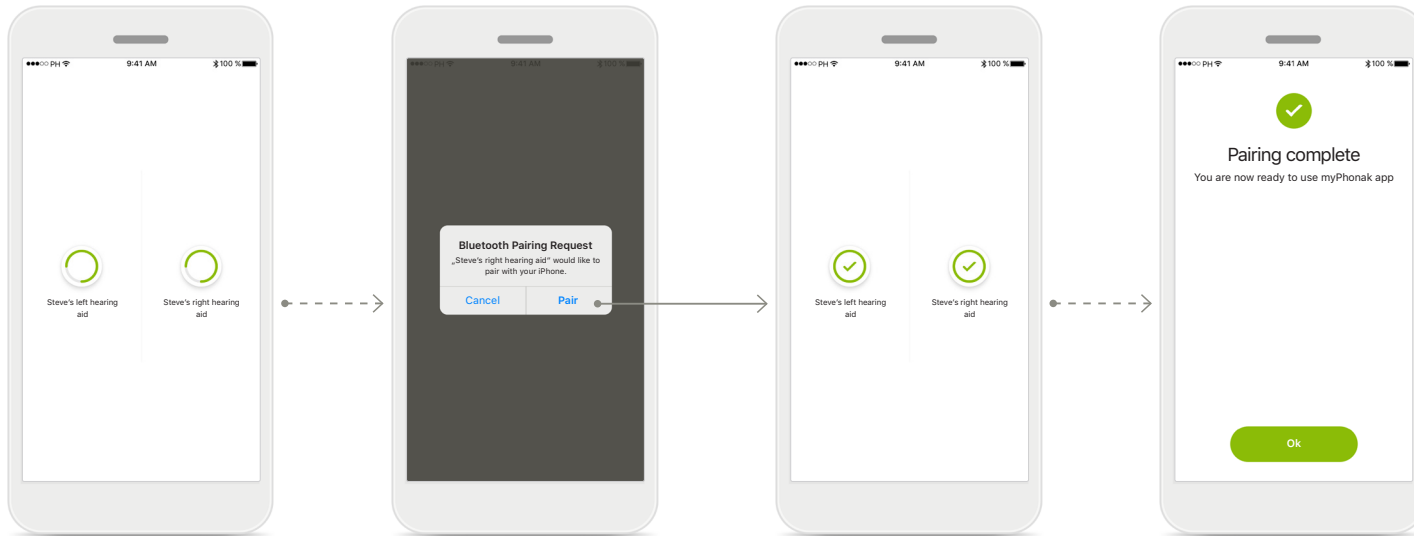


## Location

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.

## Pairing with Phonak hearing aids

To connect Bluetooth enabled hearing aids with myPhonak, 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.

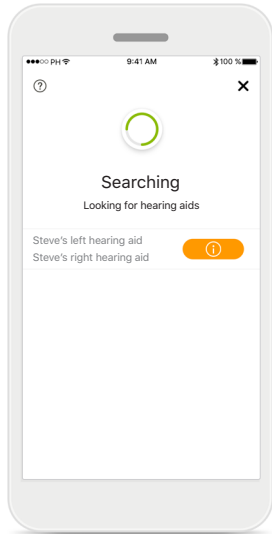
### Setup complete

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

# Troubleshooting the pairing

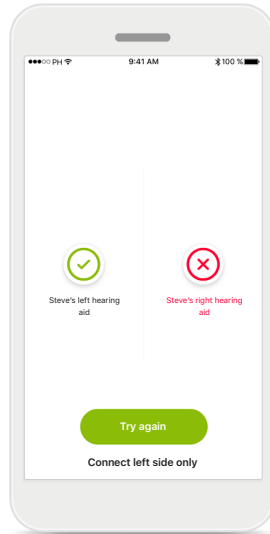
Possible errors during the setup process.

For more troubleshooting information please visit the Phonak support page at <https://www.phonak.com/myphonakapp>



## Incompatible devices

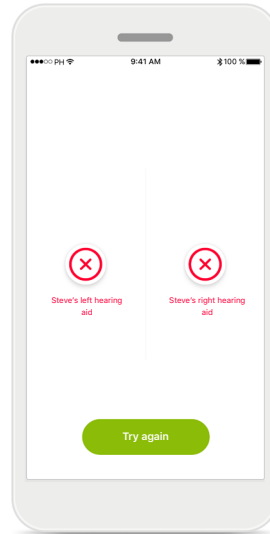
The app cannot connect to the hearing aids because they are not compatible. Please contact your hearing care professional for further information.



## 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.



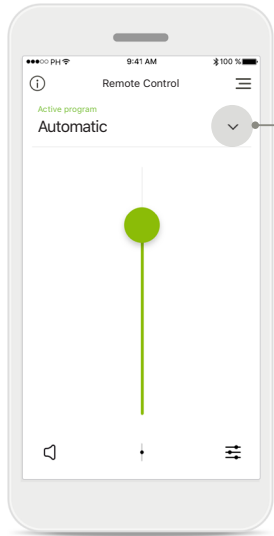
## Connection fails to both

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

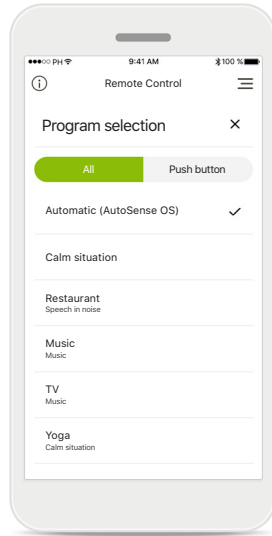


# Remote Control main view

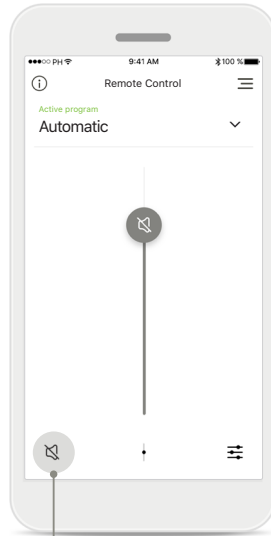
Functionalities available for all hearing aids.



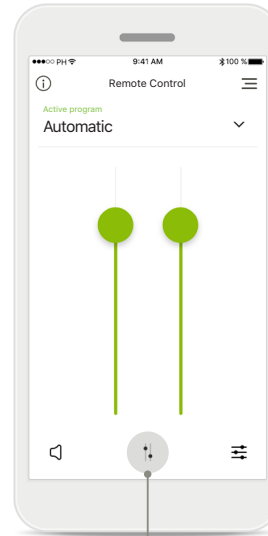
**Adjust hearing aid volume**  
Move this slider up to increase the volume, or down to decrease the volume. If you are fitted with two hearing aids this slider controls both devices simultaneously.



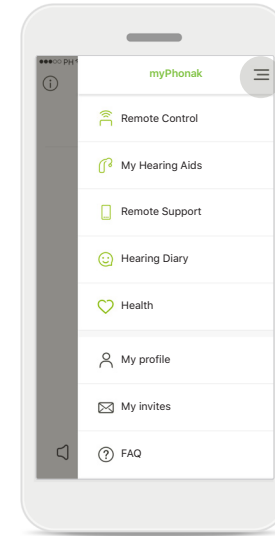
**Accessing programs**  
Tap the arrow next to Program selection to access the program list. The available programs depend on how your hearing aids have been set up by your hearing care professional.



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



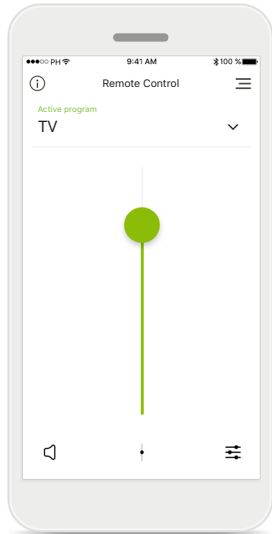
**Split the volume**  
Press the **Split** icon to adjust the volume of each hearing aid independently.



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

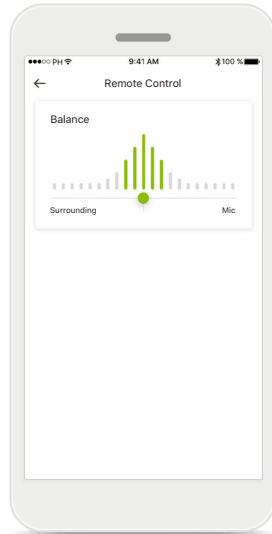
# Remote Control main view\*

Functionalities dependent on programming of the hearing aids and wireless accessories.



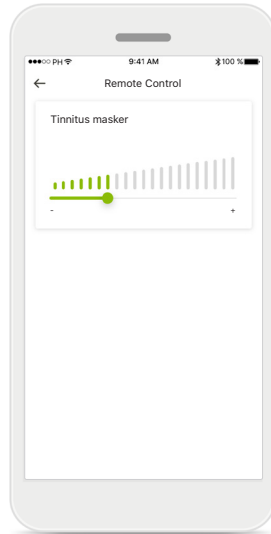
## Accessing program options

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



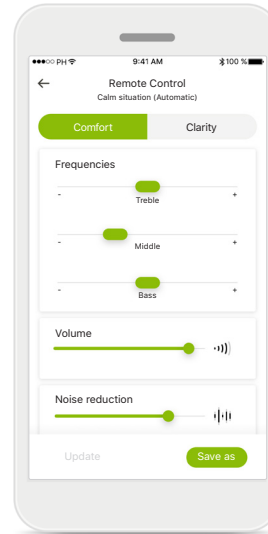
## Environmental balance

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 more of the surrounding environment.



## Tinnitus masker

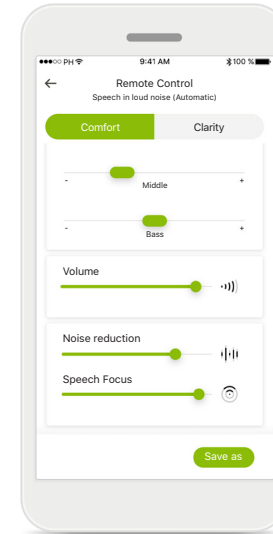
If you have tinnitus, and have been instructed by your hearing care professional on how to use the Tinnitus masker, you can adjust the volume of the masking noise.



## 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\*\*

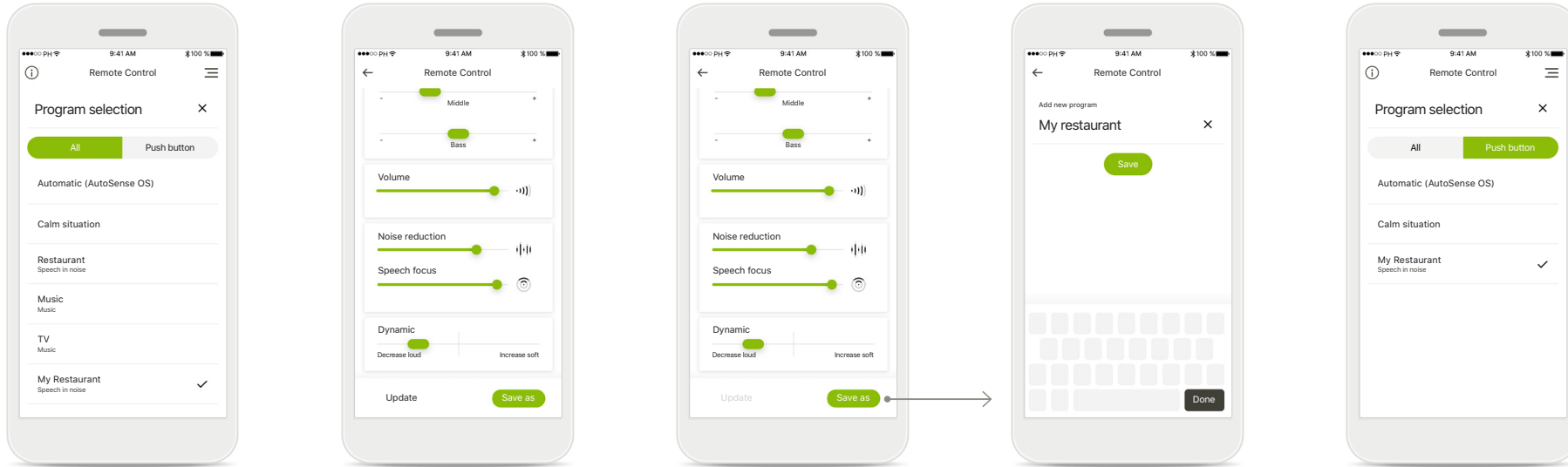
The improved Speech Focus slider in the app will now reduce noise from behind and sides whilst enhancing speech focus to the front. This feature is available in noisy situations and the strength can be made stronger by moving the slider to the right.

\*Only available in specific hearing aids

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

# Remote Control settings\*

Functionalities dependent on programming of the hearing aids and wireless accessories.



## Access custom programs

myPhonak includes programs set up by your HCP as well as 3 templates (MyMusic, MyTV and MyRestaurant) that you can use straight away. You can access your custom program at anytime via the app.

## Update a custom program

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

## Creating a custom program

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 custom program

You can save custom programs and give a personalized name for each program created.

## myPhonak Memory\*\*

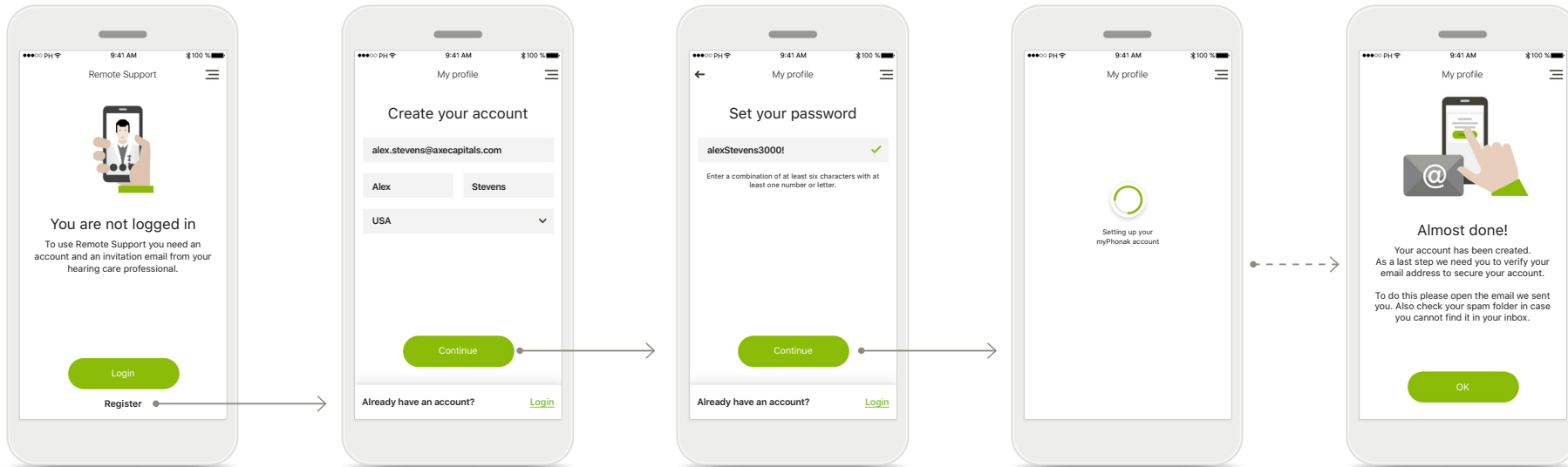
myPhonak Memory automatically activates the last used program after a phone call or any other stream from your phone or TV. The last activated program is also accessible from the multi-function button on your hearing aid – this is also visible from the app through the list of available programs.

\* Only available in specific hearing aids

\*\* myPhonak Memory is available only on Paradise devices

# Setting up an account with myPhonak\*

To use Remote Support and Hearing Diary you will need to register a myPhonak account and have an invitation from your hearing care professional.



## 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.

## Activate account

Your account has been created. As a last step we need you to verify your email address to secure your account.

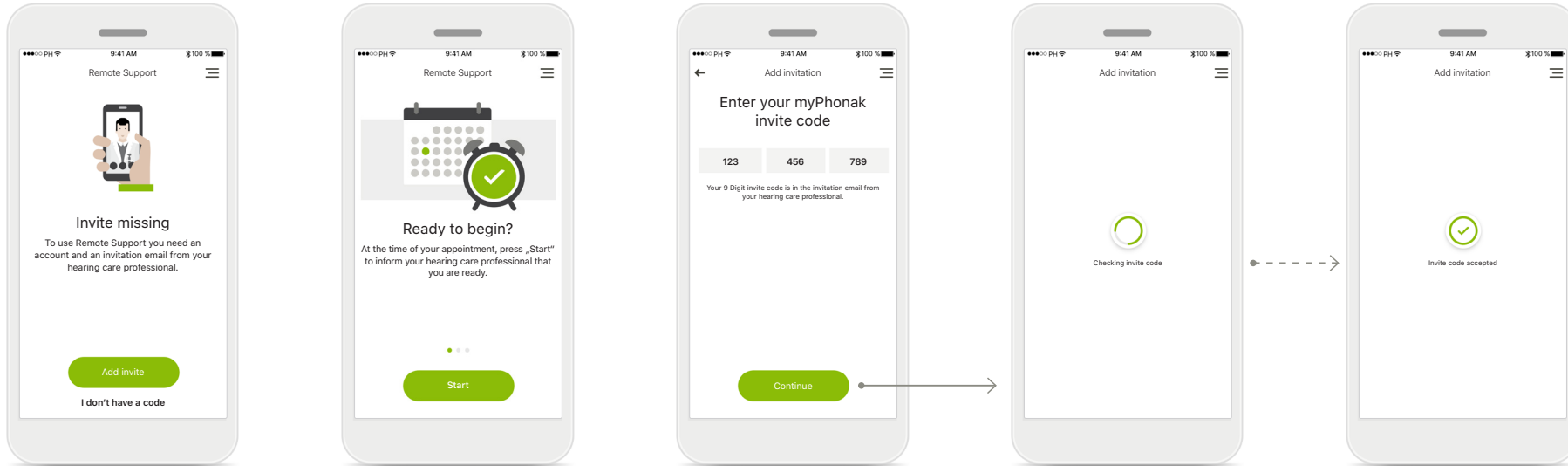
To do this please open the email we sent you. Also check your spam folder in case you cannot find it in your inbox.

\*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.

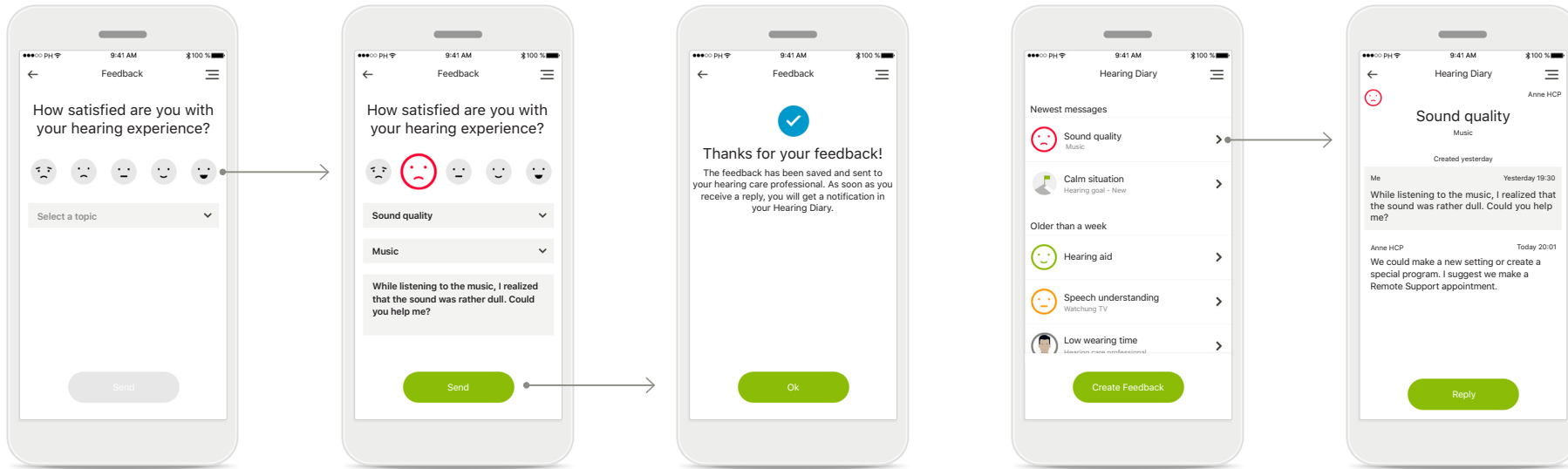
### Invite code accepted

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 to as needed.

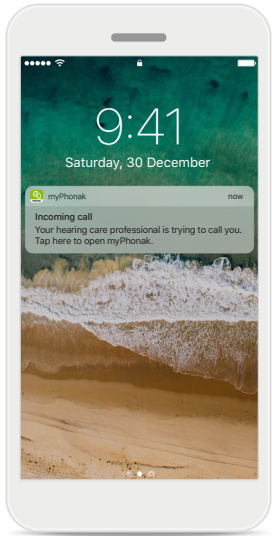
## Reviewing a specific feedback with message

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.

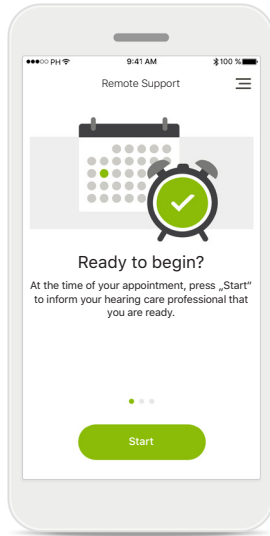
# Remote Support session

Remote Support allows you to have an appointment with your hearing care professional from the comfort of the place you choose.



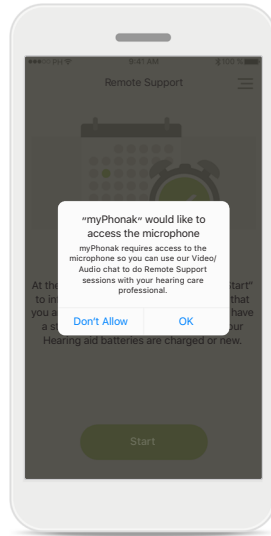
## Notification

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



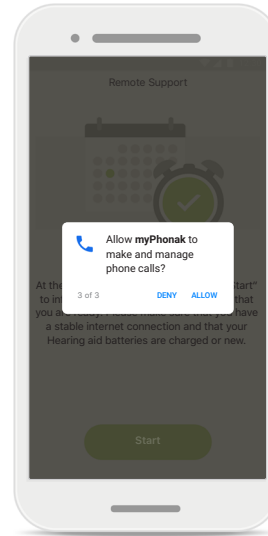
## Start the Remote Support session

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 Remote Support appointment.



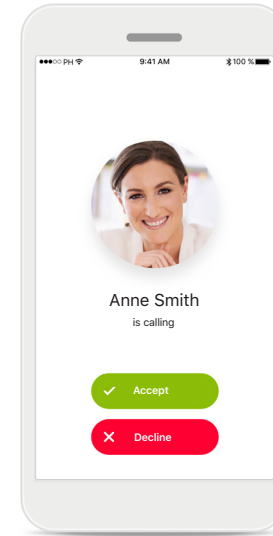
## Access to camera and microphone

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



## Access to myPhonak calls

If you have an Android smartphone tap on **ALLOW** to give myPhonak permission to make and manage myPhonak calls.



## Accept video calls

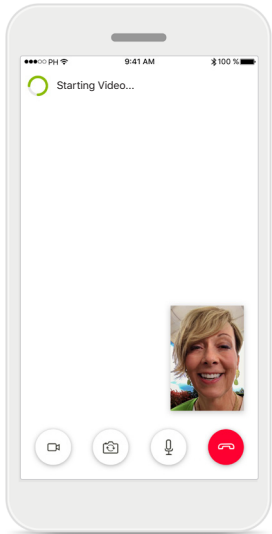
The app will connect you to your hearing care professional. Tap on **Accept** to accept the call.

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.

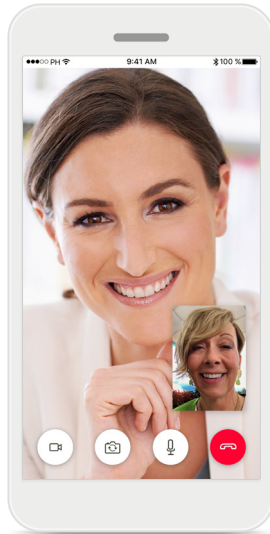
# Remote Support session

While in the Remote Support session you can personalize your experience by turning on or off your Video and/or Audio.



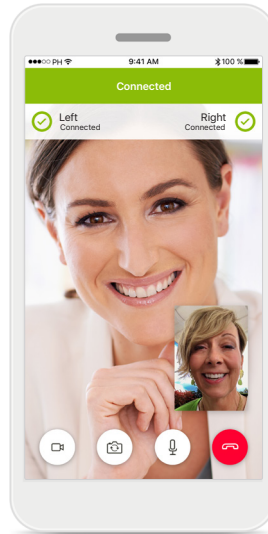
## Starting video call

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



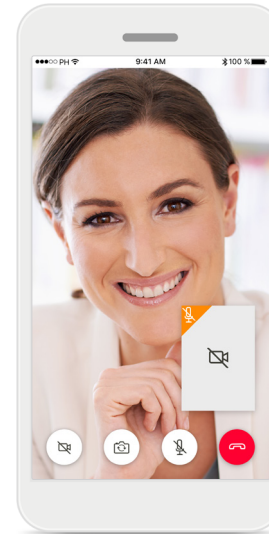
## Ongoing call

You are now connected to your hearing care professional.



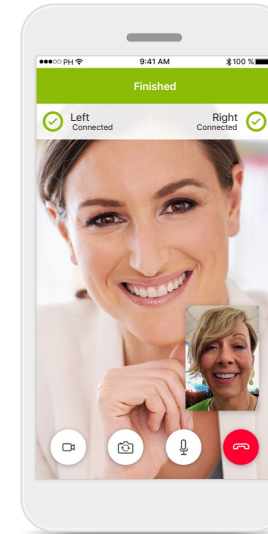
## Connected hearing aids

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 the click of a button.



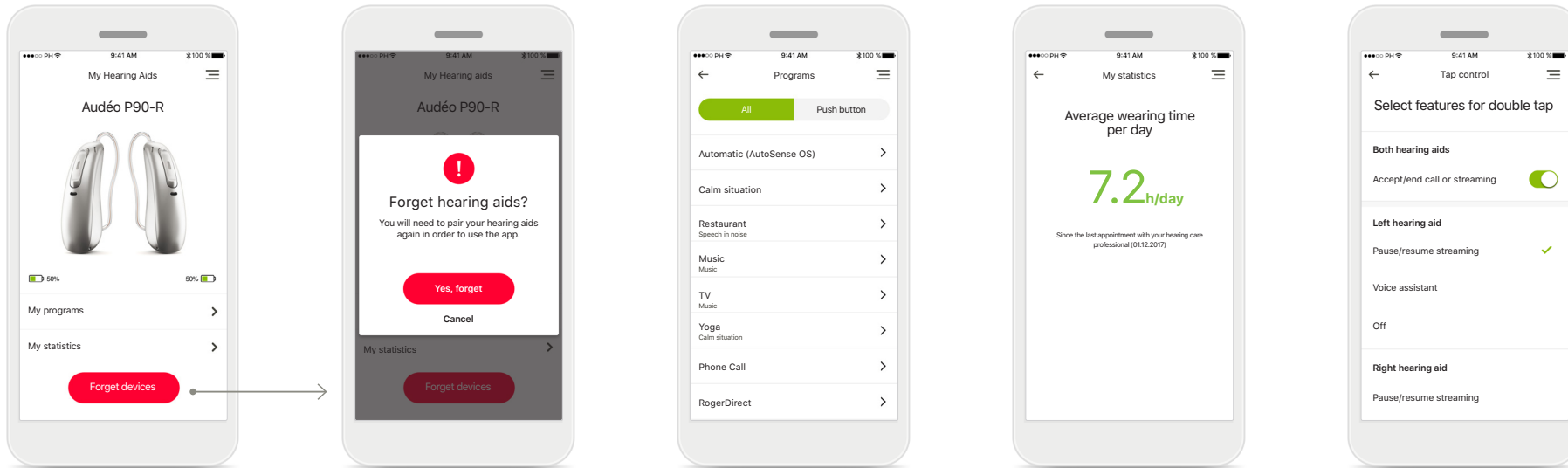
## New settings saved

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

These functionalities are dependent on how the hearing aids have been 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 behavior
- Bluetooth phone call
- How to stream

## 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 the program names here and delete custom scenarios from the app.

## My statistics

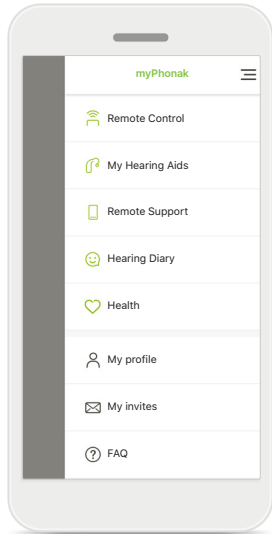
This screen presents the average wearing time per day since the last appointment with your hearing care professional.

## Tap Control\*

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

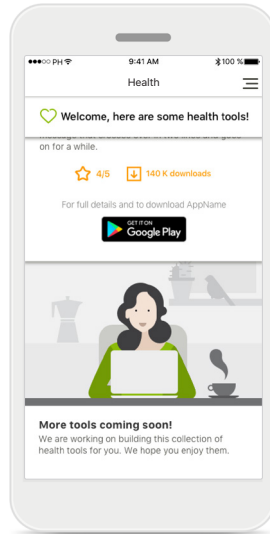
\*Only available in specific hearing aids

## Other Functionalities



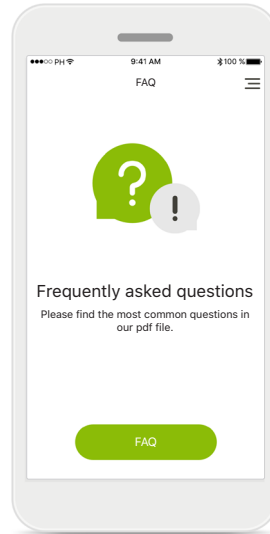
### App navigation

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



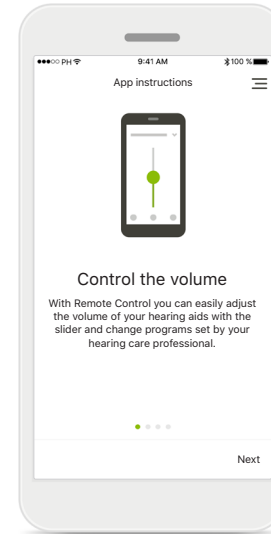
### Health\*

The Health tab allows you to access apps with tools and resources to stay fit and healthy.



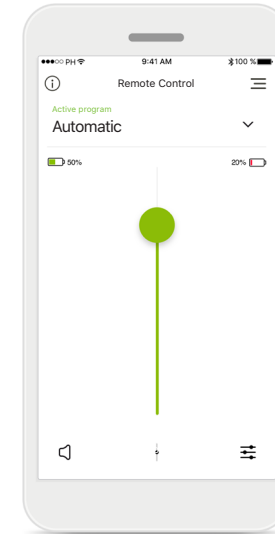
### FAQ

You can access the frequently asked questions on our external website from this page.



### App instructions

You can access all the app instructions from this page.



### Battery level

For hearing aid models with rechargeable batteries, you can see the current status of charge. If the battery charge is below 20% the icon turns red. Consider recharging your hearing aids soon.

\* The content of the Health section will be updated frequently, therefore the image above only shows an idea of what you will see.

## 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.



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.



Sonova AG · Laubisrütistrasse 28  
CH-8712 Stäfa · Switzerland  
[www.phonak.com](http://www.phonak.com)

