



# Getting started with Remote Support

A guide to setting up and pairing your hearing aid(s)



**CAUTION: These devices need to be programmed by your hearing care professional before being used.**

You should already have an appointment set-up. If not, please contact your hearing care professional. It is NOT advised that you wear your hearing aid(s) until after your appointment is completed.

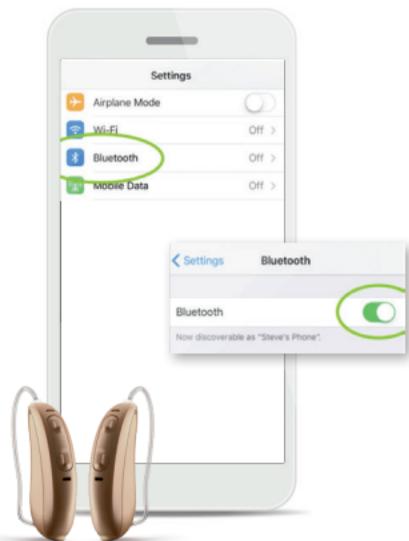
The purpose of this guide is to prepare you and your hearing aids to communicate with your hearing care professional remotely using your mobile device. **If recommended by your hearing care professional**, chapter 1 can be completed on your own. Chapter 2 **requires** your hearing care professional as this will connect you with them for a remote support appointment.

Please contact your hearing care professional with any questions throughout this process.

# 1. Setting up the myPhonak app\*

1

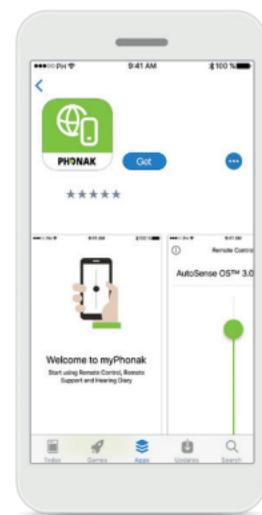
Make sure Bluetooth® is on



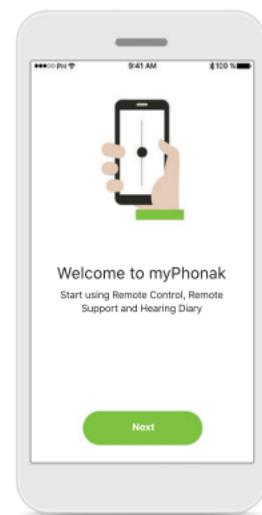
2

Install the myPhonak App from Google Play™ or Apple App Store®

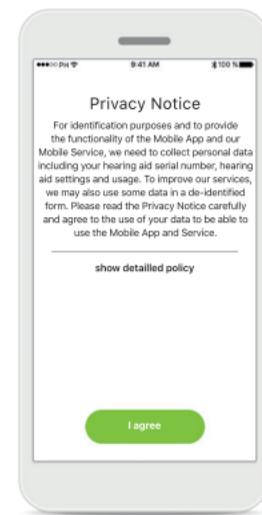
- Make sure your smartphone is connected to the internet via WiFi or cellular data



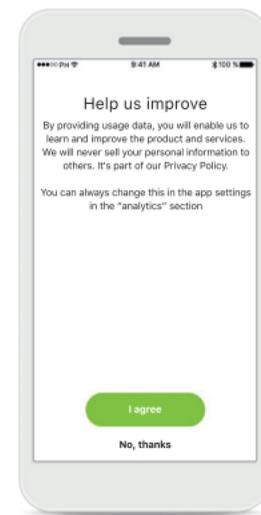
1. Download the app. You may need to enter your password before continuing.



2. Open the app and tap on **Next**.



3. In order to use the app, you must tap on **I agree** to accept the Privacy Notice to continue.



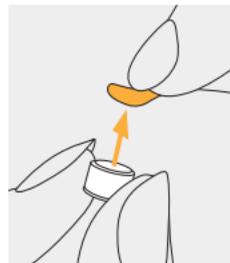
4. **Product improvement**  
You can optionally share usage data, which enables us to learn and improve our products.

\*If you need help with setup, contact your hearing care professional (HCP)

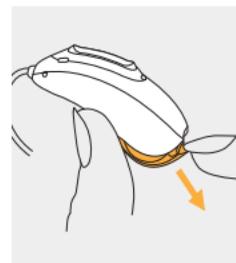
3

Prepare your hearing aids.

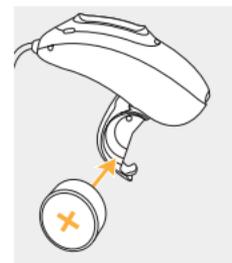
(If your hearing aids use disposable batteries, complete steps under A and skip B. If your hearing aids are rechargeable, complete steps under B and skip A.)



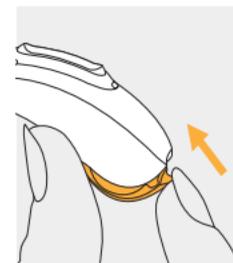
**1.** Remove the sticker from the new battery and wait two minutes.



**2.** Open the battery door.



**3.** Place battery in the battery door with the “+” symbol facing upwards.



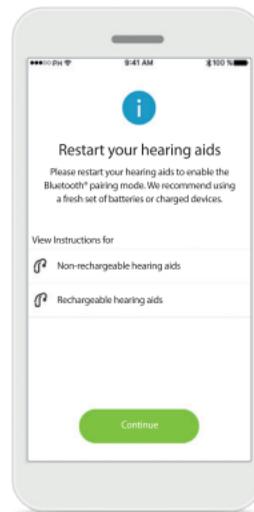
**4.** When the battery door is closed the hearing aid is on.

**i** If it is difficult to close the battery door: Check that the battery is inserted correctly and the “+” symbol is facing upwards. If the battery is not inserted correctly, the hearing aid will not work and the battery door could be damaged.

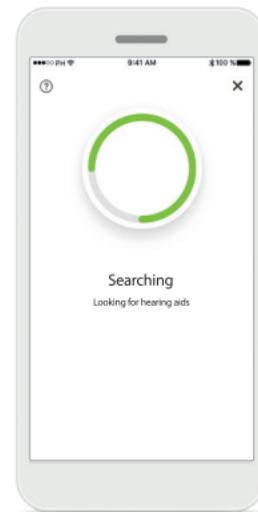
4

Pair the hearing aids to the myPhonak app.

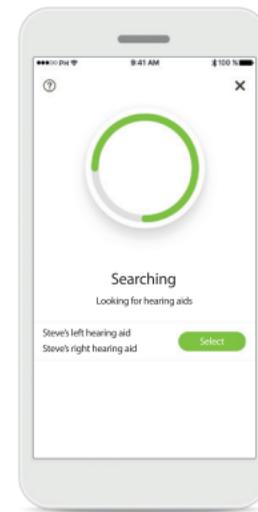
When hearing aids are “ON,” you have 3 minutes to complete pairing. If you need more time, restart hearing aids: open/close battery door.



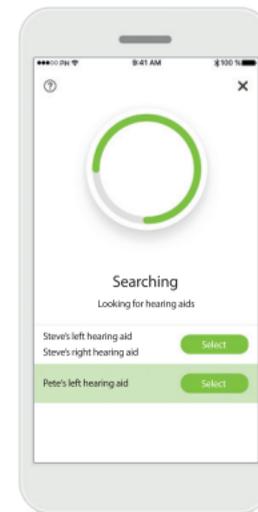
**1. Pairing instructions**  
Tap **Continue** to initiate the search process. Tap either the instructions for non-rechargeable or rechargeable hearing aids to review the instructions for your device.



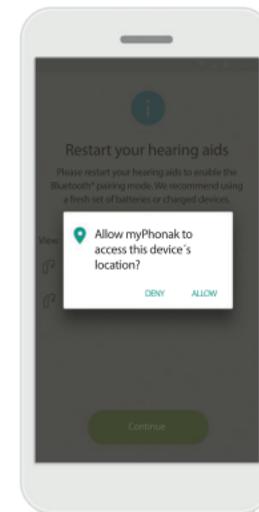
**2. Searching**  
The app is searching for compatible hearing aids and will display them once they are detected. This may take a while.



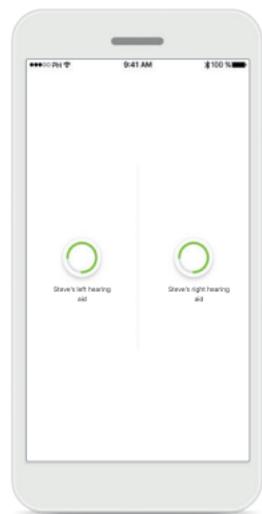
**3. Selecting**  
Tap **Select** when your hearing aids appear in the list.



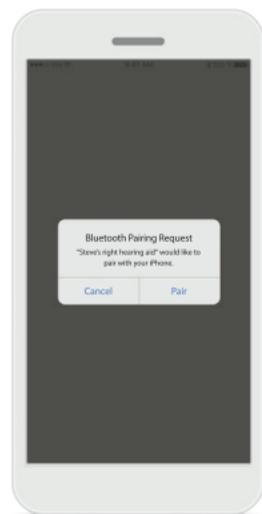
**4. Multiple**  
If multiple hearing aids are detected, they will be displayed accordingly.



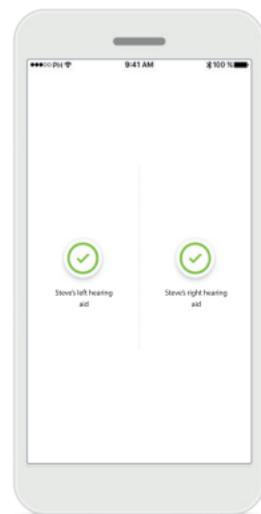
**5. Location**  
On Android devices, you must enable location services when pairing Bluetooth devices for the first time. After the initial setup you can disable the location services again.



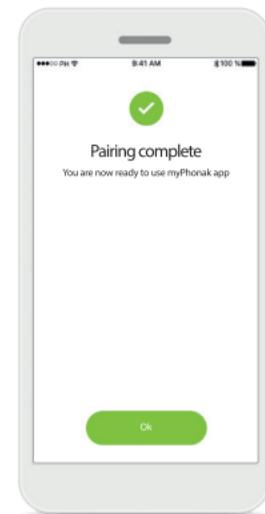
**6. Pairing the hearing aids**  
The app will connect to each hearing aid separately.



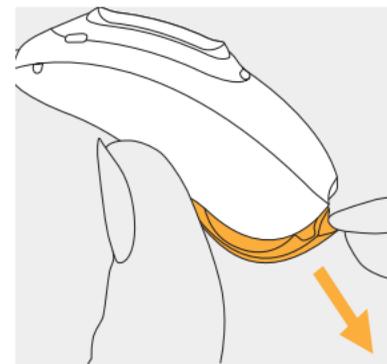
**7. Confirm for all hearing aids**  
Please confirm by tapping **Pair** in the popup for every device separately.



**8. Pairing complete**  
Both hearing aids are now paired. The app will automatically proceed to the next step.



**9. Setup complete**  
You are now ready to use all non-invite based functionalities in the myPhonak app. Tap **Ok** to access the main screen.

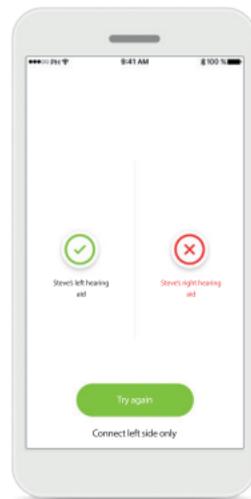


**10. Turn devices off**  
Open battery doors

5

Troubleshooting (bypass if pairing was successful)

- ① Make sure your device is compatible with the Compatibility Checker — [bluetooth.phonak.com](https://bluetooth.phonak.com)
- ① Contact your hearing care professional (HCP) if problems continue



**1. Hearing aid connection error**

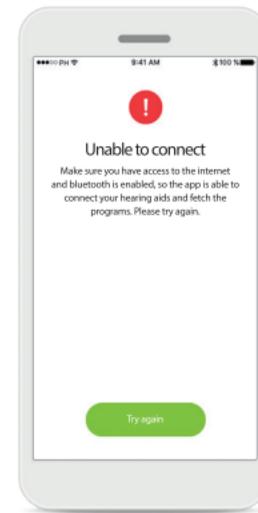
If the pairing to one of the hearing aids fails, you can:

- Tap **Try again** to restart the pairing process.
- Continue with only one of the two hearing aids.



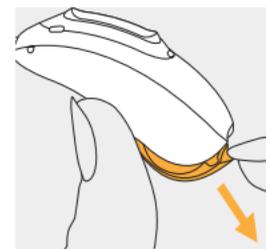
**2. Connection fails to both**

Tap **Try again** to restart the pairing process and follow the instructions.



**3. Unable to connect**

Make sure you have access to the internet and Bluetooth is enabled, so that the app is able to initialize and connect to your hearing aids. Tap **Try again** to start the process again.



**4.**

**Turn devices off**  
Once hearing aids are paired successfully turn devices off.

- ① Check with your hearing care professional for when it is appropriate to wear your hearing aids. Further adjustments may be required before wearing.

**Proceed to chapter 2**

## 2. Joining a Remote Support Session (to be completed with your hearing care professional)

If you do not already have an appointment, please contact your hearing care professional to schedule.

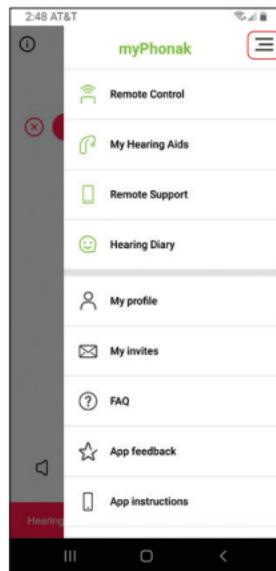
1

At the time of your remote support appointment open the myPhonak app.

2

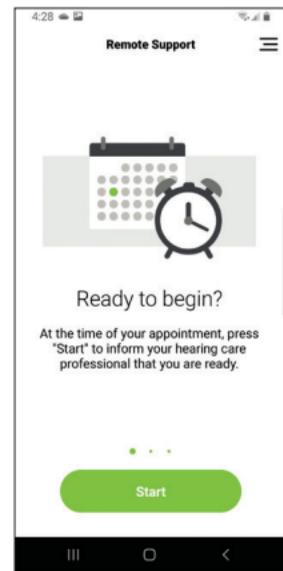
Tap on the side menu at the top right.

Tap on **Remote Support**.



3

Tap on **Start** to begin the scheduled appointment with your hearing care professional.



4

Video Chat with your hearing care professional



① Check with your hearing care professional for when it is appropriate to wear your hearing aids. Further adjustments may be required before wearing.

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App Store is a service mark of Apple Inc.

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

Your hearing care professional:



**Manufacturer:**

Sonova AG

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Switzerland

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