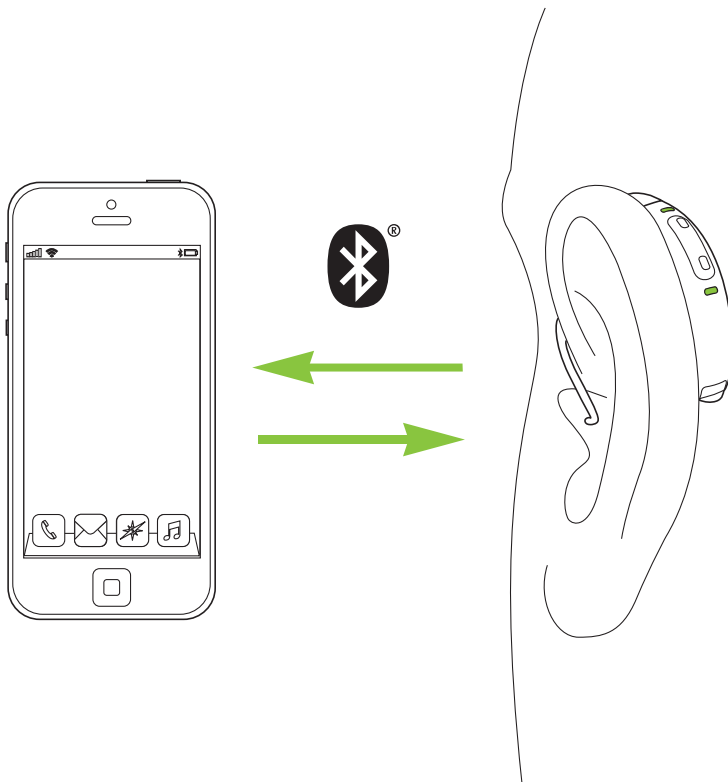


Using your Hearing aid with a Bluetooth® enabled mobile phone



Your **Nathos Nova M/ Naída M SP** hearing aid has Bluetooth® functionalities that allow you to connect to Bluetooth enabled devices.

This guide will show you how to connect the hearing aid to a mobile phone and answer and reject phone calls; as well as how to connect to, and use the myPhonak app and access remote support.

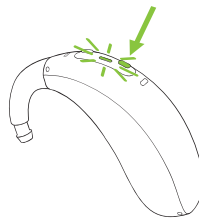
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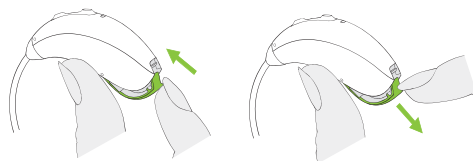
Pairing your Nathos Nova M/ Naida M SP hearing aid to a Bluetooth® enabled

Initial Pairing

1. On your device (e.g. a phone), ensure that Bluetooth wireless technology is enabled and search for Bluetooth enabled devices in the connectivity setting menu.



2. Switch your hearing aids off, and on again.

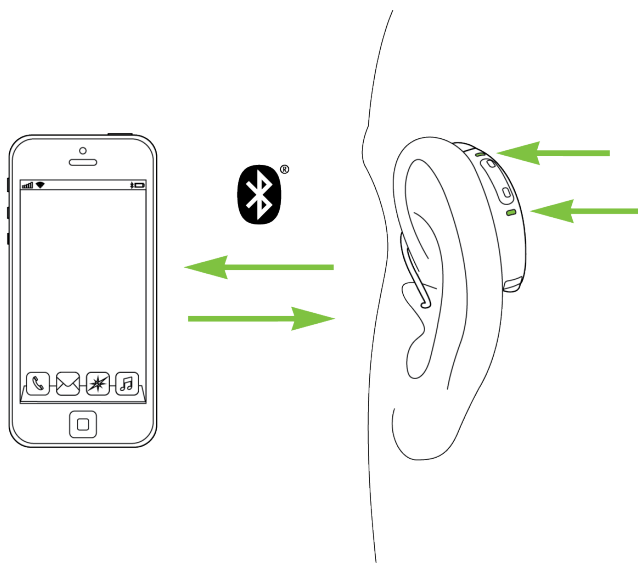


You now have 3 minutes to pair your hearing aids with your device.

3. Your device shows a list of Bluetooth enabled devices. At the stage you will only see one hearing aid, continue and select the hearing aid from the list. This will simultaneously pair both hearing aids to your phone. A beep confirms successful pairing.

After your hearing aids have been paired to your device, they will automatically connect again when switched on.

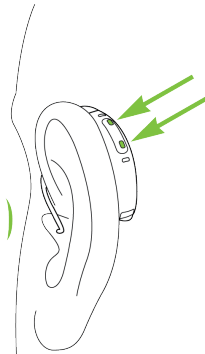
Phone calls



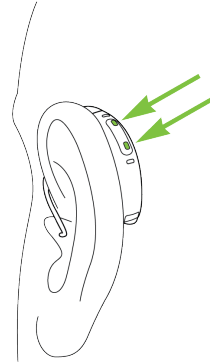
Your hearing aids connect directly with Bluetooth® enabled phones. When paired and connected to your phone, you will hear the caller's voice directly in your hearing aids. Your hearing aids pick up your voice through its own microphones, so you do not need to speak into your phone for the caller to hear you.

Accepting, ending and rejecting a call

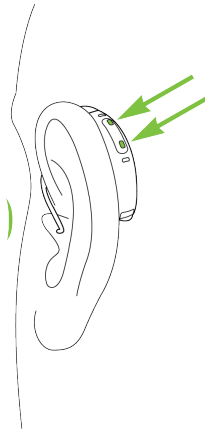
A call is accepted by a short press on the upper or lower part of the multi-function button



A call can be ended by a long press on the upper or lower part of the multi-function button



An incoming call can be rejected by a long press on the upper or lower part of the multi-function button



Connecting your Nathos hearing aid to the myPhonak app

Download the myPhonak app

1. Make sure the Bluetooth® is on
2. Install the myPhonak App from Google Play™ or Apple App Store®
 - Make sure your smartphone is connected to the internet.
3. In order to use the app, you must tap on the I agree to accept the Privacy Notice to continue.
4. Product improvement: You can optionally share usage data, which enables Phonak to learn and improve their products.

Prepare your hearing aid

You will have been provided with a **Nathos Nova M** or a **Naída M SP hearing aid** please follow the relevant instructions to prepare your hearing aid.

To put your hearing aid into pairing mode please switch your hearing aid off and on again.

Pairing the hearing aids to the myPhonak app

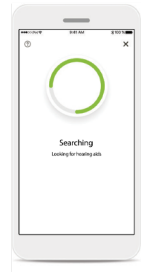
1



Pairing instructions

Tap Continue to initiate the search process. Tap to view instructions for a reminder on how to enter pairing mode.

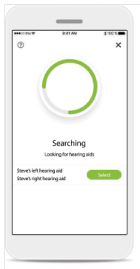
2



Searching

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

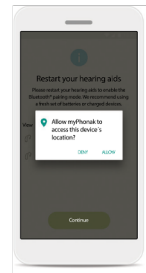
3



Selecting

Select your hearing aid(s) when it appears in the list. You should see both hearing aid if you have a pair.

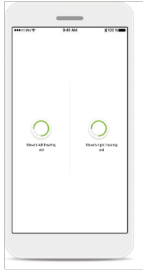
4



Location

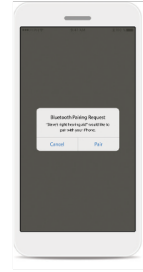
On Android devices, you must enable location services when pairing Bluetooth devices for the first time. After the initial setup you can disable the location services again.

5



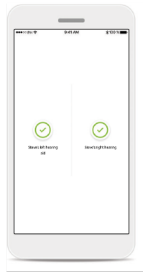
Pairing the hearing aids
The app will connect to each hearing aid separately.

6



Confirm for all hearing aids
Please confirm by tapping Pair in the pop-up for every device separately.

7



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

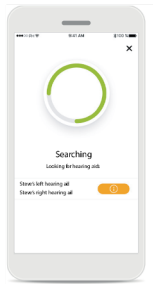
8



Setup complete
You are now ready to use the myPhonak app. Tap OK to access the main screen.

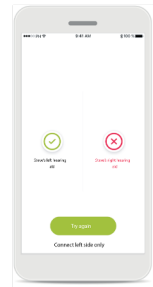
Troubleshooting

If you're unable to pair to the myPhonak app, please see some troubleshooting tips below.



Incompatible devices

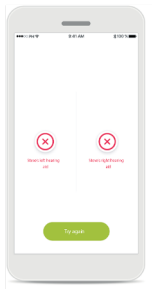
The app cannot connect to the devices because they are not compatible. Please contact your Audiologist for further information.



Hearing aid connection error

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

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



Connection fails to both

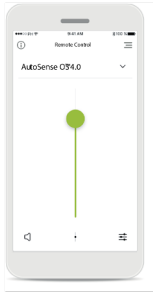
Tap Try again to restart the pairing process and follow the instructions.



Unable to connect

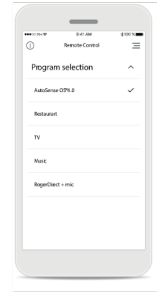
Make sure you have access to the internet and Bluetooth is enabled, so that the app is able to initialize and connect to your hearing aids. Tap Try again to restart the process.

Remote control



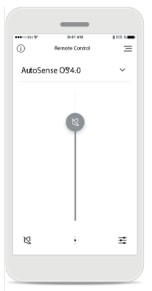
Adjust hearing aid volume

Move this slider up to increase volume, or down to decrease the volume. If you are fitted with two hearing aids this slider controls both devices simultaneously.



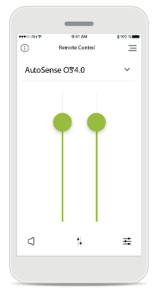
Accessing programs

Tap the arrow next to Program selection to access the program list. The available programs depend on how your hearing aids have been set up by your Audiologist.



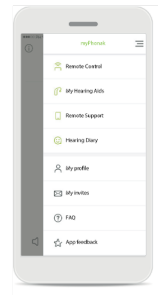
Mute

You can mute the hearing aid(s) by pressing the Mute icon.



Split the volume

Press the Split icon to adjust the volume of each hearing aid independently.



Accessing program options

Some programs may offer further adjustment possibilities. When available, they can be accessed by pressing the Settings icon.

Remote Control settings

The settings view gives you access to the following functionality:

- Presets
- Adjustment for bass, middle and treble frequencies
- Volume control
- Noise reduction and Speech focus
- Dynamic control

Creating a customised setting

You can save your customised settings (e.g. favourite restaurant) for easier access the next time you are in the same environment.

Naming your customised setting

You can save customised settings as scenarios and give a personalised name for each scenario created.

Access customised setting

You can access your customised setting at anytime via the myPhonak app.

Update a customised setting

You can edit your existing customised setting and keep the changes by pressing Update.

Remote Support appointments

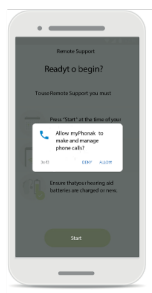
With Nathos Nova M/ Naida M SP your Audiologist is able to change your hearing aid settings via Remote Support.

To access Remote Support, at the time agreed with your audiologist open the myPhonak app and tap menu icon in the top right corner. Then select Remote Support, and follow the on screen prompts.

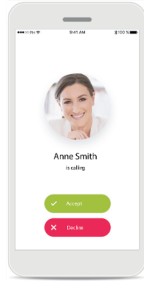
When your Audiologist is ready you will receive a call to start the Remote Support session, accept this call and the session will begin.



Tap on OK to allow the myPhonak app to access your camera and microphone.



If you have an Android smartphone tap on ALLOW to give the myPhonak app permission to make and manage myPhonak calls.



The app will connect you to a hearing care professional. Tap on Accept to accept the call from your hearing care professional.

Video chat with your Audiologist. If they need to connect to your hearing aids, this can be done remotely, your hearing aids will mute briefly during the connection process and whilst settings are being saved.

Connecting your hearing aid to a Bluetooth Landline phone

Nathos Nova M or Naida M Hearing aids can be used as a headset with any Bluetooth phone as long as the phone provides the Hands Free Profile (HFP).

Follow the instructions included in your landline telephone's user manual.

- To put your hearing aid into pairing mode first open the battery door for 5 seconds and then close the battery door.

Please note:

Many (older) landline phones only support older Bluetooth versions < 2.1. Also, they often do not provide HFP but only HSP (HeadSet Profile), which will **not** work with Phonak hearing aids. Please check your phones Bluetooth specification in the data sheet or user guide.

Your hearing aids can be paired to up to two devices.

Further support



For further support on connecting your hearing aid to Bluetooth devices visit www.phonaknhs.co.uk/support-resources where you will find helpful videos and guides.

Sherwood Forest Hospitals NHS Foundation Trust

Audiology Services

Clinic 8, King's Treatment Centre

King's Mill Hospital

Mansfield Road

Sutton-in-Ashfield

Nottinghamshire NG17 4JL

Audiology Services

Newark Hospital

Boundary Road

Newark

Nottinghamshire

NG24 4DE

Replacement batteries, tubes and cleaning wires: **01623 622515 ext 4692**

Hearing aid repairs and advice: **01623 622515 ext 4692**

All email enquires:

sfh-tr.audiologyhearingaidrepairs@nhs.net