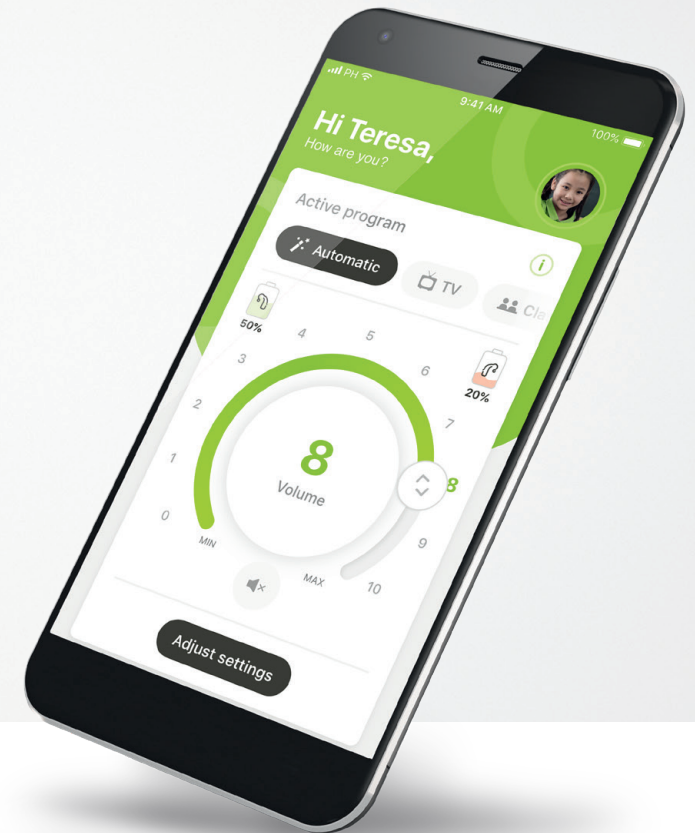


myPhonak Junior 1

User Guide



A Sonova brand

PHONAK
life is on

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 app, 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.



Compatibility information:

For the use of the myPhonak Junior app, 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.

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.

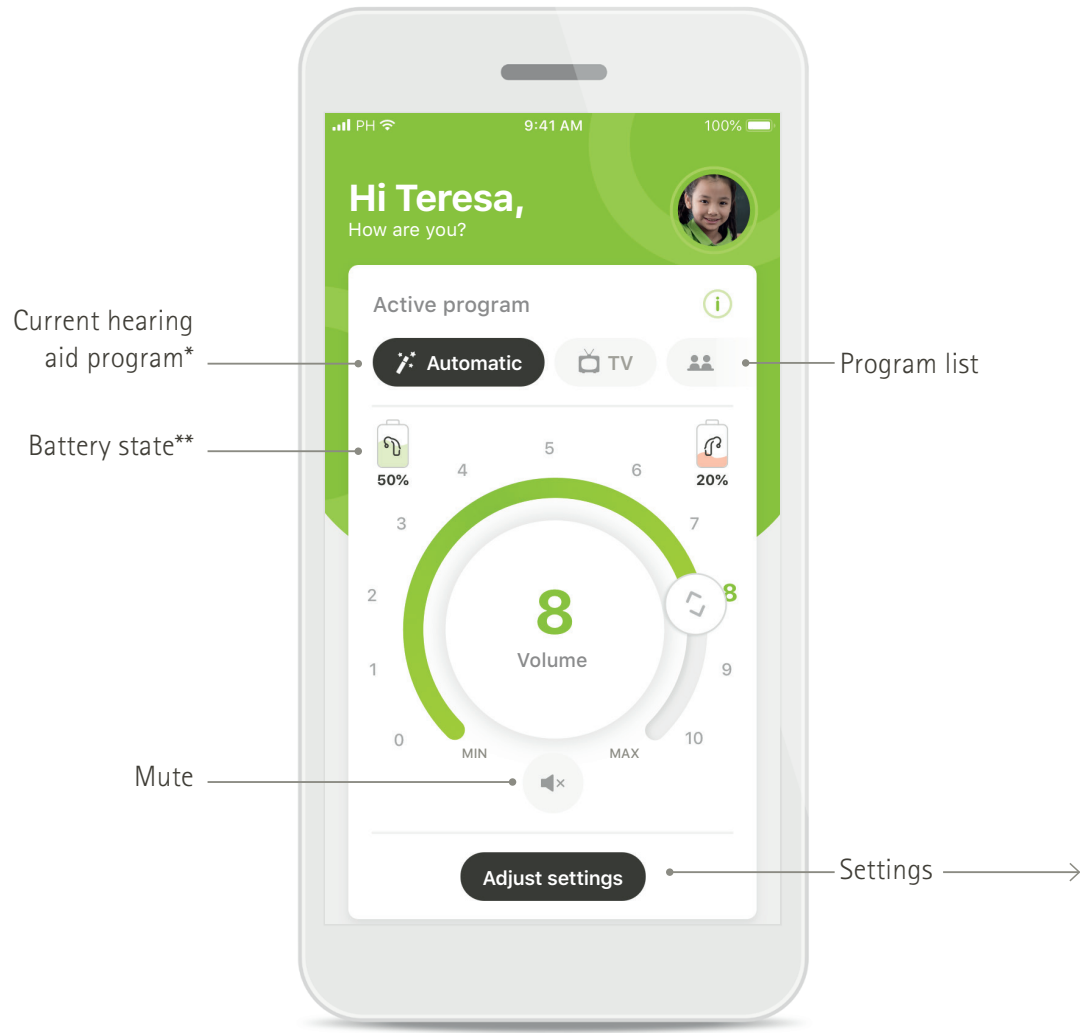
Android is a trademark of Google LLC.

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

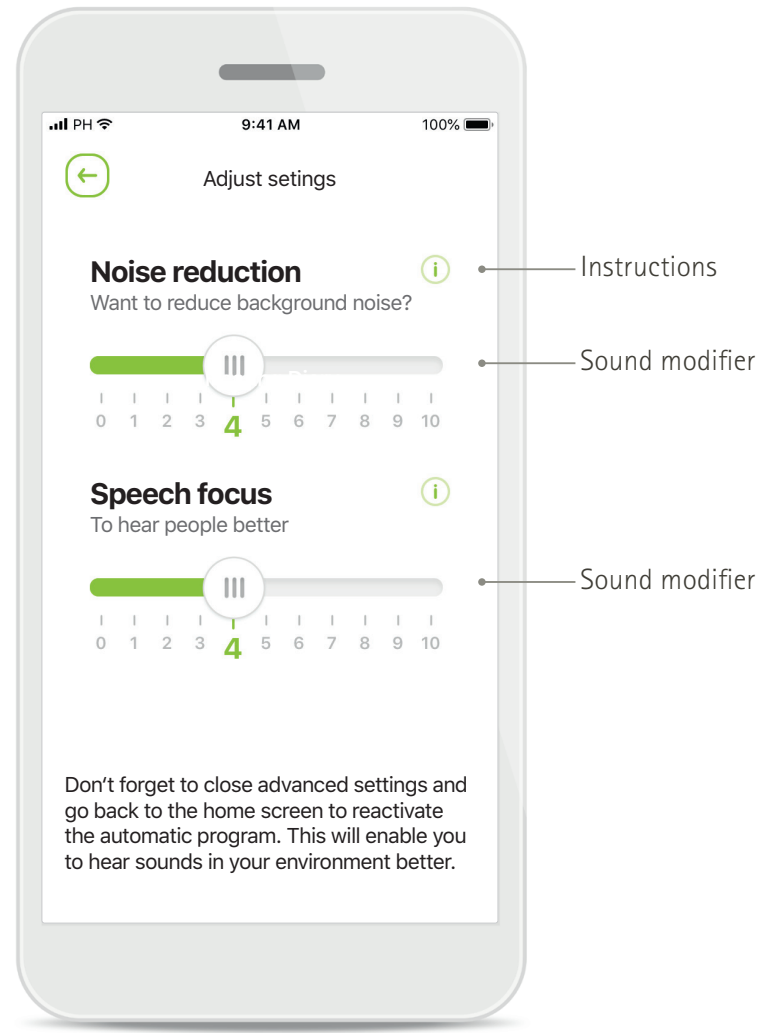
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Quick overview - Remote Control



Remote Control

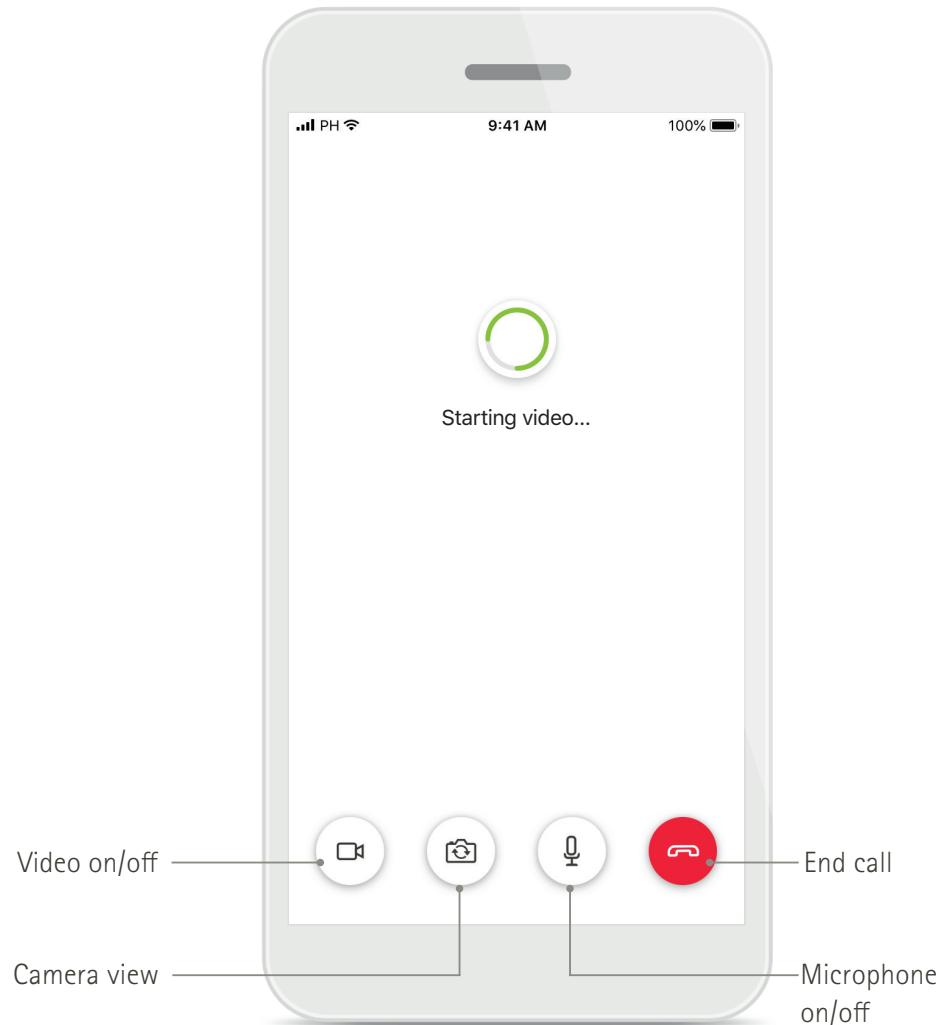


Adjust settings

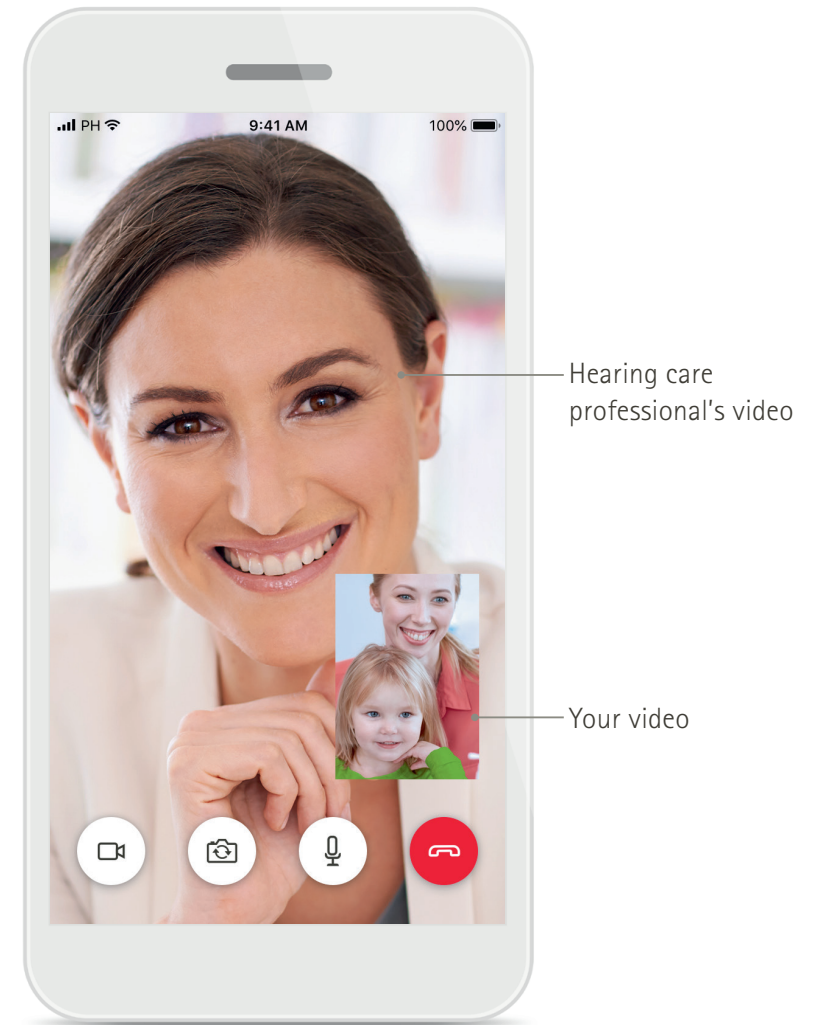
* AutoSense™ Sky OS 3.0 for Sky Marvel hearing aids, AutoSense™ OS 3.0 for Bolero M, Naida M and Bolero M. AutoSense™ OS 4.0 for Naida P and Audéo P.

**Only available for rechargeable hearing aids

Quick overview - Remote Support*



Remote Support call

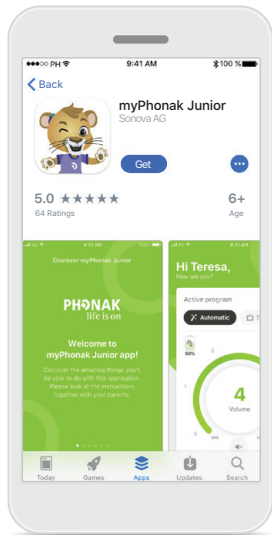


Remote Support call

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

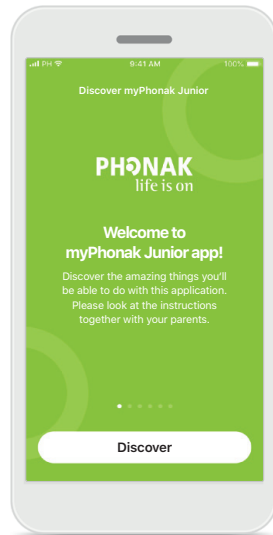
Installing the myPhonak Junior app

- 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 the myPhonak Junior app.



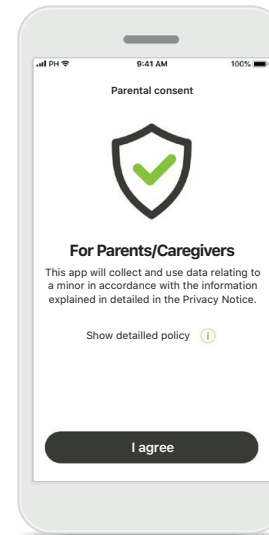
Open myPhonak Junior app

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.

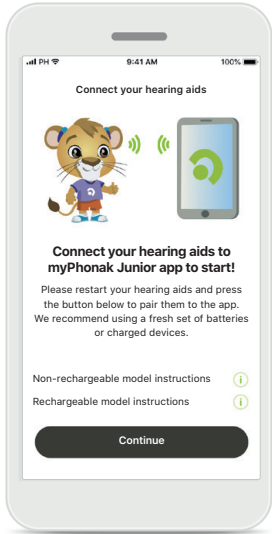


Parental consent

As a parent or caregiver, you need to accept the parental consent in order to use the app. myPhonak Junior app collects and uses data relating to a minor in accordance with the information given in the Privacy Notice.

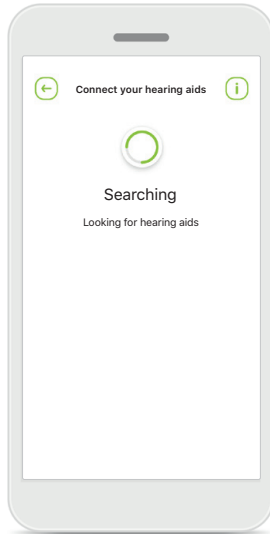
Pairing with compatible hearing aids*

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



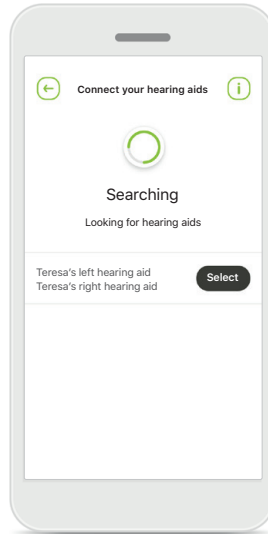
Pairing instructions

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



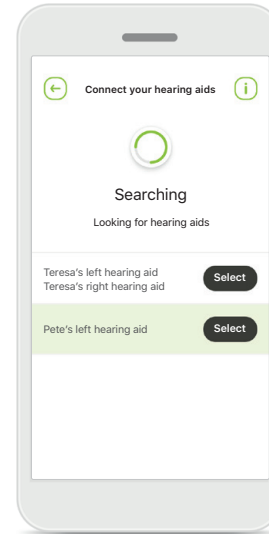
Searching

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



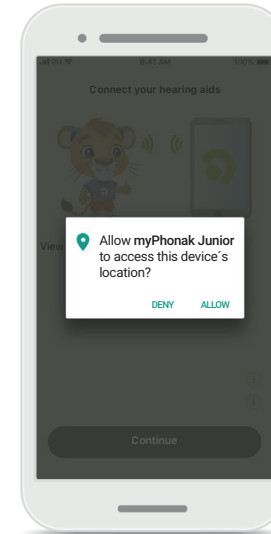
Selecting

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

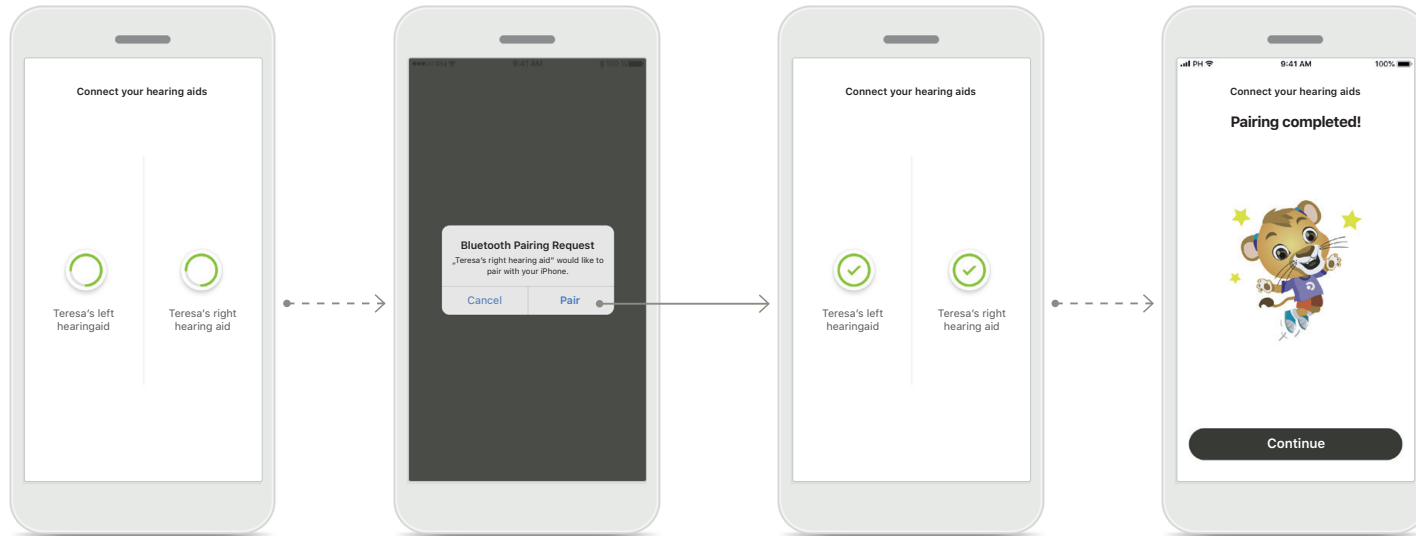
On Android devices, you must enable location services when pairing Bluetooth devices for the first time. After the initial setup you can disable the location services again.

*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 app, please follow the instructions below.



Pairing the hearing aids

The app will connect to each hearing aid separately.

Confirm for all hearing aids

On Apple devices, 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

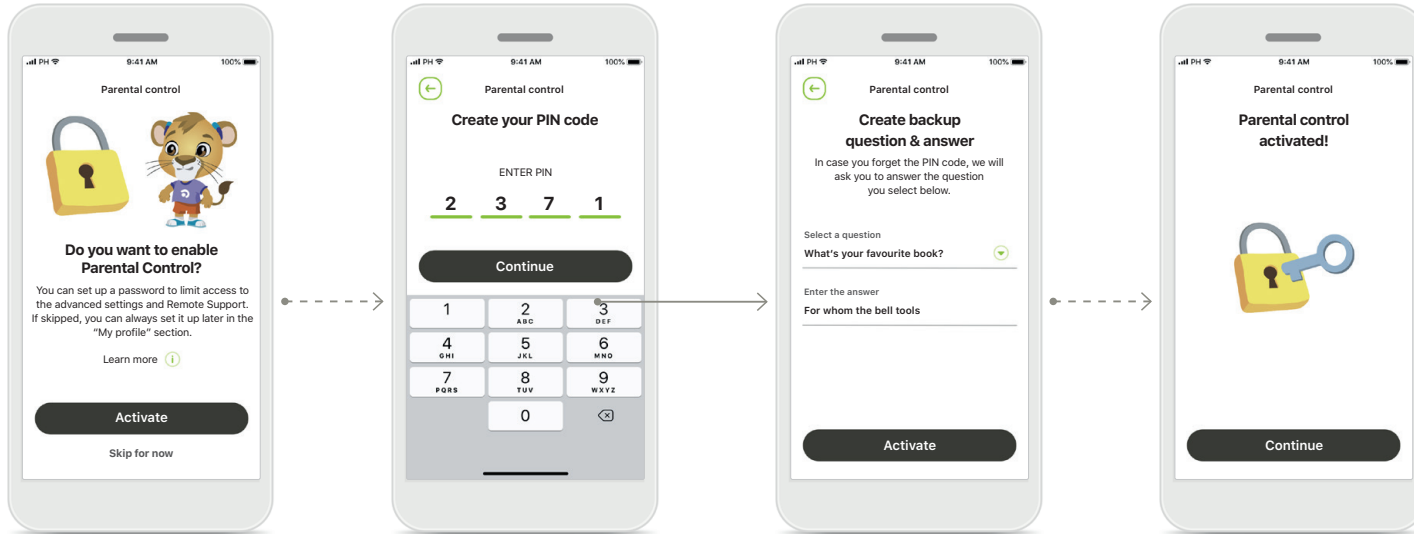
You are now ready to use all compatible functionalities in the app. Tap **Continue** to access the main screen.

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

Parental Control

To activate the parental control with the myPhonak Junior app, 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. 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

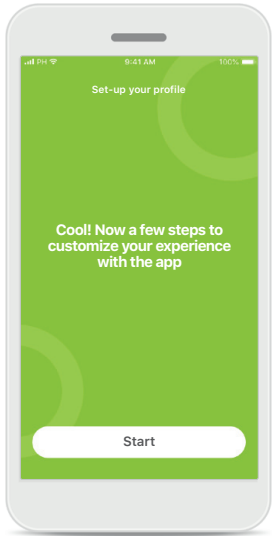
Select a backup question and type the right response. This question is used to access restricted functions, in case you forget your 4 digit PIN code.

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.

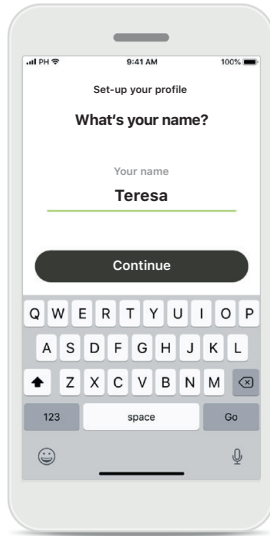
Customization

To use the customization options with the myPhonak Junior app, please follow the instructions below.



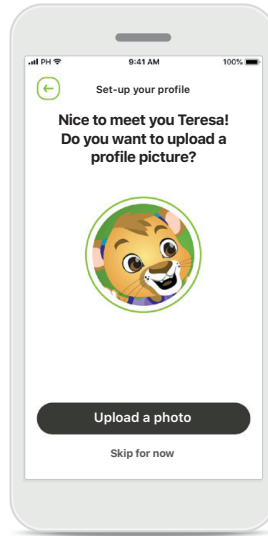
Start customization

You can start customization either during on-boarding or later on from your profile section in the home screen.



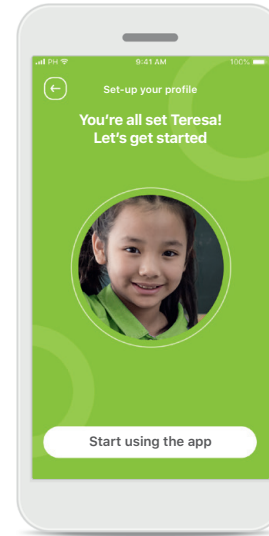
User profile name

Choose a user name.



User profile picture

Choose a profile picture. This can be skipped and set up later in Profile section.



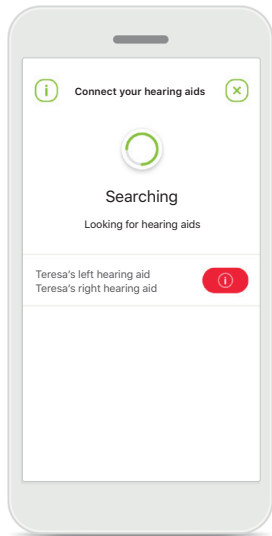
Further options

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.

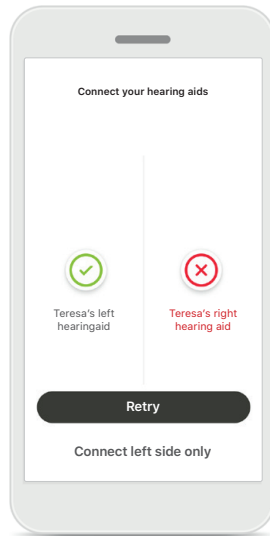
For more troubleshooting information please visit the [Phonak support page](#).



Incompatible devices

The app cannot connect to the devices because they are not compatible.

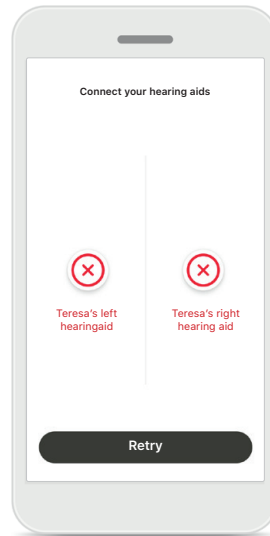
Please contact your hearing care professional for further information.



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.

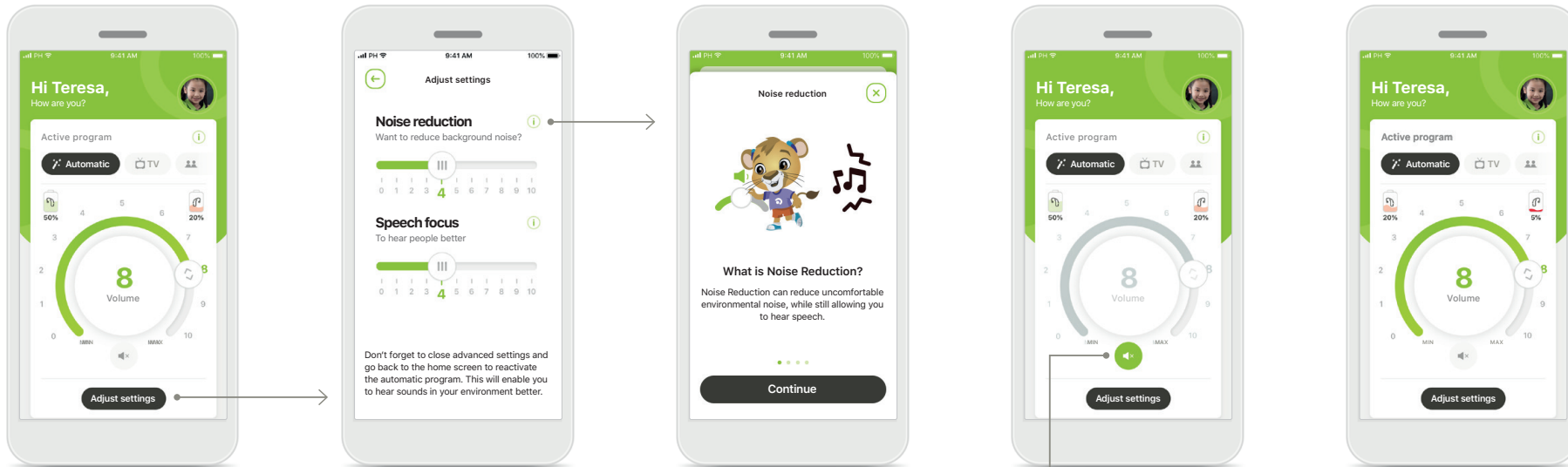


Connection fails to both

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

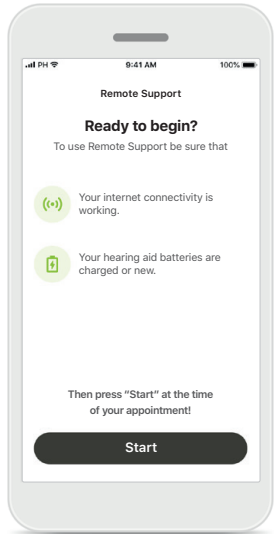
You can mute the hearing aid(s) by pressing the **Mute** icon.

Battery level low

If the battery charge is below 20% the icon turns red. Consider recharging your hearing aids soon.

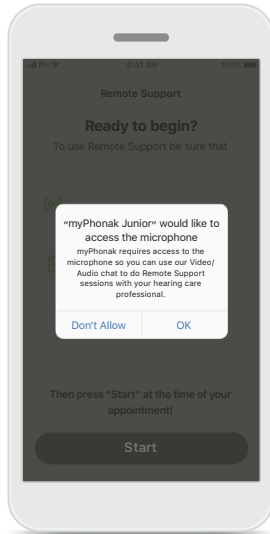
Remote Support session

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.



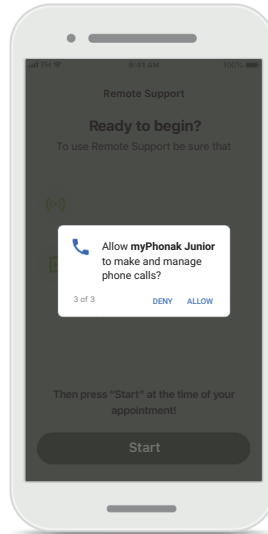
Start the Remote Support session

At the time of the appointment, open the myPhonak Junior app and tap on **Start** to let your hearing care professional know that you are ready for your Phonak Remote Support appointment.



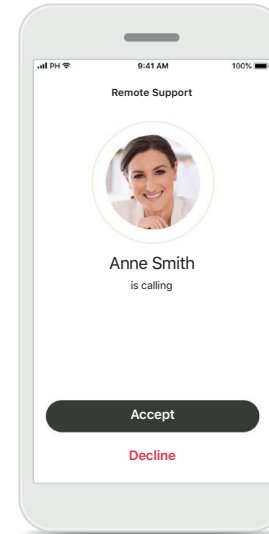
Access to camera and microphone

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



Access to myPhonak calls

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

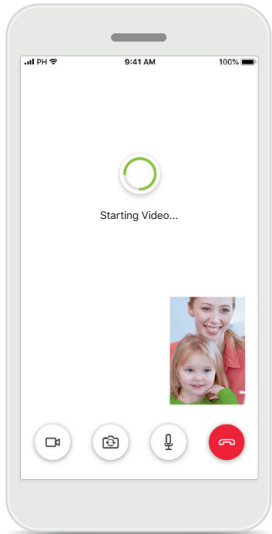


Accept video calls

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

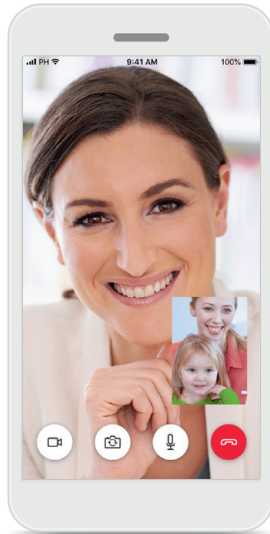
Remote Support session

While in the Remote Support session you can personalize your experience in turning on or off your Video or Audio, if you wish.



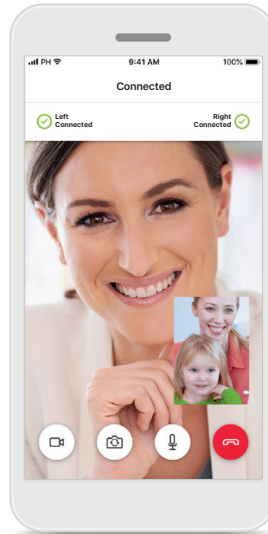
Starting video call

After a few seconds the video image is set up and you can see your hearing care professional.



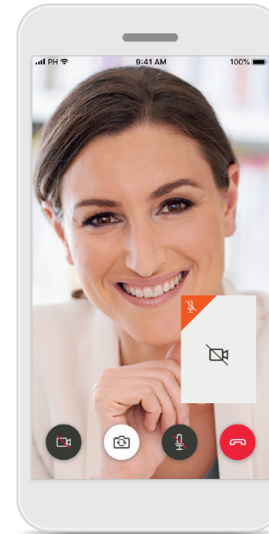
Ongoing call

You are now connected to your hearing care professional.



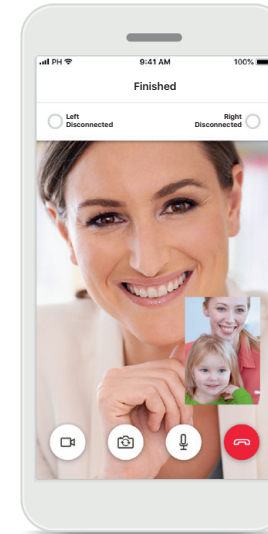
Connected hearing aids

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.

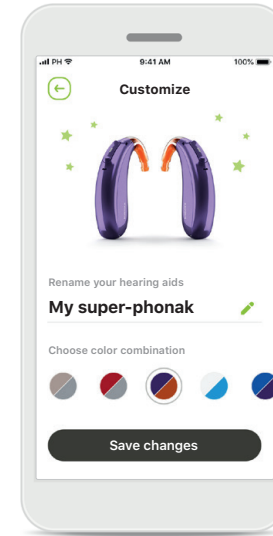
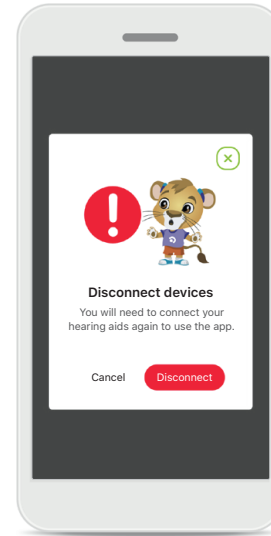
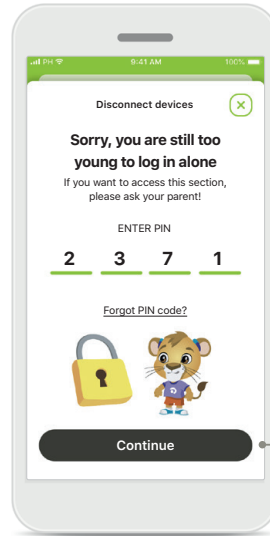
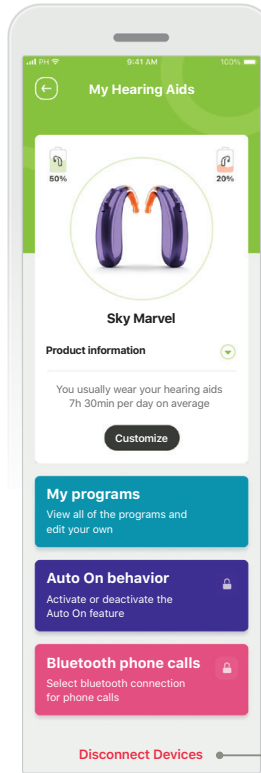
My Hearing Aids

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

My Hearing Aids

The 'My Hearing Aids' screen lists all available settings. It also shows the battery state for rechargeable models. The available settings depend on your device and may include:

- My programs
- Auto On behaviour
- Bluetooth phone call



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 with the earhook and the device name displayed in the app can be changed.

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:

Age 6+

Owner of a smartphone (self or via caregiver)

- User Type:

Pediatrics (school kids, teenagers and caregivers)

- User of a Hearing aid:

First time user and experienced user

- Target market:

International

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/global-locations> 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.

Important safety information

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

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.

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.



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.



Indicates the Authorized representative in the European Community. The EC REP is also the importer to the European Union.



Indicates that the device is a medical device



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



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This user guide is applicable for myPhonak Junior 1.1 and later subversions of myPhonak Junior 1 app.
For prior version of the app user guide please contact your local representative or consult the web site.

