

Phonak

Checklist

myPhonak Junior app

Who is an ideal candidate for the **myPhonak Junior app**?

Candidacy*

General

- Children age 7-18, accompanied by their parent or legal guardian.
- Parent/legal guardian familiar with installation and use of smartphone apps.
- Child wears Phonak Sky Marvel, Sky Link M, or Naída P-UP hearing aids.
- Child able to provide clear feedback regarding any changes or adjustments made either remotely or via the app.
- Willing to give consent to the terms of use and privacy policy, which can be given in the appropriate screen in the app (which includes the processing of personal data).

Remote Support

- Child and parent/legal guardian are interested in the availability of remote hearing aid adjustments or follow up visits.

Remote Control

- Child and parent/legal guardian are interested in ability to fine tune hearing aids in specific, unique listening environments.
- Child and/or parent/legal guardian understand the appropriate use and outcomes of using the advanced features (Noise Reduction and Speech Focus).

*If the majority of these criteria are not met, the individual may not be a good candidate for the myPhonak Junior app or may be suitable for Remote Support only, or Remote Control only. Parents/legal guardian, and child as applicable, must read and be willing to agree to the terms of use and privacy policy for use of the app.

Technical requirements

- Parent/legal guardian has an active e-mail address.
- Parent/legal guardian has an Apple or Google play store account.
- Smart phone with iOS version 13 or later or with Android™ version 7.0 or later. Bluetooth® version should be 4.2 or later.

Mobile phone checker can be used to check compatibility:

<https://www.phonak.com/com/en/support/product-support/compatibility.html>

- Access to a stable and strong Wi-Fi or minimum 4G signal for audio/video conferencing (especially for Remote Support).
- Access to Wi-Fi or minimum 3G signal for first time use of the app or after a fitting at the HCP location (for accessing myPhonak Junior app functions).

Important points to remember

- 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.
- Where indicated, a parent/guardian can limit access to Remote -Support and Advanced settings (Bluetooth bandwidth for calls and Auto-On feature for Sky M-PR) via a password protected lock.
- For small children, parents should download the app and install on their device and supervise their child when the app is used.
- If using the app independently, the child needs to be able to read and understand the warning messages.
- It is recommended that any Remote Control adjustments made by the parent/legal guardian on behalf of the child happen with a clear communication and positive feedback from the child. The child needs to be able to provide clear feedback.
- In most situations, AutoSense Sky OS will be appropriate for the environments that children are listening in. Speech Focus and Noise reduction should be used only in specific environments (i.e., noisy social situations). The user should switch back to the automatic function (AutoSense Sky OS) when they are no longer in that specific environment.
- Parent/legal guardian (and child, if using app independently) should be trained on all of the app functions and features.
- Remote Support appointments do not replace in person clinic visits and not all audiological activities can be done remotely. Remote Support appointments may be limited further if the child's ears have not been checked by an appropriate specialist including evaluating the condition and the placement of the ear piece, cerumen or middle ear.
- Remote Support invitation should not be sent before this checklist is read and understood by the parent or legal guardian.
- In very rare cases, there could be a conflict between RID- and invite-based Remote Support. For example, this is possible when user changes HCP after moving to another country where a different Remote Support flow is used. Due to design, the app can only go through either RID-based Remote Support or invite-based Remote Support. The app behavior depends on login status. If user is logged in to their myPhonak account, he/she will not be able to start RID-based flow even though RID is available on their hearing devices. In order to use RID, user has to log out in this case.
- Parents/legal guardian should contact their hearing care professional in case of any questions. Items have been discussed with the parents/legal guardian, and they have been advised on proper use of the application.