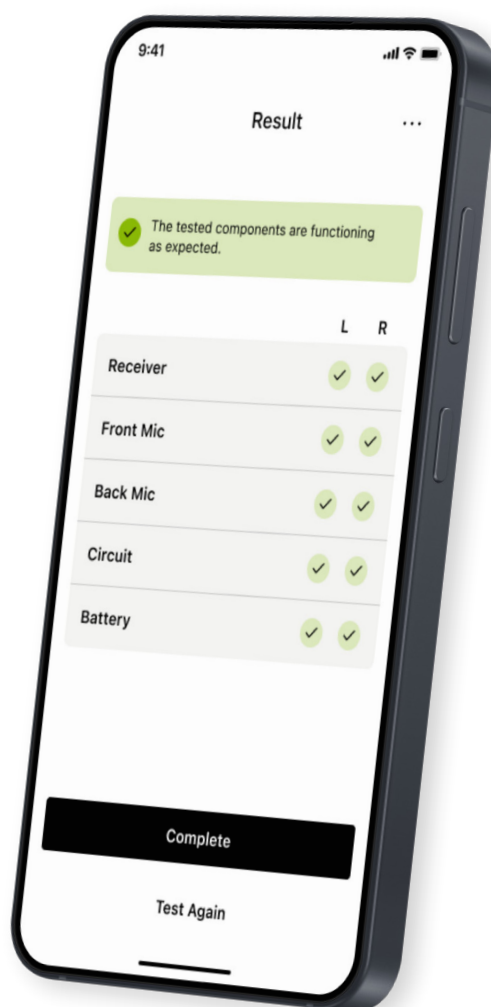


# PhonakPro Check.

Quick Start Guide

For Hearing Care Professionals



# Installing PhonakPro Check

1. Connect your smartphone to the internet via WiFi or cellular data.
2. Turn on your smartphone's Bluetooth®.
3. Download PhonakPro Check from the store and install it on your phone.
4. Open the app.

← Privacy & Terms

**Privacy Policy**

Sonova processes your personal data for purposes such as making sure the PhonakPro Check app works correctly and securely. Your rights regarding the processing of your personal data include the right to access, rectify or request the deletion of your data, within the limits of the applicable law. Our Privacy Notice gives you more information about your personal data and how we use it.

[Read our Privacy Policy](#)

**Terms & Conditions**

Sonova offers PhonakPro Check in accordance with our Terms & Conditions.

[Read our Terms & Conditions](#)

☐ I consent to the collection and processing of my personal data for the purpose of utilizing the PhonakPro Check software.

☐ I understand that this app is intended to collect and process the personal information of my clients, and agree to collect their freely given and specific consent in line with the Client Privacy Notice, and applicable law.

Continue



1

## Privacy policy

To use the app, select the checkbox after reading the Privacy Notice and Terms & Conditions. Then, tap **Continue**.

## Client data

To use the app ensure that you have the consent of your client to share data with Sonova.

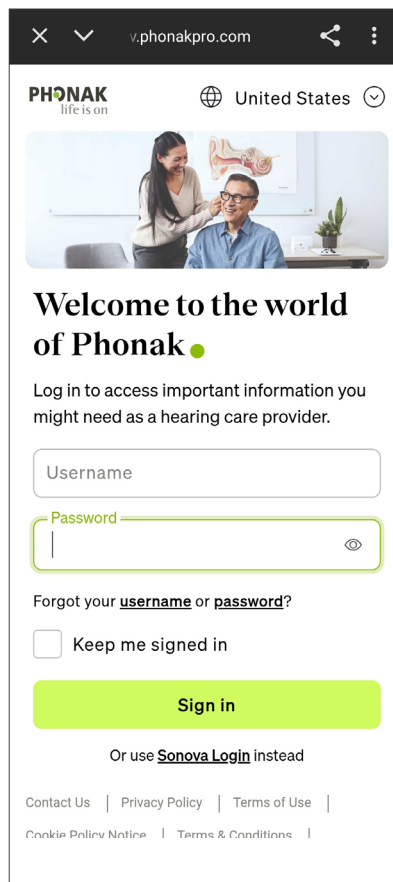
# Login with your PhonakPro Account

1

## PhonakPro Login

Fill in your PhonakPro username and password provided by Phonak to access the PhonakPro Check functions.

Contact your Phonak representative if you need help setting up your account.

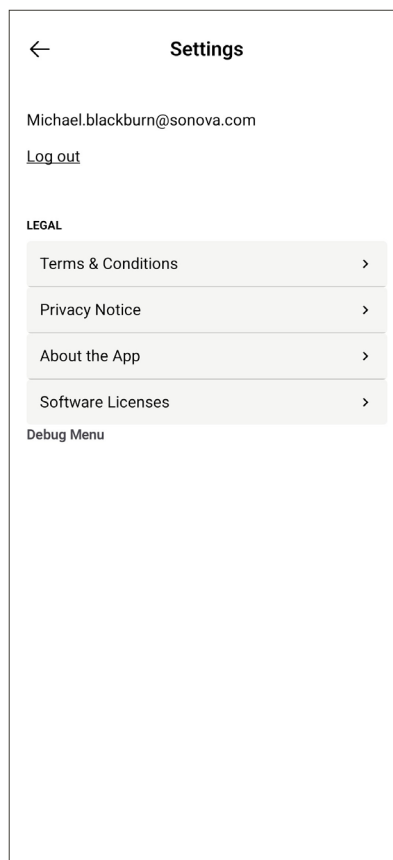


The screenshot shows the PhonakPro login page on a mobile device. At the top, there's a browser address bar with 'v.phonakpro.com'. Below it, the Phonak logo 'PHONAK life is on' is on the left, and a globe icon with 'United States' and a dropdown arrow is on the right. A hero image shows a woman assisting a man with glasses. The main heading is 'Welcome to the world of Phonak' with a green dot. Below it, a message says 'Log in to access important information you might need as a hearing care provider.' There are two input fields: 'Username' and 'Password' (with a green border and an eye icon). Below the password field is a link 'Forgot your username or password?'. A checkbox labeled 'Keep me signed in' is next to it. A large green 'Sign in' button is below. At the bottom, it says 'Or use Sonova Login instead'. The footer has links: 'Contact Us | Privacy Policy | Terms of Use | Cookie Policy Notice | Terms & Conditions |'.

2

## Personal details

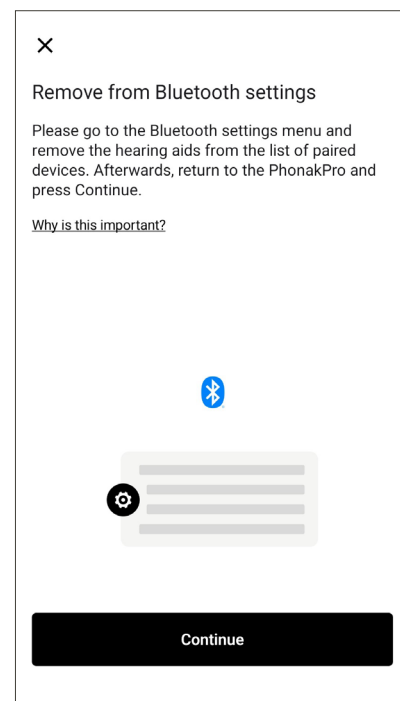
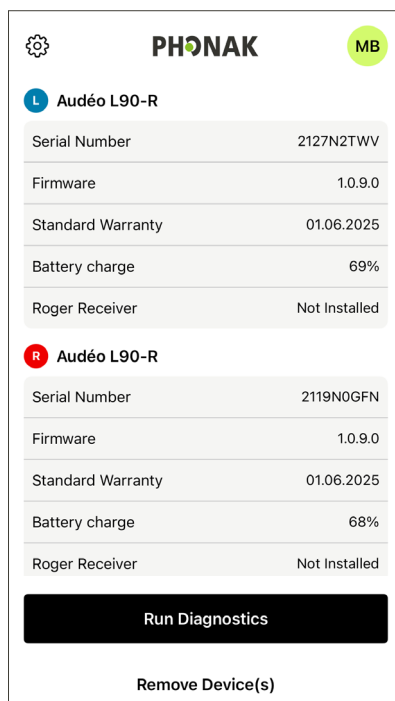
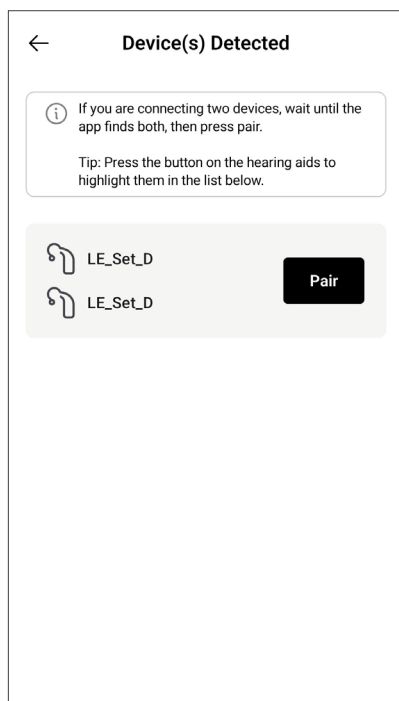
In Settings, you can view your personal details, legal information and logout from the app.



The screenshot shows the 'Settings' page in the PhonakPro app. At the top, there's a back arrow and the title 'Settings'. Below it, the email 'Michael.blackburn@sonova.com' is displayed, followed by a 'Log out' link. A section titled 'LEGAL' contains four items with right-pointing chevrons: 'Terms & Conditions', 'Privacy Notice', 'About the App', and 'Software Licenses'. At the bottom, there's a 'Debug Menu' option.

# Managing pairing with Phonak hearing aids

To connect Bluetooth® enabled hearing aids with PhonakPro Check, follow the instructions below.



1

## Searching

The app searches for compatible hearing aids. This may take a few seconds. Then, the results are displayed. **Tap** on the device you want to connect. The app connects to each hearing aid separately.

Confirm pairing by tapping **Pair** in the pop-up for each hearing aid separately.

2

## Remove from app

Before pairing to new hearing aids you must remove the currently paired hearing aids from the app.

3

## Remove from Bluetooth Settings

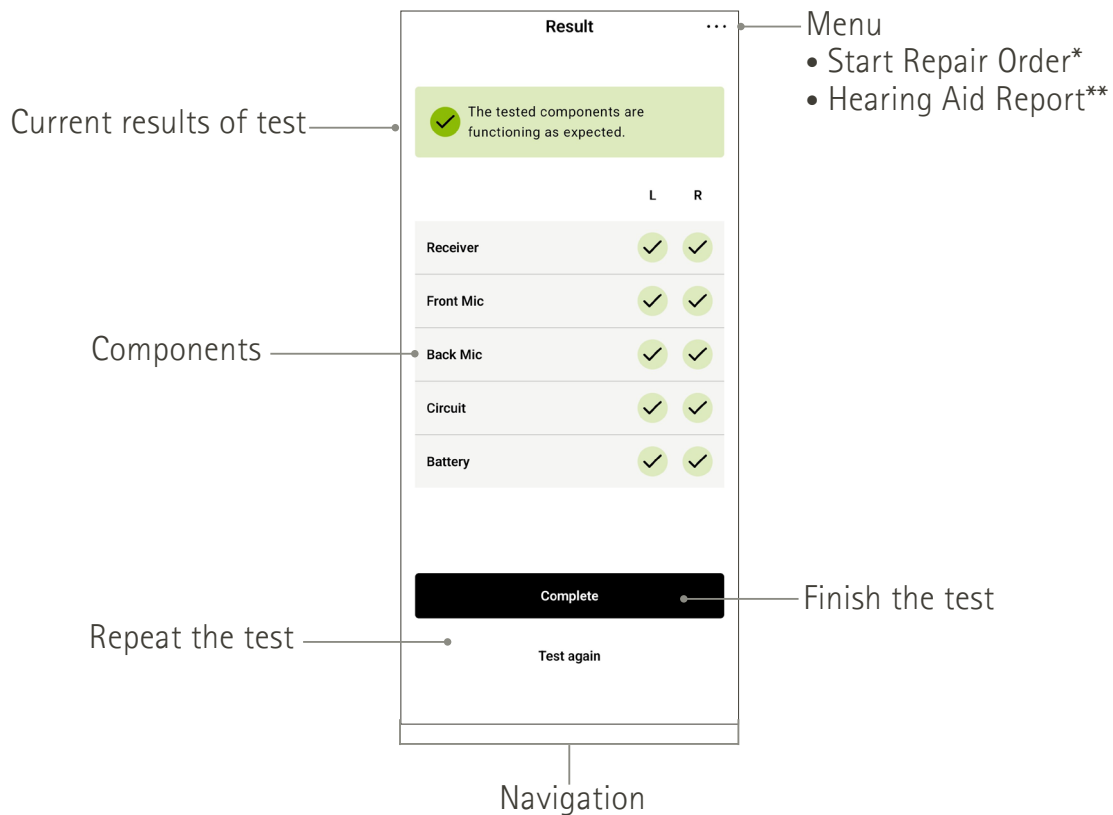
Remove pairings from the Bluetooth System Menu after each session to prevent buildup of connections. If you have trouble connecting new devices, check that old pairings have been cleared.

On iOS devices the **"Go to Bluetooth settings"** button will take you to the PhonakPro Check app settings in iOS. Press the back button to get to Bluetooth settings. iOS does not allow a direct link to Bluetooth settings.

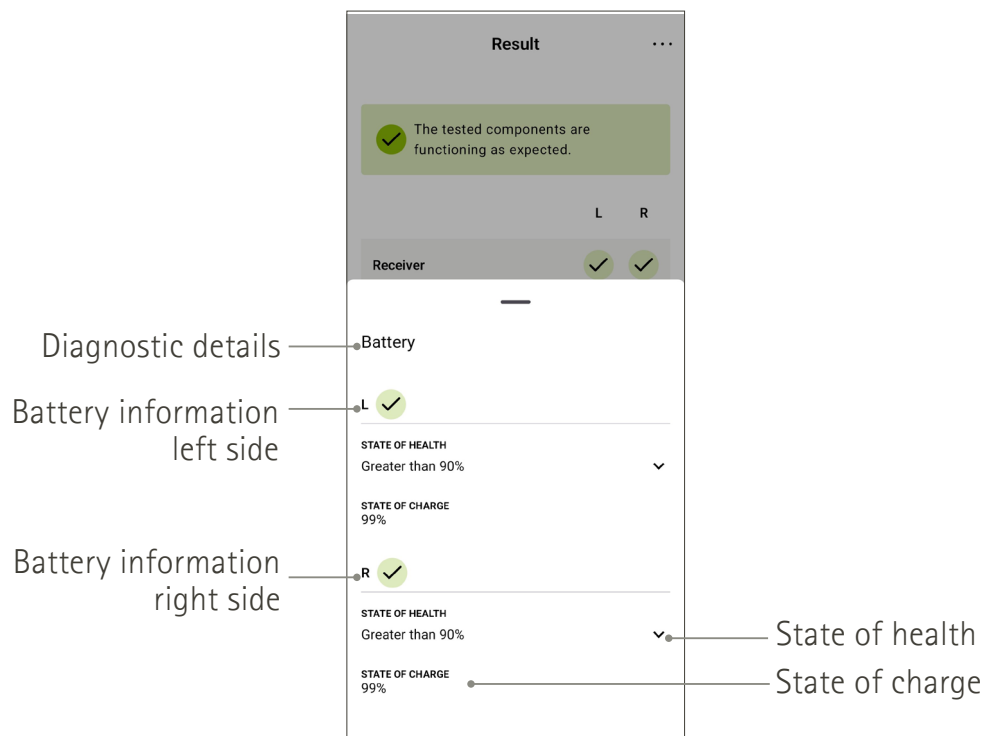
**i** If the hearing aids do not respond, please check if you are out of range or if the hearing aids are switched on and the battery is not empty. If disturbing fields are present, move away from the disturbing fields.

# PhonakPro Check diagnostic results

## Test result screen



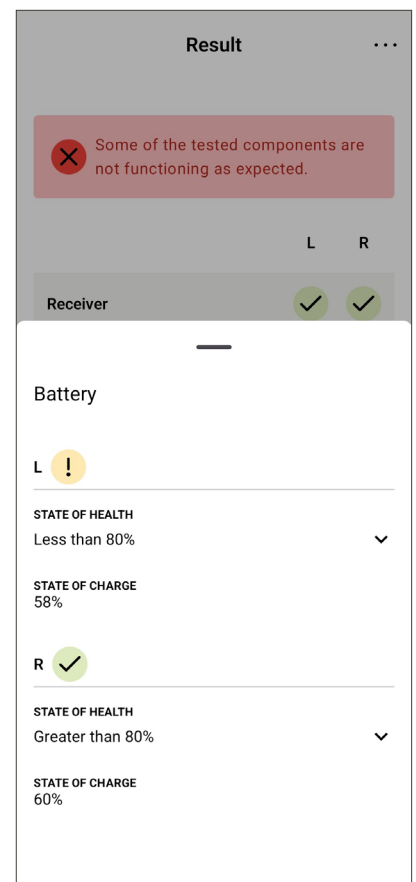
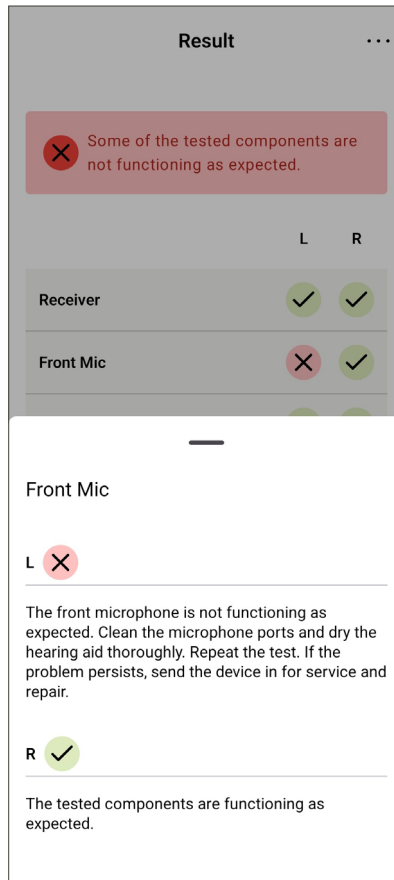
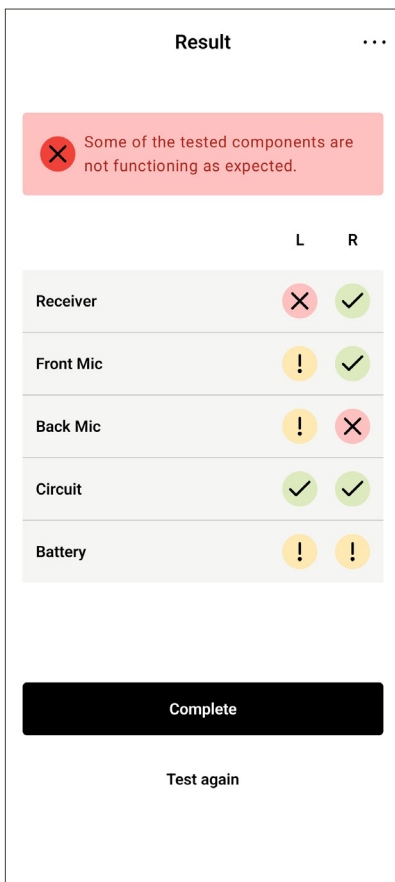
## Battery detail screen



\* Available in select countries

\*\* Only available on Android

# PhonakPro Check failed diagnostic results



1

The test checks each components function and you are shown an overview of the results for the left and right hearing aid.

2

To check failed diagnostics, **click** on the status icon for next steps.

3

Follow diagnostic instructions for each failed component and test again.

4

To Start Repair Order\* or create a Hearing Aid Report **click** on the 3-dot menu icon in the top right-hand corner.

	L	R
Front Mic	✗	✓
Back Mic	✓	✓
Receiver	✓	✓
Battery	✗	✗
Circuit	✓	✓

Buttons: Complete, Test again

5

Complete the repair order form. If the app detected a problem, a reason will be pre-filled for you; otherwise, please select a reason.

You will receive an email copy of the form at the email address associated with your PhonakPro account. Print this form and include it with the hearing aid when you ship it back to Phonak.

Repair Order

1 Select Reason

SERIAL #	PRODUCT	REASON
2127N2TWW	Audeo L90-R	[ Output resp Too weak, Rechargeable battery] <span>Select...</span>

Next

2 Service Type

3 Additional Information

4 Optional Information

Phonak Hearing Aid diagnostic report

Hearing aid information

	RIGHT	LEFT
Model	Audeo L90-RL	Audeo L90-RL
Serial number	2211H0CJ2	2211H0CJ3

Diagnostic findings

	RIGHT	LEFT
Receiver	Pass	Pass
Front Microphone	Pass	Pass
Back Microphone	Pass	Pass
Battery	Battery Health within specifications	Battery Health within specifications

The tested components are functioning as expected.

Disclaimer: This report summarizes the results of a diagnostic assessment performed by PhonakPro Check on the connected hearing aids. It is intended for use by qualified hearing care professionals to support device evaluation and to provide data to generate information about the operational status of the device at the time of testing. The report does not constitute a medical diagnosis or assessment of the hearing aid user's hearing health. While the PhonakPro Check is designed to deliver accurate results, it may not detect all potential issues. Clinical judgment should be exercised, and further evaluation may be necessary.

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AI Assistant

Edit PDF Comment Highlight Draw Fill & Sign More tools

\* Start Repair Order app function available in select countries



## PhonakPro Check App



The Apple App Store logo is a trademark of Apple Inc.  
The Google Play store logo is a trademark of Google LLC.

For further information, please refer to the User Guide. | Weitere Informationen zur Anwendung finden Sie in der Gebrauchsanweisung. | Pour plus d'informations, veuillez vous référer aux instructions d'utilisation. | In de gebruiksaanwijzing vindt u meer gedetailleerde informatie.



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[www.phonak.com/phonakpro-check](http://www.phonak.com/phonakpro-check)

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