

# Getting started with Phonak Remote Support and fitting during Coronavirus

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



A Sonova brand

**PHONAK**  
life is on

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

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

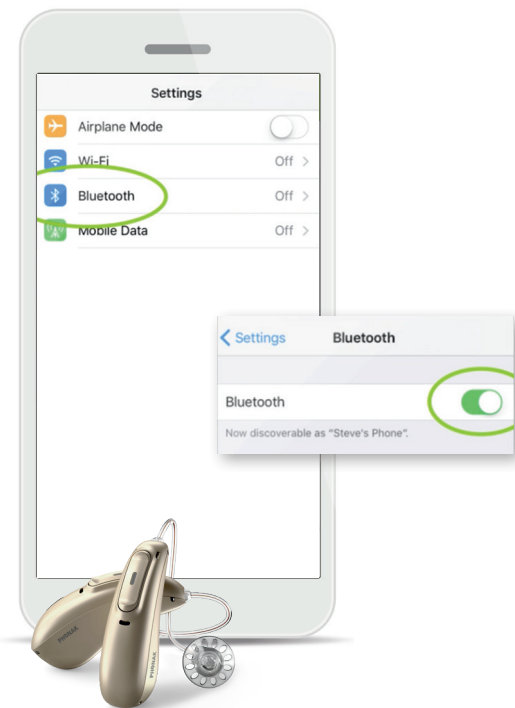
The purpose of this guide is to prepare you and your hearing aids to communicate with your hearing care professional remotely using your mobile device. **If recommended by your hearing care professional**, chapter 1 can be completed on your own. Chapter 2 **requires** your hearing care professional as this will connect you with them for a remote support appointment.

Please contact your hearing care professional with any questions throughout this process.

# 1. Setting up the myPhonak app\*

1

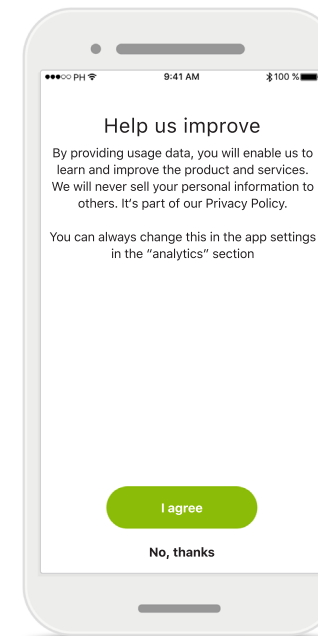
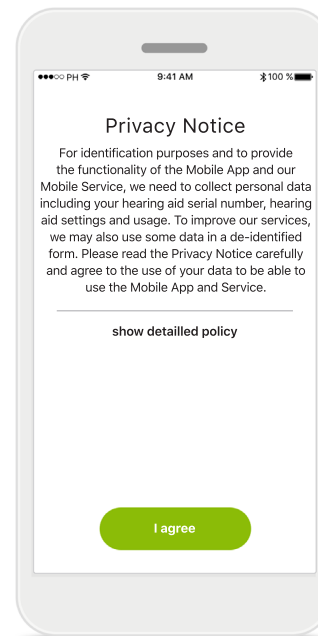
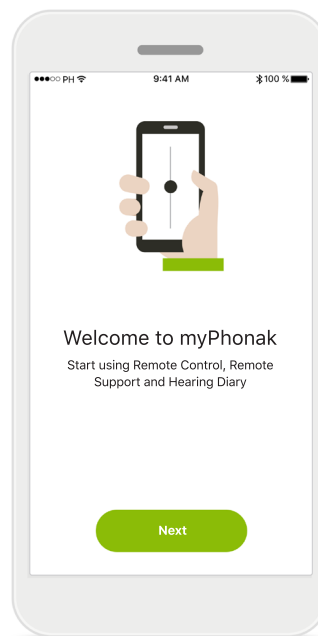
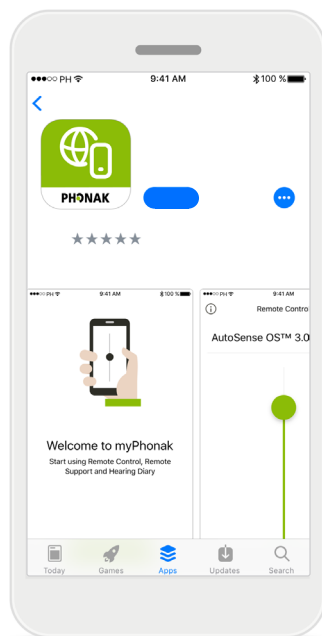
Make sure Bluetooth® is on



2

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

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



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

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

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

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

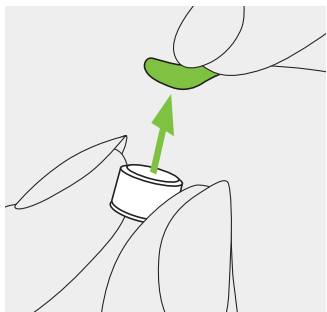
\*If you need help with setup, contact your hearing care professional (HCP)

# 3

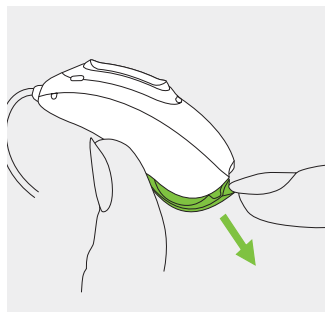
Prepare your hearing aids.

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

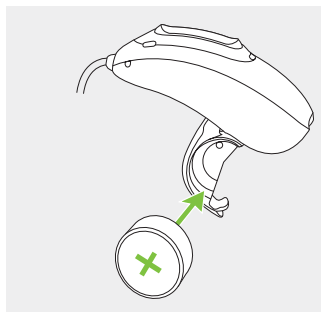
## A – Hearing aids with disposable batteries



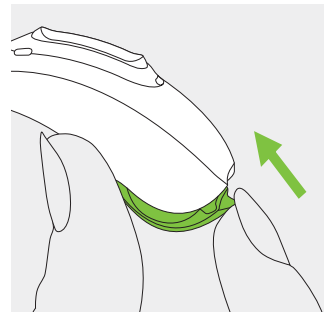
**1.** Remove the sticker from the new battery and wait two minutes.



**2.** Open the battery door.



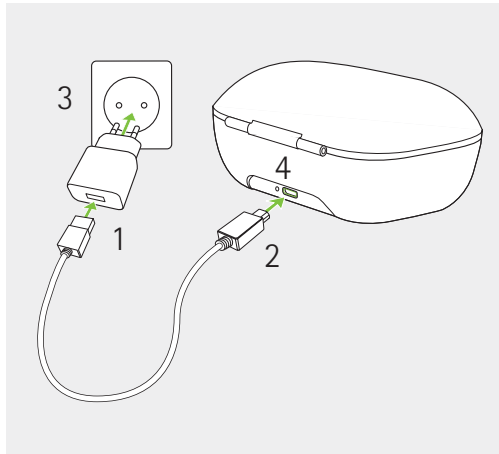
**3.** Place battery in the battery door with the "+" symbol facing upwards.



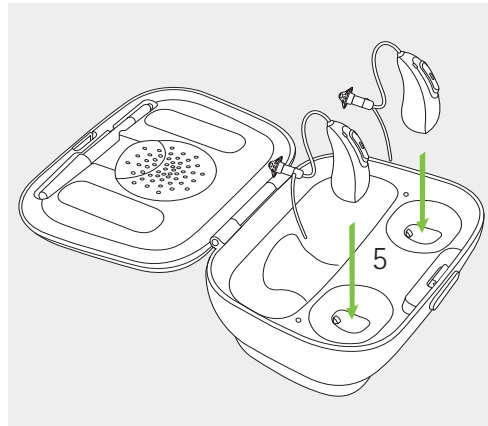
**4.** When the battery door is closed the hearing aid is on.

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

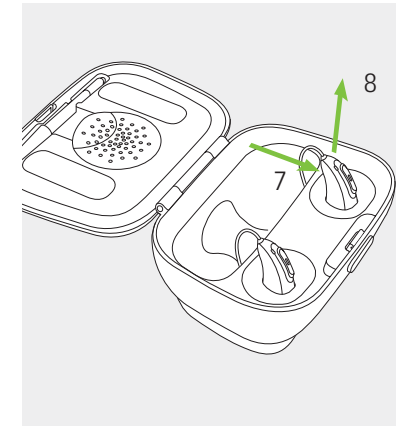
## B - Rechargeable hearing aid(s)



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



- 5.** Insert hearing aids into charging case, light on hearing aid(s) will illuminate if inserted properly.  
  
The charging process will automatically stop when the batteries are fully charged, so the hearing aids can be safely left in the charger. It can take up to 3 hours to charge the hearing aids. The charger covers can be closed while charging.



- 6.** Remove the hearing aids from the charging inserts by  
7. pulling the hearing aids gently toward yourself and  
8. lifting them out of the charger.

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

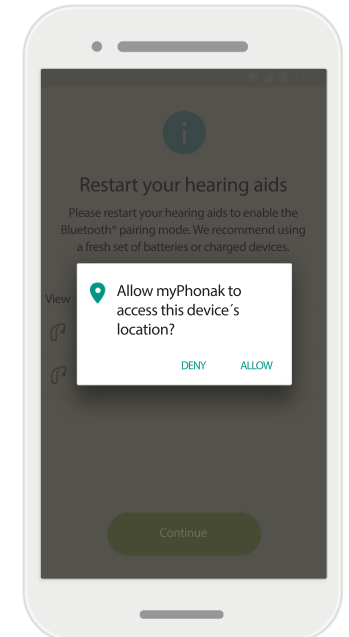
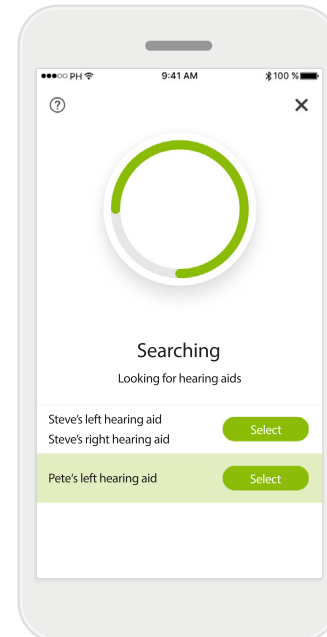
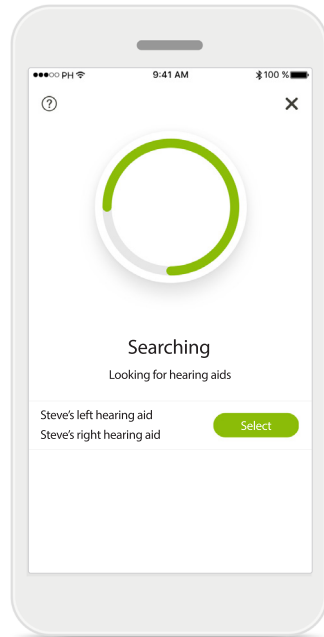
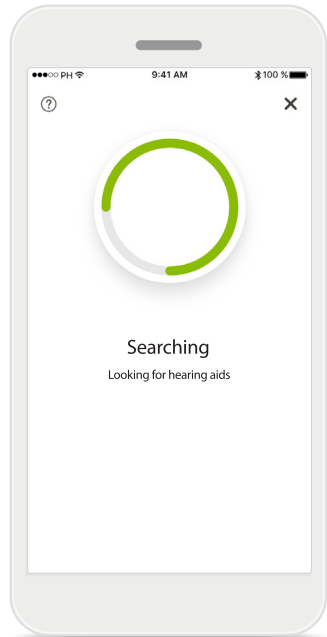
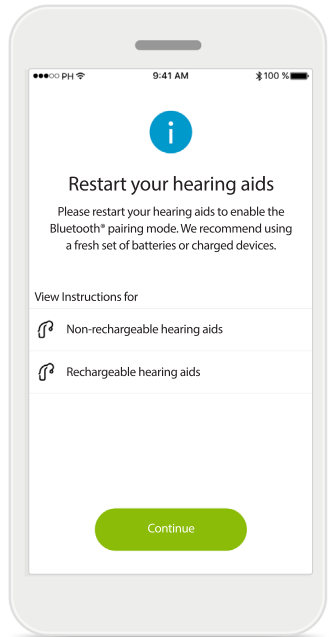
The hearing aid switches on automatically when removed from the charger. The indicator light starts blinking. The solid green light indicates the hearing aid is ready.

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

# 4

Pair the hearing aids to the myPhonak app.

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



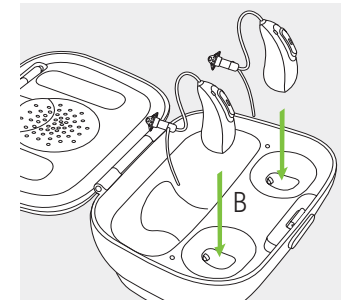
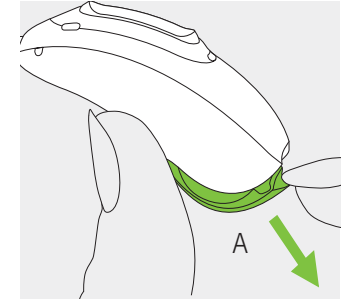
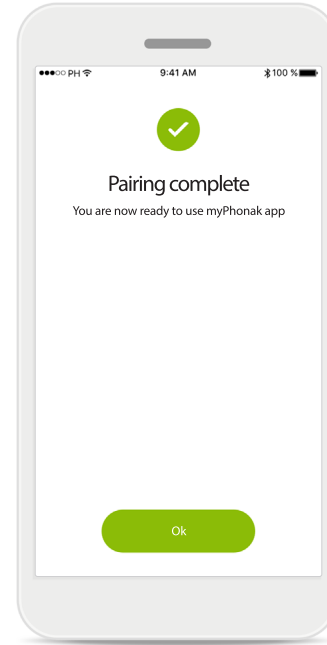
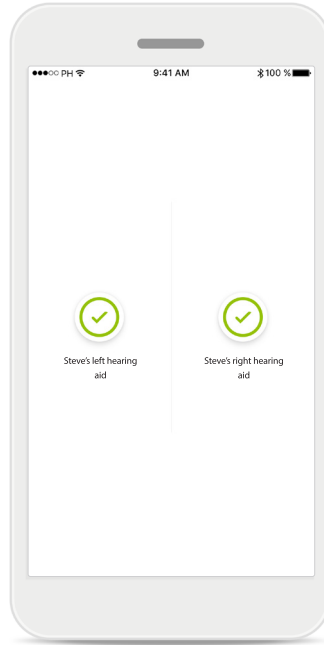
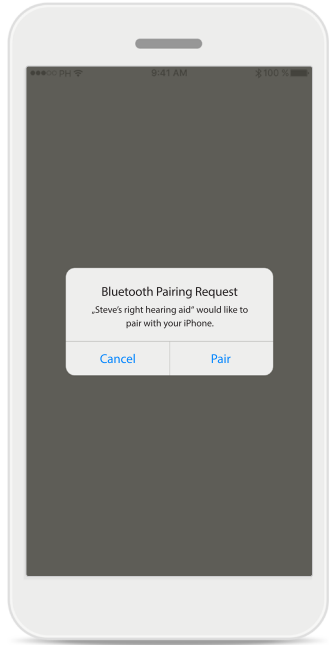
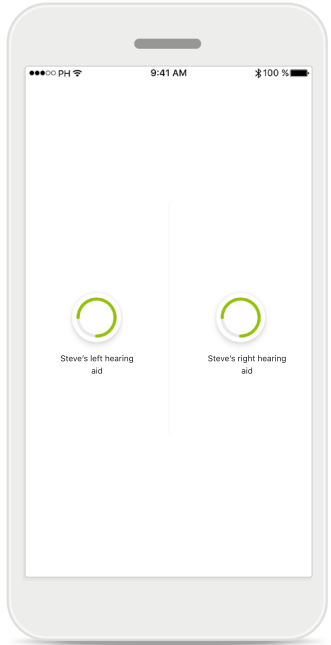
**1. Pairing instructions**  
Tap **Continue** to initiate the search process. Tap either the instructions for non-rechargeable or rechargeable hearing aids to review the instructions for your device.

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

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

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

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



**6.**  
**Pairing the hearing aids**  
The app will connect to each hearing aid separately.

**7.**  
**Confirm for all hearing aids** Please confirm by tapping **Pair** in the popup for every device separately.

**8.**  
**Pairing complete**  
Both hearing aids are now paired. The app will automatically proceed to the next step.

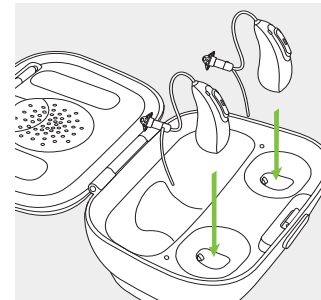
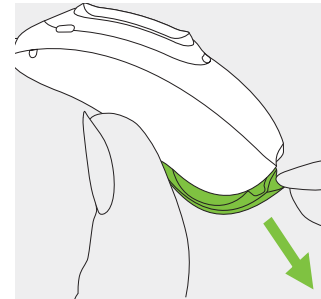
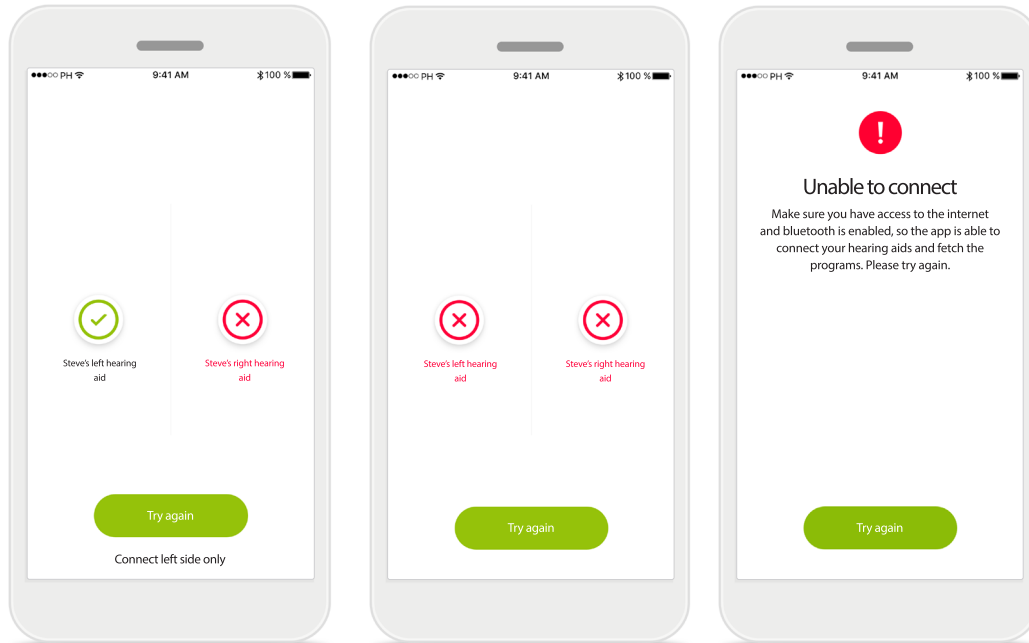
**9.**  
**Setup complete**  
You are now ready to use all non-invite based functionalities in the myPhonak app. Tap **Ok** to access the main screen.

**10.**  
**Turn devices off**  
A. Hearing aids with disposable batteries: Open battery doors  
B. Rechargeable hearing aids: Plug back into charger, leave plugged into wall. This turns hearing aids off.

# 5

## Troubleshooting (bypass if pairing was successful)

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



### 1. Hearing aid connection error

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

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

### 2. Connection fails to both

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

### 3. Unable to connect

Make sure you have access to the internet and Bluetooth is enabled, so that the app is able to initialize and connect to your hearing aids. Tap **Try again** to start the process again.

### 4. Turn devices off

Once hearing aids are paired successfully turn devices off.

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

Proceed to chapter 2

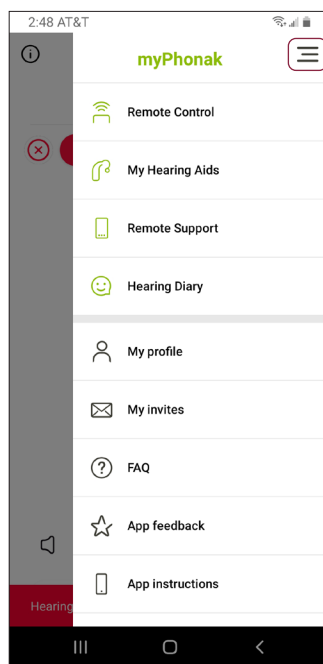


## 2. Joining a Remote Support Session (to be completed with your hearing care professional)

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

1

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



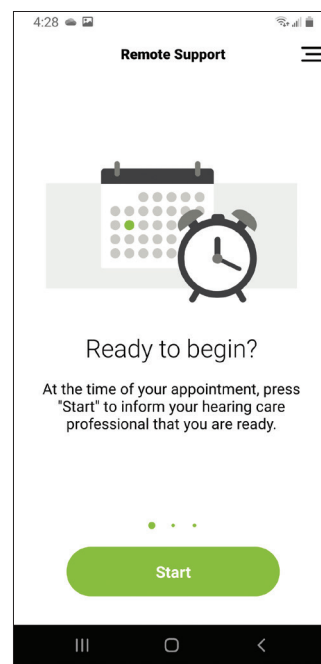
2

Tap on the side menu at the top right.

Tap on **Remote Support**.

3

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



4

Video Chat with your hearing care professional

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



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App Store is a service mark of Apple Inc.

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# Life is on

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

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



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