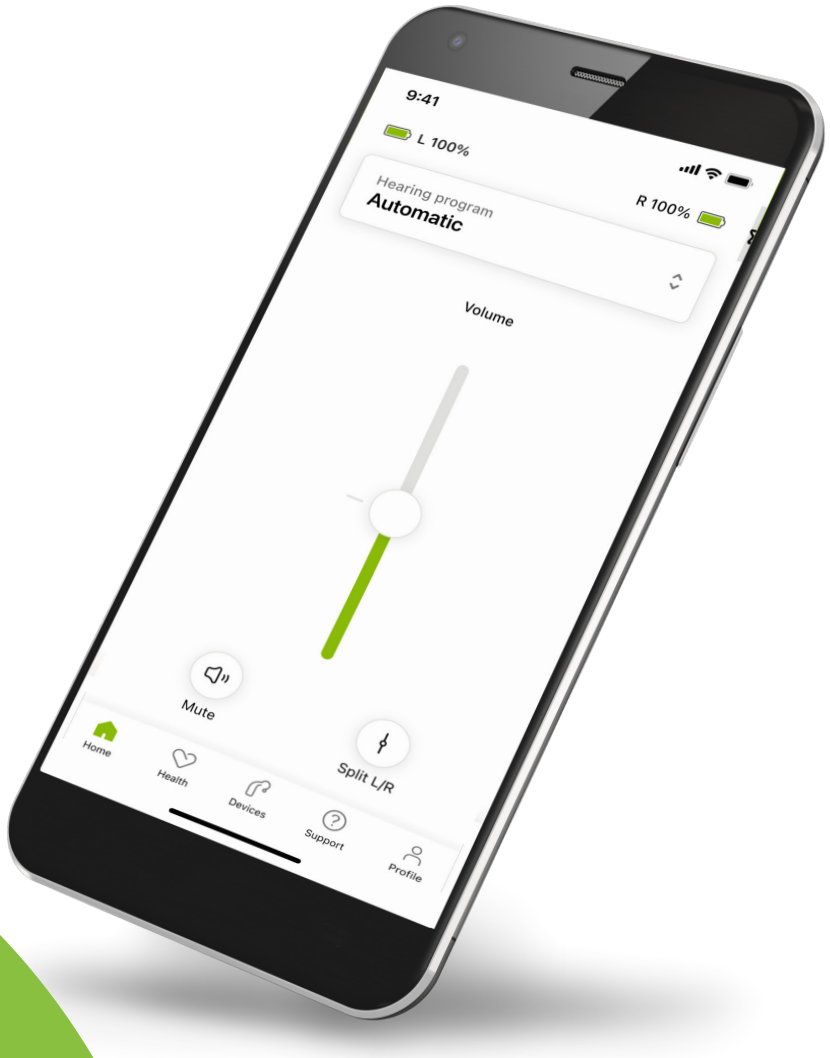
PHONAK
life is on

A Sonova brand

myPhonak

User Guide – myPhonak 7



Getting started

myPhonak 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.

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

Additional training is not needed for handling of the app.

Compatibility information:
For the use of the myPhonak app, Phonak hearing aids with Bluetooth® connectivity are required.

- myPhonak can be used on Phones with Bluetooth® low energy (LE) capability running on iOS® Version 15 or newer.
- myPhonak can be used on Google Mobile Services (GMS) certified Android™ devices supporting Bluetooth® 4.2 and Android OS 8.0 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.

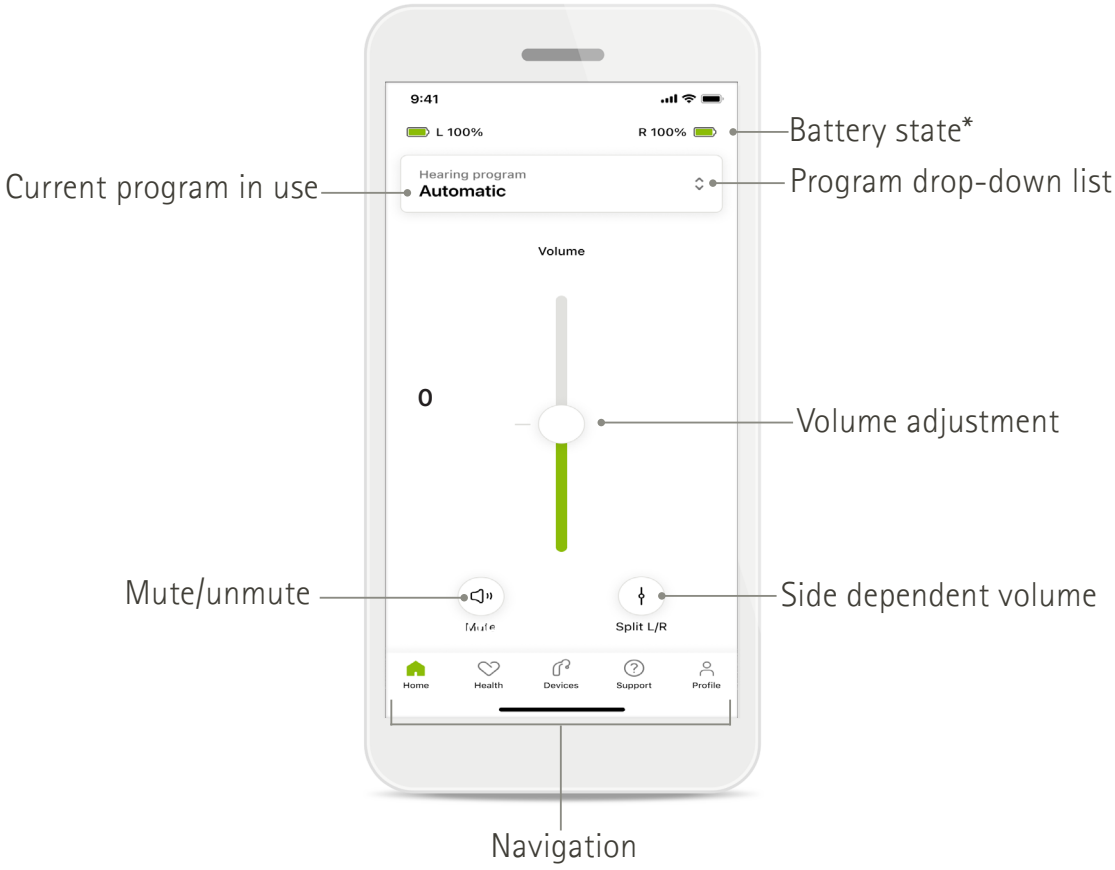
IOS® is a registered trademark or trademark of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

Contents

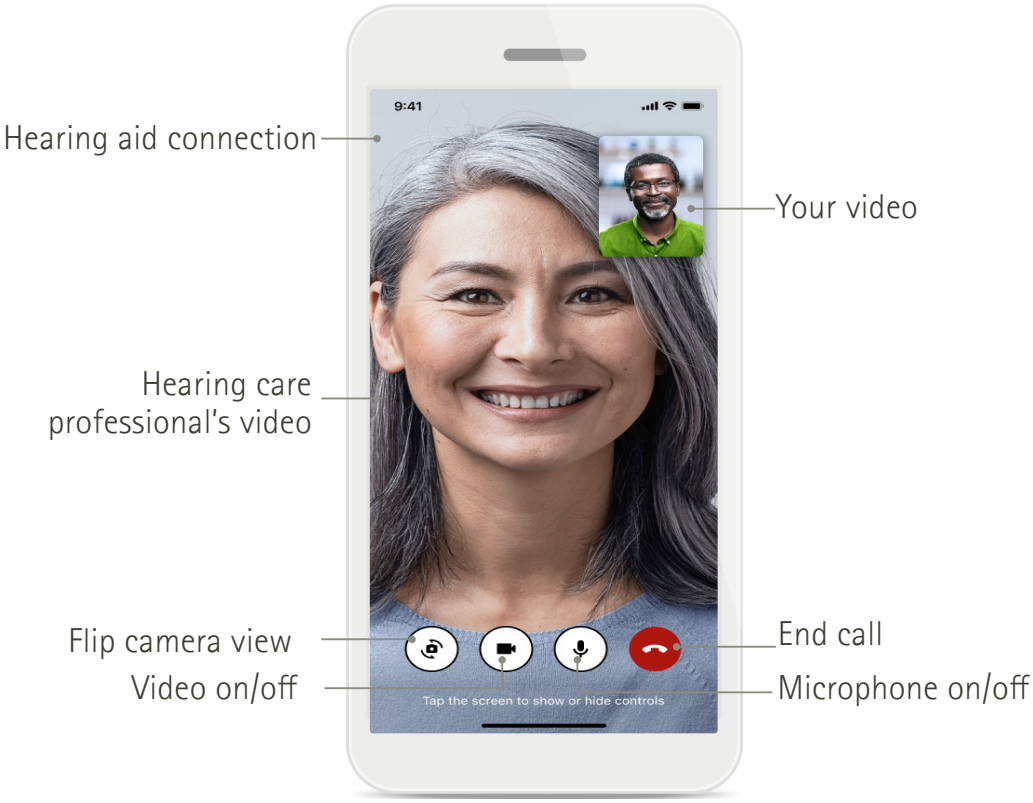
Quick overview 4
Installing myPhonak 5
Setting up and managing account with myPhonak 6
Pairing with Phonak hearing aids 7
Troubleshooting: Pairing 8
Home: Remote Control view 9
Home: Remote Control advanced settings 10
Home: Remote Control view* — non-standard feature 12
Home: Remote Control advanced settings — Create a new or update an existing program* 14
Troubleshooting: Remote Control advanced settings 15
Devices 17
Updates 19
Support and Remote Support session 21
Starting Remote Support session 24
Troubleshooting: Remote Support session 25
Health Data Tracking in the Health Section: Setting Up 27
Health Dashboard 28
Health detailed feature views: Wearing time, steps, activity levels*, distance walked and ran* 29
Health detailed feature views: Heart rate* and Calories* walked and ran* 31
Health: Other functionalities* 33
Important safety information 35
Compliance information 37
Symbol explanation 38

Quick overview

Remote Control



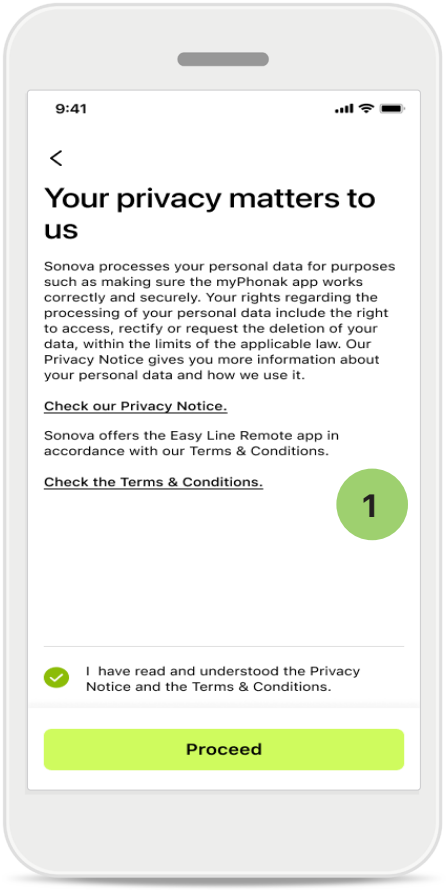
Remote Support



*For rechargeable hearing aids only.

Installing myPhonak

1. Connect your smartphone to the internet via WiFi or cellular data.
2. Turn on your smartphone's Bluetooth®.
3. Download myPhonak app from the store and install it on your phone.
4. Open the app.
5. When using the app for the first time, you can take a tour.
   If you do not want to do this, tap **Skip tour.**



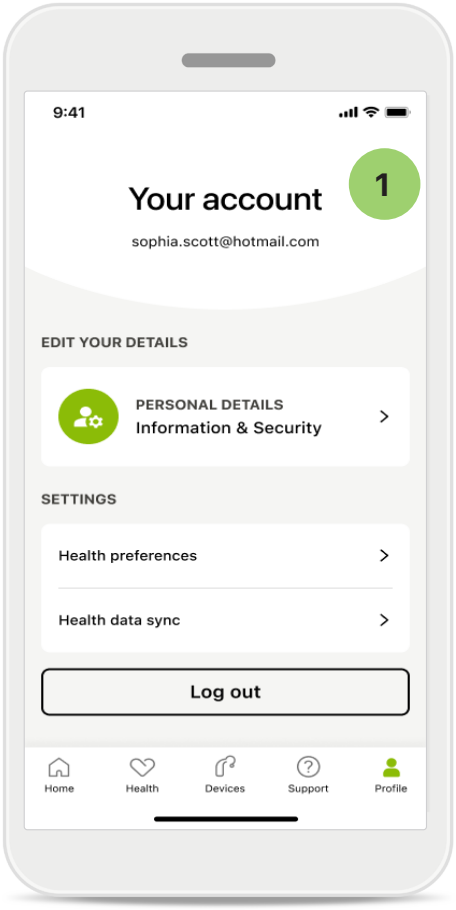
1 Privacy policy
To use the app, select the checkbox after reading the Privacy Notice and Terms & Conditions. Then, tap **Proceed**.

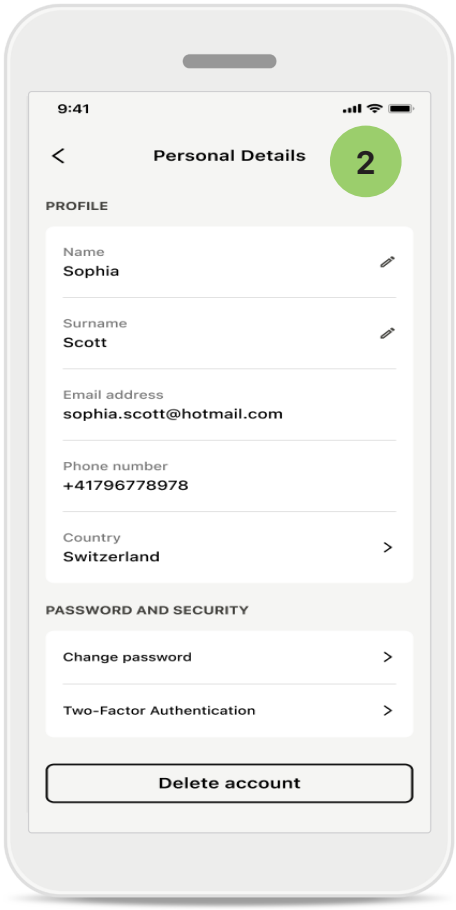
Product improvement
You can share app usage and health data to help us improve our products.
Your data is treated as described in the privacy notice and cannot be tracked back to you.

Setting up and managing an account with myPhonak

- You can create an account to access additional health features. An account is not needed to adjust your hearing aid settings.
- You can create your account using your email ID or your mobile phone number.
- If you already have an account, tap **Login.**
- If you want to skip that part, tap .

Home





1 **Profile section**
In the Profile screen, you can edit your profile information and adjust your preferences related to Health.

If you want to sign out from the app, tap **Sign out**.

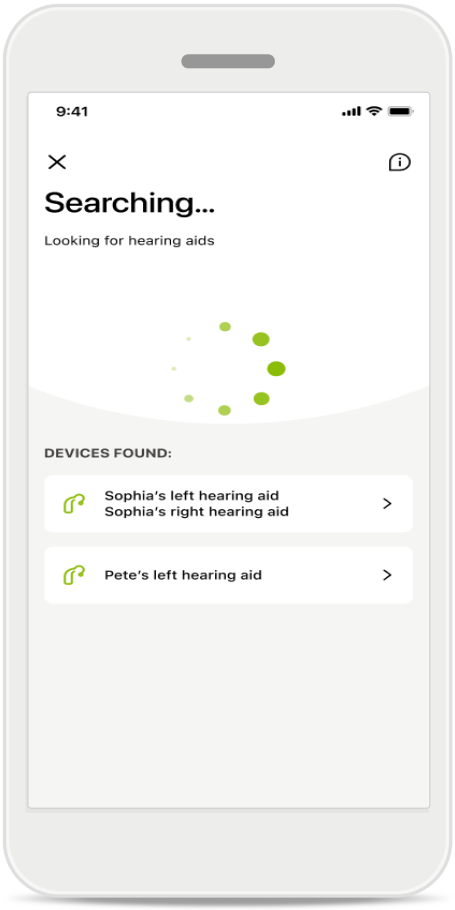
2 **Personal details**
You can edit your personal information under Personal details and modify your security information.
If you want to delete your account, tap **Delete account**. You need to enter your password to confirm the action.

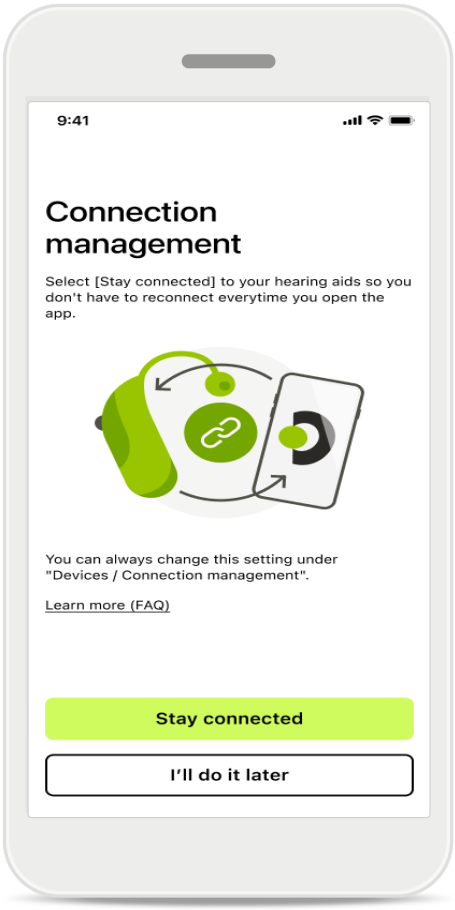
* For troubleshooting, see our FAQs: https://product-support.phonak.com/.

Pairing with Phonak hearing aids

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

- Tap **Let's get started**





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.

On iOS devices, confirm pairing by tapping **Pair** in the popup for each hearing aid separately.

Connection management

You can keep your hearing aids connected to the myPhonak app to benefit from not having to reconnect them every time. Tap **Stay connected** to activate this setting.

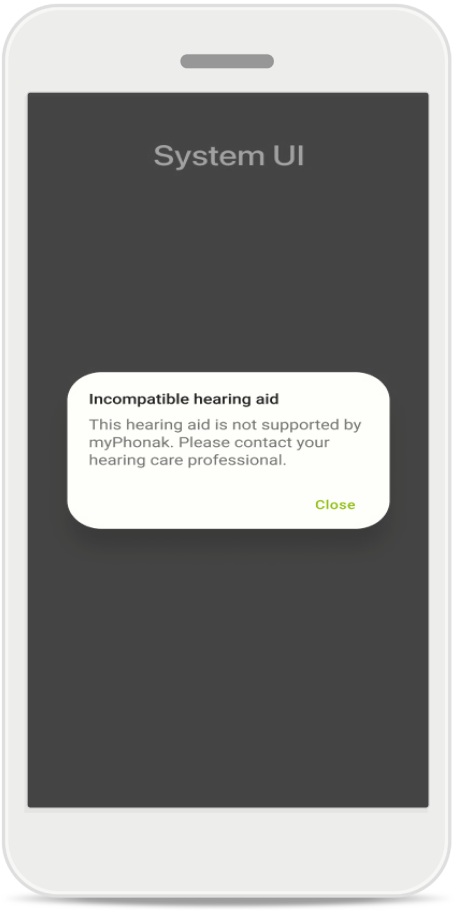
Additional functions:

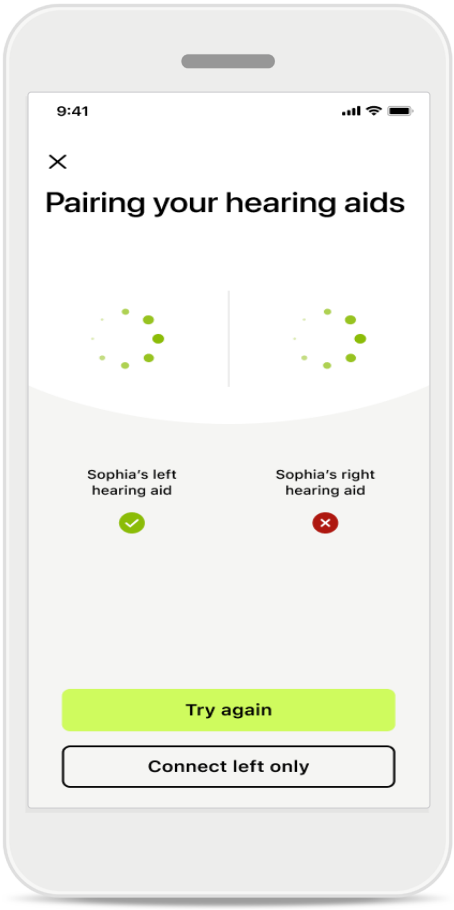
- When the hearing aids have been successfully paired, you can use them for phone calls and stream music. Tap **Continue** if you want to skip this additional pairing.

ⓘ 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.

Troubleshooting: Pairing

Possible errors during the setup process.
For more troubleshooting information, visit the Phonak support page at https://www.phonak.com/myphonakapp





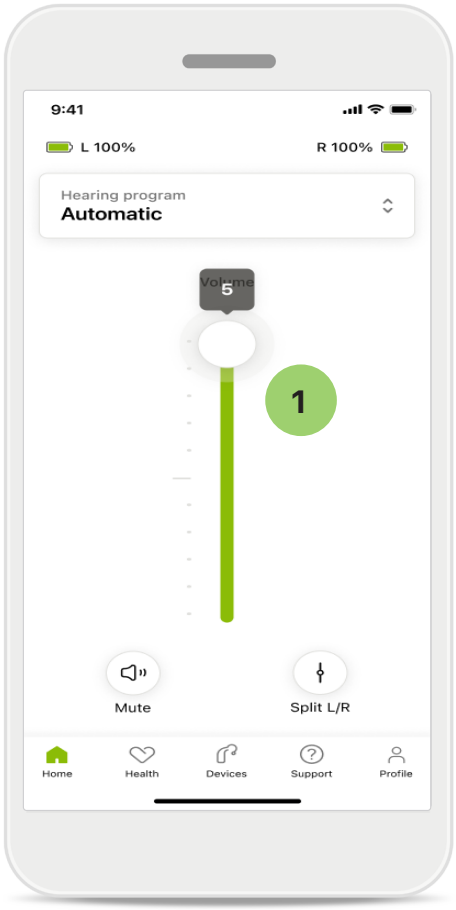
Incompatible devices
The app cannot connect to the hearing aids because they are not compatible.
Please contact your hearing care professional for further information.

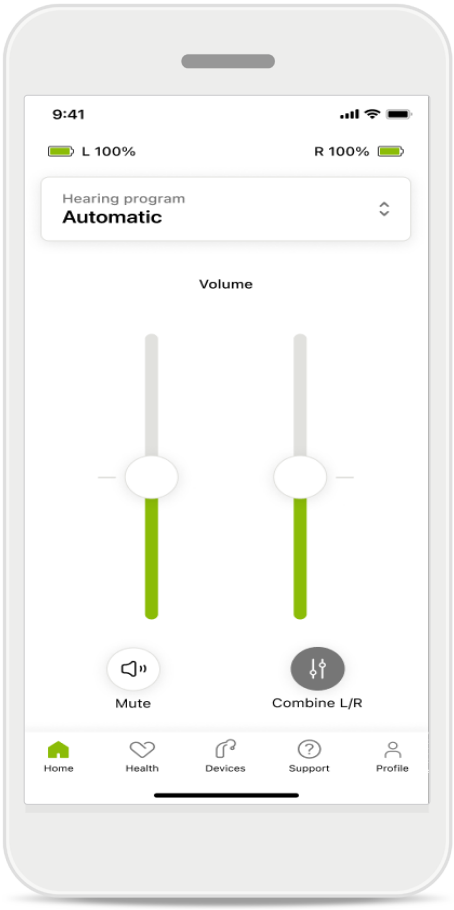
Hearing aid connection error
If the pairing to one of the hearing aids fails, tap Try again to restart the pairing process.

Connection fails to both
Tap Try again to restart the pairing process and follow the instructions.

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.

Home: Remote Control view





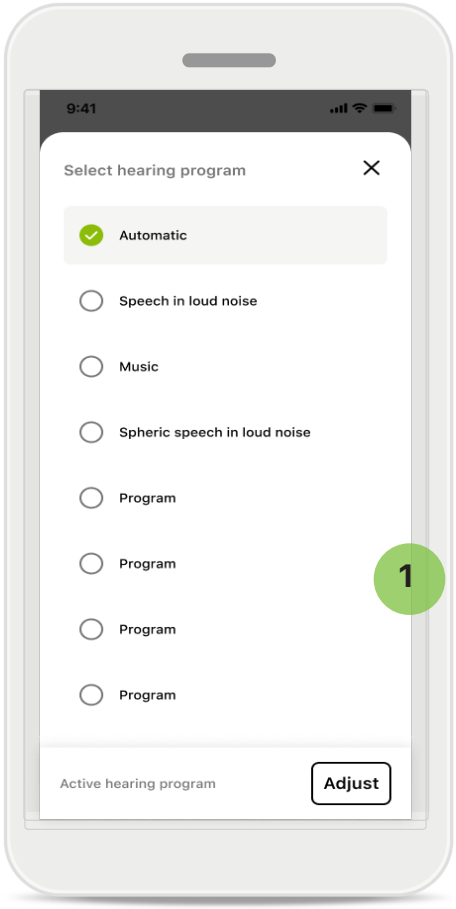
1 **Adjust hearing aid volume**
Move the slider up to increase the volume. To decrease the volume, move the slider down. If you are fitted with two hearing aids, this slider controls both devices simultaneously.

Split the volume
If you want to split the volume, click the Split icon to adjust each hearing aid independently or to go back to the main setting. If you want to mute or unmute your hearing aid(s), just tap the Mute icon.

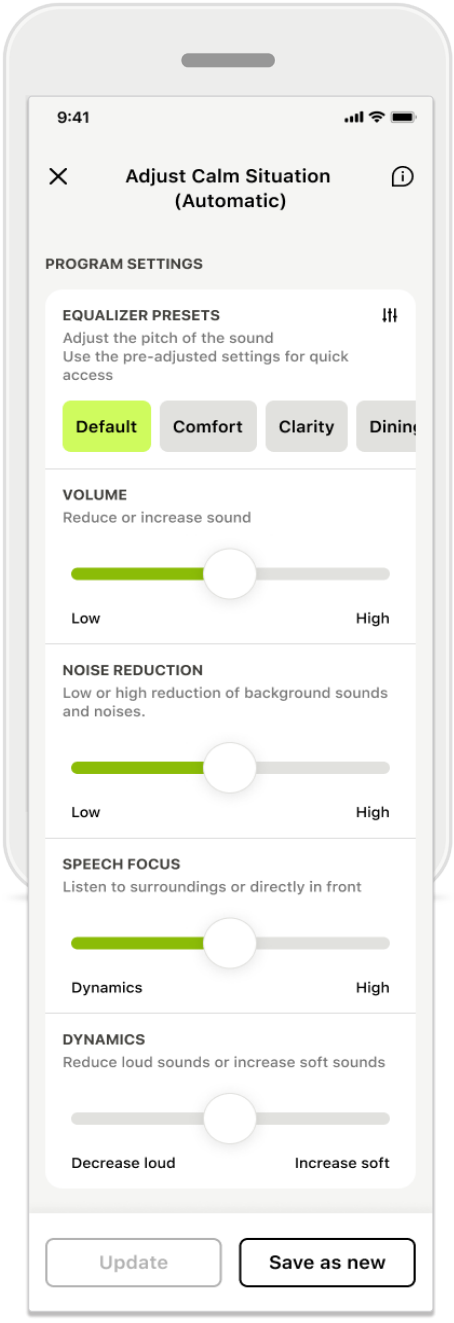
Sound programs are available directly from the top of the app home screen. Swipe the carousel to select program that fits your needs by tapping on it. Choose from:

- Automatic program
- Programs created by your hearing care professional
- Programs created by you

Home: Remote Control advanced settings

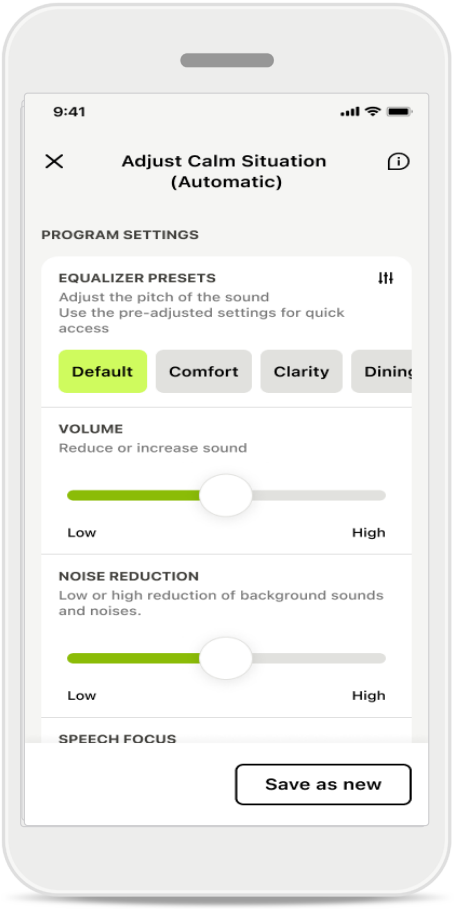


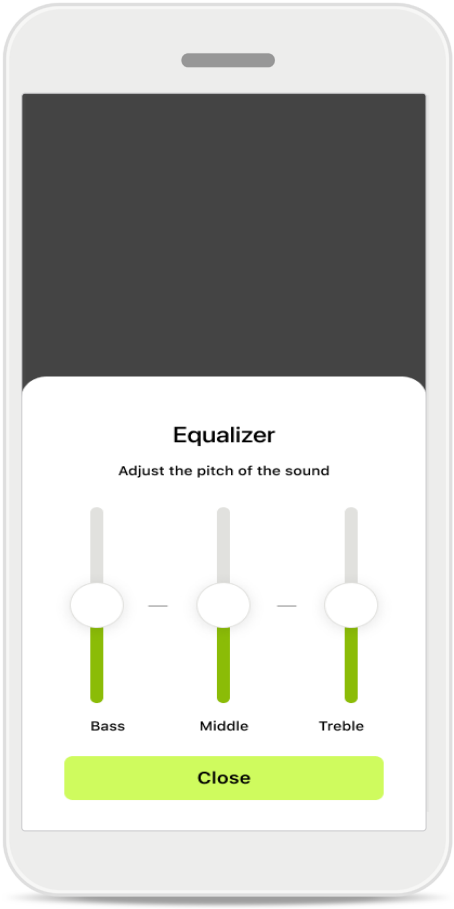
1 **Adjust program**
By tapping **Adjust program**, you can modify the selected program using advanced sound settings.



Program settings
You can adjust the selected program in different ways. Use the sliders to adjust each setting: equalizer presets, volume control, noise reduction, speech focus, and dynamic control.

Home: Remote Control advanced settings





Equalizer presets

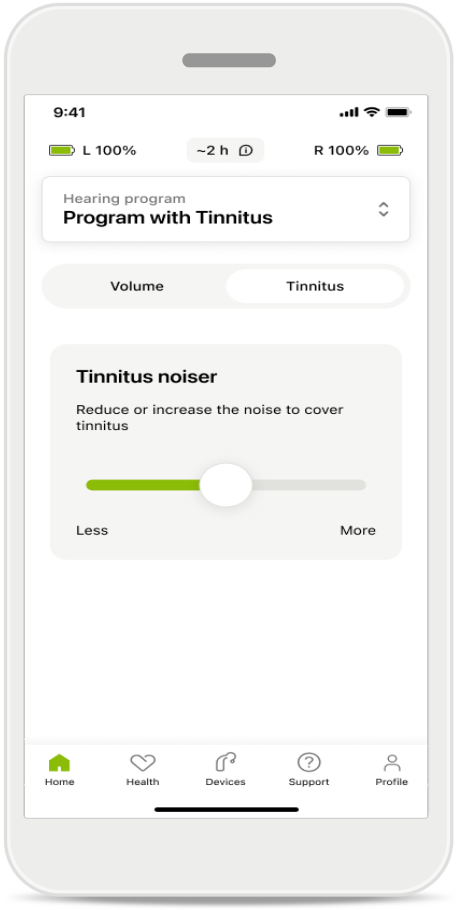
The equalizer presets enable you to make quick adjustments to the sound pitch based on the acoustic environment you are in.
Tap on the equalizer icon to make more advanced adjustments.

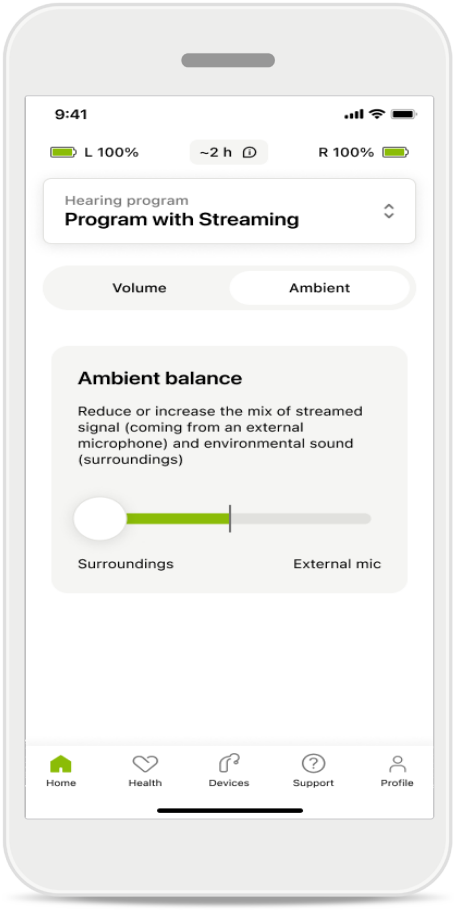
Adjusting sound pitch

Modify the sound pitch (frequency) by using the sliders. Tap Close to go back to settings.

Home: Remote Control view* – non-standard feature

- Depending on how the hearing aids are programmed and which wireless accessories you have, you can adjust more settings, such as Tinnitus noise and Ambient balance, if you are streaming. For example, if your hearing aids support tinnitus functionality and you are in a streaming program, you can adjust both in the dedicated screens.



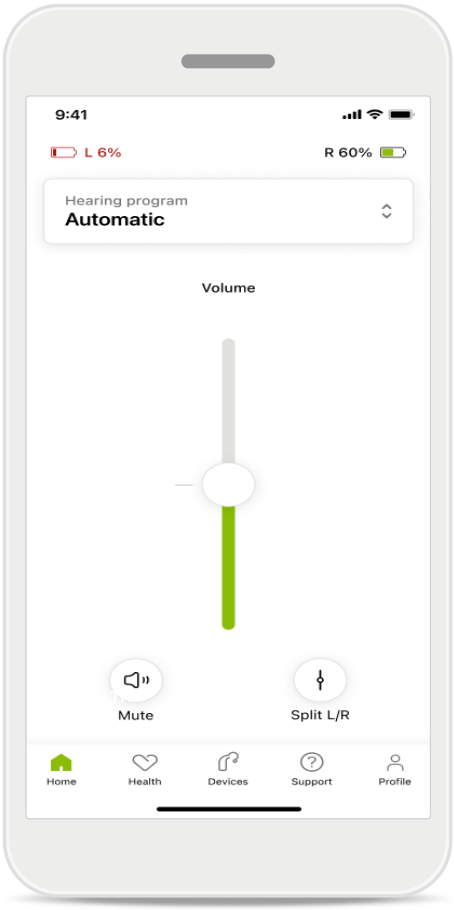


Tinnitus noiser
If you have tinnitus and have been instructed by your hearing care professional on how to use the Tinnitus noiser, you can adjust the volume of the masking noise.

Ambient balance
If you use an external streaming device (e.g., TV Connector, music), you can adjust the focus to hear more of the streamed signal or to hear more of the surrounding environment.

* For details about features and hearing aids compatibility, please refer to your hearing care professional.

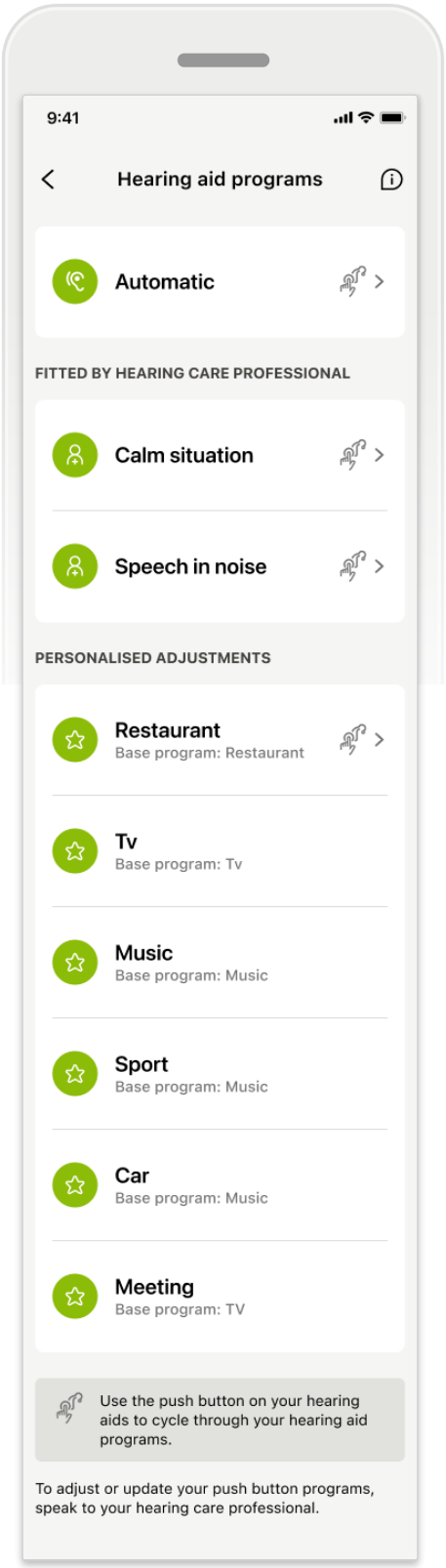
Home: Remote Control view* – non-standard feature



Battery level
For rechargeable hearing aids, you can see the current status of charge. If the battery is below 20%, the icon turns red. Consider recharging soon.

* For details about features and hearing aids compatibility, refer to your hearing care professional.

Home: Remote Controladvanced settings – Create a new or update an existing program*



Personalized adjustments

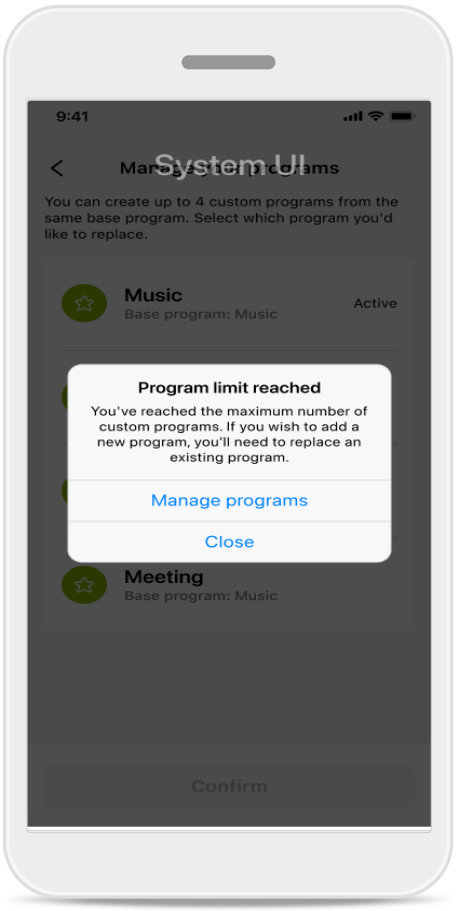
After making adjustments to an existing program, you have the option to either Update it or Save as new program. If you choose to save it as a new program, you can give it a name of your choice.

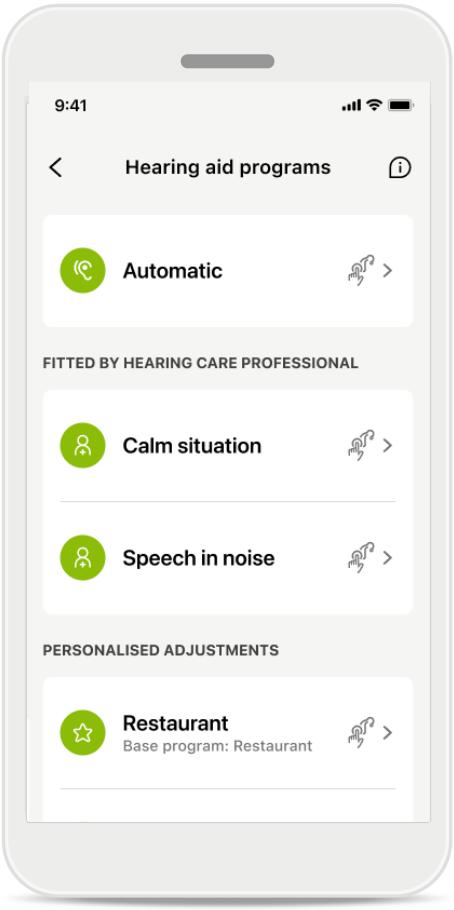
Remember that the limit for the name is 22 characters, and you cannot reuse the same name, leave it empty, or fill it with whitespaces.

Successfully saving a new program displays an appropriate screen and adds your new setup to the program carousel at the top. The program carousel displays information on how many free custom program slots are left.

* Only available in specific hearing aids. Visit https://www.phonak.com/en-int/hearing-devices/apps/myphonak or consult your hearing aid professional.

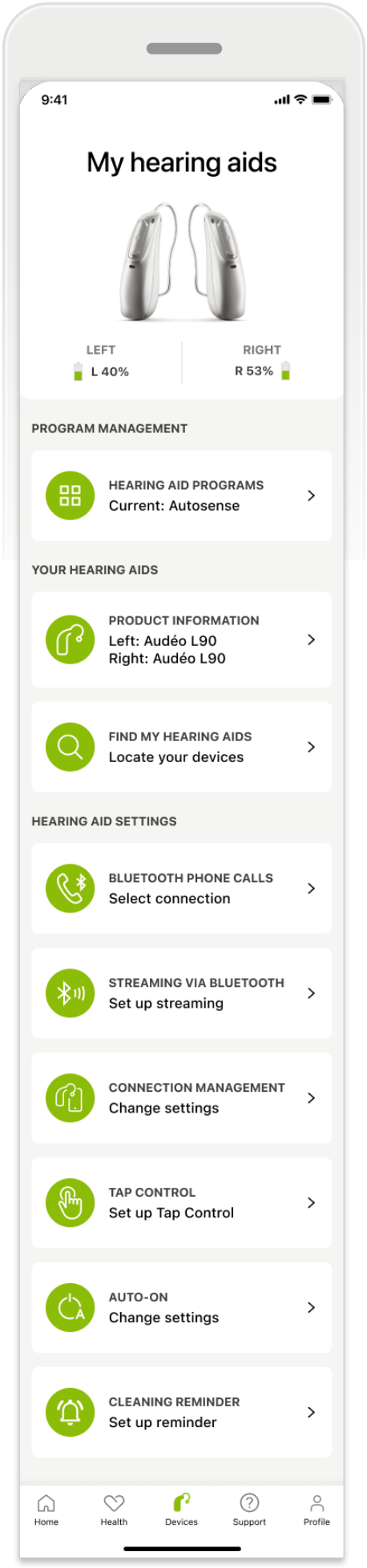
Troubleshooting: Remote Control advanced settings





Program limit reached – max same base program
You can have a maximum of four programs based on the same base program.
If you reach the limit, you can replace the existing one with the new by tapping Manage.

Devices

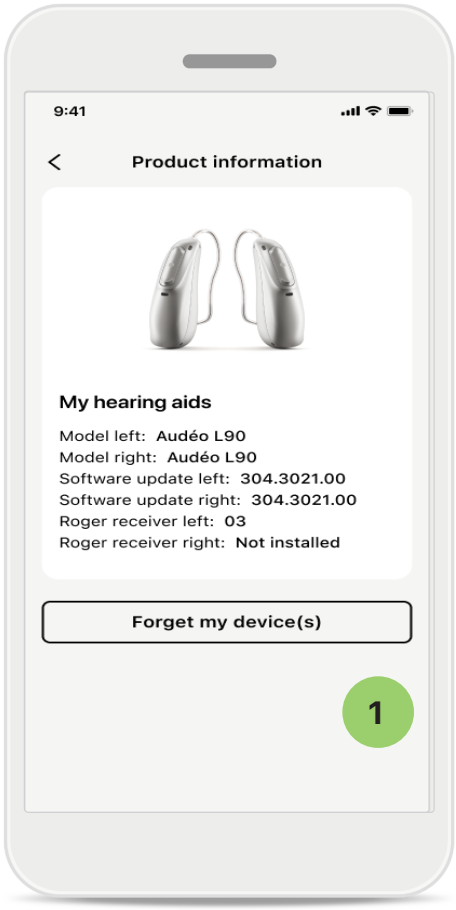


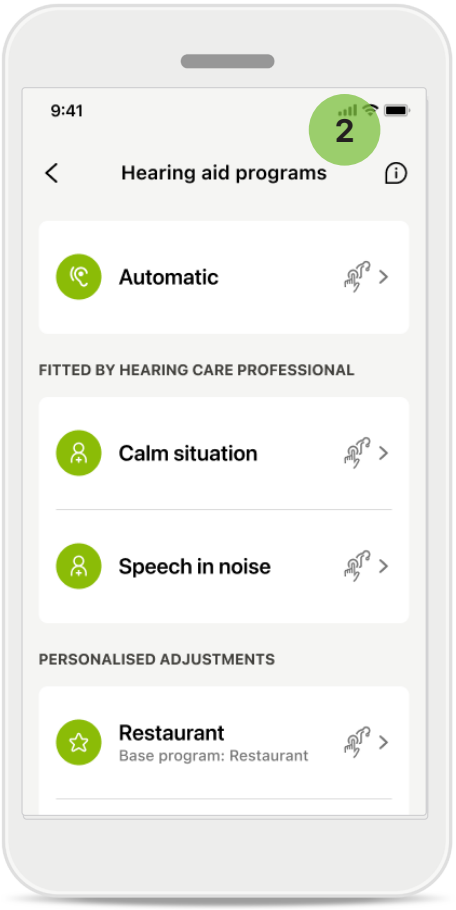
Devices home screen

In the Devices section, you can access everything related to your hearing aids, for example, Program management and Device settings. You can also see the battery state for rechargeable models.

* Only available in specific hearing aids. Visit https://www.phonak.com/en-int/hearing-devices/apps/myphonak or consult your hearing aid professional.

Devices

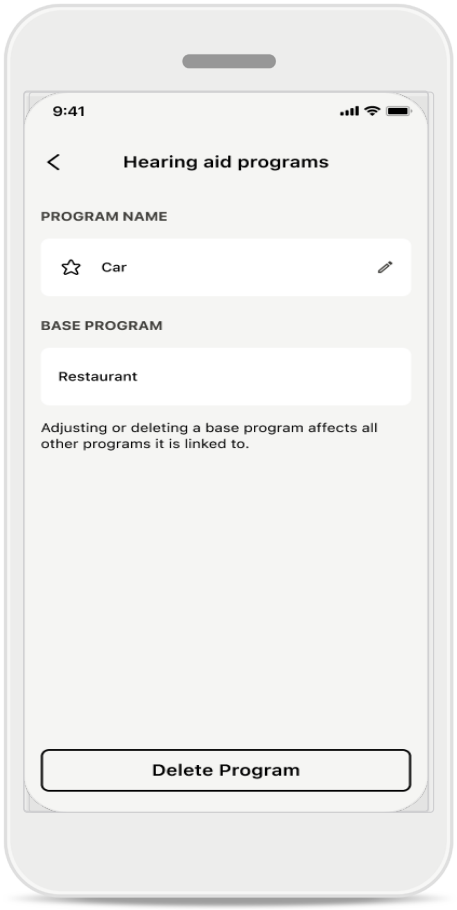


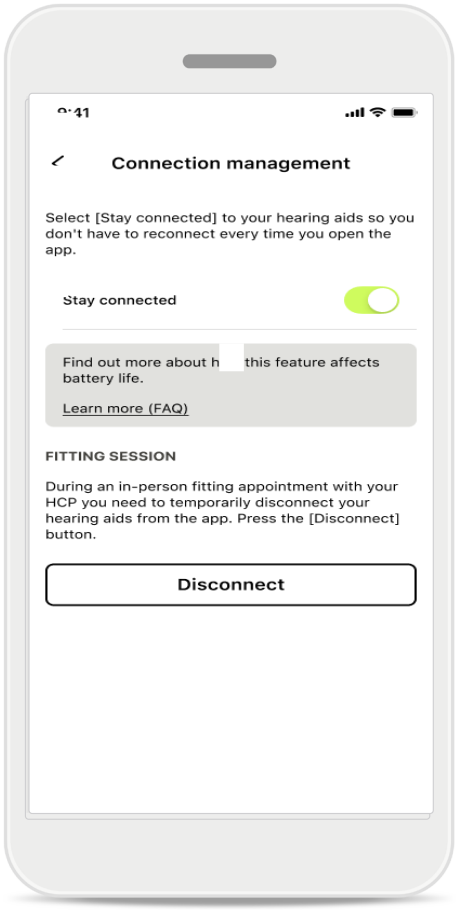


1 **Forget devices**
Go to My hearing aids card to remove your device(s). After clicking the Forget my device(s) button, a pop-up message appears. You need to confirm the removal. Note that by doing so, you need to pair your hearing aids again to use the app.

2 **Program management**
By tapping on Hearing aid programs, you can see all available programs. Tap on one to edit the name or delete it. There are three programs: **automatic**, **programs created by your hearing care professional**, and **personalized programs**. If there is an icon next to the program name, it means it is available on the push button of your hearing aids.

Devices





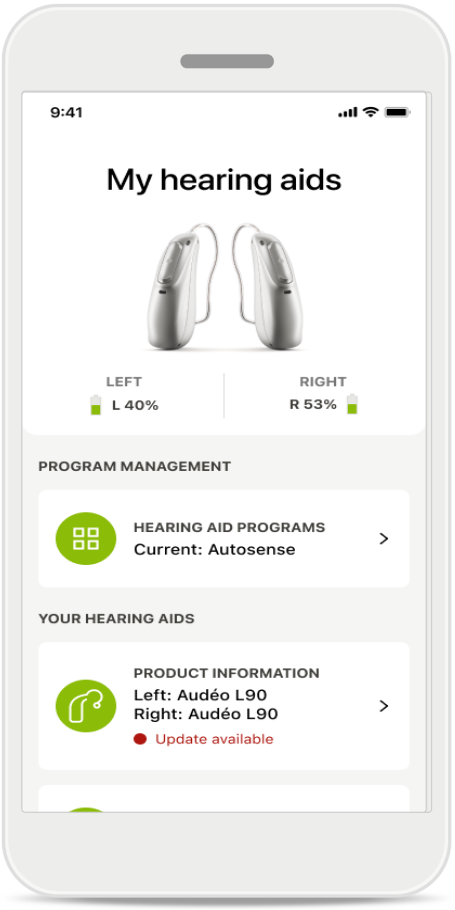
Hearing aid programs

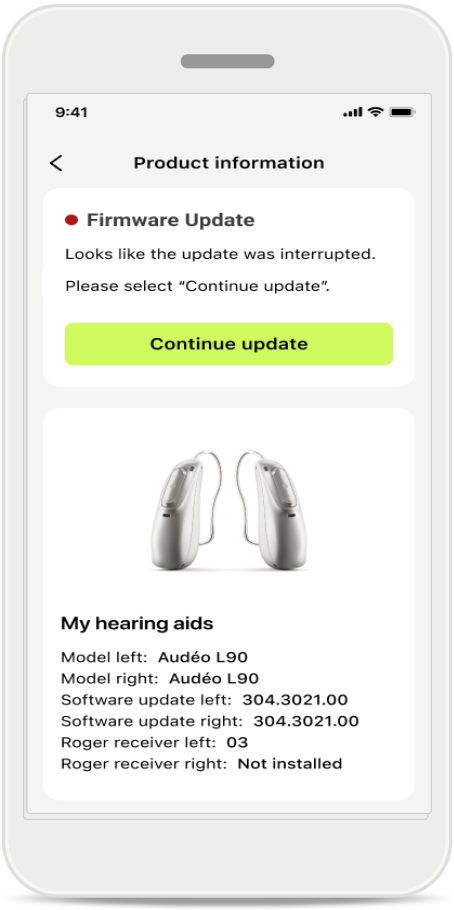
You can delete the program or change its name. You can also see which base program it is linked to. Tap **Delete program** to remove the program. Tapping the button results in a pop-up message, and you need to confirm the removal.

Connection management activation

You can optionally activate **Stay connected** so you don't have to reconnect to the hearing aids every time you open the app.

Updates

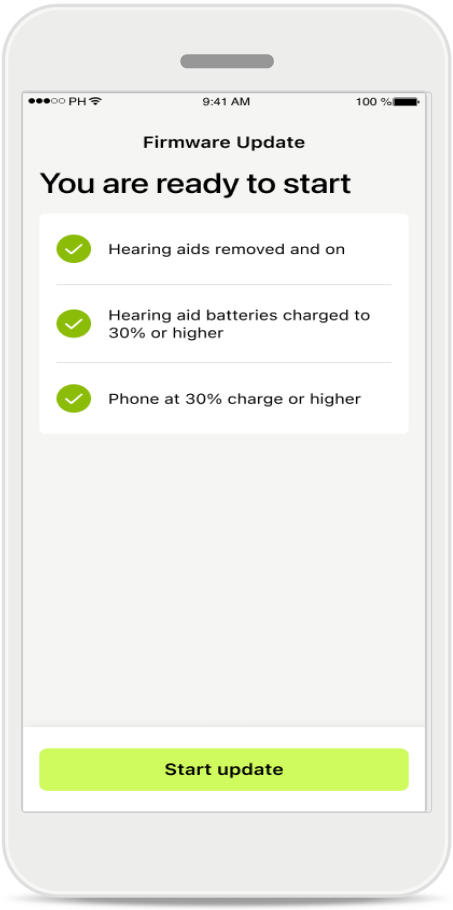


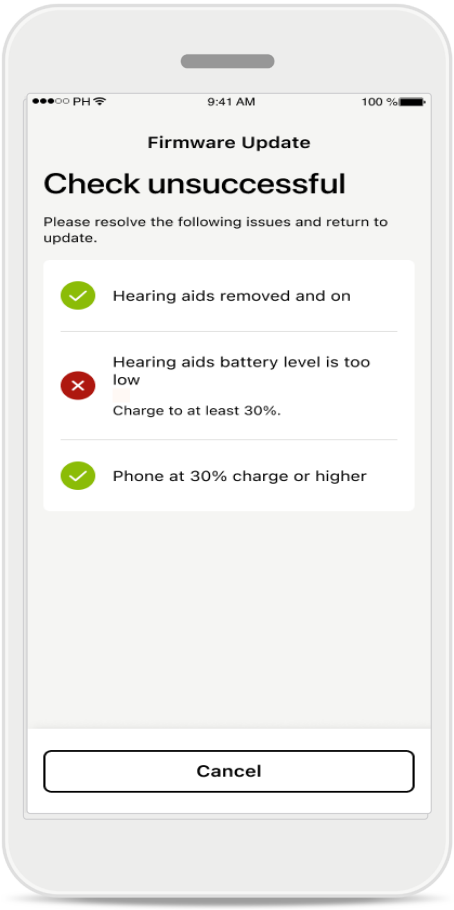


Hearing aid updates

An available update is visible under Product Information in the Device section. In case of an available update, you can find more information and what the update is about in the Product Information section.
In order to start the update, tap **Update**.

Updates



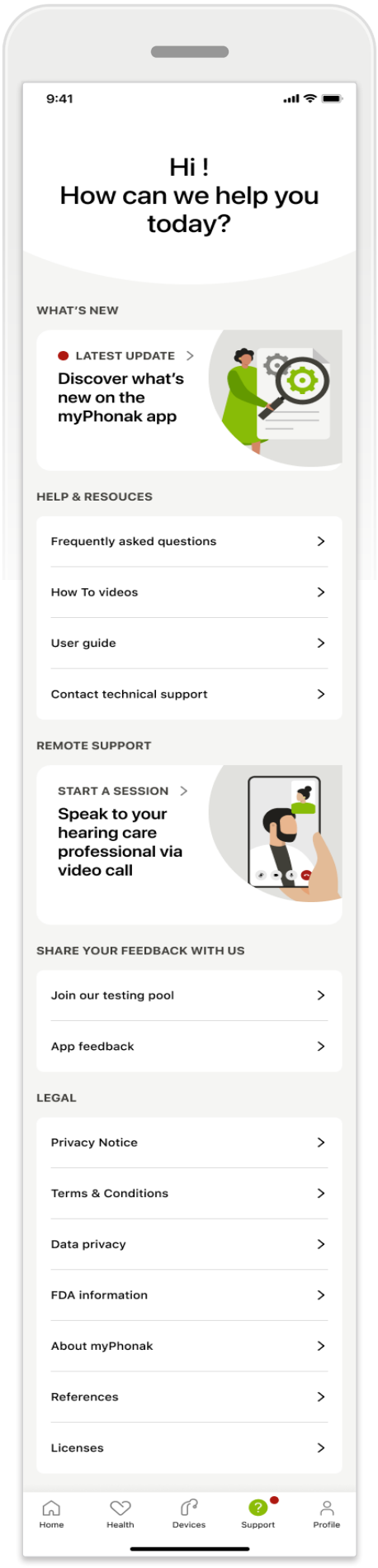


Hearing aid updates

An update can only take place if a couple of conditions are met. This is to keep the update from failing or being interrupted (i.e., the hearing aid batteries charged to at least 30% or phone charged to at least 30%).
The system automatically checks these conditions and shows explanations of what is wrong and how to fix it.
Follow these hints and the update should be quick and smooth.

For troubleshooting please follow this link.

Support and Remote Support session

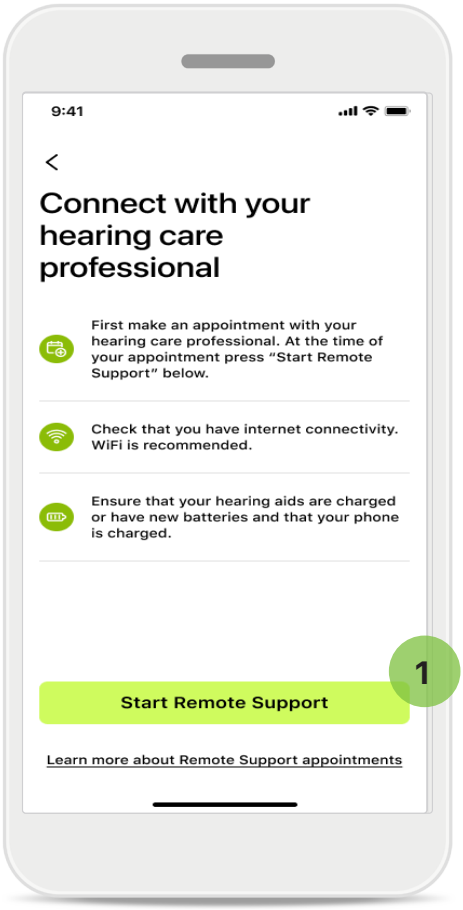


Support section

From the support screen, you can access the FAQ*, User Guide, how-to-videos website, and Legal settings and share feedback. You can also access Remote Support by tapping Start a Session.

*FAQ link: https://product-support.phonak.com/.

Support and Remote Support session

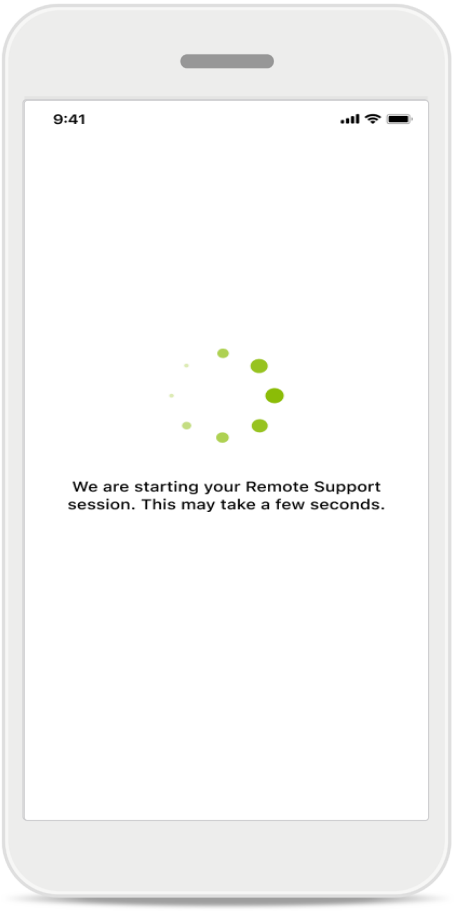


Remote Support
By tapping Start a Session on the Support screen you can have a Remote, Support session with your hearing care professional. The Remote Session needs to be planned in advance.

1 Tap Start Remote Support to continue.

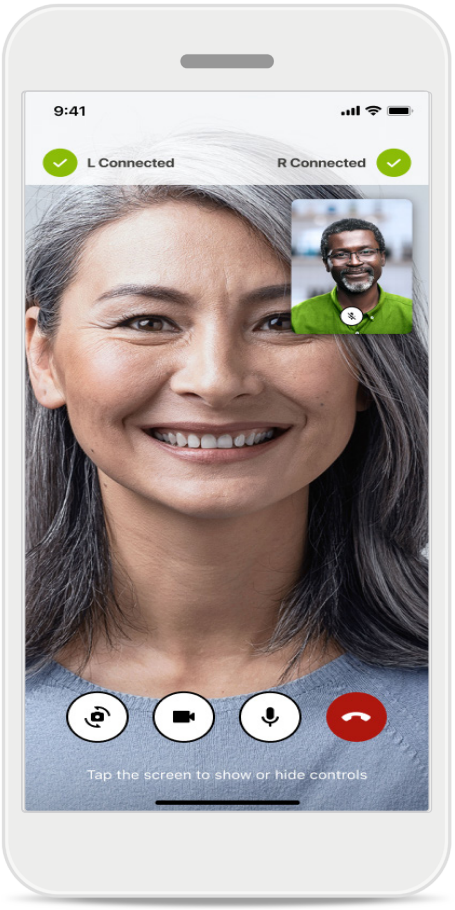
Access to microphone and camera
When asked about microphone and camera access consent, tap OK to allow the MyPhonak app to access your microphone and camera.

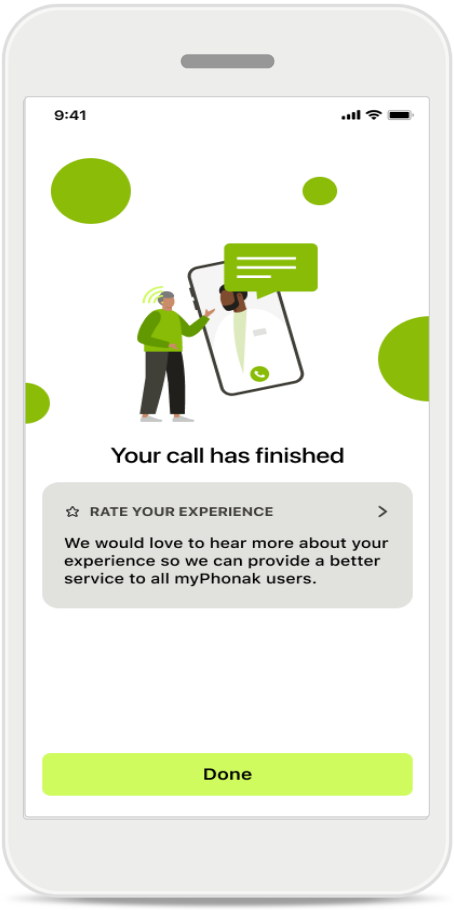
Support and Remote Support session



Waiting for your hearing care professiona
The app will connect you to your hearing care professional. Wait until the hearing care professional enters the call.

Starting Remote Support session



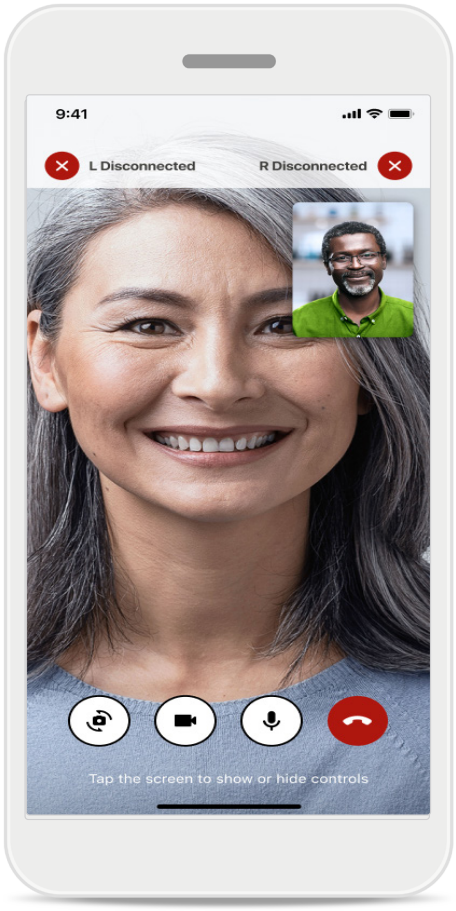


When already connected, you can see and hear your hearing care professional. By using controls, you can mute/unmute, disable video, switch cameras, or end the call.
If your hearing care professional needs to connect to your hearing aids, they can do it remotely via your smartphone. The hearing care professional will let you know when they are connected.

When the call ends, you can rate your experience. Tap the link to submit your feedback. Tap **Done** to go back to the home screen.

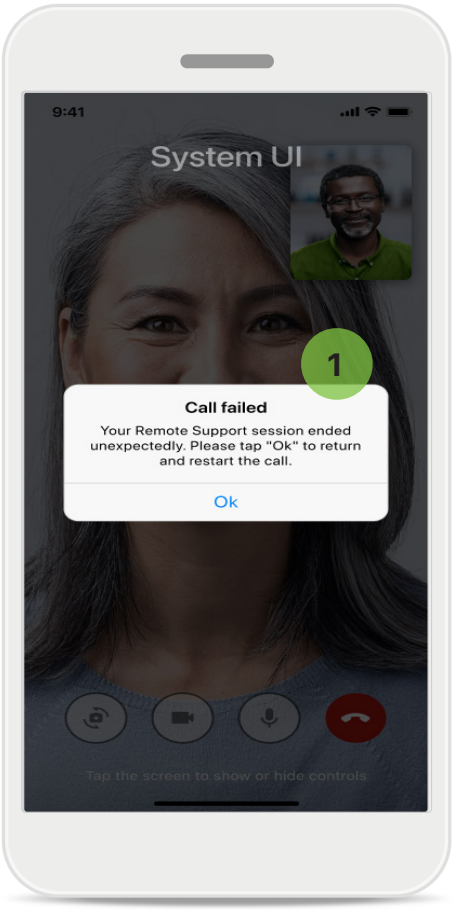
Troubleshooting: Remote Support session

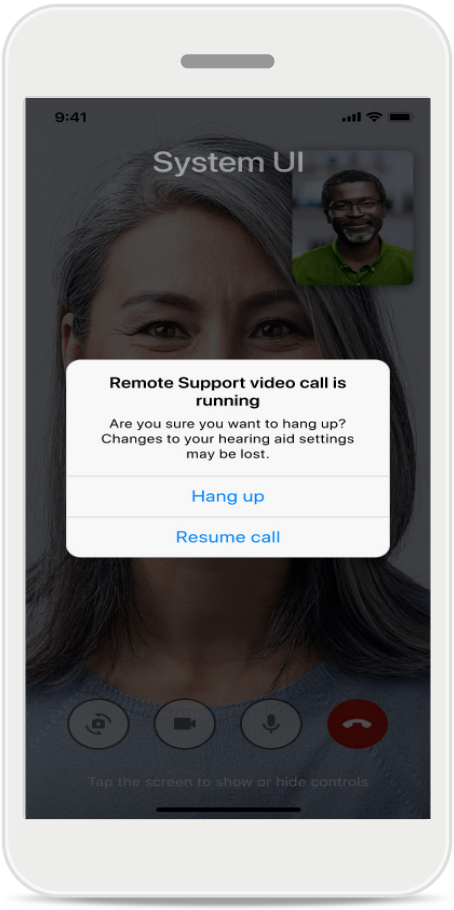
The Remote Support session uses the internet to connect you with your hearing care professional. For better quality, we recommend that you use Wi-Fi.



Hearing aids connection lost
The connection to your hearing aids is visible at the top of the screen. If the hearing aids disconnect, the symbol turns red. Your hearing care professional then needs to reconnect.

Troubleshooting: Remote Support session



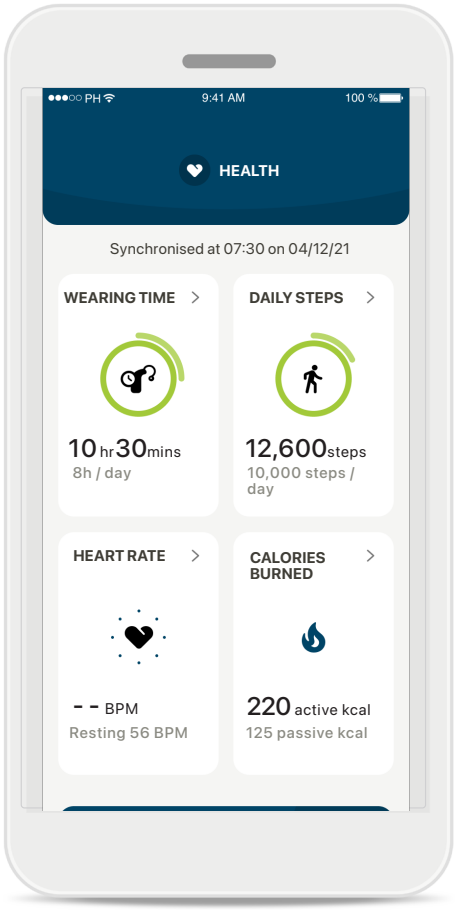


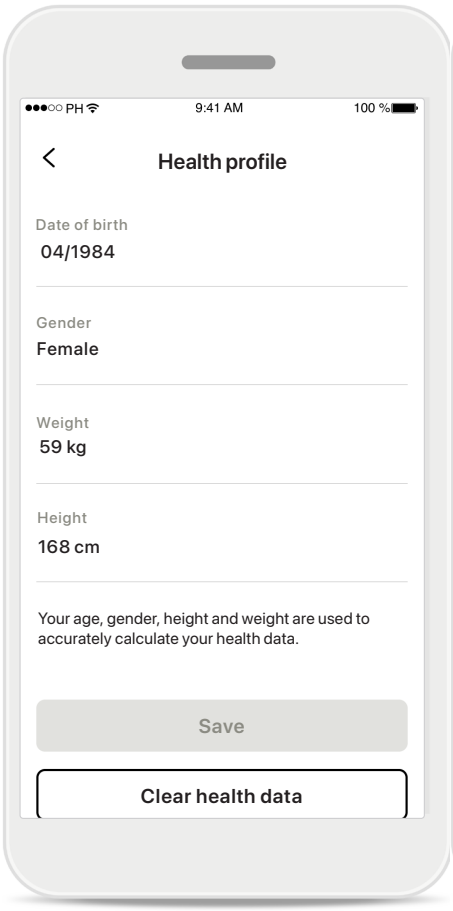
1 **Call failed**
If the call fails, press **Ok** to return to the home screen, where you can restart the call.

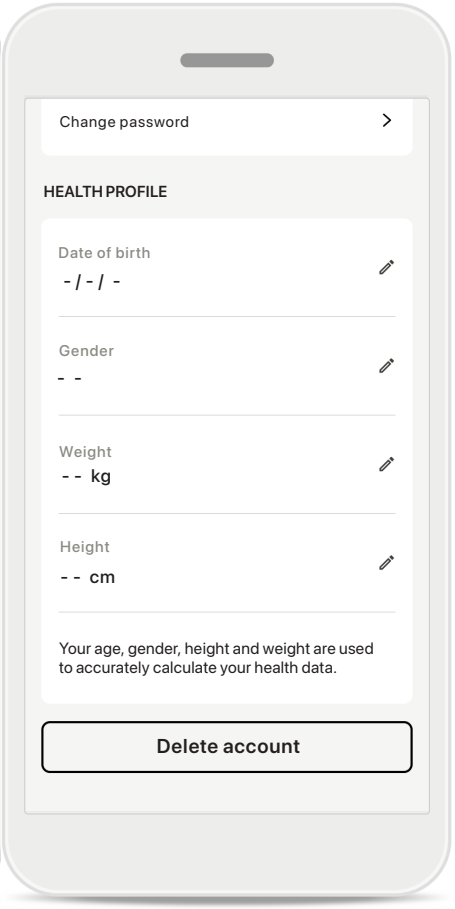
Ending the call while running
This pop-up message displays if you end the call while it is in progress.

Health Data Tracking in the Health Section: Setting Up

Some features of the Health section described here are available only with certain Hearing aids.
For more information, refer to https://www.phonak.com
To access health features , you need to sign up for your myPhonak account.
Enable location services on your iPhone to improve the quality of health tracking.
Denying access prevents you from tracking your health data.
Enter your details to calculate your health data accurately. Remember, this information is optional. You have full control over it!







Enter Health

When setup is done, you can enter the health dashboard (health home screen).

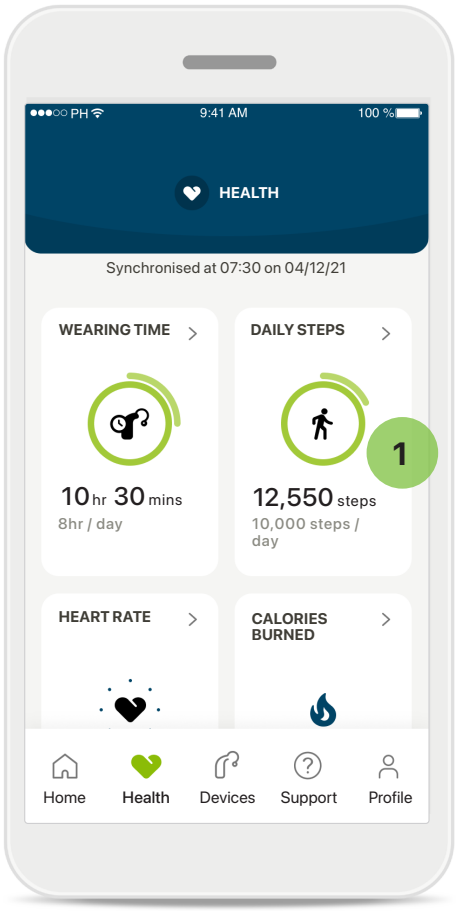
Edit/Clear Health profile

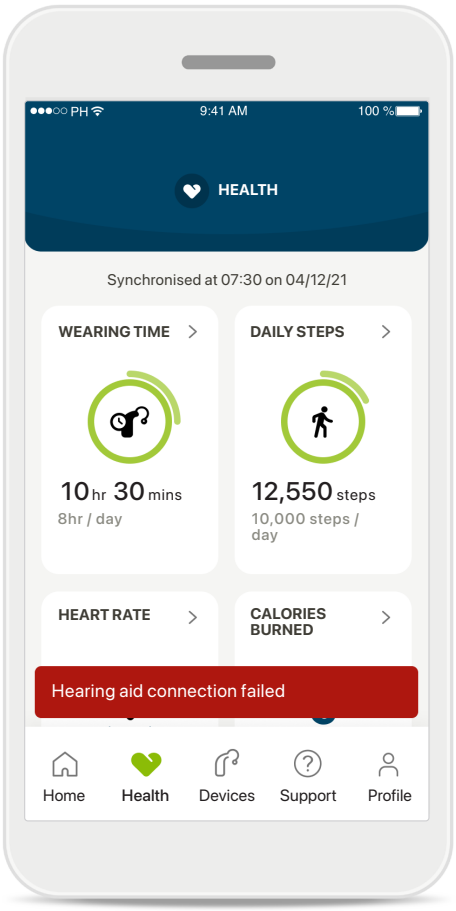
You can always edit or clear your health profile data in the Profile section. Go to Personal Details, scroll down to Health Profile, and tap the edit (pencil) icon to update or clear your data.

Health Dashboard

In the health dashboard you can:

- access the health functions supported by your hearing aids and see their values changing in real time*,
- see goals progress if already set up,
- access health tips (recommendations for other health apps).





1

Goal progress redundant

If you have set up goals, you can see your progress in the green circle around the icon of each feature. If you have exceeded the maximum value of your goal, you see a second circle around the icon.

Connection to your hearing aids

Remember that you need to be connected to your hearing aids to be able to see your health function values changing live. Frequent app synchronization with your hearing aids enables more accurate time information. If the connection fails or your data cannot be synchronized, you are notified and led to the FAQs website to learn what to do.

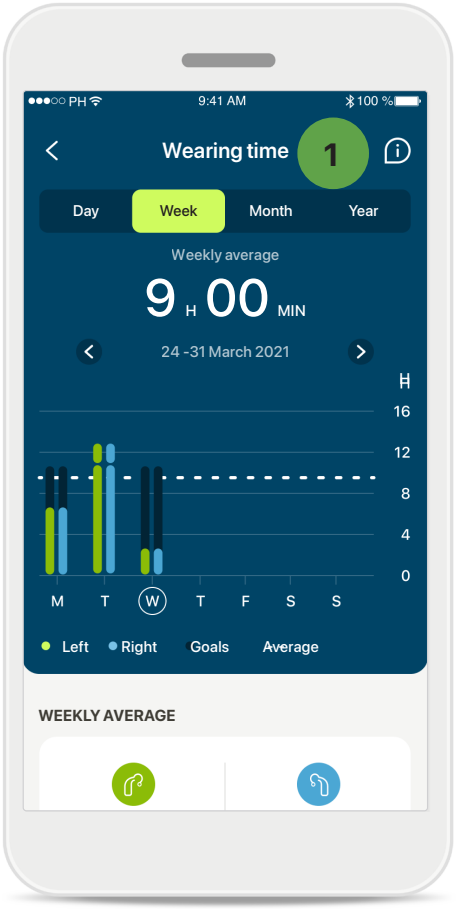
* Only available in specific hearing aids. Visit https://www.phonak.com/en-int/hearing-devices/apps/myphonak or consult your hearing aid professional.

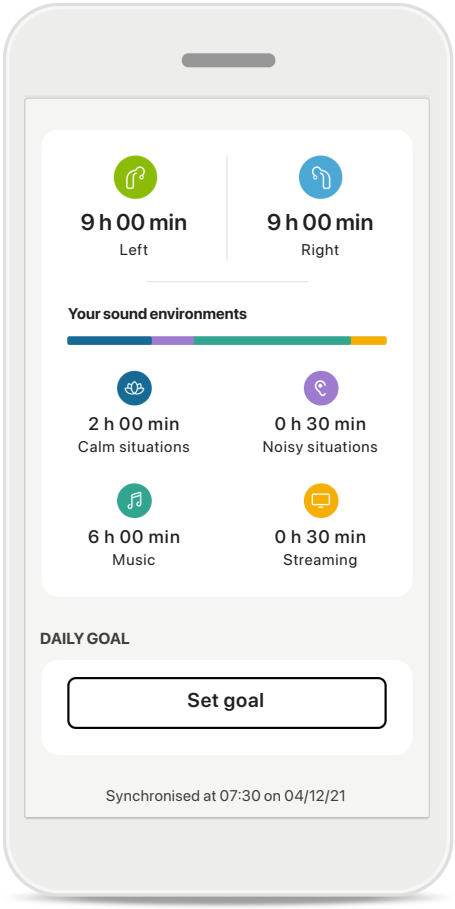
The information contained in this section is for educational and informational purposes only. You should not use the information shown in the health section as a substitute for, nor should it replace, professional medical advice.

If you have any questions about your health, or before beginning an exercise program, you should always consult with a physician or other health-care professional.

To track your heart rate, make sure your ear pieces are correctly inserted into the ear canal. For the best result, keep still and quiet.

Health detailed feature views: Wearing time, steps, activity levels*, distance walked and ran*





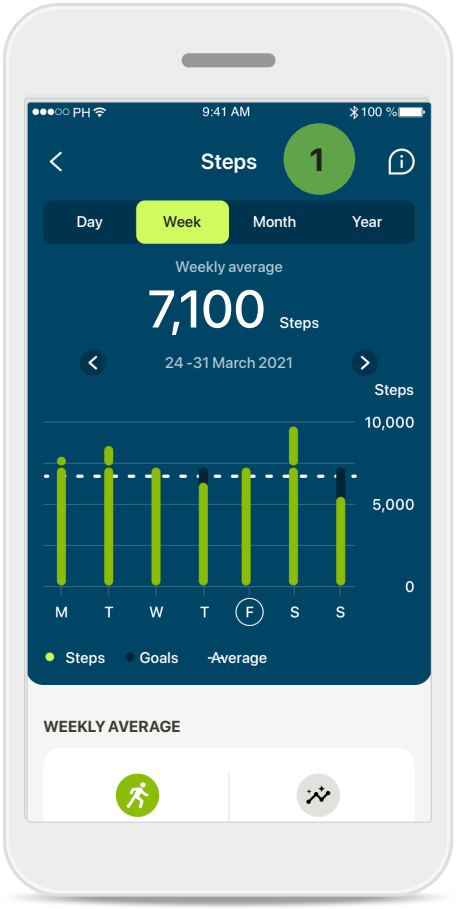
1 Wearing time

By clicking on the wearing time card on the dashboard, you enter the daily wearing time graph. Tap the respective tab, which turns green, to go to the weekly, monthly, or yearly view.

If you have two hearing aids, the graphs display the value of both left and right hearing aids. Below, you see current (for daily view) or average values (for non-daily view), as well as the breakdown of wearing time in different sound environments.

*Only available in specific hearing aids. Visit https://www.phonak.com/en-int/hearing-devices/apps/myphonak or consult your hearing aid professional.

Health detailed feature views: Wearing time, steps, activity levels*, distance walked and ran*



1 Steps, activity levels, and distance

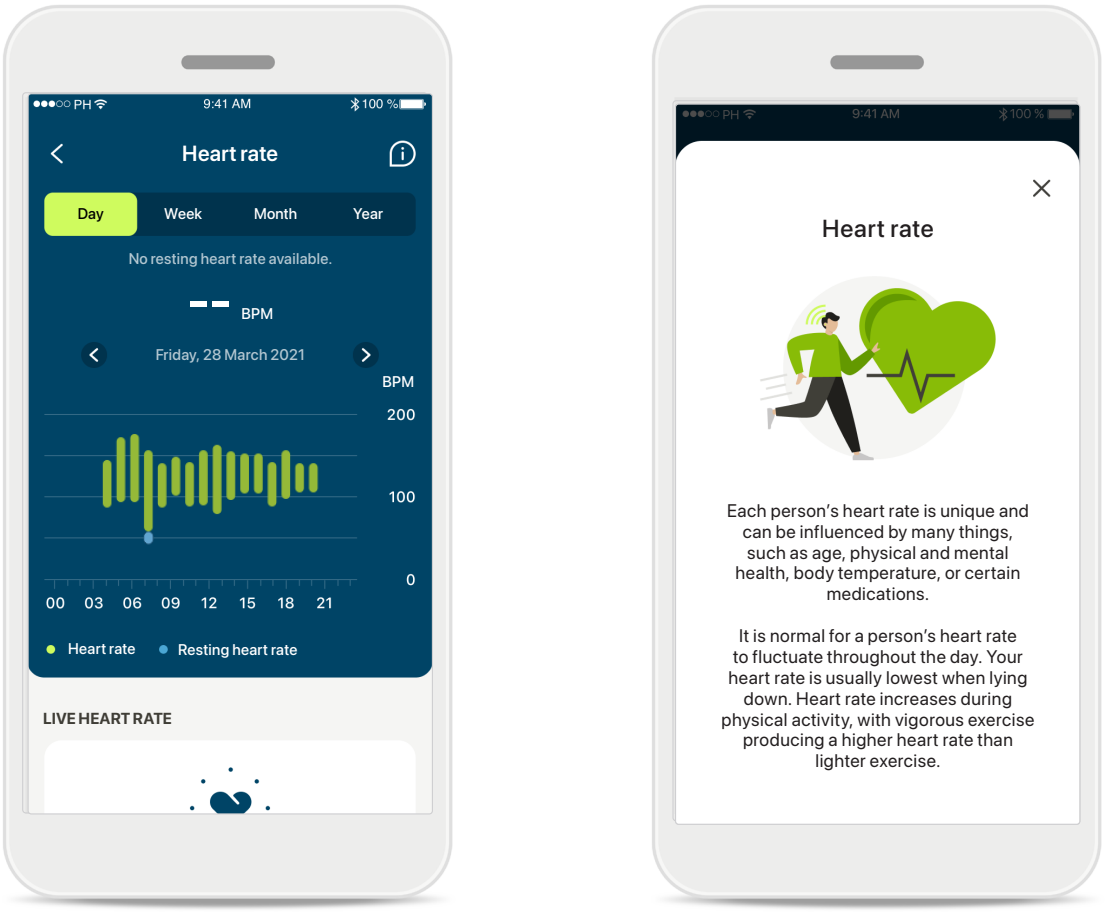
By clicking on the steps card of the dashboard, you enter the daily steps graph. Go to weekly, monthly or yearly view by tapping on the respective tab, which turns green.

Below you see current (for daily view) or average values (for non-daily view), as well as the approximate distance you walked or ran**.

The activity levels show the time you did no, low (some movement detected), medium (walking detected) or high (running detected) activity.

*Only available in specific hearing aids. Visit https://www.phonak.com/en-int/hearing-devices/apps/myphonak or consult your hearing aid professional.

Health detailed feature views: Heart rate* and Calories* walked and ran*



Heart rate (HR) tracking

All views include live HR. The daily view includes the resting heart rate (RHR) and HR ranges per hour. The weekly view includes the average resting heart rate (RHR) per day, live heart rate, and ranges of your HR per day.

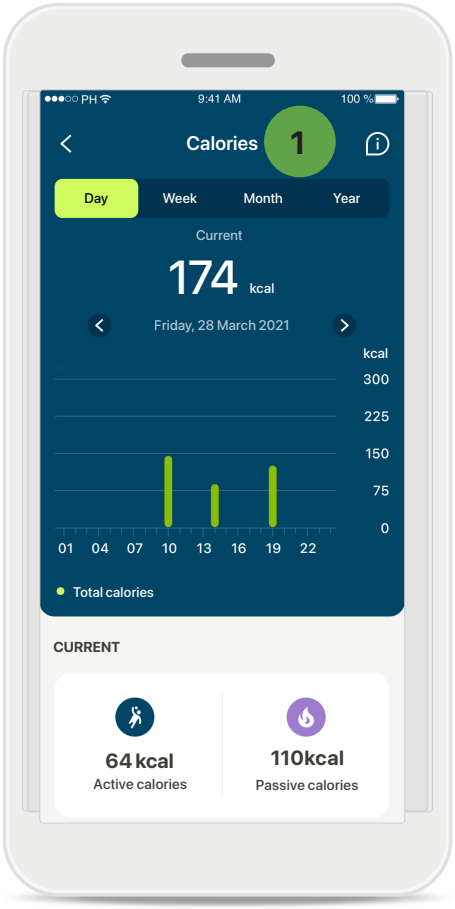
Weekly, monthly, and yearly views include:

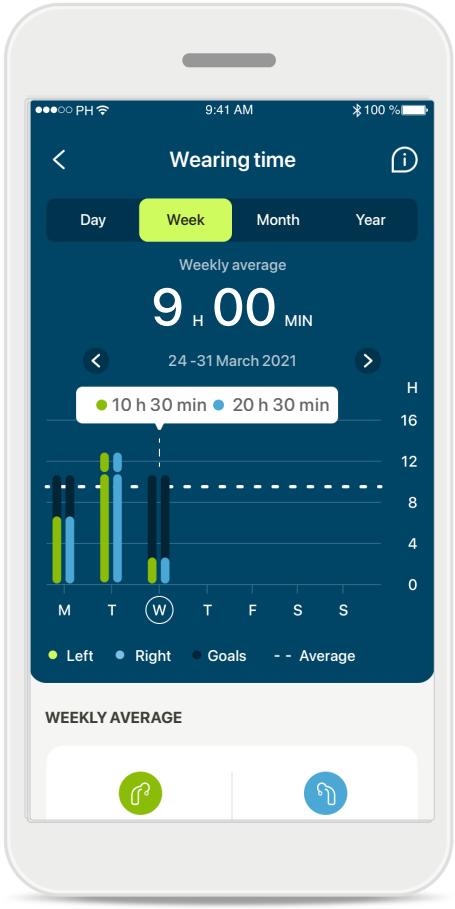
- Daily view - hourly resolution (Periodic and live HR ranges per hour, one
- lowest Resting HR per day),
- Weekly/monthly/ yearly views - daily/weekly/monthly resolution of HR ranges and RHR ranges.

Click on the icon on the right top of the screen to get more information and references about heart rate and why it is important to track your resting heart rate.

*Only available in specific hearing aids. Visit https://www.phonak.com/en-int/hearing-devices/apps/myphonak or consult your hearing aid professional.

Health detailed feature views: Heart rate* and Calories* walked and ran*



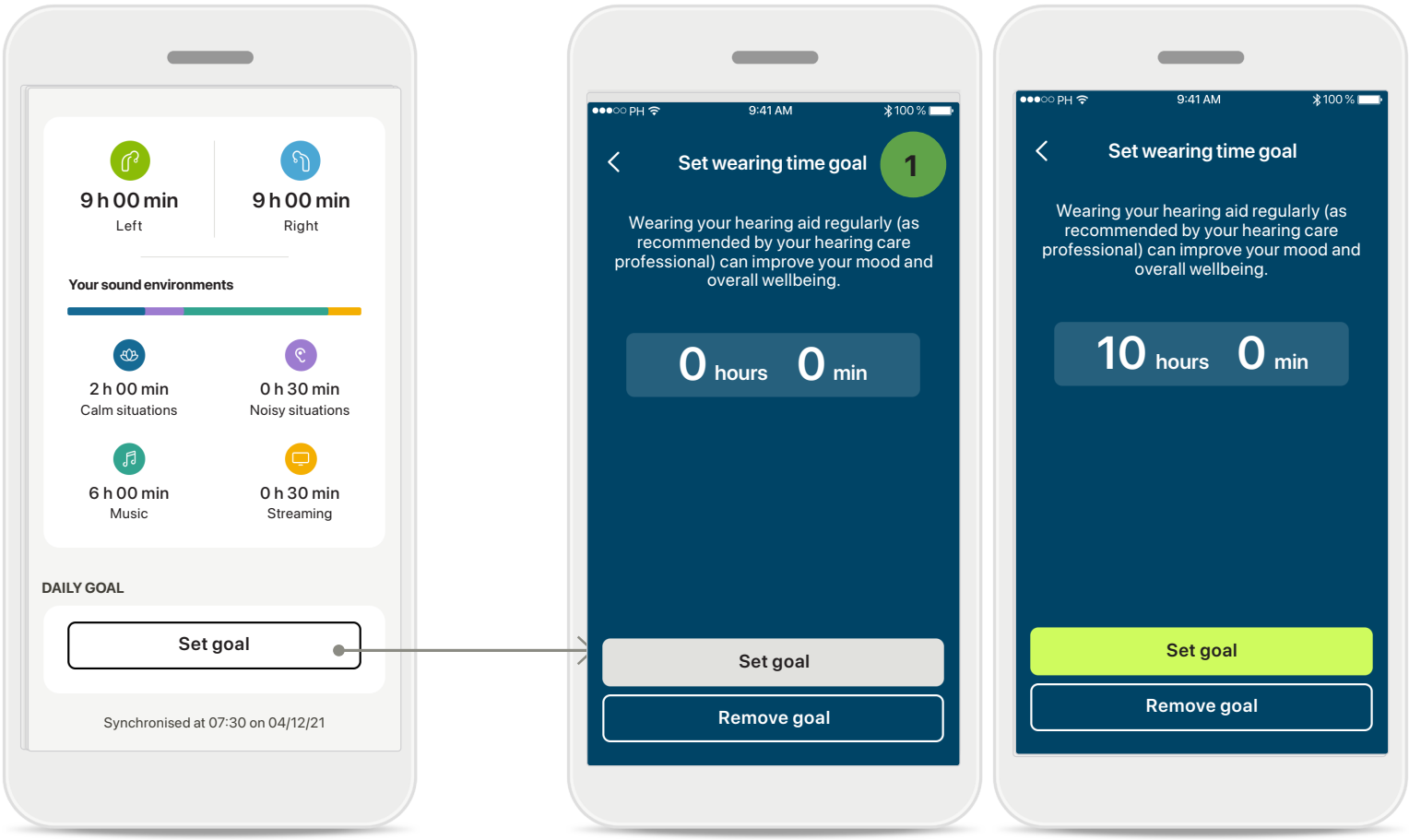


1 Calories tracking
The daily view includes the current active calories (burned through physical activity) and the passive calories (based on basal metabolic rate). The sum of both types of calories (total) is shown in the graph. Weekly, monthly, and yearly views include average active, passive, and total calorie values.

Tooltips
Tap a spot in the bars of the graph to see the exact values displayed in a white banner (tooltip).

*Only available in specific hearing aids. Visit https://www.phonak.com/en-int/hearing-devices/apps/myphonak or consult your hearing aid professional.

Health: Other functionalities*



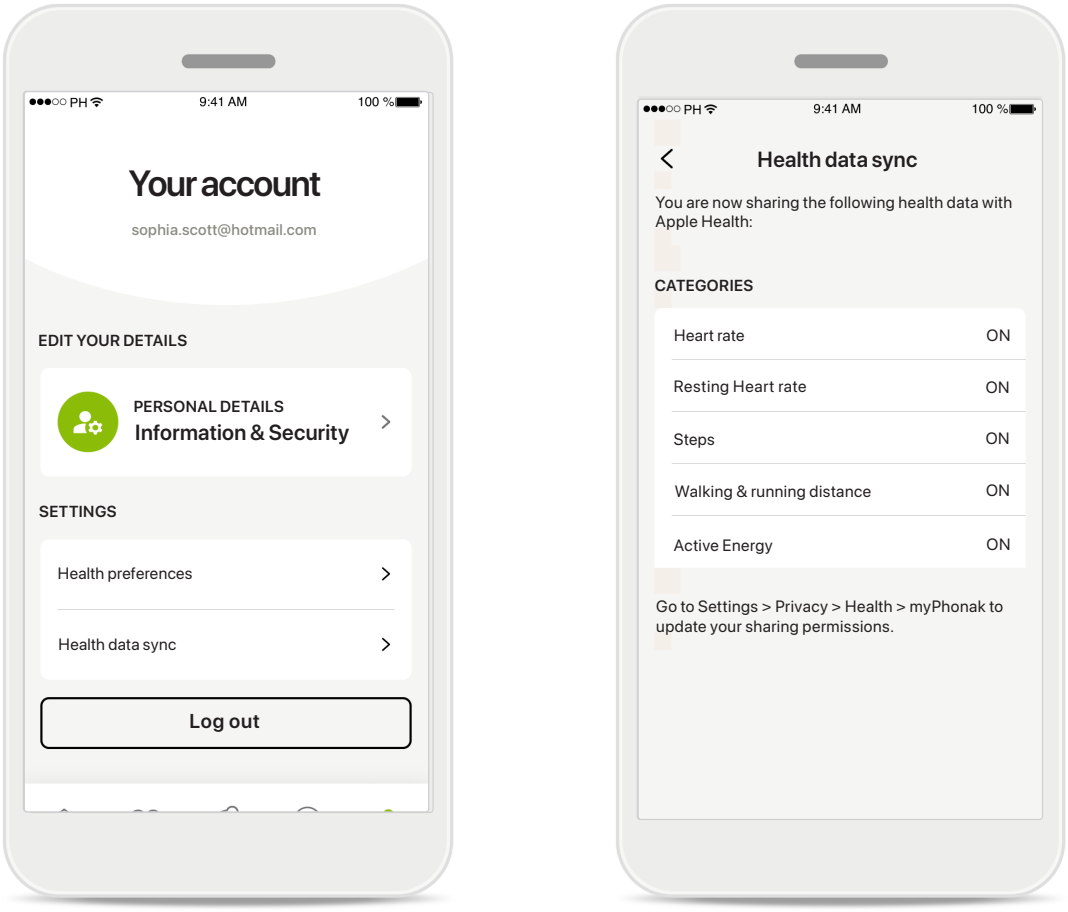
1 **Set, change, and remove goals***

Setting up goals is optional for steps and wearing time. You can set them up during the health setup, in the health dashboard, or in the detailed views of these features.

Tap the Set goal or Change goal to follow the flow of screens as shown above in the example. Enter a valid number for wearing time or steps and tap on Set goal to save your changes. Tap Remove goal if you wish to delete it.

*Only available in specific hearing aids. Visit https://www.phonak.com/en-int/hearing-devices/apps/myphonak or consult your hearing aid professional.

Health: Other functionalities*



Synchronize your Phonak health data with Apple Health

In Profile in the Settings section, open Health data sync. Follow the instructions and turn on the myPhonak health data you want to synchronize with Apple Health. After synchronization, you can see which data you share with Apple Health by reopening the Health data sync.

*Only available in specific hearing aids. Visit https://www.phonak.com/en-int/hearing-devices/apps/myphonak or consult your hearing aid professional.

Important safety information

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

Intended use:
The app is standalone software for intended hearing aid users to select, configure and save hearing aid settings, within the limited range permitted by the fitting software. The app also enables and empowers intended hearing aid users to connect and communicate with hearing care professionals for remote hearing aid adjustments.

Intended patient population:
This device is intended for patients from 18 years of age who fulfill the clinical indication of the compatible hearing aid.

Intended user:
Person with hearing loss using a compatible device.

Indications:
Please note, indications are not derived from the app, but from the compatible hearing aids. For details refer to the User Guide of your hearing aid.

Contraindications:
Please note, contraindications are not derived from the app, but from the compatible hearing aids.

Clinical benefit:
Clinical benefit is not derived from the app, but from the compatible hearing aids.
The app benefits intended users by providing the possibility to adjust and save hearing aid settings to individual needs, within the range permitted by the initial fitting.
The app provides a convenient way for intended users to communicate and connect with hearing care professionals for remote hearing aid adjustments.

Side effects:
There are no known side effects associated with the use of the app.

Limitations of use:
The app usage is limited to the capabilities of the compatible device/devices.
For details please refer to your hearing aids' user guide.
Please note, that a steady internet connection is required to benefit from the full functionality of the app.

Any serious incident that has occurred in relation to the app, should be reported to the manufacturer representative and the competent authority of the state of residence. The serious incident is described as any incident that directly or indirectly led, might have led or might lead to any of the following:

a. the death of a patient, user or other person
b. the temporary or permanent serious deterioration of a patient's, user's or other person's state of health
c. a serious public health threat

To report an unexpected operation or event, please contact the manufacturer or a representative.

The user guide for all app versions in all applicable languages in electronic form is accessible via web page. To access user guides, follow the process:
- Click on https://www.phonak.com/en-int/globallocations
and choose the country of interest
- Go to "Support" (English) or its equivalent in the respective language
- Go to "User Guides" (English) or its equivalent in the respective language
- Go to "Apps" (English) or its equivalent in the respective language
- Choose "myPhonak app"

Alternatively, the current version of the myPhonak user guide can be accessed directly from the app by navigating to the Support section and then tapping on the card named "User Guide". The user guide will then open in an external browser window.

Important safety information

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

Security notice
Patient 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.

Software maintenance:
We are constantly monitoring feedbacks from the market. If you experience any issues with the latest app version, please contact your local manufacturer representative and/or provide feedback in the Appstore or Google Play Store.

ⓘ Changing settings, e.g. decreasing volume or increasing noise canceler, may lead to dangers such as incoming traffic no longer being heard.

Compliance information

Europe: Declaration of Conformity

Hereby Sonova AG declares that this product meets the requirements of the Medical Devices Regulation (EU) 2017/745.

Symbol explanation

	This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.
	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.
CE 0459	With the CE symbol, Sonova AG confirms that this product meets the requirements of the Medical Devices Regulation (EU) 2017/745. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned regulation.
EC REP	Indicates the Authorized representative in the European Community. The EC REP is also the importer to the European Union.
MD	Indicates that the device is a medical device.
Name, address, date	Combined symbol "medical device manufacturer" and "date of manufacture" as defined in in EU Regulation (EU) 2017/745.
	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 so that the medical device can be identified.

EC REP

Sonova Deutschland GmbH
Max-Eyth-Strasse 20
70736 Fellbach-Oeffingen
Germany

Australian Sponsor:
Sonova Australia Pty Ltd
12 Inglewood Place,
Norwest NSW 2153
Australia

Manufacturer:
Sonova AG
Laubisrütistrasse 28
CH-8712 Stäfa
Switzerland
www.phonak.com

V10.00/2025-01/ZT © 2021-2025 Sonova AG All rights reserved
This user guide is applicable for myPhonak 7.1 and later subversions of myPhonak 7 app.
For prior version of the app user guide please contact your local representative or consult the web site.

To obtain a free paper copy of the instructions of use, please contact your local Sonova representative. A copy will be sent within 7 days.

CE
0459