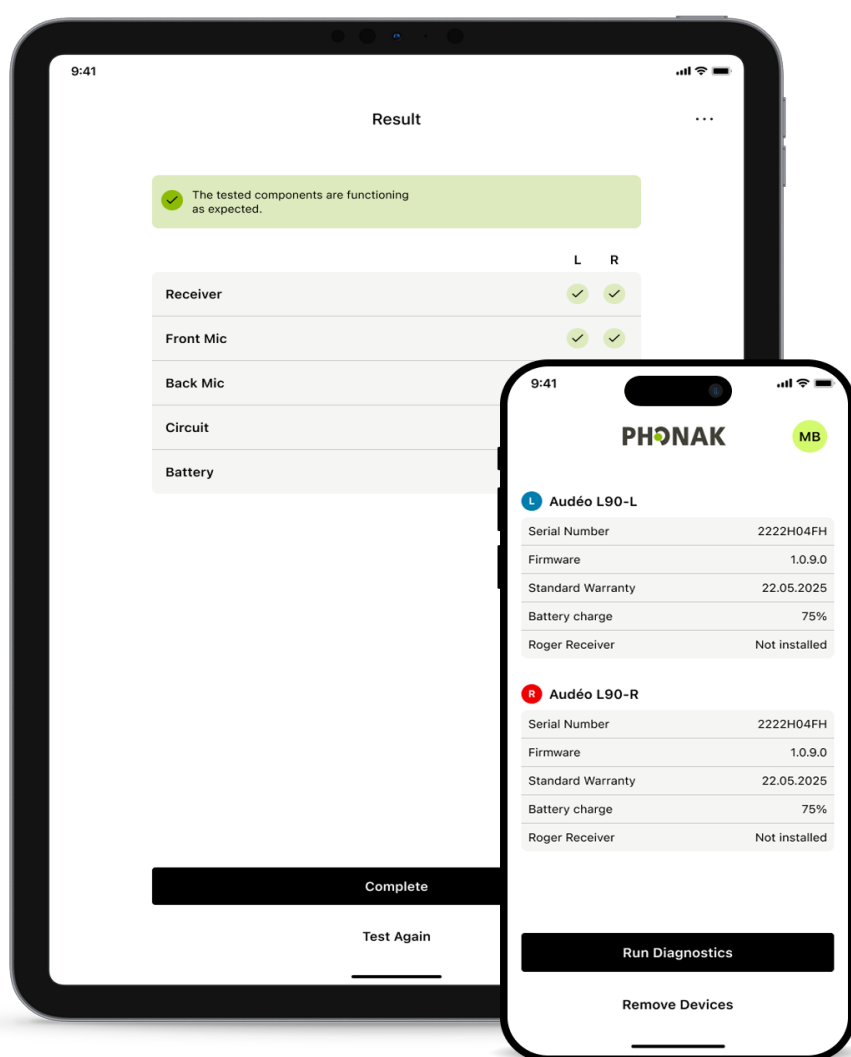# PhonakPro Check

User Guide — PhonakPro Check 1

Getting started

PhonakPro Check is an app developed by Sonova, a world leader in hearing solutions based in Zurich, Switzerland. This user guide describes the features of the app that can be operated by users.

(i) Read this user guide thoroughly, before starting to use the app, in order to benefit from all the possibilities it offers.

(i) Additional training is not needed for handling of the app.

⚠ **Compatibility information:**
For the use of the PhonakPro Check app, Phonak Lumity and newer hearing aids with Bluetooth® connectivity are required.
- PhonakPro Check can be used on on iOS® devices with Bluetooth® low energy (LE) capability running on iOS® 18 or newer
- PhonakPro Check can be used on Google Mobile Services (GMS) certified Android™ devices supporting Bluetooth® 4.2 and Android OS 13.0 and newer.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Sonova AG is under license.

iPhone is a trademark of Apple Inc., registered in the U.S and other countries.

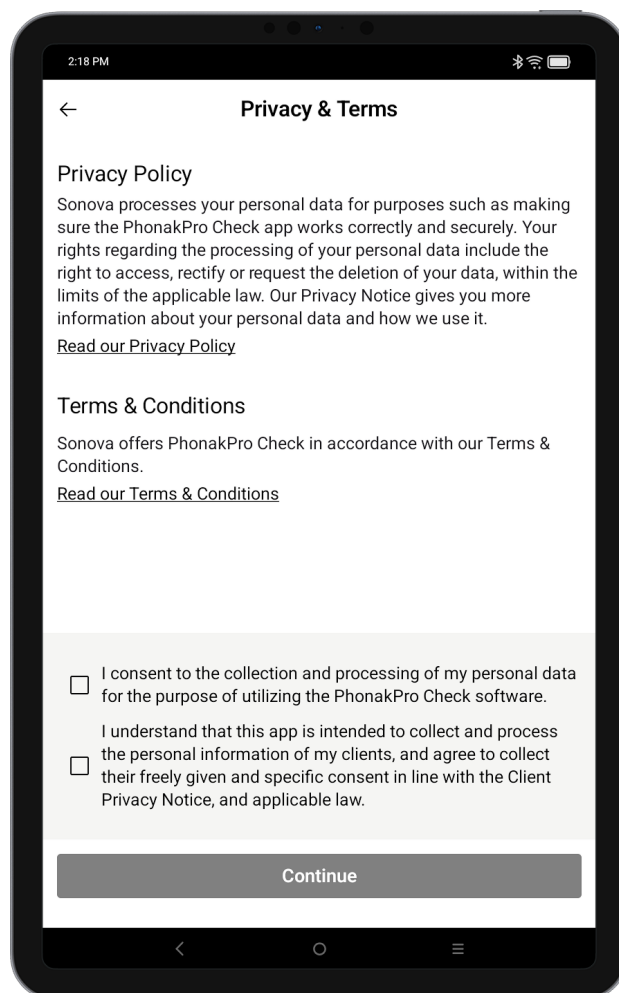Android is a trademark of Google LLC.

IOS® is a registered trademark or trademark of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

Contents

Installing PhonakPro Check

1. Connect your tablet or smartphone to the internet via WiFi or cellular data.
2. Download PhonakPro Check from the store and install it on your device.
3. Open the app.

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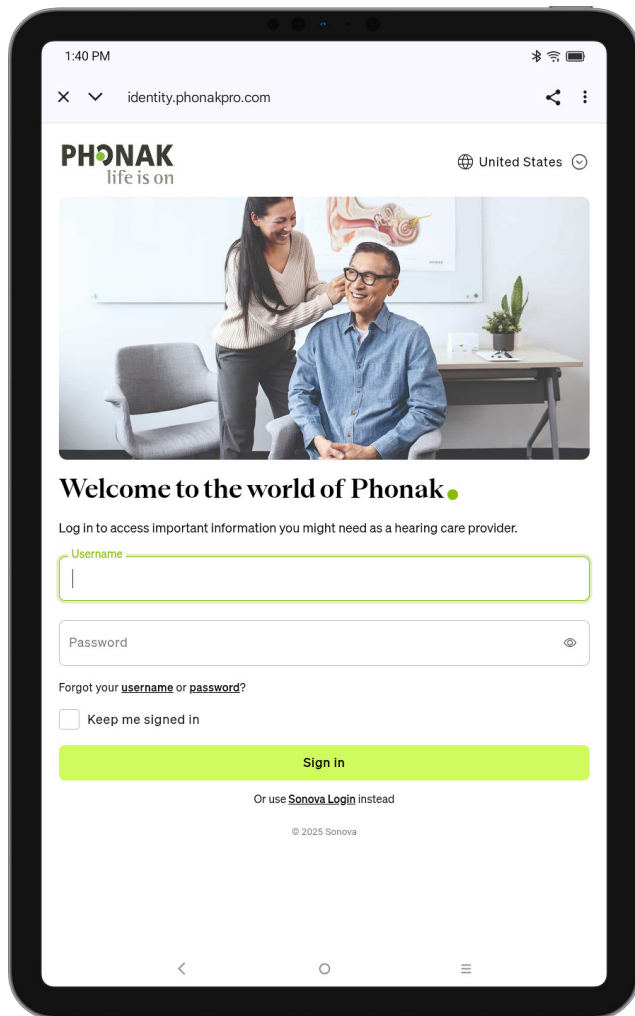To use the app, select the checkbox after reading the Privacy Notice and Terms & Conditions.
Then, tap Continue.

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

Login to PhonakPro Check: PhonakPro Account

- In order to use the app, you must log in to your PhonakPro account.
  If you do not have a PhonakPro account, please contact your Phonak representative.

Login section
Fill in your PhonakPro account credentials, or the Username and Password you have received by Phonak, to access PhonakPro Check functions.

Personal details
After logging in you can view your name, legal section, and logout from within the app.

Login to PhonakPro Check: Guest Account

- If you cannot use a PhonakPro account a Guest Login can be setup. Please contact your Phonak representative to have your email added for Guest Login.
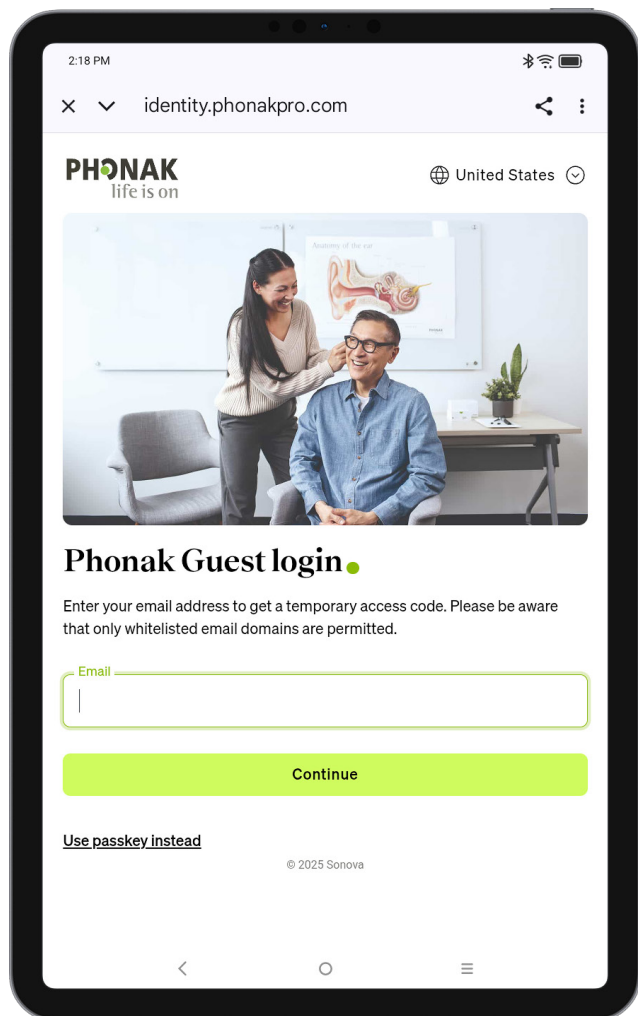- Please note that functions such as warranty look-up and Start Repair Order are not possible with this login type.

Guest login
Fill in your email address.

Enter code
If your email address is approved to access PhonakPro Check you will receive a One Time Passcode (OTP). Enter it here. You may optionally setup a Passkey to bypass the OTP next time you login.

Pairing with Phonak hearing aids

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

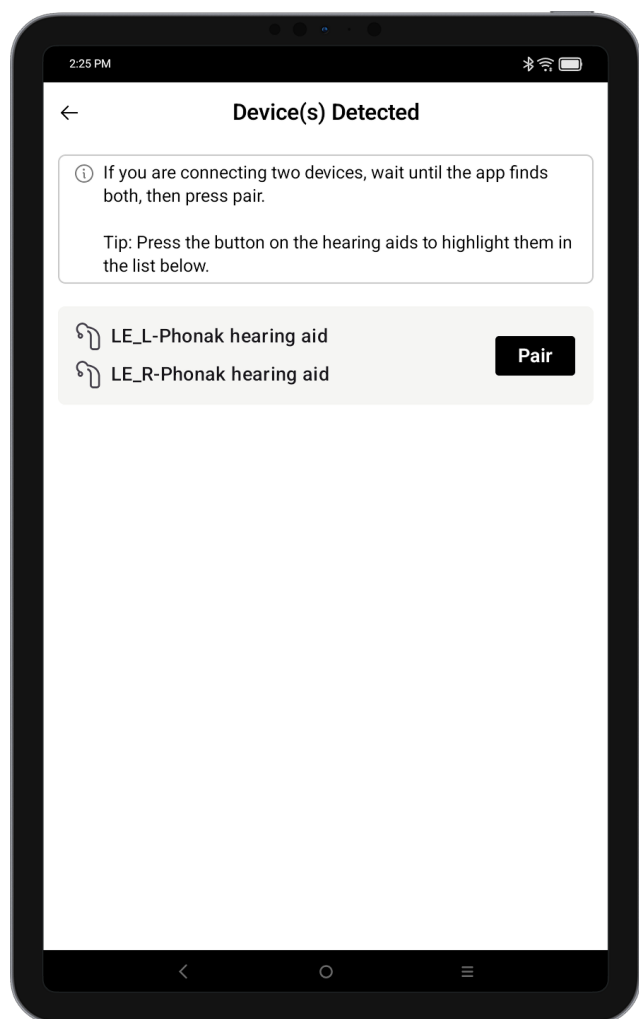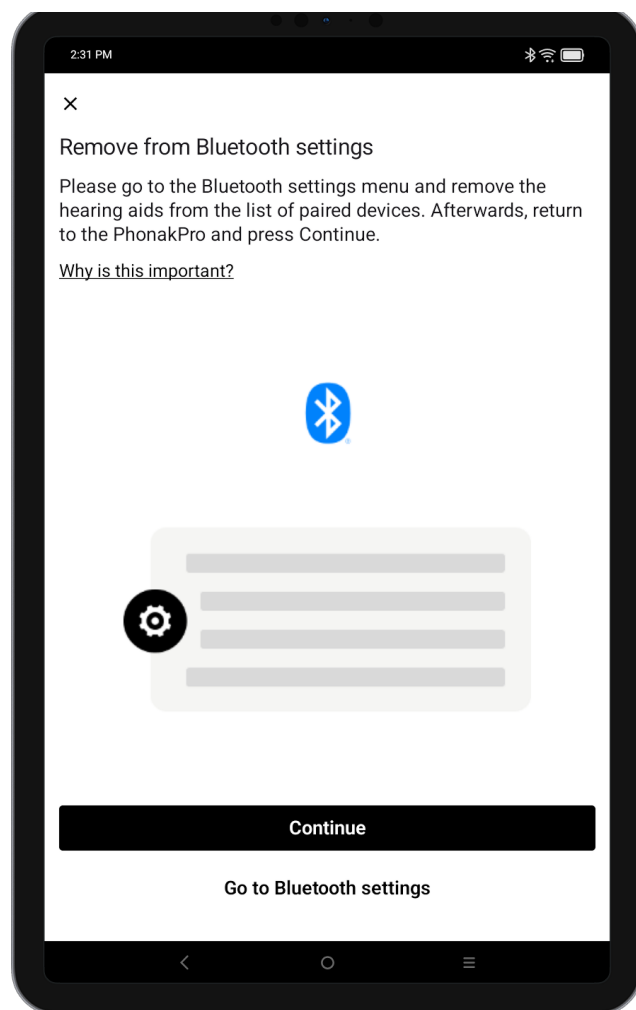|	
2:25 PM	**2:31 PM**
← **Device(s) Detected**	×
ⓘ If you are connecting two devices, wait until the app finds both, then press pair.	**Remove from Bluetooth settings**
Tip: Press the button on the hearing aids to highlight them in the list below.	Please go to the Bluetooth settings menu and remove the hearing aids from the list of paired devices. Afterwards, return to the PhonakPro and press Continue.
	Why is this important?
LE_L-Phonak hearing aid **Pair**	
LE_R-Phonak hearing aid	**Continue**
	Go to Bluetooth settings

Searching

The app searches for compatible hearing aids. This may take a few seconds. If you are connecting 2 devices wait until the app finds both. Confirm pairing by tapping Pair in the popup.
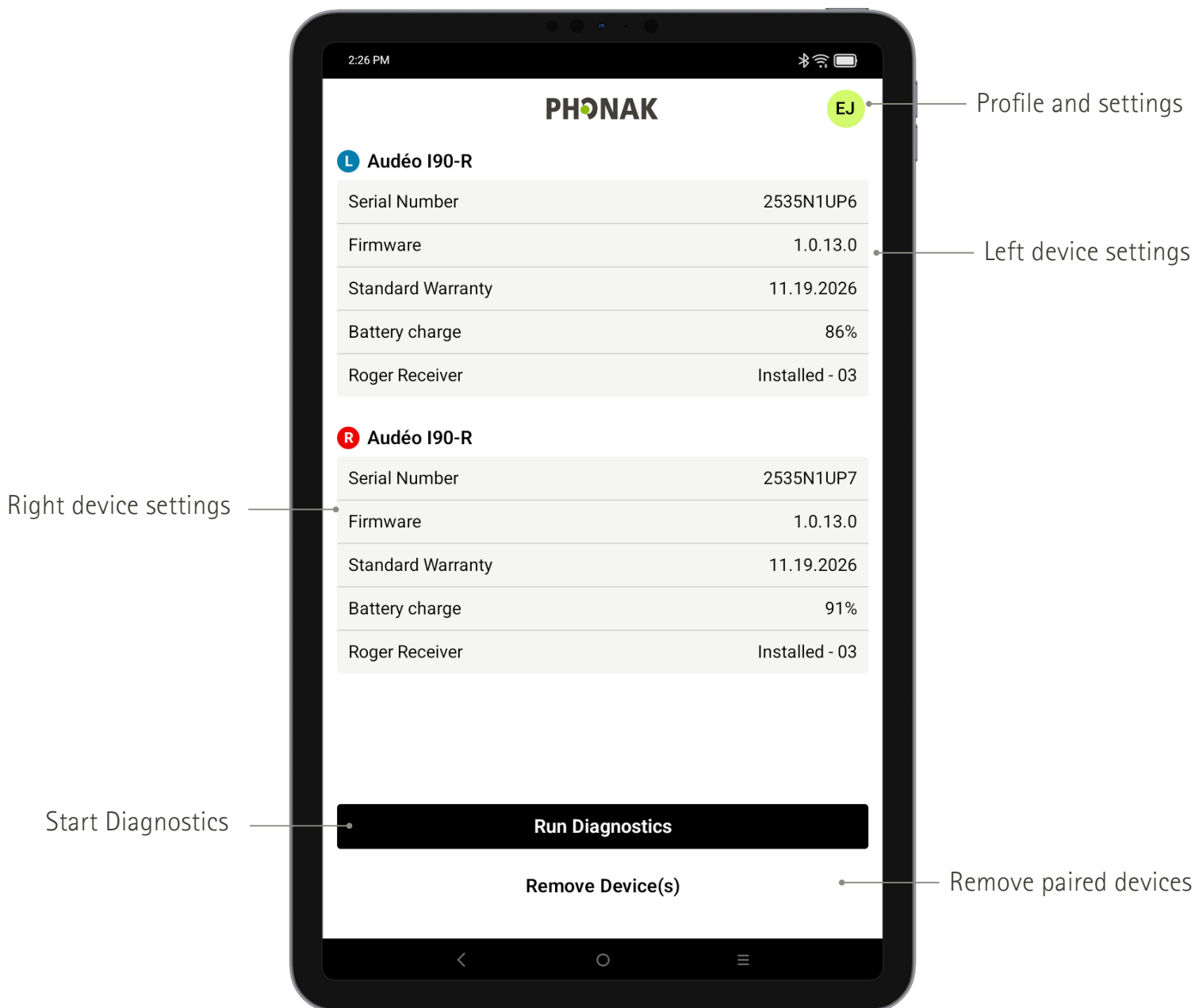
Device management

When you need to connect a new set of hearing aids, remove old Bluetooth pairings after each session. This keeps things running smoothly and helps prevent connection issues over time. For system stability, remove pairings from the Bluetooth system menu after each session. This prevents buildup of connections and simplifies future use. If you have trouble conecting new devices, check that old pairings have been cleared.

ⓘ 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. The app does not track your location.

ⓘ If the hearing aids do not respond, please make sure you are close enough to the phone or tablet, that devices are turned on/in pairing mode, and the batteries are not empty. If there's interference from nearby equipment, try moving away.

Home Screen Overview

Home Screen (devices paired)

Profile and settings

Left device settings

Right device settings

Start Diagnostics

Remove paired devices

2:26 PM

PHONAK

EJ

L Audéo I90-R

Serial Number	2535N1UP6
Firmware	1.0.13.0
Standard Warranty	11.19.2026
Battery charge	86%
Roger Receiver	Installed - 03

R Audéo I90-R

Serial Number	2535N1UP7
Firmware	1.0.13.0
Standard Warranty	11.19.2026
Battery charge	91%
Roger Receiver	Installed - 03

Run Diagnostics

Remove Device(s)
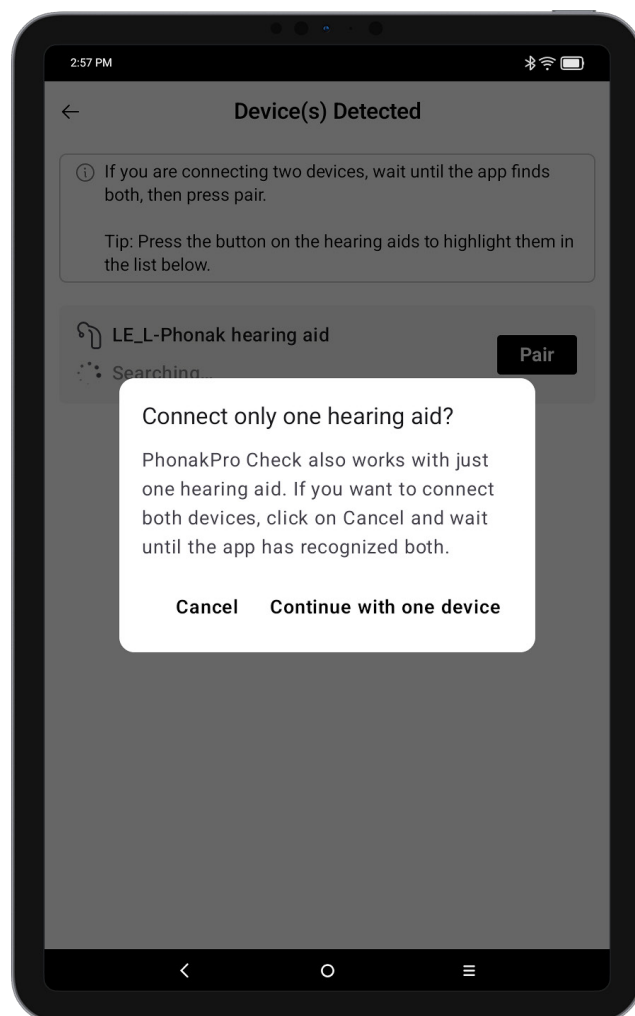
Troubleshooting: Pairing

Incompatible devices
The app cannot connect to the hearing aids because they are not compatible.

Hearing aid connection error
If the pairing to one of the hearing aids fails, tap Try again to restart the pairing mode.

Hearing aids can be tested as a single device
If the paired device is not available or not working.

Hearing aids with no fittings
An unfitted hearing aid can only be tested as a monaural device, please test the devices in sequence.

Diagnostic Survey

Screen 1

2:26 PM

←

What is your reason for running this diagnostic?

○ Routine Check

○ Suspected Issue

○ Other (testing out the app)

Next

Cancel

Screen 2

2:26 PM

←

Who requested the check?

○ Professional (standard procedure)

○ Hearing aid wearer (at the wearer's request)

Next

Cancel

Select the reason for the diagnostic test

Routine Check if you are seeing the client and no problem is reported.

Suspected Issue if you or the client is noticing a problem with the hearing aid.

Other if you are just practicing with the app.
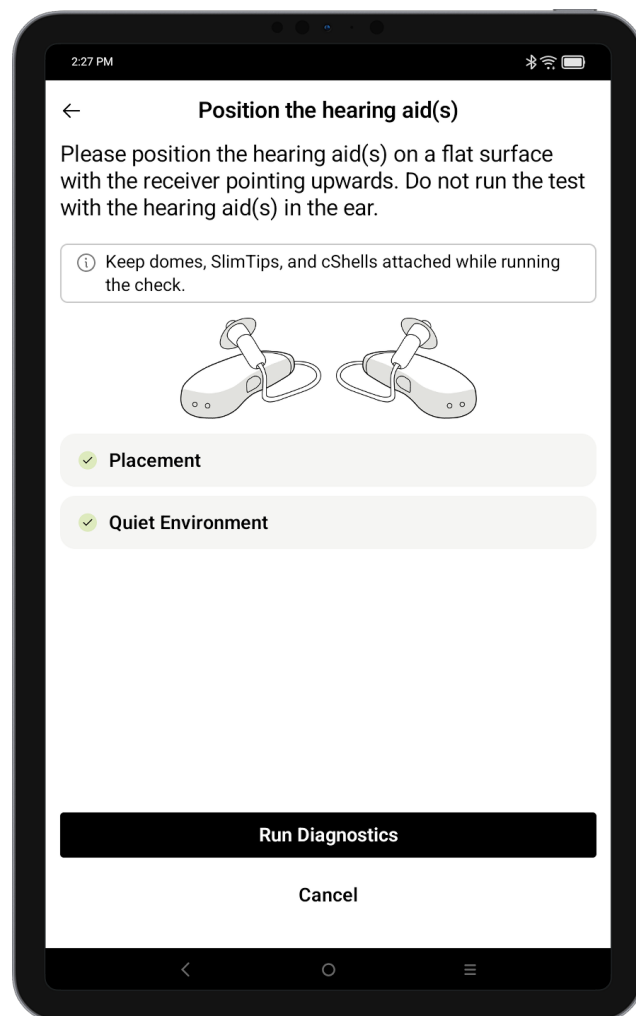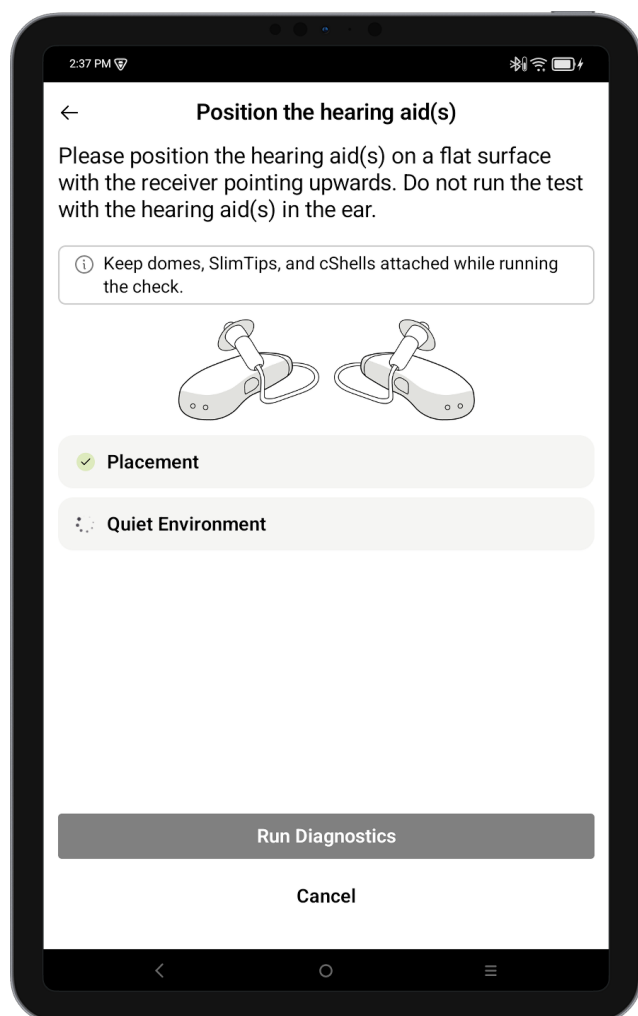
Who requested the check, this information will helps us to improve our service to you.

Diagnostic Instruction
Preparing the devices for the test

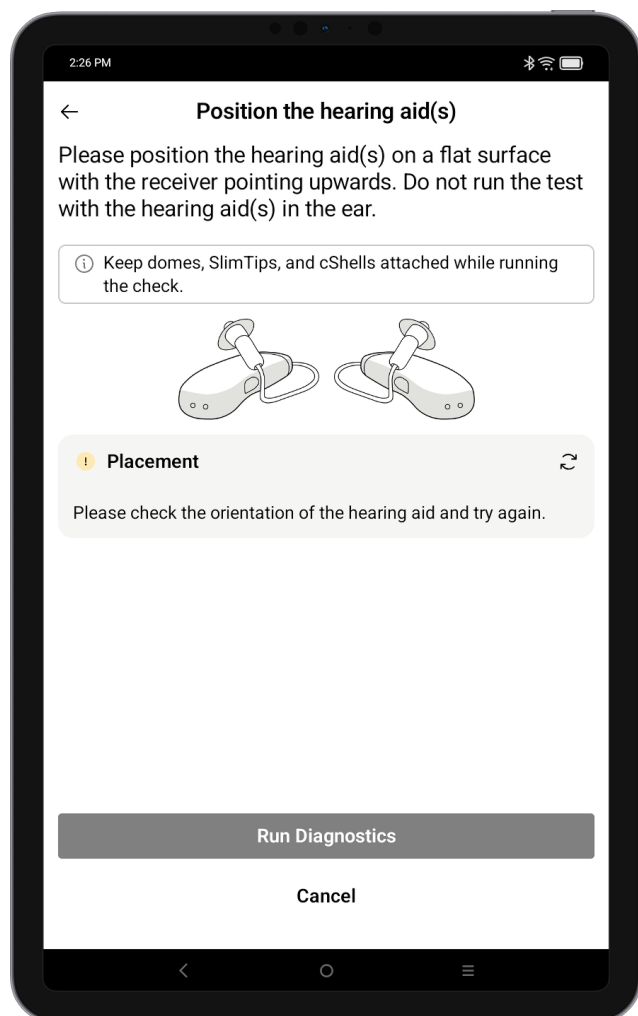**Orientation and environmental noise check**

Prior to running the diagnostics, the app verifies that the hearing aids are positioned on the table with the receiver facing upwards. To ensure the test is carried out successfully, an ambient noise test is conducted.

Run Diagnostics

The test can be started if all checks were successful. If there is a warning, please follow the instructions on the screen to resolve before running the diagnostics.
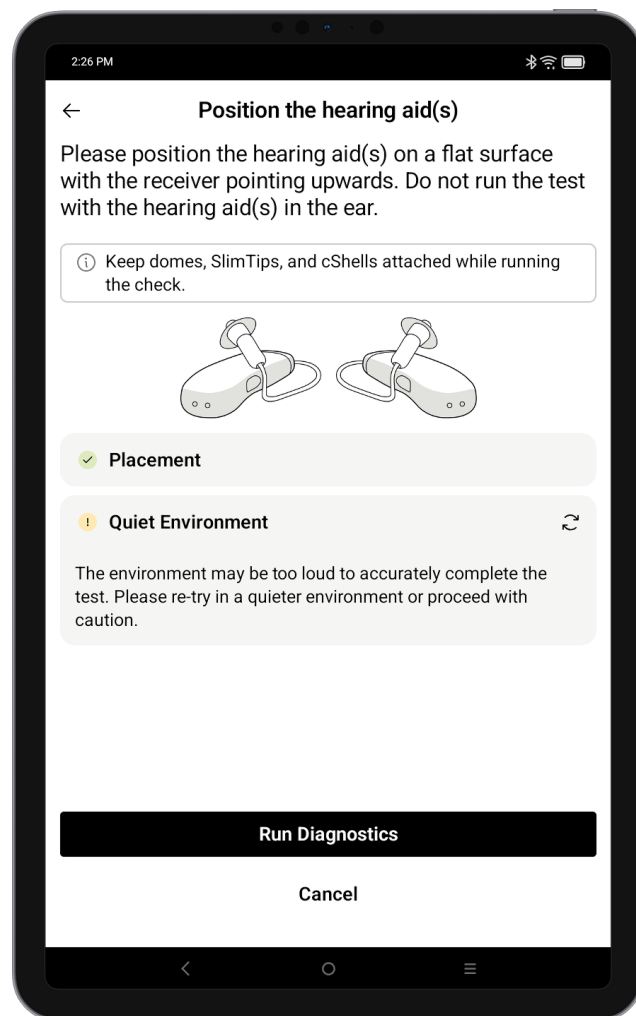
Diagnostic Instruction
Possible errors

Checking the orientation
The receiver must be
placed pointed upwards and on a flat
surface. The app checks orientation based
on the accelerometer in the hearing
aid(s). Press the refresh icon to re-check
the orientation. You are not able to
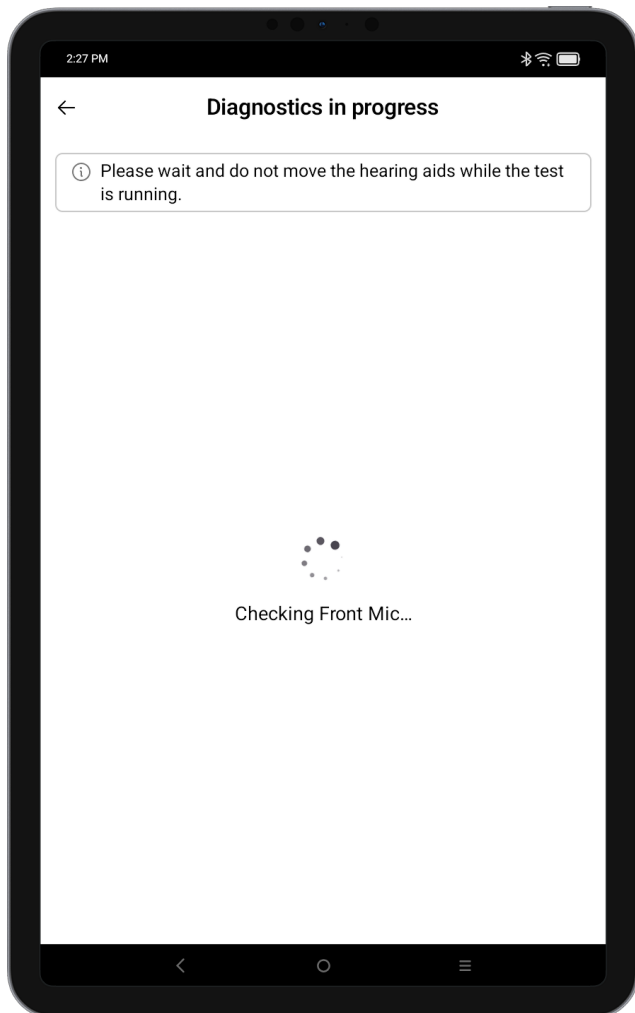proceed until the orientation is verified.

Loud environment
The app checks the current environmental
noise levels and ensures the environment
is not loud enough to interfere with the
test results. If the check does not pass,
please ensure the hearing aids are in a
quiet place, then tap the refresh icon to
re-check the noise levels. If the noise
remains too high, you can still proceed
with the test, but be aware it may
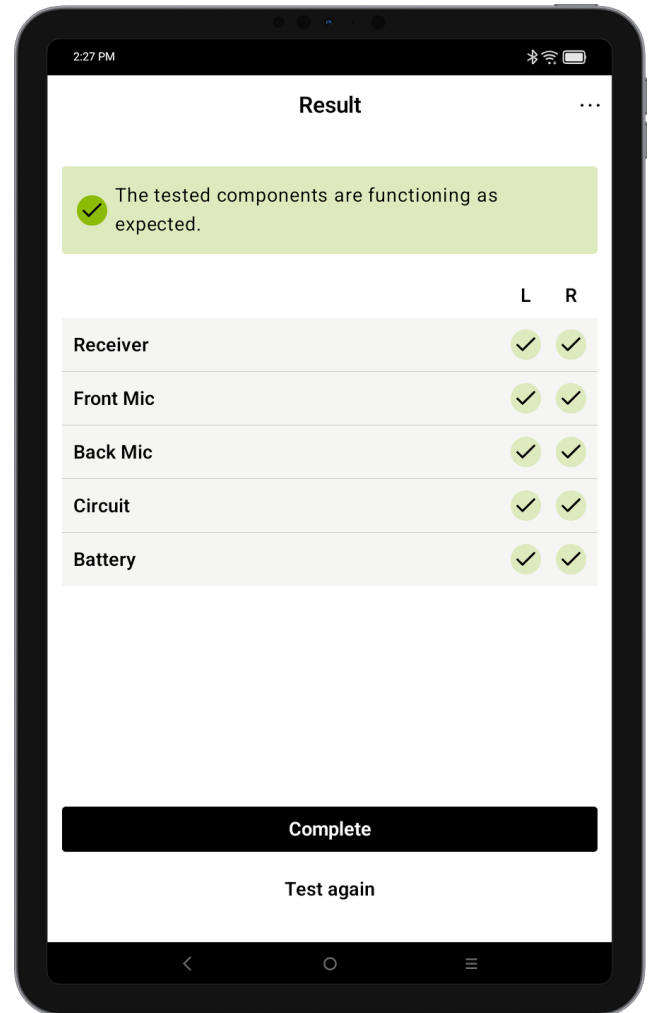influence the results.

Diagnostic Test

The duration of the test is aproximatly 6-8 seconds per device, a binaural fitting will be tested in sequence.
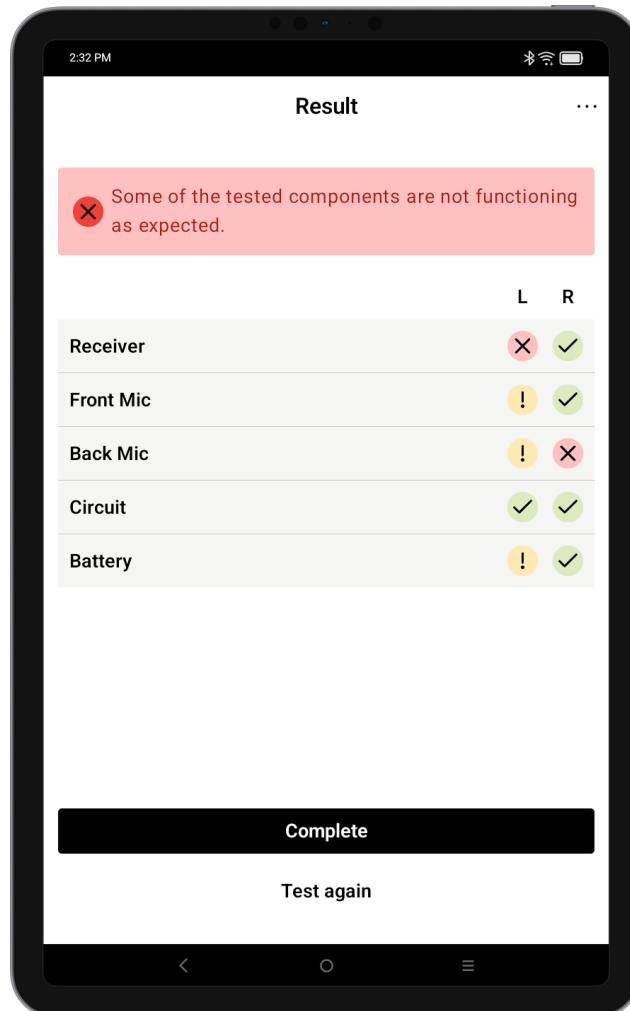
During the test
Avoid moving the devices or generating additional noise while the test is running.

Test results
The test checks each component's function and you are shown an overview of the results for the left and right hearing aid(s).
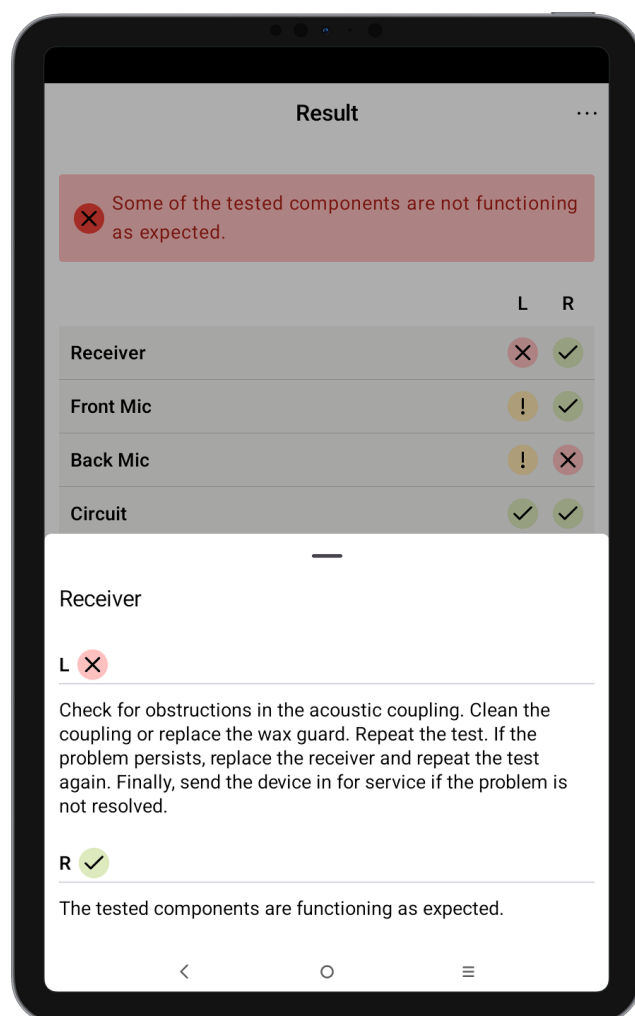
Diagnostic Results

Result

Some of the tested components are not functioning as expected.

	L	R
Receiver	✕	✓
Front Mic	!	✓
Back Mic	!	✕
Circuit	✓	✓
Battery	!	✓

Complete

Test again

Error handling
If a tested component does not pass it will be shown here. Please note: If the receiver does not pass, the microphones cannot be checked and will be marked with an inconclusive mark until the receiver can be replaced and the test re-run.

Diagnostic Acoustic and Circuit Results

During the test, the receiver, front mic, and back microphone are checked and you receive a detailed report of any detected issues for each device. The circuit check verifies that the hearing aids will successfully pair and complete diagnostic checks.
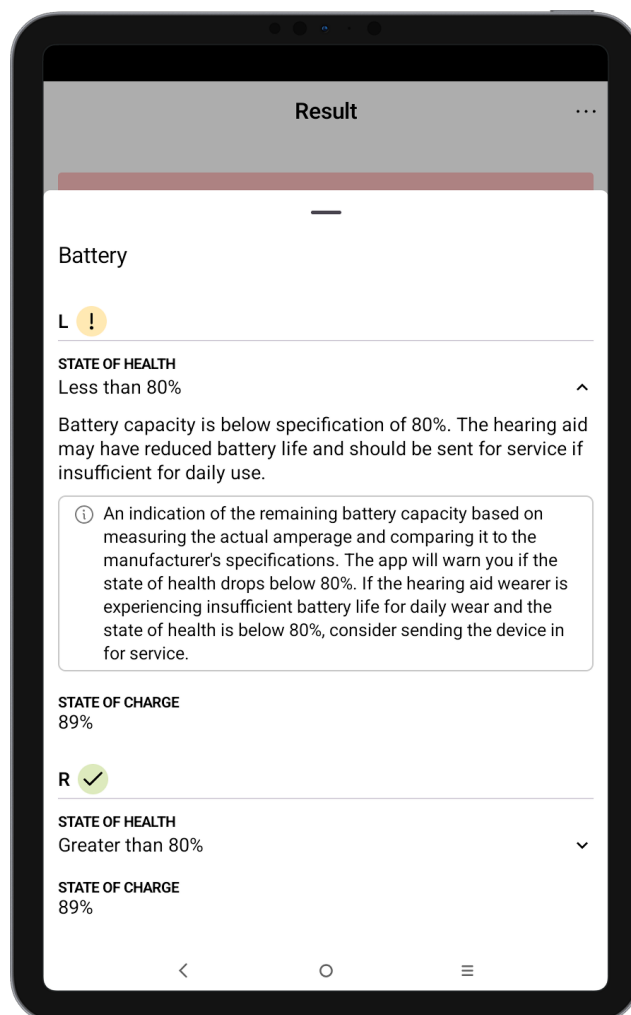
Result

Some of the tested components are not functioning as expected.

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

Receiver

L ✗

Check for obstructions in the acoustic coupling. Clean the coupling or replace the wax guard. Repeat the test. If the problem persists, replace the receiver and repeat the test again. Finally, send the device in for service if the problem is not resolved.

R ✓

The tested components are functioning as expected.

Detailed information
The components can be selected to obtain further information and instruction for additional troubleshooting.

Diagnostic Battery Results

During the test, the rechargeable batteries are checked and you receive a detailed report for each side.
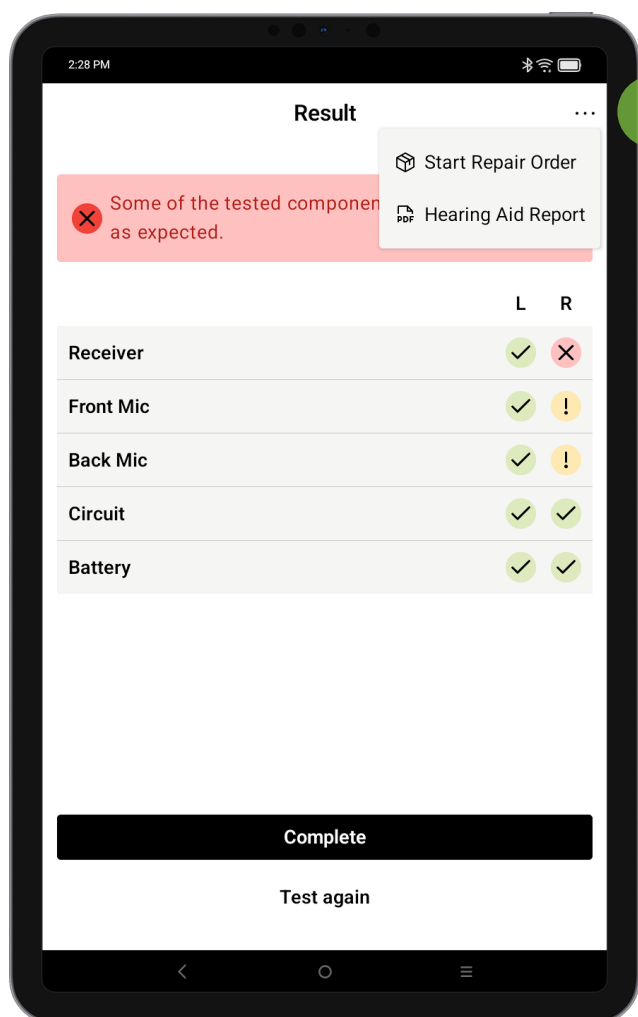

Battery information
The battery component can be selected and you are shown information on the battery state of health and state of charge.
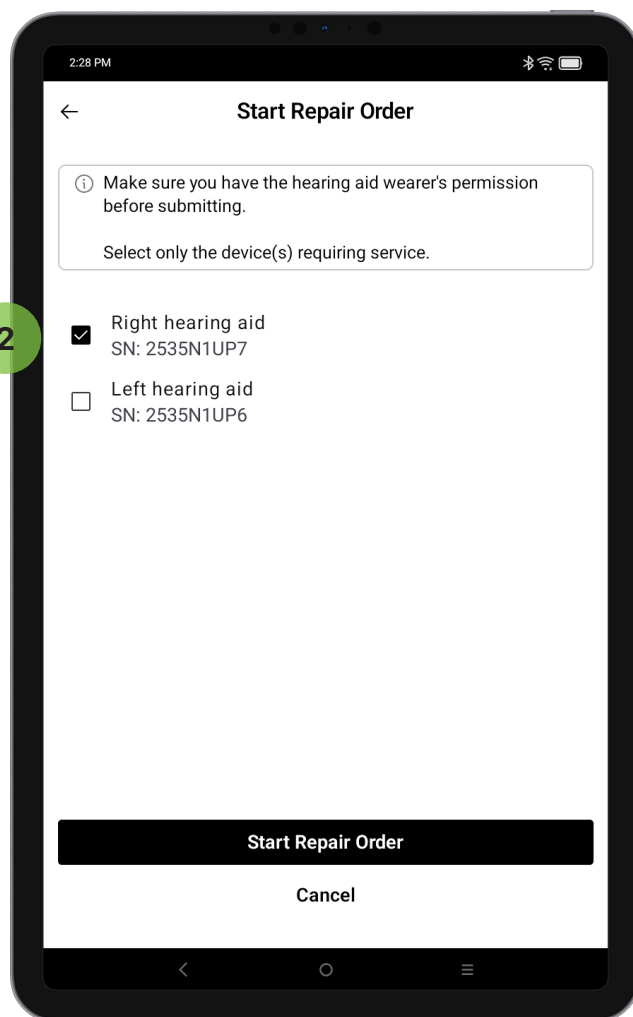
Start Repair Order

- When the test is complete a repair order can be initiated directly from the app if the professional is logged into their PhonakPro account.
- Detected problems will be automatically populated on the repair order form.

1 Result Menu
Press the 3 dots at the top right to open the menu. Tap **Start Repair Order** to select which device(s) you want to initiate a service request for.

2 Select Devices
Choose which hearing aid(s) you wish to send for service then select **Start Repair Order**.

ⓘ This feature is only available in select countries where repair order entry is already available via the Phonak Store.

Repair Order Entry

- The Phonak Store Repair Order form will open in a mobile browser.
- Complete the form as you would normally on your personal computer.

Entering a Repair Order
The selected hearing aid(s) will be pre-populated in the Repair Order Form. Additionally, if the app detected a problem, an appropriate reason code will be pre-selected.

If the app did not detect a problem, please select a reason code.

1 Press **Next** to continue completing the form.

2 **Complete all sections of the form** by scrolling down and tapping on each category until you see **Go to summary**.
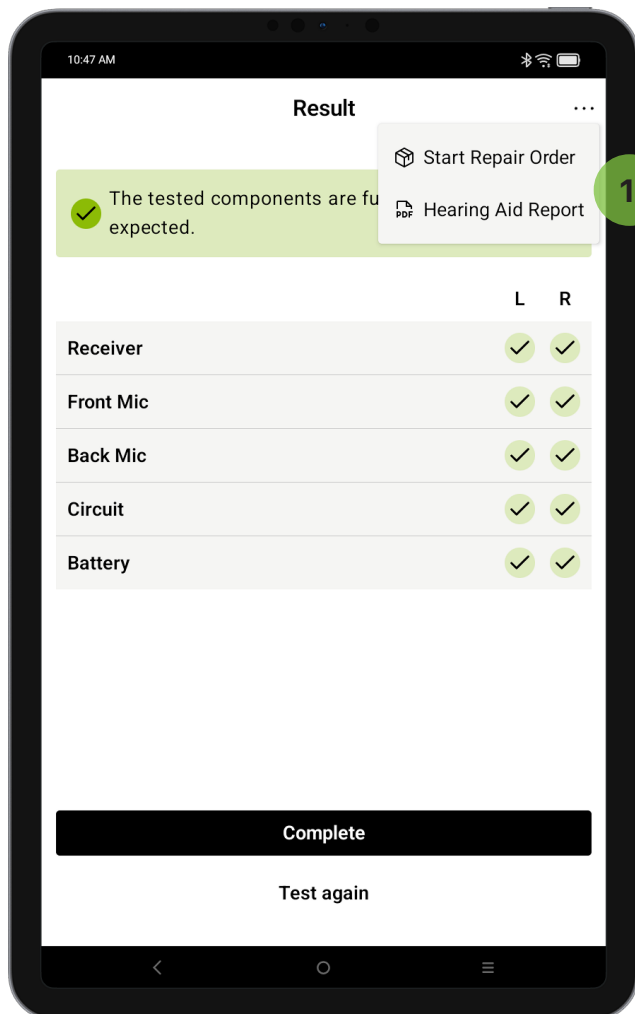
3 Review the summary. If all information is correct press **Submit Order**.

Check your email
For the repair order form to print out and include with the devices.
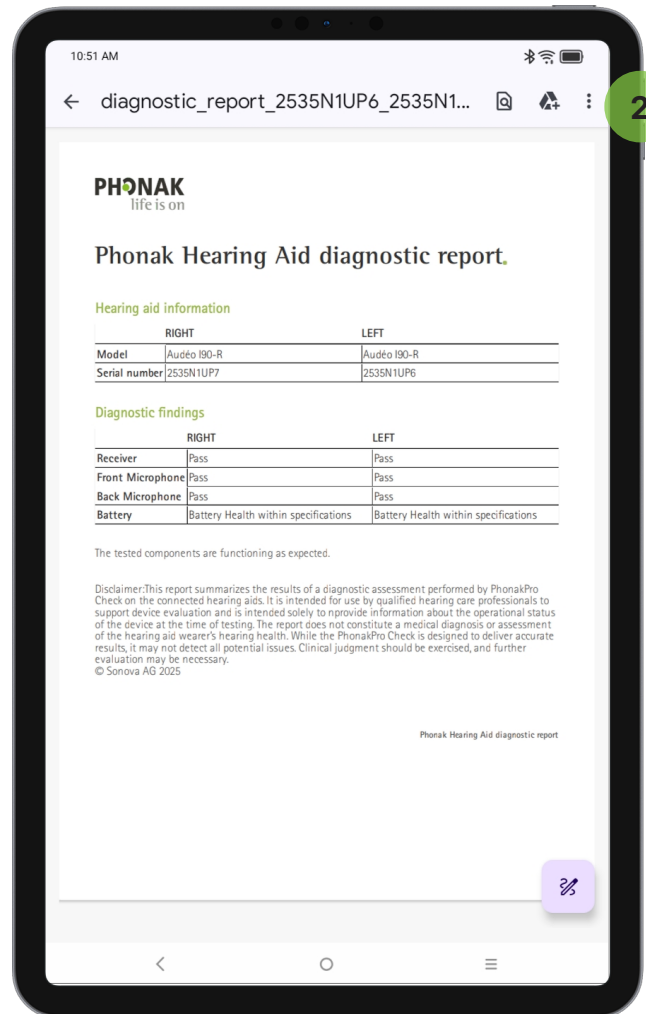
Hearing Aid Report (PDF)

- When the test is complete a Hearing Aid Report can be generated as a PDF document.
- A summary of the diagnostic results is given in a client-friendly format.
- The PDF can be shared via the operating system sharing options.

1 Hearing Aid Report
Press the 3 dots at the top right to open the menu. Tap **Hearing Aid Report** to generate a summary PDF of the results.

2 Share Report
Choose the sharing menu from your PDF viewer and share with your client via your preferred method.

Important safety information

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

Security notice

Client 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.

Symbol explanation

⚠	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.
📖ⓘ	An indication that electronic instructions for use are available. Instructions can be obtained on the www.phonak.com/myphonakapp website
REF	Indicates the manufacturer's catalogue number.

Manufacturer:

Sonova AG

Laubisrütistrasse 28

CH-8712 Stäfa

Switzerland

www.phonak.com