

myPhonak App User Guide

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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.



This user guide describes the features of myPhonak, and how those features can be operated by the user. Read this user guide through, before starting to use the app. Additional training is not needed for handling of the app



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 (LE) capability running on iOS® Version 15 or newer.

myPhonak can be used on Google Mobile Services (GMS) certified Android™ devices supporting Bluetooth® 4.2 and Android OS 8.0 and newer.

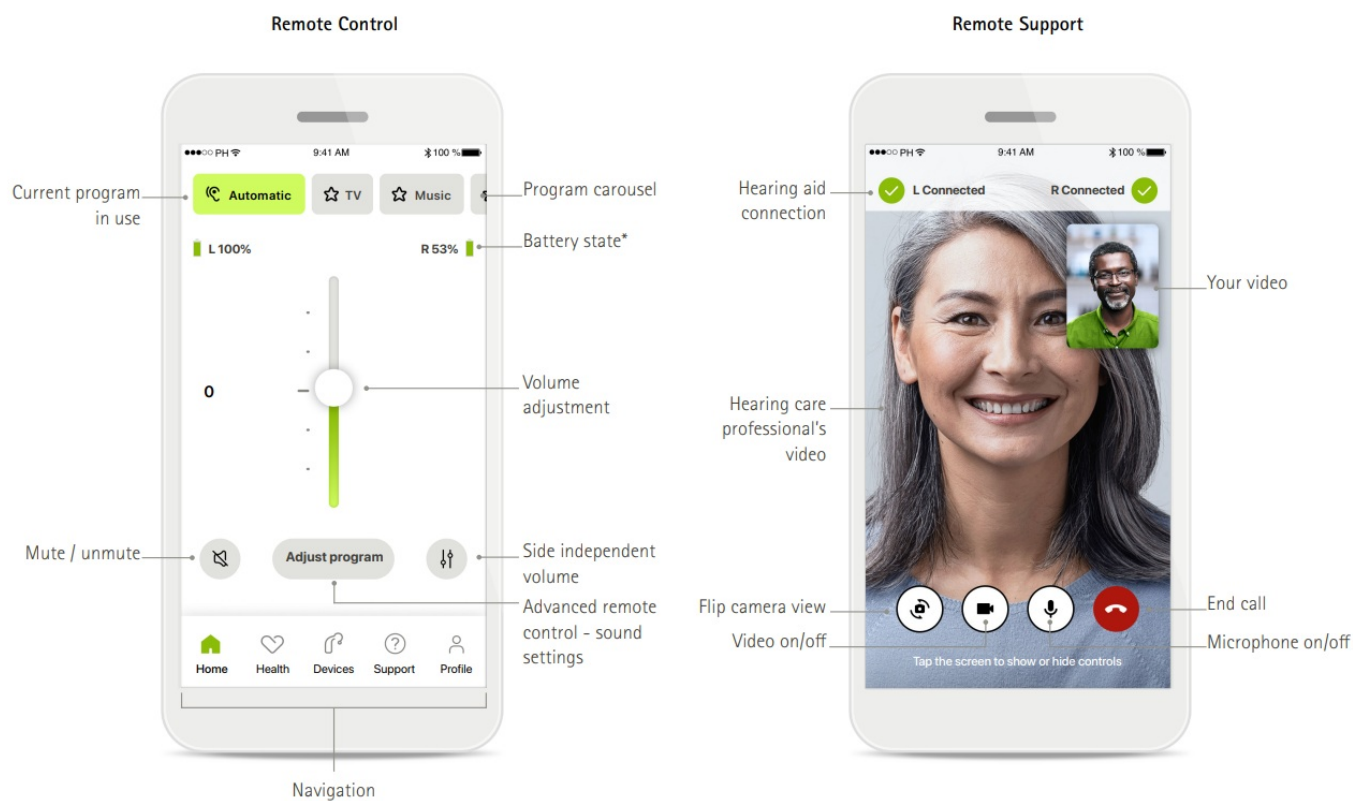
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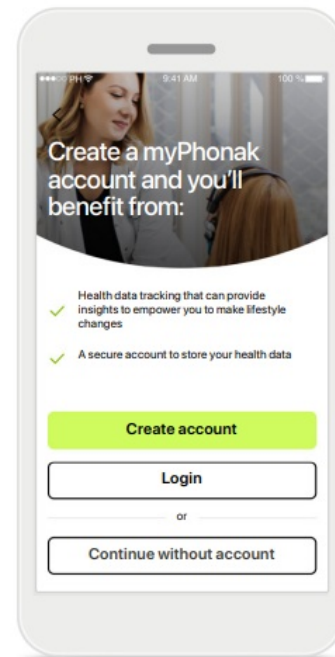
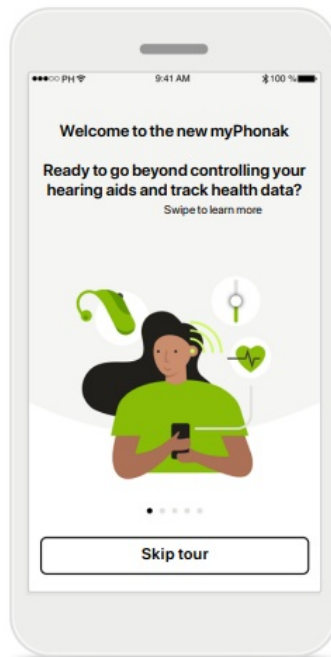
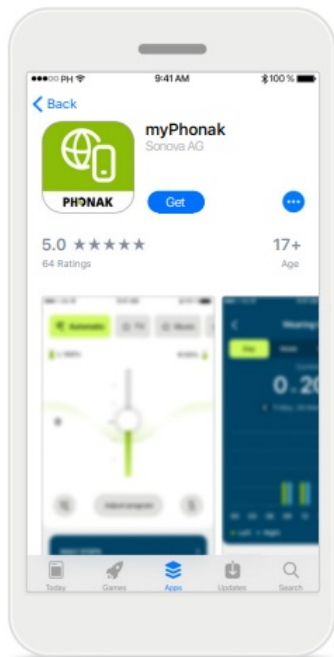
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Quick overview



Installing myPhonak

- Connect your smartphone to the internet via WiFi or cellular data
- Turn on your smartphone's Bluetooth®



Download myPhonak

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

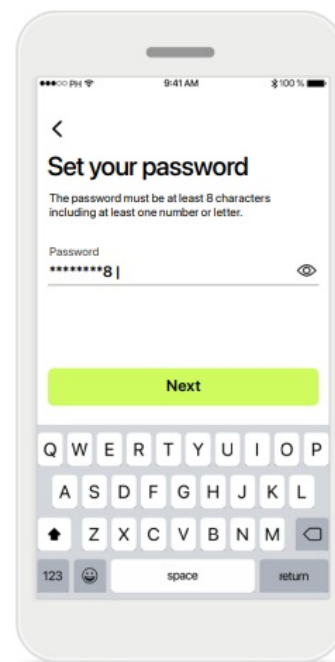
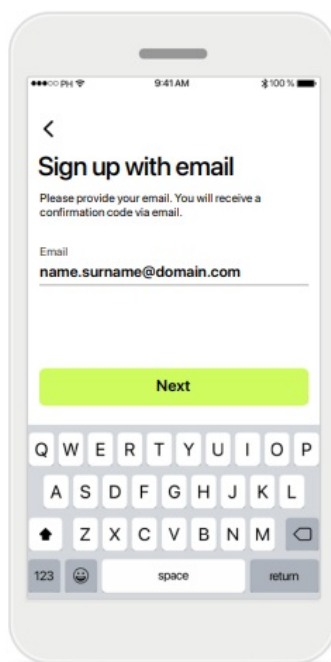
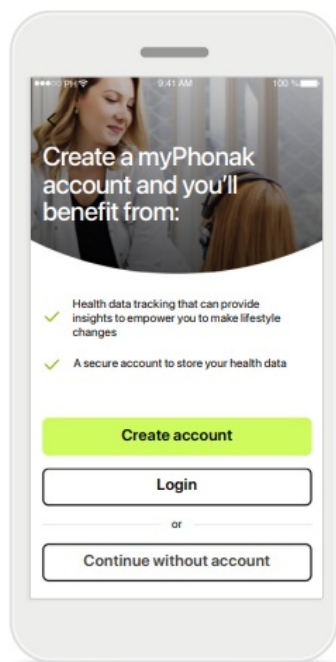
Open the app

When you open the app for the first time, you have the option to take a tour. If you don't want to do this, click on Skip tour.

Create an account

You can optionally create a myPhonak account. This is mandatory for accessing health features.

Setting up an account with myPhonak



Create an account

You can optionally create a myPhonak account. This is mandatory for accessing health features. If you already have an account, click on Login.

Sign up with email

Use your email to sign up.

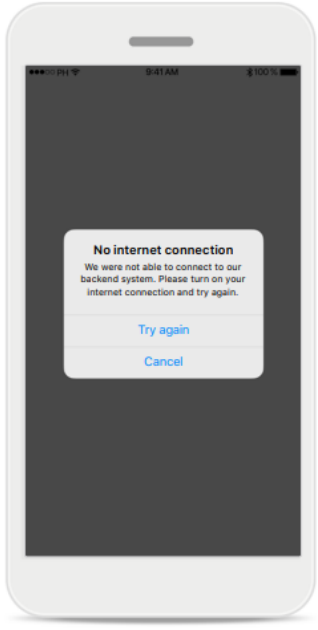
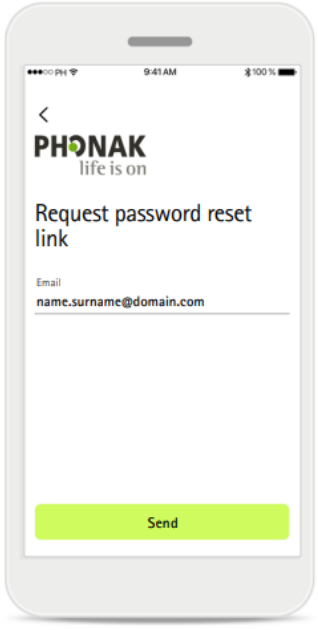
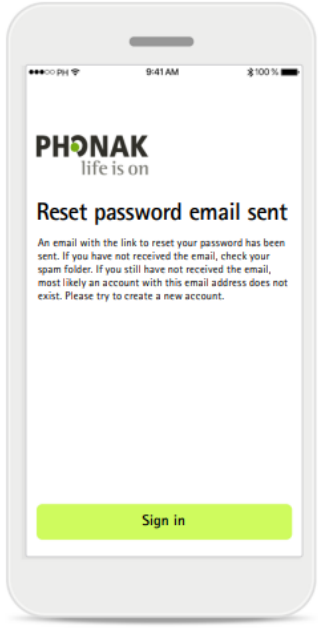

Set your Password

Follow the instructions to setup a secure password. The password must include at least 8 characters. Tap Next to go to the next step.

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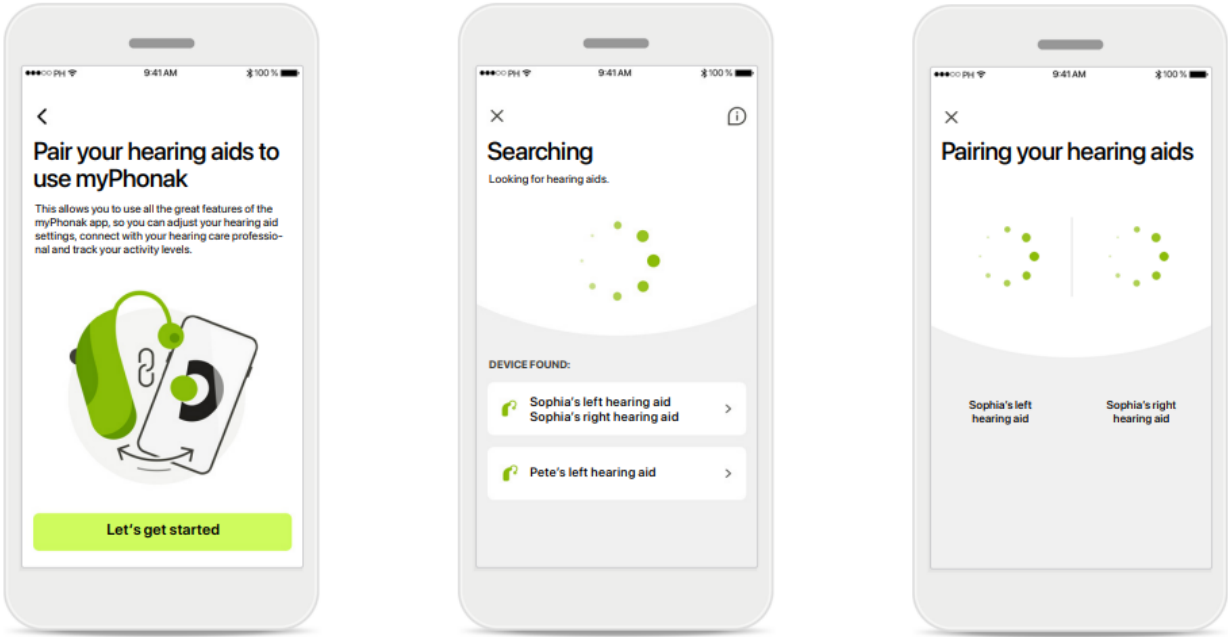
Troubleshooting account set-up

Email already in use: if you have used the same email address to create a Phonak account in the past, you will receive from us an email to notify you and provide you instructions. If you want to create a new account please use a different email. Otherwise, you can just login with the same email address.

			
<p>Internet connection</p> <p>You need to be connected to the internet to create your account. Make sure that your smartphone is connected and try again.</p>	<p>Reset password</p> <p>If you don't remember your password anymore or you wish to reset it, just enter your email and tap Send.</p>	<p>Reset password</p> <p>An email with the link to reset your password has been sent. If you have not received the email, check your spam folder. If you still have not received the email, most likely an account with this email address does not exist. Please try to create a new account.</p>	<p>Expired</p> <p>The confirmation code has expired. You need to wait 24 hours before you can try again. If you have not received the email, check your spam folder. If you still have not received the email, most likely an account with this email address does not exist. Please try to create a new account.</p>

Pairing with Phonak hearing aids

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

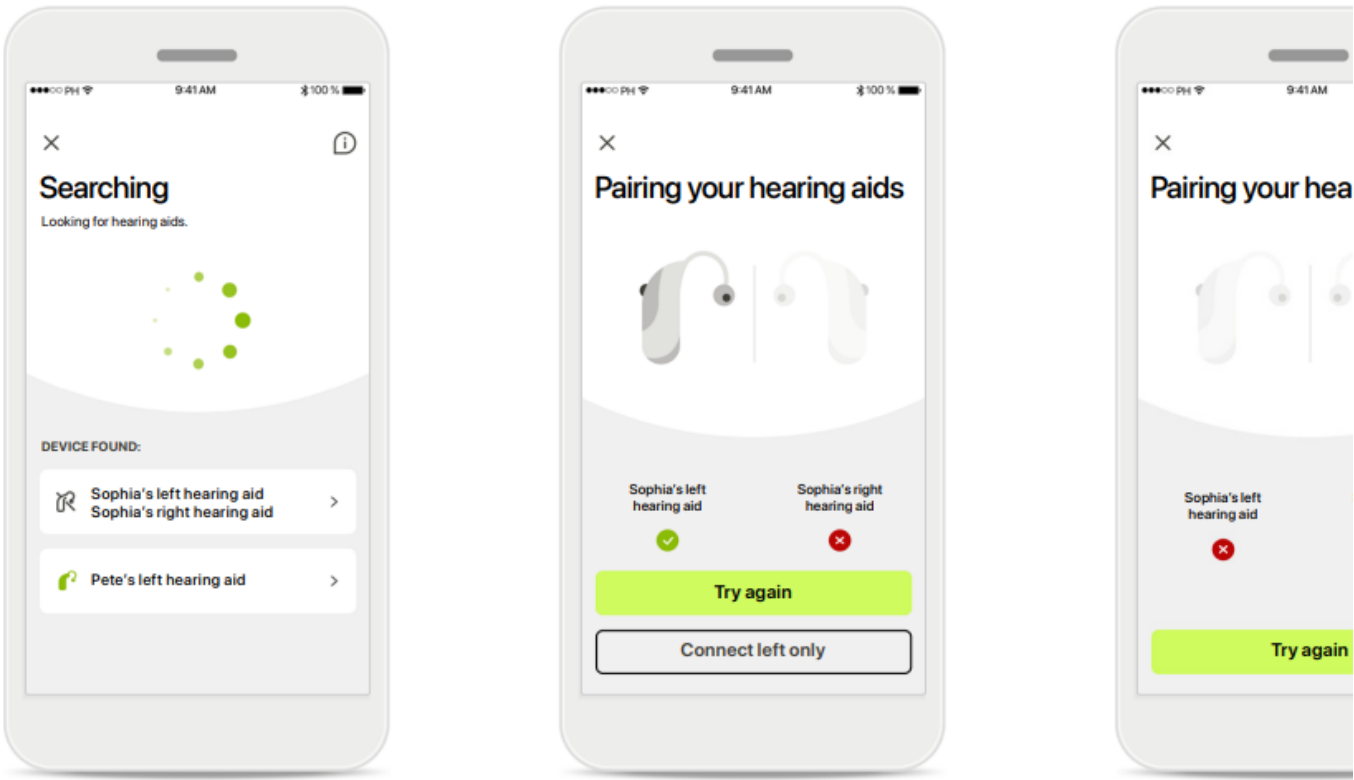
			
<p>Pairing instructions Tap Let's get started and follow the instructions for your hearing aids.</p>	<p>Searching The app is searching for compatible hearing aids and will display them once they are detected. This may take a few seconds. When the devices appear, tap on the device you want to connect.</p>	<p>Pairing the hearing aids The app will connect to each hearing aid separately.</p>	<p>Confirm On Apple pairing b popup for separate</p>

Troubleshooting the pairing

Possible errors during the setup process.

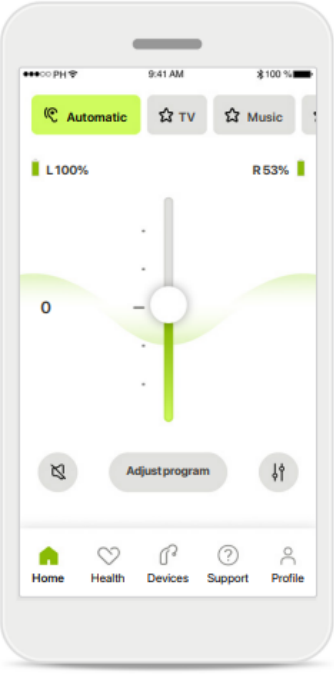
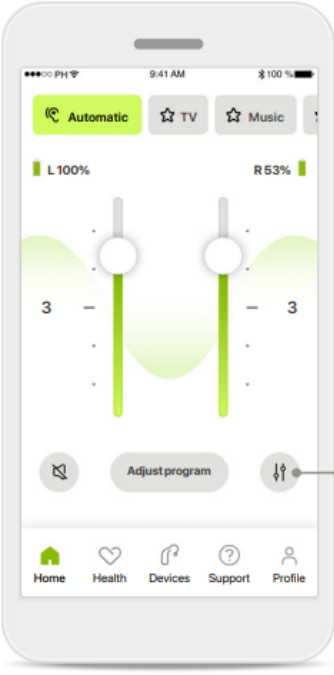
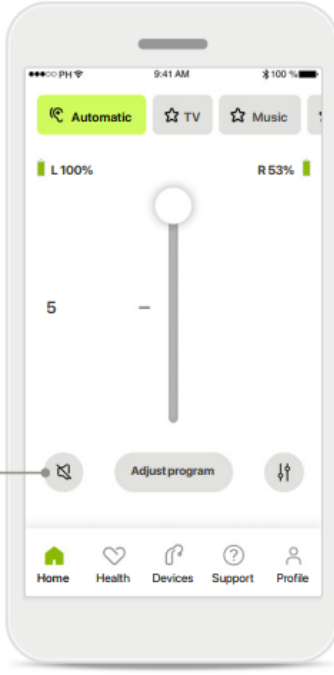
For more troubleshooting information please visit the Phonak support page at

<https://www.phonak.com/myphonakapp>


		
<p>Incompatible devices</p> <p>The app cannot connect to the hearing aids because they are not compatible. Please contact your hearing care professional for further information.</p>	<p>Hearing aid connection error</p> <p>If the pairing to one of the hearing aids fails, you can tap Try again to restart the pairing process.</p>	<p>Connection error</p> <p>Tap Try again to restart the pairing process.</p>

Home – Remote Control view

Functionalities available for all hearing aids.

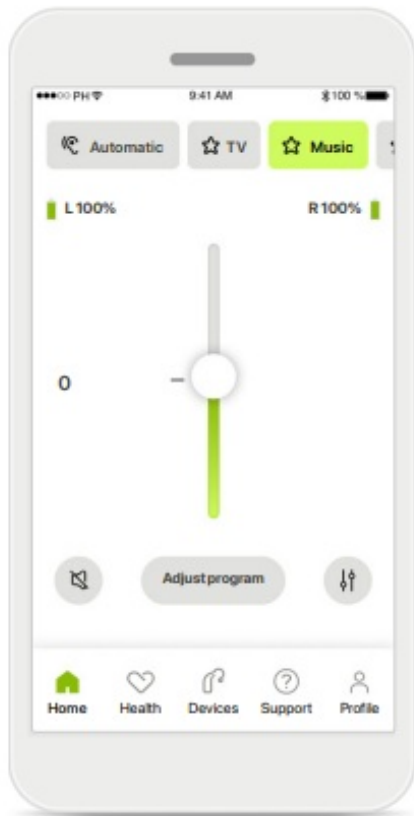
			
<p>Adjust hearing aid volume Move this slider up to increase the volume, or down to decrease the volume. If you are fitted with two hearing aids this slider controls both devices simultaneously.</p>	<p>Split the volume Press the Split icon to adjust the volume of each hearing aid independently.</p>	<p>Mute Tap on the Mute to mute the hearing aid(s).</p>	<p>Access Access screen your ne Choose A Pr Pr</p>

Home – Remote Control view*

			
<p>More settings</p> <p>Depending on how the hearing aids were programmed, and which wireless accessories you have, you will be able to adjust more settings, such as tinnitus noiser and ambient balance, if you're streaming.</p>	<p>Example</p> <p>For example, if your hearing aids support tinnitus functionality and you're in a streaming program, you will be able to adjust both in the dedicated screens.</p>	<p>Tinnitus noiser</p> <p>If you have tinnitus, and have been instructed by your hearing care professional on how to use the Tinnitus noiser, you can adjust the volume of the masking noise.</p>	<p>Ambient balance</p> <p>If you use e.g. TV the focal or surround sound.</p>

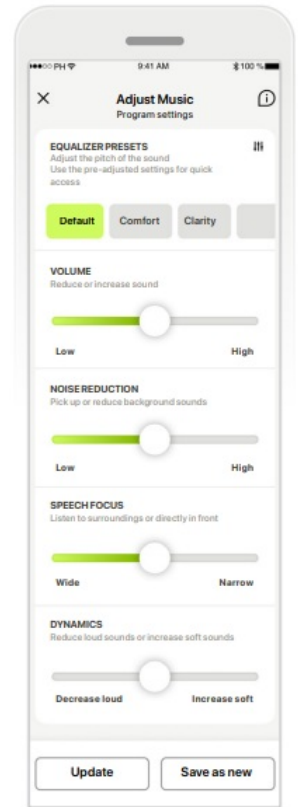
*For details about features and hearing aids compatibility, please refer to your hearing care professional.

Home – Remote Control advanced settings



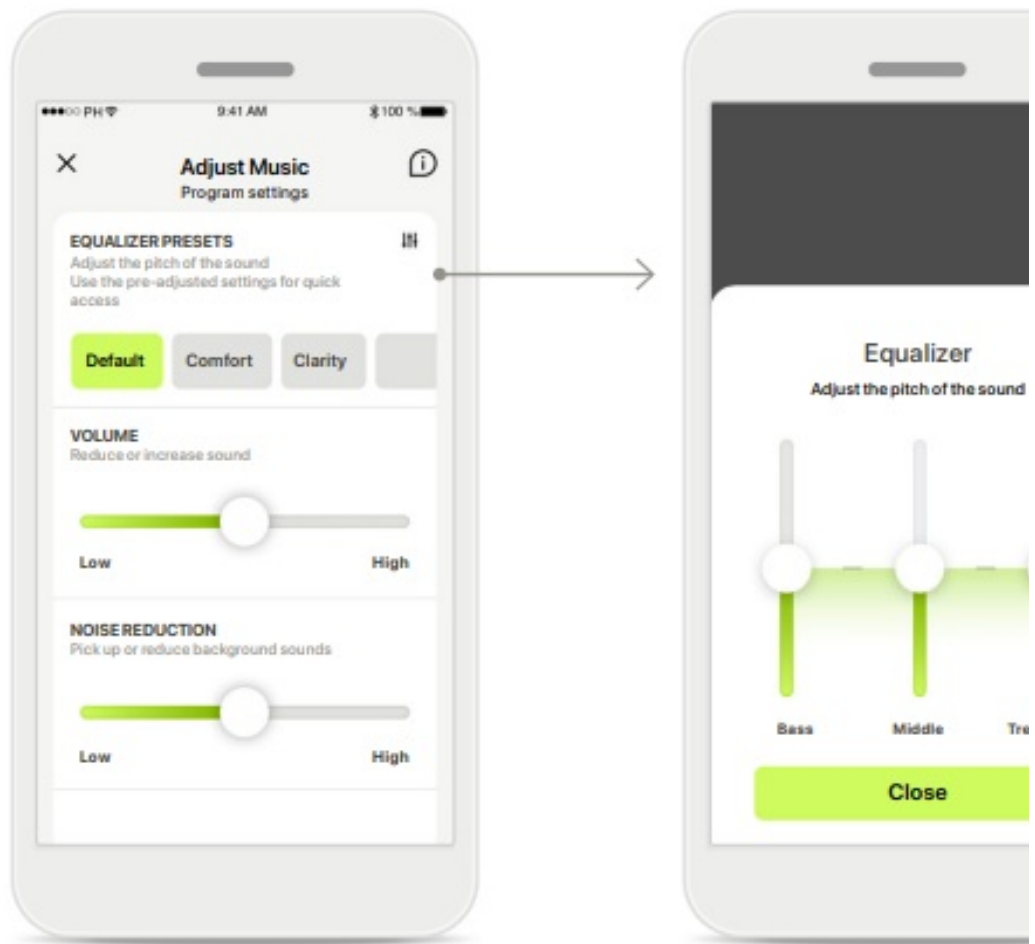
Adjust program

By tapping Adjust program you can modify the selected program using advanced sound settings.



Program settings

You can adjust the selected program in different ways. Use the sliders, volume control, noise reduction, speech focus and dynamic control.



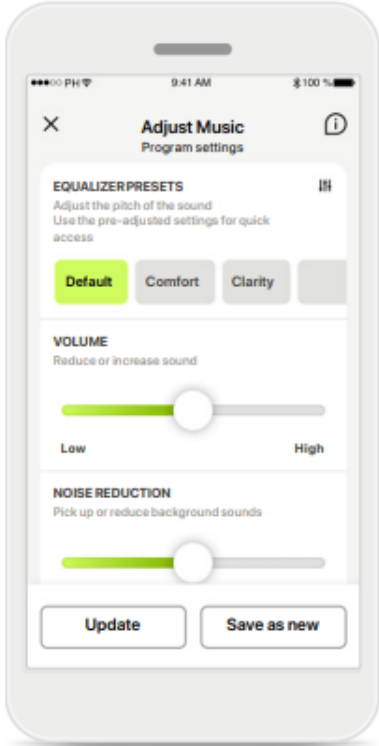
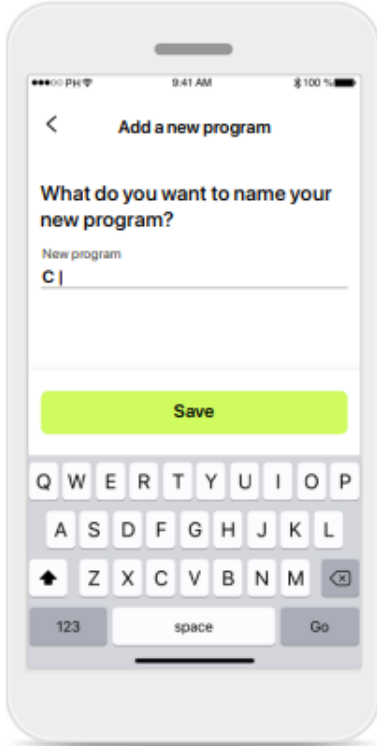
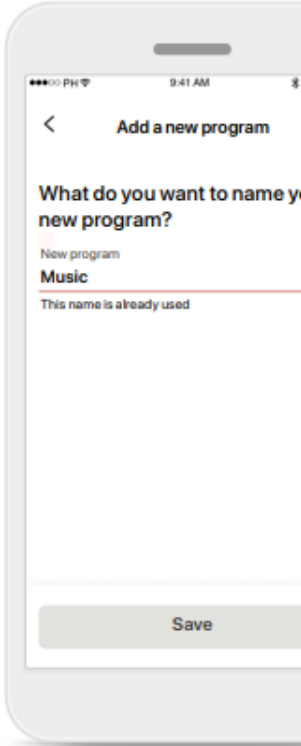
Equalizer presets

The equalizer presets allow you to make quick adjustments of the sound pitch based on the acoustic environment you are in. Tap on the equalizer icon to make more advanced adjustments.

Adjusting sound pitch

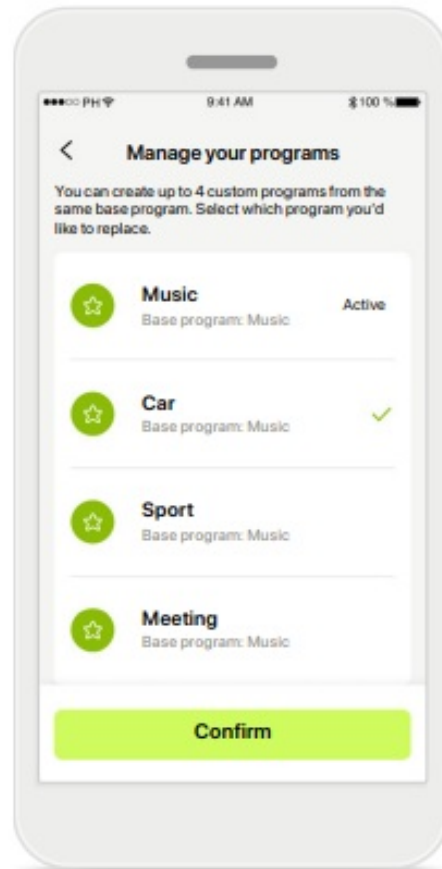
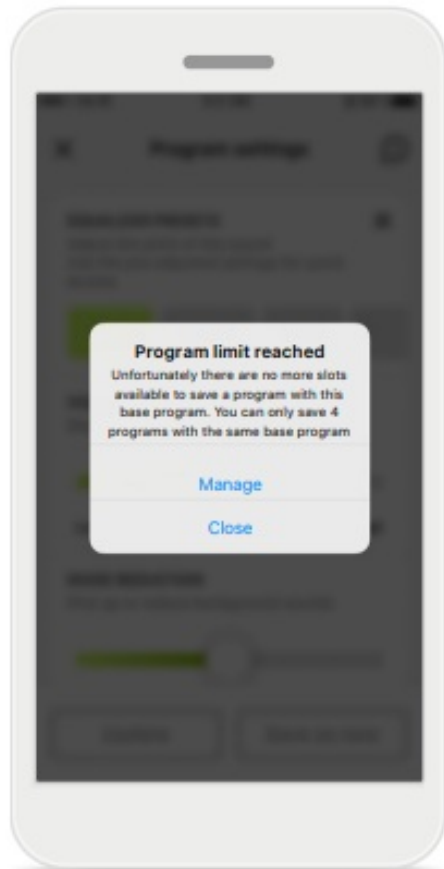
Modify the sound pitch (frequency) by using the sliders. Press Close

Home – Remote Control advanced settings – Create a new or update an existing program*

			
<p>Personalized adjustments</p> <p>After adjusting an existing program you can choose to update it by tapping Update or to save it as a new program by tapping Save as new.</p>	<p>Naming your personalized adjustment</p> <p>You can save personalized adjustments as a new program and give the name of your choice.</p>	<p>Invalid program name</p> <p>You cannot reuse the same name nor leave it empty. Valid names cannot contain more than 22 characters and cannot contain white spaces only.</p>	<p>Program name already used</p> <p>When you try to save a program with a name that is already used, you will see an error message.</p>

***Only available in specific hearing aids**

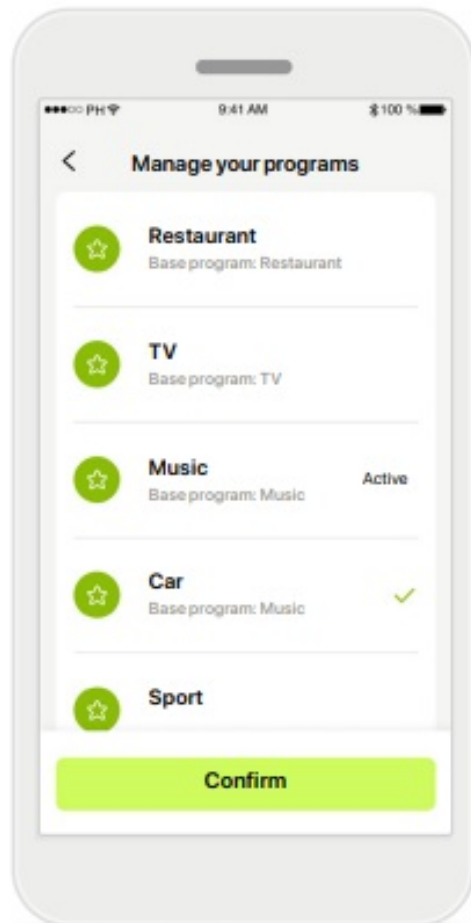
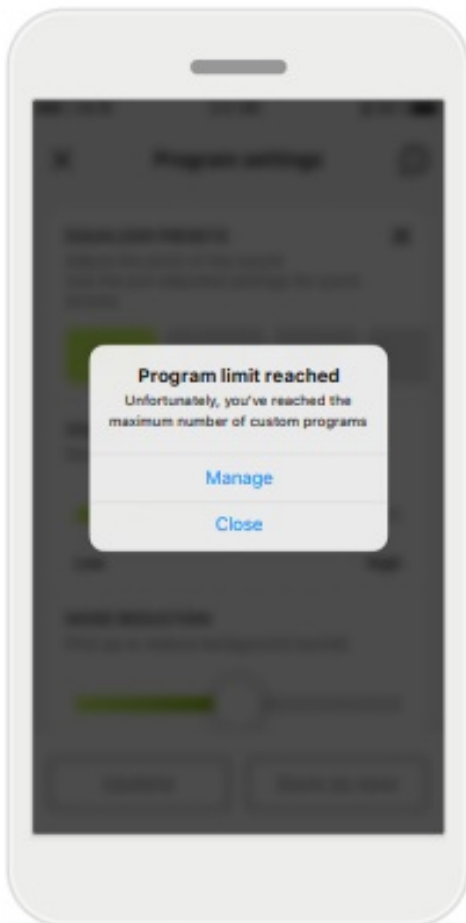
Remote Control advanced settings – Troubleshooting



Program limit reached – max same base program

You can have a maximum of four programs based from the same base program.

If you reach the limit you have the option to replace an existing one with the new by tapping on Manage.

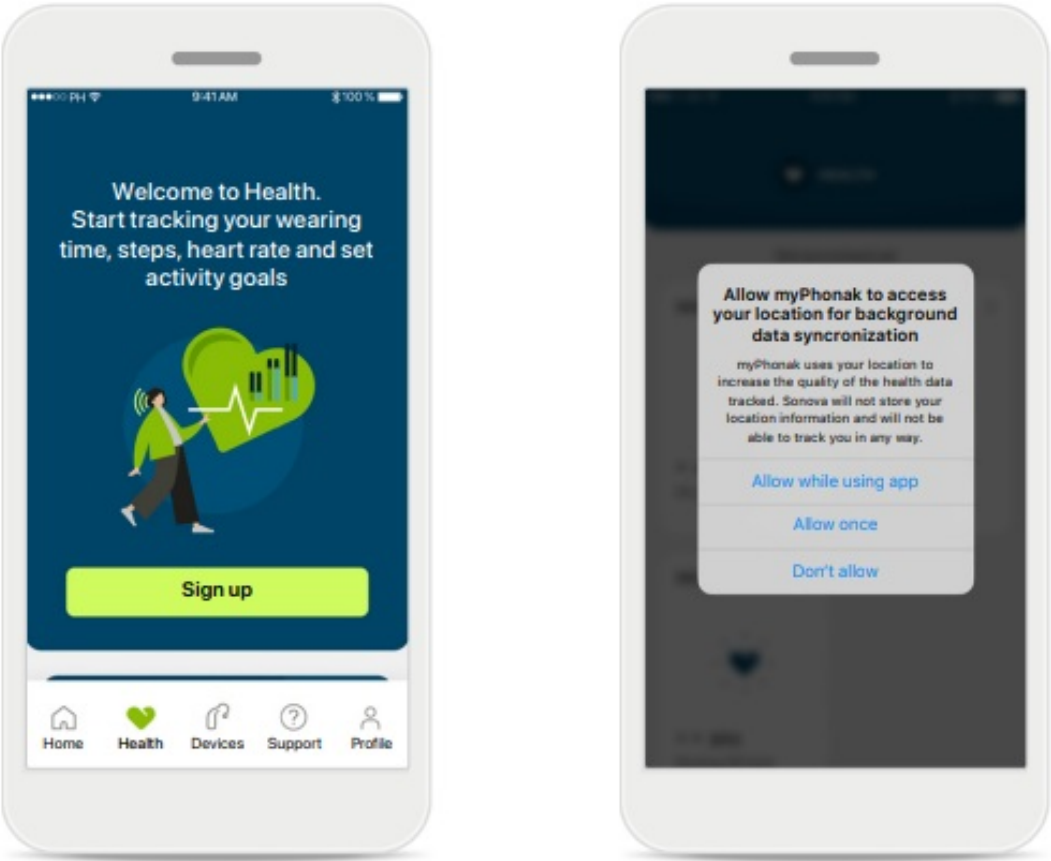


Program limit reached – max program number

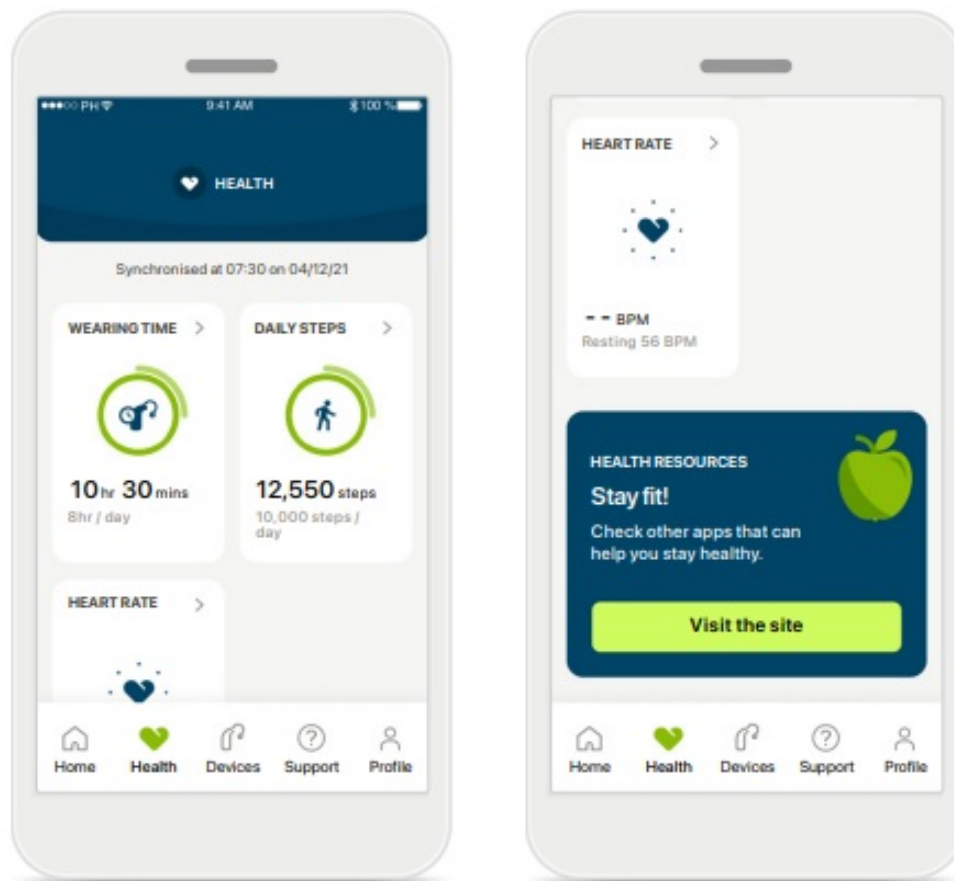
You can have a maximum of ten personalized programs saved in your program list.
If you reach the limit you have the option to replace an existing one with the new by tapping on Manage.

Health – Setting up

Some features of the Health section described here are available only with certain Hearing aids.
For more information please refer to phonak.com.

	
<p>Sign up</p> <p>To access the health features you need to sign up with your myPhonak account.</p>	<p>Enable location services</p> <p>Enable location services in your iPhone to improve the quality of your health y allowing frequent data synchronization. By denying access, you won't be al r health data.</p>

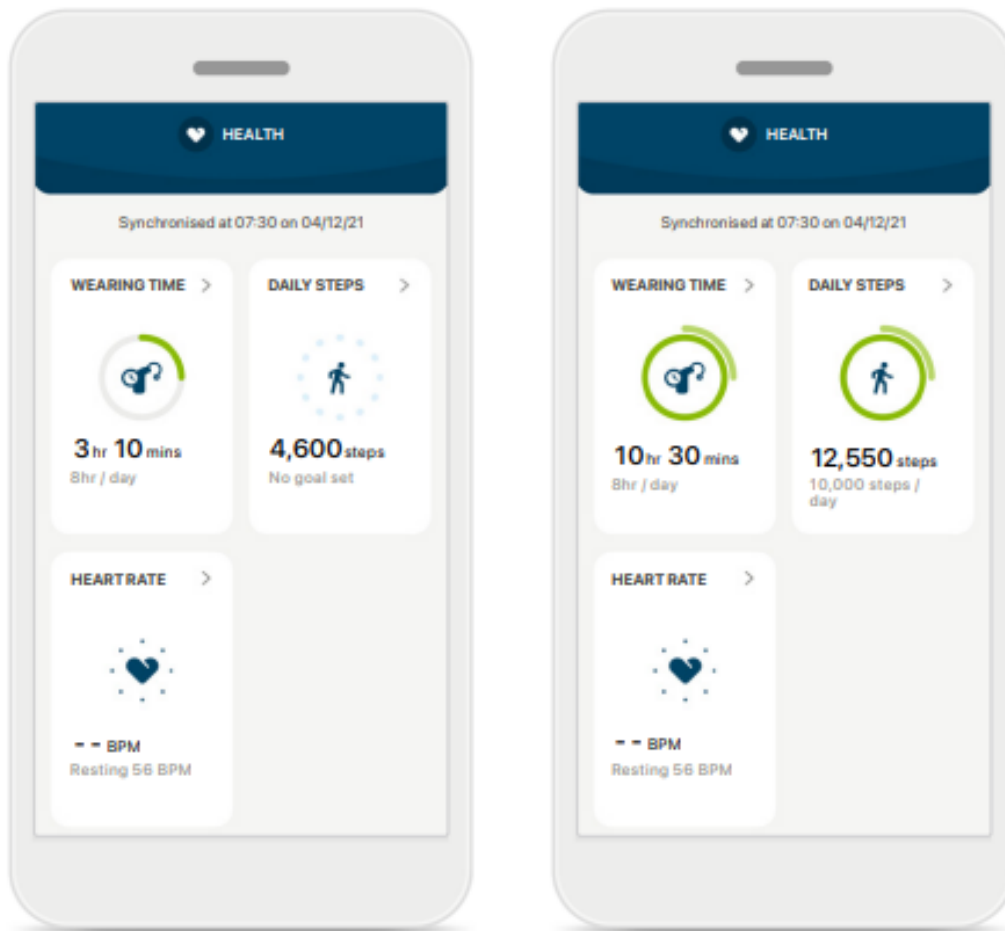
Health



Health dashboard content

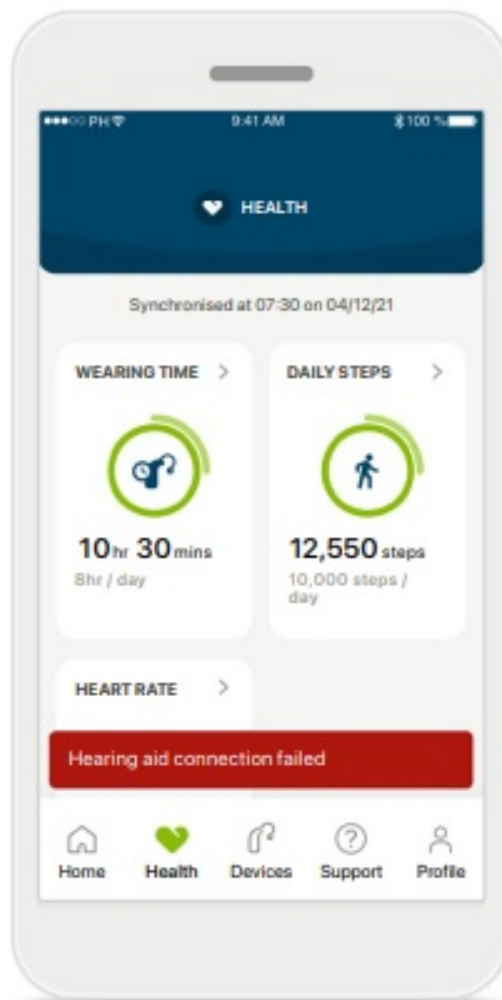
In the health dashboard you'll be able to:

- Access the health functions supported by your hearing aids and see their values changing live*
- See goal progress, if already set up
- Access health tips (recommendations for other health apps)



Goal progress examples

If you have set up goals, you'll be able to see your progress in the green circle around the icon of each feature. If you have exceeded the maximum value of your goal, you'll see a second circle around the icon.



Connection to your hearing aids

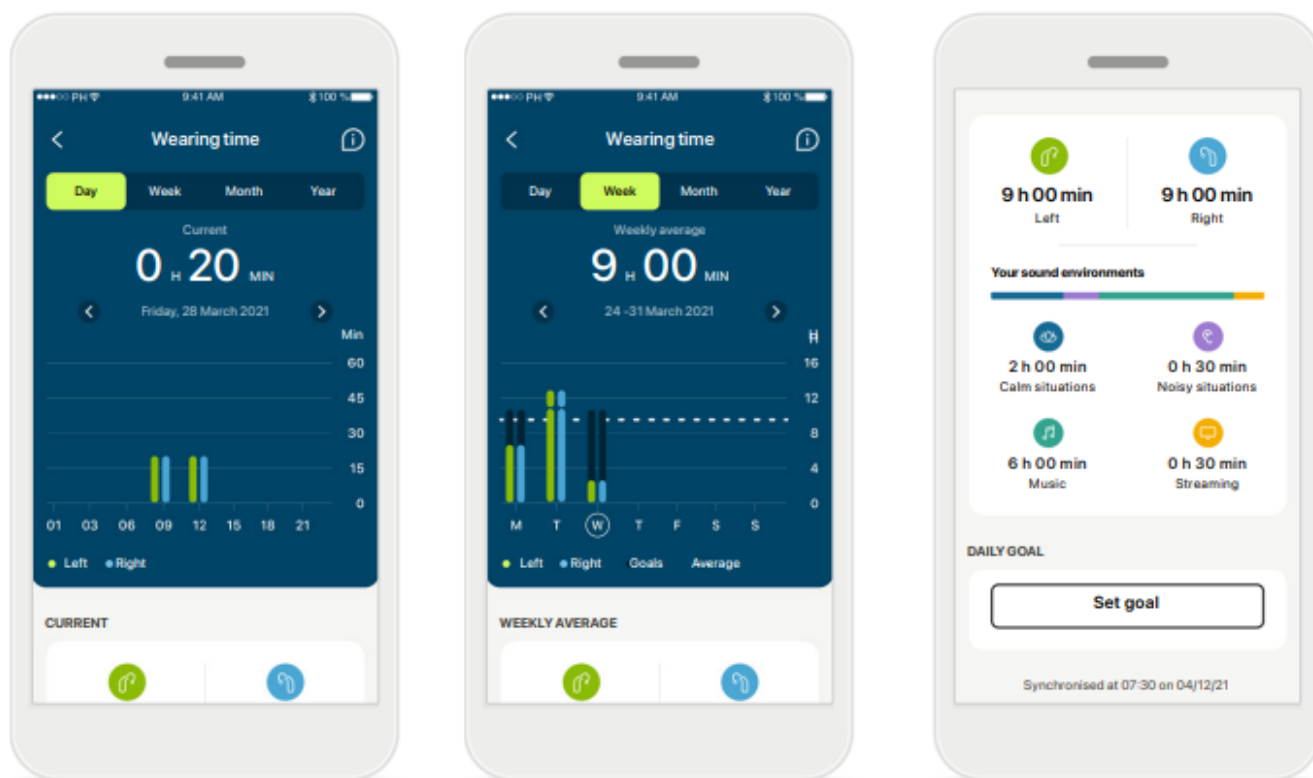
Remember that you need to be connected to your hearing aids to be able to see your health functions values changing live. Frequent synchronization of the app with your hearing aids allows for more accurate time information. If the connection fails or your data cannot be synchronized, you'll be notified and led to the FAQs website to learn what to do.

* In order to access live Steps in the Health section, compatible Paradise Audéo R and Audéo RT wearers need to update to the latest firmware version. Naida P-PR wearers will access live wearing time and hourly updates for the step graphs.

The information contained in this section is for educational and informational purposes only. You should not use the information shown in the health section as a substitute for, nor should it replace, professional medical advice. If you have any questions about your health, or before beginning an exercise program, you should always consult with a physician or other health-care professional.

To track your heart rate, make sure your ear pieces are correctly inserted into the ear canal. For the best result, keep still and quiet.

Health detailed feature views – Wearing time, steps, activity levels*, distance walked and ran**



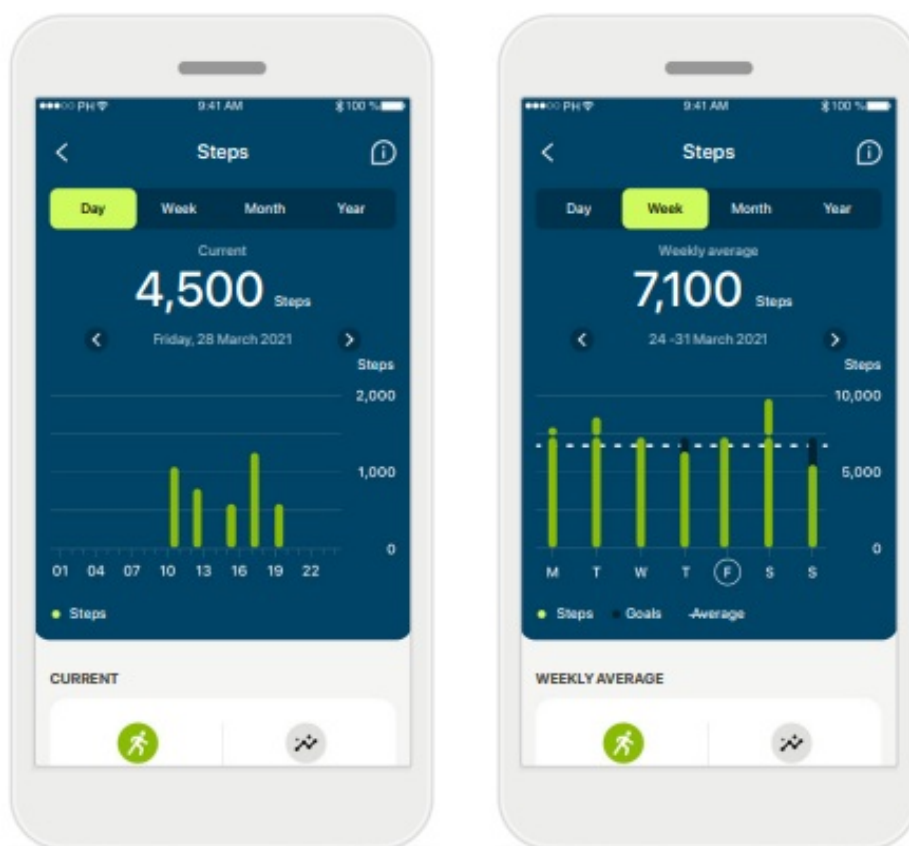
Wearing time

By clicking on the wearing time card of the dashboard, you enter the daily wearing time graph. Go to weekly, monthly or yearly view by tapping on the respective tab, which turns green. If you have two hearing aids, the graphs display the value of both left and right hearing aids.

Below you see current (for daily view) or average values (for non-daily view), as well as the breakdown of wearing time in different sound environments.

*For all Audéo Paradise rechargeable, Phonak Audéo Fit, and all Phonak Lumity rechargeable hearing aids

**For Phonak Audéo Fit and all Phonak Lumity rechargeable hearing aids



Steps, activity levels and distance

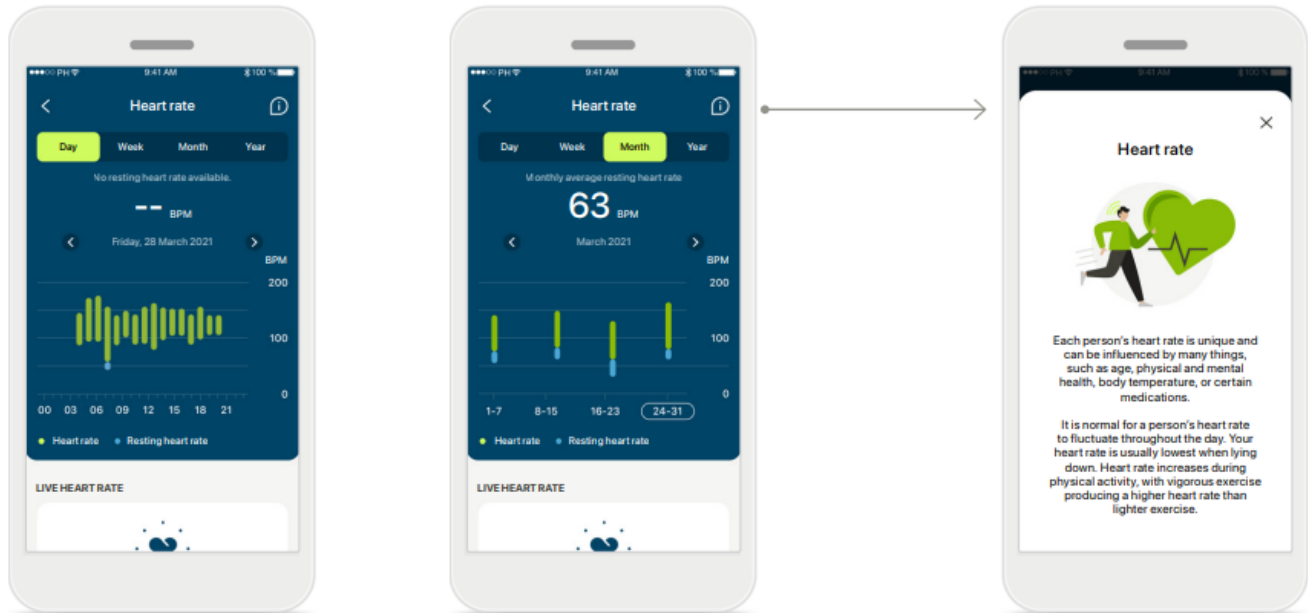
By clicking on the steps card of the dashboard, you enter the daily steps graph. Go to weekly, monthly or yearly

view by tapping on the respective tab, which turns green.

Below you see current (for daily view) or average values (for non-daily view), as well as the approximate distance you walked or ran**.

The activity levels show the time you did no, low (some movement detected), medium (walking detected) or high (running detected) activity.

Health detailed feature views – Heart rate*



Heart rate (HR) tracking

All views include live heart rate (HR). The daily view includes the resting heart rate (RHR) and ranges of your HR per hour. The weekly view includes the average resting heart rate (RHR) per day, live heart rate (HR) and ranges of your HR per day.

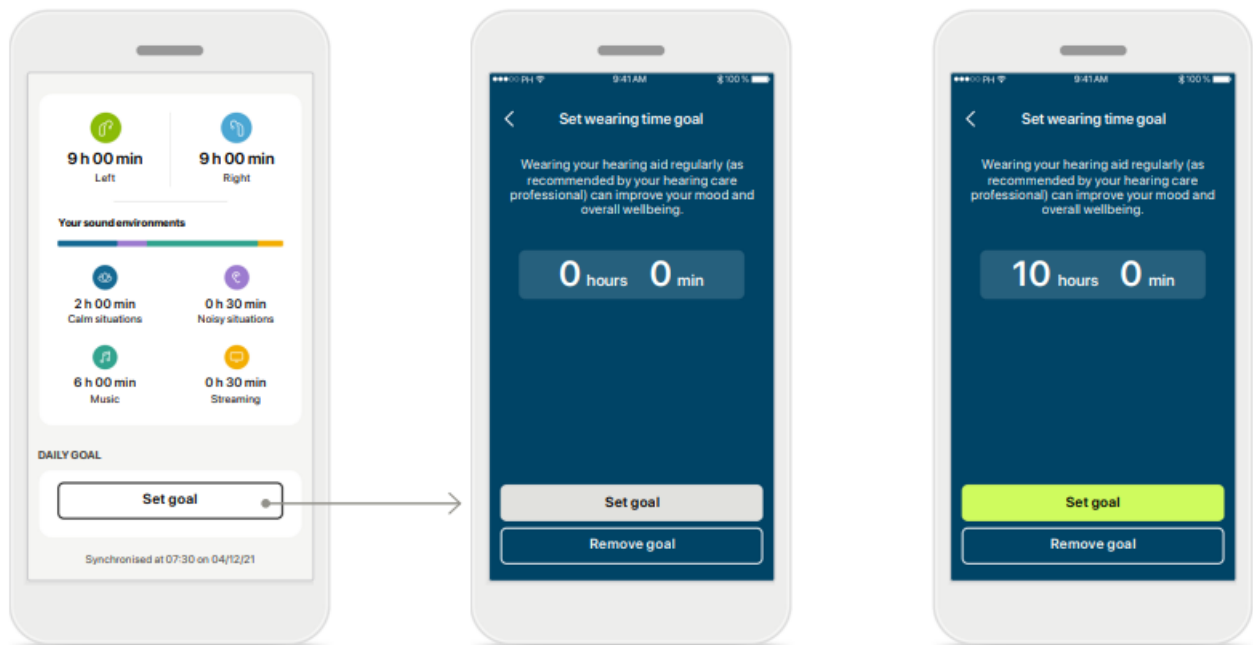
Weekly, monthly and yearly views include:

- Daily view – hourly resolution (Periodic and live HR ranges per hour, one lowest Resting HR per day),
- Weekly / monthly / yearly views – daily / weekly / monthly resolution of HR ranges and RHR ranges

More information

Click on the (i) icon on the right top of the screen to get more information and references about heart rate and why it is important to track your resting heart rate. Health –

Other functionalities*



Set, change and remove goals*

Setting up goals is optional for steps and wearing time. You can set them up during the health set up, in the health dashboard or in the detailed views of these features.

Click the Set goal or Change goal button to follow the flow of screens as shown above in the example. Enter a valid number for wearing time or steps and tap on Set goal to save your changes. Tap on Remove goal, if you wish to delete it.

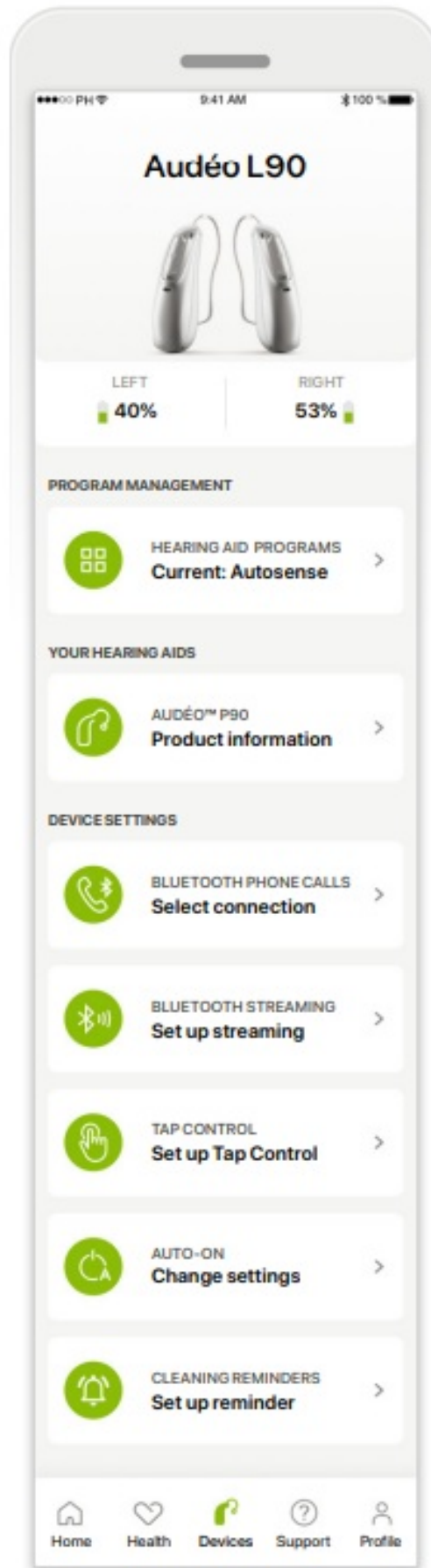


Tooltips

Click on a spot of the bars of the graph to see the exact values displayed in a white banner (tooltip).

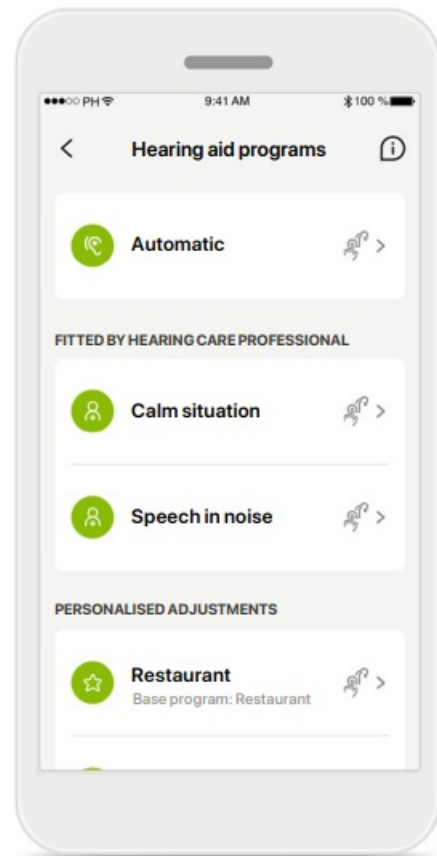
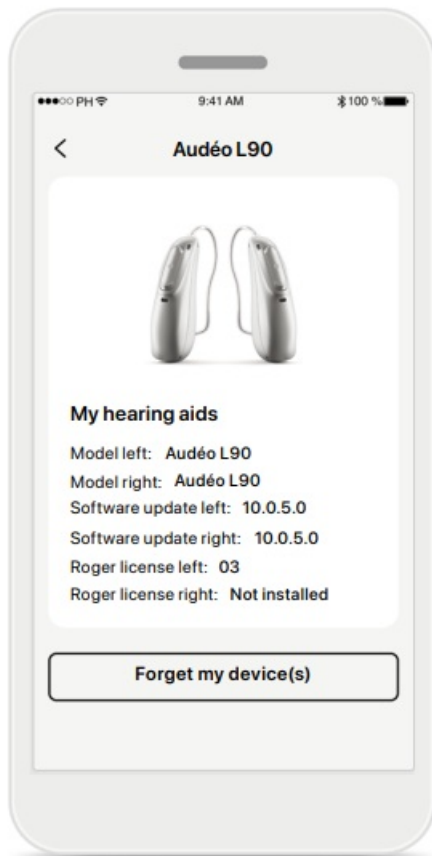
*For Audéo Paradise rechargeable, Phonak Audéo Fit, Phonak Audéo Lumity and Phonak Slim hearing aids.

Devices



Devices home screen

In the Devices section you can access everything related to your hearing aids, e.g. Program management and Device settings. You can also see the battery state for rechargeable models.



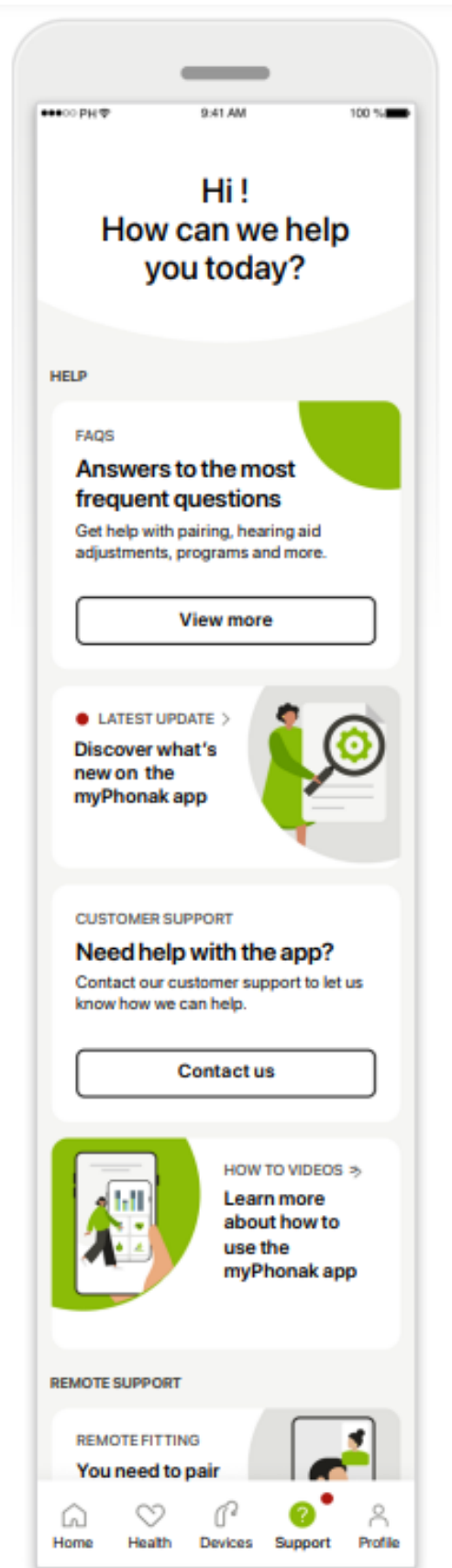
Forget devices

Go to Your hearing aids card to remove your device(s). A pop-up message will appear after clicking the Forget my device(s) button, where you will need to confirm the removal. Please note that by doing so you will need to pair your hearing aids again in order to use the app.

Program management

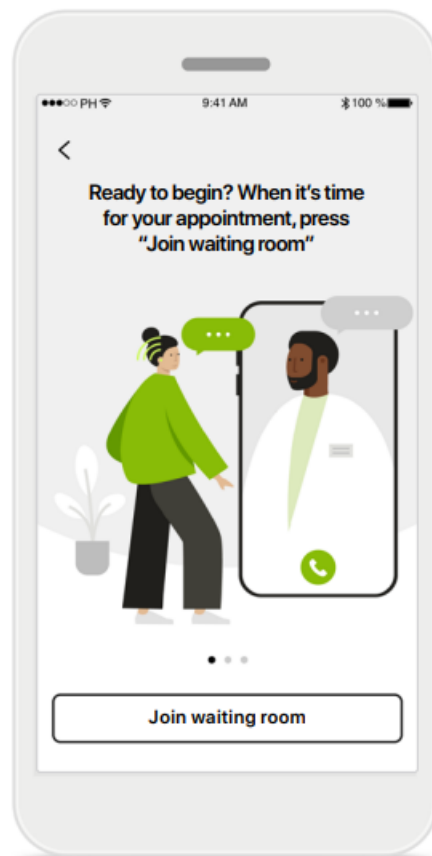
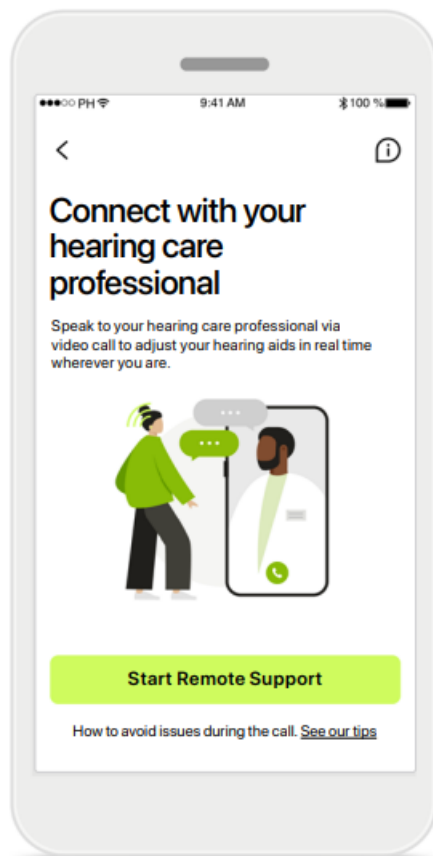
By tapping on Hearing aid programs you will be able to see all available programs. Tap on one to edit the name or delete it. There are three types of programs: automatic, fitted by your hearing care professional and your personalized. A star icon next to the program name, it means that it is a favorite program of your hearing aids.

Support & Remote Support session



Support section

From the support screen you can access the FAQ*, User Guide, how-to-videos website, Legal settings and share feedback. You can also access Remote Support by pressing Start a Session.



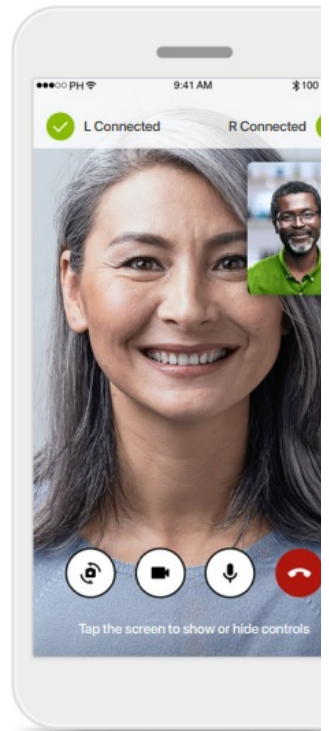
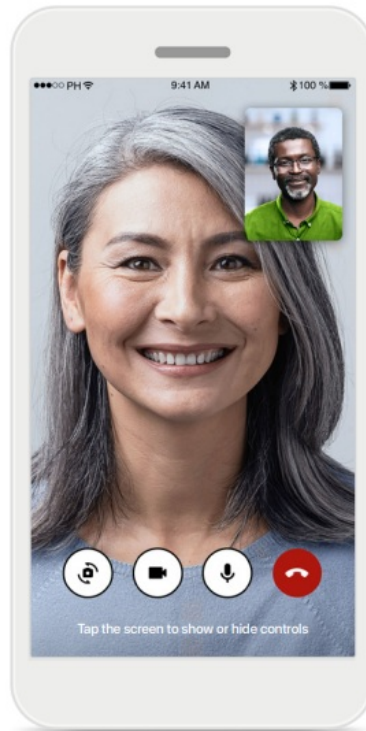
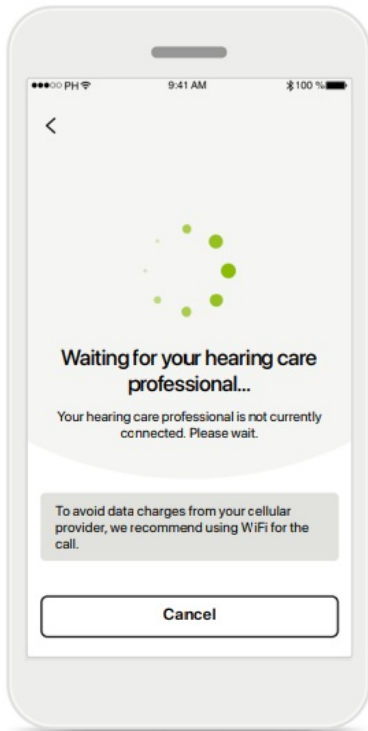
Remote Support

By pressing Start a Session on the Support screen you will be able to have a Remote Support session with your hearing care professional. The Remote Session needs to be planned in advance with your hearing care professional. Press Start Remote Support to continue.

Start session

When you have started the session you will need to press Join waiting room for your hearing care professional to be able to call you.

Starting a Remote Support session



Accept video call

The app will connect you to your hearing care professional, wait until the hearing care professional enters the call.

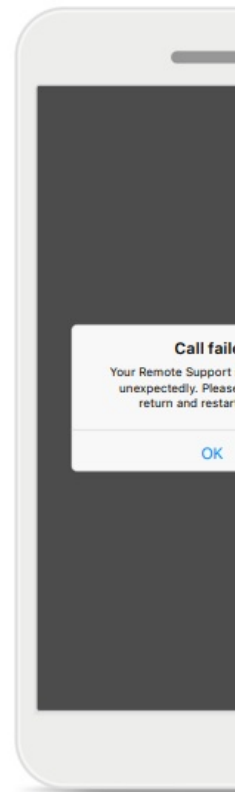
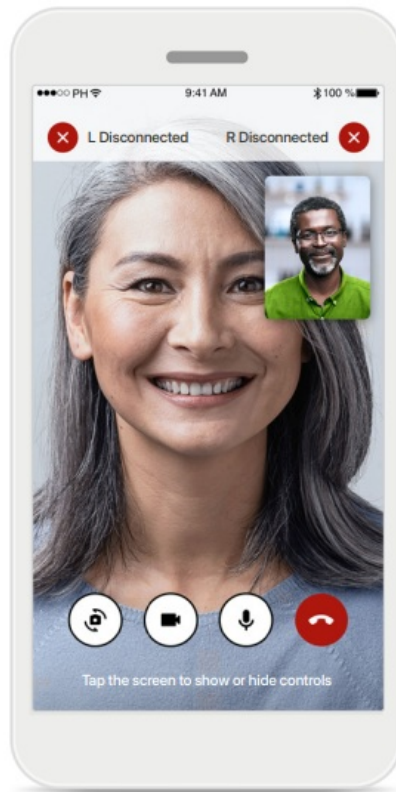
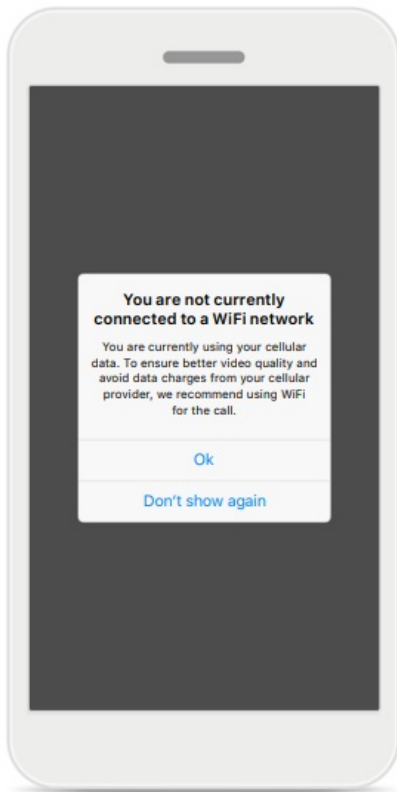
Ongoing call

After a few seconds, the video image is set up and you will be able to see and hear your hearing care professional. By using the controls, you can mute/unmute, disable video, switch camera and end the call.

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 is connecting to your hearing aids.

Troubleshooting during Remote Support session



Wi-Fi connection

The Remote Support session is done using internet. For better quality, we recommend that you use Wi-Fi.

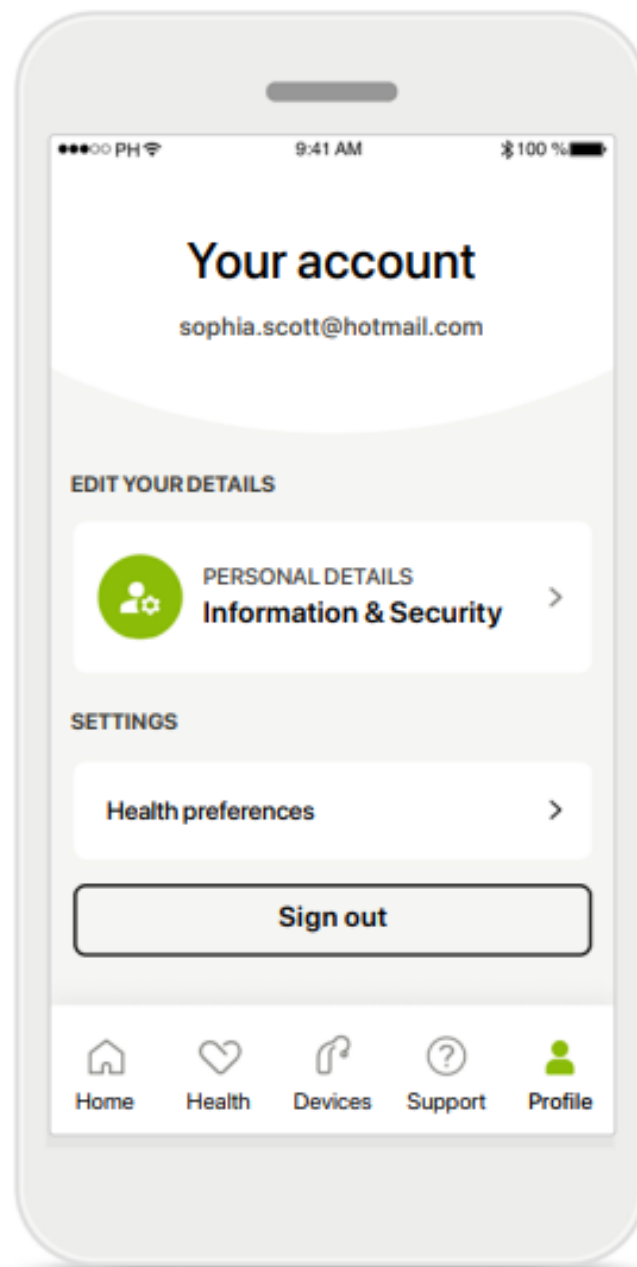
Hearing aids connection lost

You will be able to see the connection to your hearing aids on the top of the screen. If the hearing aids disconnect the symbol will turn red. Your hearing care professional will then need to reconnect to your hearing aids.

Call

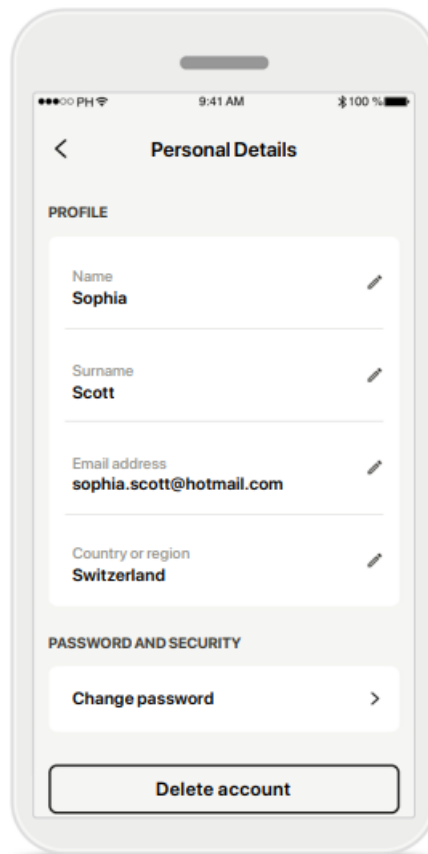
If the session ends unexpectedly, you will be prompted to return and restart the session.

Profile and Data privacy



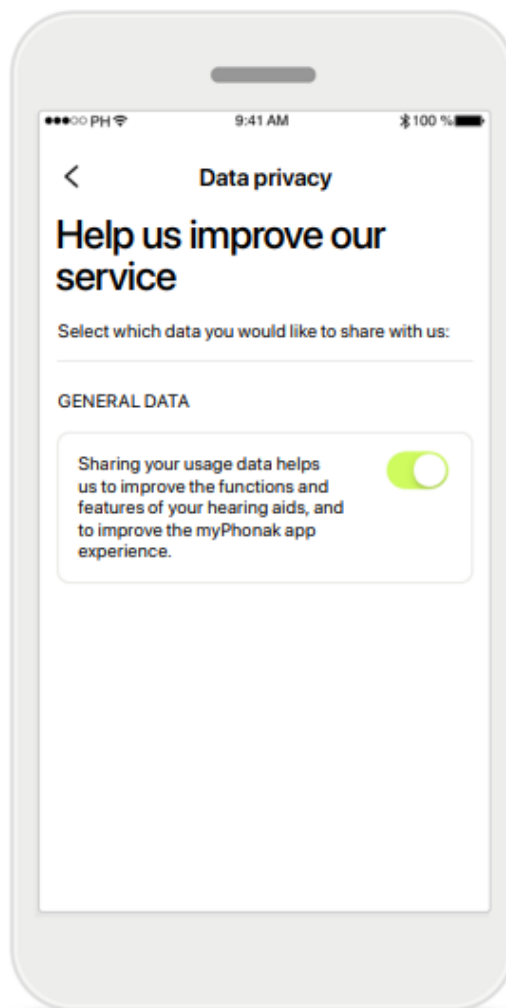
Profile section

In the Profile screen you can edit your profile information and adjust your preferences related to Health. If you want to sign out from the app, tap Sign out.



Personal details

You can edit your personal information under Personal details and modify your security information. If you want to delete your account, press Delete account. You will need to enter your password to confirm the action.



Data privacy

Go to Support > Data privacy and choose at anytime which data you want to share with Phonak. Details on which data we process are described in the Privacy Notice. This is available anytime under Support > Legal documentation.

Important safety information

Please read the relevant safety information on the following pages before using your app.

Intended use:

The app is standalone software for intended hearing aid users to select, configure and save hearing aid settings, within the limited range permitted by the fitting software. The app also enables and empowers intended hearing aid users to connect and communicate with hearing care professionals for remote hearing aid adjustments.

Intended patient population:

This device is intended for patients with unilateral and bilateral, mild to profound hearing loss from 17 years of age. The Tinnitus feature is intended for patients with chronic tinnitus from 18 years of age.

Intended user:

Person with hearing loss using a compatible device.

Indications:

Please note, indications are not derived from the app, but from the compatible hearing aids. General clinical indications for the use of hearing aids and Tinnitus feature are:

- Presence of a hearing loss
 - > Uni- or bilateral
 - > Conductive, sensorineural or mixed
 - > Mild to profound
- Presence of a chronic tinnitus (only applicable for devices which provide the Tinnitus feature)

Contraindications:

Please note, contraindications are not derived from the app, but from the compatible hearing aids. General clinical contraindications for the use of hearing aids and Tinnitus feature are:

- Hearing loss is not in the fitting range of the hearing aid (i.e. gain, frequency response)
- Acute tinnitus
- Deformity of the ear (i.e. closed ear canal; absence of the auricle)
- Neural hearing loss (retro-cochlear pathologies such as absent/non-viable auditory nerve)

The primary criteria for the referral of a patient for a medical or other specialist opinion and / or treatment are as follows:

- Visible congenital or traumatic deformity of the ear;
- History of active drainage from the ear in the previous 90 days;
- History of sudden or rapidly progressive hearing loss in one or both ears within the previous 90 days;
- Acute or chronic dizziness;
- Audiometric air-bone gap equal to or greater than 15 dB at 500 Hz, 1000 Hz and 2000 Hz;
- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal;
- Pain or discomfort in the ear;
- Abnormal appearance of the eardrum and ear canal such as:
 - > Inflammation of the external auditory canal,
 - > Perforated eardrum;
 - > Other abnormalities which the hearing care professional believes are of medical concern

The hearing care professional may decide that referral is not appropriate or in the best interests of the patient when the following applies:

- When there is sufficient evidence that the condition has been fully investigated by a medical specialist and any possible treatment has been provided;
- The condition has not worsened or changed significantly since the previous investigation and /or treatment
- If the patient has given their informed and competent decision not to accept advice to seek a medical opinion, it is permissible to proceed to recommend appropriate hearing aid systems subject to the following considerations:
 - > The recommendation will not have any adverse effects on the patients' health or general wellbeing;
 - > The records confirm that all necessary considerations about the patient's best interests have been made

If legally required, the patient has signed a disclaimer to confirm that the referral advice has not been accepted and that it is an informed decision.

Clinical benefit:

The app benefits intended users by providing the possibility to adjust and save hearing aid settings to individual needs, within the range permitted by the initial fitting.

The app provides a convenient way for intended users to communicate and connect with hearing care professionals for remote hearing aid adjustments.

Side effects:

Please note, side effects are not derived from the app, but from the compatible hearing aids.

Physiological side-effects of hearing aids like tinnitus, dizziness, wax build up, too much pressure, sweating or moisture, blisters, itching and/or rashes, plugged or fullness and their consequences like headache and/ or ear pain, may be resolved or reduced by your hearing care professional.

Conventional hearing aids have the potential to expose patients to higher levels of sound exposure, which might result in threshold shifts in the frequency range affected by acoustic trauma.

Limitations of use:

The app usage is limited to the capabilities of the compatible device/devices.

Any serious incident that has occurred in relation to the app, should be reported to the manufacturer representative and the competent authority of the state of residence. The serious incident is described as any incident that directly or indirectly led, might have led or might lead to any of the following:

- a. the death of a patient, user or other person
- b. the temporary or permanent serious deterioration of a patient's, user's or other person's state of health
- c. a serious public health threat

To report an unexpected operation or event, please contact the manufacturer or a representative.

The user guide for all app versions in all applicable languages in electronic form is accessible via web page. To access user guides, follow the process:

- Click on <https://www.phonak.com/en-int/global-locations> and choose the country of interest
- Go to "Support" (English) or its equivalent in the respective language
- Go to "User Guides" (English) or its equivalent in the respective language
- Go to "Apps" (English) or its equivalent in the respective language
- Choose "myPhonak app"

Alternatively, the current version of the myPhonak user guide can be accessed directly from the app by navigating to the Support section and then tapping on the card named "User Guide". The user guide will then open in an external browser window.

Security notice

Patient data is private data and its protection is important:

- Make sure the smartphones are up-to-date with the latest Operating System security updates. Enable

automatic updating.

- Make sure your installed app version is up-to-date
- Only use genuine Sonova apps from official stores with your hearing aids.
- Only install reputable apps from official stores
- Make sure you use strong passwords and keep credentials secret
- Lock phone with PIN and/or biometric (e.g. fingerprint, face) and set the phone to lock automatically after several minutes of inactivity.
- Make sure the installed apps only have permissions they need
- Avoid creating a Bluetooth pairing with your hearing aids in a public area. This is due to the risk of unwanted interference from a 3rd party. We recommend to do this Bluetooth pairing at home.
- DO NOT use a jailbroken or rooted phone Make sure to keep data safe at all times. Please be aware that this listing is not exhaustive.
- When transferring data through unsafe channels, either send anonymous data or encrypt it.
- Protect your smartphone data backups not only from data loss but also from theft.
- Remove all data from a smartphone which is no longer used by you or will be disposed.

Software maintenance:

We are constantly monitoring feedbacks from the market. If you experience any issues with the latest app version, please contact your local manufacturer representative and/or provide feedback in the Appstore or Google Play Store.



Changing settings, e.g. decreasing volume or increasing noise canceler, may lead to dangers such as incoming traffic no longer being heard.



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.











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

Compliance information

Europe: Declaration of Conformity

Hereby Sonova AG declares that this product meets the requirements of the Medical Devices Regulation (EU) 2017/745.

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 product meets the requirements of the Medical Devices Regulation (EU) 2017/745. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned regulation.
	Indicates the Authorized representative in the European Community. The EC REP is also the importer to the European Union.
	Indicates that the device is a medical device
 Name, address, date	Combined symbol “medical device manufacturer” and “date of manufacture” as defined in in EU Regulation (EU) 2017/745
	An indication that electronic instructions for use are available. Instructions can be obtained on the www.phonak.com/myphonakapp website

myPhonak



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This user guide is applicable for myPhonak 6.3 and later subversions of myPhonak 6 app.
For prior version of the app user guide please contact your local representative or consult the web site.



[PHONAK myPhonak App](#) [pdf] User Guide myPhonak App

References

- [Hearing Aids and Solutions | Phonak](#)
- [Product User Guides | Phonak](#)
- [Phonak Support Community](#)
- [Product User Guides | Phonak](#)

Manuals+