

Boots Hearingcare


User Guide - Boots Hearingcare 3.2





Introduction

Your app has been 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.

For more information regarding features, benefits, set up or use, please consult our website or contact your hearing care professional or customer support.

 This User Guide describes the features of the mobile app and how they can be operated by the user. Read this User Guide before starting to use the app.

 Additional training is not needed for handling the app.

 For the use of the Boots Hearingcare app, Phonak or AudioNova hearing aids with Bluetooth® connectivity are required. The Boots Hearingcare app can be used on Phones with Bluetooth® low energy (LE) capability running on iOS® Version 15 or newer. The Boots Hearingcare app can be used on Google Mobile Services (GMS) certified Android™ devices supporting Bluetooth® 4.2 and Android OS 11.0 and newer.

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Getting started

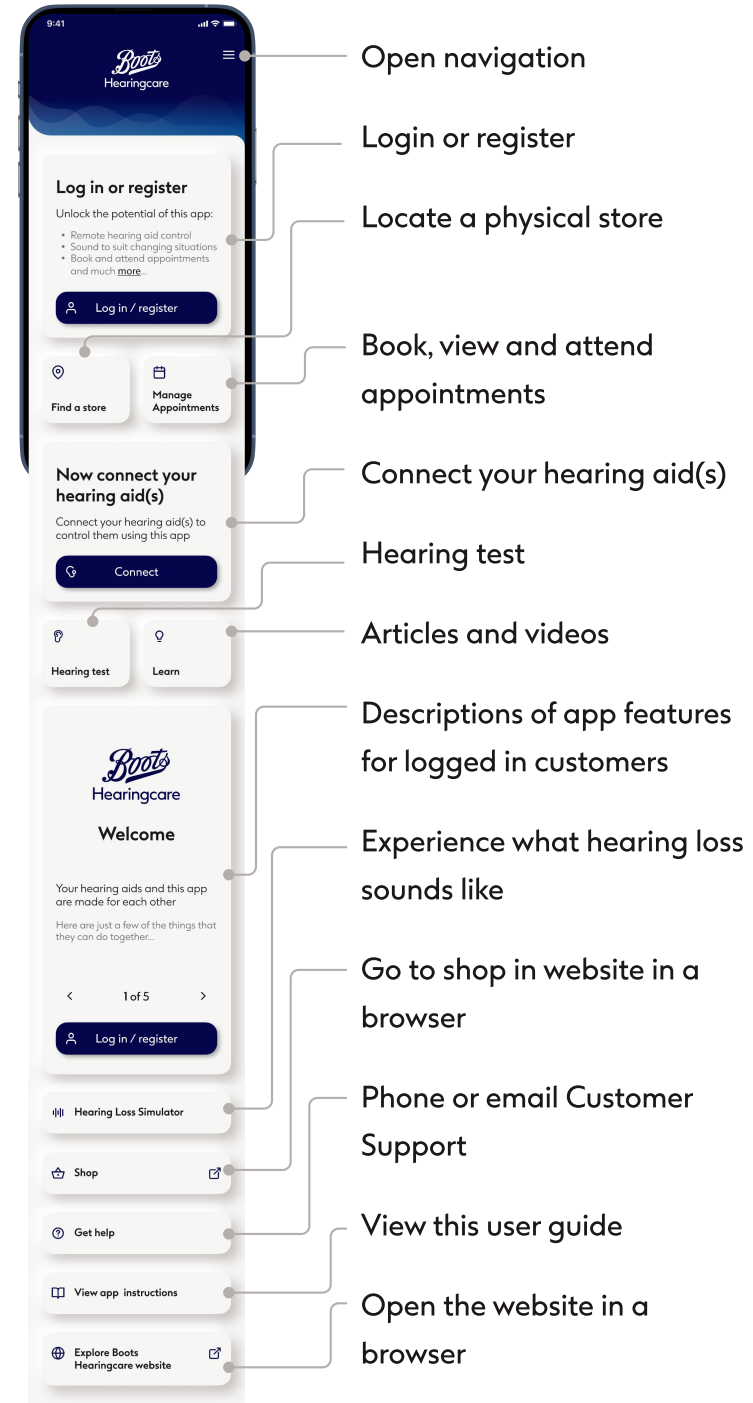
Install the app

1. Connect your smartphone to the internet via WiFi or mobile data.
2. Download the app from the App Store (Apple phones) or Google Play Store (Android phones). You may need to enter your password for the Apple App Store or Google Play Store before continuing.
3. After installation open the app by tapping on the app icon on your phone's home screen.




Overview Home & Navigation

Key functions in the app can be accessed from the home screen. Tap on the buttons to go to corresponding sections of the app. To use full functionality of the app you need to register and pair your hearing aids.




Hearing test

Check your current hearing health with our hearing test.

1. Go to the  **Hearing test** from the menu or the home screen.
2. You will be guided through the test by following the **Continue** button, beginning with instructions for the test.
3. The test itself contains four questions and four tones, during which you will be guided by the app.
4. After completion, you can see your test results. To keep track of your hearing health, you can save the result in your personal account for later review.


Hearing loss simulator

Experience what hearing loss sounds like

1. Go to the  **Hearing loss simulator** from the menu or from the home screen.
2. You will be guided through the tool by following the **Continue** button.
3. First choose a Situation and after you can select hearing loss level and if you like to hear the sound with out without hearing aids.

Find a store

Find a store, view store details and schedule instore or remote appointment.

1. Go to  **Find a store** from the menu or from the home screen.
2. Allow the app to know your location if requesting dialog appears. This is used to show your position on the map and provide distances from stores. Choose While using the app to prevent being asked repeatedly.
3. You can choose a store on the map or use the search field. You can search by town, area or postal code or browse the map.
4. Use the **+** and **-** buttons on the bottom right corner or touch the screen with two fingers and use a pinching motion on the screen to zoom out, reversing the motion to zoom in.
5. You can see our stores as coloured icons (pins) on the map and more details can be accessed at the bottom, including opening hours and the opportunity to schedule an appointment. The currently chosen store is highlighted. You can swipe through the cards at the bottom to select a different store with its details.

Get more from app

Learn

Browse articles and watch videos about hearing loss and hearing health.

1. Go to the ⓘ **Learn** section from the menu or from the home screen.
2. Tap on **Read article** to open it.
3. Video content is indicated with ▶ **Play**. Tap on the video image to open the video player.

Get help

Contact Customer Support

1. Go to the ⓘ **Get Help** section from the menu or from the home screen.
2. To speak to a customer services representative tap **Phone** to start a call. This uses your phone's network rather than internet.
3. To email customer services tap **Email** to open a message in your phone's default email app.

Partner Apps

Browse other apps related to your hearing health

1. Go to the 📱 **Partner apps** section from the menu.
2. Tap on **Learn more** to read about the apps and access links to try them.

About

View details about the software manufacturer, legal documents, software licences and other information.

1. Go to the ⓘ **About** section from the menu.
2. You can access legal information any time from the ⓘ **About** section. Here you can also find the **Privacy Policy** and **Terms of Service**.

Change language

Change language of the App.


1. Go to the 🌐 **Change language** section from the menu.
2. Select preferred language from the list and tap **Confirm**.




Configure your hearing aid(s)

Pairing with hearing aid(s)

1. From the home screen tap **Connect**.
2. Read the safety information and tap **OK** to acknowledge. Tap **OK and don't show this again** to prevent this message being shown in future.
3. Allow access to Bluetooth®. This allows the app to connect to your hearing aid(s). You will not be able to connect if you do not allow.

 This app uses a technology called Bluetooth® to connect to your hearing aid(s). For this to work your phone must always have Bluetooth® switched on. If bluetooth is switched off, the app will show you a screen with. Follow onscreen instructions to navigate to your phones Settings or tap **Open Bluetooth® settings** if the option is visible. You will not see this screen if your phone's Bluetooth is already on.

4. Read pairing instructions. Tap non-rechargeable or rechargeable hearing aids to review the instructions appropriate to your device. Once ready, tap **Continue** to initiate the hearing aid(s) search process.

 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. If disturbing fields are present, move away from the disturbing fields.

5. The app is searching for compatible hearing aids and will display them once they are detected. This may take some time.
6. When your hearing aid(s) appear in the list tap **Connect device(s)**. If multiple hearing aids are detected, they will be displayed accordingly. To highlight your hearing aid, please push the button on your hearing aid.
7. Now the hearing aid(s) get paired and connected. You'll be ready to use all the compatible functions of the app when the pairing process is completed.



Configure your hearing aid(s)

Troubleshooting pairing

Possible errors during the setup process.

- Incompatible devices:
The app cannot connect to the devices because they are not compatible. Please tap **Learn more** or contact your hearingcare professional for further information.
- Hearing aid connection error:
If pairing to one of a set of hearing aids fails, you can:
 - Tap **Retry right/left** to restart the pairing process for that hearing aid.
 - Tap **Continue with right/left only** to use only one of the two hearing aids.
- Connection fails to both hearing aids:
 - Tap **Try again** to restart the pairing process and follow the instructions.
 - Make sure you have access to the internet and Bluetooth® is enabled so that the app is able to initialize and connect to your hearing aids. Tap **Close** to restart the process.

- Requests to grant permission to change system settings:
If the app is unable to ask permission to change specific settings on your phone, or you have denied permission for it to do so repeatedly, you may be asked to make these changes manually.
For your phone to be able to find your hearing aid(s) you need to go to your phone's Settings to grant it permission to find devices. Tap **Open settings** to be taken to your phone's settings. Here select Permissions, then tap Nearby devices, then select Allow.
From your phone's settings navigate back to the app.





Configure your hearing aid(s)

Basic remote control

Modify the volume you hear through your hearing aid(s) to fit your situation and preferences.

To use more advanced functionality you need to [register](#) (see the chapter [Advanced remote control](#)).

1. Go to the **Remote control** section from the menu or from the home screen.
2. Adjust hearing aid volume. Move the slider up to increase the volume, or down to decrease the volume. If you are using two hearing aids this slider controls both devices simultaneously.
3. Split the volume. Press the **L/R Vol icon**  to adjust the volume of each hearing aid independently.
4. You can temporarily switch the volume of your hearing aid(s) to zero by pressing the **Mute icon** . Tap again to restore sound to the volume level it was at before being muted.
5. Access hearing programs. Swipe your finger left and right across the profile tiles on the top of the screen to view alternative profiles. Tap on a profile to choose which profile is active. The selection of available profiles you see depends on how your hearing aids have been set up by your hearing care professional. Talk to your hearing care professional for more information.
6. For hearing aid models with rechargeable batteries, you can see the current status of charge. If the battery charge is below 20% the icon turns red . Consider recharging your hearing aids soon.



Setting up an account

Registration

Create a customer account to unlock the full potential of the app

1. Tap **Log in or Register** to proceed. You will be guided through the process.
2. To create a new account tap **Register**.
3. Choose a preferred way of registration and tap **Continue**.
You can use either your phone number or email for account creation.
4. Enter the confirmation code sent to your email or phone. If you haven't received the code after some time, click **Resend code**.
5. Add additional Information. Please enter all the requested details to create your account and tap **Continue**.
6. On the last step, you can select the channels for marketing communication and optionally create a password.

💡 If you're still not receiving the code, double-check the accuracy of your entered email or phone number. For email confirmations, also check your spam folder. If necessary, **Contact Customer Support**.

Login

Sign in to the existing account


1. Tap **Log in or Register** to proceed.
2. Then tap on **Login**.
3. Enter your email or phone number and tap **Continue**.
4. Enter your password and tap **Continue**.
5. Enter the confirmation code sent to your email or phone. If you haven't received the code after some time, click **Resend code**.

💡 If you're still not receiving the code, double-check the accuracy of your entered email or phone number. For email confirmations, also check your spam folder. If necessary, **Contact Customer Support**.

Manage your preferences



Manage account


The **Manage account** section provides various information about you and your hearing history with us:

1. Go to the **Manage account** section from the menu or tap the  **Profile** in the top-left corner of the home screen.
2. The **Account details section** gives you access to your account details and history. To change the name, email address or phone number associated with your account please tap **Contact customer support** to either phone or email customer support.
3. The **Communication section** allows to manage consents for privacy and communication.
4. The **Security settings** section allows to change or reset your password, setup second authentication method and logout from your account.
5. Tapping **Delete my account** will first give you the option to cancel your decision, but if confirmed account deletion cannot be undone.

Notifications

The Notification section allows to see and configure different types of messages.

1. Go to the  **Message Center** from the menu or from the home screen.
2. Here you can view all your messages. Unread messages highlighted with green background.
3. Tap on a message to open it.
4. You can delete individual messages by clicking on the  **Bin** or clear the list entirely by pressing **Delete all notifications**.

 If push notifications are not enabled, you can manually activate them in your phone's settings.


Manage notifications

1. Tap the **Manage notifications** button on the top of the notification list.
2. Here you can see notification types and their current configuration. Tap on a notification type to manage its settings.




Advanced remote control

Accessing hearing program options***

Some hearing programs may offer further adjustment possibilities. When available, they can be accessed by pressing the  **More** on the bottom of Remote control screen:

- Streaming balance:
If you use an external streaming device, (e.g. TV Connector) or listen to audio from another app on your phone, you can adjust the focus to hear more of the streamed signal or alternatively more of your surrounding environment.
- Tinnitus masking:
If you have tinnitus, and have been instructed by your hearing care professional on how to use the Tinnitus Masker, you can adjust the volume of the masking noise.
- Edit hearing program:
Adjust your profile settings.

Create & update hearing programs***

To edit profile go the **Remote control** section from the menu or from the home screen then tap **More icon**  and select **Edit hearing program**.

The **Edit hearing program** view gives you access to adjust the following functionalities:

- Background noise
- Speech Focus**
- Loud sounds (control the relative volume of loud sounds and quiet sounds)
- Tone
- Volume

Use the sliders to configure this parameters.

Creating a custom hearing program

You can save your customized hearing program for easier access next time.

1. Once you configured parameters on the Edit hearing program screen you can save them as a new hearing program by tapping **Save new** or overwrite existing custom hearing program by tapping **Overwrite**.
2. Name your custom program. You can save custom programs and give a personalised name for each program you create.
3. Save your program then tap **Close** to go back to Remote Control settings.

**Only available for hearing aid(s) supporting this functionality.



***Availability depends on the Brand of the hearing aid.




Advanced remote control

Troubleshooting remote control - edit hearing program

Managing custom hearing programs when custom hearing program storage is full:

- Program limit reached – maximum same base program:
You can have a maximum of four programs based from the same base program. If you reach the limit you have the option to replace an existing one with the new by tapping on the  **Bin**.
- Program limit reached – maximum program number:
You can have a maximum of ten personalized programs saved in your programs list. If you reach the limit you have the option to delete an existing program to and save a new one in its place. Tap the  **Bin** next to the program that you wish to delete to replace it with the new program.

After tapping the  **Bin** you are asked to choose whether to confirm the deletion of this program to save the new program in its place or to cancel and return to the previous screen.





Device settings

Device settings overview***


The 'My Hearing Aids' screen lists all available settings. The available settings depend on your device and may include:

Manage hearing programs

1. Go to  **Device settings** from the menu.
2. On All programs screen you can view and edit your custom, preset, and fitted hearing programs.
3. To edit tap the  **Edit** on the right of the program name. To edit profile you can change the name of the program or delete it. To save your changes tap **Update**.

Additional functionalities

- Tap control:
On the Tap control screen you can customize how your hearing aids react to your double taps. You can set different options for both hearing aids, left hearing aid and right hearing aid.
- Auto on behaviour:
Go to Auto on behaviour screen to choose whether your hearing aids switch on automatically when removed from charger.

- Usage statistics:
To check hearing aid(s) usage information go to Usage statistics screen . This information may be reset when your Hearing Care Professional makes changes to your hearing aid settings in some in-store and remote appointments.
- How to stream:
To view How to stream audio straight to your hearing aids please follow the instructions on the app screen.
- Forget paired devices:
If you need your mobile phone to Forget paired devices you can remove your hearing aids by tapping the  **Bin** icon. Please note that if you choose to forget your hearing aid(s) you will need to pair them again for using the app.

***Availability depends on the Brand of the hearing aid.



Appointments

Manage appointments

To view and manage appointments you have to be logged in.

1. Tap Log in or register to proceed.
2. On Manage Appointments screen you can see your upcoming appointments and if it's a remote video call or a store visit. To view more, tap **View details**. If you have no upcoming appointments, the screen will reflect this. If you like to book an appointment, tap **Schedule appointment**.
3. To change or cancel an existing appointment tap **Change date and time** if you need to move an appointment. If you need to change appointment type, store location or to convert it from a remote video call to a store visit, or vice versa, tap Rebook or cancel. To make these changes you will need to first cancel the appointment but will be presented the option to book another.

Schedule an appointment

Scheduling a new appointment is possible from the Manage Appointment Screen.

1. To get started, tap **Schedule appointment**.
2. Choose appointment type. Available appointment types will be shown in the overview. They might vary depending on the location or your hearing health history with us. You will always have the option to choose **Anything else**.

3. Choose appointment format. For some appointment types you can choose between remote video call or a store visit. In a **Remote video call*** you connect with a hearing care professional using this app. Transmitting the video of yourself is optional, access to a stable internet connection is required. To visit a physical store choose **Store visit** and follow the guidance to choose a store.
4. Tap on a date in the calendar to see available times. The current date is highlighted in heavier type. The dates when no appointments are available are crossed out. Use the arrow buttons on either side of the month or swipe your finger horizontally across the calendar grid to move to a different month.
5. When you have selected the date and time, tap **Confirm** to proceed.
6. Check if the appointment details are correct and tap **Yes, confirm** appointment to finalise.
7. Your appointment is confirmed. An email has been sent to the email address displayed with further information. Important advice concerning preparation for your appointment is listed, as are the appointment details.

*Remote Appointments will only be available based on local availability



Appointments



Remote video appointments***

Remote appointment allows you to have an appointment with your hearing care professional from the comfort of the place you choose.

1. To join remote appointment you need to start a video call. Joining the video call becomes available 15 min before the appointment. Tap **Join waiting room** to proceed.
2. Tap on **Allow** to allow the app to access your camera and microphone. Without permission to use your phone's camera and microphone, remote appointments are not possible. You can turn off your camera and mute your microphone at any time.
3. Allow the app to use your phone to make and receive calls. If you have an Android smartphone tap on **Allow** to give the app permission to make and manage app calls. For Android phones the app will need permission to record audio, also a technical necessity for remote appointments.
4. While in waiting room you can navigate to elsewhere in the app, or even lock your phone. You will be notified when your Hearing Care Professional is ready just as you would for any other kind of call.

Remote fitting

While in the Remote appointment session you can turn on or off your Video or Audio.

1. While the video connection is being set up you will see the video of yourself that will be sent to your hearing care professional. Sending video of yourself is optional. Tap **Camera off**  to stop sending video.
2. During the ongoing call you are connected to your hearing care professional. Their video will take up most of your screen. Tap **Rear camera** to switch your camera from the one already broadcasting video of your face to the camera on the other side of your phone that you usually use for taking photos.
3. Click the **Camera off**  button if you wish to hide your video.
4. If your Hearing Care Professional needs to connect to your hearing aids, this can be done remotely using your smart phone. Your hearing care professional will let you know when the connection to your hearing aids gets established.


*Remote Appointments will only be available based on local availability

***Availability depends on the Brand of the hearing aid.



Appointments


5. Your hearing aids will be muted briefly during the connection process and while settings are being saved for your hearing aids. Your Hearing Care Professional will tell you when the settings have finished saving and normal use of your hearing aids can resume. Tapping **I understand** hides the message.

 Do not end the call or turn off your hearing aid(s) until your Hearing Care Professional confirms that the process has finished as doing so risks damaging both your hearing aid(s) and the app.

- Call failed:
If the call fails, tap **Return** to home to go to the home screen from where you can restart the call.
- Ending the call during a remote appointment:
If you end the call while the remote appointment in progress you will receive a pop-up message. Tap **Hang up** to end the call, tap **Cancel** to continue the call.

Troubleshooting remote appointment

Managing remote appointment issues:

- WiFi connection:
The Remote Support session is done using internet. For better quality, we recommend that you use WiFi. Go to your phone's Settings to manage to your WiFi connection.
- Hearing aids connection lost:
You will be able to see the connection to your hearing aids on the top of the screen. If the hearing aids disconnect the symbol  will turn red. Your hearing care professional will then need to reconnect to your hearing aids.

***Availability depends on the Brand of the hearing aid.



Important safety information

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

- **Intended use:**

The app is 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 patient population:**

This device is intended for patients with unilateral and bilateral hearing loss from 18 years of age.

- **Intended Medical Indication:**

Indications are not derived from the app, but from the compatible hearing aids.

- **Intended Medical Contraindications:**

Contraindications are not derived from the app, but from the compatible hearing aids.

- **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 and save hearing aid settings to individual needs, 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.

- **Side effects:**


Side effects are not derived from the app, but from the compatible hearing aids.

- **Limitations of use:**

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

- the death of a patient, user or other person
- the temporary or permanent serious deterioration of a patient's, user's or other person's state of health
- a serious public health threat

Important safety information

 To report an unexpected operation or event, please contact the manufacturer or a representative.

- 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 performing Bluetooth® pairing with hearing devices in public places. 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 feedback 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 App Store or Google Play Store.



Important safety information

In-app notification symbol explanation



Success - Informs of a successful outcome of an intended action



Information - Information concerning the usage of the app and your hearing aids relevant to a task in progress



Attention - Important information is being provided that requires consideration and subsequent action of the user to progress intended functionality while avoiding undesired effects



Warning - Intended functionality has been interrupted

Compliance information

Europe: Declaration of Conformity

Hereby Sonova AG declares that this product meets the requirements of the Medical Device Regulation (EU) 2017/745.

The user guide for all app versions in all applicable languages in electronic form is accessible via a web page. To access user guides, go to:


<https://www.bootshearingcare.com>

Alternatively, the current version of the user guide can be accessed directly from the app by navigating to the “View app instructions”. The user guide will then open within the app.



Compliance information and Symbol Explanation

Compliance information & symbol explanation

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

User guide 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 product meets the requirements of the Medical Device 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.



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 EU Regulation (EU) 2017/745.



An indication that electronic instructions for use are available.





Sonova AG, Laubisrütistrasse 28,
CH-8712 Stäfa, Switzerland



Sonova Deutschland GmbH Max-Eyth-Str. 20
70736 Fellbach-Oeffingen, Germany

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