

The Phonak Bluetooth Guide.

Using your Phonak Hearing with a Bluetooth®
enabled mobile phone





▶ Using your Phonak hearing aid with a Bluetooth® enabled mobile phone

Your Phonak hearing aid has Bluetooth® functionalities that allow you to connect to Bluetooth enabled devices.

This guide will show you how to connect the hearing aid to a mobile phone and answer and reject phone calls; as well as how to connect to, and use the myPhonak app.

Content

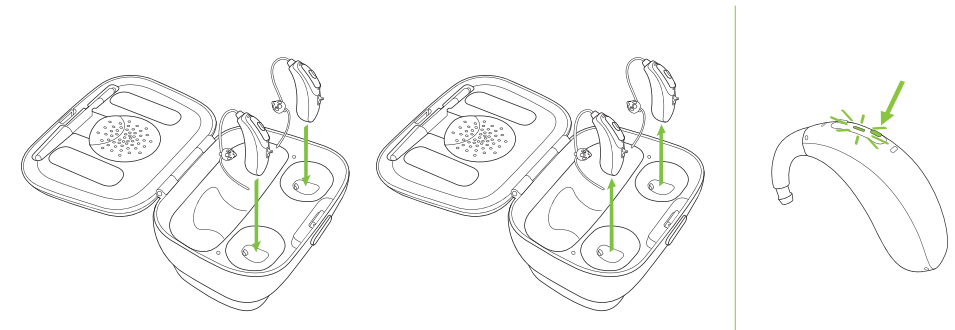
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Entering pairing mode

Phonak rechargeable hearing aid

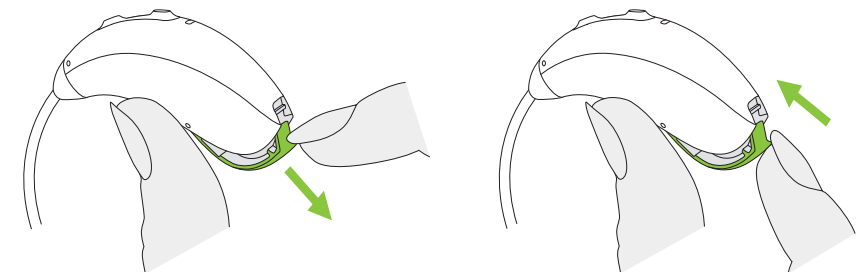
Place your hearing aids in the charger for 10 seconds and remove, you will then have 3 minutes to complete the pairing.

Or hold down the bottom button for 3 seconds to turn off your hearing aid. Then press the bottom button for 3 seconds again to turn your hearing aid back on, you will then have 3 minutes to complete the pairing.



Phonak battery hearing aid

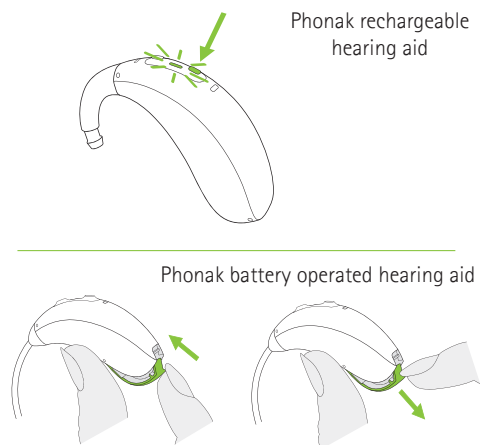
Open and close the battery door, you will then have 3 minutes to complete the pairing.



Pairing your Phonak hearing aid to a Bluetooth® enabled device

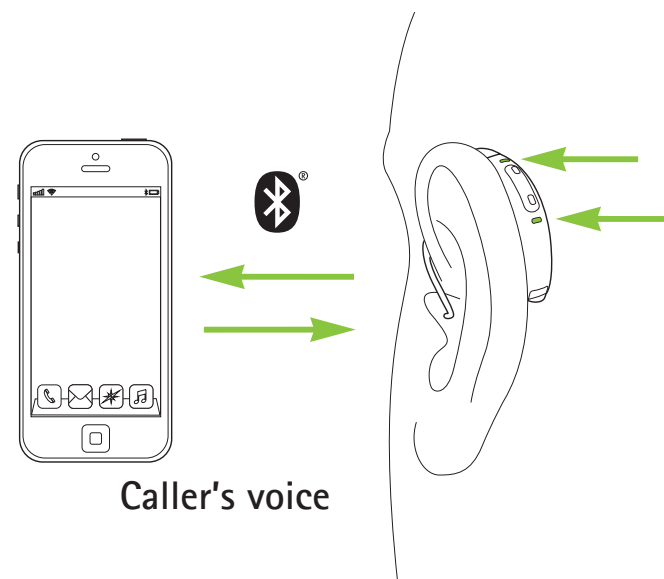
Initial pairing

1. On your device (e.g. a phone), ensure that Bluetooth wireless technology is enabled and search for Bluetooth enabled devices in the connectivity setting menu.
2. Switch your hearing aids off, and on again. You now have 3 minutes to pair your hearing aids with your device.
3. Your device shows a list of Bluetooth enabled devices. At the stage you will only see one hearing aid, continue and select the hearing aid from the list. This will simultaneously pair both hearing aids to your phone. A beep confirms successful pairing.



After your hearing aids have been paired to your device, they will automatically connect again when switched on.

Phone calls

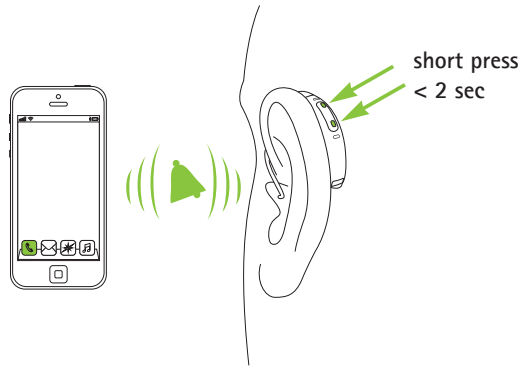


Your hearing aids connect directly with Bluetooth® enabled phones.

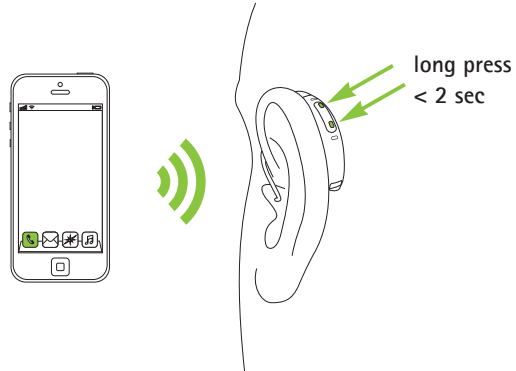
When paired and connected to your phone, you will hear the caller's voice directly in your hearing aids. Your hearing aids pick up your voice through its own microphones, so you do not need to speak into your phone to be heard down the line.

Accepting, ending and rejecting a call

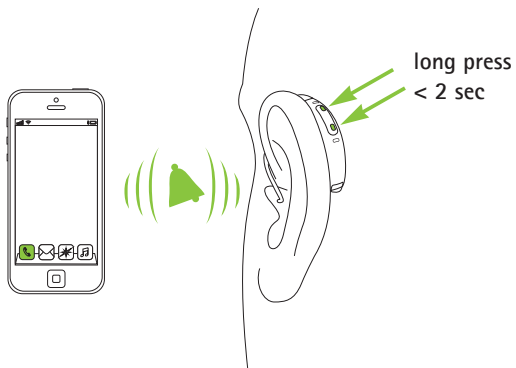
A call can be accepted by a short press on the upper or lower part of the multi-function button.



A call can be ended by a long press on the upper or lower part of the multi-function button.



An incoming call can be rejected by a long press on the upper or lower part of the multi-function button.



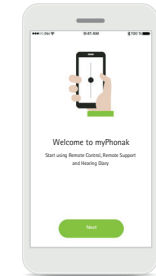
Installing the myPhonak app

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



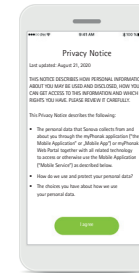
Download myPhonak app

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



Open myPhonak app

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



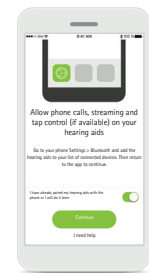
Privacy notice

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



Product improvement

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



Enable streaming

To 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.

Connecting your Phonak hearing aid to the myPhonak app

Download 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
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.

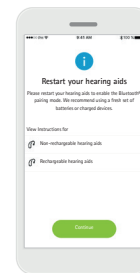
Prepare your hearing aid

You will have been provided with a Phonak rechargeable hearing aid or a Phonak battery hearing aid, please follow the relevant instructions to prepare your hearing aid.

Please follow the relevant instructions on page 3 (Entering pairing mode) to enter pairing mode.

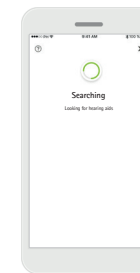
Pairing with Phonak hearing aids

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



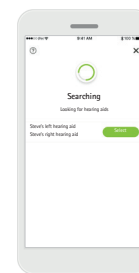
Pairing instructions

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



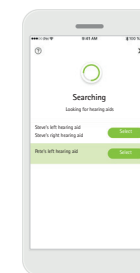
Searching

The app is searching for compatible hearing aids and will display them once they are detected.



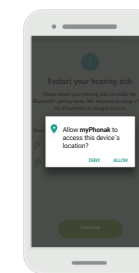
Selecting

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.

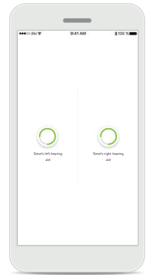


Location

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.

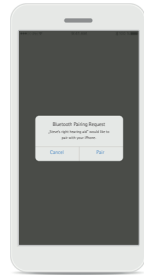
Pairing with Phonak hearing aids (cntd.)

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



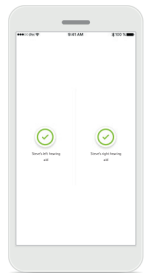
Pairing the hearing aids

The app will connect to each hearing aid separately.



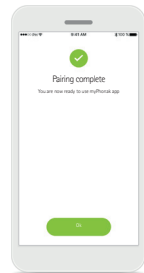
Confirm for all hearing aids

On Apple devices, confirm pairing by tapping **Pair** in the pop-up for every device separately.



Pairing complete

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

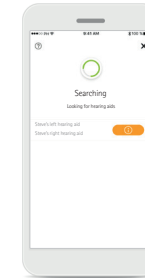


Setup Complete

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

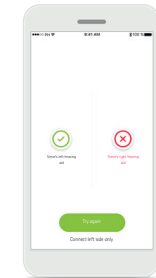
Troubleshooting the pairing

Possible errors during the setup process.



Incompatible devices

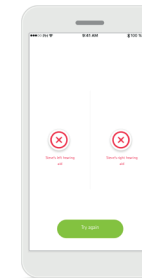
The app cannot connect to the hearing aids because they are not compatible. Please contact your hearing care professional for further information.



Hearing aid connection error

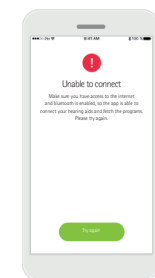
If the pairing to one of the hearing aids fails, you can:

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.



Unable to connect

Make sure you have access to the internet and Bluetooth is enabled, so that the app is able to initialise and connect to your hearing aids.

Tap **Try again** to restart the process.

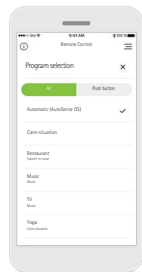
Remote Control main view

Functionalities available for all hearing aids



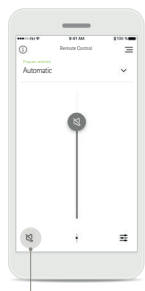
Adjust hearing aid volume

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.



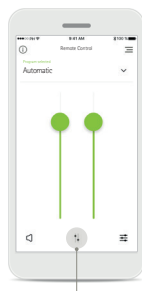
Accessing programs

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.



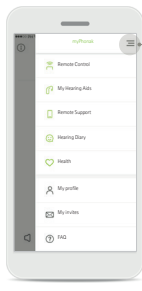
Mute

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 settings

Access custom programs

myPhonak app includes programs set up by your HCP as well as 3 templates (MyMusic, MyTV and MyRestaurant) that you can use straight away, or modify at your convenience. You can access your custom program at anytime via the myPhonak 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 customised settings (e.g. favourite 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 personalised name for each program created.

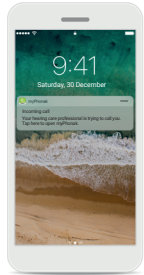
myPhonak Memory**

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.

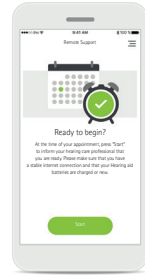
Remote support appointments

Remote Support allows you to have an appointment with your hearing care professional from a location of your choosing.



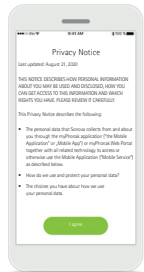
Notification

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



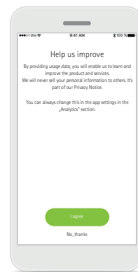
Start the Remote Support session

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.



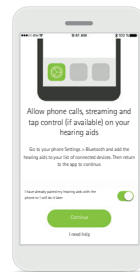
Access to camera and microphone

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



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 your hearing care professional. Tap on **Accept** to accept the call.

General troubleshooting

Sometimes a connection to the hearing aids cannot be established after an app update, an OS update of the smartphone or when the hearing aid fitting has changed. In this case a full reset of the app is recommended which includes the deletion of the Bluetooth pairings and any Bluetooth settings.

1. Close the app and uninstall from the smartphone.
2. Go to Bluetooth settings in the smartphone.
3. On the list of paired devices, find the two or three items representing the user hearing aids (Please note that the third listed item is for the phone call / streaming functionality).
4. Click on each of the paired devices and unpair them.
5. Reinstall the myPhonak app from App Store / Google Store.
6. Follow the onboarding instructions until you reach the Home section. Then press "Pair device".
7. Follow the pairing instructions.
8. When reaching the screen "Connect your hearing aids to myPhonak", restart the hearing aids. Instructions for this can be found on the screen.
9. Click "Continue" in the app and the pairing will begin. Follow the instructions until you reach the screen "Pairing complete!".
10. If you want to enable phone calls and audio streaming, this can be set up by pressing "Optional Settings" and follow the instructions.
11. The hearing aids should now be successfully paired.

life is on

Since 1947, Phonak is dedicated to preserving life quality by opening new acoustic worlds. Already back then, in the days of our foundation, our company was driven by a formative conviction: We believe that well-hearing equates to well-being and thus is essential for living life to the fullest. In fact, the sense of hearing is directly linked to social, emotional, cognitive and physical well-being. Today as in future, we thrive to offer the broadest portfolio of innovative hearing solutions.

And, together with our hearing care professionals, we keep on focusing on what matters most: improving speech understanding, changing people's lives and having a positive effect on society as a whole.

www.phonak.com