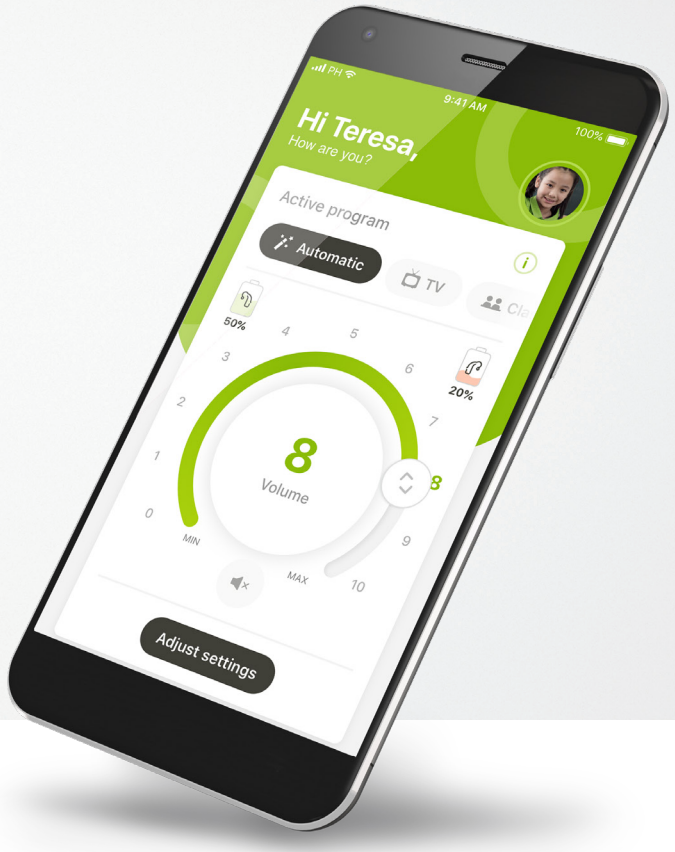
myPhonak Junior 1.0

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.

Intended use
Intended use of the myPhonak Junior app is to select and adjust hearing aid functions, access of status information and communicate between the end user and hearing care professional, wirelessly in a visualized way.

ⓘ 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 13.0 or newer. myPhonak Junior can be used on Google Mobile Services (GMS) certified Android™ devices supporting Bluetooth® 4.2 and Android OS 7.0 and newer.

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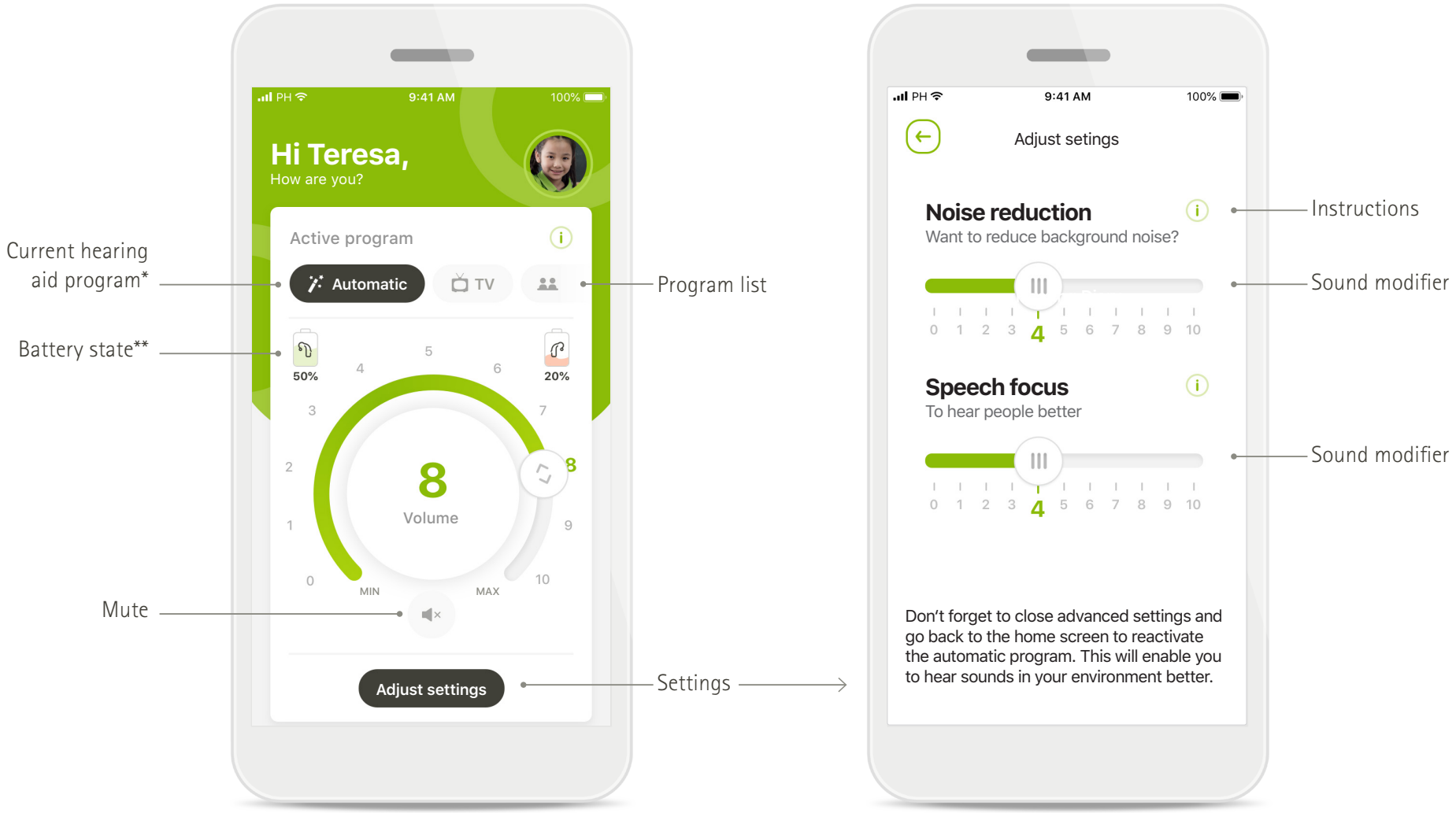
Quick overview - Remote Control

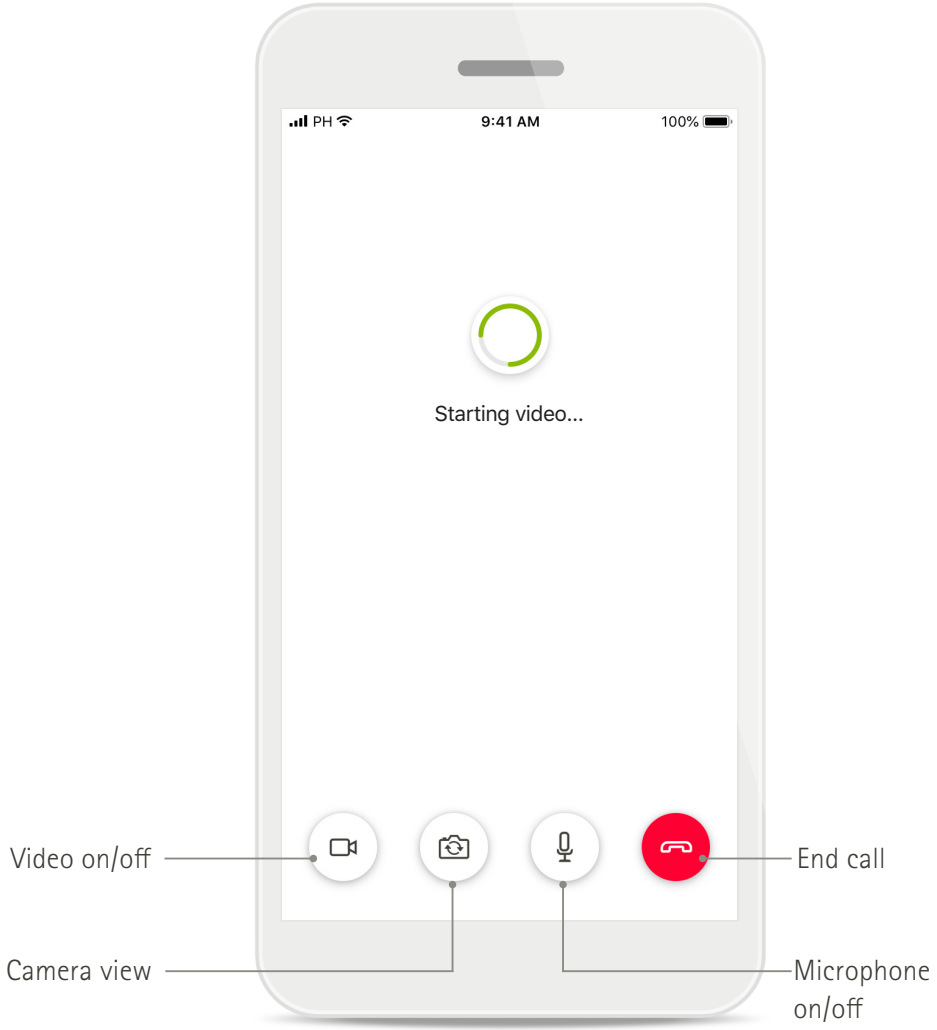


Remote Control **Adjust settings**

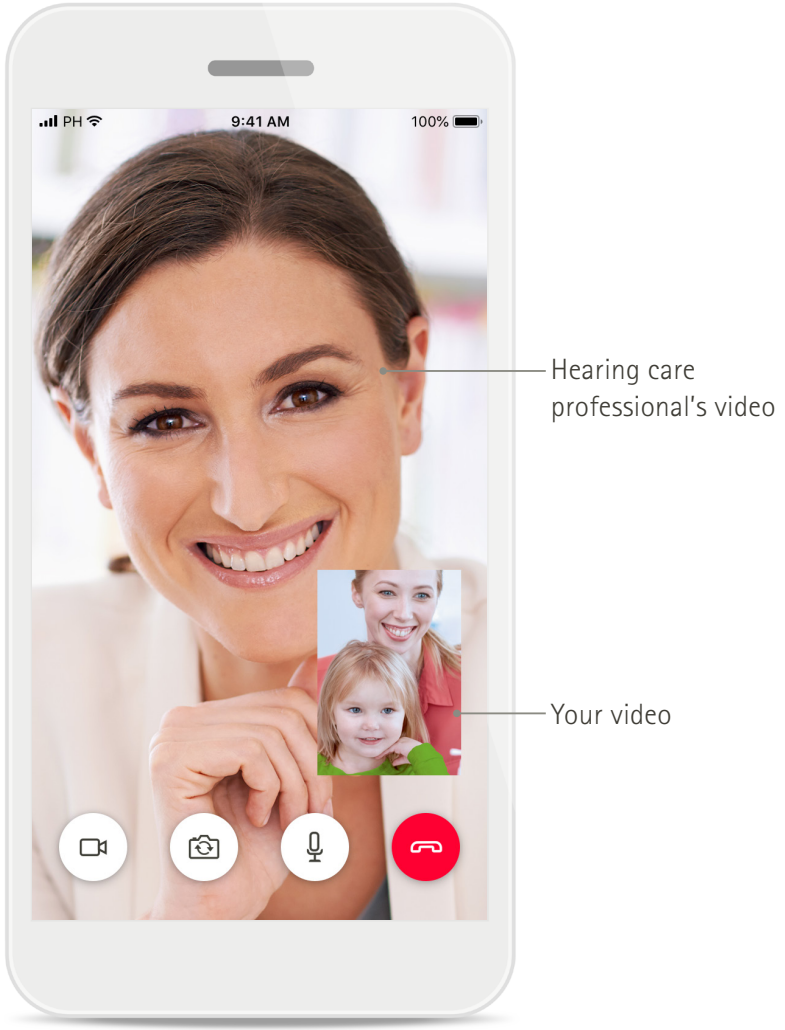
*AutoSense Sky OS 3.0 for Sky Marvel hearing aids, and AutoSense OS™ 4.0 for Naida P-UP hearing aids.

**Only available for rechargeable hearing aids

Quick overview - Remote Support*



Remote Support call

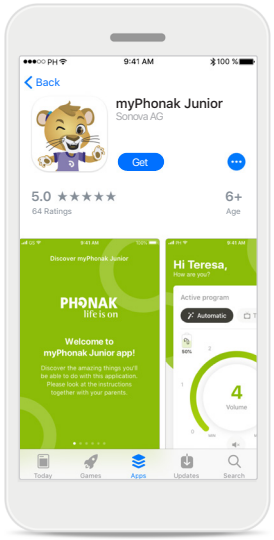


Remote Support call

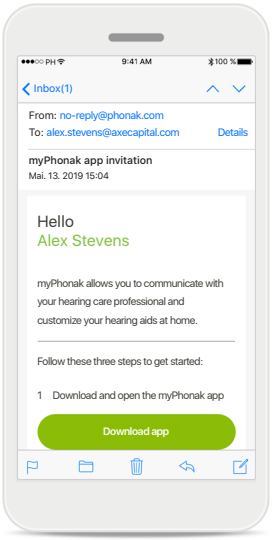
*Only available in certain countries and through selected hearing care professionals

Installing the myPhonak Junior app

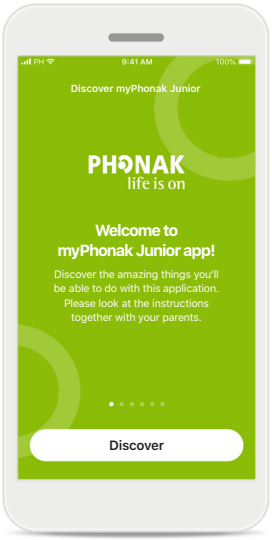
- Connect your smartphone to the internet via WiFi or cellular data
- Turn on your smartphone's Bluetooth
- In certain countries, a myPhonak invitation from your hearing care professional is needed to activate Remote Support.*



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

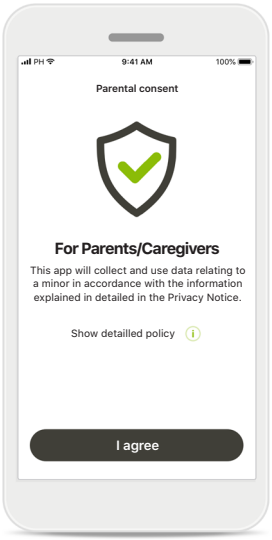


Email invitation**
(Only required in certain countries) Open the email invitation on your mobile phone that you have received from your hearing care professional.



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.



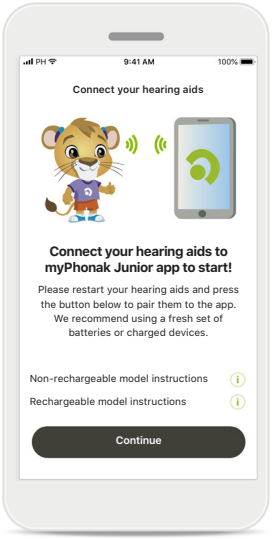
Parental consent
As a parent or caregiver, you need to accept the parental consent in order to use the app. myPhonak Junior app collects and uses data relating to a minor in accordance with the information given in the Privacy Notice.

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

**Applicable only for Remote Support

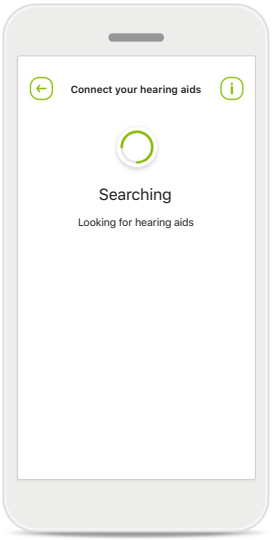
Pairing with compatible hearing aids*

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



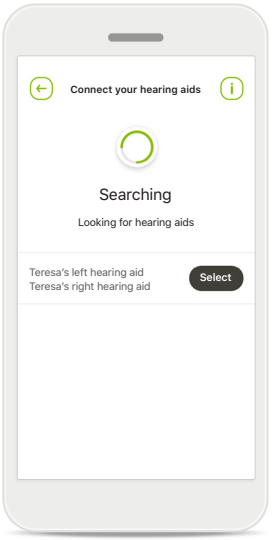
Pairing instructions

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



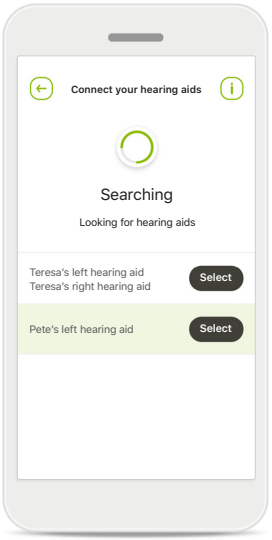
Searching

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



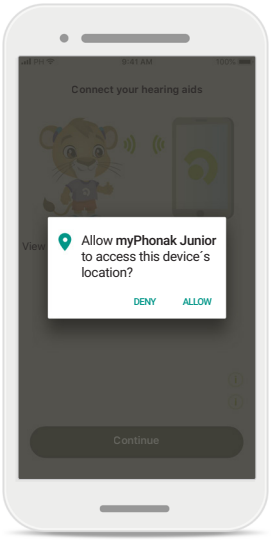
Selecting

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

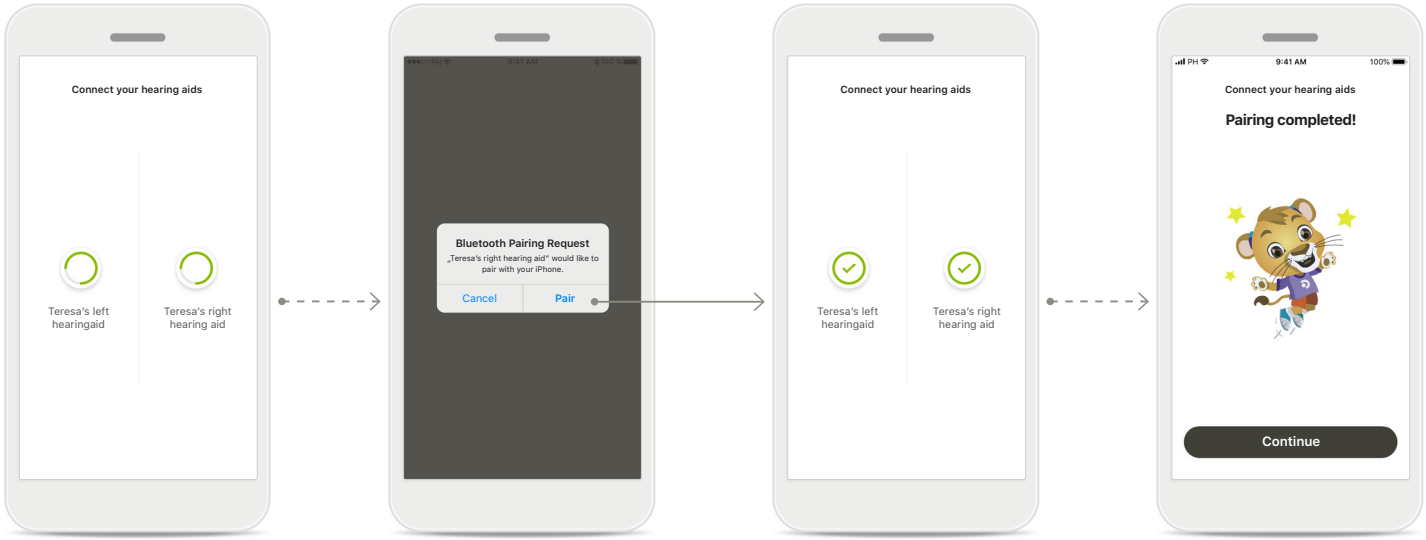
On Android devices, you must enable location services when pairing Bluetooth devices for the first time. After the initial setup you can disable the location services again.

*Compatible with Sky M, Sky Link M and Naída P-UP hearing aids.

**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.

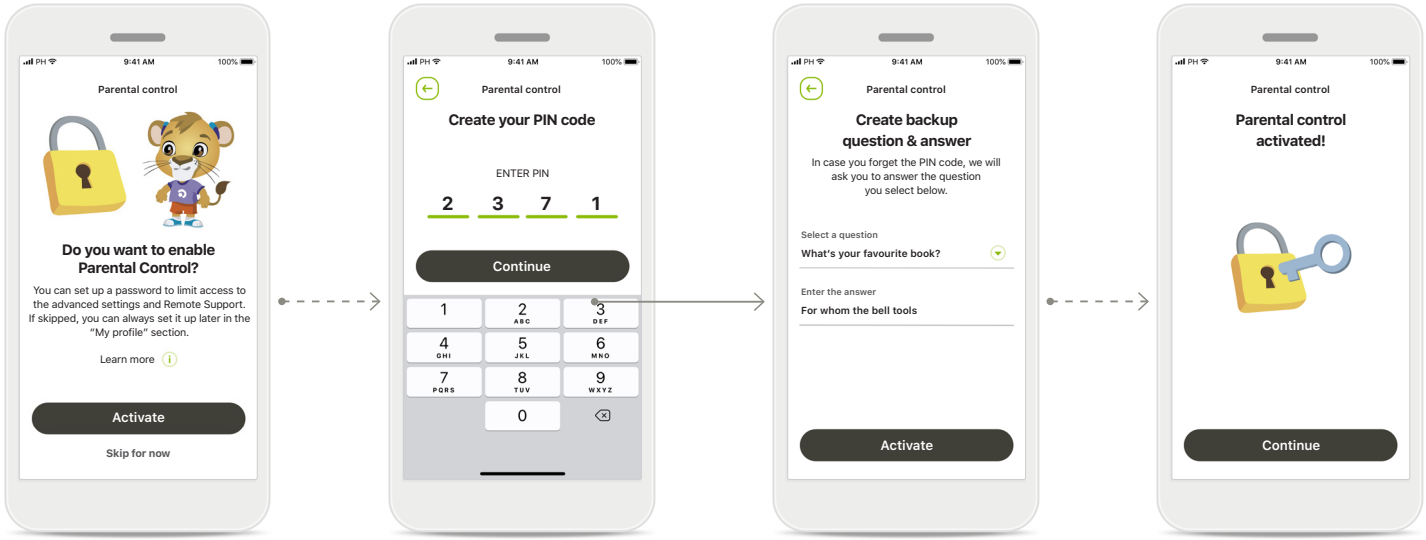
Setup complete
You are now ready to use all compatible functionalities in the app. Tap **Continue** to access the main screen.

*Compatible with Sky M, Sky Link M and Naída P-UP hearing aids.

**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

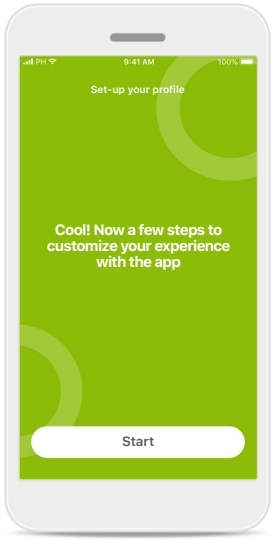
Select a backup question and type the right response. This question is used to access restricted functions, in case you forget your 4 digit PIN code.

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.

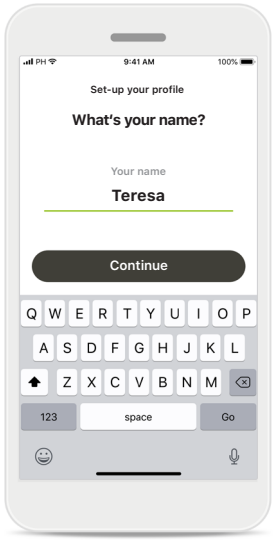
Customization

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



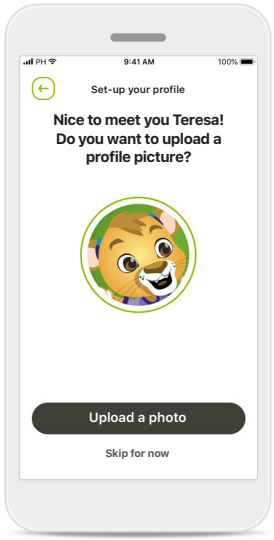
Start customization

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



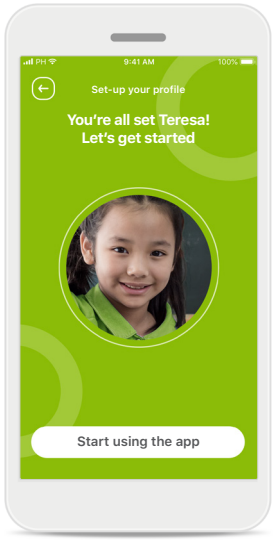
User profile name

Choose a user name.



User profile picture

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

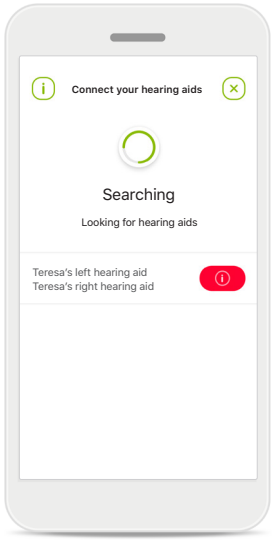


Further options

Other customization options include changing the background color theme of the app, and changing the color of the virtual hearing aids and earhook.

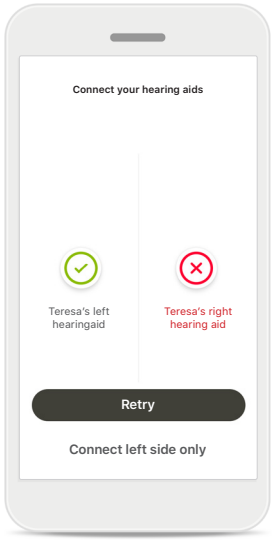
Troubleshooting the pairing

Possible errors during the setup process.
For more troubleshooting information please visit the Phonak support page.



Incompatible devices

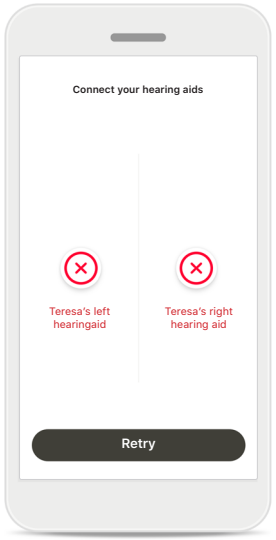
The app cannot connect to the devices because they are not compatible.
Please contact your hearing care professional for further information.



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.

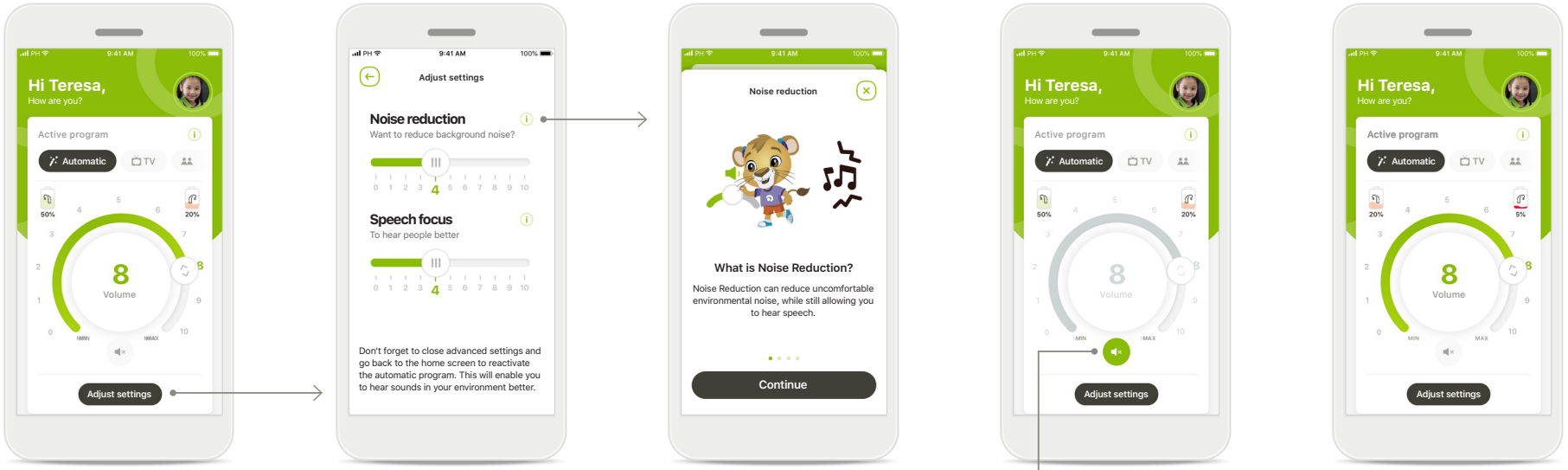


Connection fails to both

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.

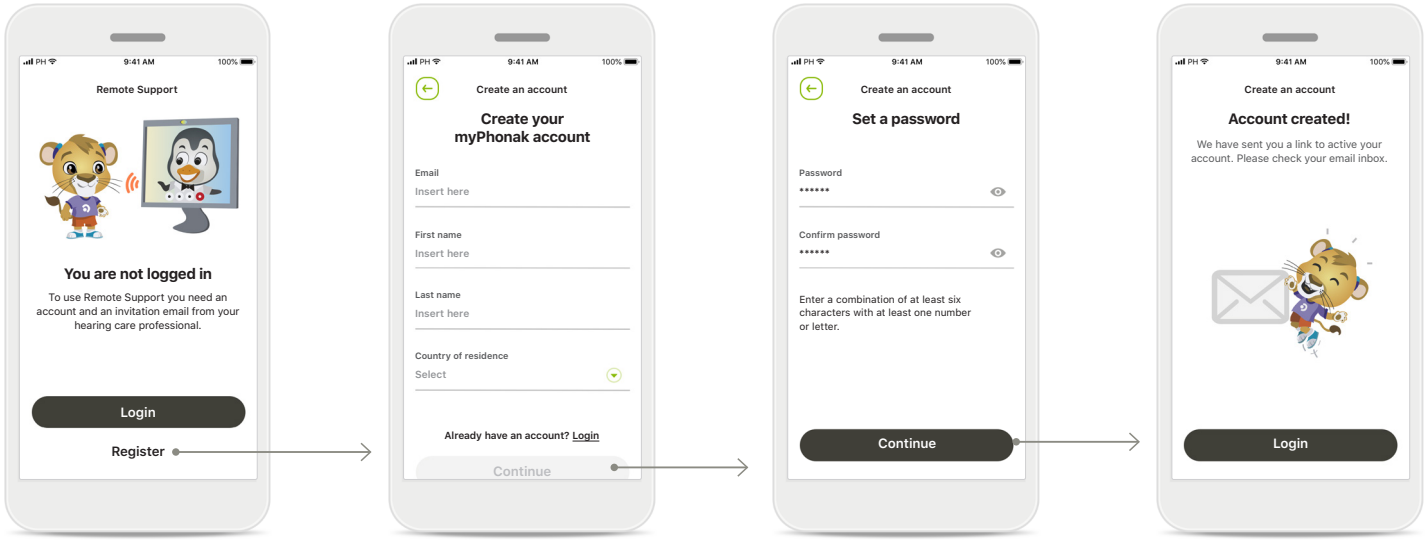
Mute
You can mute the hearing aid(s) by pressing the Mute icon.

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

Setting up an account with myPhonak*

(Only needed in certain countries)

To use Remote Support you will need to use your myPhonak account and have an invitation from your hearing care professional. Please note that these services are only available in certain countries and through selected hearing care professionals.



Start

To use certain features like Remote Support, login to your myPhonak account. To create a new account, tap **Register**.

Create your account

Complete all fields to create your account. When finished, tap **Continue**.

Set your password

Create a password. The password should be a minimum of six characters long containing a least one number or letter. When completed, tap **Continue** to set up your account. The app will connect to the internet to set up your account. This may take a few seconds.

Account created

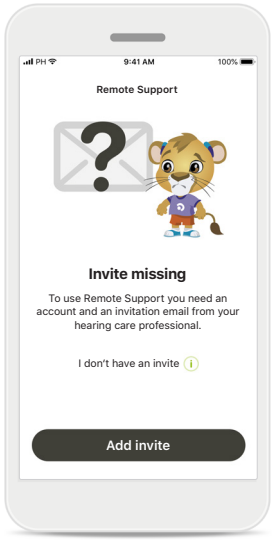
After your account has been created you will receive an email with a link to activate your account. Please check your email inbox.

*Check with your local hearing care professionals to see if this service is available

Adding an invite code*

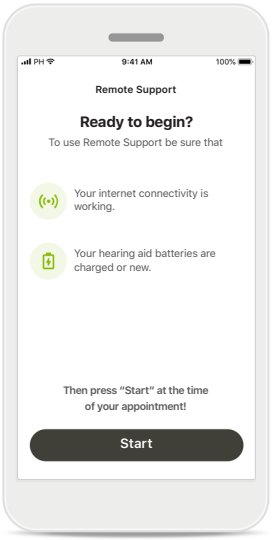
(Only needed in certain countries)

To use Remote Support you will need to use your myPhonak account and have an invitation from your hearing care professional. Please note that these services are only available in certain countries and through selected hearing care professionals.



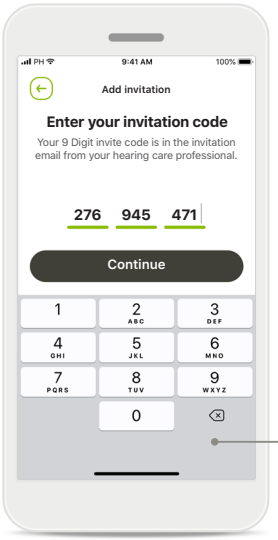
Invite missing

To use certain features like Remote Support, you need to have an invite from your hearing care professional. If you already have a code tap **Add invite**. If you want to learn more, tap on **I don't have a code**.



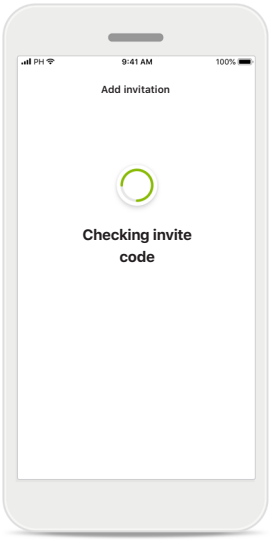
To use Remote Support you must:

- Speak with your hearing care professional about this service*
- Receive an invitation email from your hearing care professional
- Tap "Accept Invitation" in the email or enter the code manually in the app



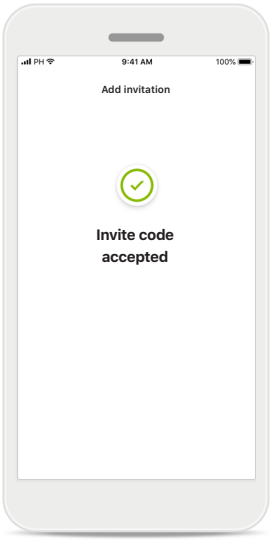
Enter your myPhonak invite code

Please enter the 9 digit code that you have received in an email from your hearing care professional. When finished, tap **Continue** to check your invite code.



Checking invite code

The app will connect to the internet to check your invite code. Please note that this may take some time.



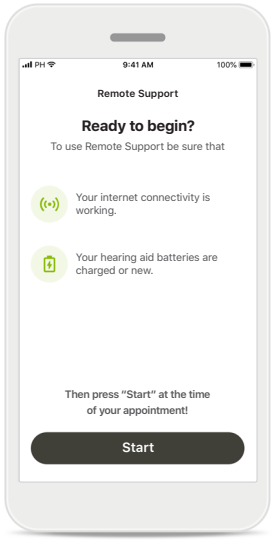
Invite code accepted

Your invite code has been accepted. The app will automatically proceed to the Remote Support start screen.

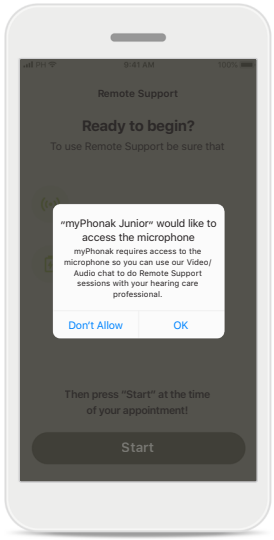
*Check with your local hearing care professionals to see if this service is available

Remote Support session

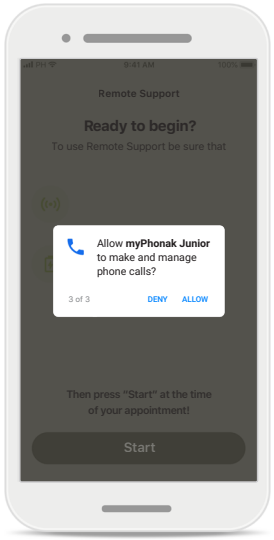
If using mobile data, your mobile provider may charge you. Please check with your phone provider before starting a Phonak Remote Support session. A Remote Support session will use around 56 MB for a 10 minutes video call, while an audio call uses around 30 MB.



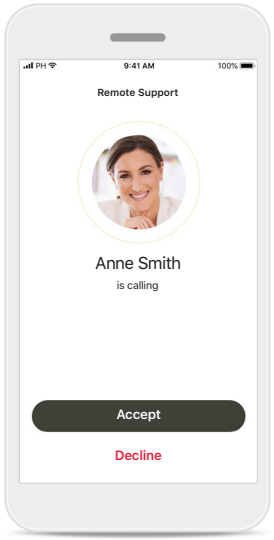
Start the Remote Support session
At the time of the appointment, open the myPhonak Junior app and tap on **Start** to let your hearing care professional know that you are ready for your Phonak Remote Support appointment.



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



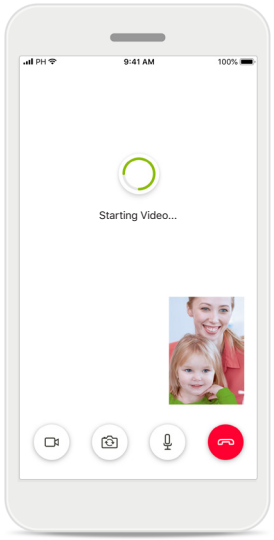
Access to myPhonak calls
If you have an Android smartphone tap on **ALLOW** to give the myPhonak Junior app permission to make and manage phone calls.



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

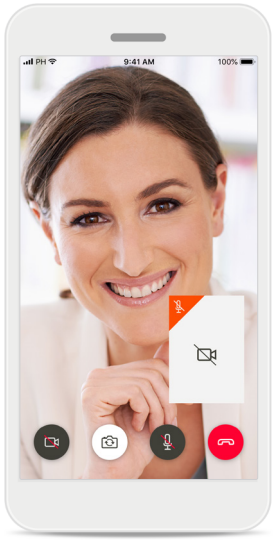
While in the Remote Support session you can personalize your experience in turning on or off your Video or Audio, if you wish.



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.

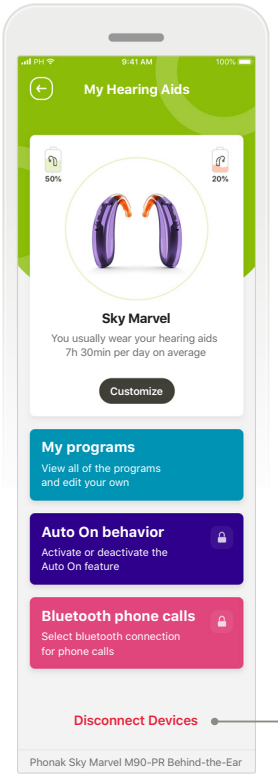
My Hearing Aids

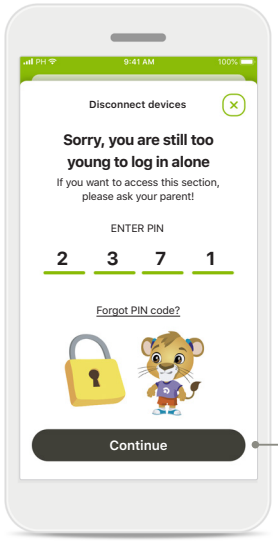
Functionalities which are dependent on how the hearing aids were programmed and which wireless accessories you have.

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:

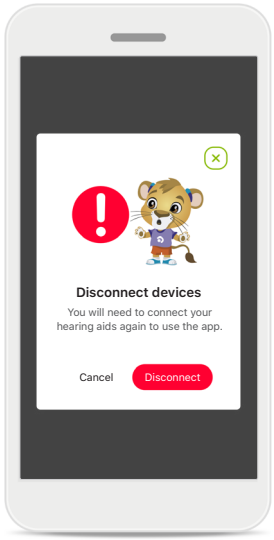
- My programs
- Auto On behaviour
- Bluetooth phone call





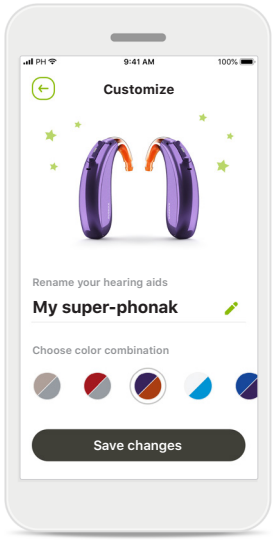
Parental Lock

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.

*Only available in specific hearing aids

Hazard warnings

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

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

Information on product safety

ⓘ 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.

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