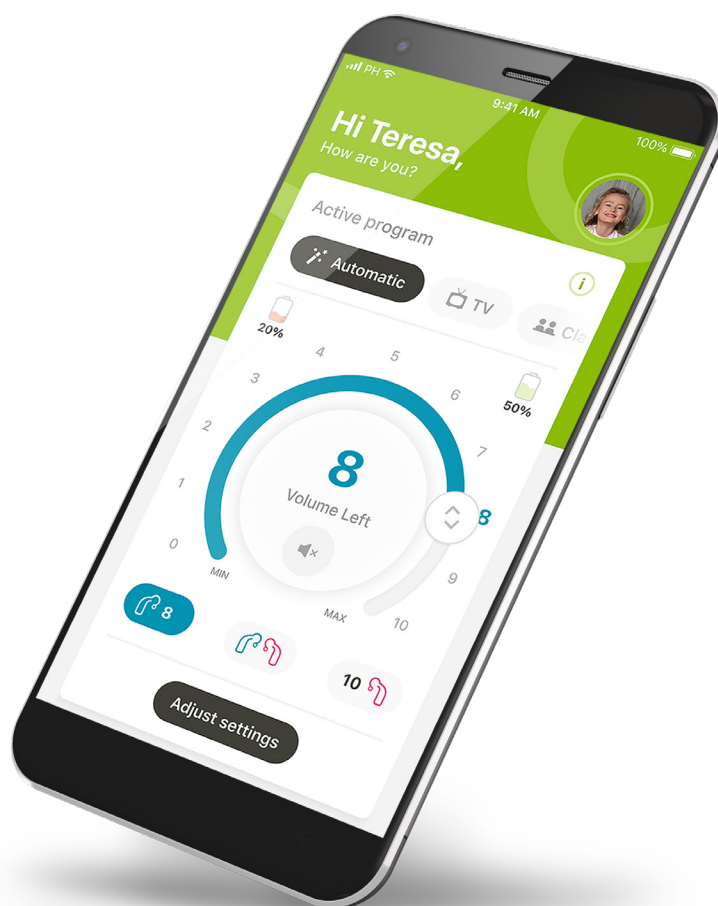# myPhonak Junior

User Guide – myPhonak Junior 2

Getting started

myPhonak Junior 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 Junior, and how those features can be operated by the user. It also describes how to block certain features for children with a parental lock, so that those features can only be used with a parent. Read this user guide through, before starting to use the app.

Cognitive development varies across children, even at the same age. Maturity level and risk awareness need to be evaluated for each child on an individual basis to assess suitability for using myPhonak Junior. For further safety information, please refer to Chapter "Important safety information" on page 17. The following recommendations can be used as guidance:
- The app should not be used to make adjustments for children below 10 years of age.
- Do not use the app to make adjustments for a child unless the child can provide reliable feedback regarding the benefit of the adjustment.
- Research has shown that children aged 10 years and above are able to appropriately use the app unsupervised. When considering if the child is ready for unsupervised app use, ensure that they can make informed decisions about how the app settings will affect their hearing and awareness of sounds around them.
- Ability to read and understand the warning message is essential.

Getting started

⚠️ **Compatibility information:**
For the use of the myPhonak Junior, Phonak hearing aids with Bluetooth® connectivity are required.
- myPhonak Junior can be used on Phones with Bluetooth® low energy (LE) capability running on iOS® Version 15 or newer.
- myPhonak Junior can be used on Google Mobile Services (GMS) certified Android™ devices supporting Bluetooth® 4.2 and Android OS 8.0 and newer.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Sonova AG is under license.

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

Android is a trademark of Google LLC.

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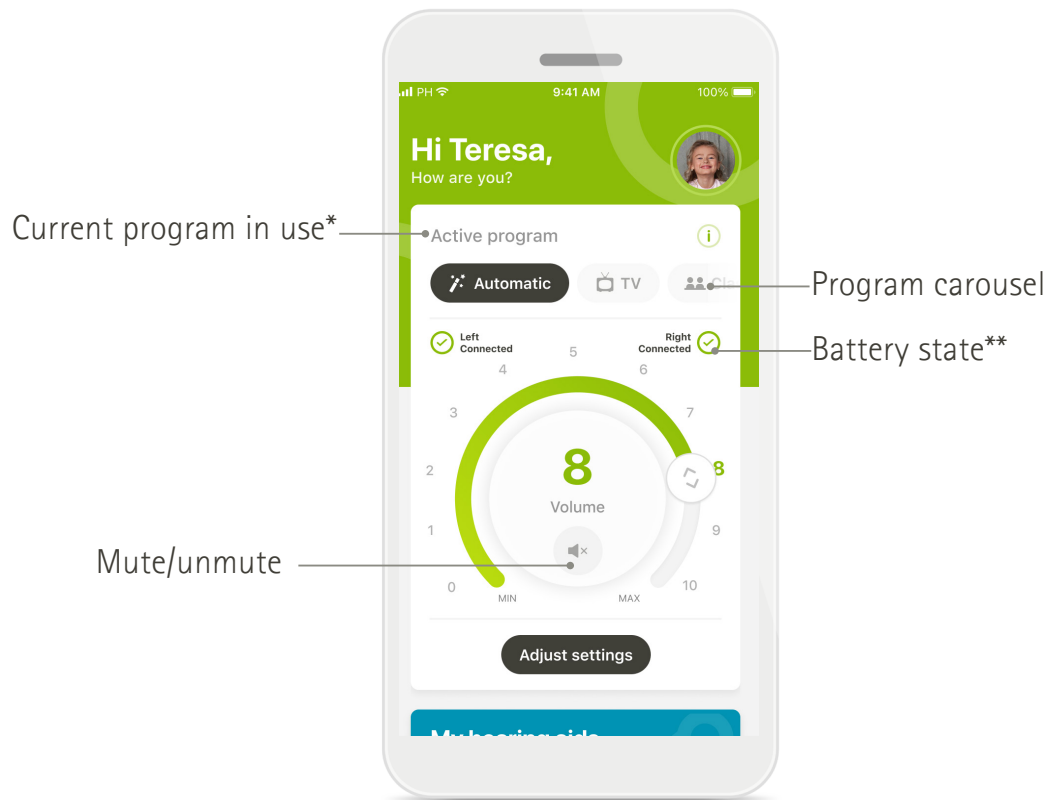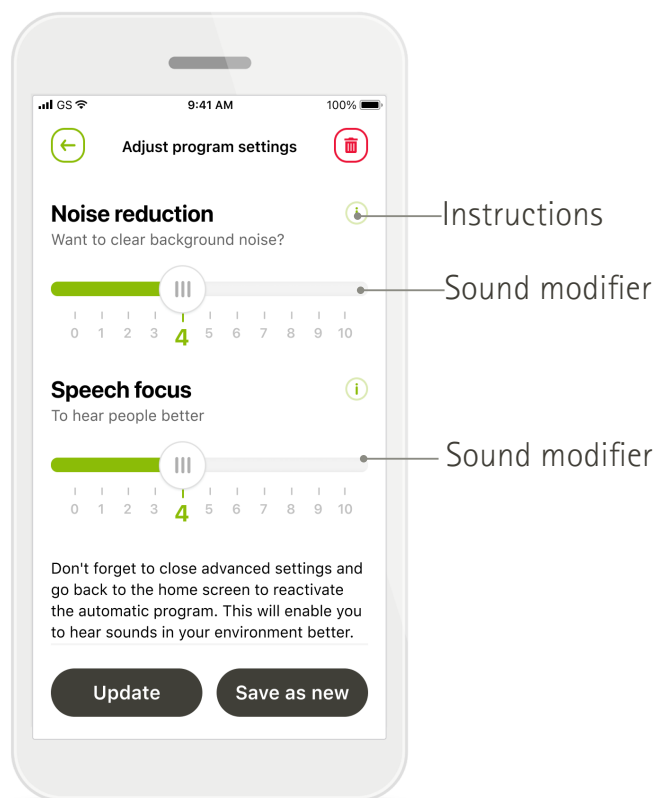
Contents

Quick overview – Remote control

Remote Control

Current program in use* — Active program

Program carousel

Battery state**

Mute/unmute

Hi Teresa,
How are you?

Active program

Automatic   TV

Left Connected   Right Connected

8
Volume

Adjust settings

Adjust settings

Adjust program settings

Noise reduction
Want to clear background noise?

Instructions

Sound modifier

4

Speech focus
To hear people better

Sound modifier

4

Don't forget to close advanced settings and go back to the home screen to reactivate the automatic program. This will enable you to hear sounds in your environment better.

Update   Save as new
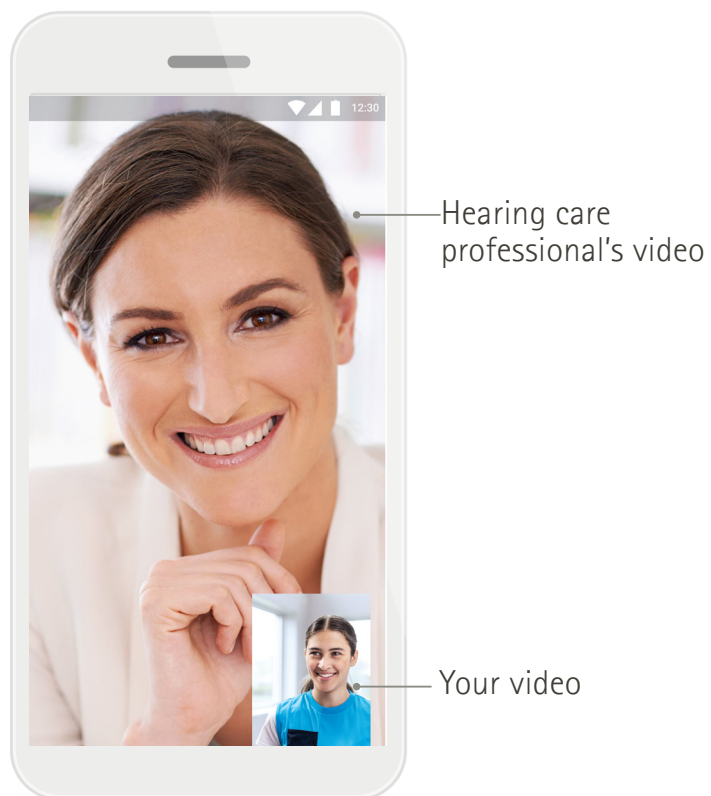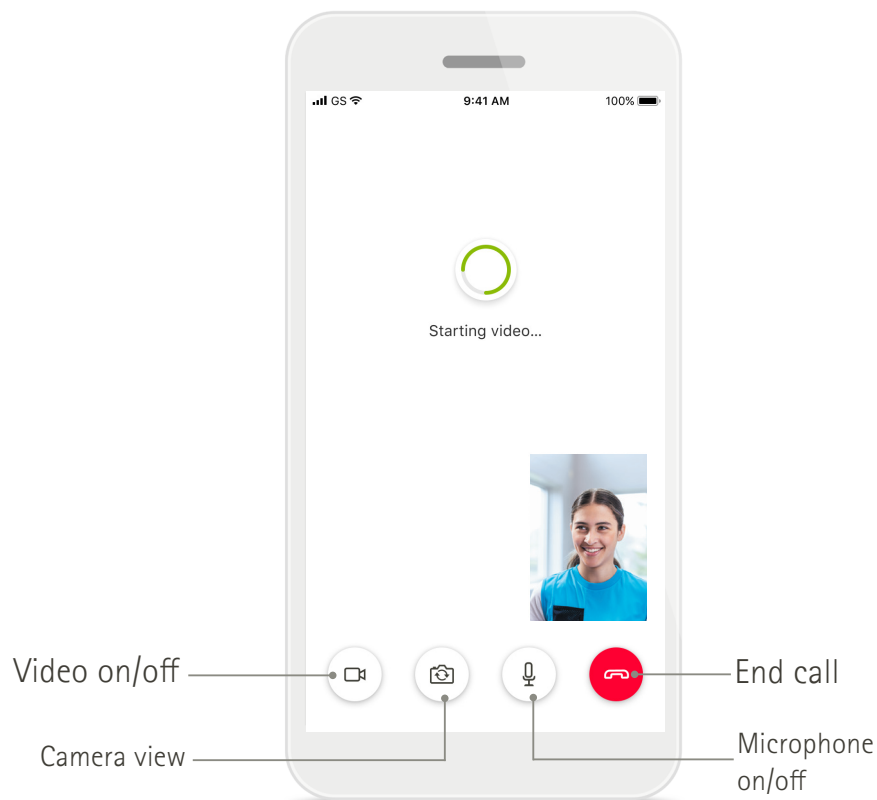
*AutoSense™ Sky OS for Sky hearing aids. AutoSense™ OS for Bolero, Naída and Audéo hearing aids.
**For rechargeable hearing aids only.

5

Quick overview – Remote Support*

Video on/off ———

Camera view ———

Microphone on/off

Starting video...

End call

Hearing care professional's video

Your video

*Only available in certain countries and through selected hearing care professionals

Installing myPhonak Junior app

1. Connect your smartphone to the internet via WiFi or cellular data.
2. Turn on your smartphone's Bluetooth®.
3. Download myPhonak Junior app from the store and install it on your phone.
4. Open the app and tap on Discover
5. In order to use the app, you must click on I agree to accept Privacy Notice.
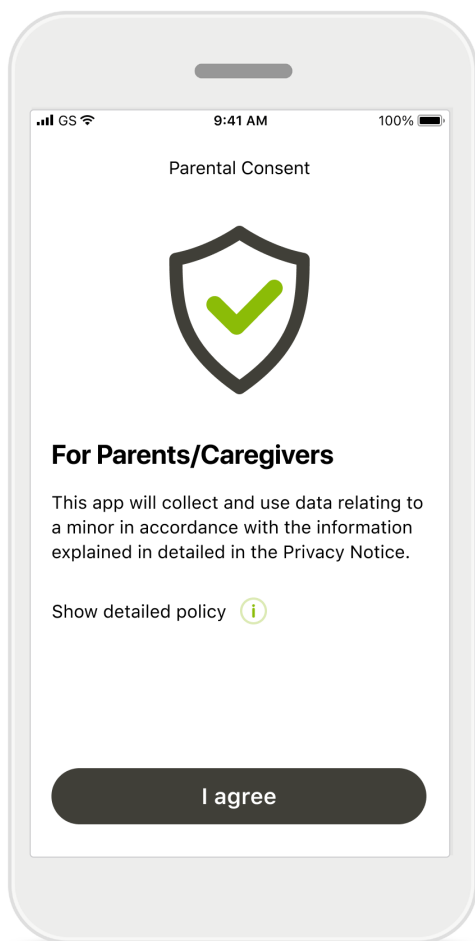
Parental consent
As a parent or caregiver, you need to accept the parental consent in order to use the app. myPhonak Junior collects and uses data relating to a minor in accordance with the information given in the Privacy Notice.
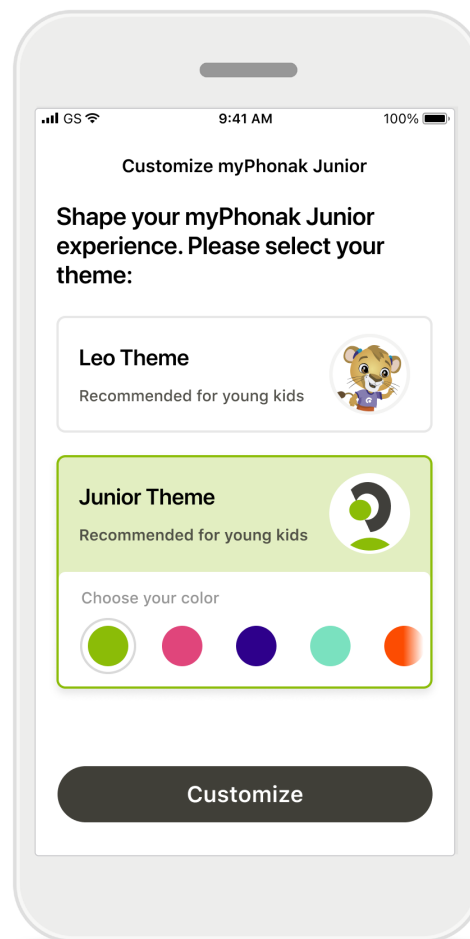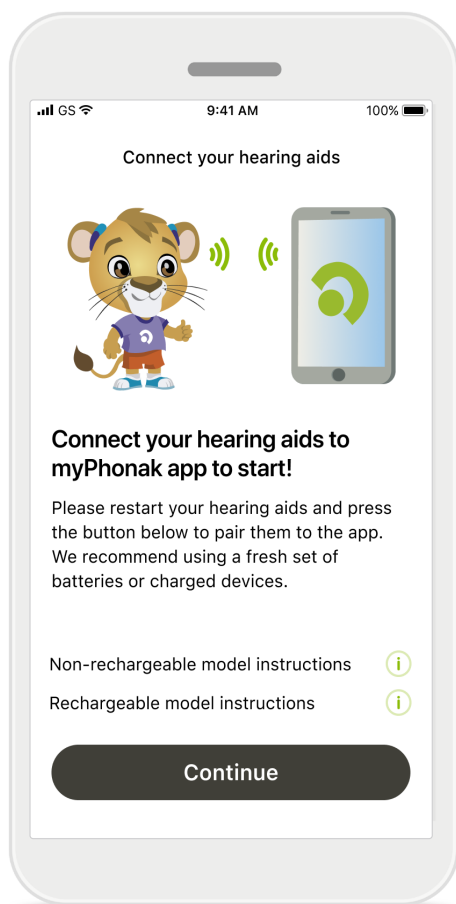
Select a theme
Parents, caregivers or users of the app can select from a 'Leo' or 'myPhonak' theme. Both themes have the same app functionality. The theme can be chosen during on-boarding or in My Profile.

Pairing with compatible hearing aids*

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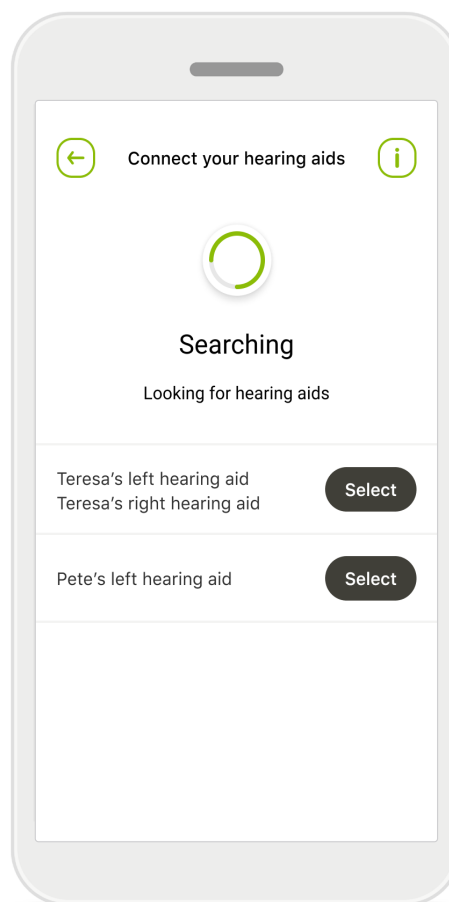

Pairing instructions
Tap **Continue** and follow the instructions for your hearing aids.

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

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

Multiple
If multiple hearing aids are detected, they will be displayed accordingly. To highlight your hearing aid, please tap the button on your hearing aid.

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.

*Compatibile with specific hearing aids.
  Visit https://product-support.phonak.com/s/article/myPhonak-Junior-app-compatible-hearing-aids or consult your hearing
  aid professional.

**Bluetooth streaming: To stream music or receive phone calls on your hearing aids please go to Settings > Bluetooth and add
  the hearing aids to your list of connected devices. Then return to the app to continue the pairing.

Pairing with compatible hearing aids*

To connect Bluetooth enabled hearing aids with myPhonak Junior, please follow the instructions below.**
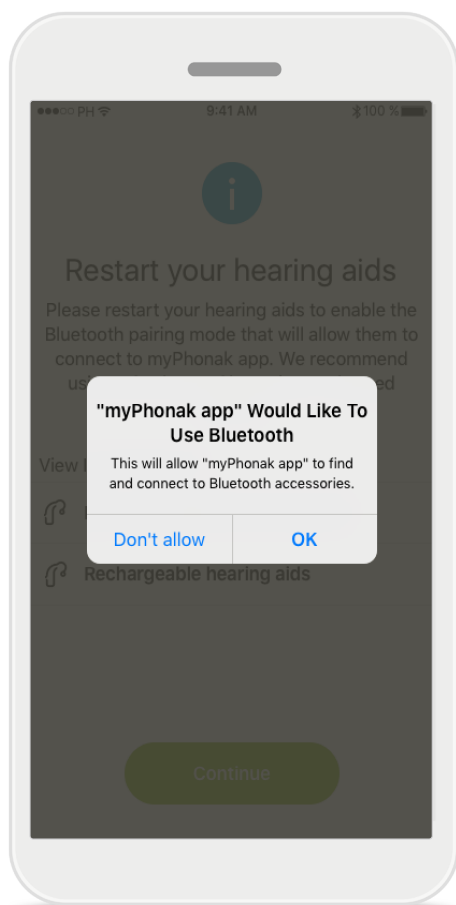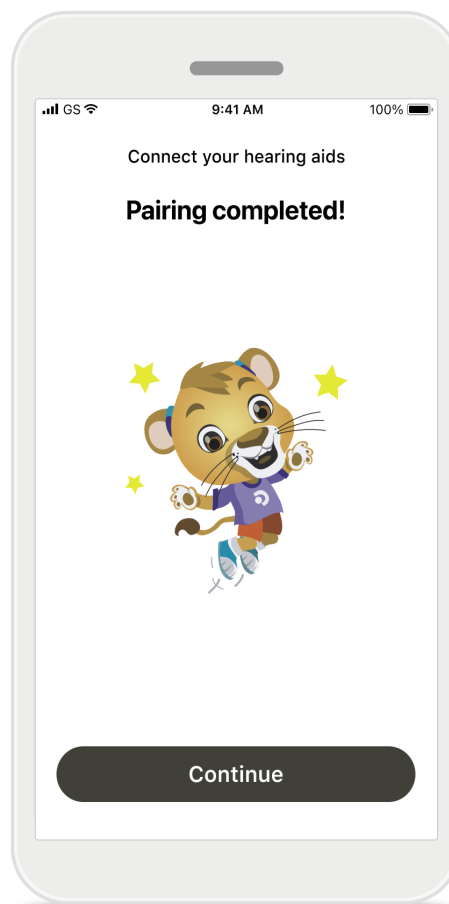
Pairing the hearing aids
The app will connect to each hearing aid separately.

When requested, confirm pairing by tapping **Pair** in the popup for each device separately.

The app will automatically proceed to the next step.

Setup complete
You are now ready to use all compatible functionalities in the app. Tap **Continue** to access the main screen.

You can disconnect your hearing aids from the app by tapping **Disconnect** in My Hearing Aids section.
To use the app again in the future, you will need to reconnect the hearing aids.

Parental Control

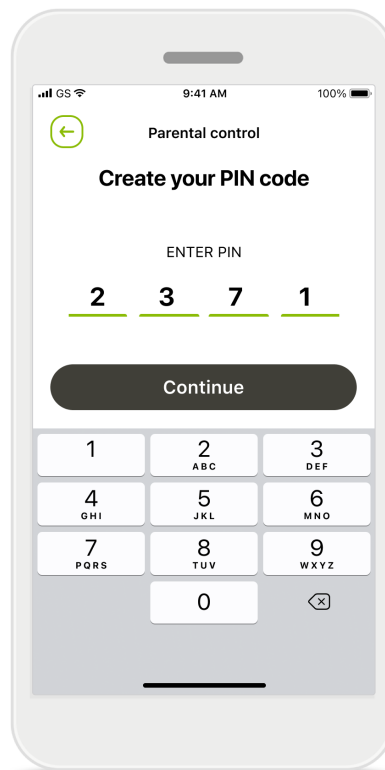To activate the parental control with myPhonak Junior, please follow the instructions below.

1

Enabling Parental control
Parental control can be activated in **Your profile**, either during onboarding/start-up of the app, or also at a later time chosen by the parent/caregiver. This function helps to restrict access to Remote Support, Split Volume control, Auto On feature for rechargeable hearing aids, and Bluetooth bandwidth selection for phone calls.
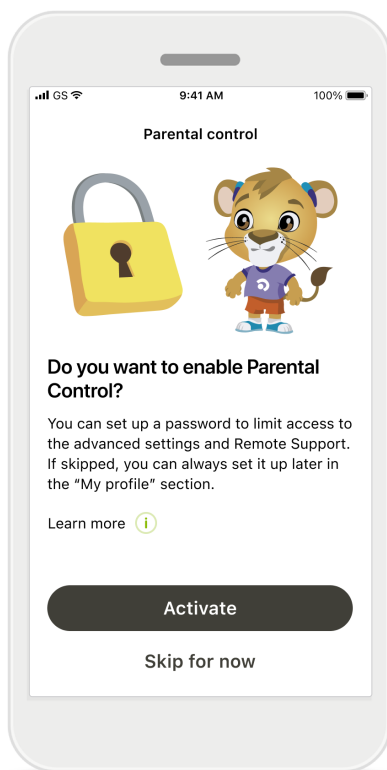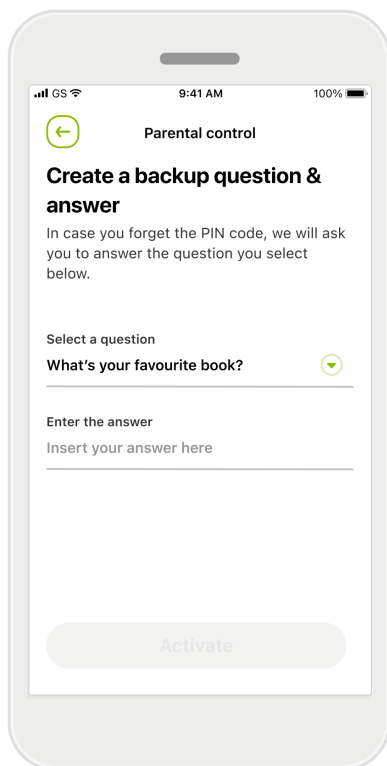
2

Create your PIN code
Define a 4 digit PIN code to activate the parental control. This PIN code can be changed or reset at any time selected by the parent/caregiver.

3

Backup question
Select a backup question and type the right response. This question is used to access restricted functions, in case you forget your 4 digit PIN code.

4

Parental control activated
After selecting the backup question and typing the response, you can activate the parental control. Parental control can also be disabled in the app menu, in case there is no need for it.
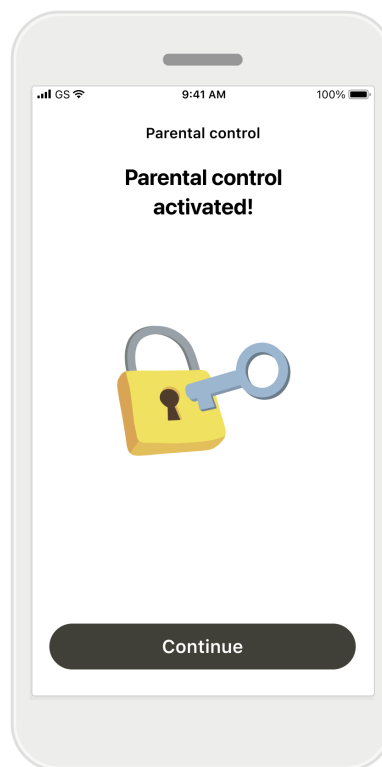
Customization

To use the customization options with myPhonak Junior app, please follow the instructions below.
You can start customization either during on-boarding or later on in Your profile section of the home screen.
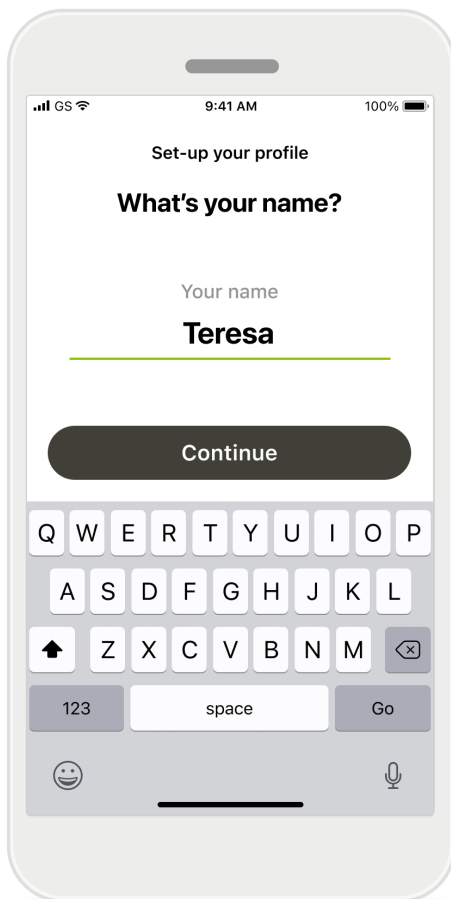
User profile name
Choose a user name and a profile picture. This can be skipped and set up later on in Your profile section.
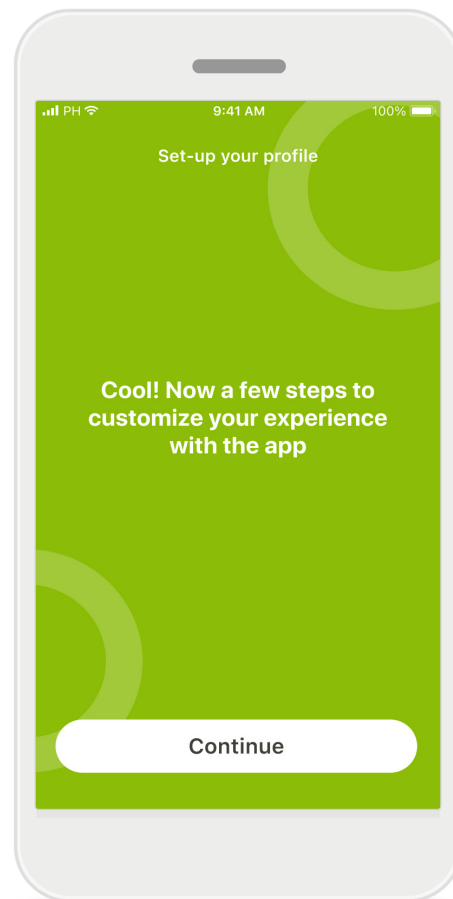
Further options
Other customization options include changing the background color theme of the app, and changing the color of the virtual hearing aids and earhook.

Troubleshooting the pairing

Possible errors during the setup process.
For more troubleshooting information please visit the Phonak support page.
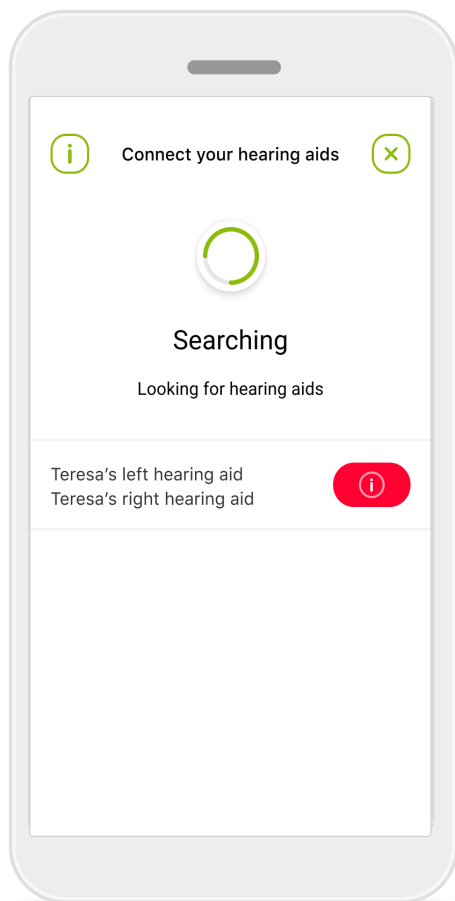
Incompatible devices
The app cannot connect to the devices because they are not compatible.
Please contact your hearing care professional for further information.
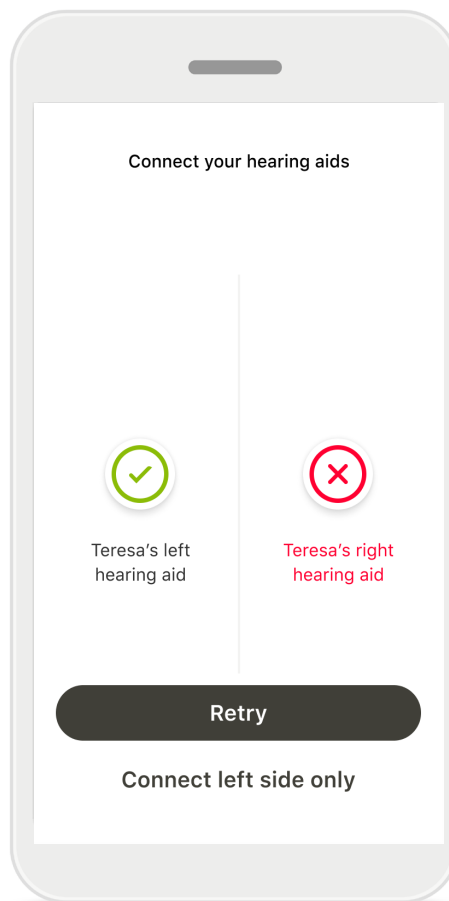
Hearing aid connection error
If the pairing to one of the hearing aids fails, you can either:
1. Tap **Retry** to restart the pairing process.
2. Continue with only one of the two hearing aids.

Remote Control main view
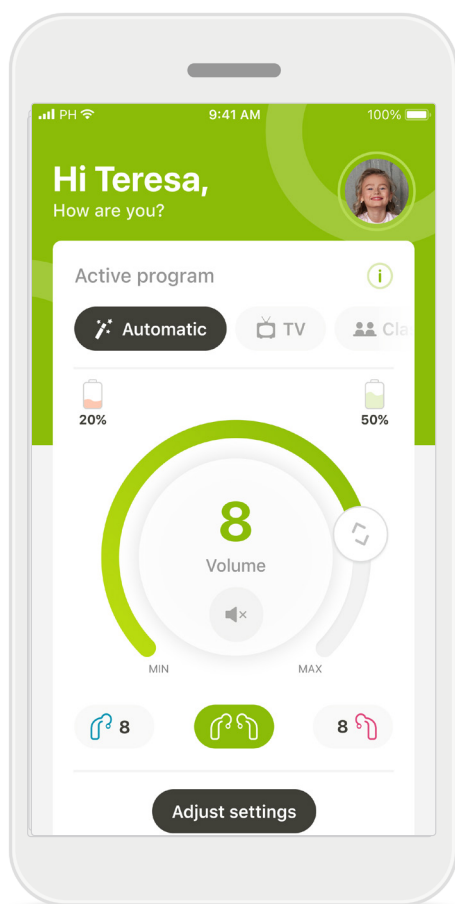
Functionalities available for all hearing aids.

Adjust hearing aid volume
Move the wheel slider to change the volume.

Change the active program
Tap on the available programs to adjust to a specific hearing environment. The available programs depend on how your hearing aids have been set up by your hearing care professional.
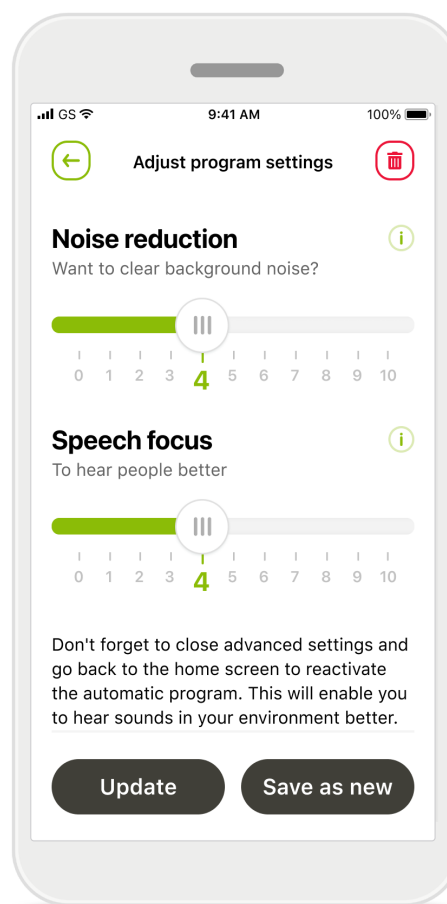
Adjust settings
The settings view gives you access to the following functionality:
- Noise reduction
- Speech focus

You can access more information about various features by pressing the ⓘ icon.
You can mute the hearing aid(s) by pressing the **Mute** 🔇 icon.
If the battery charge is below 20% the icon turns red. Consider recharging your hearing aids soon.

Remote Support session

If using mobile data, your mobile provider may charge you. Please check with your phone provider before starting a Phonak Remote Support session.
A Remote Support session will use around 56 MB for a 10 minutes video call, while an audio call uses around 30 MB.
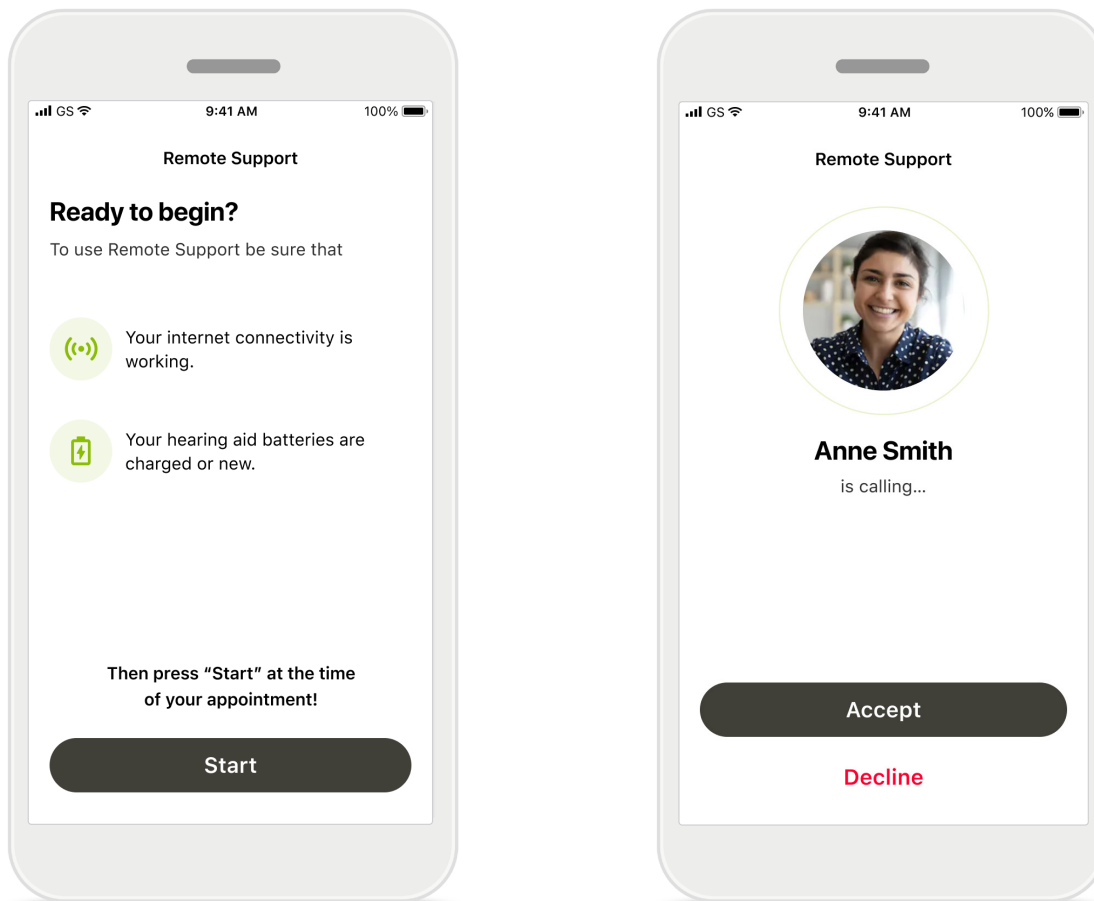
Start the Remote Support session
At the time of the appointment, open myPhonak Junior and tap on **Start** to let your hearing care professional know that you are ready for your Phonak Remote Support appointment.
Tap on **OK** to allow myPhonak Junior to access your camera and microphone.
If you have an Android smartphone tap on **ALLOW** to give myPhonak Junior permission to make and manage phone calls.

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

Remote Support session

While in the Remote Support session you can personalize your experience by turning on or off your Video or Audio, if you wish.
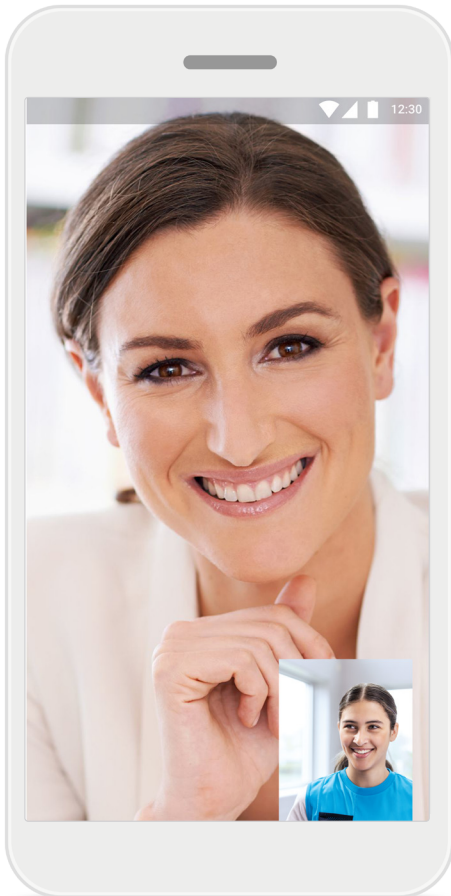
Starting video call
After a few seconds the video image is set up and you can see your hearing care professional.
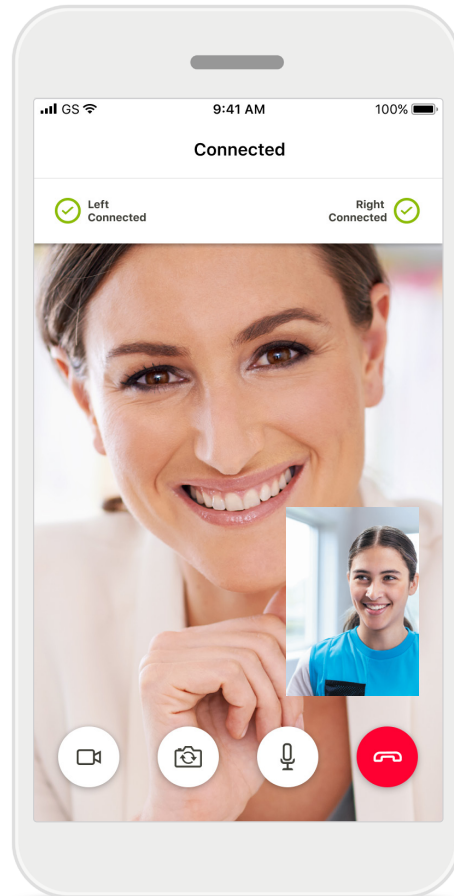
Connected hearing aids
If your hearing care professional needs to connect to your hearing aids, this can be done remotely using your smartphone. Your hearing care professional will let you know when he or she connects to your hearing aids.

If you wish to hide your video you can disable the video by tapping the button. Your hearing aids will mute briefly during the connection process and while settings are being saved. You will be able to see the status on your screen.

My Hearing Aids

Functionalities which are dependent on how the hearing aids were programmed and which wireless accessories you have you wish.

Screen 1: My Hearing Aids

My Hearing Aids

50%   20%

Sky Marvel M90-PR

View product info

Customize

Current wearing time

05 h 20 min — Left
05 h 20 min — Right

Goal: **10h / day**

My programs
View all of the programs and edit your own

Auto On behavior
Activate or deactivate the Auto On feature

Bluetooth phone calls
Select bluetooth connection for phone calls

Disconnect Devices

Screen 2: Parental control

Parental control

Sorry, you are still too young to log in alone

If you want to access this section, please ask your parent!

ENTER PIN

2   3   7   1

Forgot PIN code?

Continue

Screen 3: Wearing time

Wearing time

Day   Month

Wednesday, 29 September 2021

Min
60
45
30
15
0

00:00 01:00 02:00 03:00 04:00 05:00

● Left   ● Right

Current

Data synchronization failed.

Parental Lock
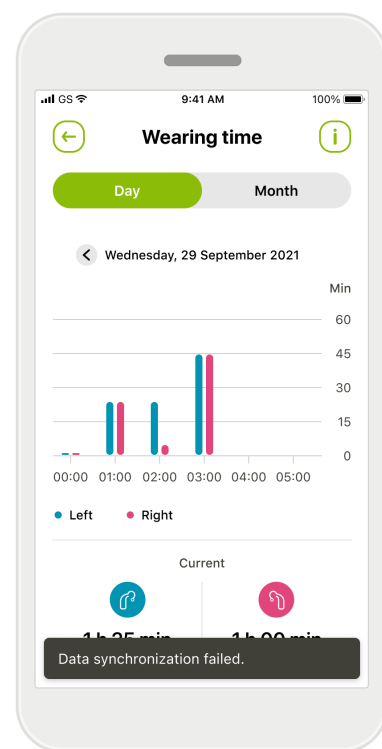Parental control can protect small children against disconnecting their hearing devices by mistake.

Wearing time
Wearing time gives an overview of how long each hearing aid is used on a daily and monthly basis, and environment type that your child is listening in. Hearing aids with rechargeable batteries will provide the most information.

My Hearing Aids
The 'My Hearing Aids' screen provides valuable information regarding battery status (rechargeable devices), your hearing aid type, installation of Roger licenses, Wearing time, My Programs, Auto On Behavior and Bluetooth phone calls. The appearance of your hearing aids can also be customized here.

Important safety information

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

Intended use:
The app is a 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 user:
Person of at least 10 years of age with hearing loss using a compatible device and their caregiver.

Intended patient population:
This device is intended for patients from 10 years of age who fulfill the clinical indication of the compatible hearing aid.

Indications
Please note, indications are not derived from the app but from the compatible hearing aids. For details refer to the User Guide of your hearing aid.

Contraindications:
Please note, contraindications are not derived from the app but from the compatible hearing aids.

Side effects:
There are no known side efects associated with the use of the app.

Clinical benefit
Clinical benefit is not derived from the app but from the compatible hearing aids. The app benefits intended users by providing the possibility to adjust 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.

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.

Limitations of use:
The app usage is limited to the capabilities of the compatible device/devices. For details please refer to your hearing aids' user guide.
Please note, that a steady internet connection is required to benefit from the full functionality of the app.

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. fingerprint, 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.

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Important safety information

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

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.

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/sup-port-options 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 Junior app"

Alternatively, the current version of myPhonak Junior 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.

Important safety information

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

⚠️ Changing settings, e.g. decreasing volume or increasing noise canceler, may lead to dangers such as incoming traffic no longer being heard.

ⓘ If the hearing aids do not respond, please check if you are out of range or if hearing aids are switched on and the battery is not empty and if distrubing fields are present, move away fromthe disturbing fields.

ⓘ Activate your Bluetooth. Bluetooth has to be enabled to connect to your hearing aids.

ⓘ You have the responsibility of usage of the personal smartphone. Please handle the smartphone and usage of the app carefully.

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

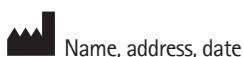| Symbol	Description
	This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.
	This symbol indicates that it is important for the user to pay attention to the relevant warning notices in this user guide.
	Important information 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.
EU REP	Indicates the Authorized representative in the European Union. The EU 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.