PHONAK
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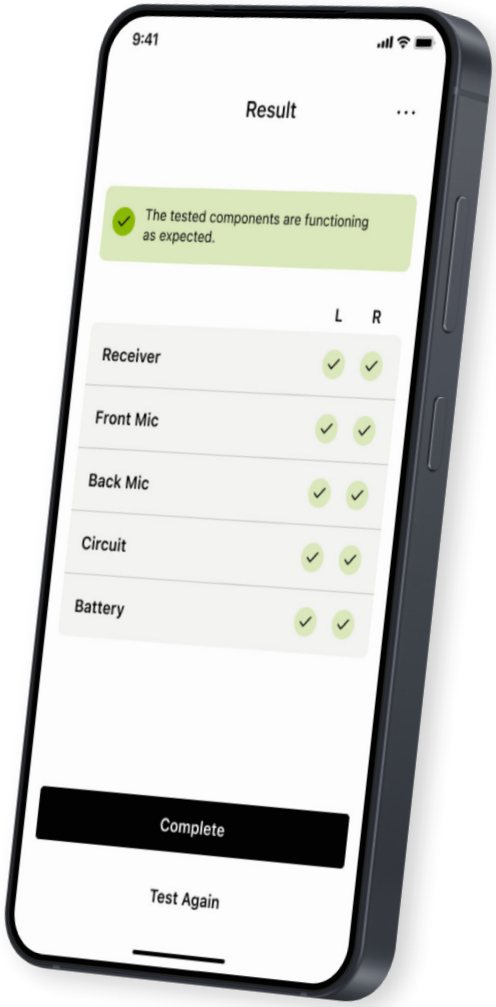
A Sonova brand

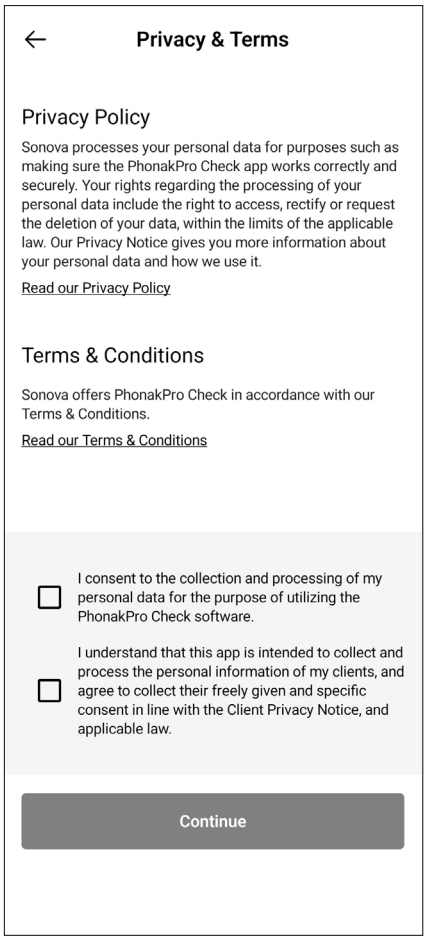
PhonakPro Check.

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.



Download on the App Store

GET IT ON Google Play

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.

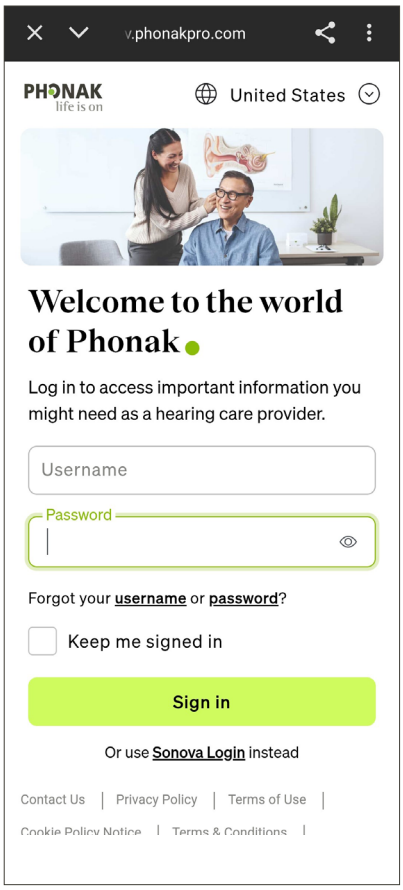
Login with your PhonakPro Account

1

PhonakPro Login

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

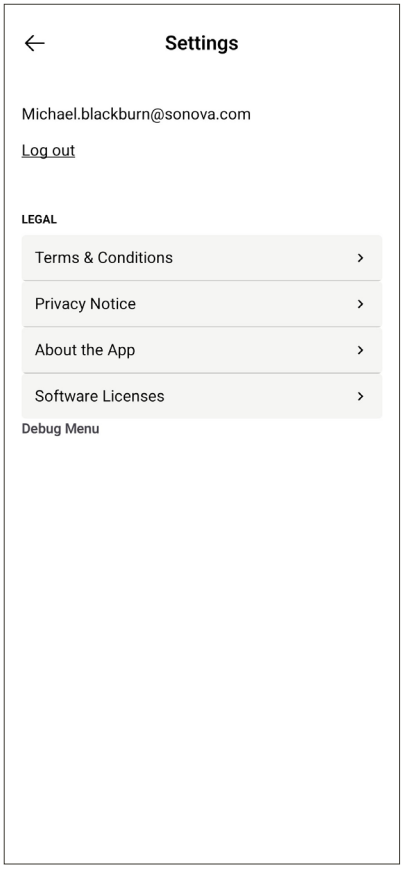
Contact your Phonak representative if you need help setting up your account.



2

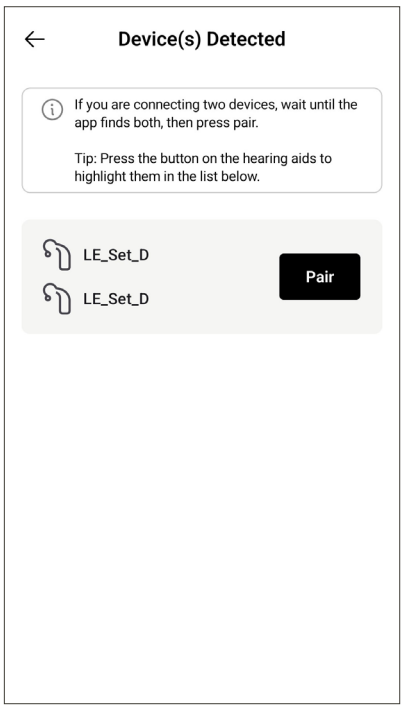
Personal details

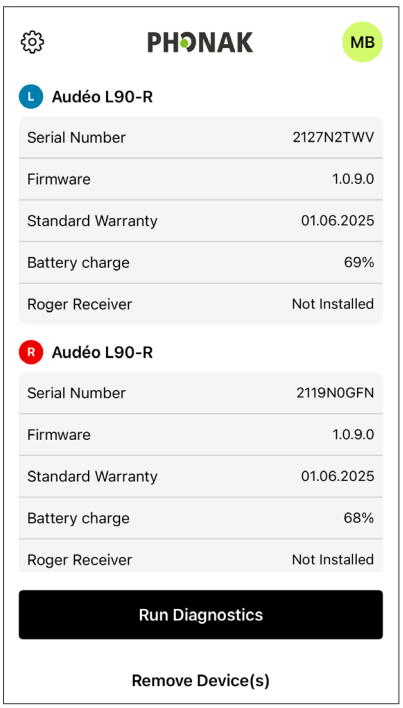
In Settings, you can view your personal details, legal information and logout from the app.

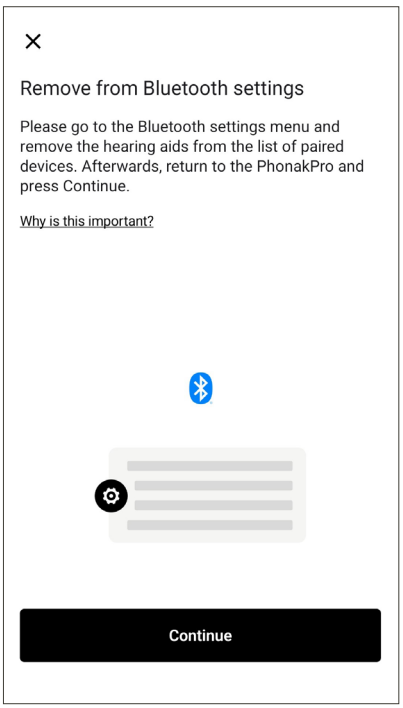


Managing pairing with Phonak hearing aids

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

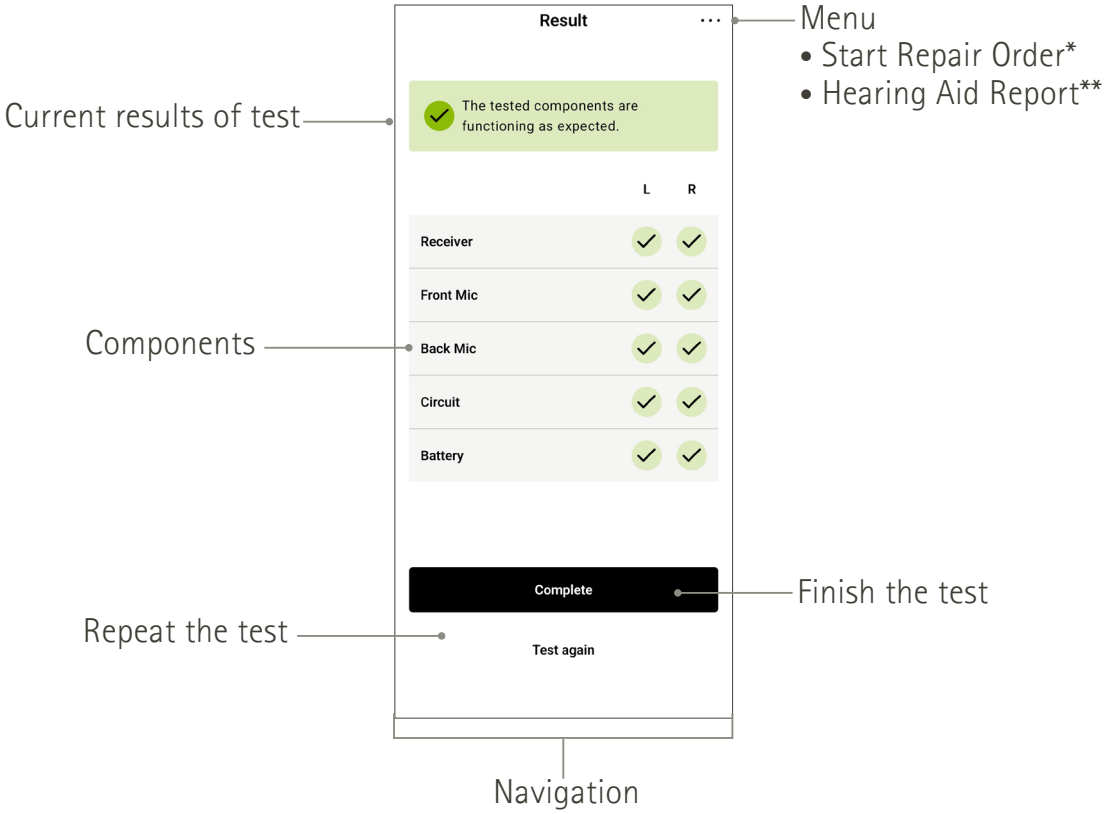
Remove pairings from the Bluetooth System Menu after each session to prevent buildup of connections. If you have trouble connecting new devices, check that old pairings have been cleared.

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.

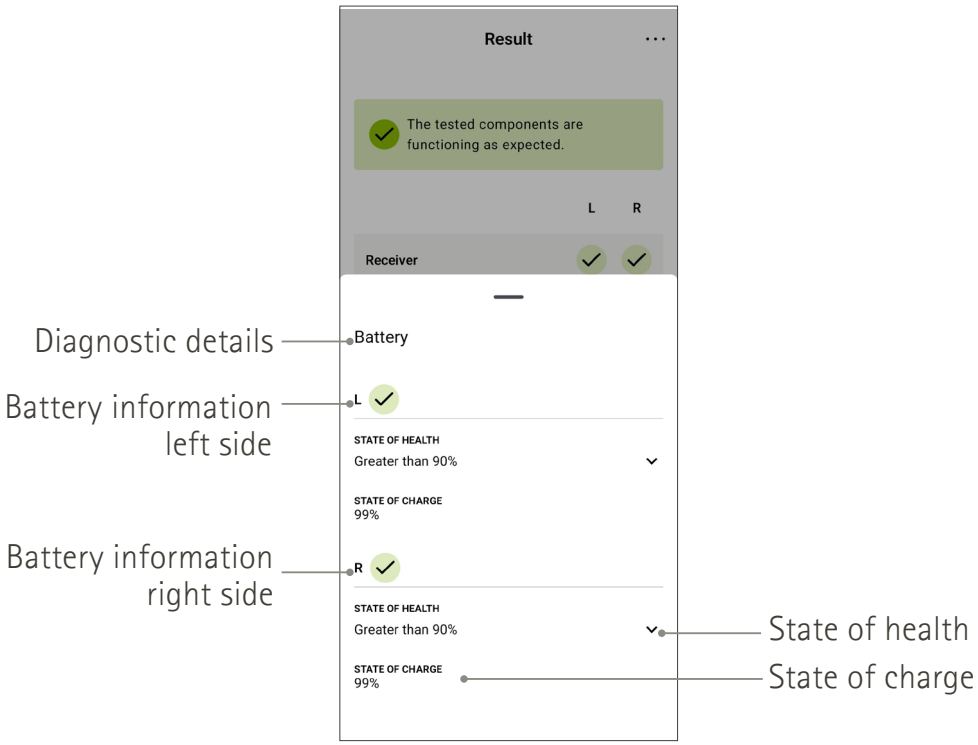
If the hearing aids do not respond, please check if you are out of range or if the hearing aids are switched on and the battery is not empty. If disturbing fields are present, move away from the disturbing fields.

PhonakPro Check diagnostic results

Test result screen



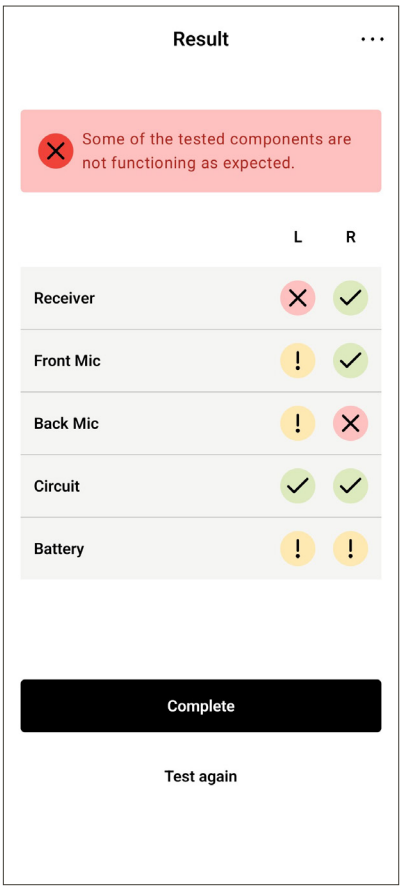
Battery detail screen



* Available in select countries

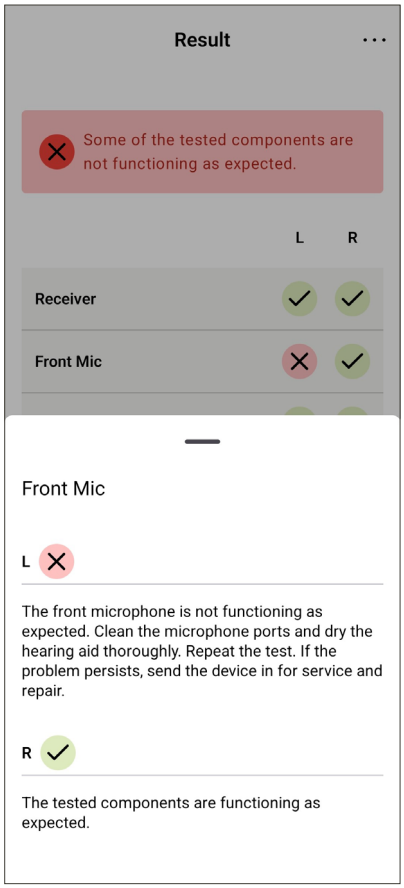
** Only available on Android

PhonakPro Check failed diagnostic results



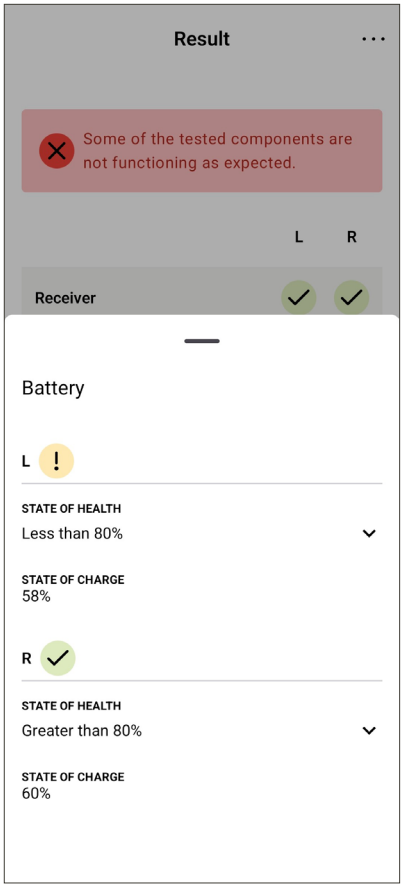
1

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.

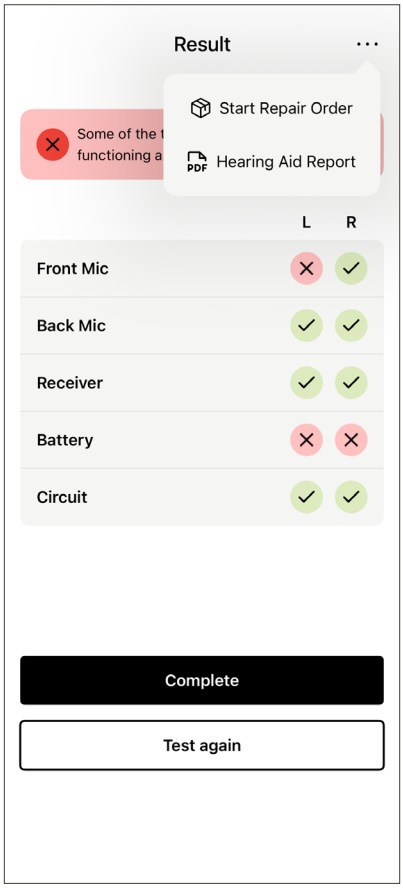


3

Follow diagnostic instructions for each failed component and test again.

4

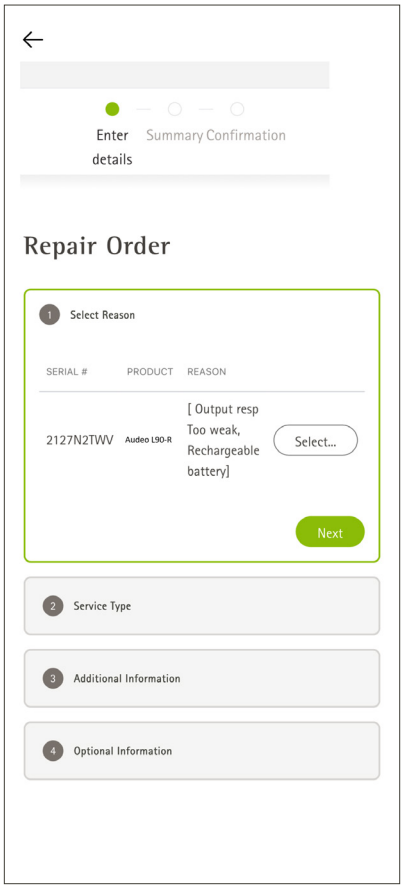
To Start Repair Order* or create a Hearing Aid Report **click** on the 3-dot menu icon in the top right-hand corner.

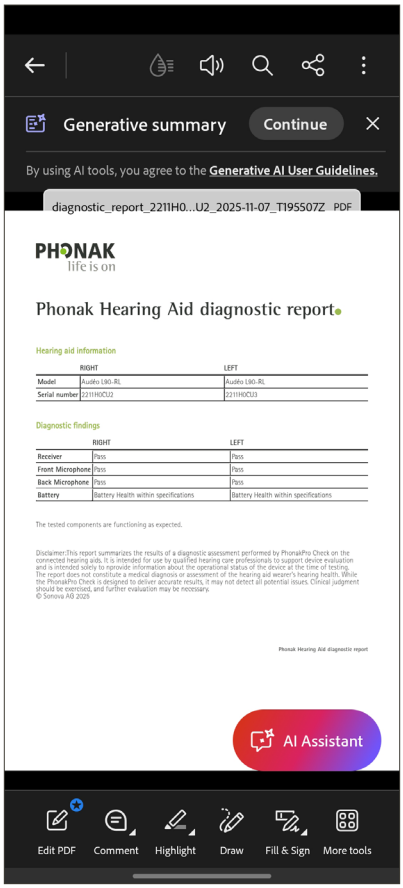


5

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.





* Start Repair Order app function available in select countries

PhonakPro Check App

GET IT ON Google Play

Download on the App Store

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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 gebruikaanwijzing vindt u meer gedetailleerde informatie.

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www.phonak.com/phonakpro-check

sonova
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