myPhonak Junior 1.2

User Guide

A Sonova brand

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. The following recommendations can be used as guidance:

ⓘ   Independent use of Remote control:
Children aged 10 years and older, who are able to 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 messages is essential.

ⓘ   Supported use of Remote control:
Children aged 6 years and older who are able to provide clear feedback regarding any changes or adjustments made by a third party via the app. In this scenario, parents/caregivers can make changes on the child's behalf.

ⓘ   NOTE: it is extremely important that changes are not made by parents/caregivers unless the child is able to provide reliable feedback.

⚠   **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 and is compatible with devices running iOS® Version 14.0 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.

Contents

Quick overview – Remote Control

Current hearing
aid program*

Battery state**

Mute

Hi Teresa,
How are you?

Active program

Automatic   TV

50%   20%

8
Volume

MIN   MAX

Adjust settings

Program list
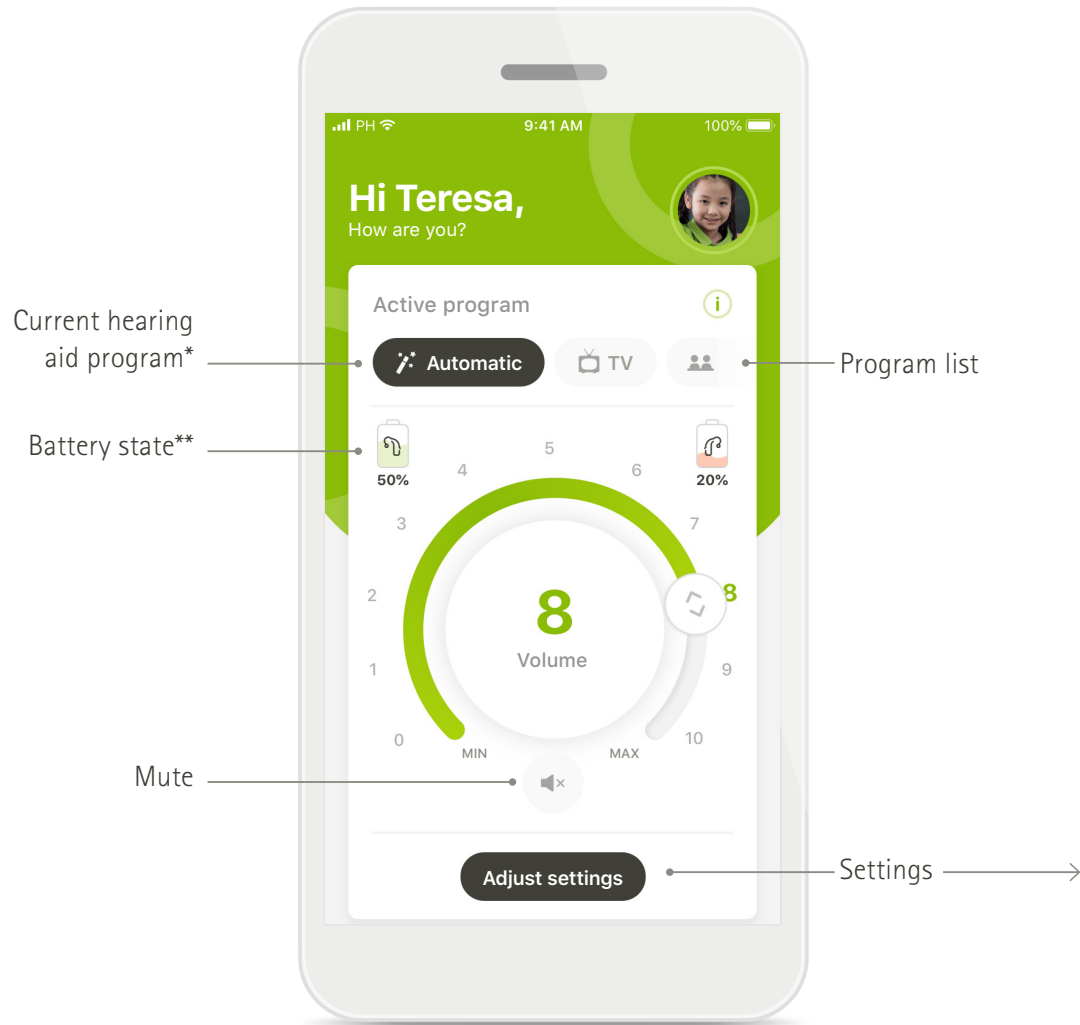
Settings →

Remote Control

← Adjust settings

Noise reduction
Want to reduce background noise?

0 1 2 3 **4** 5 6 7 8 9 10

Speech focus
To hear people better

0 1 2 3 **4** 5 6 7 8 9 10

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.

Instructions

Sound modifier

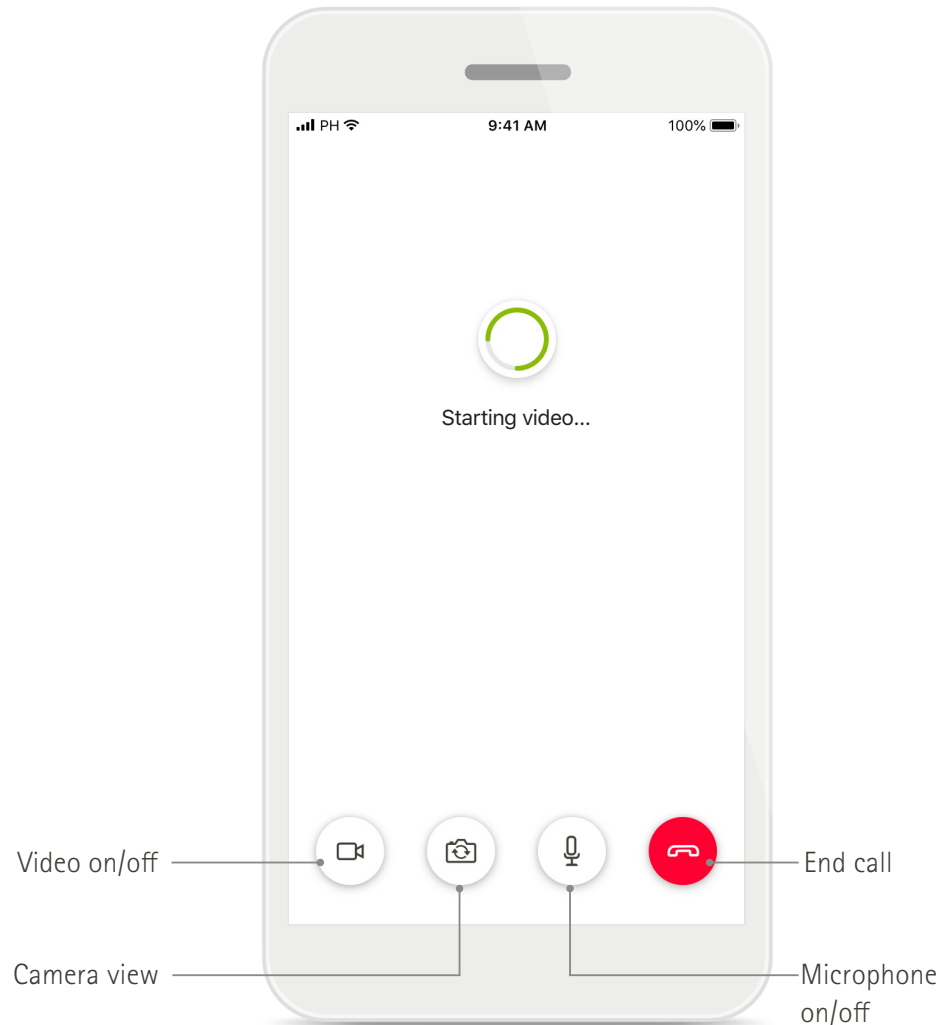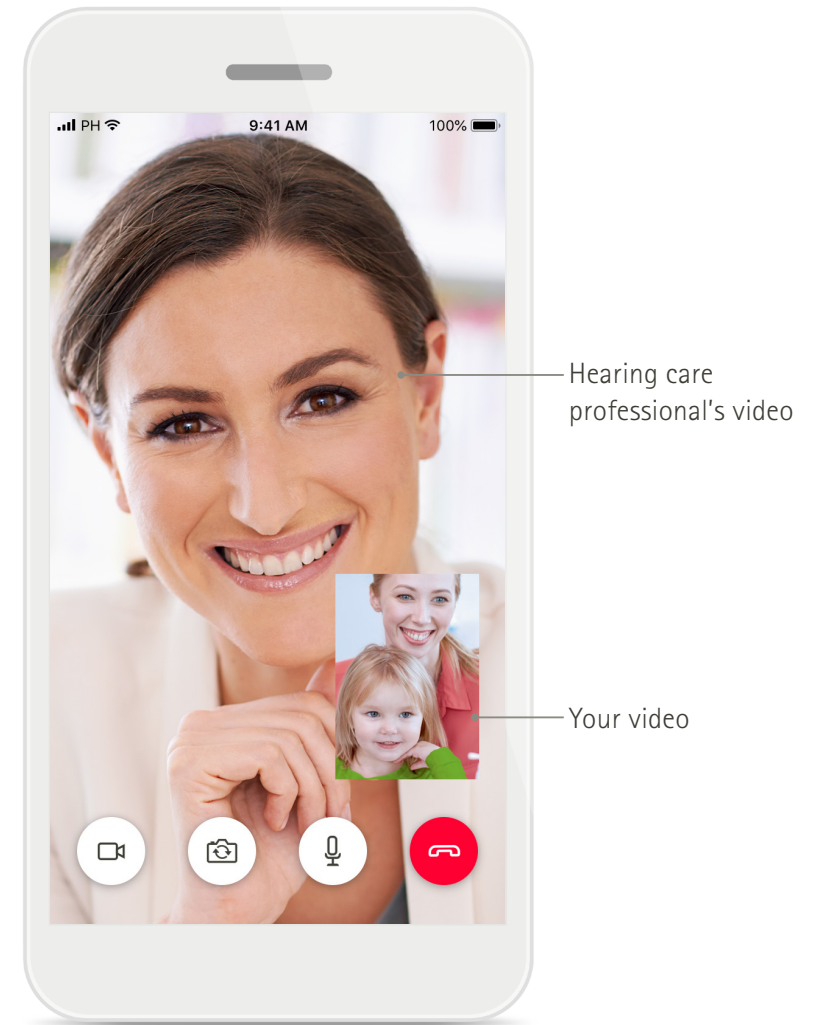Sound modifier

Adjust settings

* AutoSense™ Sky OS for Sky hearing aids. AutoSense™ OS for Bolero, Naída and Audéo hearing aids.

**Only available for rechargeable hearing aids

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Quick overview – Remote Support*

Video on/off

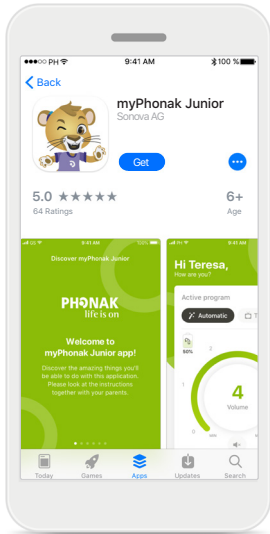Camera view

Starting video...

Microphone on/off

End call

Remote Support call

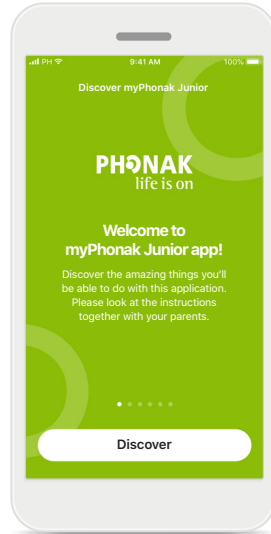Hearing care professional's video

Your video

Remote Support call

Installing the myPhonak Junior app

- Connect your smartphone to the internet via WiFi or cellular data
- Turn on your smartphone's Bluetooth

Download myPhonak Junior app
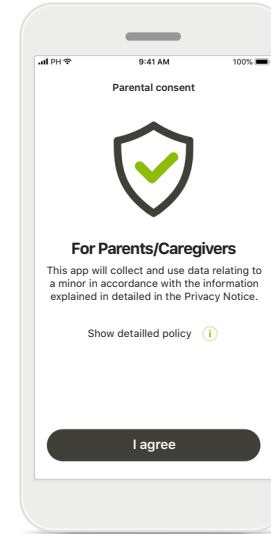Download the app from the store. After installation open myPhonak Junior

Open myPhonak Junior
Open the app and click on **Discover**.

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

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.
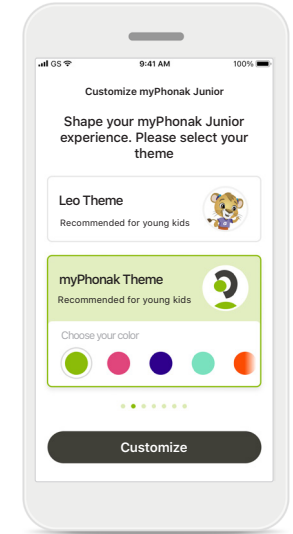
Select a theme
Parents, caregivers or users of the app can select from a 'Leo' or 'myPhonak' theme. Both themes have the same app functionality. The theme can be chosen during on-boarding or in My Profile.

*Only available in certain countries. Check with your local hearing care professionals to see if this service is available

Pairing with compatible hearing aids*

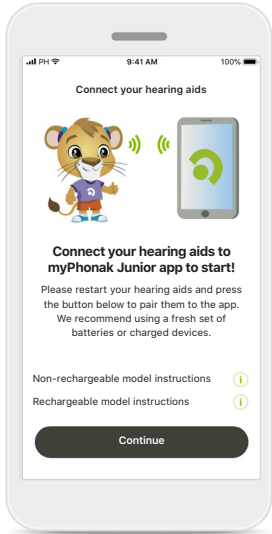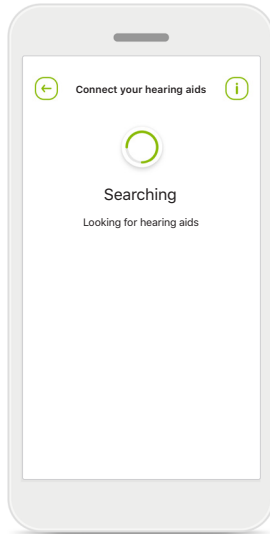To connect Bluetooth enabled hearing aids with the myPhonak Junior, please follow the instructions below.**

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

Searching
The app is searching for compatible hearing aids and will display them once they are detected. This may take a few minutes.
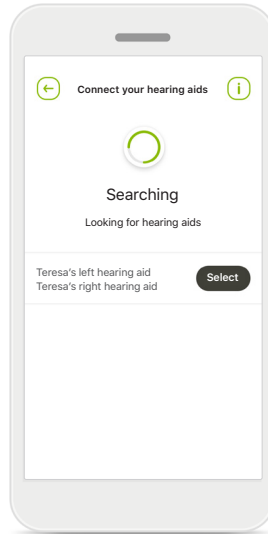
Selecting
Tap Select when your hearing aids appear in the list.
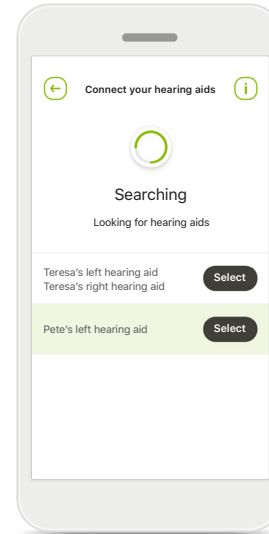
Multiple
If multiple hearing aids are detected, they will be displayed accordingly. To highlight your hearing aid, please push the button on your hearing aid.
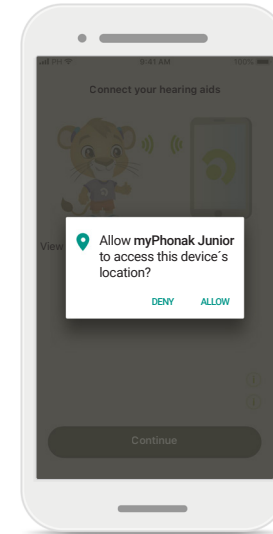
Location
On Android devices, you must enable location services when pairing Bluetooth devices for the first time. After the initial setup you can disable the location services again.

*Compatible with Sky M, Sky Link M, Naida M, Bolero M, Audéo M, Naida P and Audéo P.

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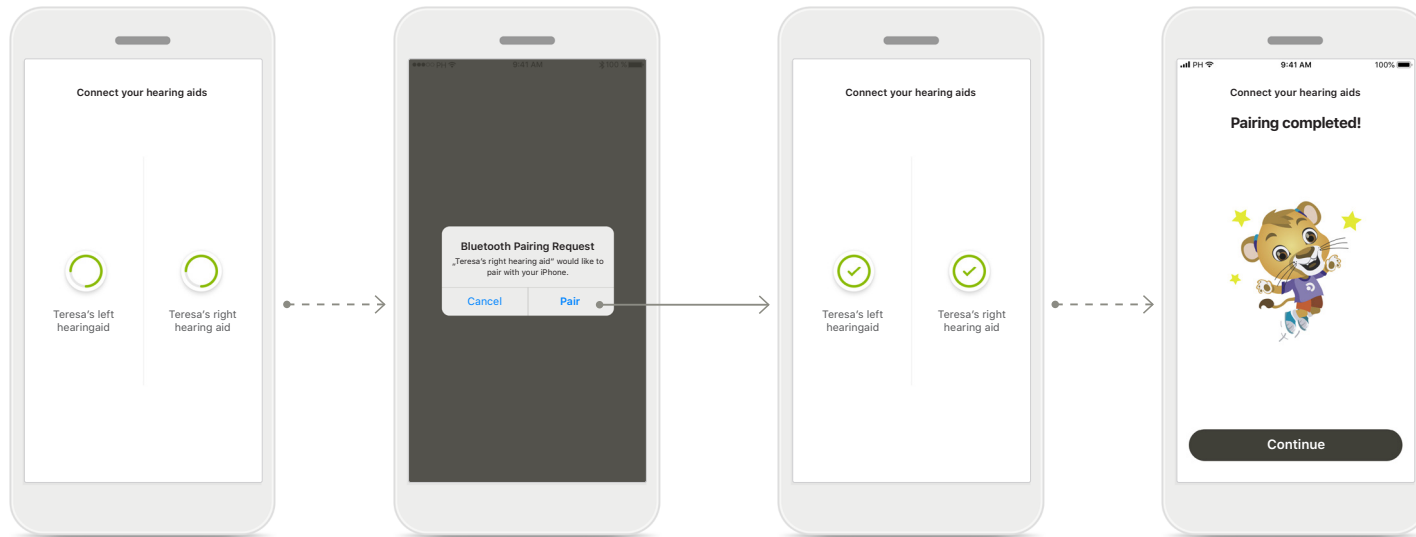
Pairing the hearing aids
The app will connect to each hearing aid separately.

Confirm for all hearing aids
When requested, confirm pairing by tapping Pair in the popup for each device separately.

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

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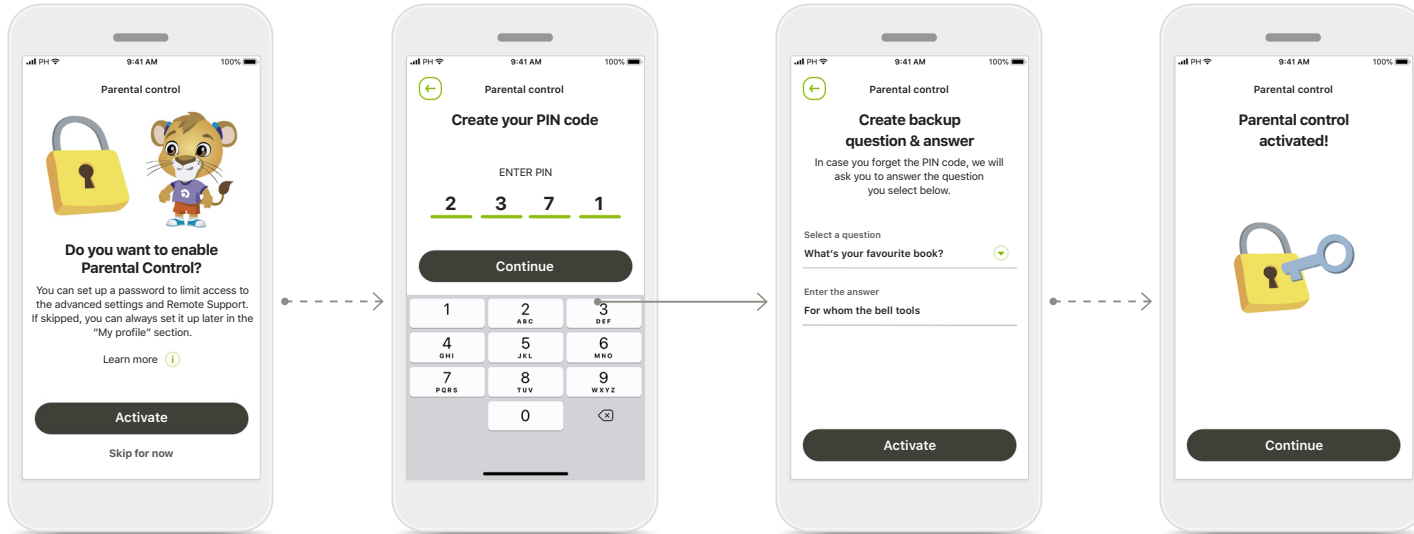You are now ready to use all compatible functionalities in the app. Tap Continue to access the main screen.

*Compatible with Sky M, Sky Link M, Naida M, Bolero M, Audéo M, Naida P, Audéo P, Sky L, Naída L and Audéo L.

Parental Control

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

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

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.

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.

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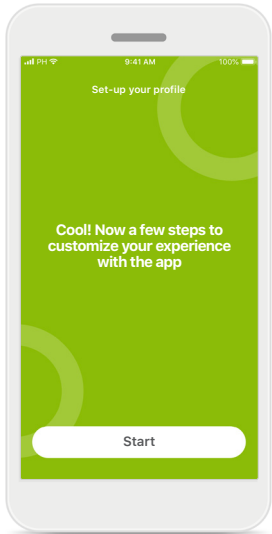
Start customization
You can start customization either during on-boarding or later on in the Your profile section ot the home screen.
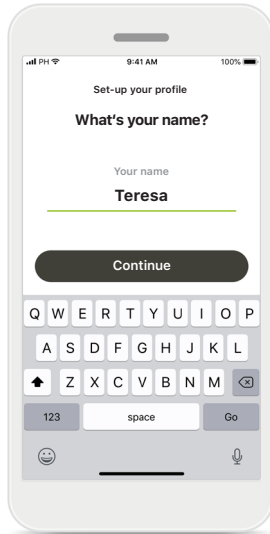
User profile name
Choose a user name.
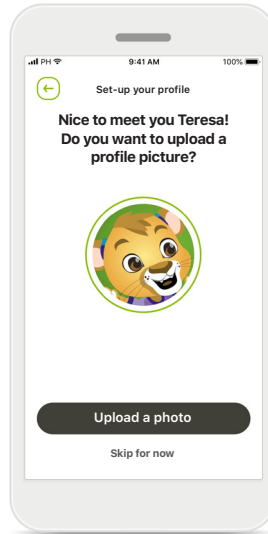
User profile picture
Choose a profile picture. This can be skipped and set up later on in Your profile section.
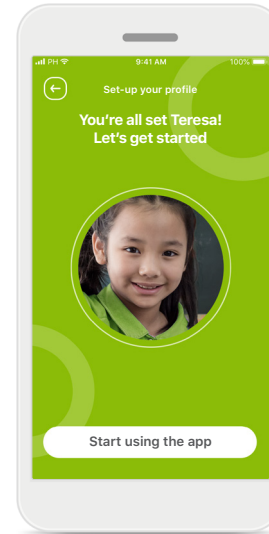
Further options
Other customization options include changing the background color theme of the app, and changing the color of the virtual hearing aids and earhook.

Troubleshooting the pairing

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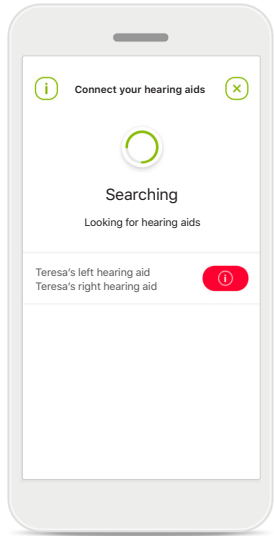
Incompatible devices
The app cannot connect to the devices because they are not compatible.
Please contact your hearing care professional for further information.
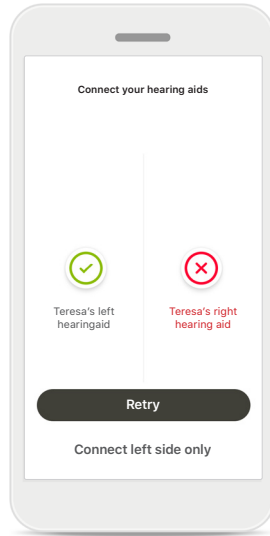
Hearing aid connection error
If the pairing to one of the hearing aids fails, you can either:
1. Tap Retry to restart the pairing process.
2. Continue with only one of the two hearing aids.
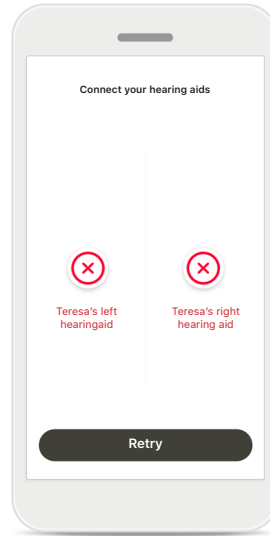
Connection fails to both
Tap Retry to restart the pairing process and follow the instructions.

Remote Control main view

Functionalities available for all hearing aids.
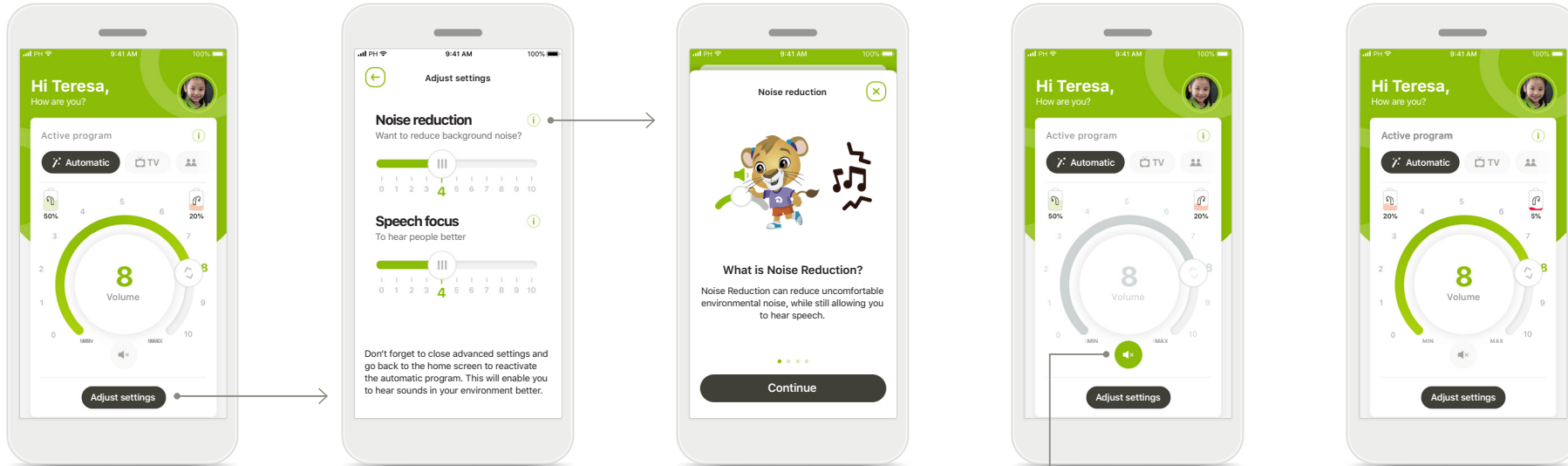
Adjust hearing aid volume
Move the wheel slider to change the volume.

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

Information
You can access more information about various features by pressing the (i) icon.

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

Battery level low
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.
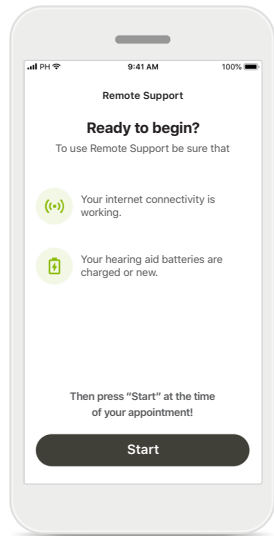
Start the Remote Support session
At the time of the appointment, open myPhonak Junior and tap on **Start** to let your hearing care professional know that you are ready for your Phonak Remote Support appointment.
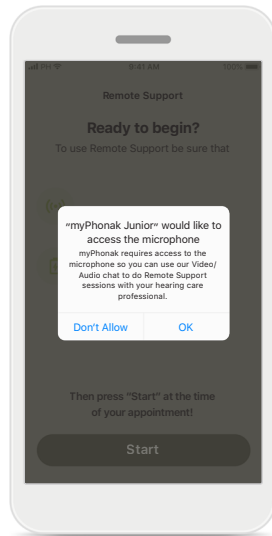
Access to camera and microphone
Tap on **OK** to allow myPhonak Junior to access your camera and microphone.
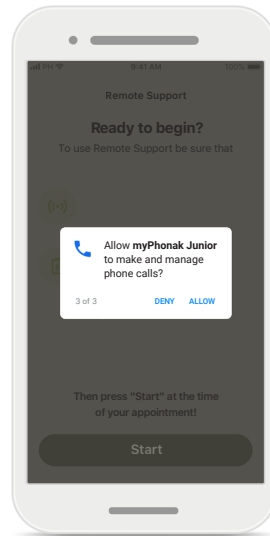
Access to myPhonak calls
If you have an Android smartphone tap on **ALLOW** to give myPhonak Junior permission to make and manage phone calls.
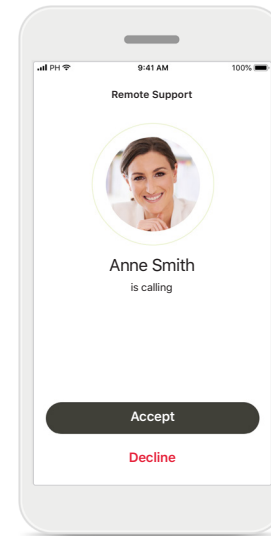
Accept video calls
The app will connect you to a hearing care professional. Tap on **Accept** to accept the call from your hearing care professional.

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.
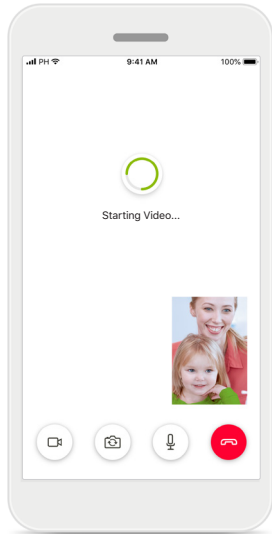
Starting video call
After a few seconds the video image is set up and you can see your hearing care professional.
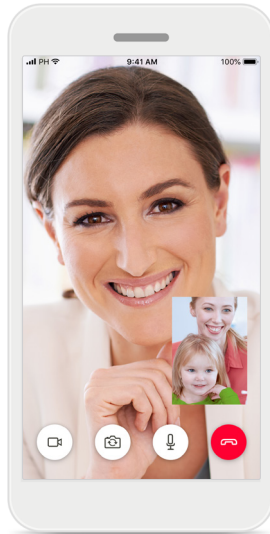
Ongoing call
You are now connected to your hearing care professional.
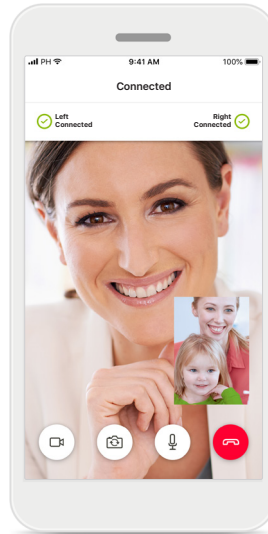
Connected hearing aids
If your hearing care professional needs to connect to your hearing aids, this can be done remotely using your smartphone. Your hearing care professional will let you know when he or she connects to your hearing aids.
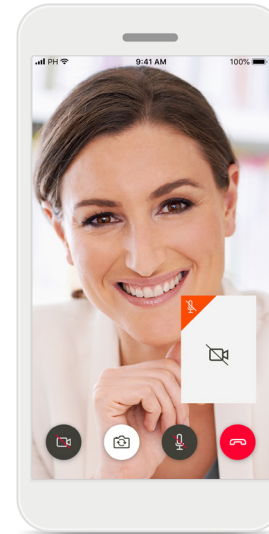
No video
If you wish to hide your video you can disable the video with a click of a button.
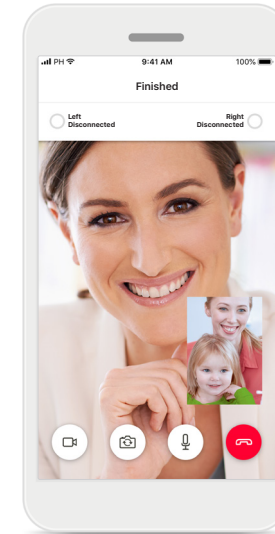
New settings saved
Your hearing aids will mute briefly during the connection process and while settings are being saved to your hearing aids. You will be able to see the status on your screen.

My Hearing Aids

Functionalities which are dependent on how the hearing aids were programmed and which wireless accessories you have.
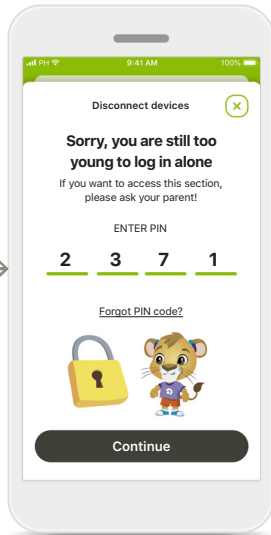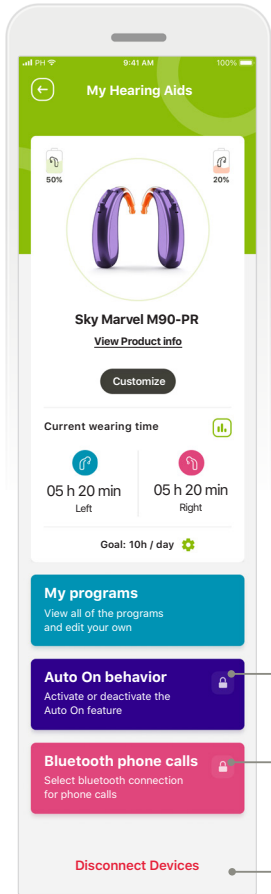
Parental Lock
Parental control can protect small children against disconnecting their hearing devices by mistake.
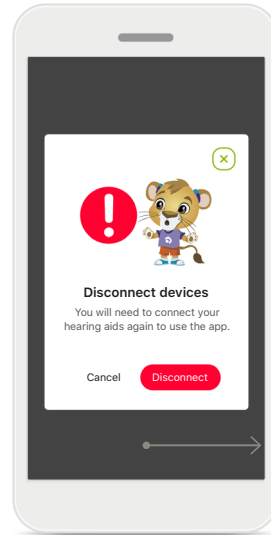
Disconnect devices
You can remove your hearing aids by pressing **Disconnect**.
Please note that by doing so you will need to pair your hearing aids again in order to use the app.
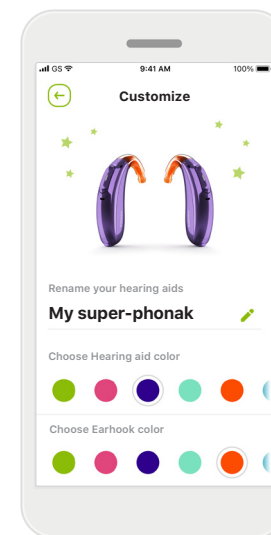
Customization*
The color of the hearing aid, ear-hook, and the device name displayed in the app can be changed
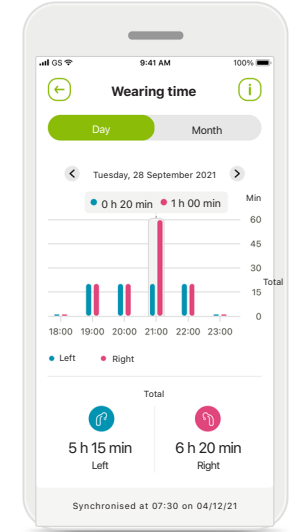
Wearing time*
Wearing time gives and overview of how long each hearing aid is used on a daily and monthly basis. Hearing aids with rechargeable batteries will provide the most wearing time information.

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.

*Only available in specific hearing aids

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Important safety information

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

Intended use:
Intended use of the app is to select, adjust and save existing hearing aid functions, access of status information and communication between the End User and Hearing Care Professional, wirelessly in a visualized way.

Intended patient population:
The intended patient population for this solution are End Users (lay persons) who value convenience such as being able to have their hearing aids optimized in their relevant and real-world situations, and have the flexibility in not coming to the clinic for adjustments, and want to be engaged in sharing their experiences.
• Target Profile:
See page 2 for more detailed information

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/support 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 the 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.

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.

Important safety information

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

Indications
Please note, indications are not derived from the mobile app, but from compatible hearing aids. General clinical indications for the use of hearing aids and Tinnitus Balance are:
- Presence of a hearing loss
  - Unilateral or bilateral
  - Conductive, sensorineural or mixed
  - Mild to profound
- Presence of chronic tinnitus (only for hearing aids which offer Tinnitus Balance)

Contraindications
Please note, contraindications are not derived from the mobile app, but from compatible hearing aids. General clinical contraindications for the use of hearing aids and Tinnitus Balance are:
- Hearing loss is not in the fitting range of the hearing aid (i.e. gain, frequency response)
- Acute tinnitus
- Deformity of the ear (i.e. closed ear canal, absence of the auricle)
- Neural hearing loss (retro-cochlear pathologies such as absent/non-viable auditory nerve)

The primary criteria for the referral of a patient for a medical or other specialist opinion and/or treatment are as follows:
- Visible congenital or traumatic deformity of the ear History of active drainage from the ear in the previous 90 days
- History of sudden or rapidly progressive hearing loss in one or both ears within the previous 90 days
- Acute or chronic dizziness
- Audiometric air-bone gap equal to or greater than 15 dB at 500 Hz, 1000 Hz and 2000 Hz
- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal
- Pain or discomfort in the ear

- Abnormal appearance of the eardrum and ear canal such as:
  - Inflammation of the external auditory canal
  - Perforated eardrum
  - Other abnormalities which the HCP believes are of medical concern

The HCP may decide that referral is not appropriate or in the best interests of the patient when the following applies:
- When there is sufficient evidence that the condition has been fully investigated by a medical specialist and any possible treatment has been provided.
- The condition has not worsened or changed significantly since the previous investigation and/or treatment
- If the patient has given their informed and competent decision not to accept advice to seek a medical opinion, it is permissible to proceed to recommend appropriate hearing aid systems subject to the following considerations:
  - The recommendation will not have any adverse effects on the patient's health or general wellbeing
  - The records confirm that all necessary considerations about the patient's best interests have been made. If legally required, the patient has signed a disclaimer to confirm that the referral advice has not been accepted and that it is an informed decision.

Important safety information

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

Limit of use
The app usage is limited to the capabilities of the compatible device/devices.

Side effects
Please note, side effects are not derived from the mobile app, but from compatible hearing aids. Physiological side effects of hearing aids, such as tinnitus, dizziness, cerumen build up, too much pressure, sweating or moisture, blisters, itching and/or rashes, plugged or fullness and their consequences like headache and/or ear pain, may be resolved or reduced by your hearing care professional. Conventional hearing aids have the potential to expose patients to higher levels of sound exposure, which might result in threshold shifts in the frequency range affected by acoustic trauma.

Benefit
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. Describe compatible hearing aids, list platform, for form factors: state all formfactors

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

Important safety information

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

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

⚠️ The decrease of amplification of increase of noise canceler may reduce the audibility of warning or safety relevant signals. This could result in hazardous situations.

ⓘ To obtain a free paper copy of the instructions of use, please contact your local Sonova representative. A copy will be sent within 7 days.

ⓘ If the hearing aids do not respond to the device because of an unusual field disturbance, move away from the disturbing field.

ⓘ If the hearing aids do not respond, please check if the hearing aids are switched on and the battery is not empty.

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

Symbol explanation

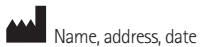|	
♻	This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.
⚠	This symbol indicates that it is important for the user to pay attention to the relevant warning notices in this user guide.
ⓘ	Important information for handling and product safety.
CE 0459	With the CE symbol, Sonova AG confirms that this Phonak product meets the requirements of the Medical Devices Directive 93/42/EEC. CE mark applied 2021. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.
EC REP	Indicates the Authorized representative in the European Community. The EC 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 phonak.com/junior/userguide website

CE
0459