



Trafford Hospitals
Audiology

Information for Patients

myPhonak Advanced Features

**Learn how to use the myPhonak app and its
advanced features using this guide**



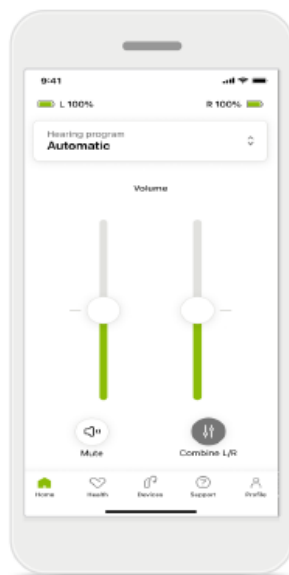
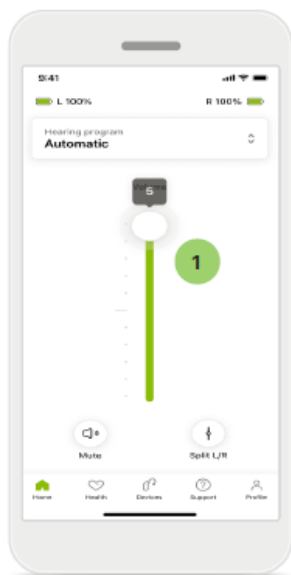
Installing myPhonak

1. Connect your smartphone to the internet via Wifi or cellular data.
2. Turn on your smartphone's Bluetooth
3. Download myPhonak 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.

Pairing with Phonak hearing aids

1. Open App, tap 'Pair Device', tap 'Let's get started' and tap 'continue'.
2. Open and close the battery draws on the hearing aid.
3. Your hearing aid(s) should appear one at a time on your screen if you are wearing 2 hearing aids, please wait until the app has found your hearing aid(s) (this could take a few seconds), the name of your hearing aid(s) will be displayed on the screen, tap on your hearing aid(s) and accept the pairing request pop up.
4. Tap 'Continue', tap 'Stay connected', and tap 'Ok, don't show again'.
5. The hearing aids should connect, if they aren't connecting make sure you have strong internet signal.

Home: Remote Control View



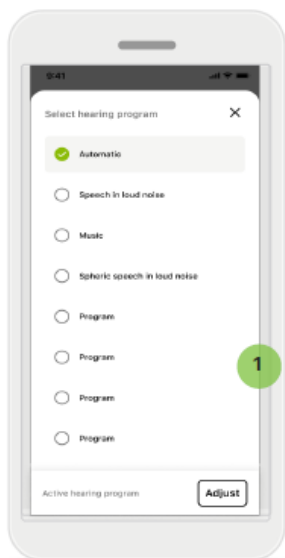
- 1 Adjust hearing aid volume**
Move the slider up to increase the volume. To decrease the volume, move the slider down. If you are fitted with two hearing aids, this slider controls both devices simultaneously.

- 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.

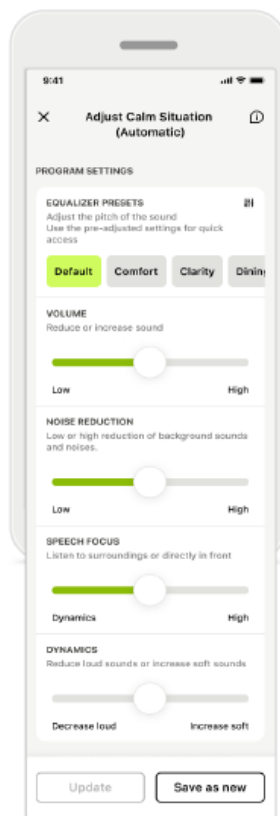
Sound programs are available directly from the top of the app home screen. Swipe the carousel to select program that fits your needs by tapping on it. Choose from:

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

Home: Remote Control advanced settings

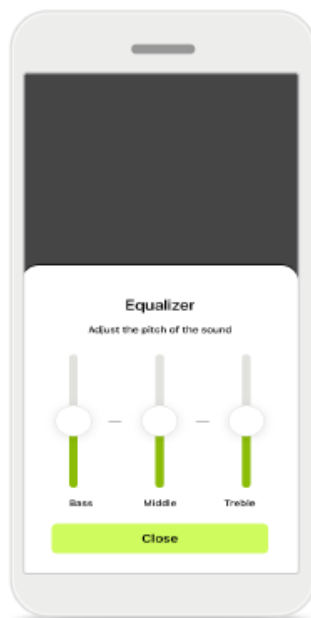
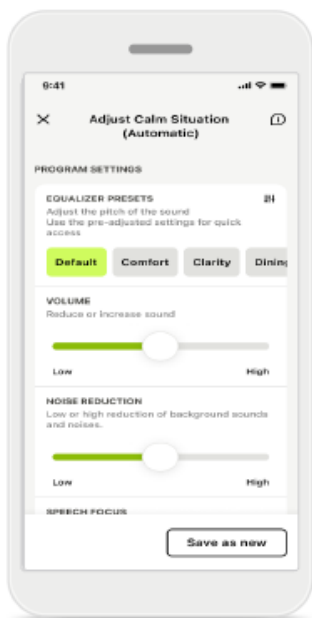


- 1 **Adjust program**
By tapping **Adjust program**, you can modify the selected program using advanced sound settings.



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

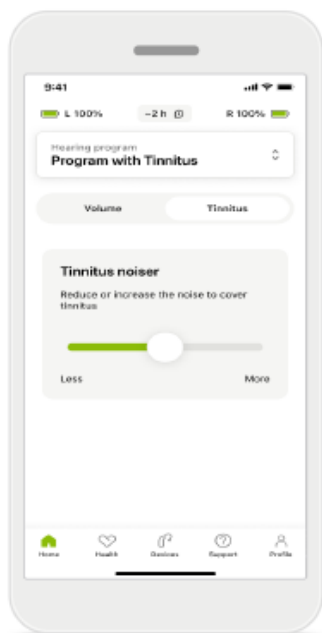
The equalizer presets enable you to make quick adjustments to the sound pitch based on the acoustic environment you are in. Tap on the equalizer icon to make more advanced adjustments.

Adjusting sound pitch

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

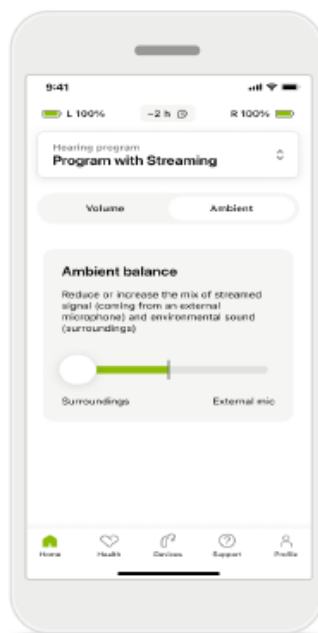
Home: Remote Control view – non-standard features

- 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.

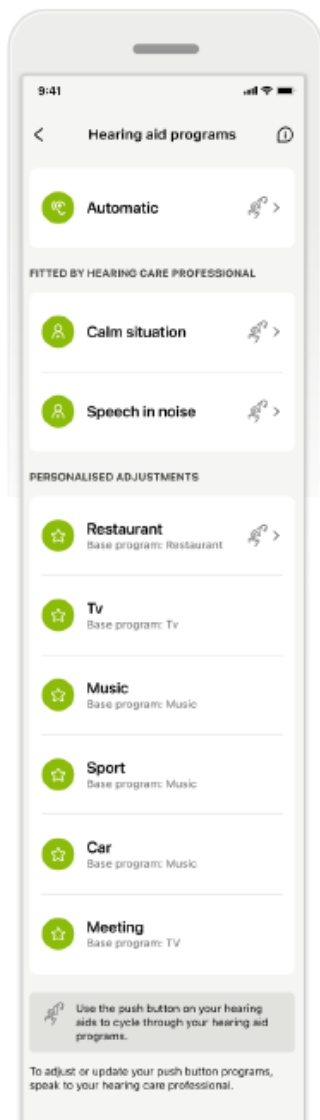


Ambient balance

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.

Home: Remote Control advanced settings

Create a new or update an existing program



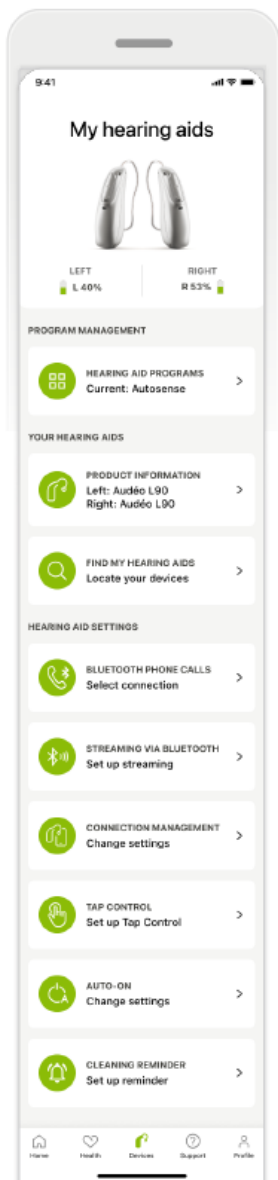
Personalized adjustments

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.

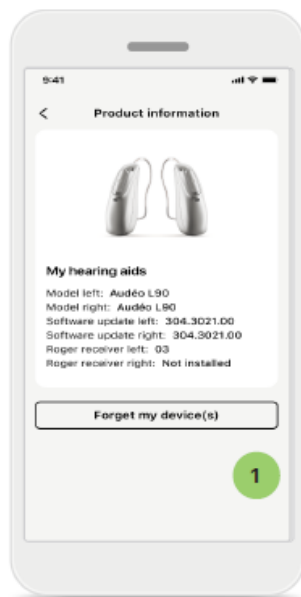
Devices



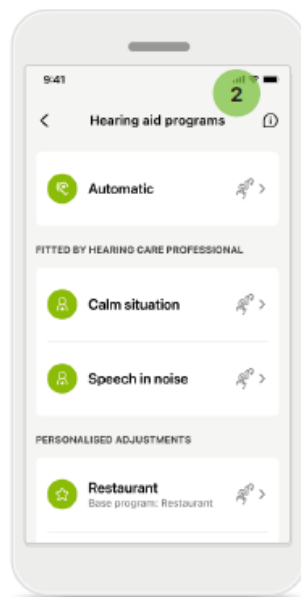
Devices home screen

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.

Devices

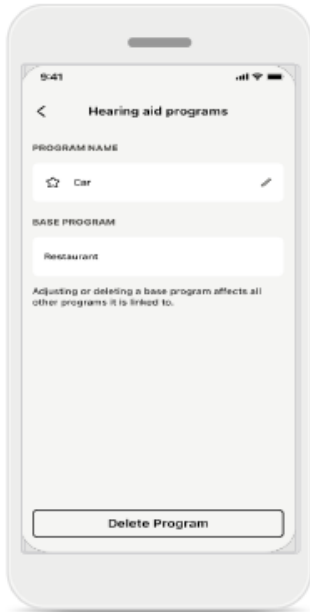


- 1** **Forget devices**
Go to My hearing aids card to remove your device(s). After clicking the Forget my device(s) button, a pop-up message appears. You need to confirm the removal. Note that by doing so, you need to pair your hearing aids again to use the app.

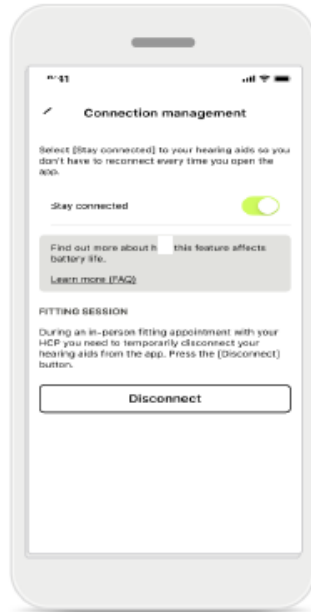


- 2** **Program management**
By tapping on Hearing aid programs, you can see all available programs. Tap on one to edit the name or delete it. There are three programs: automatic, programs created by your hearing care professional, and personalized programs. If there is an icon next to the program name,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