

# Phonak connectivity.

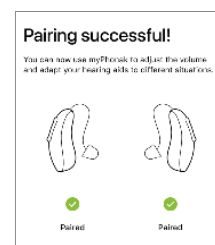
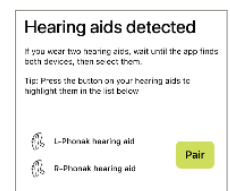
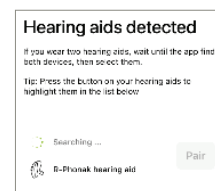
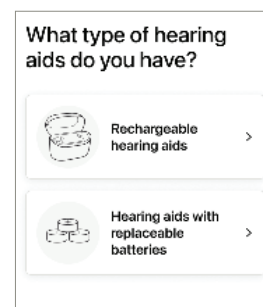
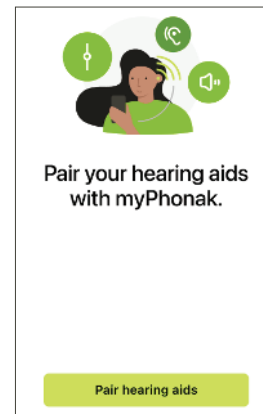
A step-by-step guide for connecting and using your phone with your hearing aids

## Connecting to the myPhonak app to control your hearing aid(s) and stream phone calls and audio

1. Search for "myPhonak" on the Google Play™ Store or Apple App Store®, or open your camera app to scan the QR code and then install the app.
2. Open the app, follow or skip the tour. After completing the Privacy and Usage data sections, and after choosing your residency (US or not), you can proceed with pairing.
3. When you reach the "pairing screen" in the "Home" section, tap "Pair hearing aids".
4. The app provides you instructions for pairing depending on the type of your hearing aids (rechargeable or with batteries). Follow the instructions to enable your hearing aids to get into pairing mode for 3 minutes. This will make them discoverable by the app.
5. The app is now searching for your hearing aid(s). If you wear two hearing aids, wait until both appear on the screen. If only one or none appear, tap "I don't see my devices" at the bottom of the screen for help. Once your devices are detected, tap the green "Pair" button to pair them to the app and enable streaming.



Visit [Phonak.com/support-blue-tooth-setup](https://Phonak.com/support-blue-tooth-setup) to watch a video of this process or scan the QR code.



After pairing the app, you will see two Phonak connections in your phone's Bluetooth menu starting with R for right hearing aid and L for left. When the app is closed, they may read "Not Connected", as they will automatically connect when the app is opened. In order to stay connected, do not remove them; unless when troubleshooting app connection problems.

## Connecting to your phone for phone calls and audio

If you have paired your Infinio Ultra hearing aids via myPhonak already, this step is not needed anymore. Follow the instructions below to connect your hearing aids for streaming and phone calls when not using myPhonak, or when using hearing aids of previous generations.

1. Open the Bluetooth® menu on your phone (often found in "Settings"). Make sure Bluetooth is on.
2. Turn your hearing aid(s) off and on again, by placing them in the charger for at least 3 seconds and then removing them. This will enable pairing mode for 3 minutes and make them discoverable by your phone.
3. One hearing aid will show in your phone's Bluetooth list as R(Right) or L(Left) depending on the side and name chosen by your hearing care professional to personalize your hearing aids.



Note: only one pairing is required for phone calls and audio streaming. If you have two hearing aids, you will hear the audio in both hearing aids with the single pairing.

## Improving the experience with Bluetooth®

If you are an Android phone user follow this path to turn off system sounds\*:

1. Settings > Sounds & Vibration > System Sound
2. Disable:
  - Touch interactions
  - Dialing keypad
  - Keyboard
  - Charging
  - Screen lock/unlock
3. Settings > Apps
4. Disable for individual apps:
  - Notifications set to "Silent"

If you are an iPhone (iOS® 16 or higher) user follow this path to turn off system sounds:

1. Settings > Sounds and Haptics
2. Disable:
  - Keyboard Feedback
  - Lock Sound
3. Settings > Notifications
4. Disable for individual apps:
  - Sounds



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iPhone®



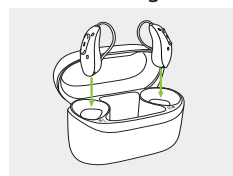
Android™



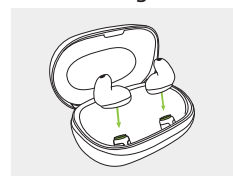
Bluetooth



Audéo rechargeable



Virto rechargeable



DEVICES

R-Phonak hearing aid

Bluetooth pairing request

Pair with R-Phonak hearing aid?

Cancel

Pair



Turning off system sounds, such as keyboard clicks, can greatly improve your experience. Visit [Phonak.com/support-bluetooth-sounds](https://Phonak.com/support-bluetooth-sounds) to watch a video of this process or scan the QR code.

\*This example is with a Samsung phone. For other phones, the settings are similar. Use the search function in settings to help find them.

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

## Troubleshooting and tips

In the event you experience challenges with your connections, please first check that:

- your phone and hearing aids are charged
- your phone's operating system is up to date.
- Then, turn Bluetooth off and back on again in your phone's Bluetooth menu.
- If a problem persists, reboot your phone.
- Finally, it may be necessary to re-pair your devices. Visit [Phonak.com/support-bluetooth-repair](https://Phonak.com/support-bluetooth-repair) or scan the QR code below to learn how to do this.

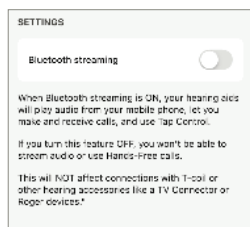


### Troubleshooting phone calls with an iPhone

If your phone call with an iPhone is not automatically heard in the hearing aids, change call audio routing on your phone: Go to Settings > Accessibility > Touch > Call Audio Routing > Select Bluetooth Headset.

### Disable streaming

If you don't want to use your hearing aids for phone calls and audio, you can disable this function in the app. Go to "Devices", select "Streaming via Bluetooth" and turn off "Bluetooth streaming".



Visit [Phonak.com/support](https://Phonak.com/support) for additional support.



If you need personal support with your Bluetooth connection, please fill out this [form](#) by scanning the QR code. If you have other concerns related to your hearing devices, we would recommend reaching out to your hearing care professional.

