myPhonak

User Guide – myPhonak 6

A Sonova brand

PHONAK
life is on

Getting started

myPhonak is an app developed by Sonova, a world leader in hearing solutions based in Zurich, Switzerland. Read the user instructions thoroughly in order to benefit from all the possibilities it offers.

ⓘ This user guide describes the features of myPhonak, and how those features can be operated by the user. Read this user guide through, before starting to use the app.

ⓘ 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.

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Remote Control

Current program in use — **Automatic**

Program carousel — Automatic | TV | Music

Battery state* — L 100%   R 53%

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Adjust program

Side independent volume

Advanced remote control - sound settings

Navigation — Home | Health | Devices | Support | Profile

Remote Support

Hearing aid connection — L Connected | R Connected

Your video

Hearing care professional's video

Flip camera view

Video on/off

Microphone on/off

End call

Tap the screen to show or hide controls
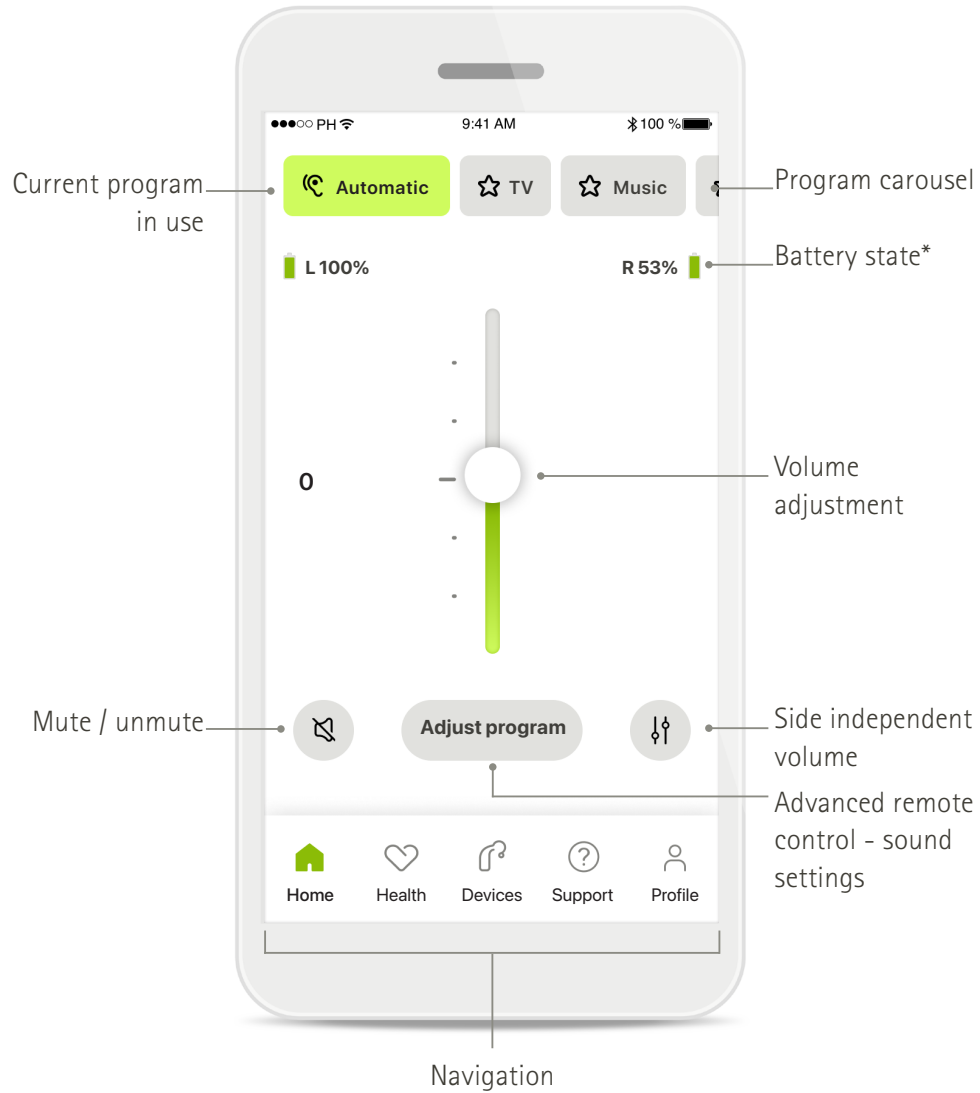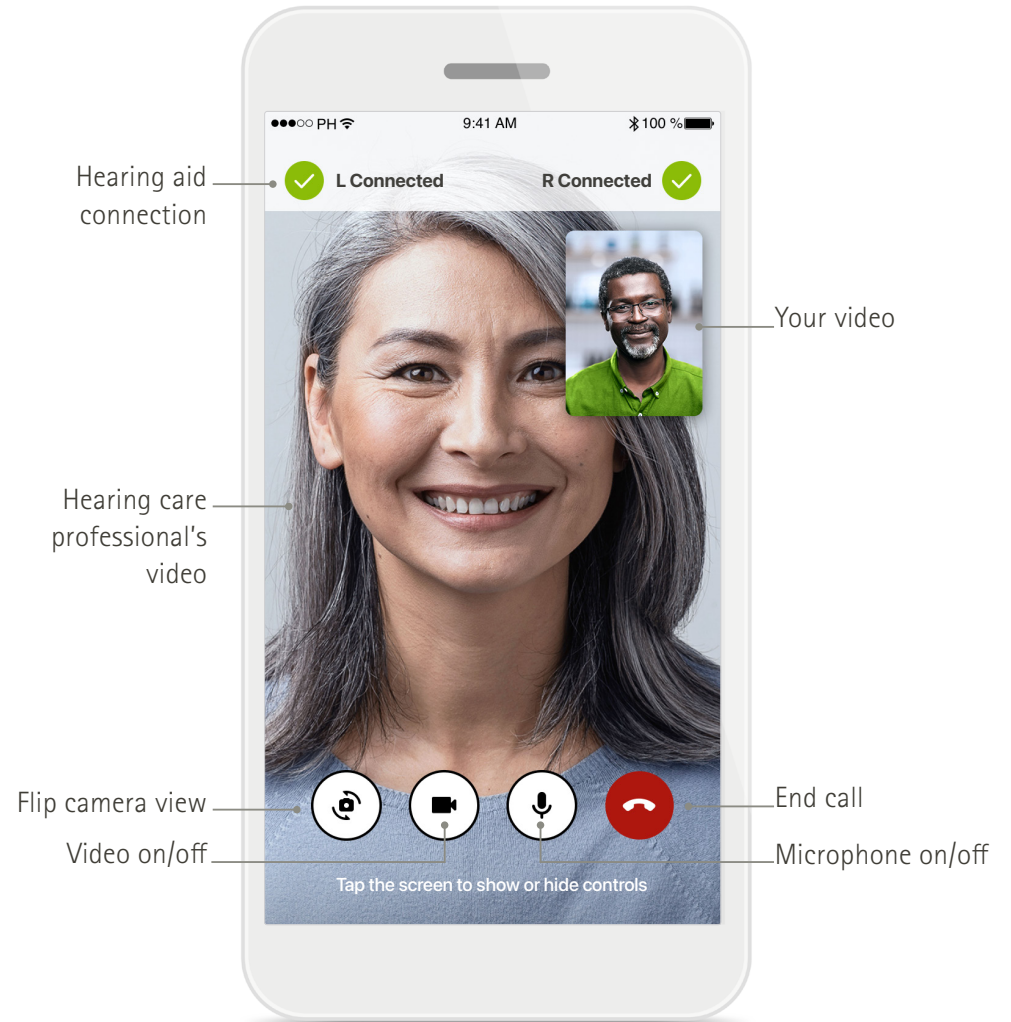
Installing myPhonak

- Connect your smartphone to the internet via WiFi or cellular data
- Turn on your smartphone's Bluetooth®
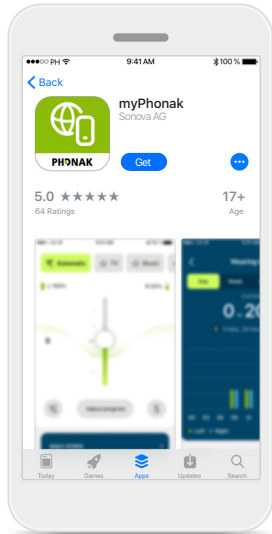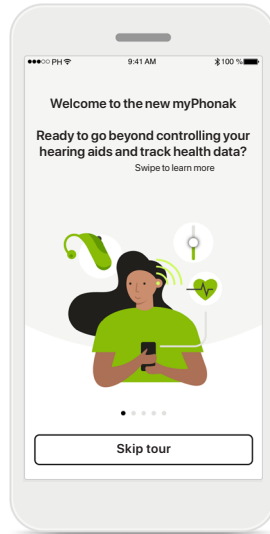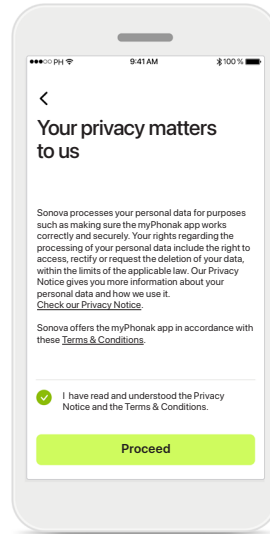
Download myPhonak
Download the app from the store. After installation open the app.

Open the app
When you open the app for the first time, you have the option to take a tour. If you don't want to do this, click on **Skip tour**.

Privacy policy
In order to use the app, you must check the box after reading the Privacy Notice and Terms & Conditions. Then, click on **Proceed**.
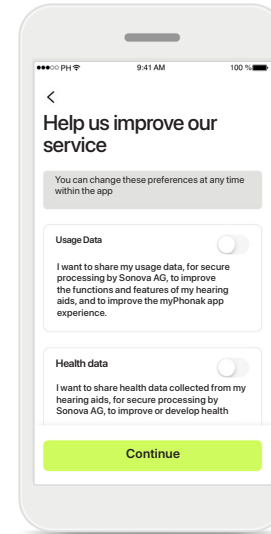
Product improvement
You have the option to share app usage and health data, which enables us to learn and improve our products.
Your data will be treated as described in the privacy notice and cannot be tracked back to you.

Setting up and managing an account with myPhonak

Create an account

You can optionally create an account. An account is only required for accessing health features.
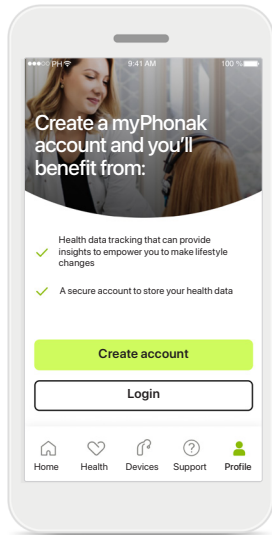If you already have an account, click on **Login***.
You can create your account by using your email ID or your mobile phone number.
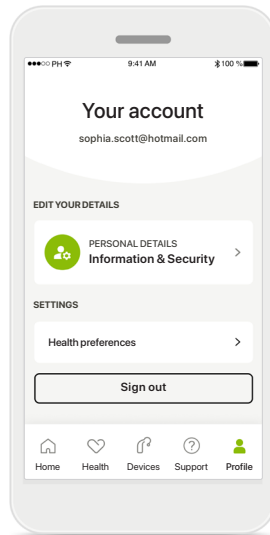
Profile section

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**.
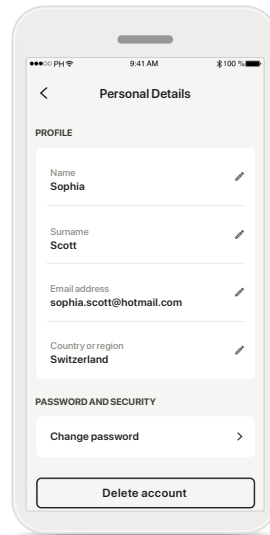
Personal details

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

Pairing with Phonak hearing aids

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

Pairing instructions
Tap Let's get started and follow the instructions for your hearing aids.

Searching
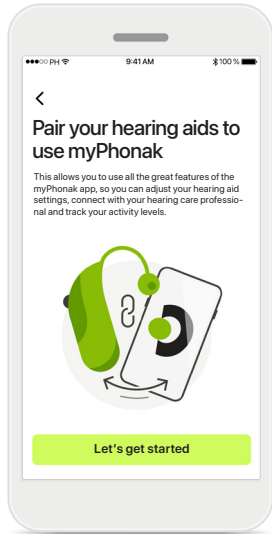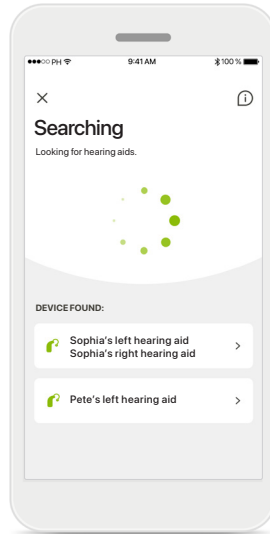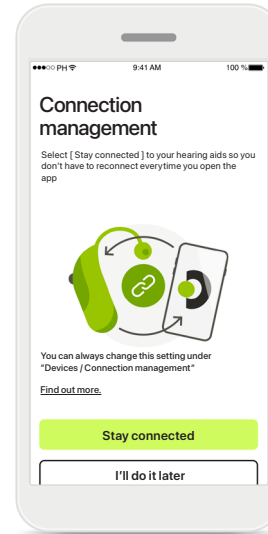The app is searching for compatible hearing aids and will display them once they are detected. This may take a few seconds. When the devices appear, tap on the device you want to connect.

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

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

Stay connected
When the hearing aids have been successfully paired, you have the option to keep your hearing aids remain connected to myPhonak app to benefit from not reconnecting to the hearing aids every time. Tap Stay connected to activate this setting.
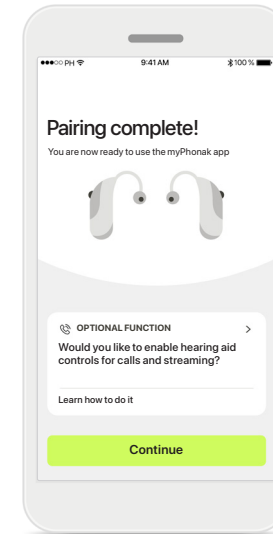
Additional functions
When the hearing aids have been successfully paired, you have the option to use them for phone calls and stream music. Tap Continue if you want to skip this additional pairing.

(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.

Troubleshooting the pairing

Possible errors during the setup process.
For more troubleshooting information please visit the Phonak support page at https://www.phonak.com/myphonakapp
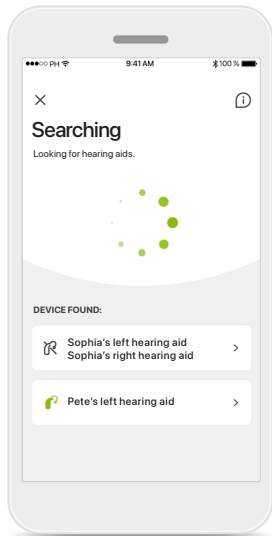
Incompatible devices
The app cannot connect to the hearing aids because they are not compatible. Please contact your hearing care professional for further information.
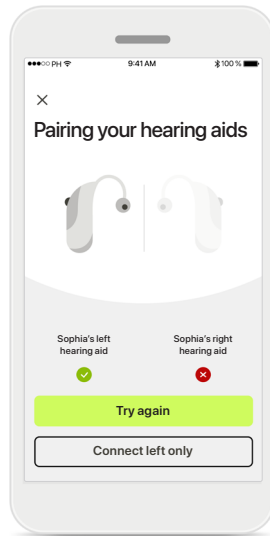
Hearing aid connection error
If the pairing to one of the hearing aids fails, you can tap Try again to restart the pairing process.
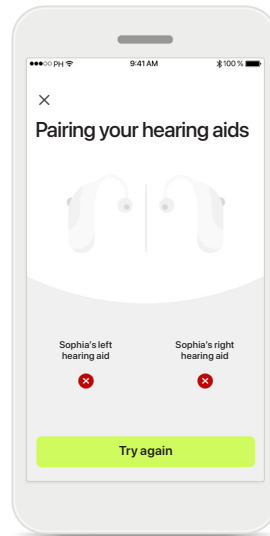
Connection fails to both
Tap Try again to restart the pairing process and follow the instructions.
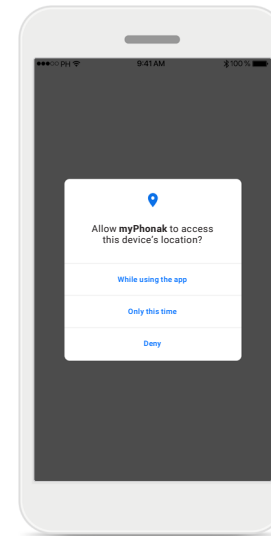
Location
On Android devices, you must enable location services when pairing Bluetooth® devices for the first time. After the initial setup you can disable the location services again.

Home – Remote Control view

Functionalities available for all hearing aids.

Program carousel
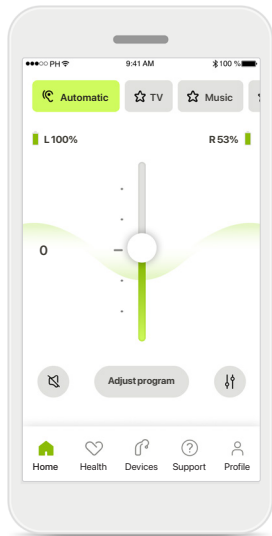
Adjust hearing aid volume
Move this slider up to increase the volume, or down to decrease the volume. If you are fitted with two hearing aids this slider controls both devices simultaneously.
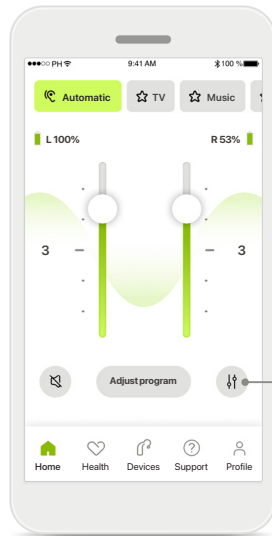
Split the volume
Press the Split icon to adjust the volume of each hearing aid independently.
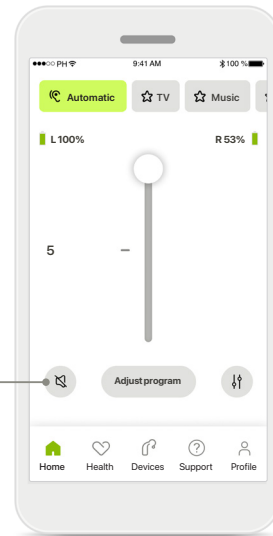
Mute
Tap on the Mute to mute the hearing aid(s).
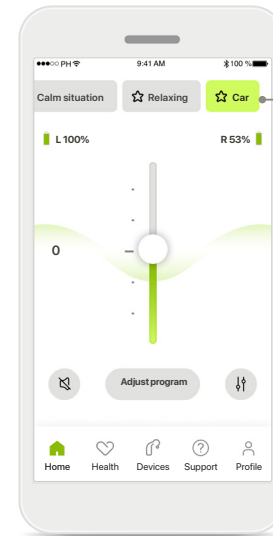
Accessing programs
Access your sound programs directly from the app home screen. Swipe in the carousel to select a program that fits your needs by tapping on it. Choose from:

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

Home – Remote Control view*
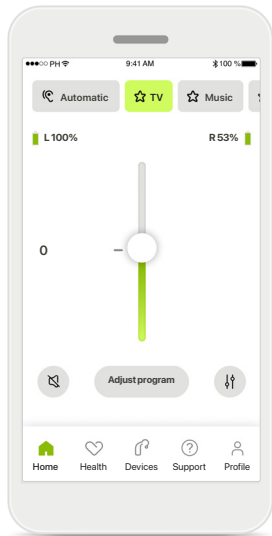
More settings
Depending on how the hearing aids were programmed, and which wireless accessories you have, you will be able to adjust more settings, such as tinnitus noiser and ambient balance, if you're streaming.
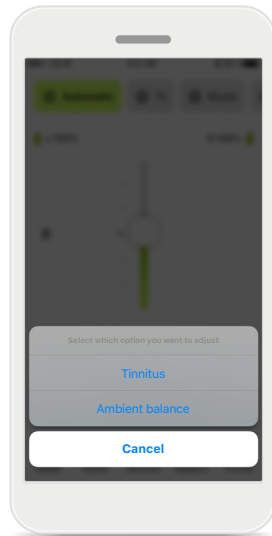
Example
For example, if your hearing aids support tinnitus functionality and you're in a streaming program, you will be able to adjust both in the dedicated screens.
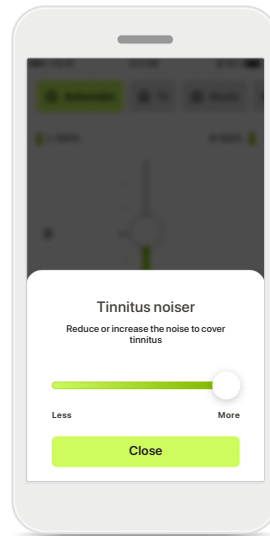
Tinnitus noiser
If you have tinnitus, and have been instructed by your hearing care professional on how to use the Tinnitus noiser, you can adjust the volume of the masking noise.
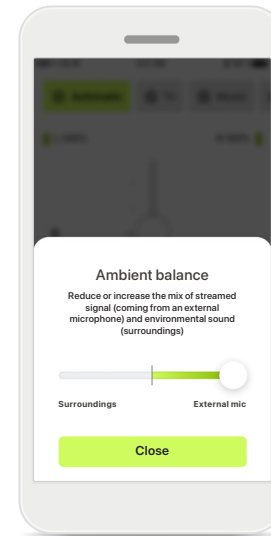
Ambient balance
If you use an external streaming device, (e.g. TV Connector, music) you can adjust the focus to hear more of the streamed signal or alternatively to hear more of the surrounding environment.
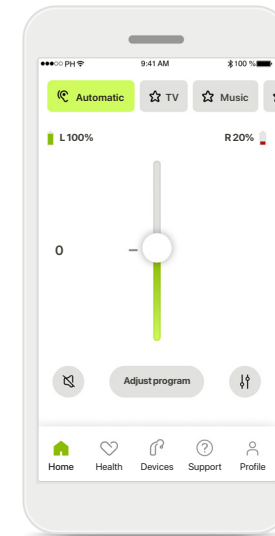
Battery level
For rechargeable hearing aid(s) you can see the current status of charge. If the battery is below 20% the icon turns red. Consider recharging soon.

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

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Home – Remote Control advanced settings
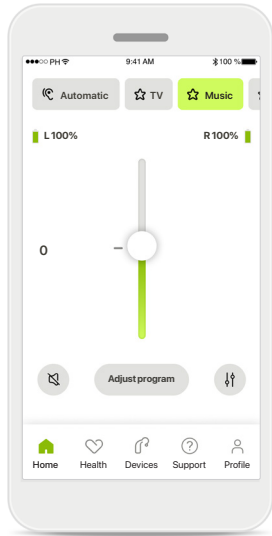
Adjust program
By tapping **Adjust program** you can modify the selected program using advanced sound settings.
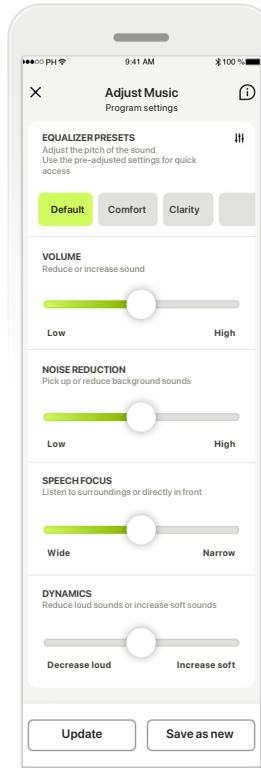
Program settings
You can adjust the selected program in different ways. Use the sliders to adjust each setting: equalizer presets, volume control, noise reduction, speech focus and dynamic control.
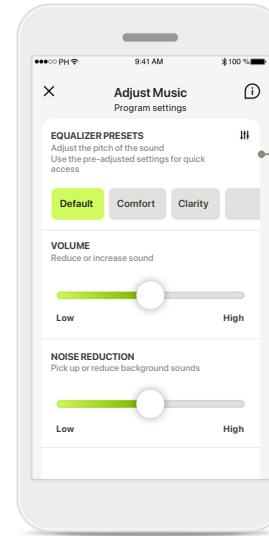
Equalizer presets
The equalizer presets allow you to make quick adjustments of the sound pitch based on the acoustic environment you are in. Tap on the equalizer icon to make more advanced adjustments.
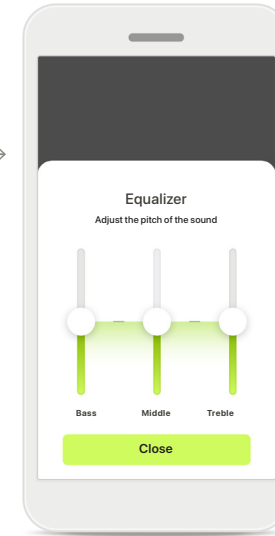
Adjusting sound pitch
Modify the sound pitch (frequency) by using the sliders. Press **Close** to go back to settings.

Home – Remote Control advanced settings – Create a new or update an existing program*
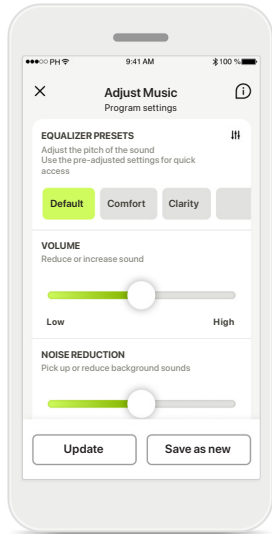
Personalized adjustments
After adjusting an existing program you can choose to update it by tapping **Update** or to save it as a new program by tapping **Save as new**.
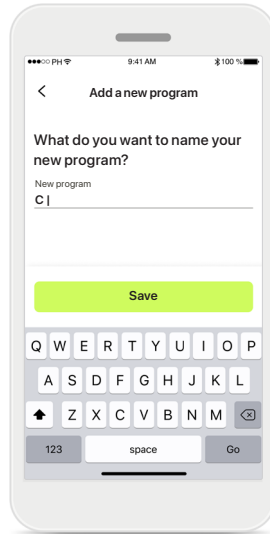
Naming your personalized adjustment
You can save personalized adjustments as a new program and give the name of your choice.
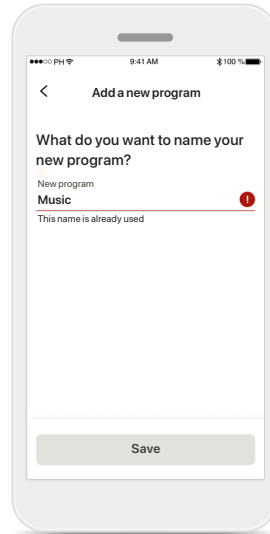
Invalid program name
You cannot reuse the same name nor leave it empty. Valid names cannot contain more than 22 characters and cannot contain whitespaces only.
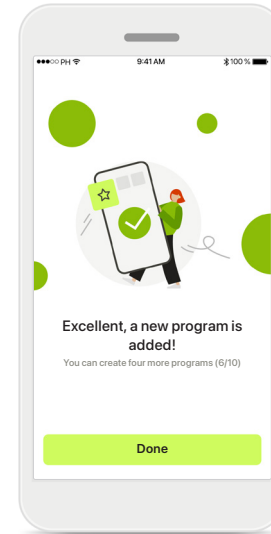
Program saved
When a new program is saved successfully, it will be added in your program list and you'll be informed about the number of slots available in your list.
Press **Done** to go back to the remote control home screen.

Remote Control advanced settings – Troubleshooting
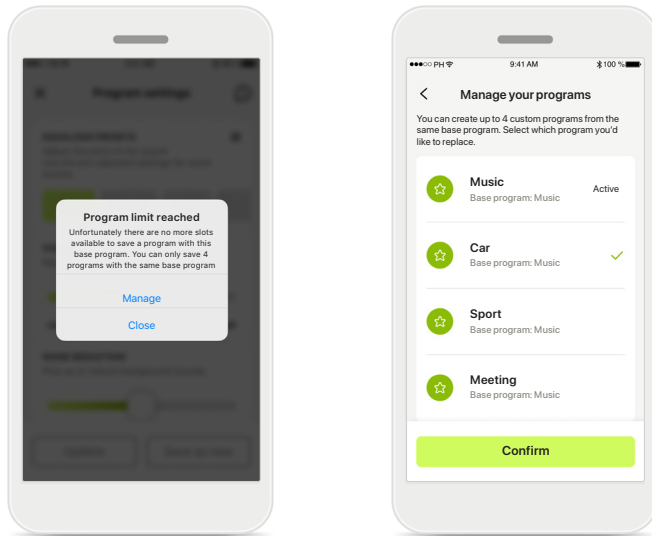
Program limit reached – max same base program
You can have a maximum of four programs based from the same base program.
If you reach the limit you have the option to replace an existing one with the new by tapping on **Manage**.
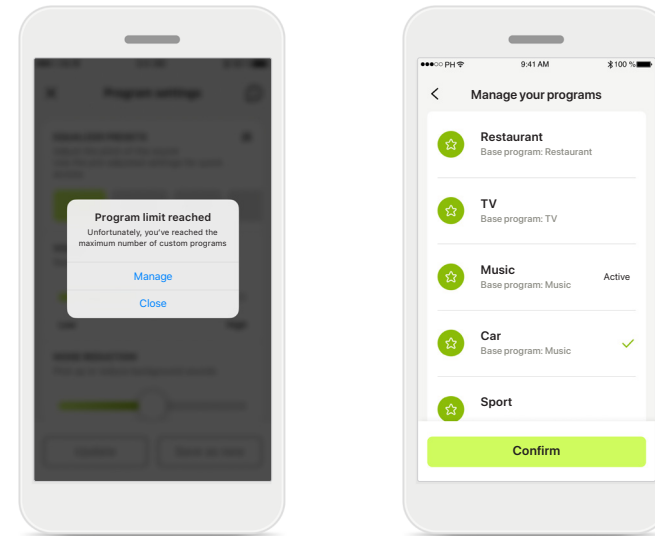
Program limit reached – max program number
You can have a maximum of ten personalized programs saved in your program list.
If you reach the limit you have the option to replace an existing one with the new by tapping on **Manage**.

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 please refer to https://www.phonak.com
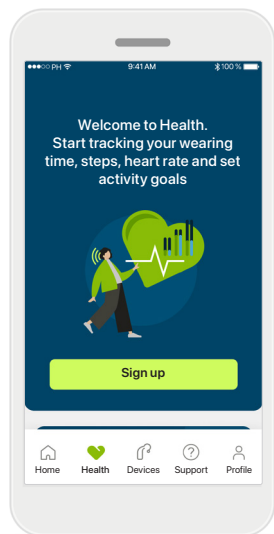
Sign up
To access the health features you need to sign up with your myPhonak account.
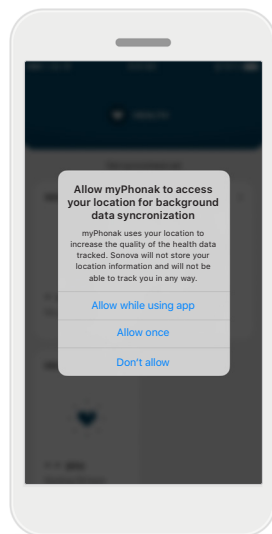
Enable location services
Enable location services in your iPhone to improve the quality of your health data tracking by allowing frequent data synchronization.
By denying access, you won't be able to track your health data.
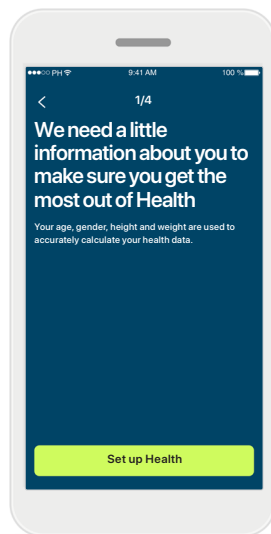
Create your Health profile
Enter your age, gender, height and weight to increase accuracy of your Health data. Sonova cannot access your health profile data and your health data.
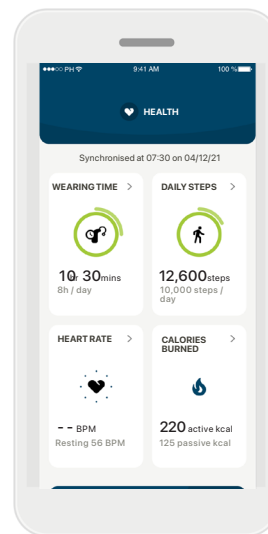
Enter Health
When set up is done, you can enter the health dashboard (health home screen).
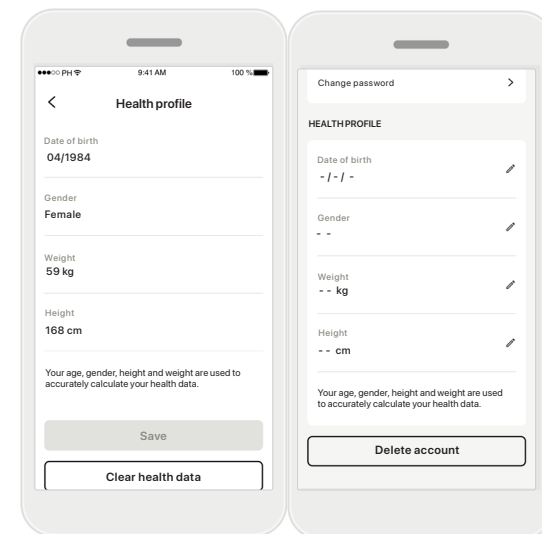
Edit/ Clear Health profile
You can always edit or clear your health profile data in the Profile section. Go to Personal Details, scroll down to Health Profile and click on the edit (pencil) icon to update or clear your data.

Health Dashboard
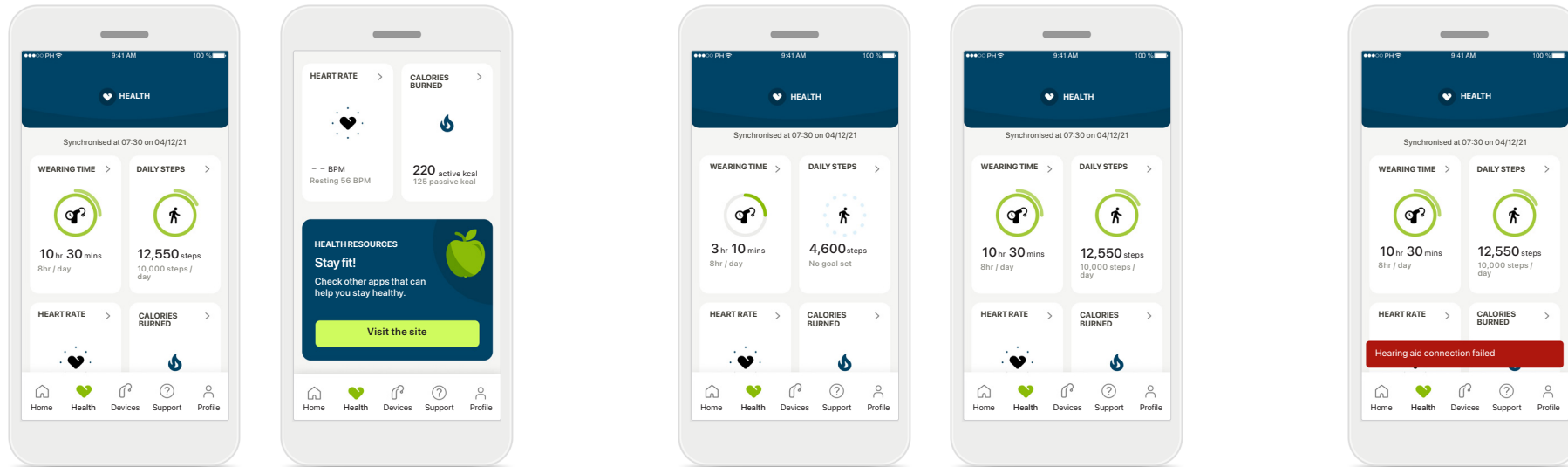
Health dashboard content

In the health dashboard you'll be able to:

- Access the health functions supported by your hearing aids and see their values changing live*
- See goal progress, if already set up
- Access health tips (recommendations for other health apps)

Goal progress examples

If you have set up goals, you'll be able to see your progress in the green circle around the icon of each feature.

If you have exceeded the maximum value of your goal, you'll 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 functions values changing live. Frequent synchronization of the app with your hearing aids allows for more accurate time information. If the connection fails or your data cannot be synchro-nized, you'll be notified and led to the FAQs website to learn what to do.

* Only available in specific hearing aids. Please check https://www.phonak.com/en-us/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*
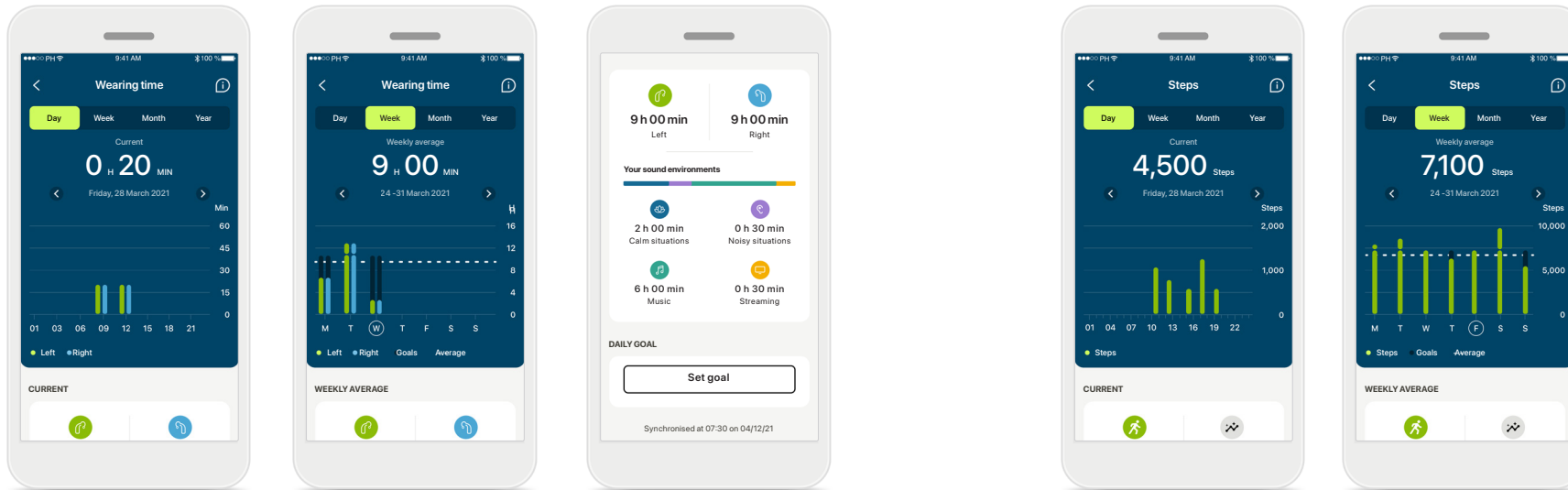
Wearing time
By clicking on the wearing time card of the dashboard, you enter the daily wearing time graph. Go to weekly, monthly or yearly view by tapping on the respective tab, which turns green.

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.

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. Please check https://www.phonak.com/en-us/hearing-devices/apps/myphonak or consult your hearing aid professional.

Health detailed feature views – Heart rate* and Calories*
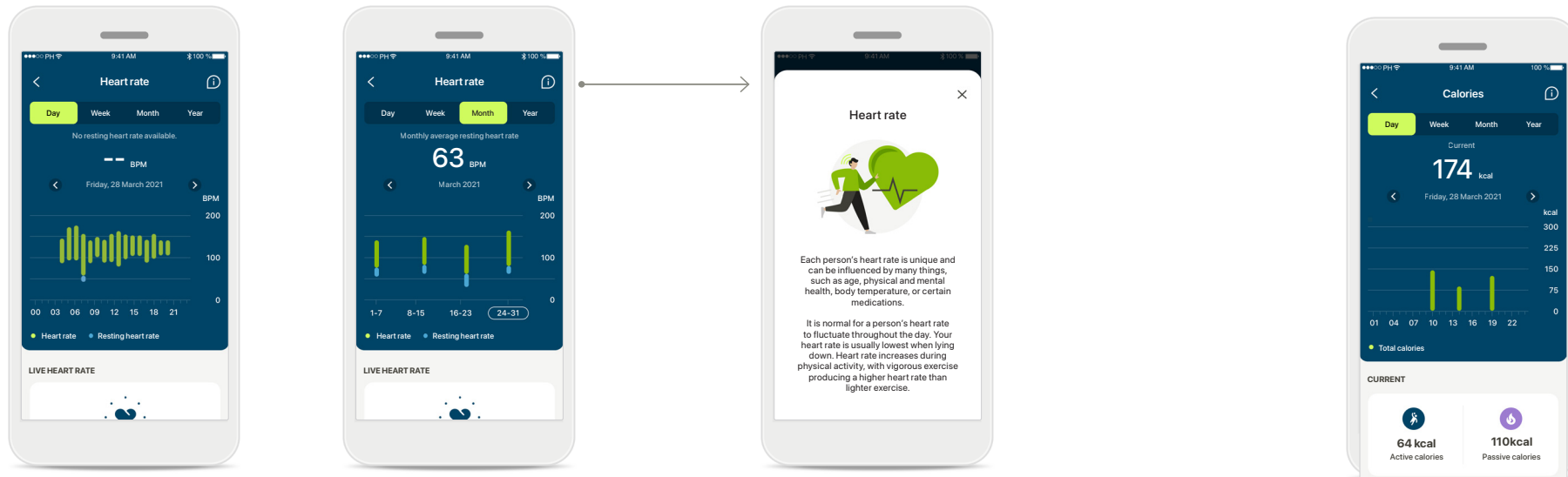
Heart rate (HR) tracking

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

More information

Click on the (i) 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.

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 values of active, passive and total calories.

Health – Other functionalities*

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

Click the Set goal or Change goal button 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 on Remove goal, if you wish to delete it.

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

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

Health – Other functionalities*
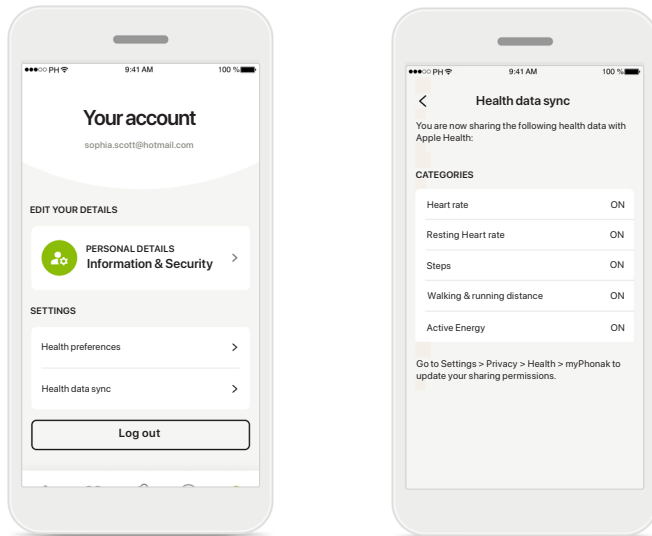
Synchronize your Phonak health data with Apple Health

In Profile in the Settings section open Health data sync. Follow the instructions provided and turn on the myPhonak health data you want synchronize with Apple Health. When the synchronization is done, you can see which data you're sharing with Apple Health by opening again Health data sync.

Devices

Devices home screen
In the Devices section you can access everything related to your hearing aids, e.g. Program management and Device settings. You can also see the battery state for rechargeable models.
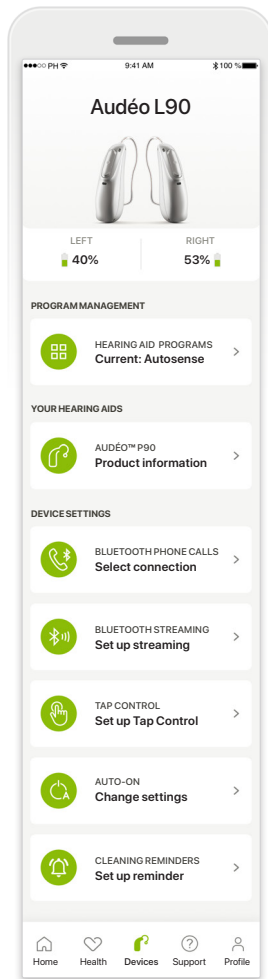
Forget devices
Go to Your hearing aids card to remove your device(s). A pop-up message will appear after clicking the Forget my device(s) button, where you will need to confirm the removal.
Please note that by doing so you will need to pair your hearing aids again in order to use the app.
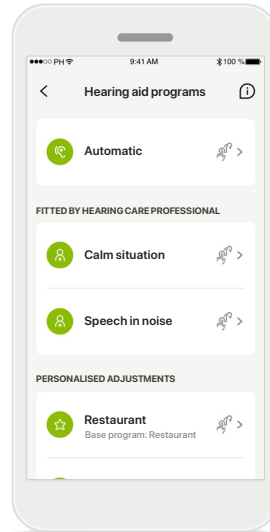
Program management
By tapping on Hearing aid programs you will be able to see all available programs. Tap on one to edit the name or delete it. There are three types of programs: automatic, programs created by your hearing care professional and your personalized programs. If there is an icon next to the program name, it means that it is available on the push button of your hearing aids.
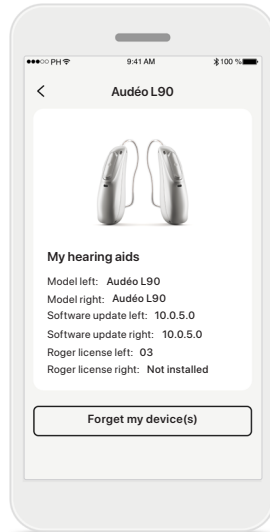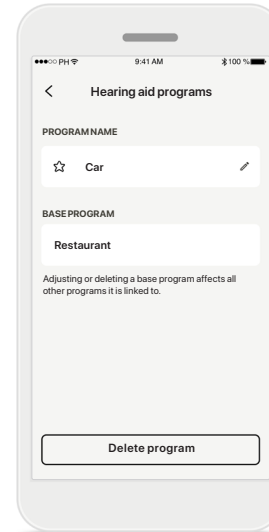
Hearing aid programs
You can edit the name of the program and delete the program. You will also be able to see which base program the program is linked to.
Tap Delete Program to delete the program. A pop-up message will appear where you will need to confirm the removal.
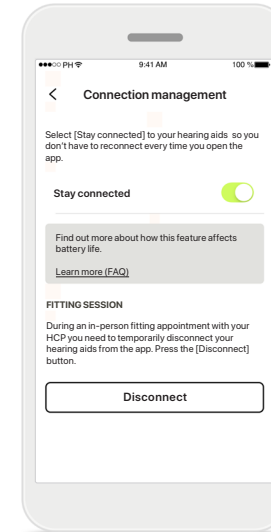
Connection management activation
You can optionally activate Stay connected so you don't have to reconnect to the hearing aids everytime you open the app.

Support & Remote Support session
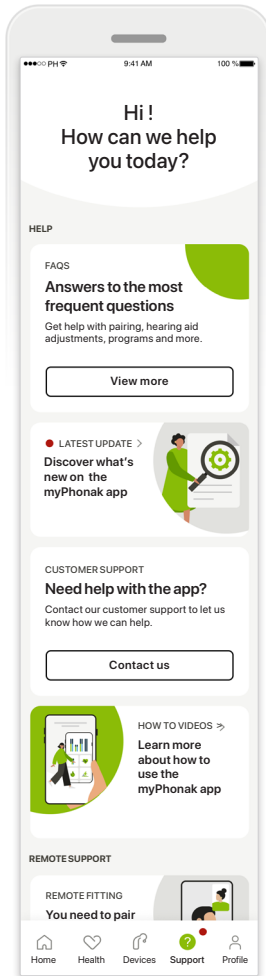
Support section
From the support screen you can access the FAQ*, User Guide, how-to-videos website, Legal settings and share feedback. You can also access Remote Support by pressing Start a Session.
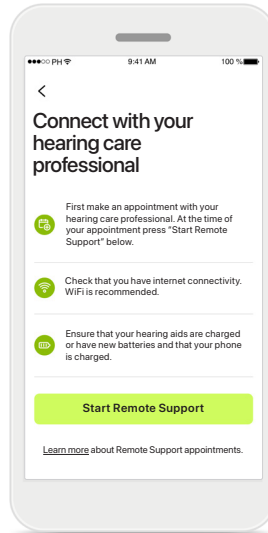
Remote Support
By pressing Start a Session on the Support screen you will be able to have a Remote Support session with your hearing care professional. The Remote Session needs to be planned in advance with your hearing care professional.

Press Start Remote Support to continue.
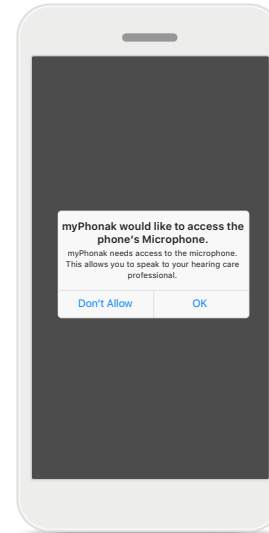
Access to microphone and camera
Tap on OK to allow the myPhonak app access to your microphone and camera.
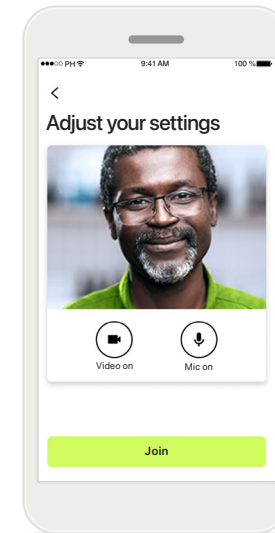
Microphone / Camera
Before Remote Support session, it is possible to switch off your microphone and/or camera before connecting to your hearing care professional

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

Starting a Remote Support session
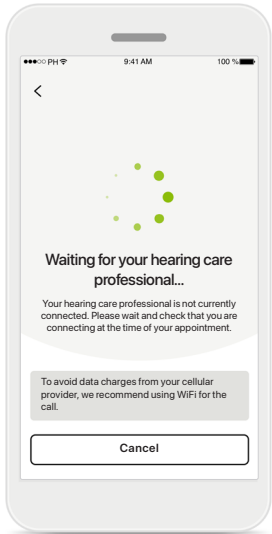
Accept video call
The app will connect you to your hearing care professional, wait until the hearing care professional enters the call.
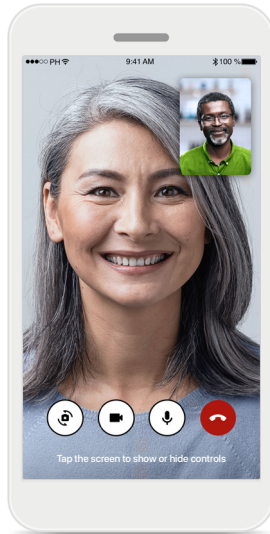
Ongoing call
After a few seconds, the video image is set up and you will be able to see and hear your hearing care professional. By using the controls, you can mute/unmute, disable video, switch camera and end the call.
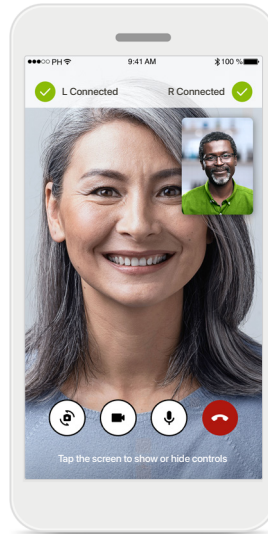
Connected hearing aids
If your hearing care professional needs to connect to your hearing aids, this can be done remotely using your smartphone. Your hearing care professional will let you know when he or she is connecting to your hearing aids.
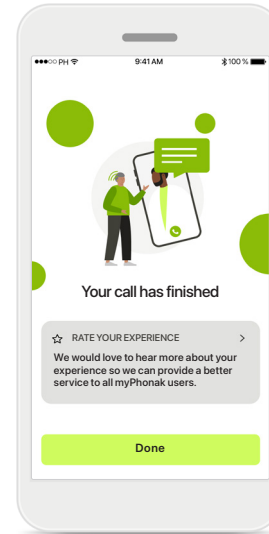
End of call
When the call has ended, you will be able to rate your experience. Press on the link to submit your feedback. Press **Done** to go back to the landing screen.

Troubleshooting during Remote Support session
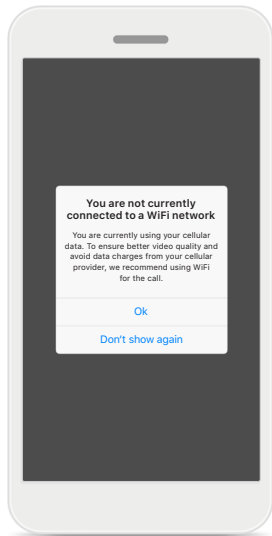
Wi-Fi connection
The Remote Support session is done using internet. For better quality, we recommend that you use Wi-Fi.
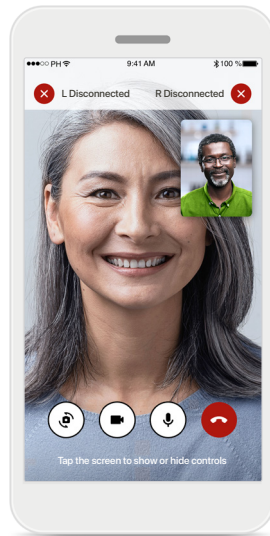
Hearing aids connection lost
You will be able to see the connection to your hearing aids on the top of the screen. If the hearing aids disconnect the symbol will turn red. Your hearing care professional will then need to reconnect to your hearing aids.
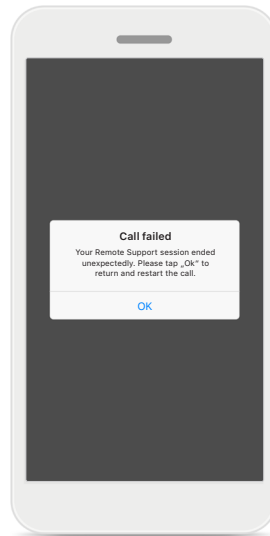
Call failed
If the call fails, press Ok to return to the home screen where you can restart the call.
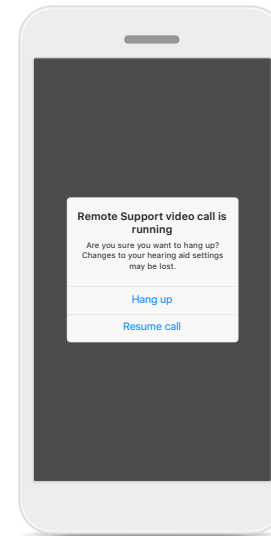
Ending the call while running
If you end the call while it is in progress you will receive this pop-up message.

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 with unilateral and bilateral, mild to profound hearing loss from 17 years of age. The Tinnitus feature is intended for patients with chronic tinnitus from 18 years of age.

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. General clinical indications for the use of hearing aids and Tinnitus feature are:

- Presence of a hearing loss
  > Uni- or bilateral
  > Conductive, sensorineural or mixed
  > Mild to profound
- Presence of a chronic tinnitus (only applicable for devices which provide the Tinnitus feature)

Contraindications:
Please note, contraindications are not derived from the app, but from the compatible hearing aids. General clinical contraindications for the use of hearing aids and Tinnitus feature are:

- Hearing loss is not in the fitting range of the hearing aid (i.e. gain, frequency response)
- Acute tinnitus
- Deformity of the ear (i.e. closed ear canal; absence of the auricle)
- Neural hearing loss (retro-cochlear pathologies such as absent/non-viable auditory nerve)

The primary criteria for the referral of a patient for a medical or other specialist opinion and / or treatment are as follows:

- Visible congenital or traumatic deformity of the ear;
- History of active drainage from the ear in the previous 90 days;
- History of sudden or rapidly progressive hearing loss in one or both ears within the previous 90 days;
- Acute or chronic dizziness;
- Audiometric air-bone gap equal to or greater than 15 dB at 500 Hz, 1000 Hz and 2000 Hz;
- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal;
- Pain or discomfort in the ear;

- Abnormal appearance of the eardrum and ear canal such as:
  > Inflammation of the external auditory canal,
  > Perforated eardrum;
  > Other abnormalities which the hearing care professional believes are of medical concern

The hearing care professional may decide that referral is not appropriate or in the best interests of the patient when the following applies:

- When there is sufficient evidence that the condition has been fully investigated by a medical specialist and any possible treatment has been provided;
- The condition has not worsened or changed significantly since the previous investigation and / or treatment
- If the patient has given their informed and competent decision not to accept advice to seek a medical opinion, it is permissible to proceed to recommend appropriate hearing aid systems subject to the following considerations:
  > The recommendation will not have any adverse effects on the patients' health or general wellbeing;
  > The records confirm that all necessary considerations about the patient's best interests have been made

If legally required, the patient has signed a disclaimer to confirm that the referral advice has not been accepted and that it is an informed decision.

Important safety information

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

Clinical benefit:
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:
Please note, side effects are not derived from the app, but from the compatible hearing aids.
Physiological side-effects of hearing aids like tinnitus, dizziness, wax build up, too much pressure, sweating or moisture, blisters, itching and/or rashes, plugged or fullness and their consequences like headache and/ or ear pain, may be resolved or reduced by your hearing care professional.
Conventional hearing aids have the potential to expose patients to higher levels of sound exposure, which might result in threshold shifts in the frequency range affected by acoustic trauma.

Limitations of use:
The app usage is limited to the capabilities of the compatible device/devices.

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.

Important safety information

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

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/global-locations 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.

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. finger-print, 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

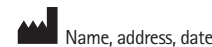|	
⊗	This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.
⚠	This symbol indicates that it is important for the user to pay attention to the relevant warning notices in this user guide.
ⓘ	Important information for handling and 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.

This user guide is applicable for myPhonak 6.8.0 and later subversions of myPhonak 6 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.

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