

Boots Hearingcare

User Guide - Boots Hearingcare 3.0



Getting started

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 Boots Hearingcare 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 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.

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.

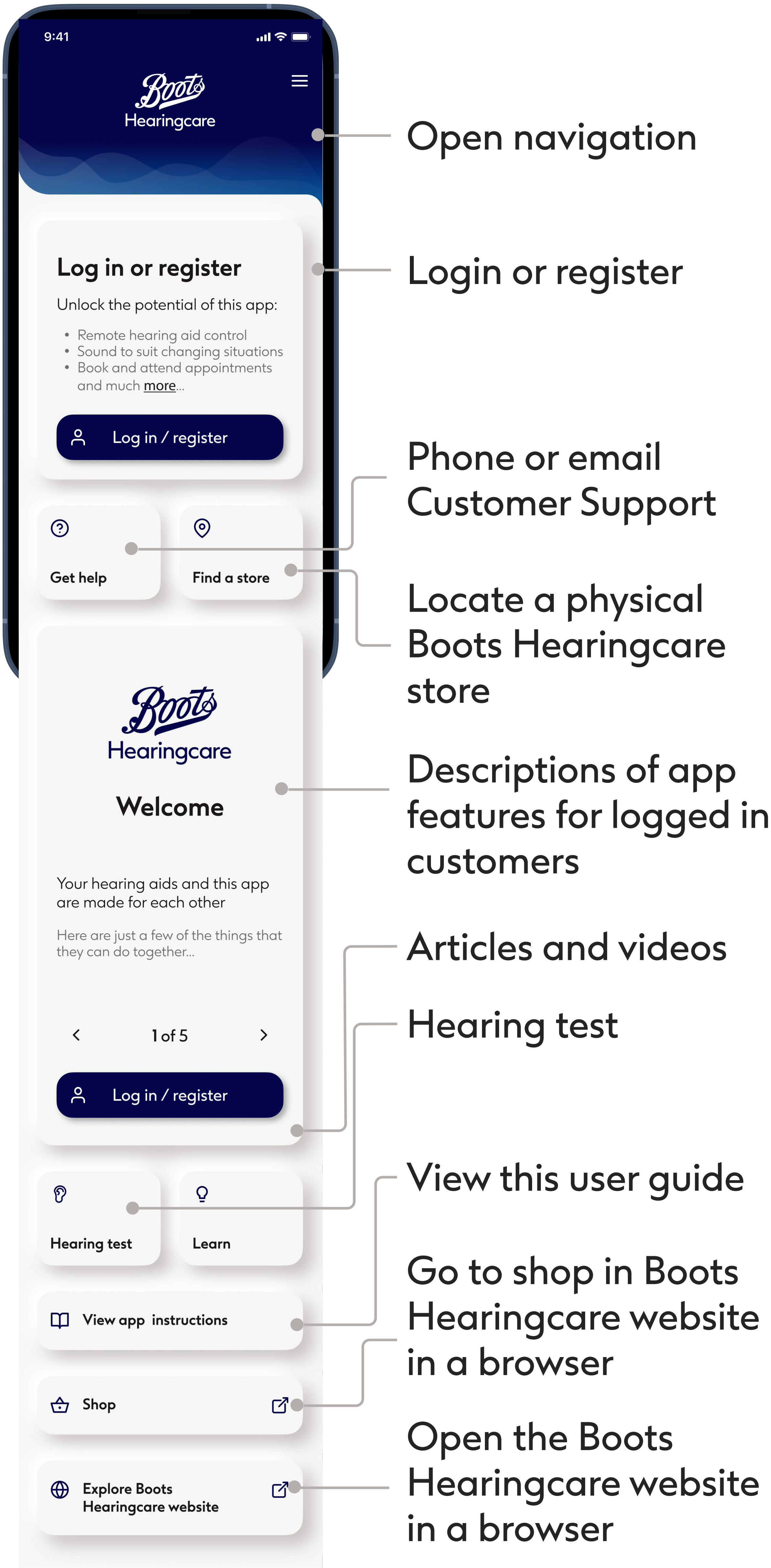
Contents

<u>Quick overview</u>	6
<u>Installing the Boots Hearingcare app</u>	14
<u>Login or register</u>	19
<u>Pairing with hearing aids</u>	23
<u>Troubleshooting pairing</u>	33
<u>Remote control - main view</u>	38
<u>Remote control - edit profile</u>	46
<u>Troubleshooting remote control - edit profile</u>	50
<u>Find a store</u>	53
<u>Schedule an appointment</u>	57
<u>Manage appointments</u>	64
<u>Remote appointment</u>	68
<u>Troubleshooting remote appointment</u>	77
<u>Notifications</u>	81
<u>Hearing test</u>	85
<u>Device settings</u>	89
<u>Learn</u>	98
<u>Get help</u>	101
<u>Manage account</u>	102

<u>About</u>	104
<u>Important safety information</u>	106
<u>Compliance information & symbol explanation</u>	114

Quick overview - home

Homepage - Not logged in



Quick overview - home

Homepage - Logged in, hearing aid(s) not connected

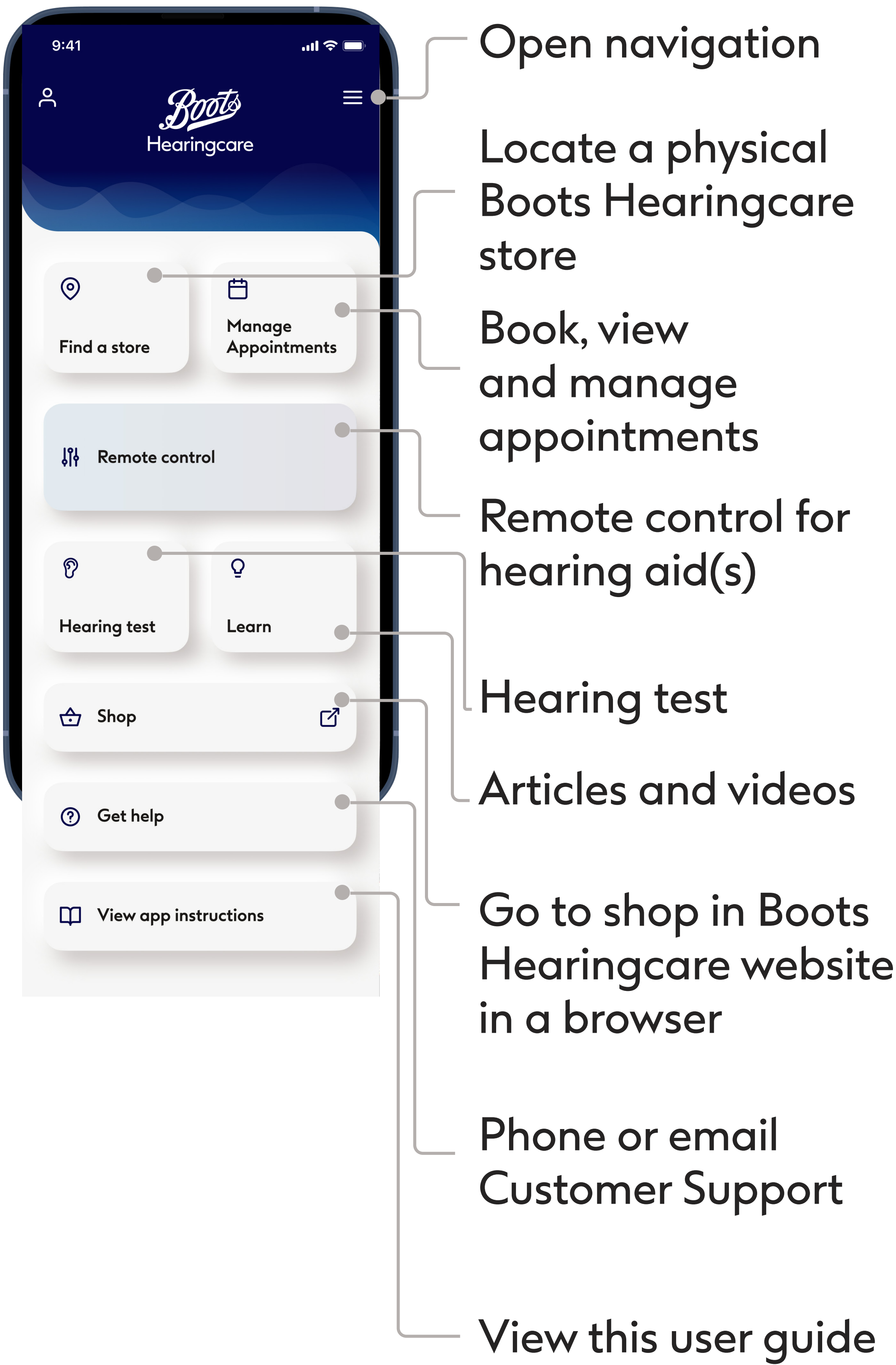
The screenshot shows the Boots Hearingcare app interface. At the top, there's a dark blue header with the Boots logo and 'Hearingcare' text. Below this is a large white card with the heading 'Now connect your hearing aid(s)' and a 'Connect' button. Underneath are four smaller cards: 'Find a store', 'Manage Appointments', 'Hearing test', and 'Learn'. At the bottom are three more cards: 'Shop', 'Get help', and 'View app instructions'. Callout lines connect these elements to descriptive text on the right.

- Open navigation
- Connect your hearing aids to enable their remote control
- Locate a physical Boots Hearingcare store
- Book, view and manage appointments
- Hearing test
- Articles and videos
- Go to shop in Boots Hearingcare website in a browser
- Phone or email Customer Support
- View this user guide



Quick overview - home

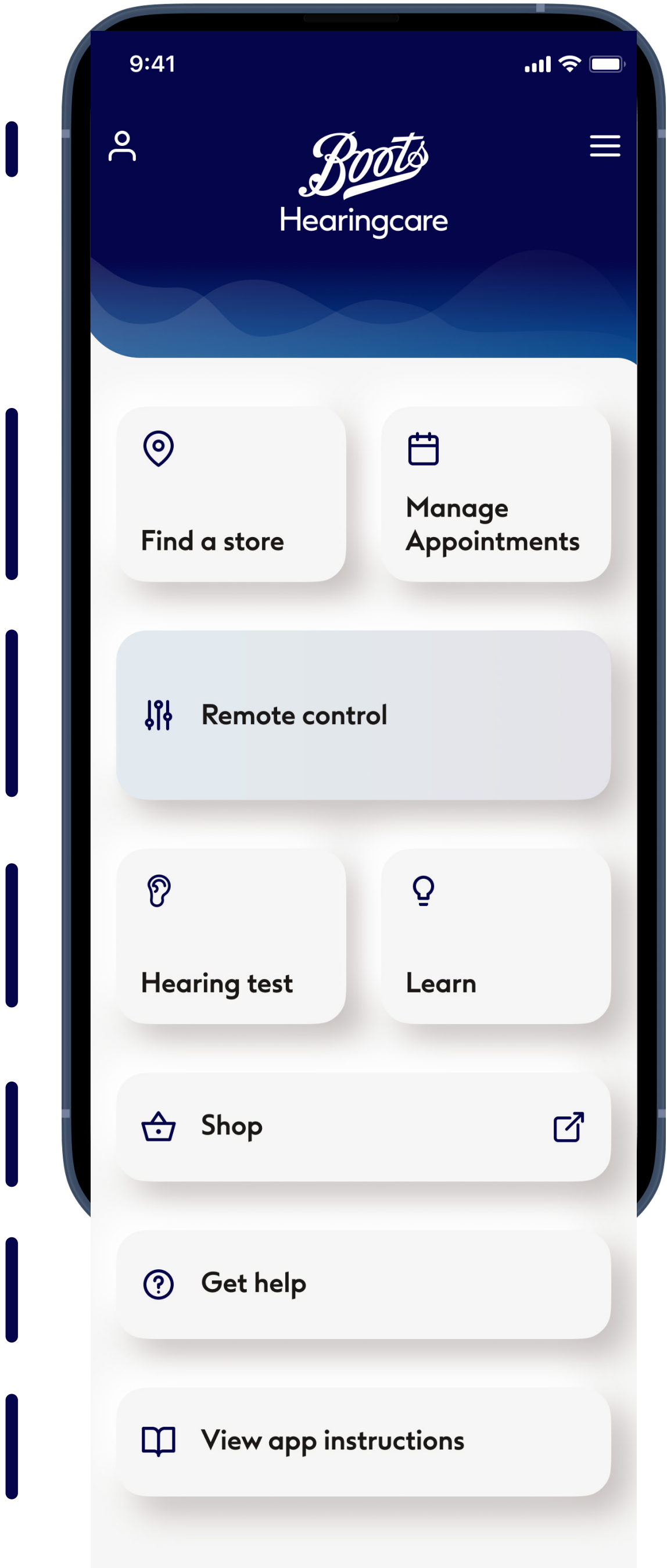
Homepage - Logged in, hearing aid(s) connected



Quick overview - Navigation

Access functions and move around different sections of the app

1

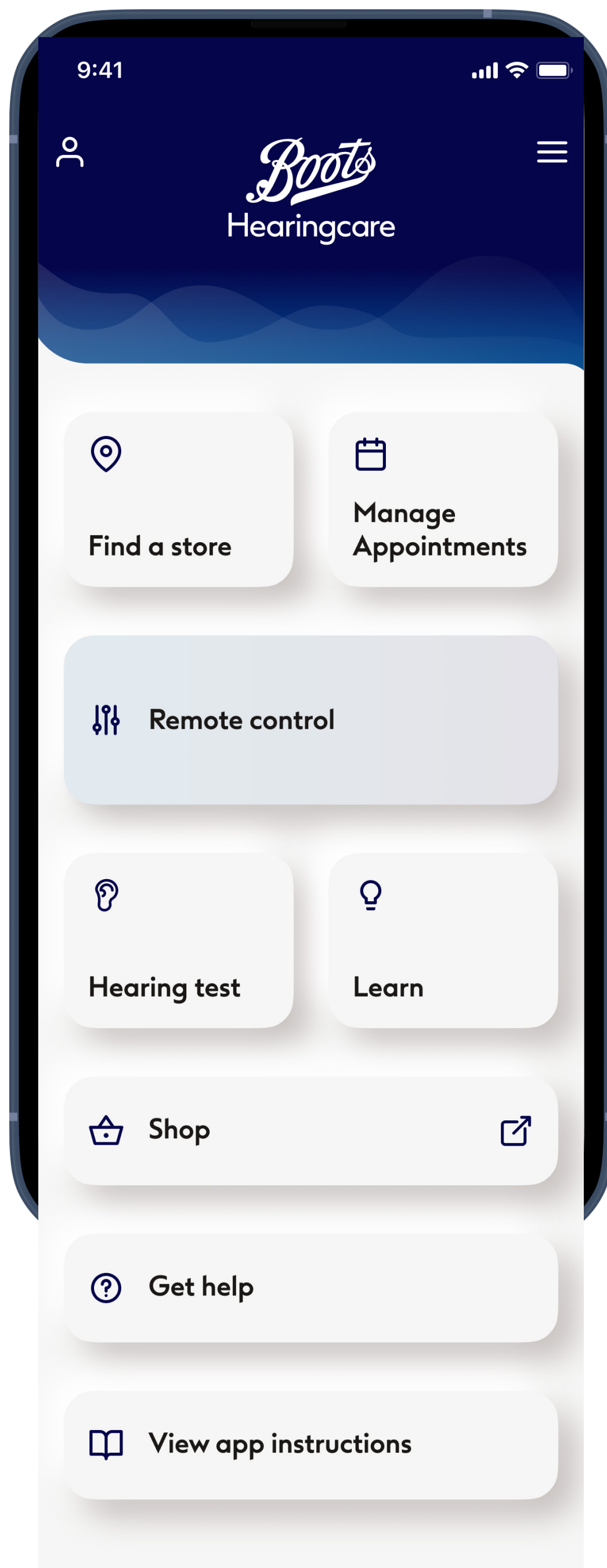


App navigation

Key functions in the app can be accessed from the home screen. Tap on the buttons to go to corresponding sections of the app.



2

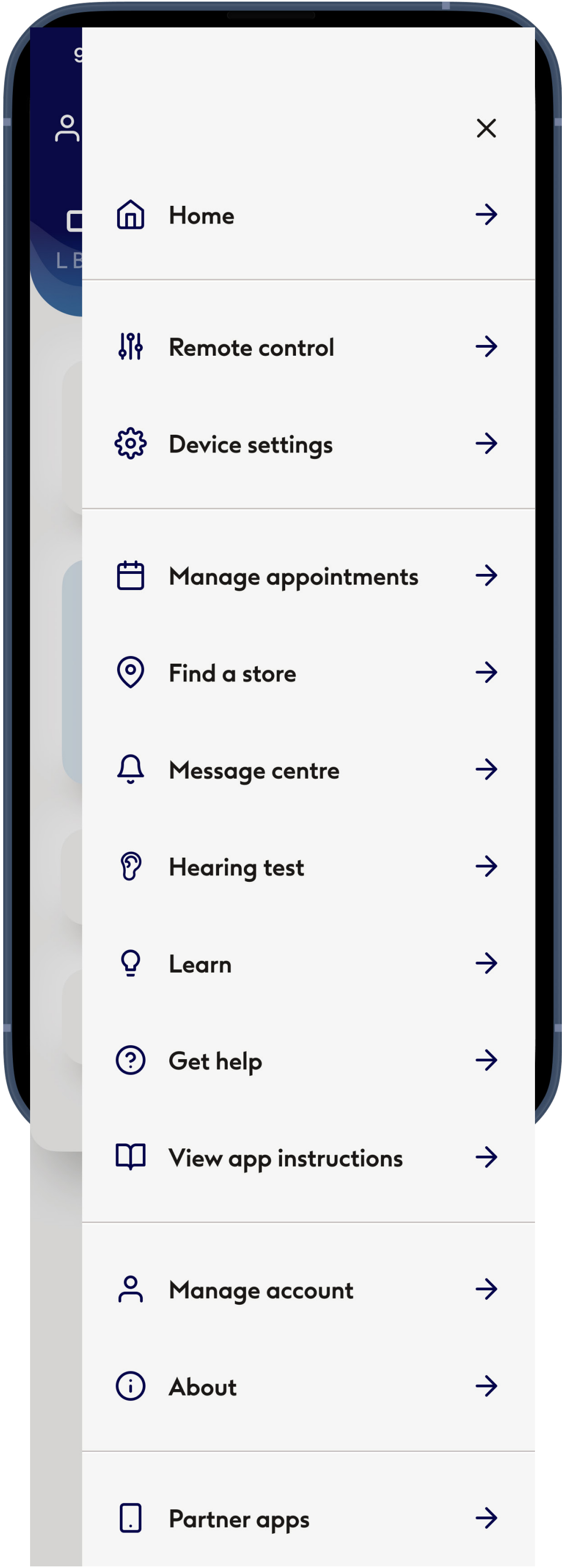


Menu navigation

The full range of its features is accessed from the menu, which is available in most sections of the app. The menu is opened by tapping on the **menu icon** at the top right of the screen that is made up of three parallel horizontal lines.



3



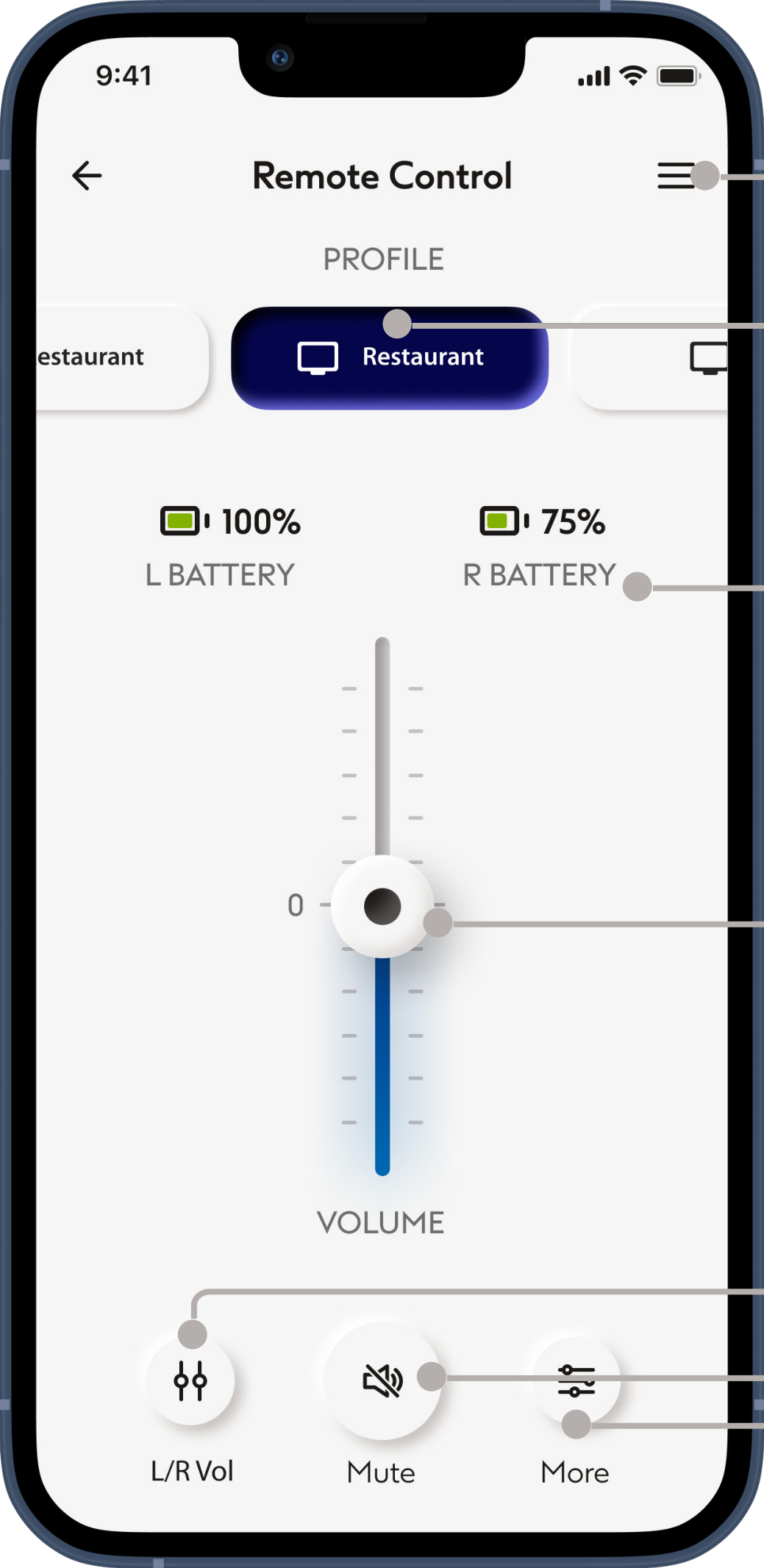
Menu items

All functionalities of the app are listed. Tap on a list item to go to that section of the app.



Quick overview - remote control

1



Navigate to other areas of the app

Hearing aid profiles

Battery state*

Volume adjustment

Adjust left & right volume independently

Silence hearing aids

More settings

*Battery state is only available for rechargeable hearing aids



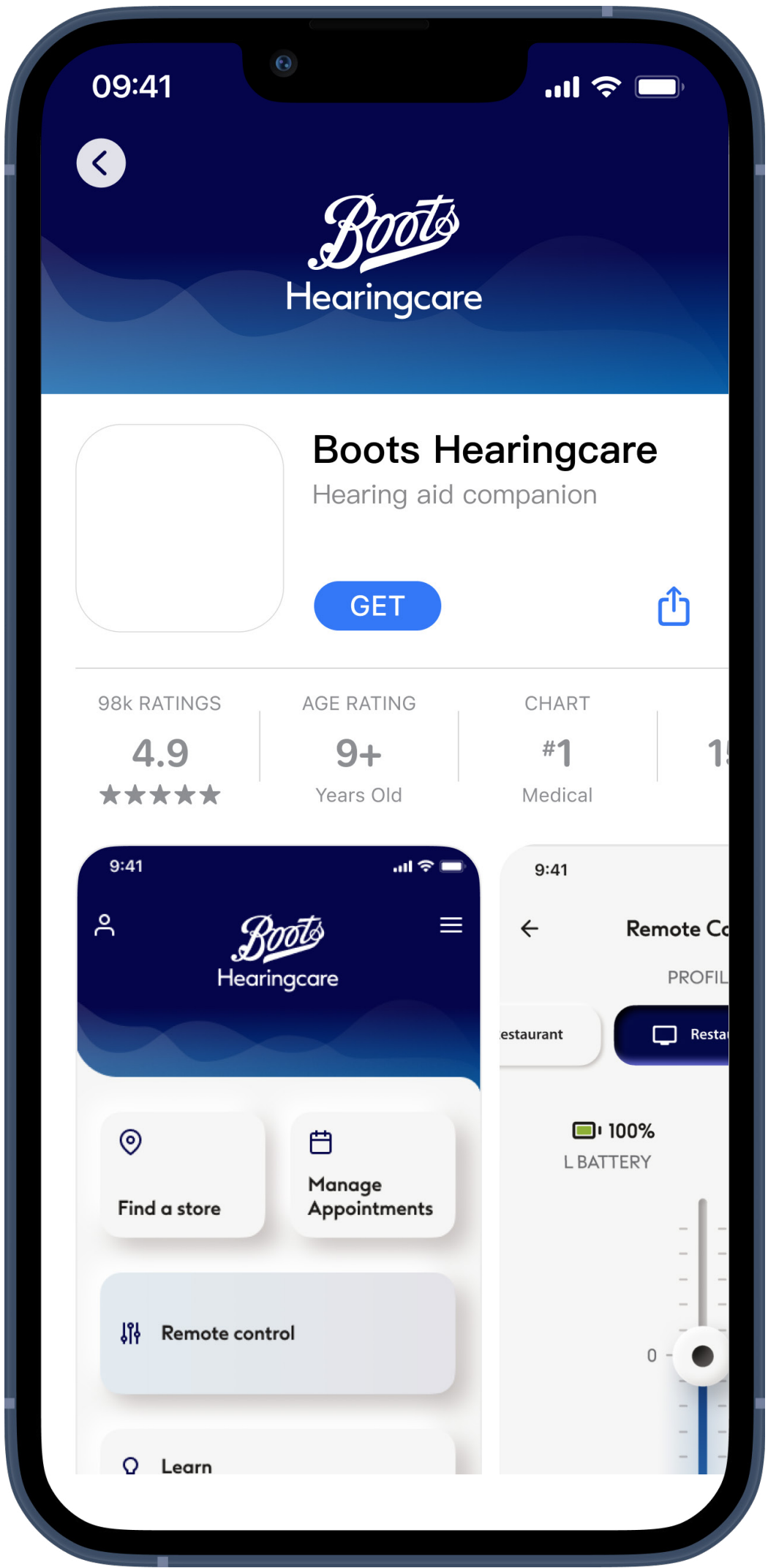
2



Installing the Boots Hearingcare app

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

1

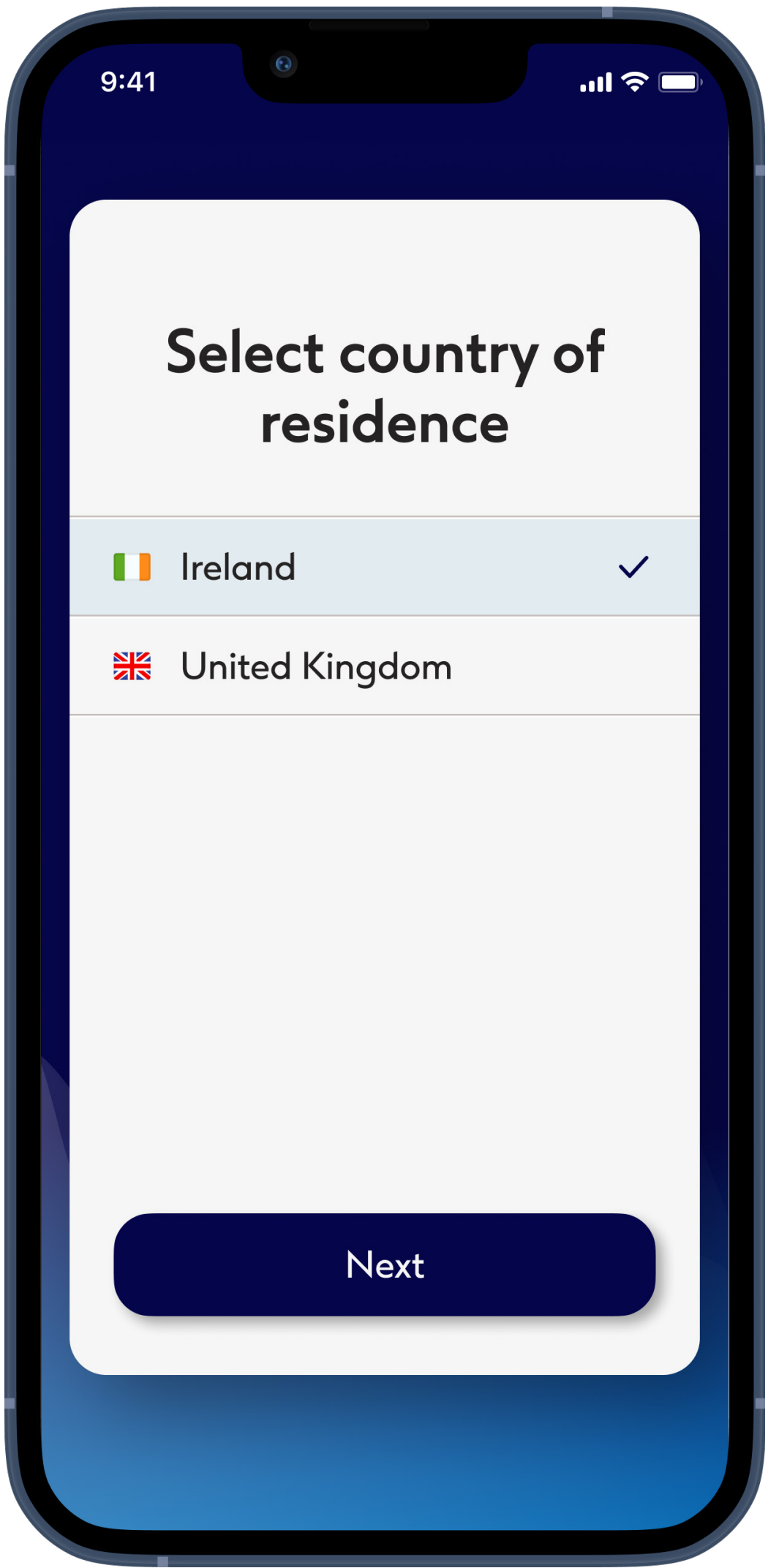


Download Boots Hearingcare app

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. After installation open the Boots Hearingcare app by tapping on the app icon on your phone’s home screen.



2

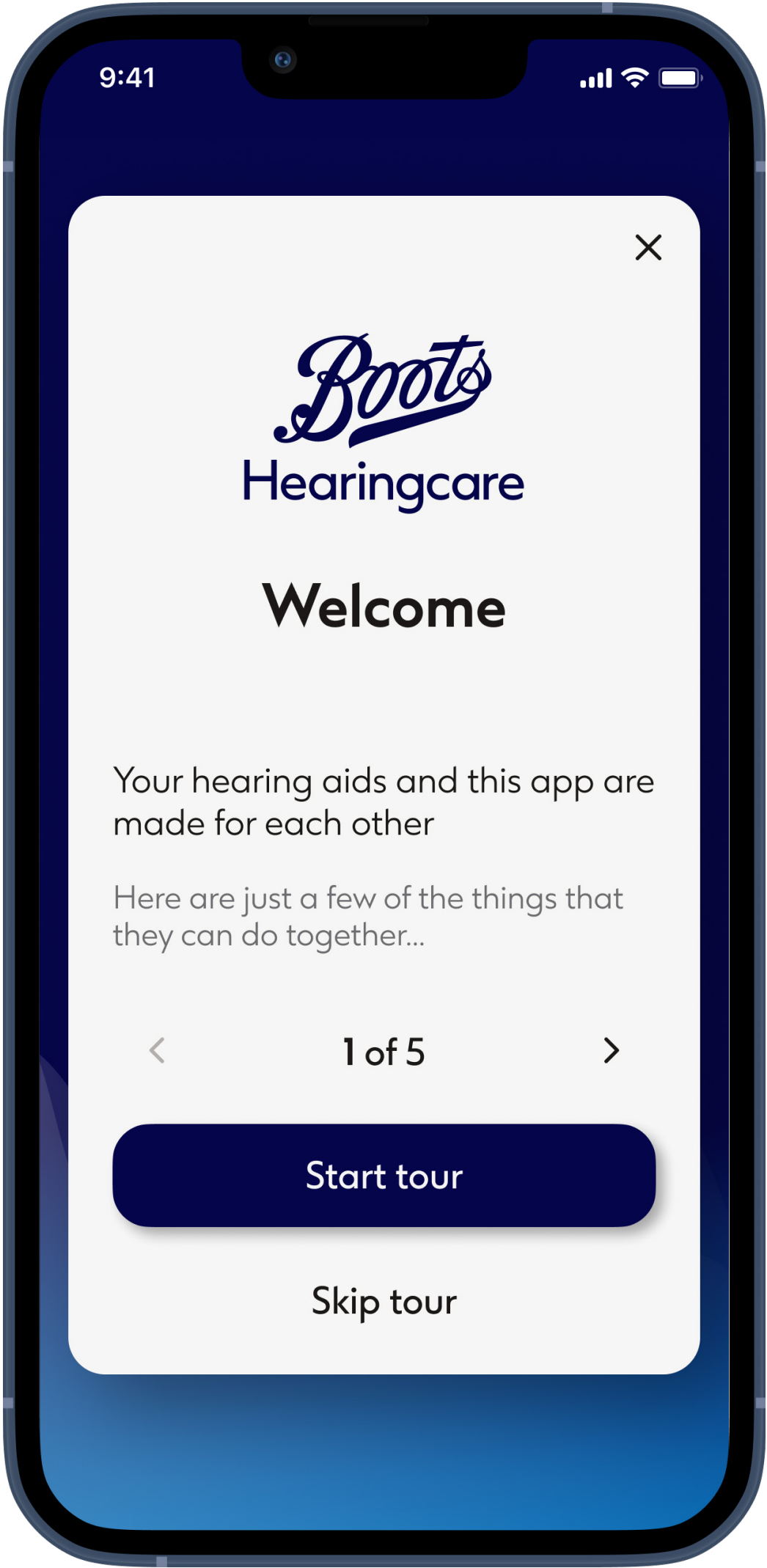


Open Boots Hearingcare app

Open the app and select your country of residence and language.



3

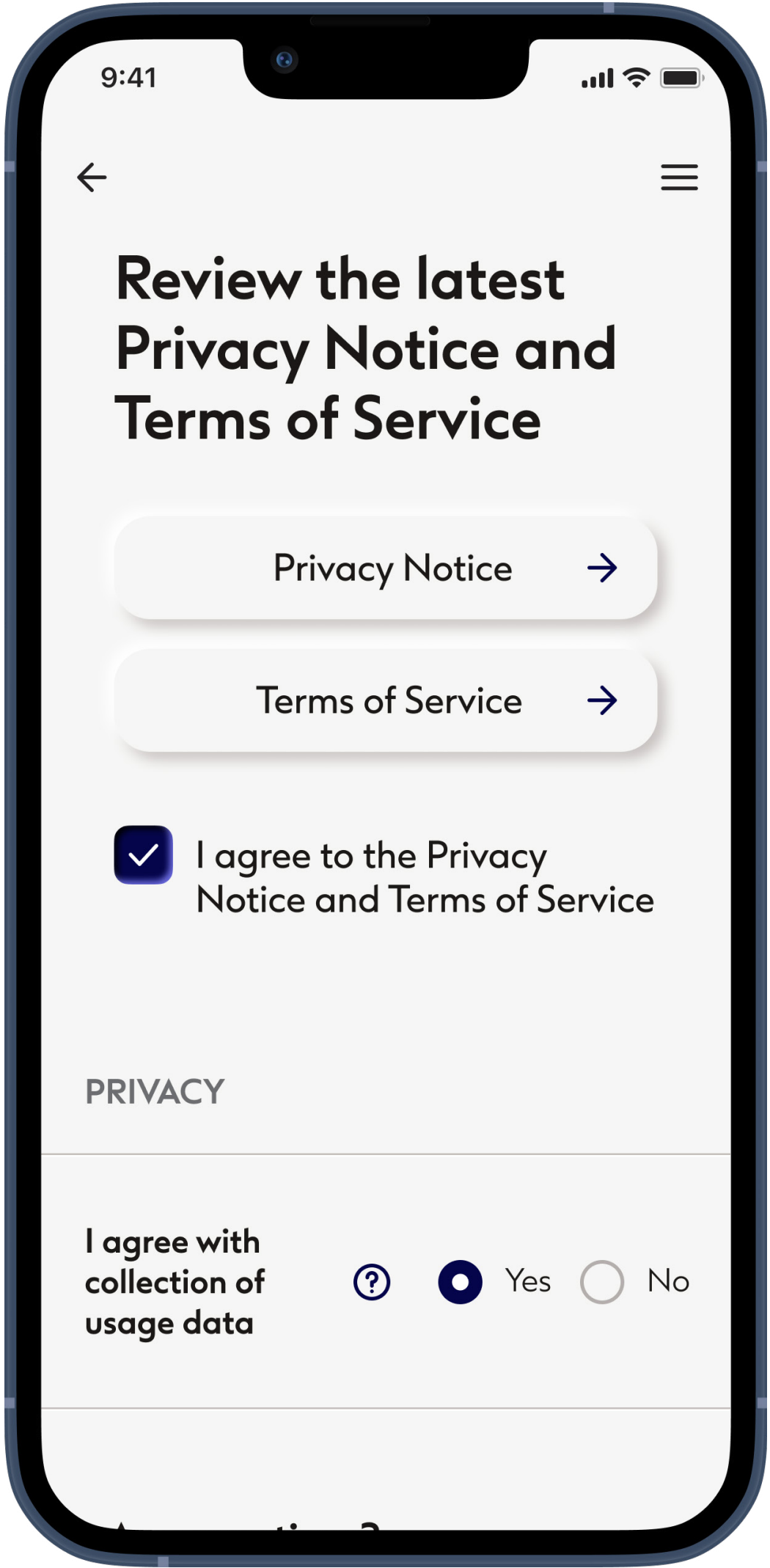


Instructions

Read the instructions and click **Next** or use the arrows to view the next or previous page.



4

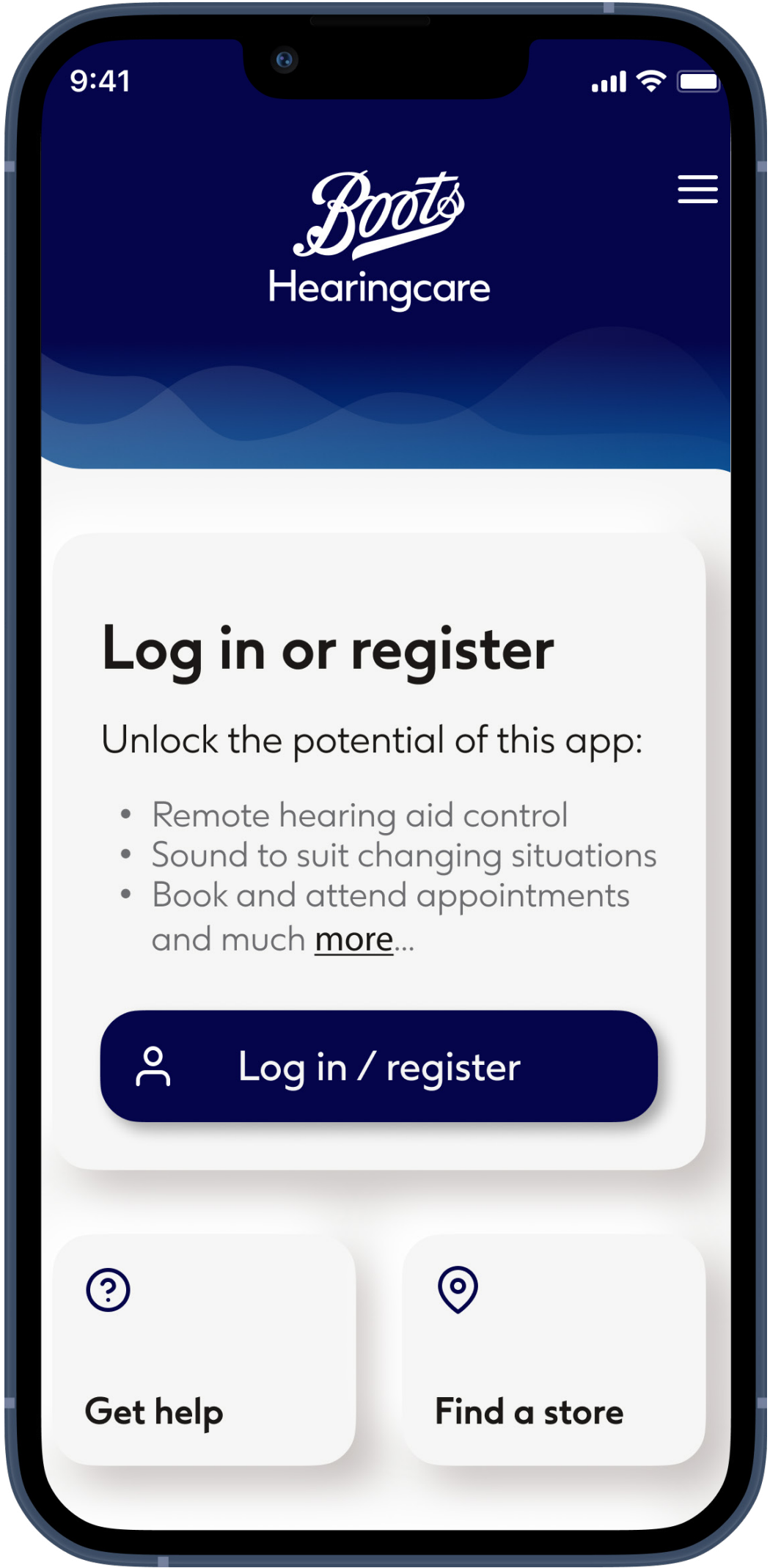


Review Privacy Notice and Terms of Service

Agreeing to the Privacy Notice and Terms of Service is necessary to use the App, but Communication options are discretionary.



5



Home

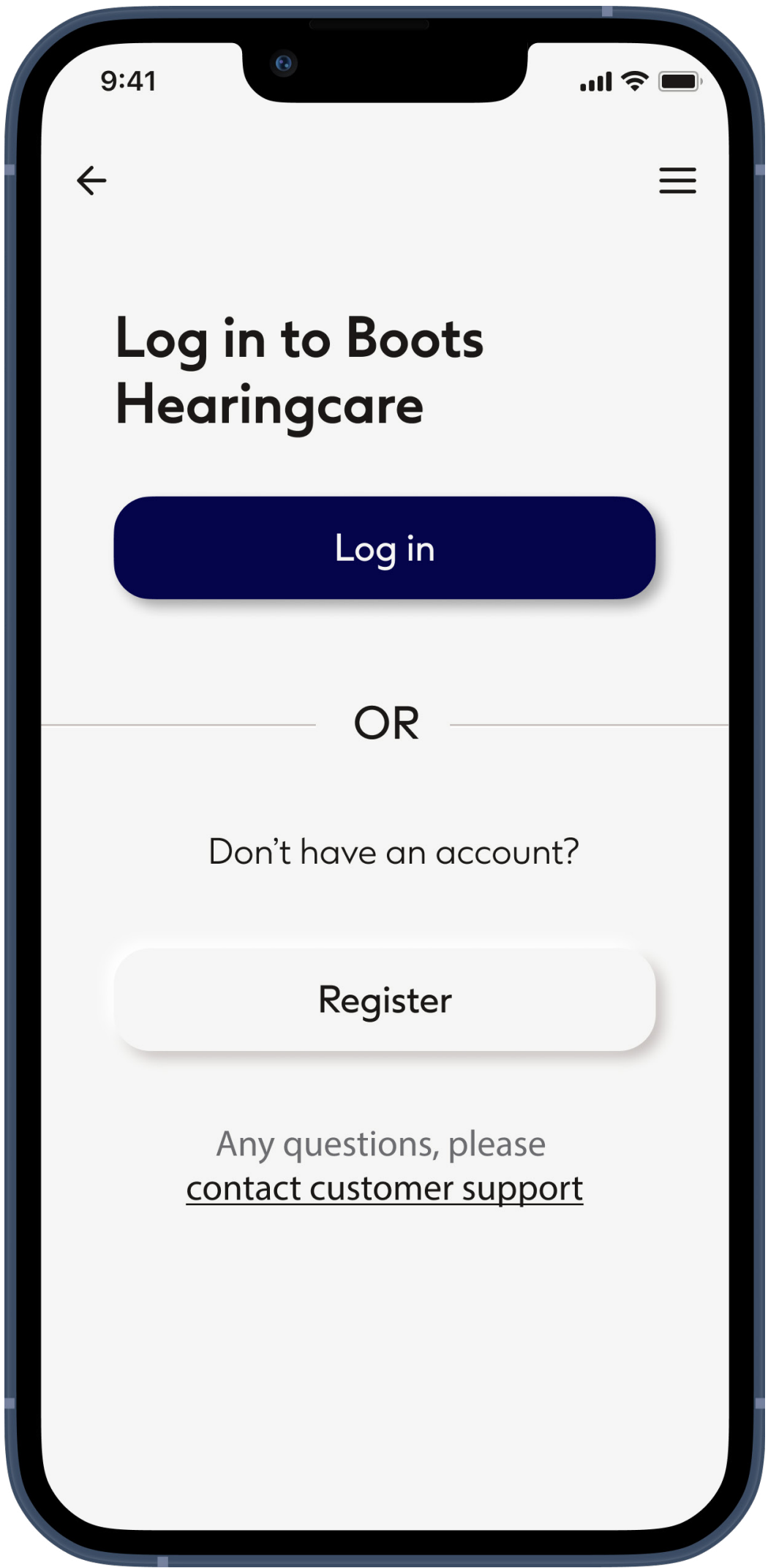
To use full functionality of Boots Hearingcare app, please log in or register.



Setting up an account in Boots Hearingcare

To use the full functionality of the Boots Hearingcare app, you need to register a personal Boots Hearingcare account.

1

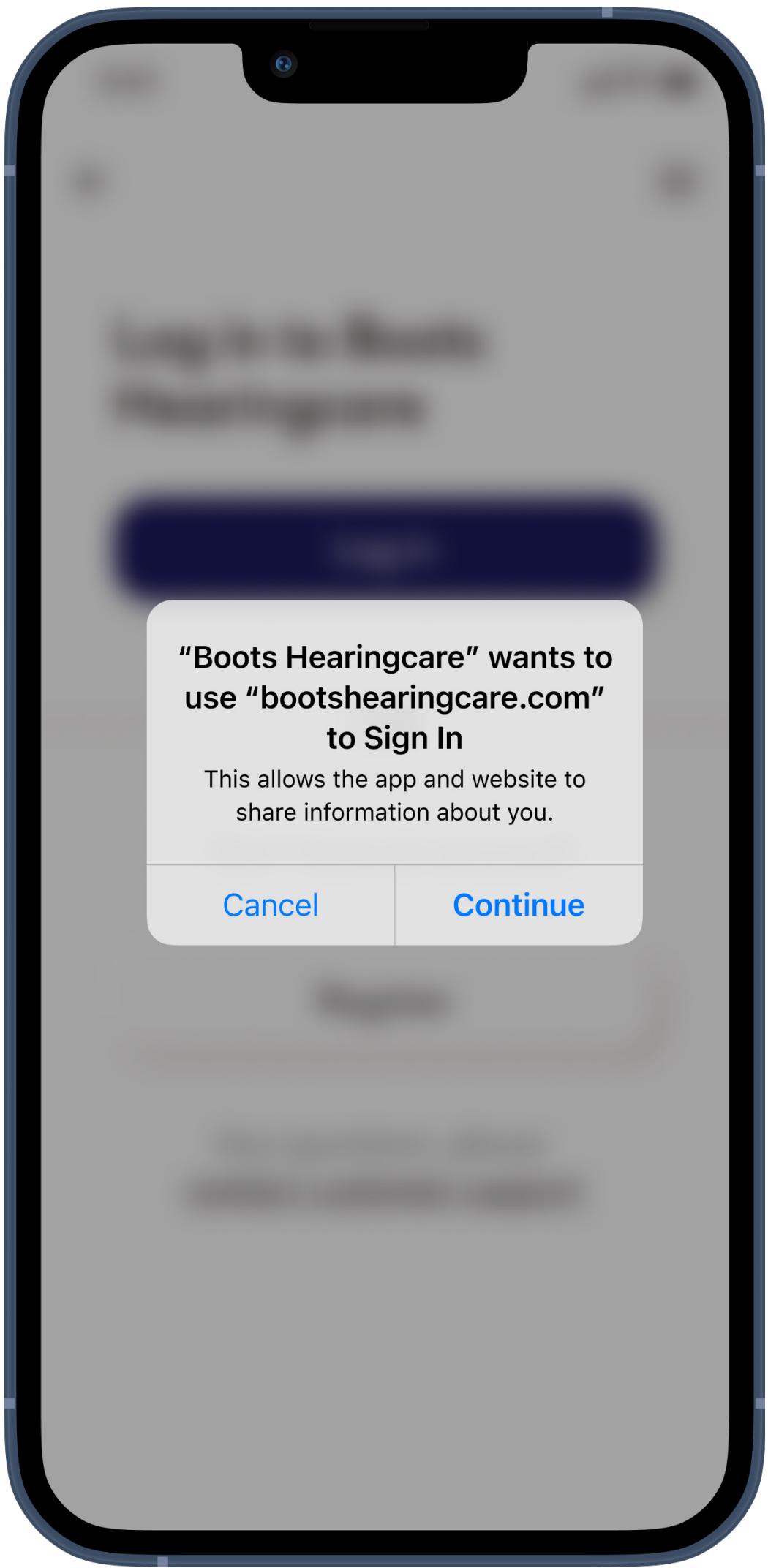


Start

To create a new account tap **Register**.



2



Connect to secure website

For security the app needs to connect to a secure website where account details are stored. Tap **Continue**.



3

9:41

← Create new Boots Hearingcare account

Already registered online or in a store?

View info →

PERSONAL DETAILS

Title *

Please select... ▾

First name *

Last name *

Existing hearing aid wearer?

CONTACT

Email address *

Create your account and set your password

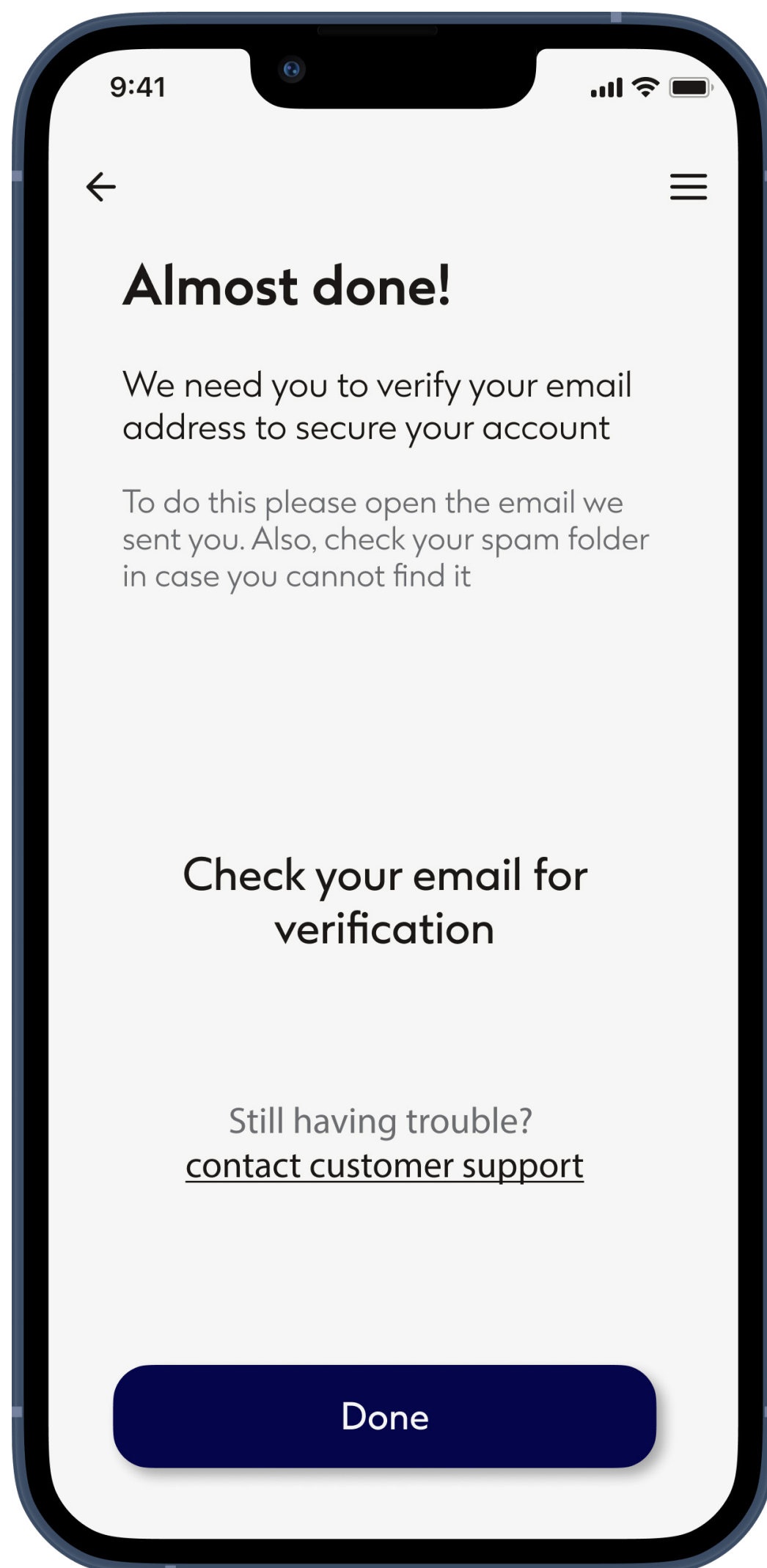
Please enter all requested details to create your account.

For security, your password must contain a combination of at least eight characters, 1 uppercase character, 1 number and 1 symbol. When completed tap **Continue** to set up your account.

To reveal your password as you type, tap on the eye icon.



4



Activate account

Your account has been created. As a final security step verify your email address to secure your account.

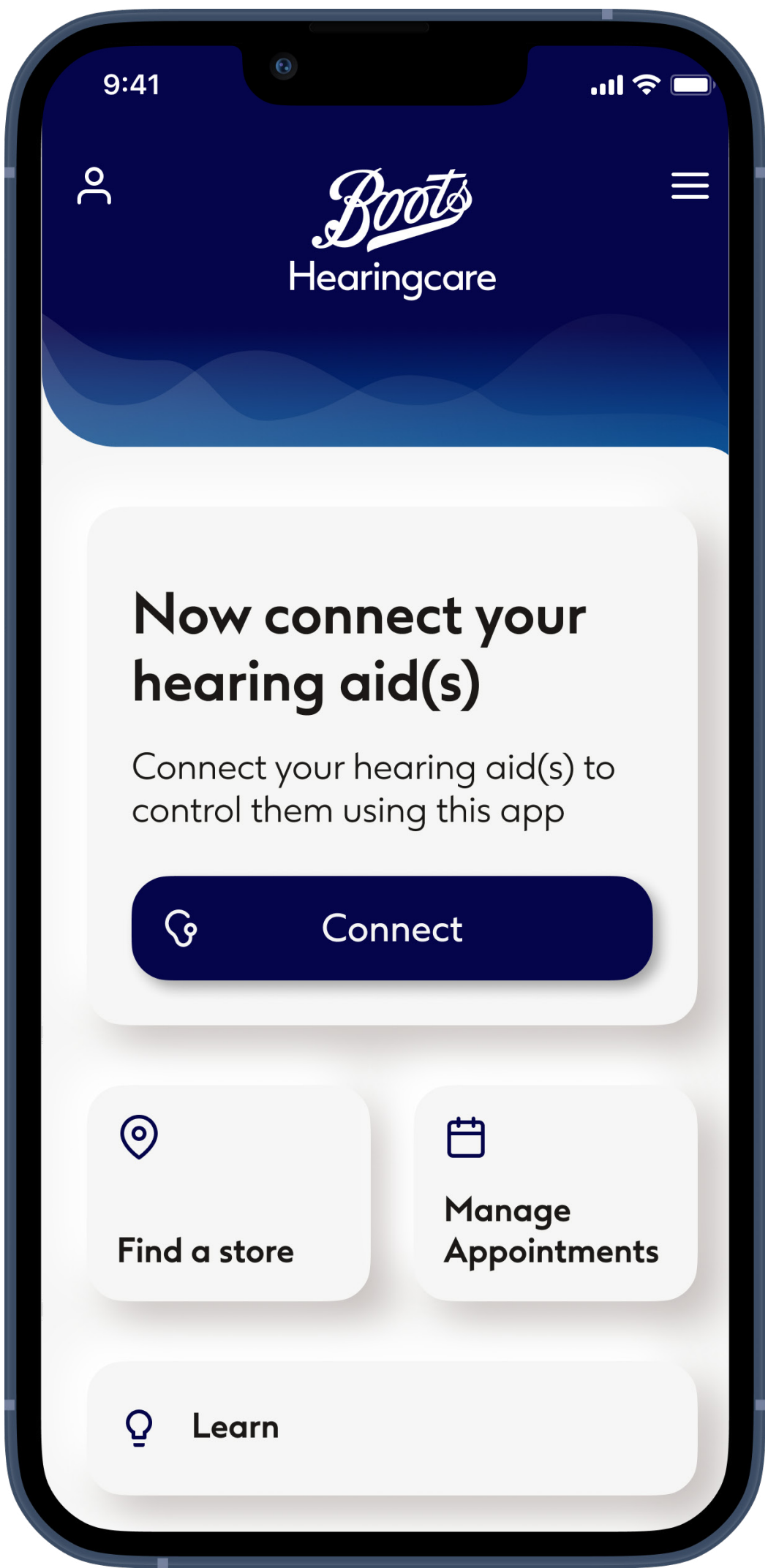
Do this by opening the email that’s just been sent to you and follow its instructions. It may take a few minutes to arrive. If you cannot find it in your inbox check your spam folder.

After your account has been created you will need to log in.



Pairing with hearing aids

1

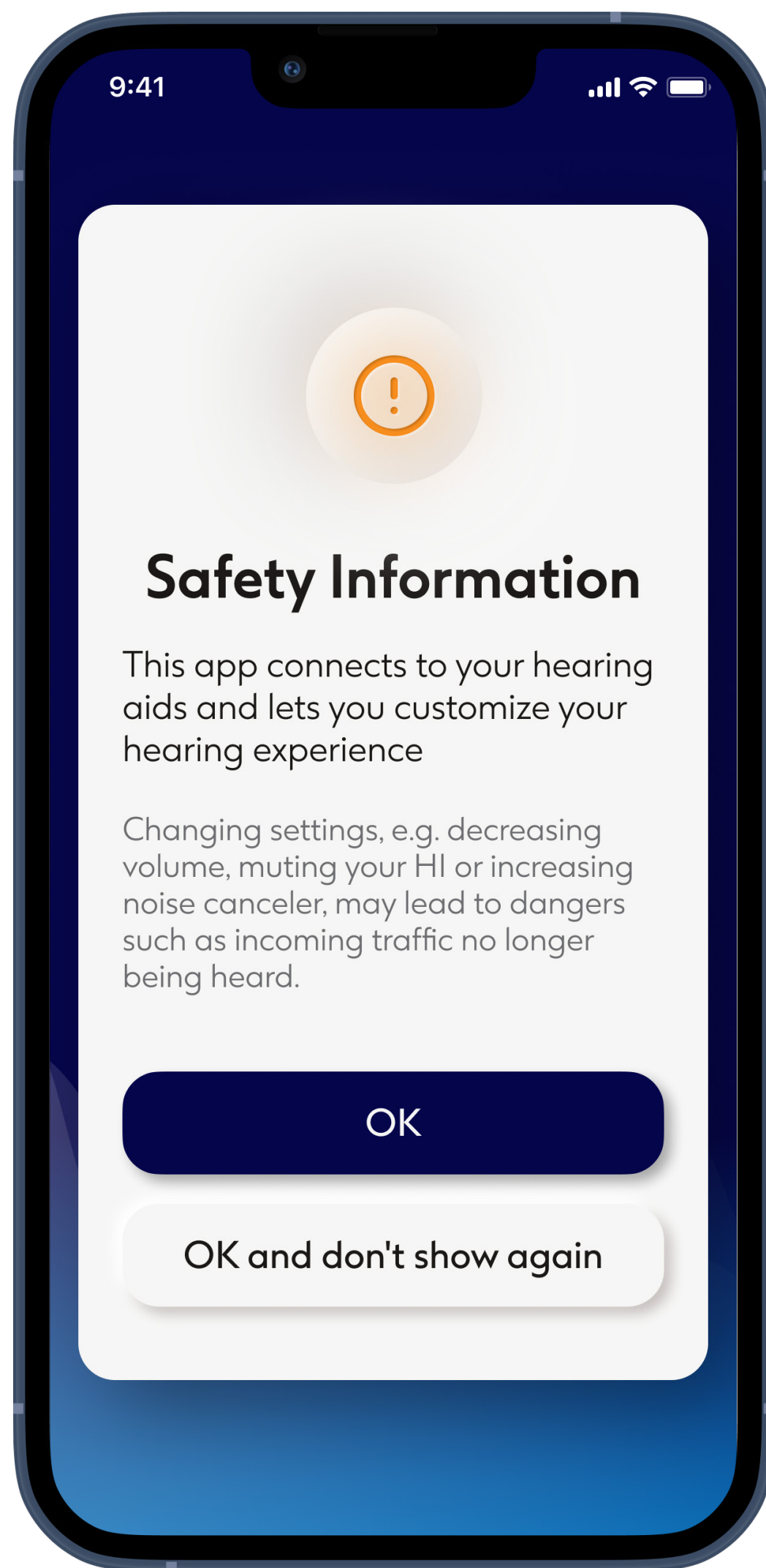


Start

From the home screen tap **Connect**.



2

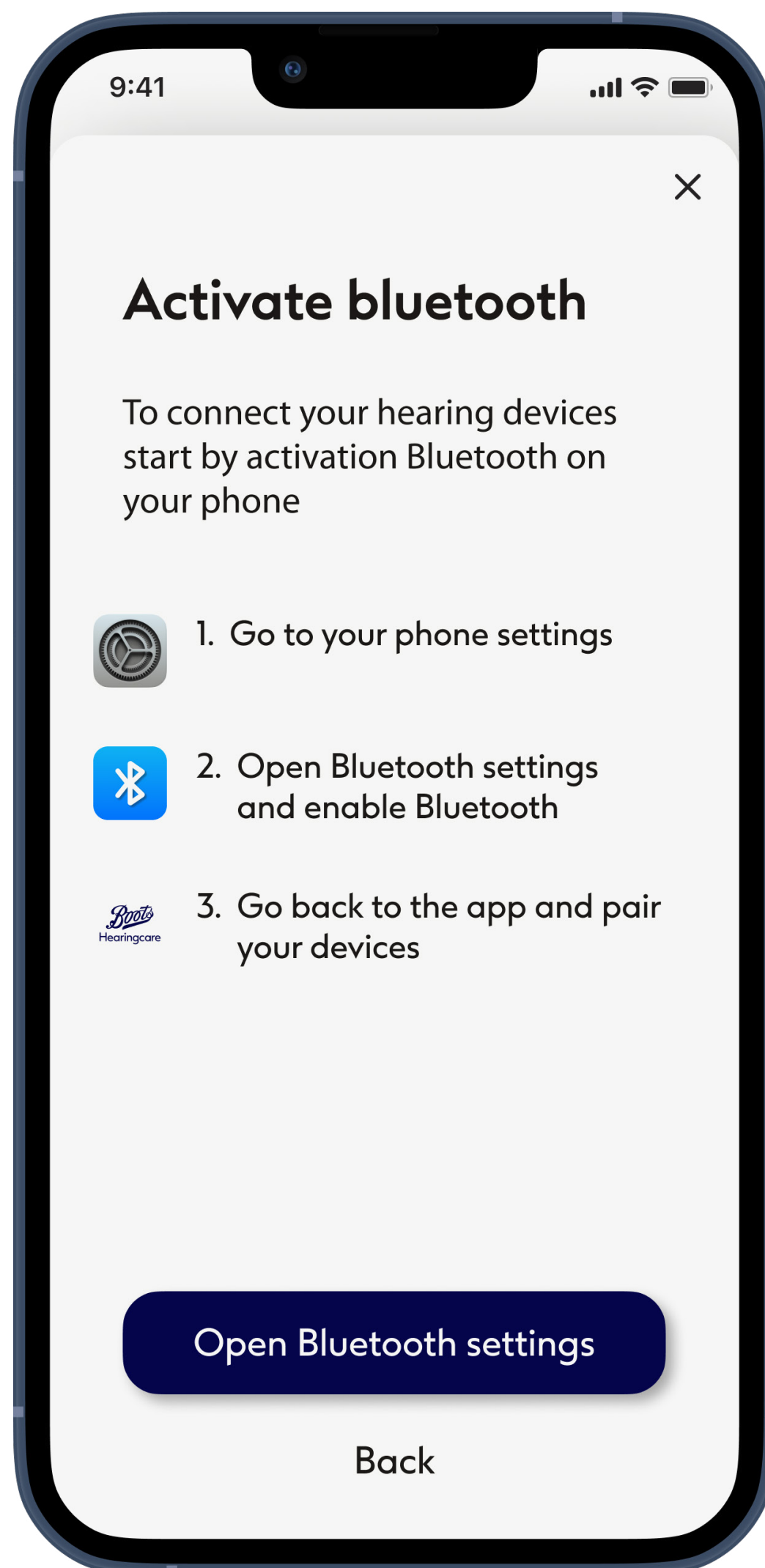


Safety information

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



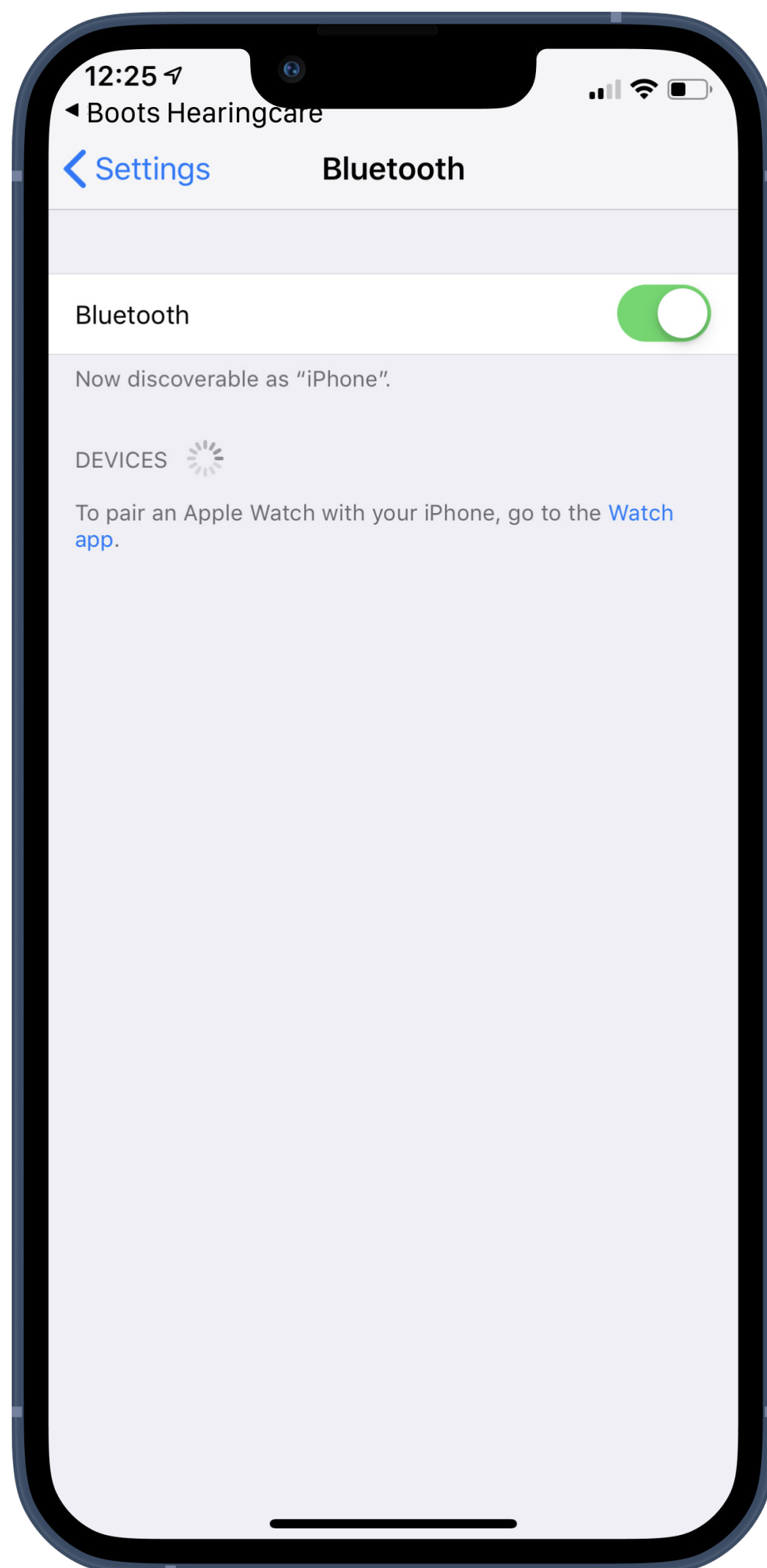
If Bluetooth is switched off (only for ios devices)

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. Follow on-screen 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

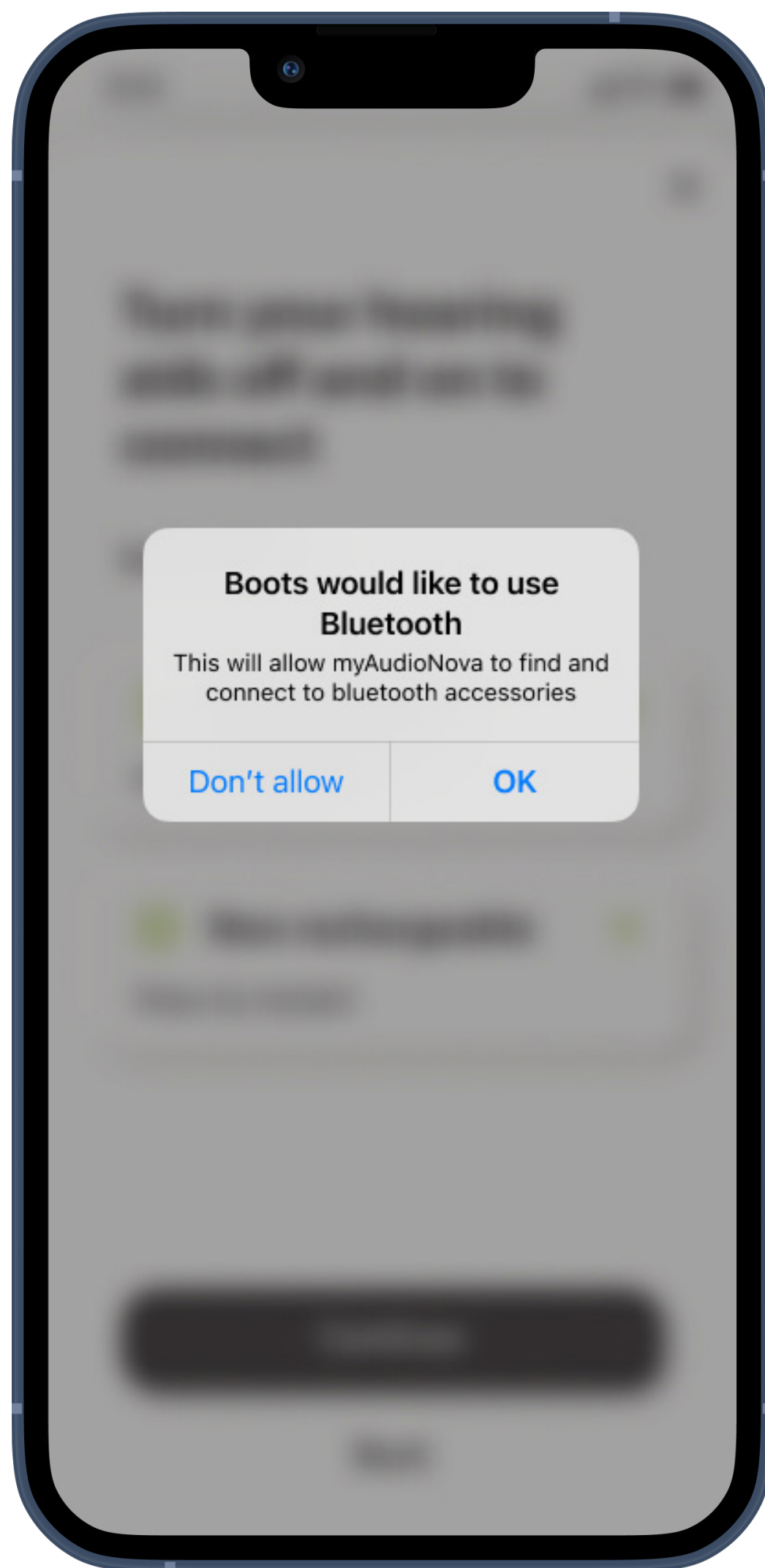


Switch on Bluetooth

In your phone's **Settings** select **Bluetooth settings** and turn on bluetooth



3



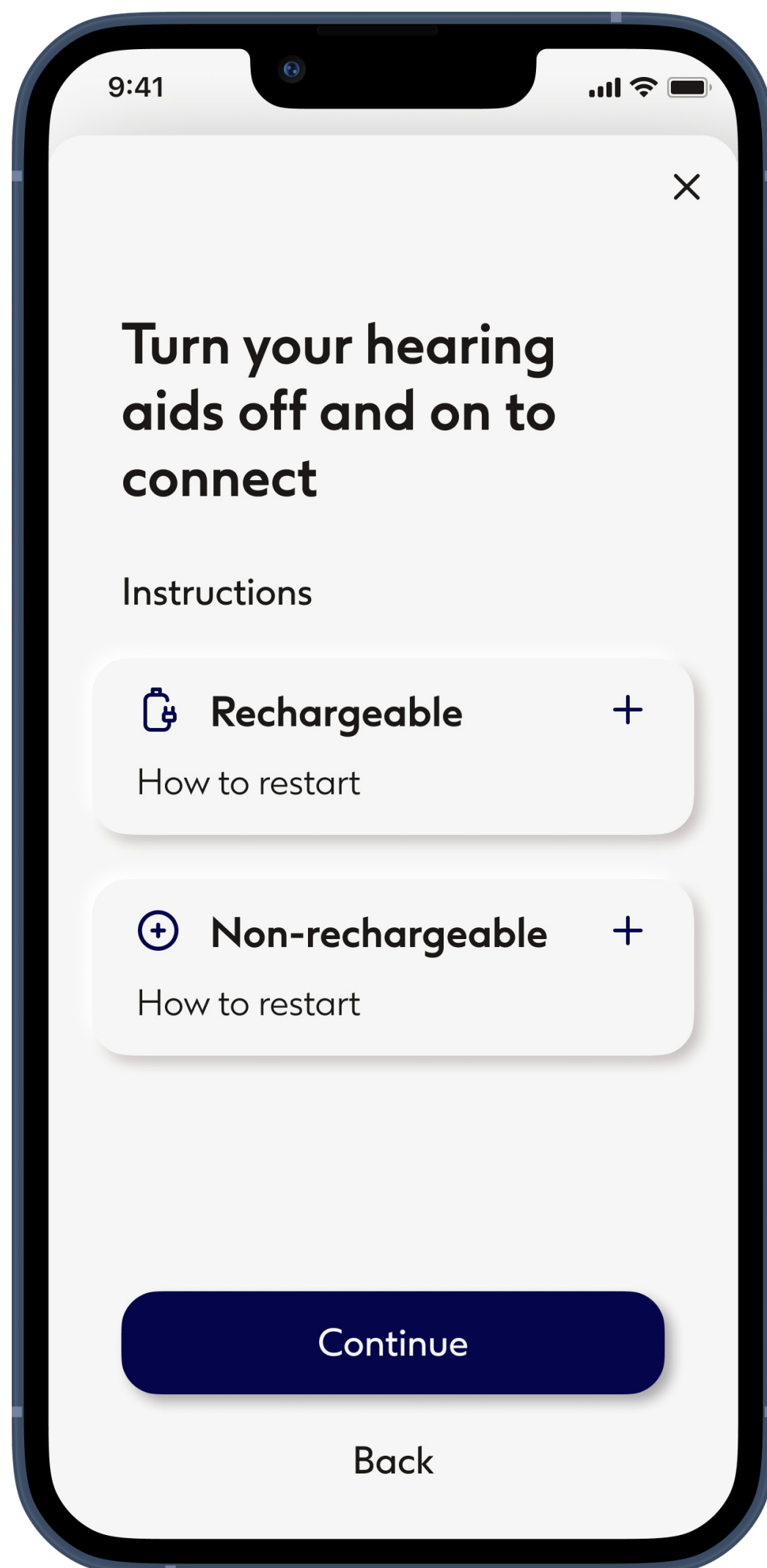
Allow access to Bluetooth

This allows the app to connect to your hearing aid(s), or any other devices such as a Rodger mic. You will not be able to connect if you do not allow.

Permissions will look slightly different on different phones.



6



Pairing instructions

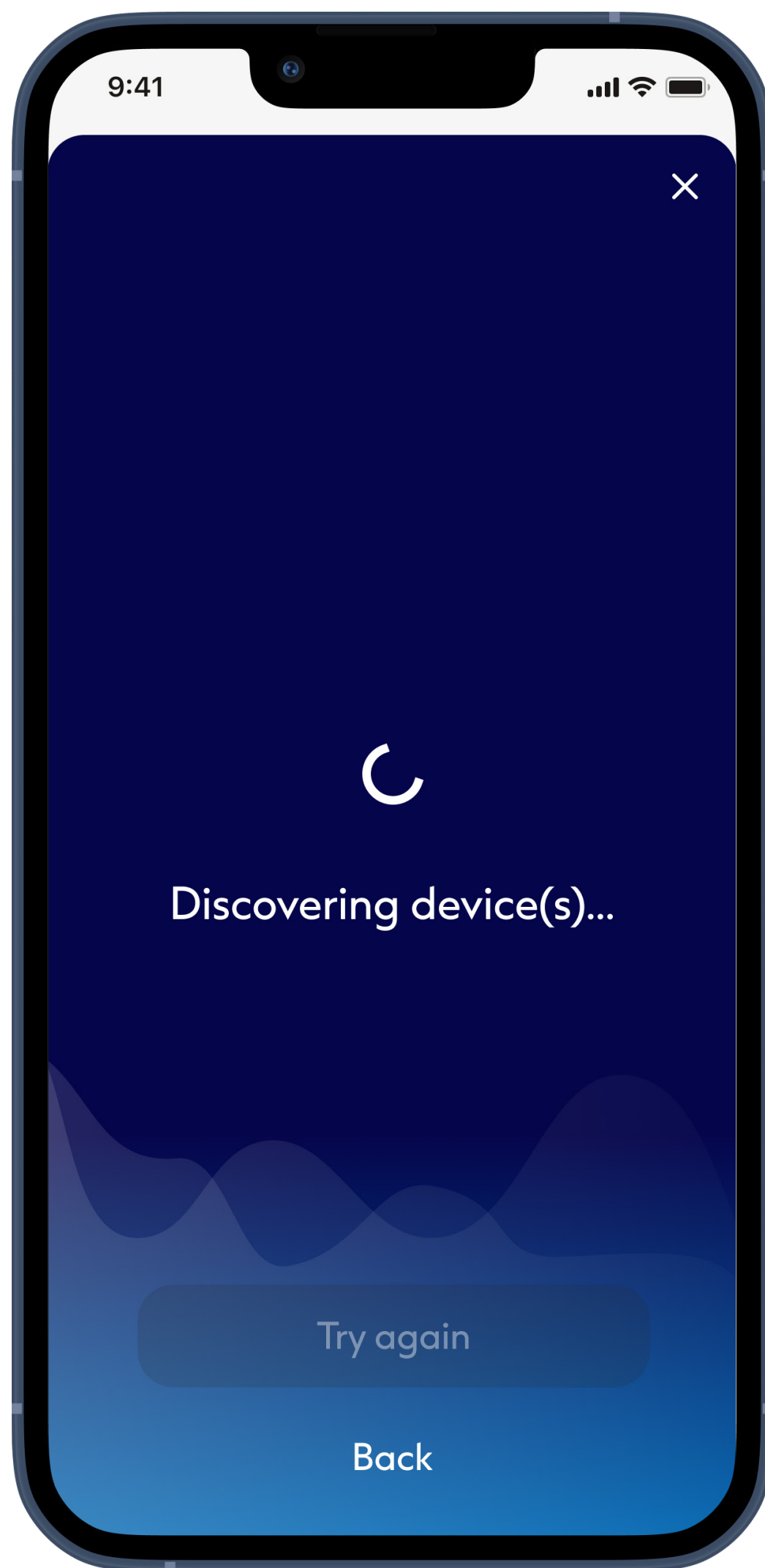
Tap **non-rechargeable** or **rechargeable** hearing aids to review the instructions appropriate to your device. Once ready, tap **Continue** to initiate the search process.



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 and if distrubing fields are present, move away from the disturbing



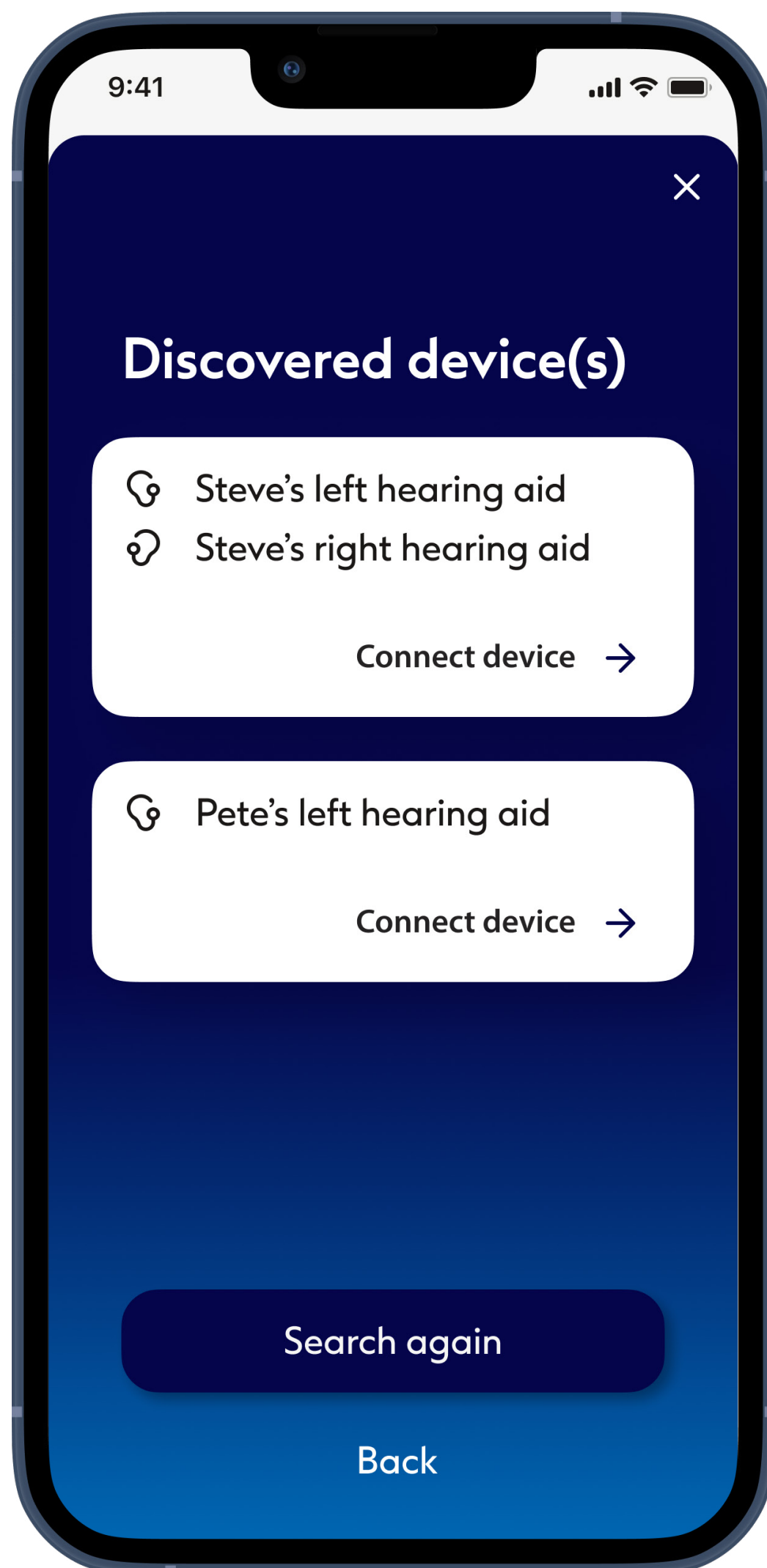
7



Searching

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

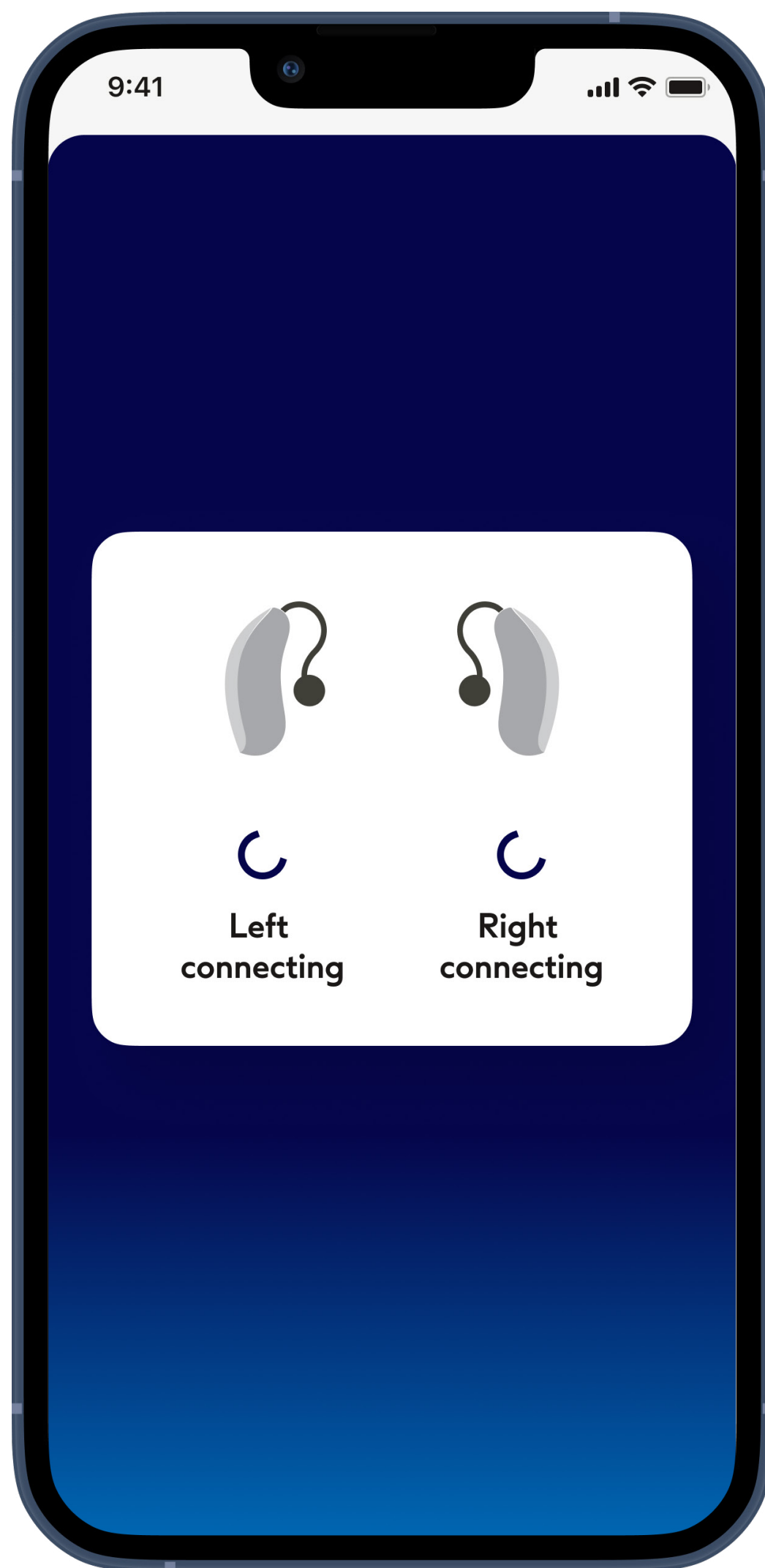




Connecting

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.

9

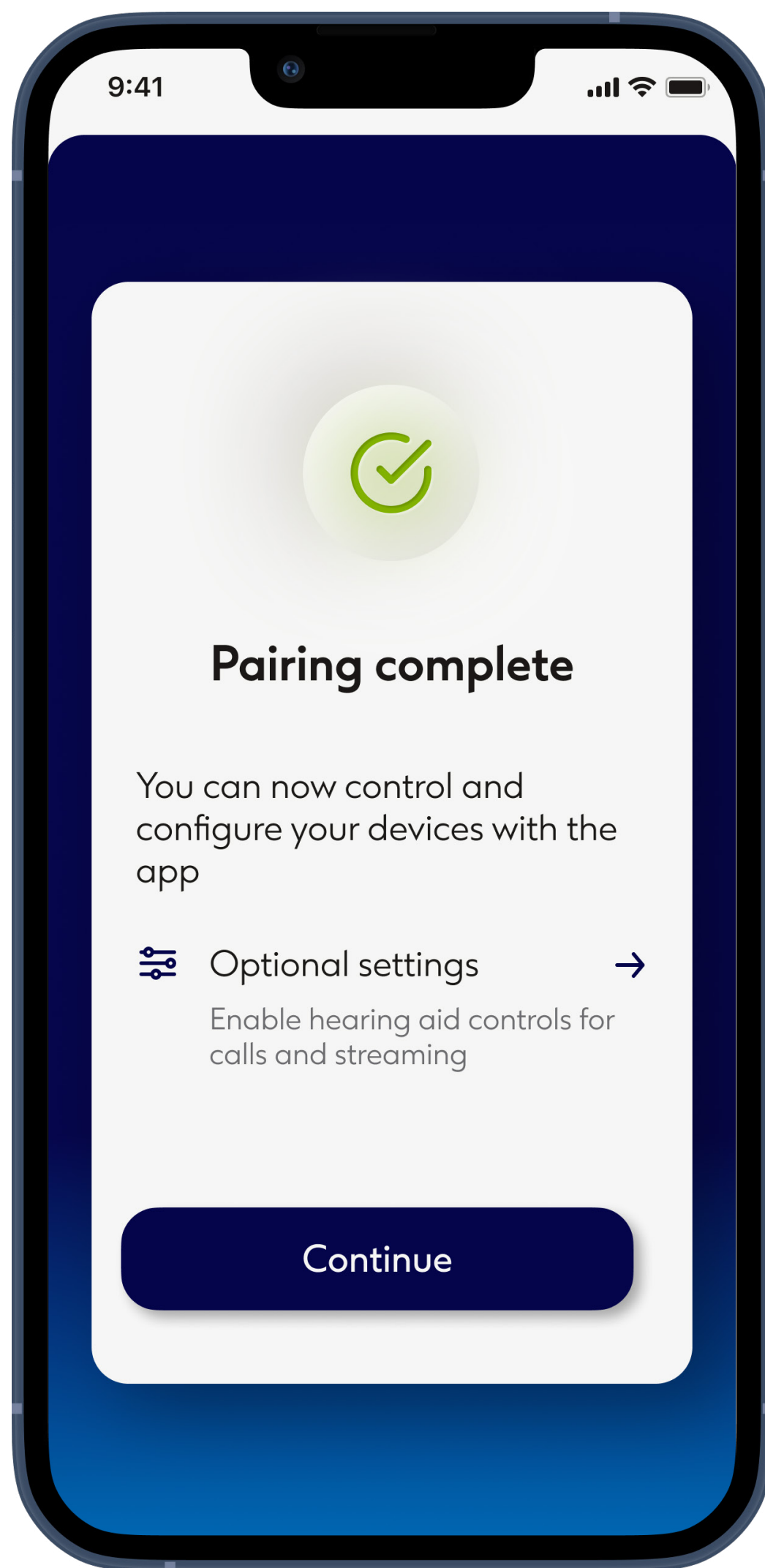


Pairing the hearing aids

The app will connect to each hearing aid separately.



10



Setup complete

You are now ready to use all the compatible functionalities of the app.

Tap **Optional settings** for instructions on how to enable phone calls, audio streaming through your hearing aid(s) and control them by tapping on them.

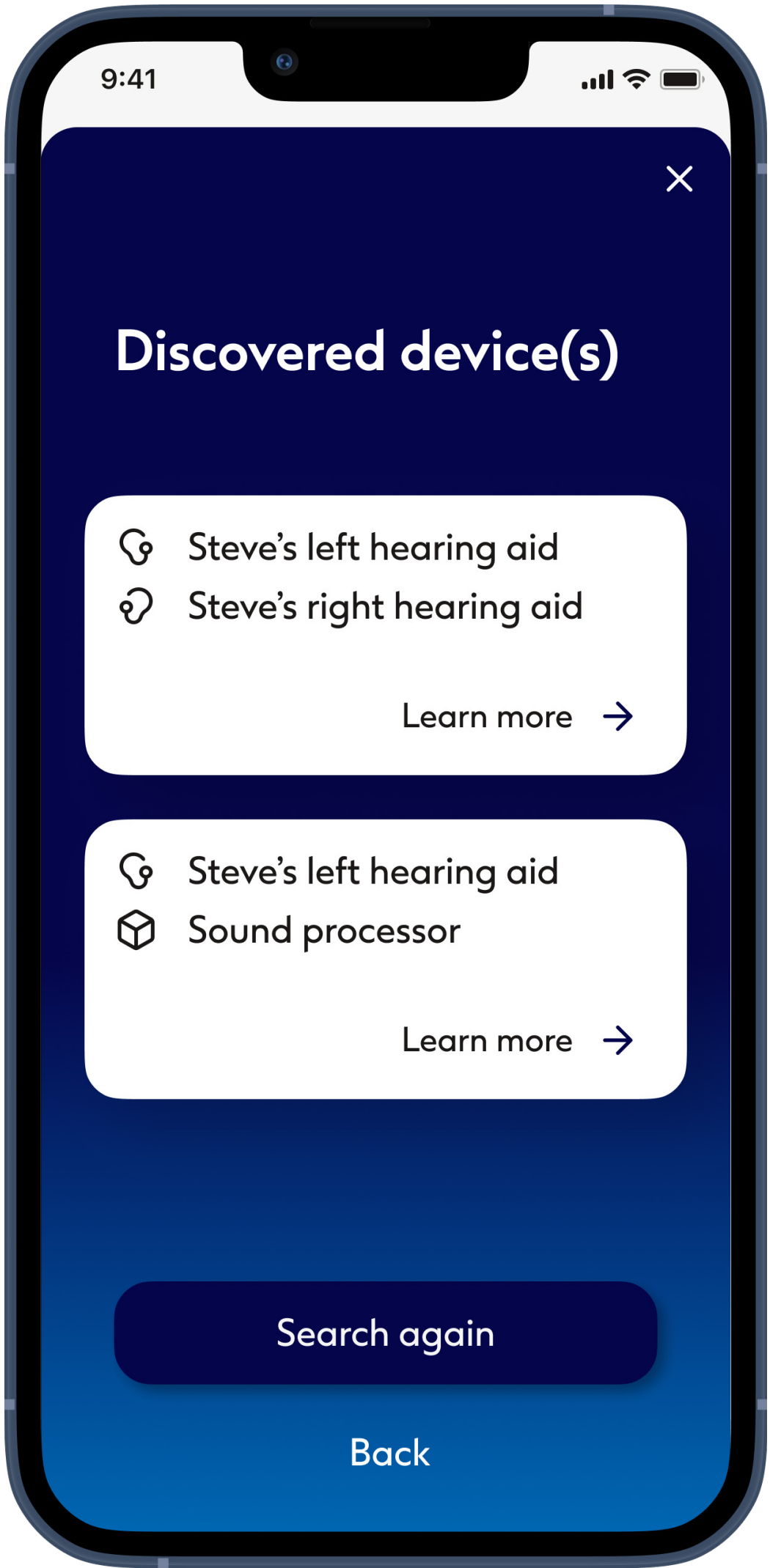
Tap the **Continue** button to finish pairing.



Troubleshooting pairing

Possible errors during the setup process

1



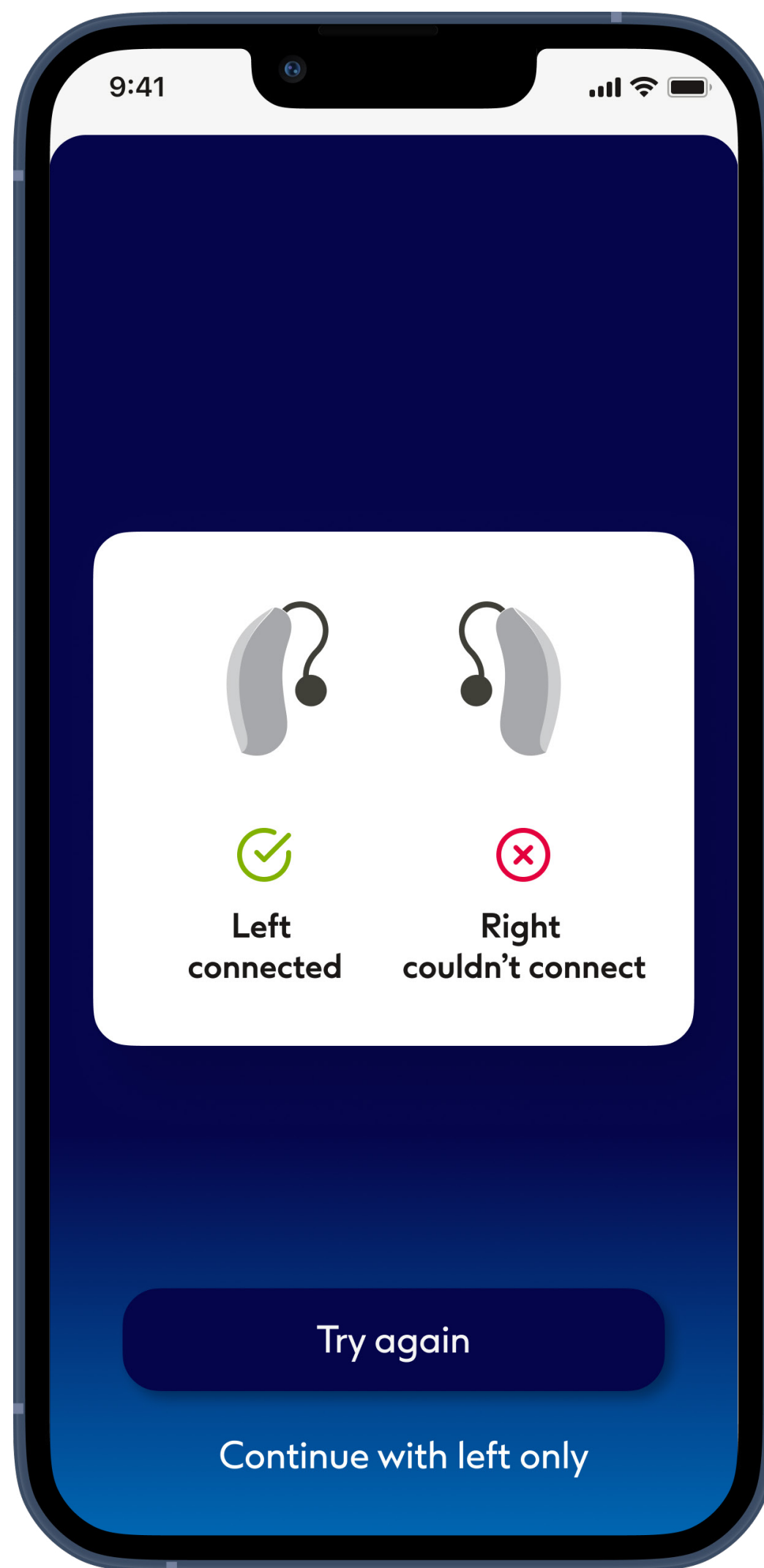
Incompatible devices

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

Please tap **Learn more** or contact your hearing care professional for further information.



2



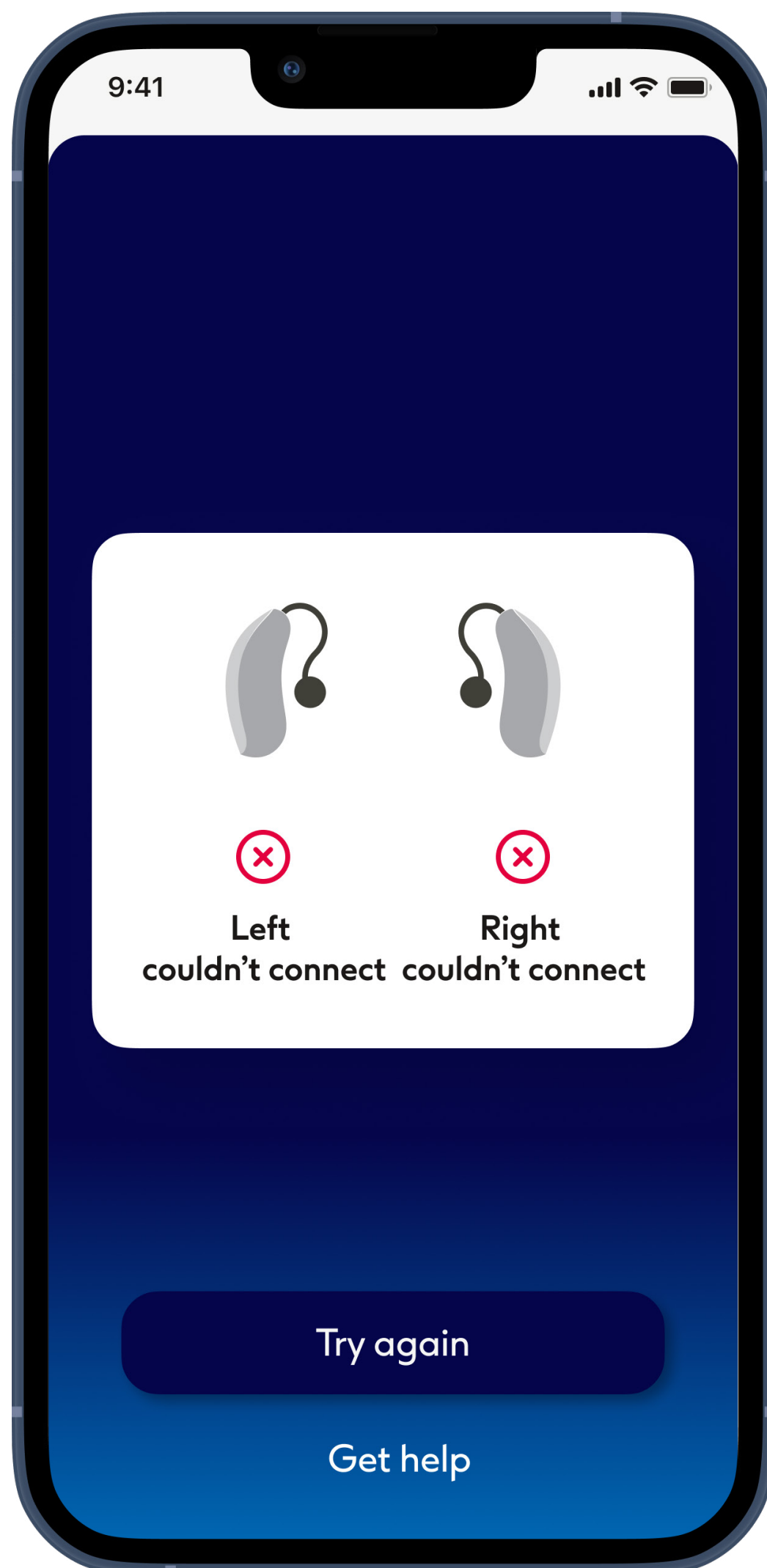
Hearing aid connection error

If pairing to one of a set of hearing aids fails, you can:

1. Tap **Retry right/left** to restart the pairing process for that hearing aid
2. Tap **Continue with right/left only** to use only one of the two hearing aids



3

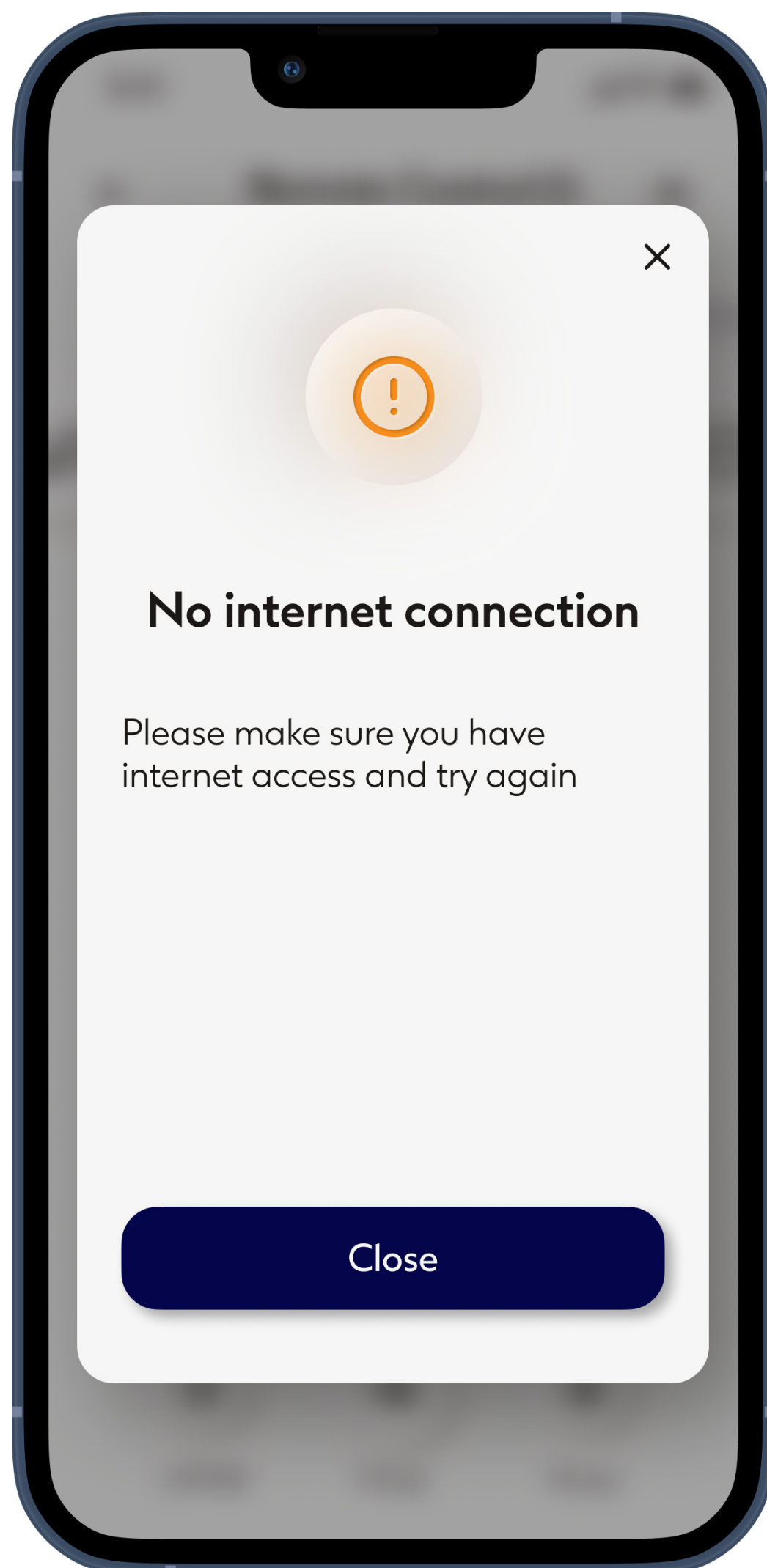


Connection fails to both

Tap **Try again** to restart the pairing process and follow the instructions.



4

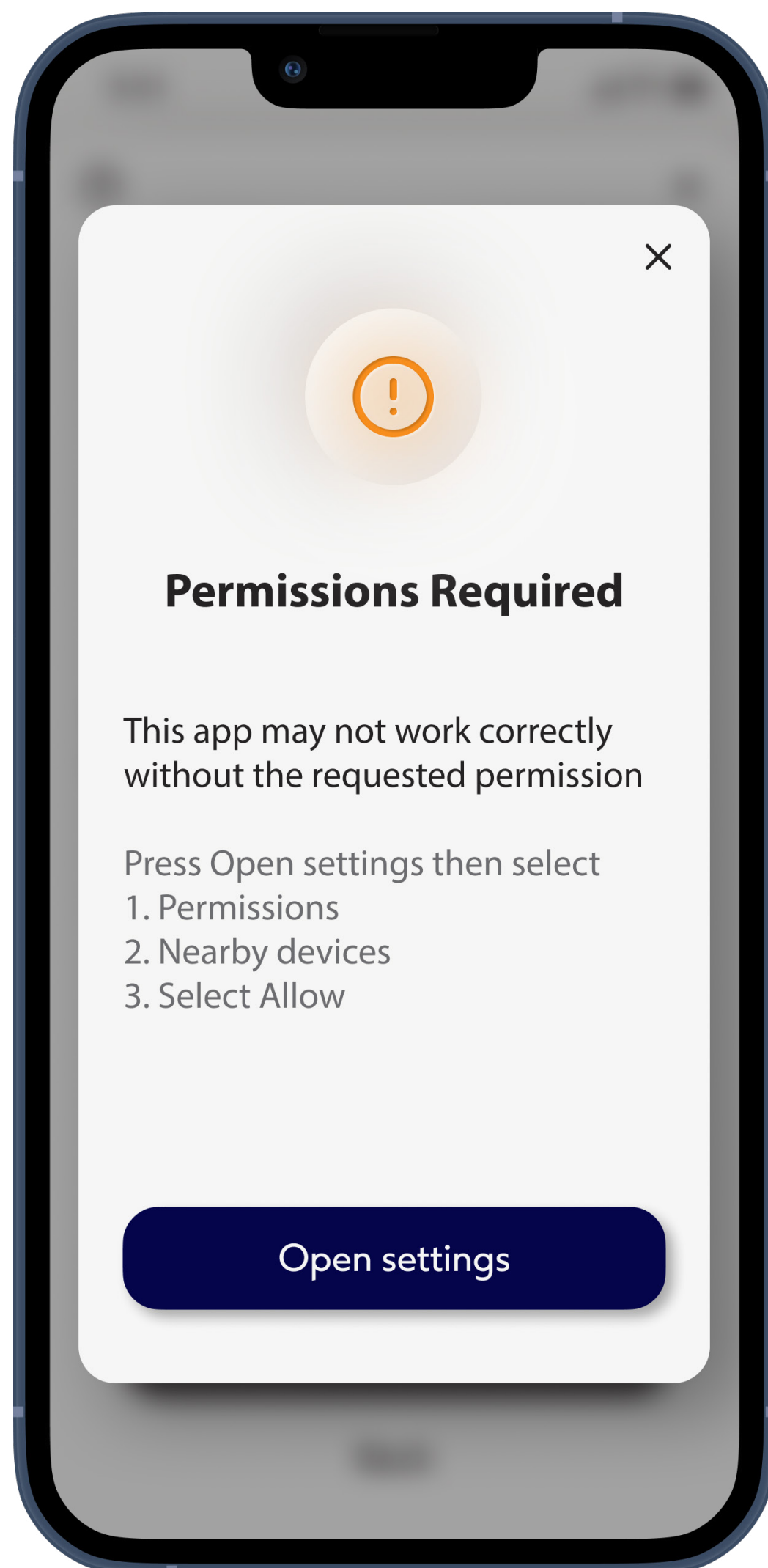


Unable to connect

Make sure you have access to the internet so that the app is able to initialize and connect to your hearing aids. Tap **Close** to restart the process.



5



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**.

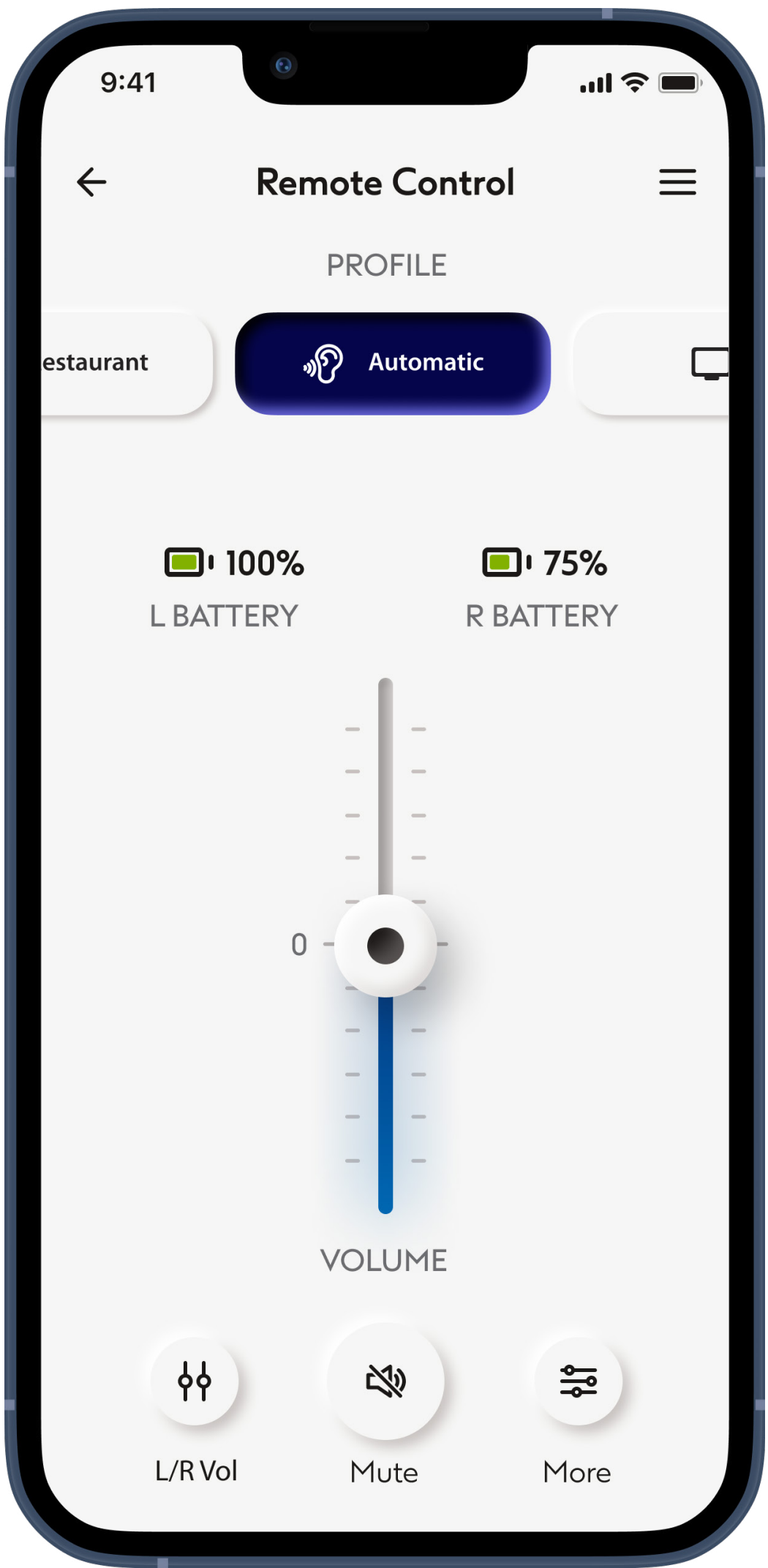
From your phone's settings navigate back to the app.



Remote control - main view

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

1



Adjust hearing aid volume

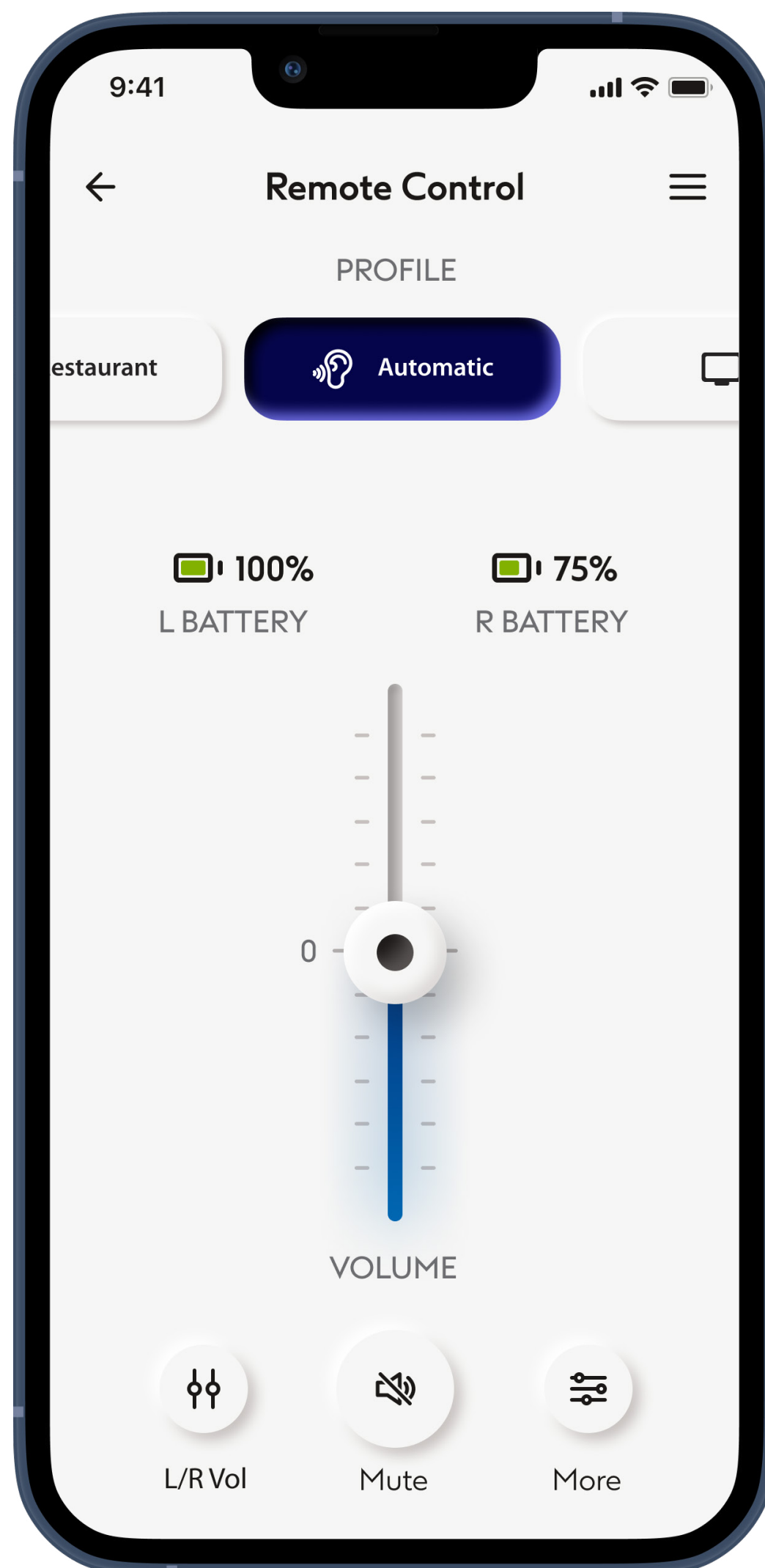
Move this slider up to increase the volume, or down to decrease the volume. If you are using two hearing aids this slider controls both devices simultaneously.

Note that the battery level indicator is not available for non-rechargeable hearing aids.

*For details about features and hearing aids compatibility, please refer to your audiologists.



2



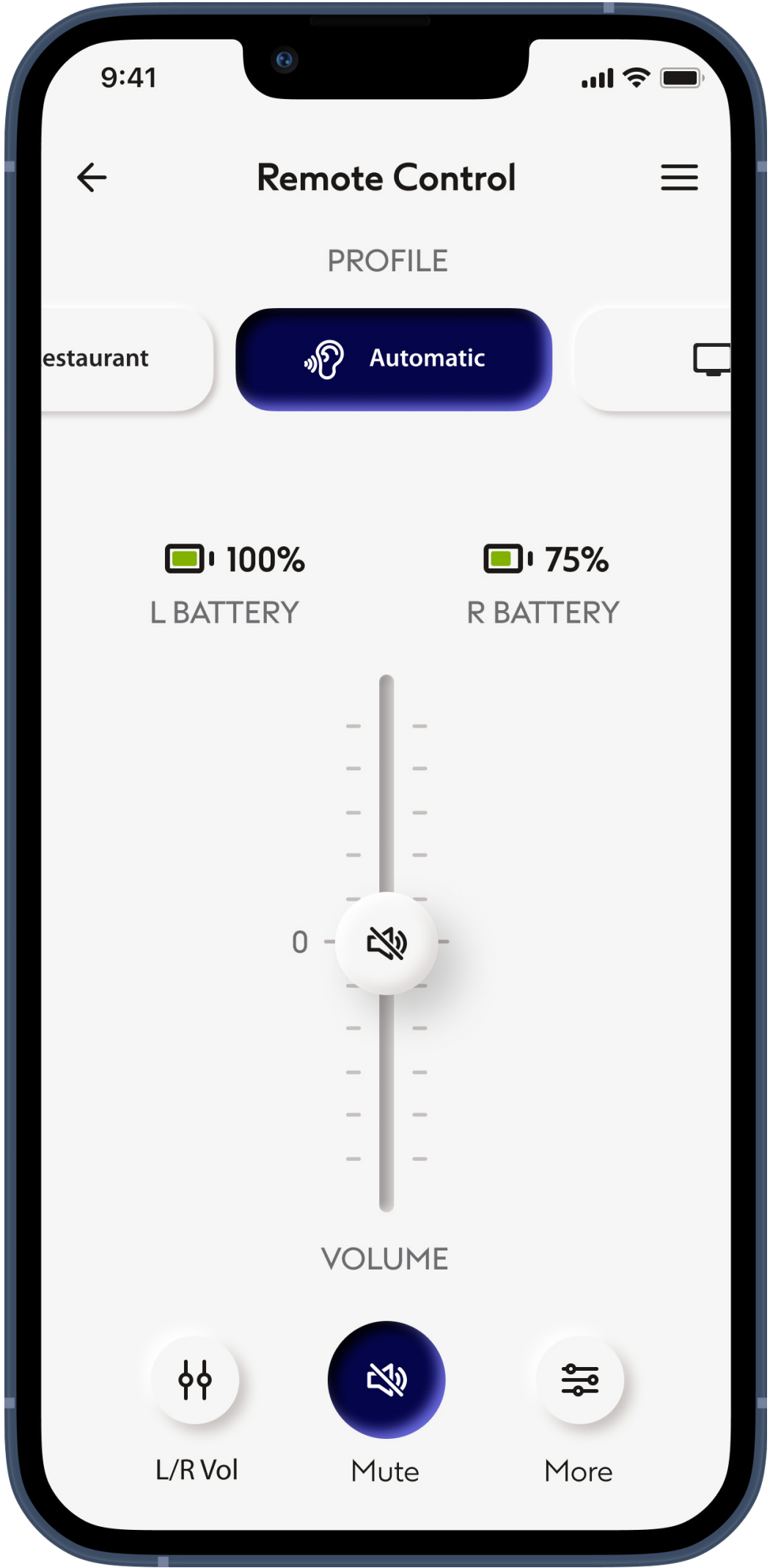
Accessing profiles

Swipe your finger left and right across the profile tiles 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.

*For details about features and hearing aids compatibility, please refer to your audiologists.



3



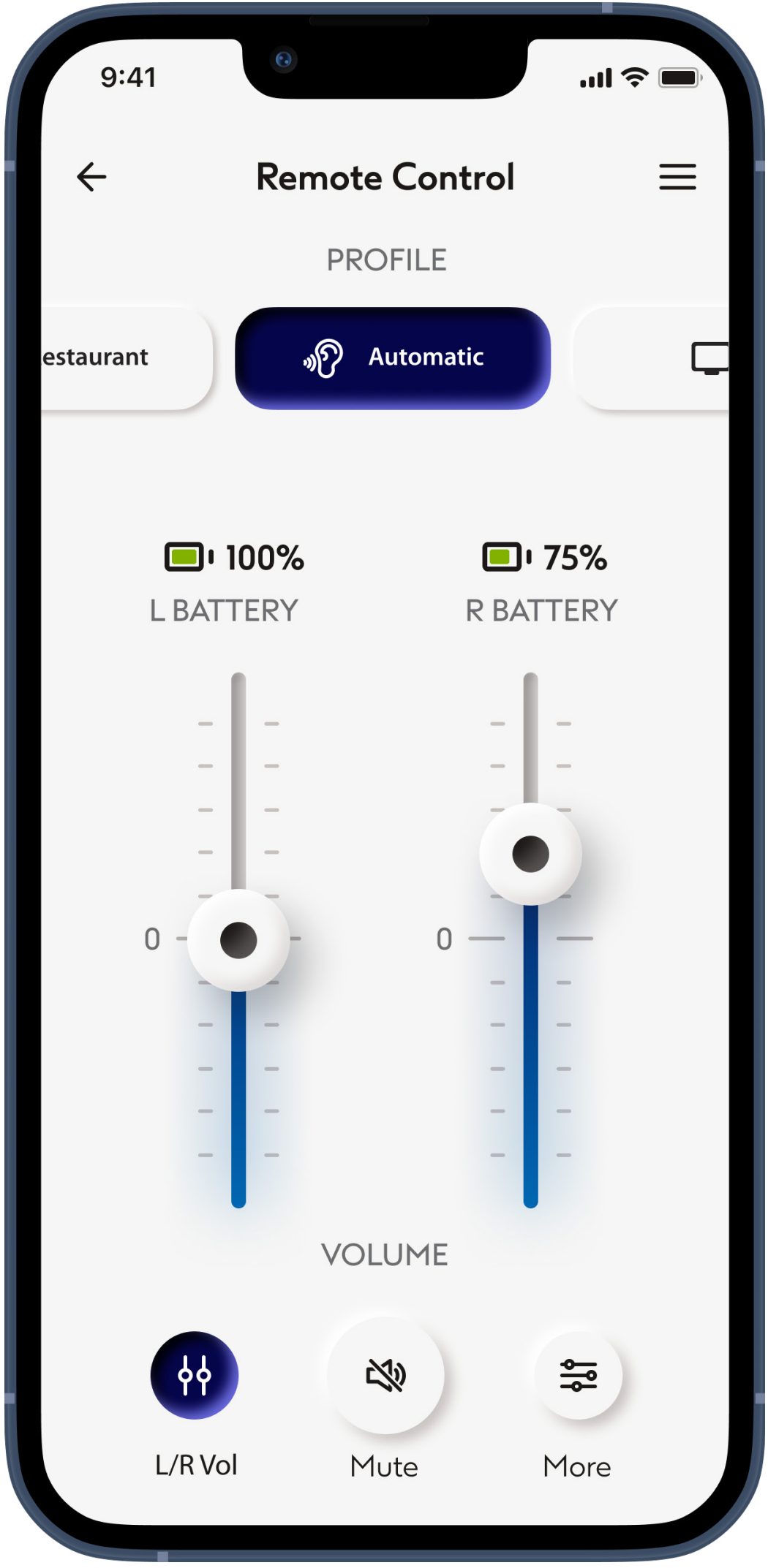
Mute

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.

*For details about features and hearing aids compatibility, please refer to your audiologists.



4



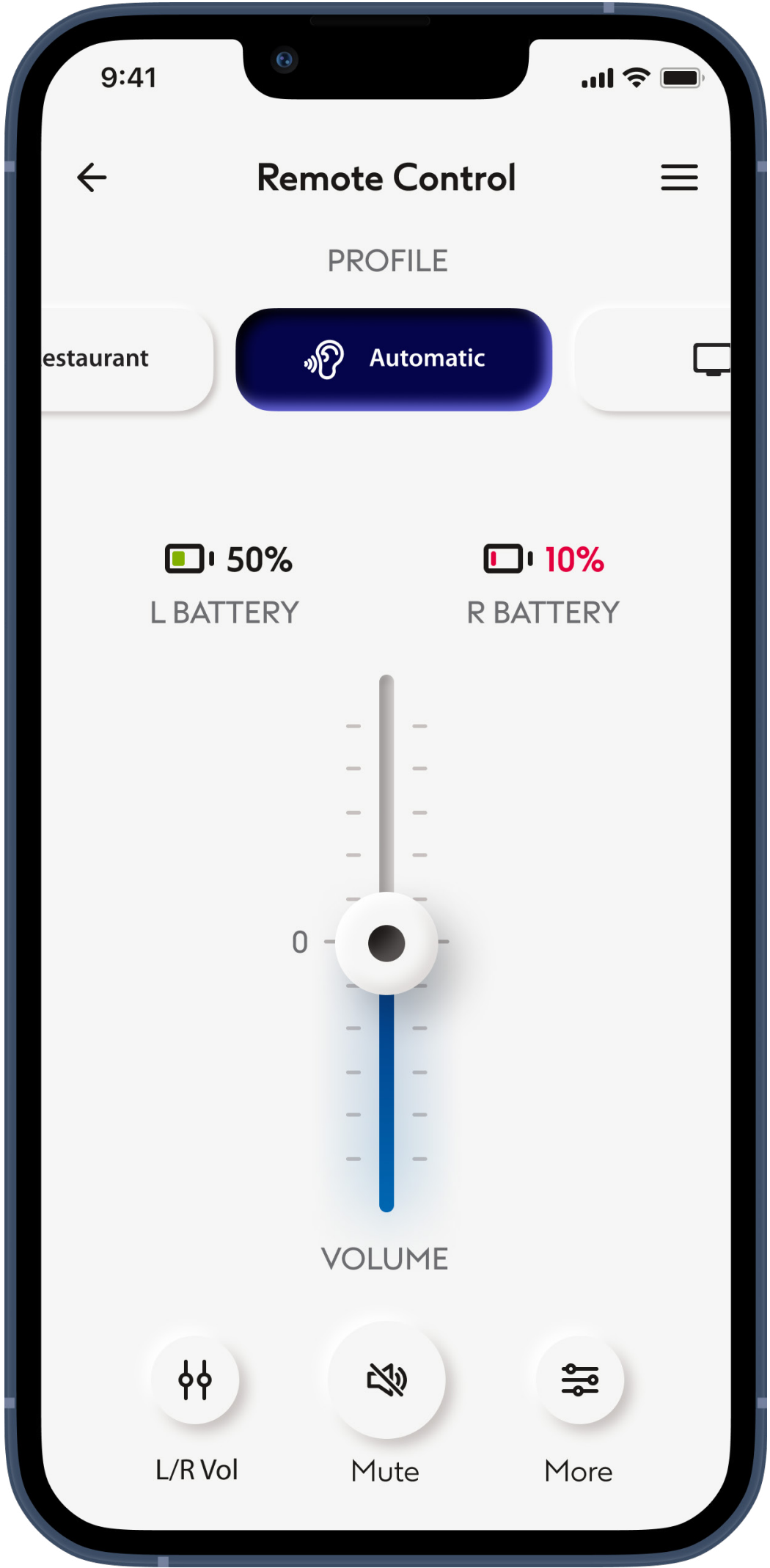
Split the volume

Press the **L/R Vol** icon to adjust the volume of each hearing aid independently.

*For details about features and hearing aids compatibility, please refer to your audiologists.



5



Battery level

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.

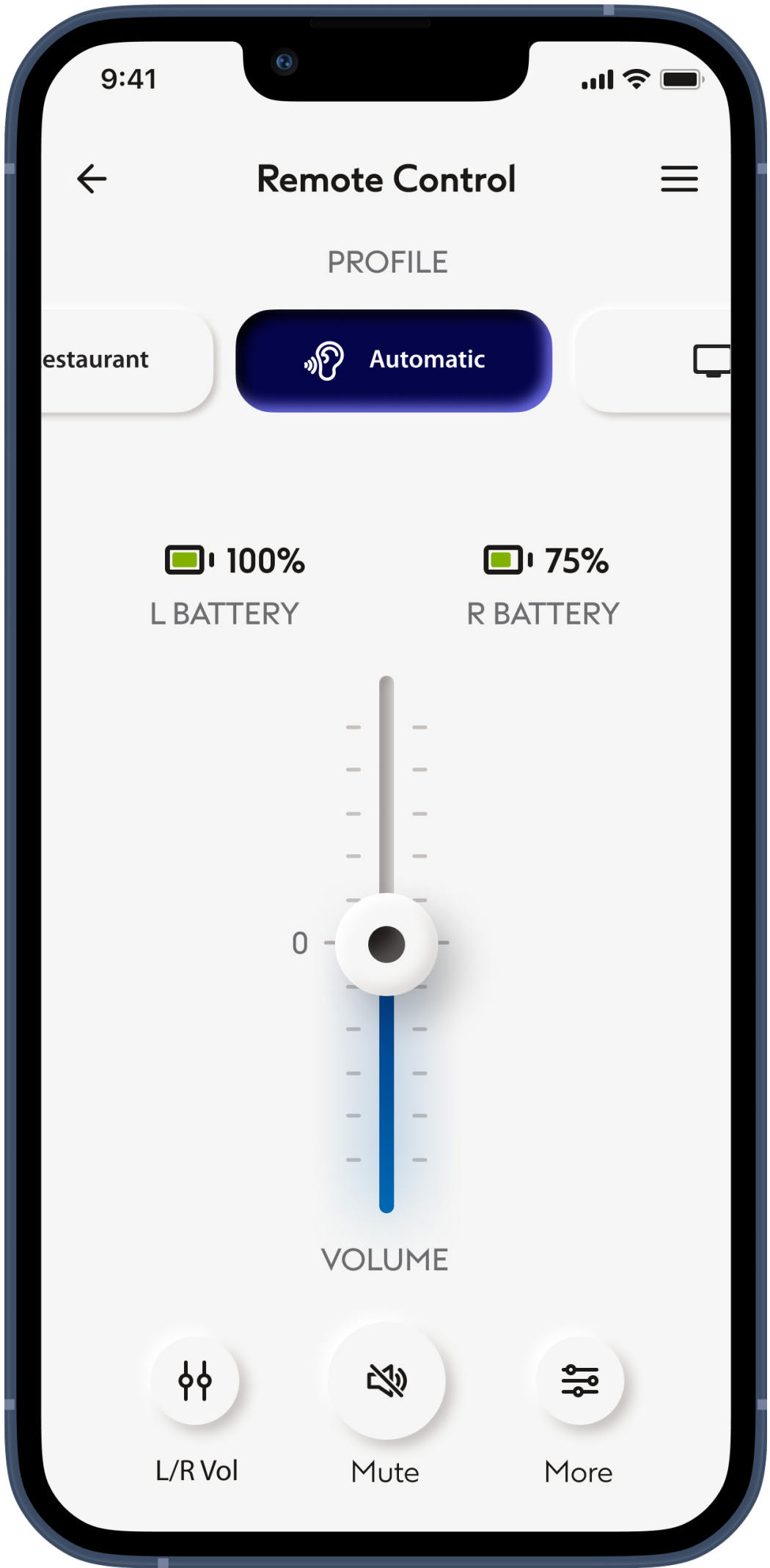
*For details about features and hearing aids compatibility, please refer to your audiologists.



Remote control - main view*

Functionalities dependent on programming of the hearing aids and wireless accessories by your audiological care professional

1



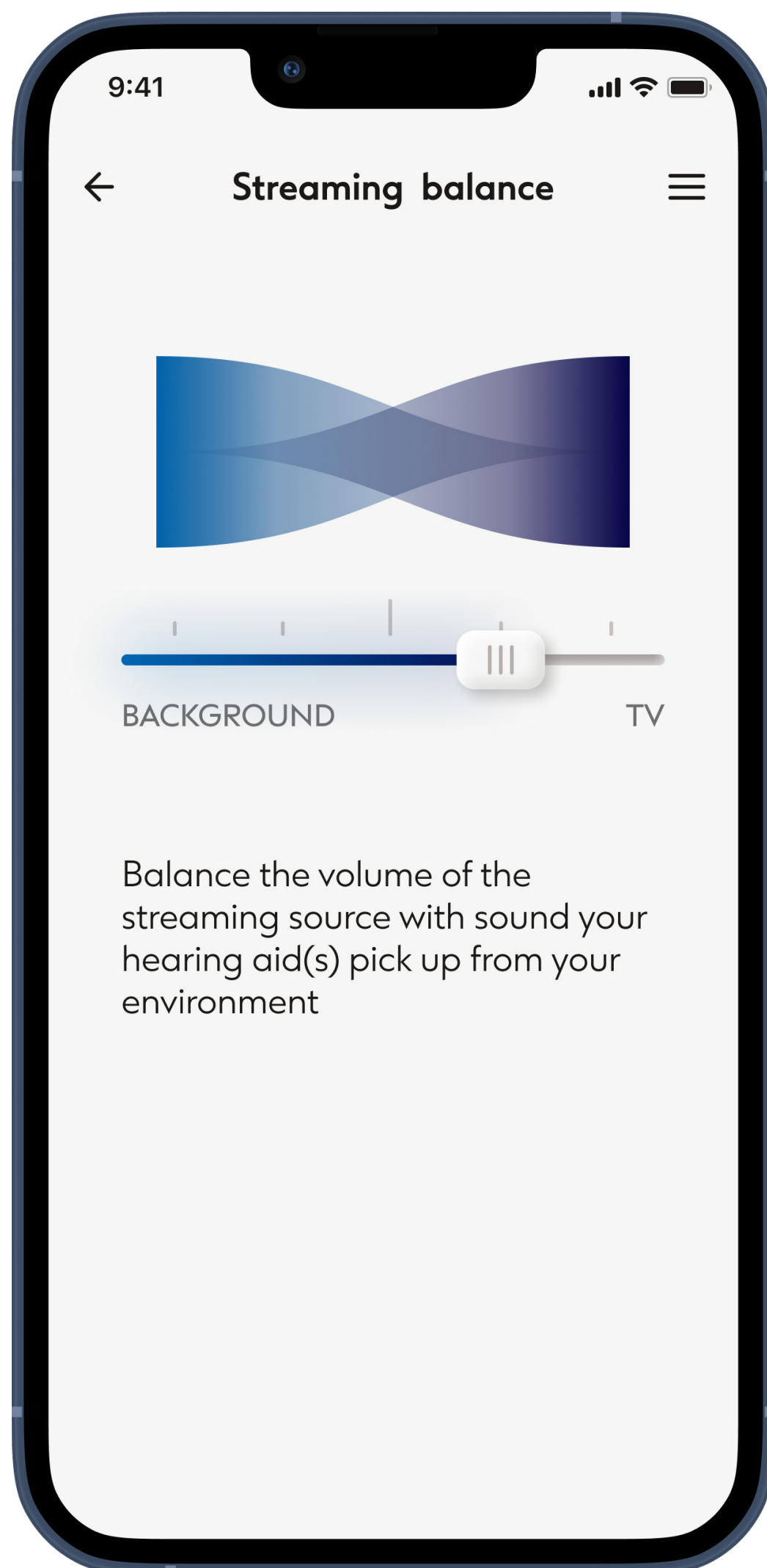
Accessing profile options

Some profiles may offer further adjustment possibilities. When available, they can be accessed by pressing the **More** icon (see «Quick overview - remote control - more settings» page).

*For details about features and hearing aids compatibility, please refer to your audiologists.



2



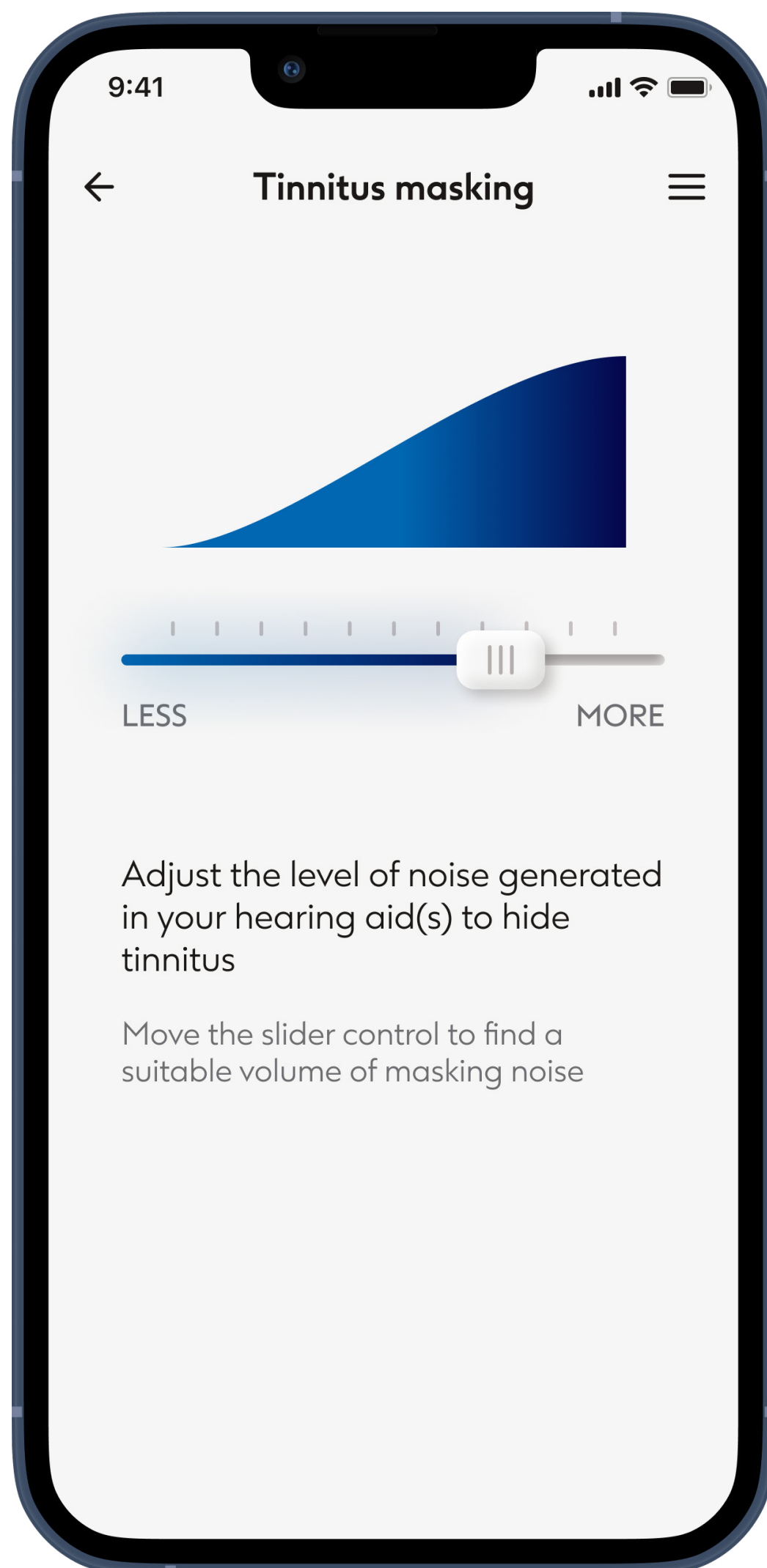
Streaming balance

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.

*For details about features and hearing aids compatibility, please refer to your audiologists.



3



Tinnitus masking

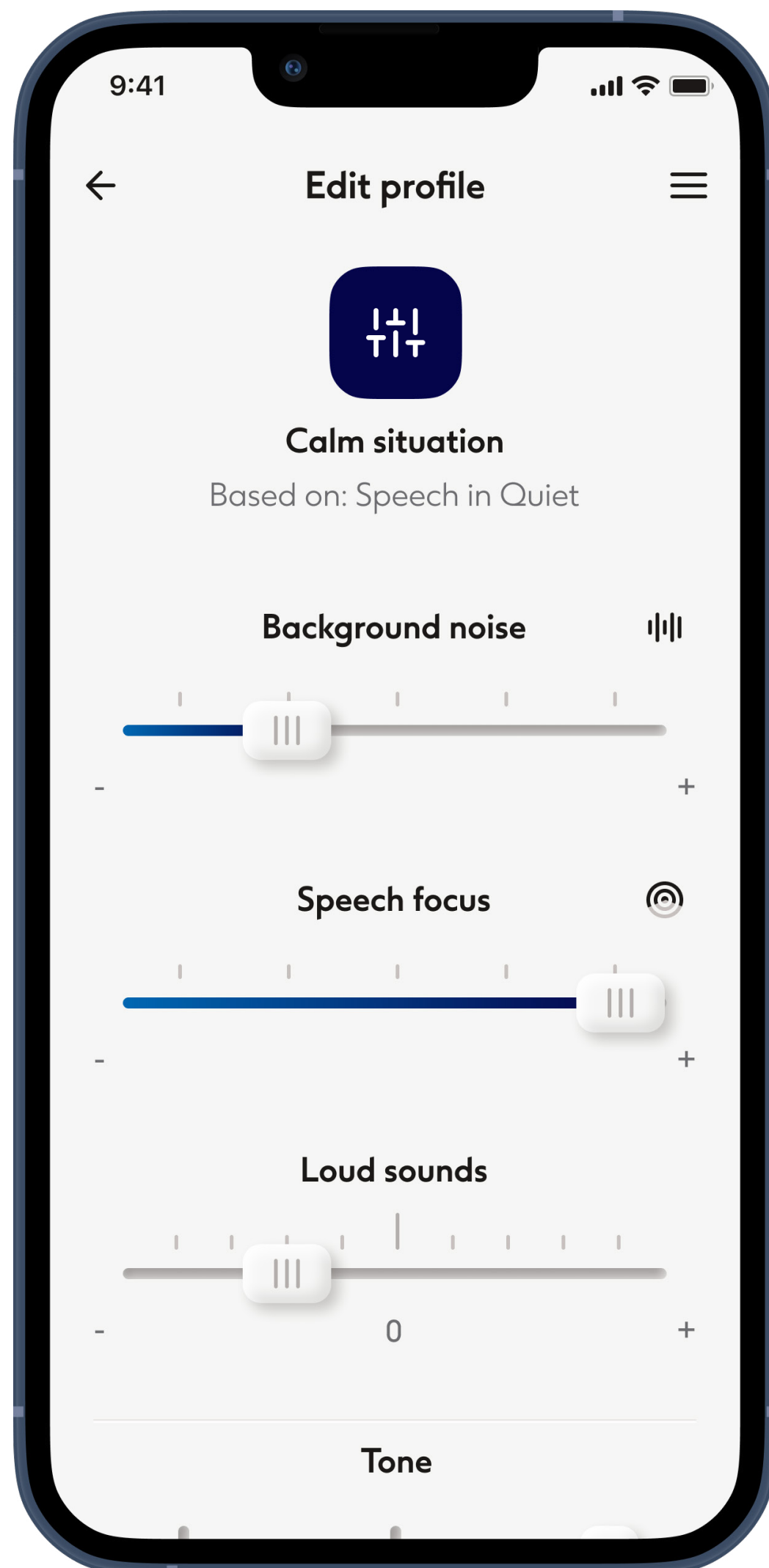
If you have tinnitus, and have been instructed by your hearing care professional on how to use the Tinnitus Masker, you can adjust the volume of the masking noise.

*For details about features and hearing aids compatibility, please refer to your audiologists.



Remote control - edit profile

1



Edit profile

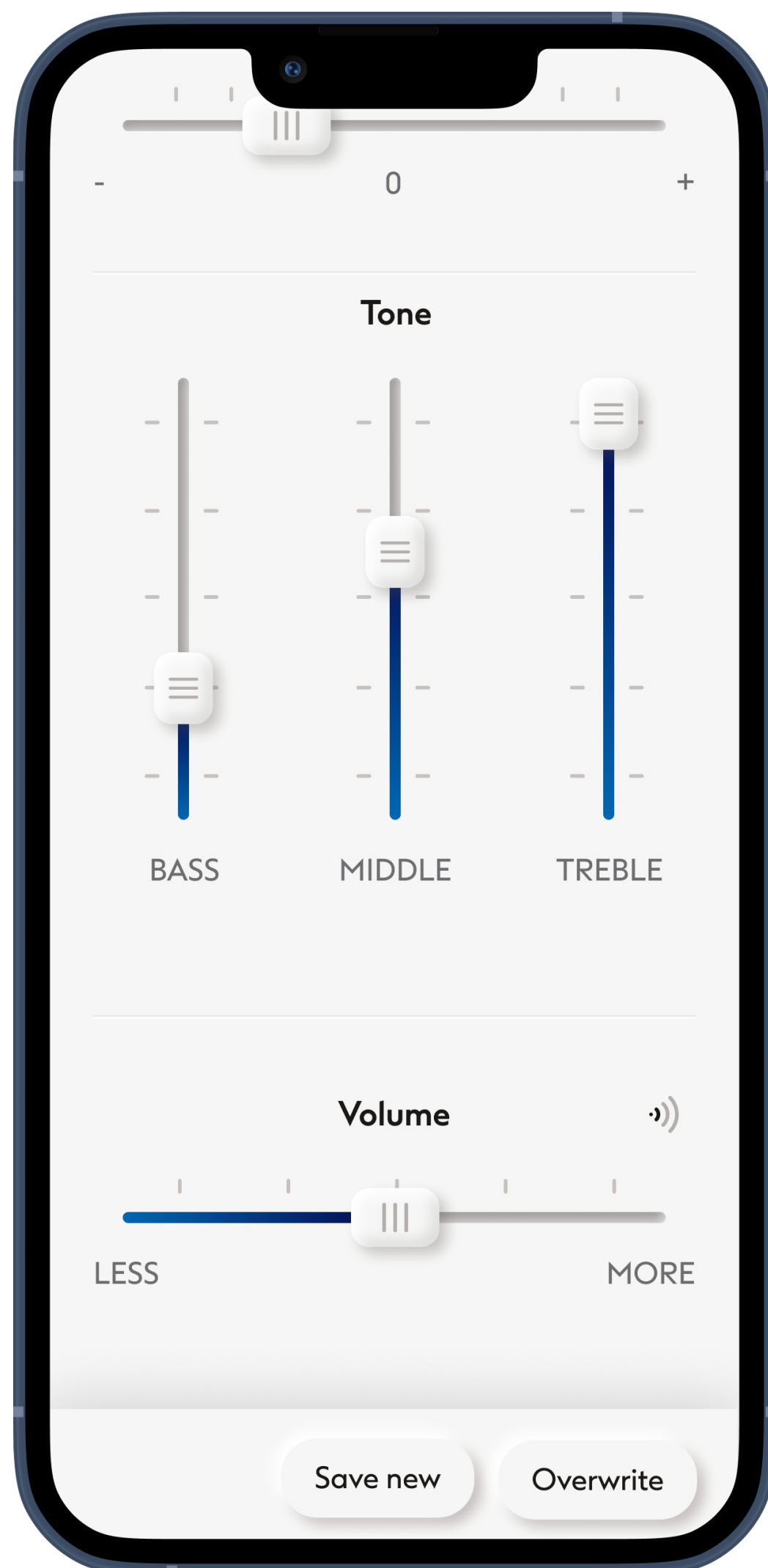
The Edit profile view gives you access to adjust the following functionality:

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

**Only available with hearing aid(s) supporting this



2



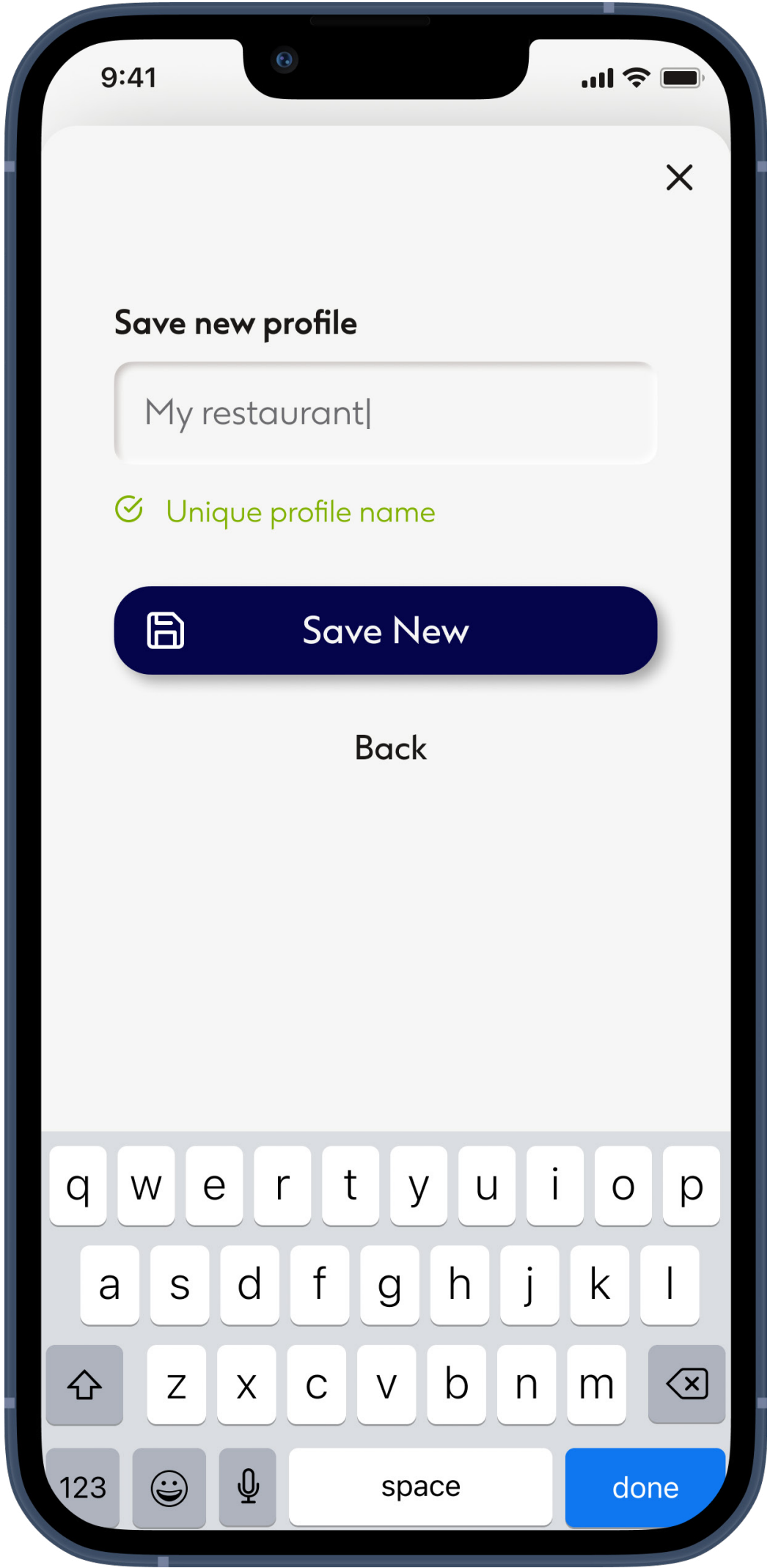
Creating a custom profile

You can save your custom settings (e.g. for a favourite restaurant) for easier access the next time you are in the same environment.

Please note that you need to scroll to see all functions.



3

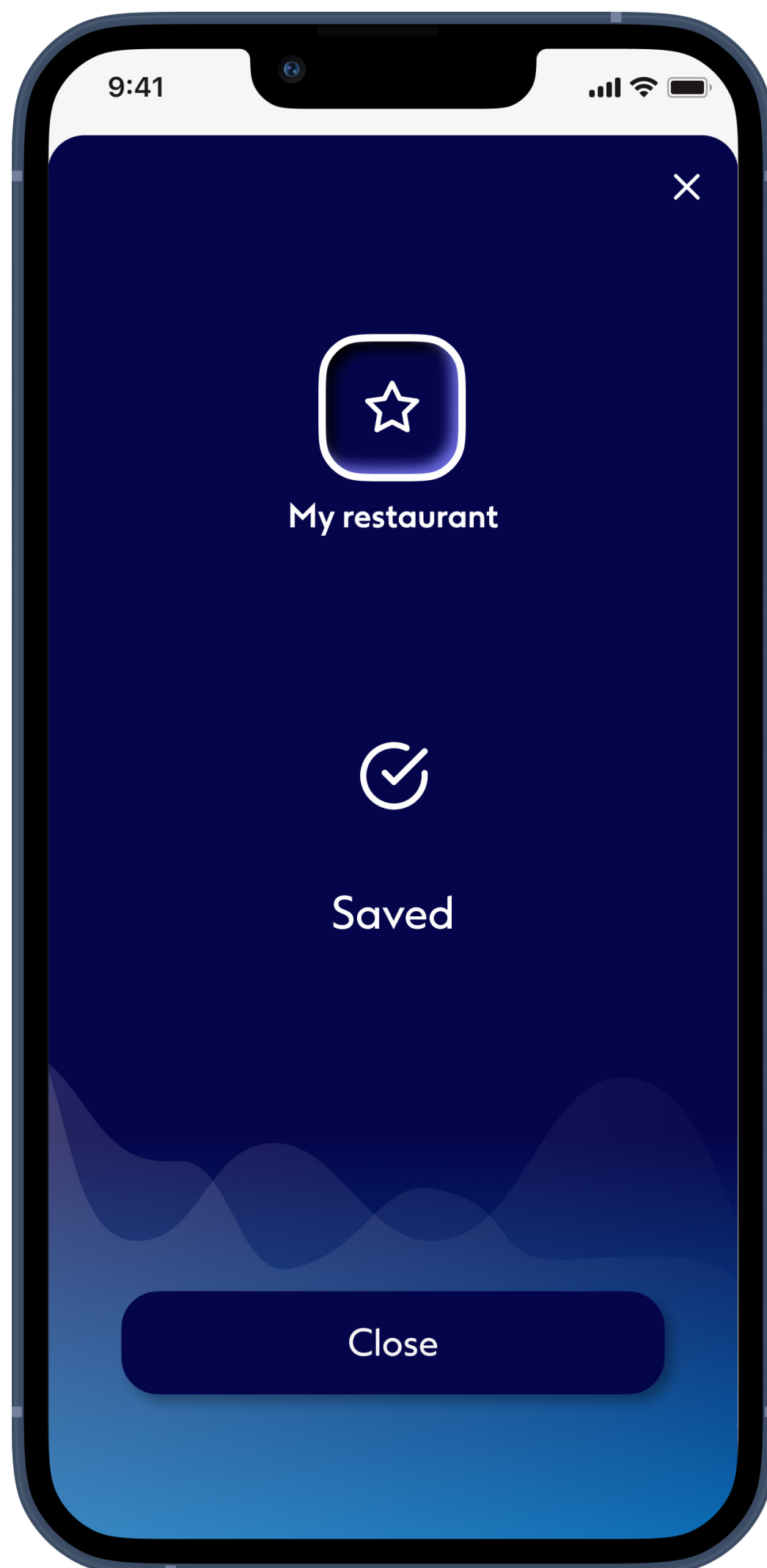


Naming your custom profile

You can save custom programs and give a personalized name for each program you create.



4



Profile saved

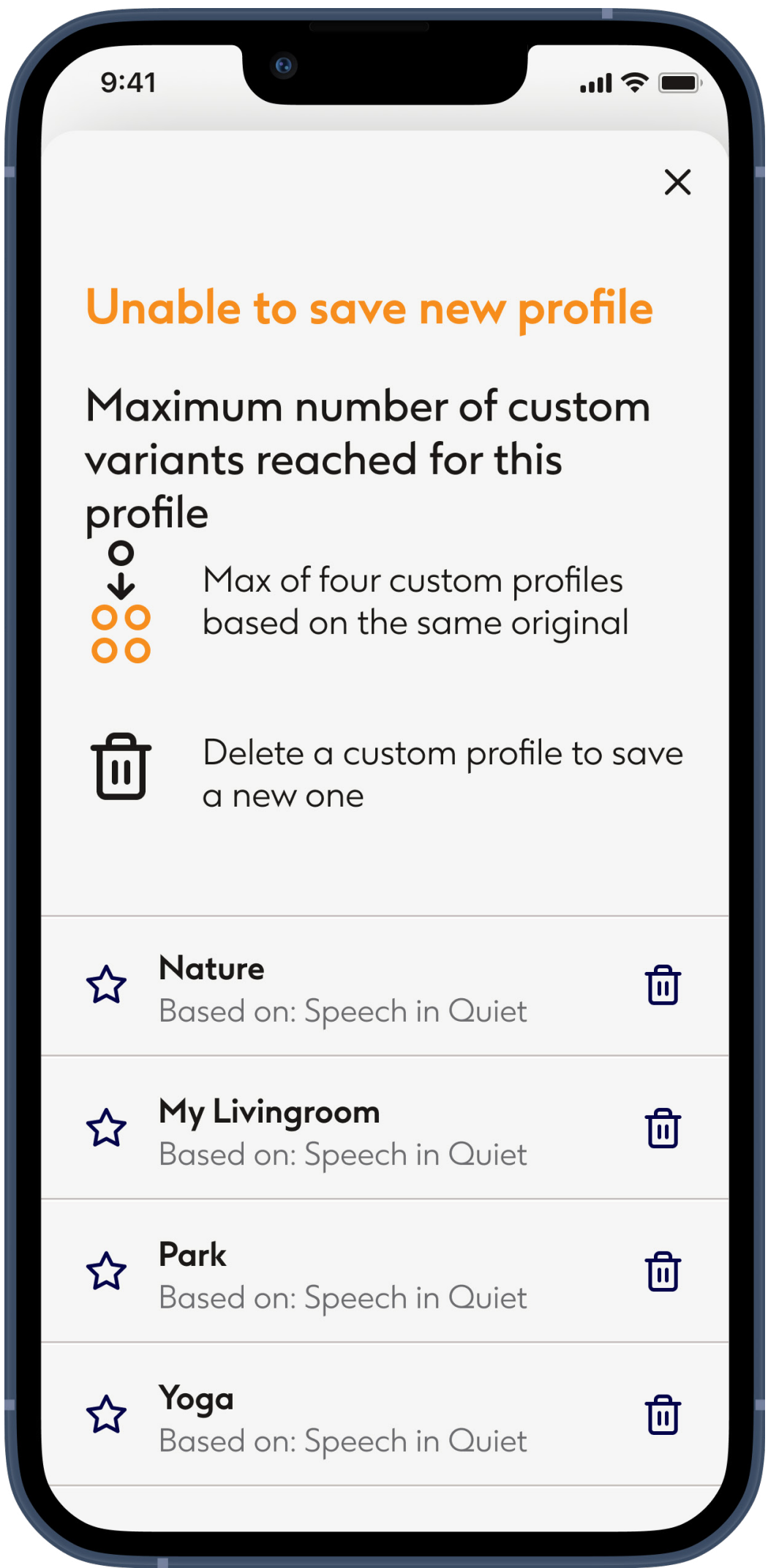
Tap **Close** to go back to Remote Control settings.



Troubleshooting remote control - edit profile

Managing custom profiles when custom profile storage is full

1



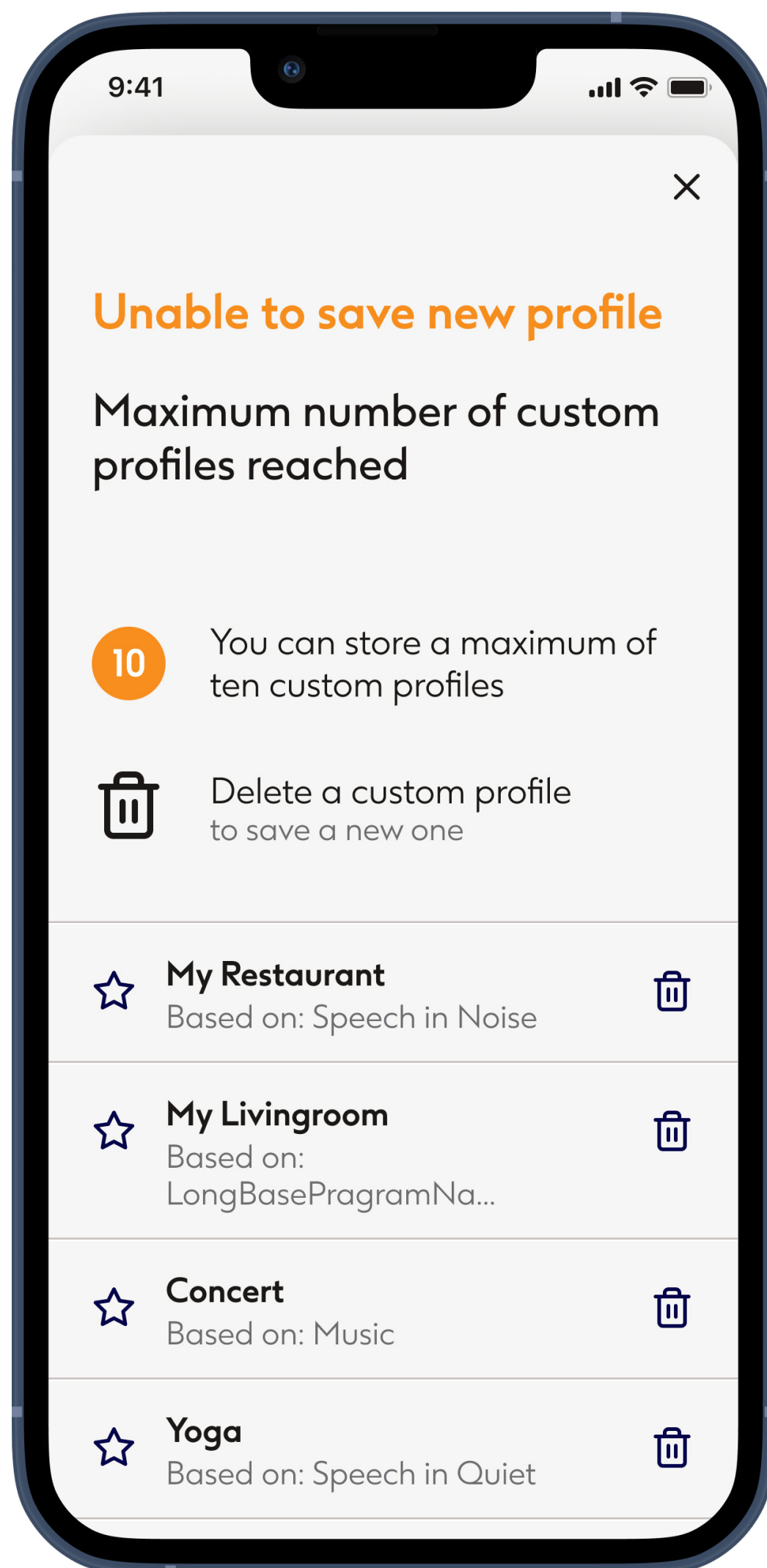
Program limit reached – maximum same base program

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 trash icon.



2

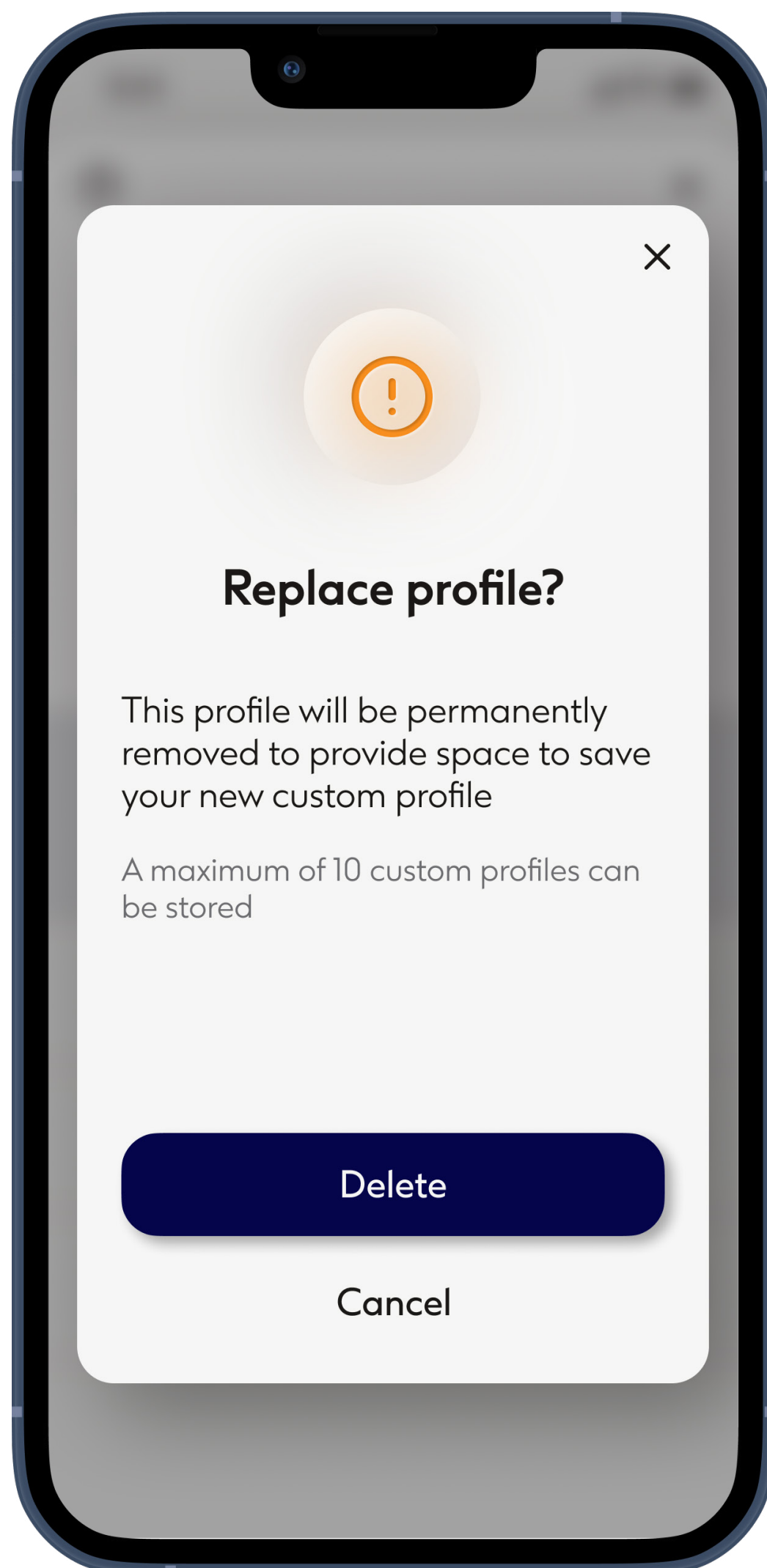


Program limit reached – maximum program number

You can have a maximum of ten personalized profiles saved in your profiles list. If you reach the limit you have the option to delete an existing profile to and save a new one in its place. Tap the trash symbol next to the profile that you wish to delete to replace it with the new profile.



3



Confirm replace profile

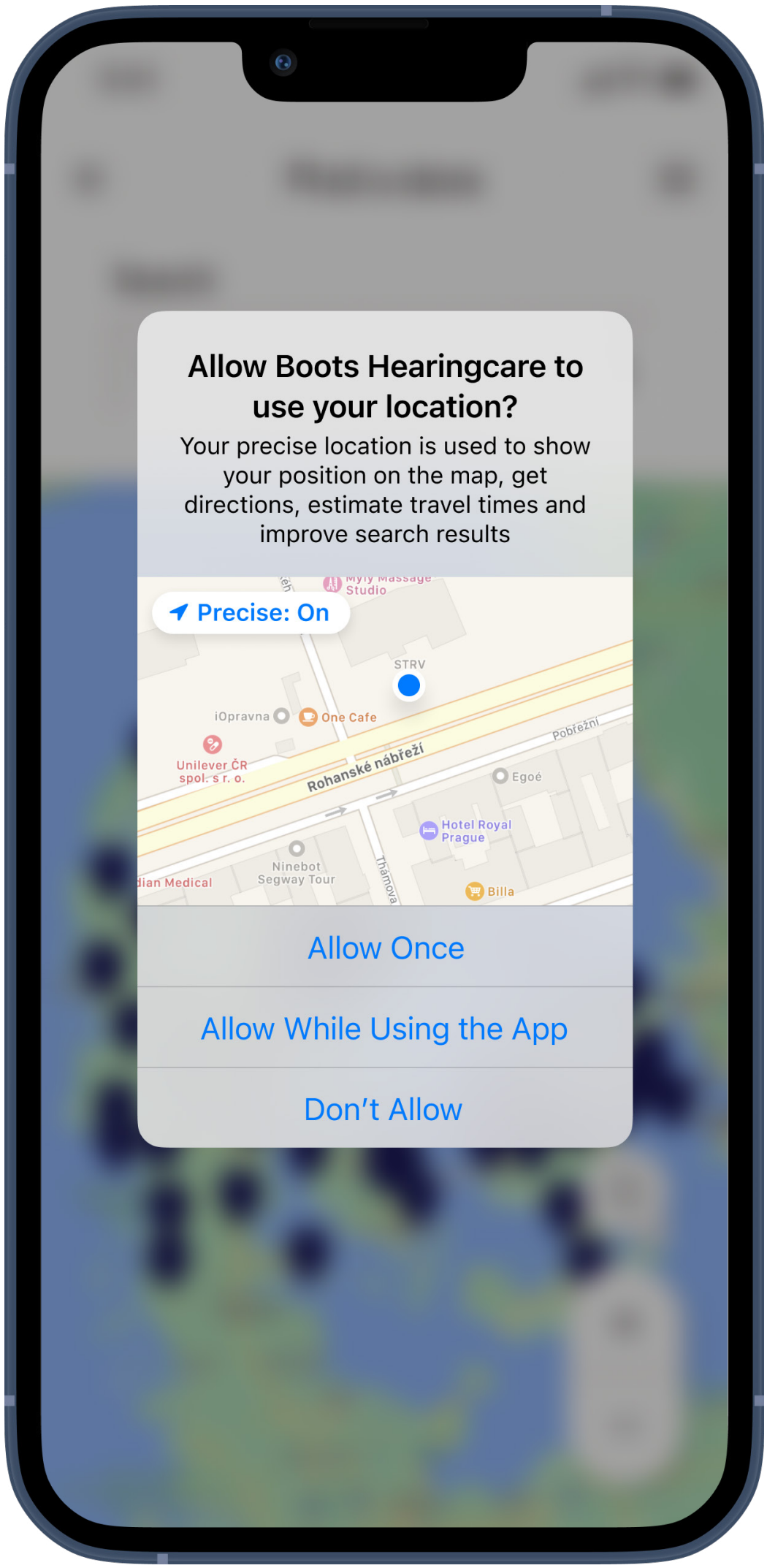
After tapping the trash symbol you are asked to choose whether to confirm the deletion of this profile to save the new profile in its place or to cancel and return to the previous screen.



Find a store

Find a store, view store details and schedule in store or remote appointment

1



Request to enable the app to know your location

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.

Permissions will look slightly different on different phones.



2

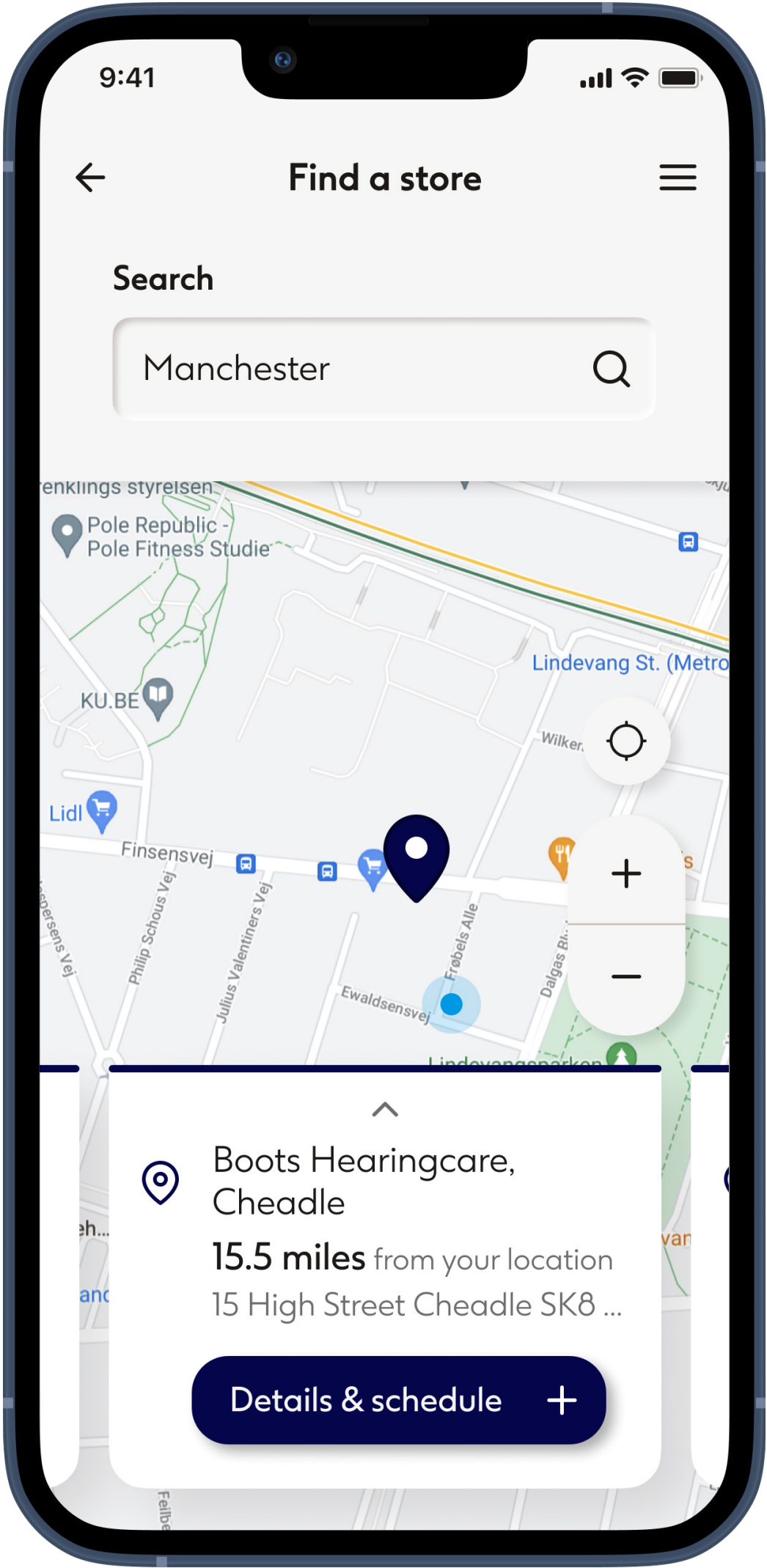


Searching

Use the **search field**. You can search by town, area or postal code or browse the map. 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. Hold your finger's contact with the screen anywhere on the map and move it to view other areas of the map.



3

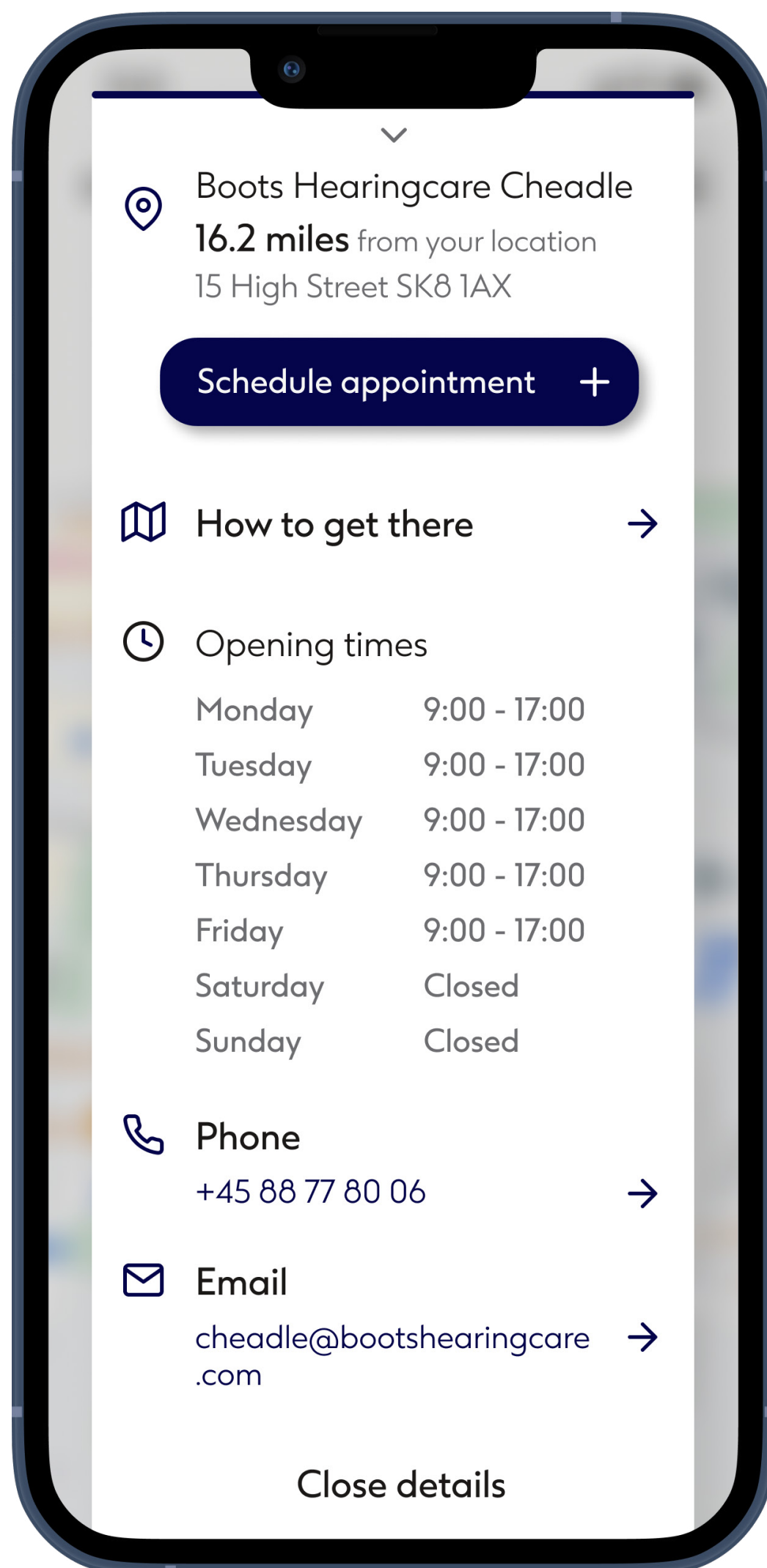


Search results

You can see search results as coloured icons (pins) on the map and more details about them at the bottom. The active result is shown green. You can swipe through the cards at the bottom to select a different store.



4



Details & schedule

You can see the

- Address
- Directions
- Opening times
- Contact details

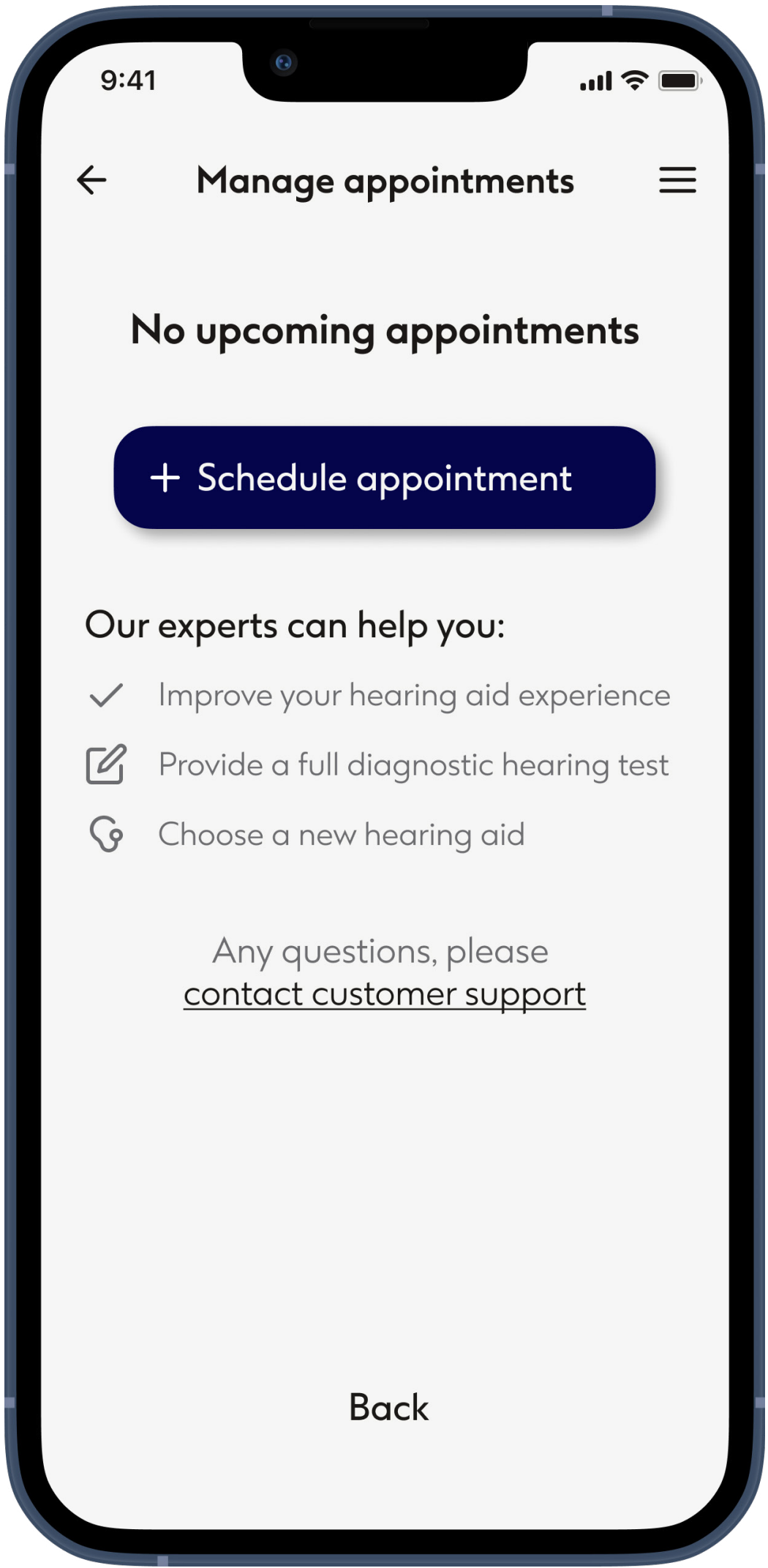
Tap **How to get there** to open the store address in your default maps app.

Tap **Schedule appointment** to proceed to booking an audiological appointment.



Schedule an appointment

1



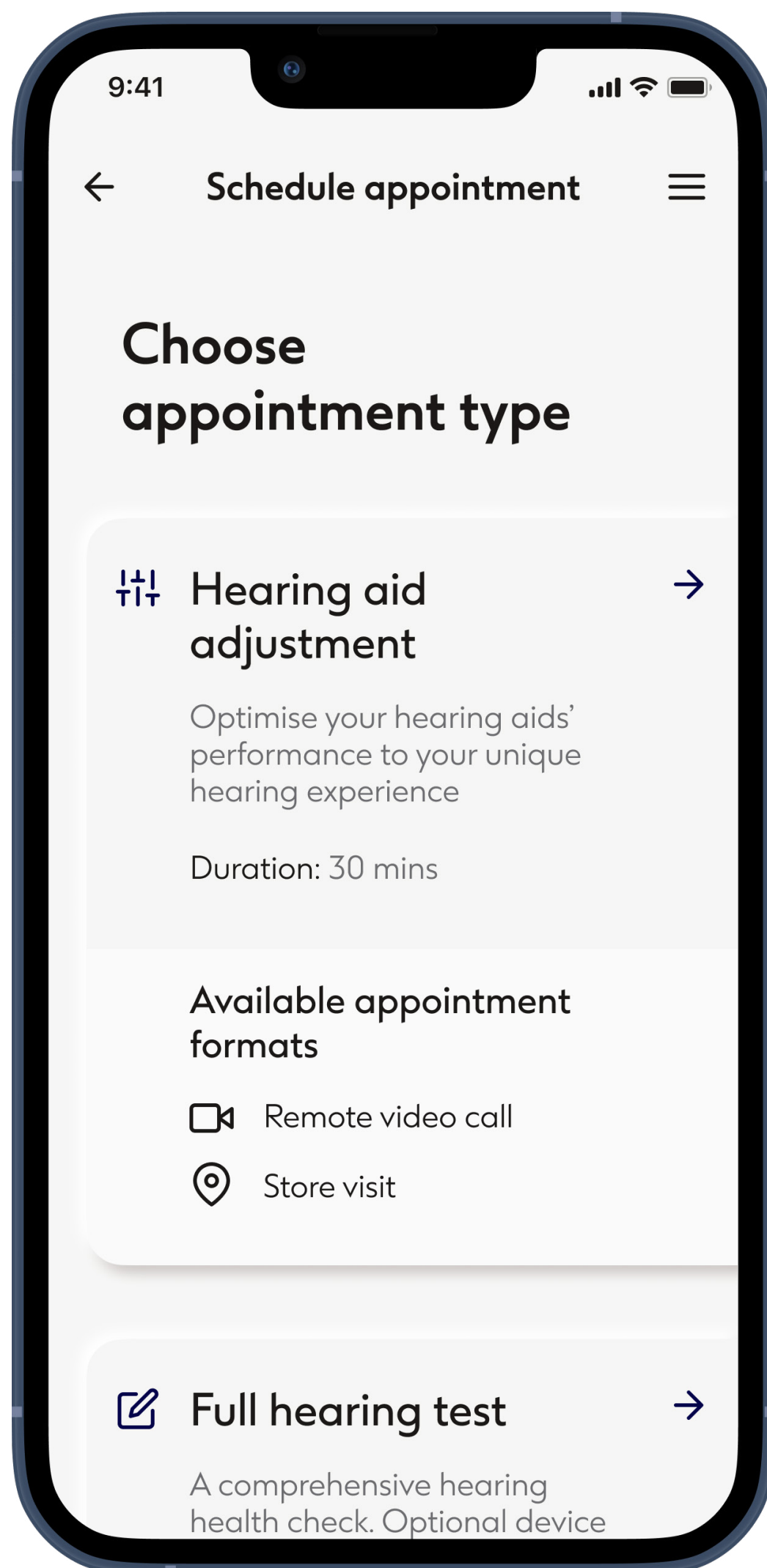
My appointments

Here you will see all your upcoming appointments, if you have any booked. To get started, tap **Schedule appointment**.

*Remote Appointments will only be available based on local availability



2



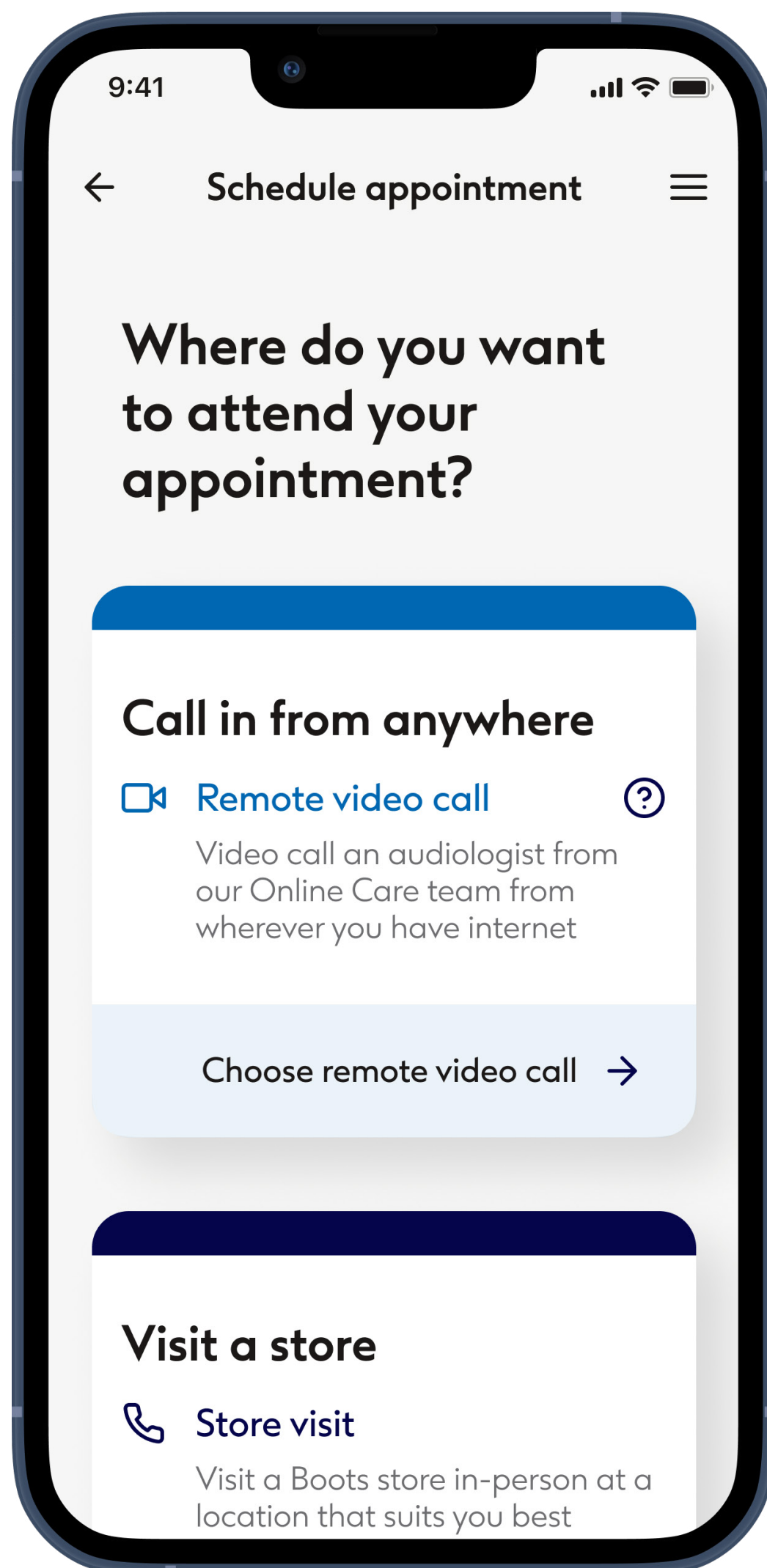
Choose appointment type

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".

*Remote Appointments will only be available based on local availability



3



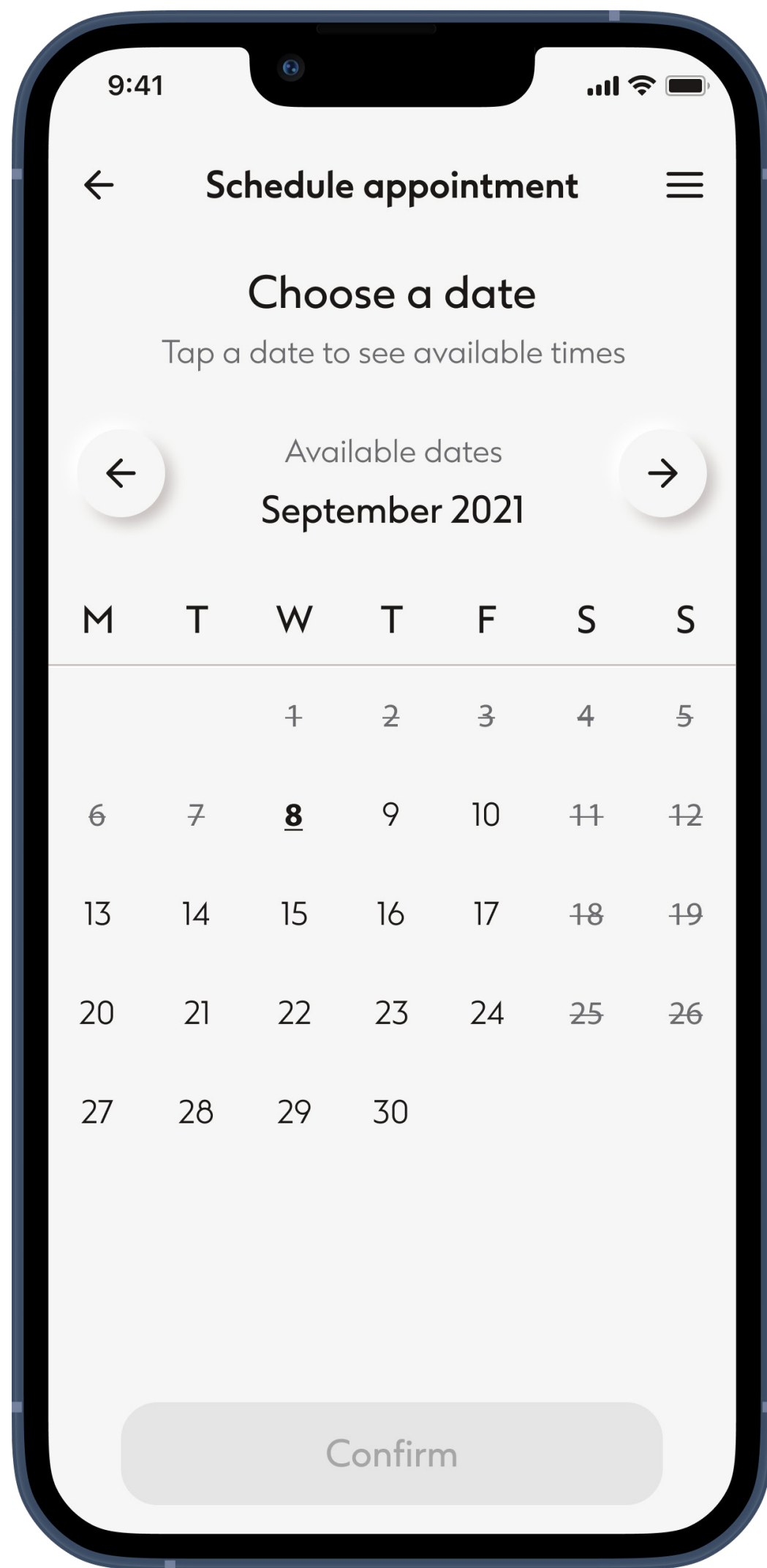
Choose appointment format

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.

*Remote Appointments will only be available based on local availability



4



Choose a date

Tap on a date in 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 either side of the month or swipe your finger horizontally across the calendar grid to move to a different month.



5

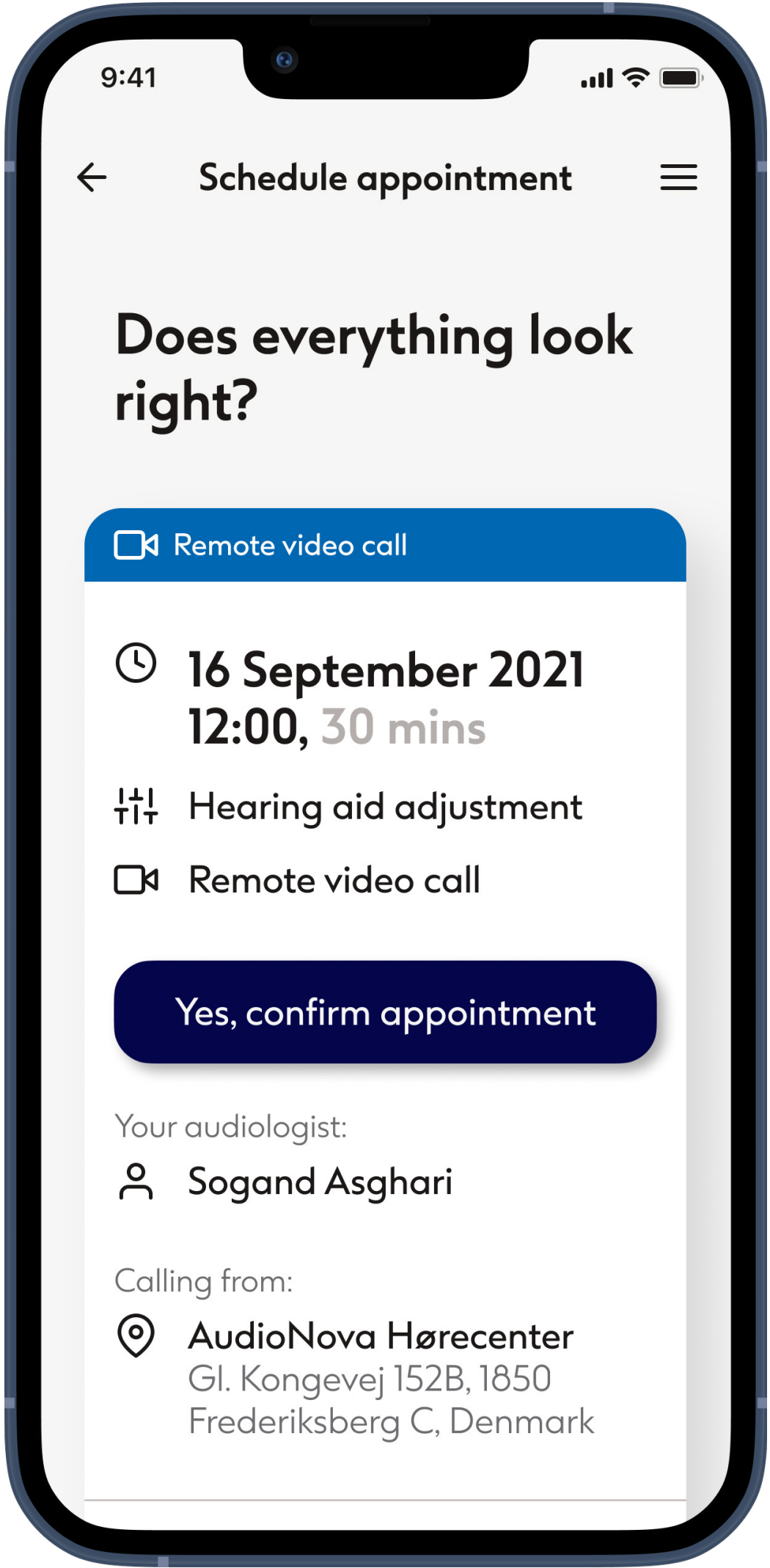


Make a selection

When you have selected the date and time, tap **Confirm** to proceed.



6

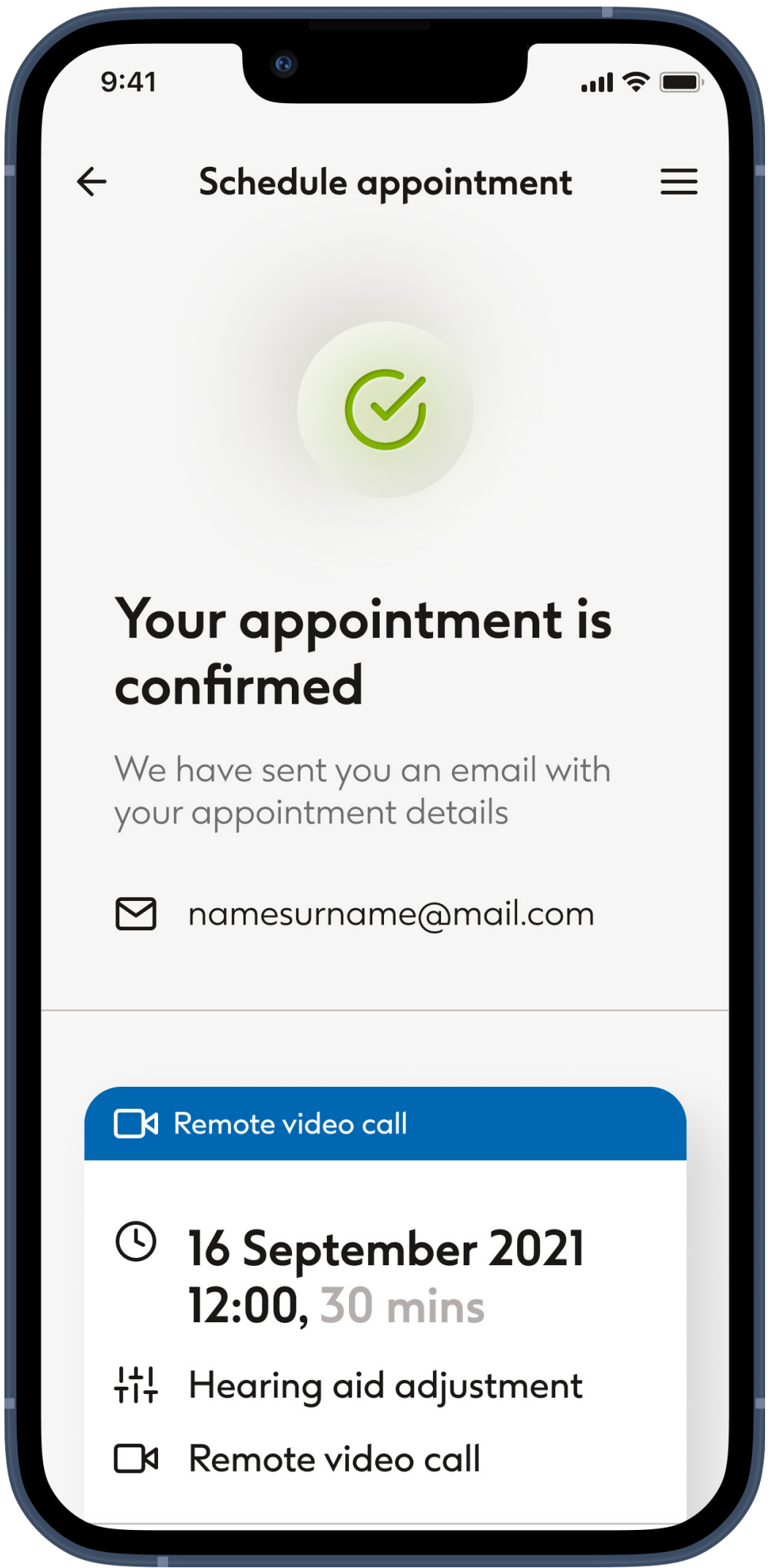


Confirm

Check the appointment details are correct and tap **Yes, confirm appointment** to finalise.



7



Appointment confirmed

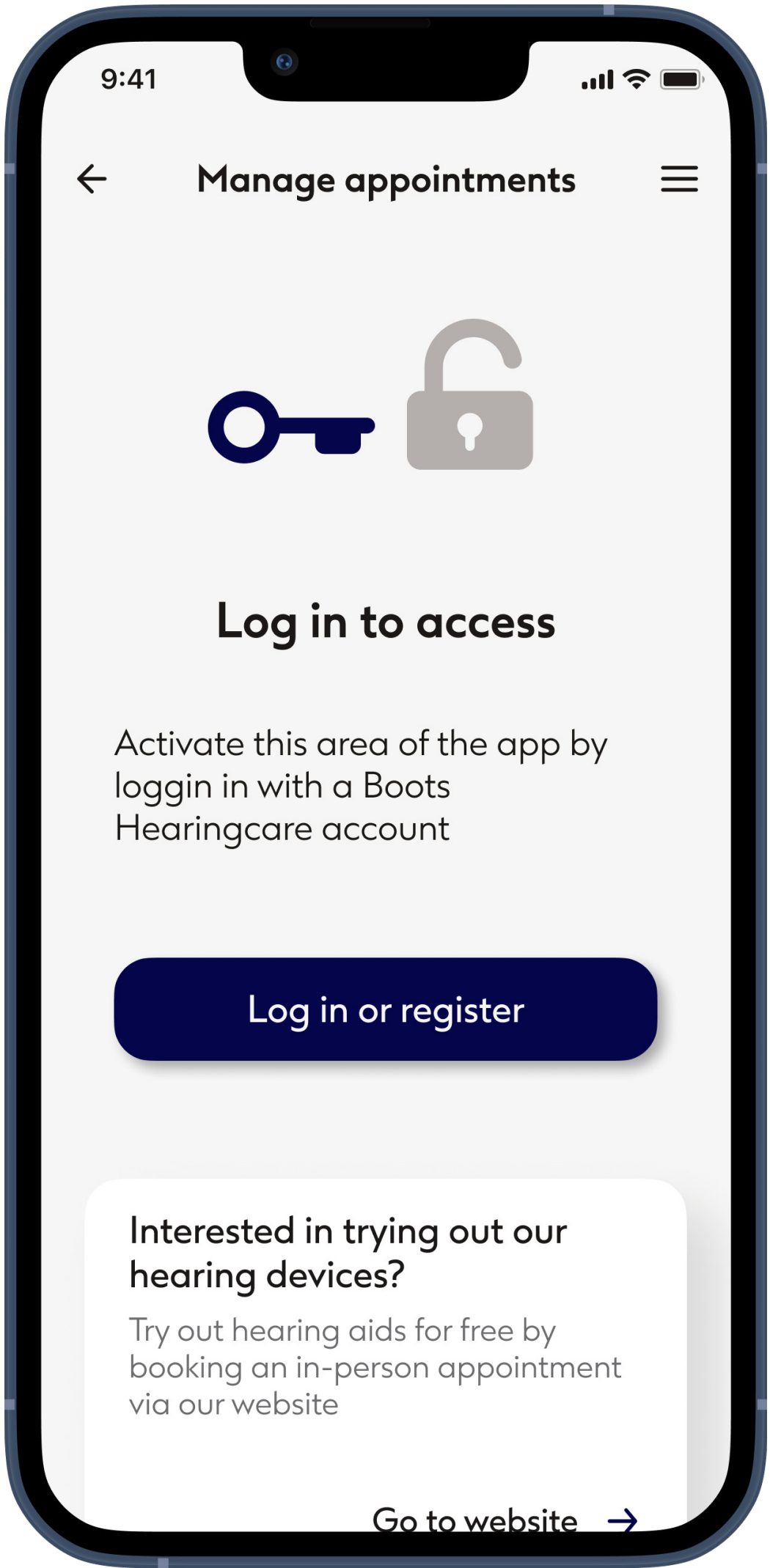
Your appointment is confirmed. An email has been sent to the email address displayed with further information. Important advice concerning preparation for your appointment is listed, as are the appointment details.



Manage appointments

View and manage your upcoming appointments

1

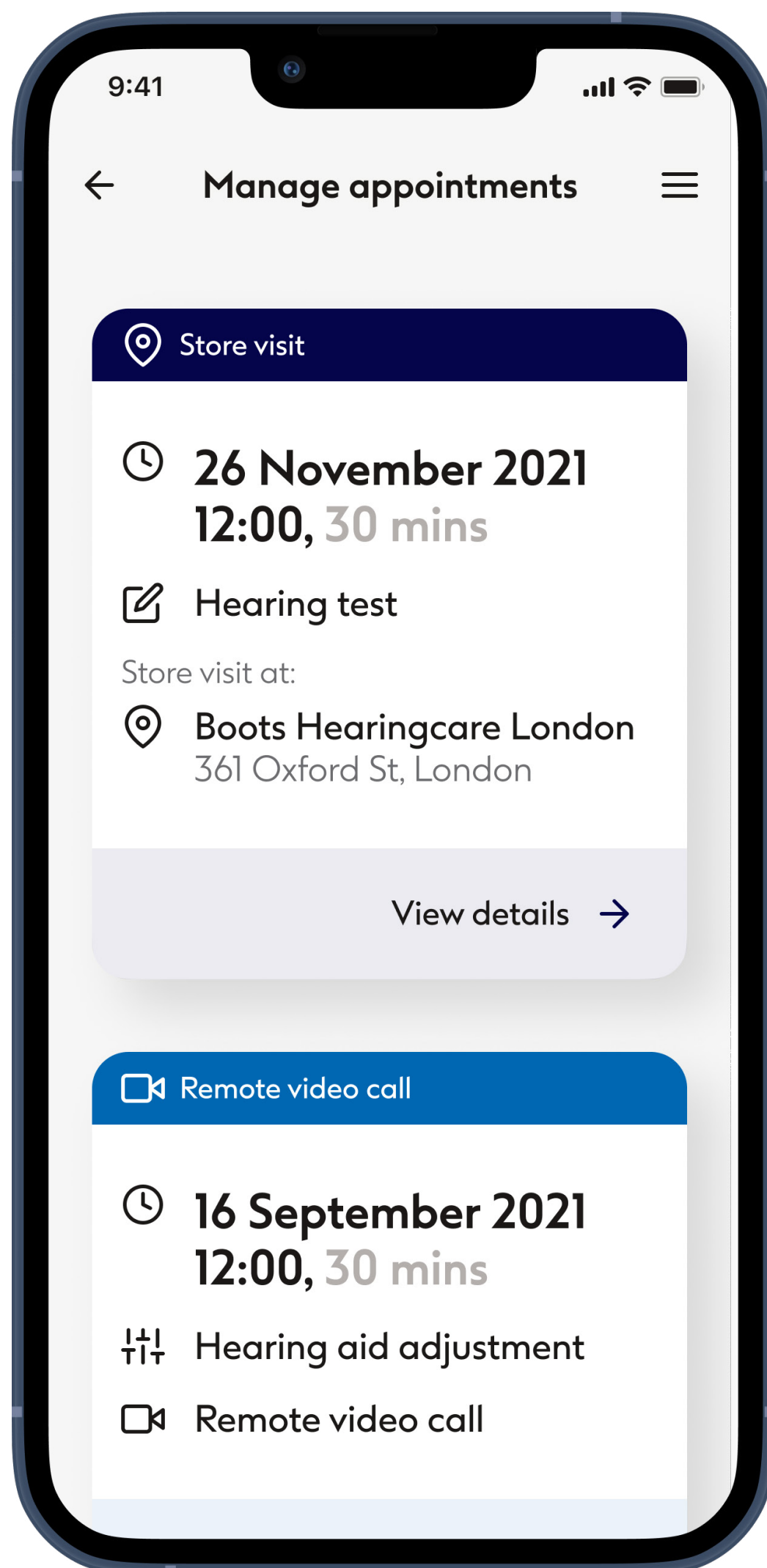


Not logged in

To view and manage appointments you have to be logged in. Tap **Log in or register** to proceed.



2

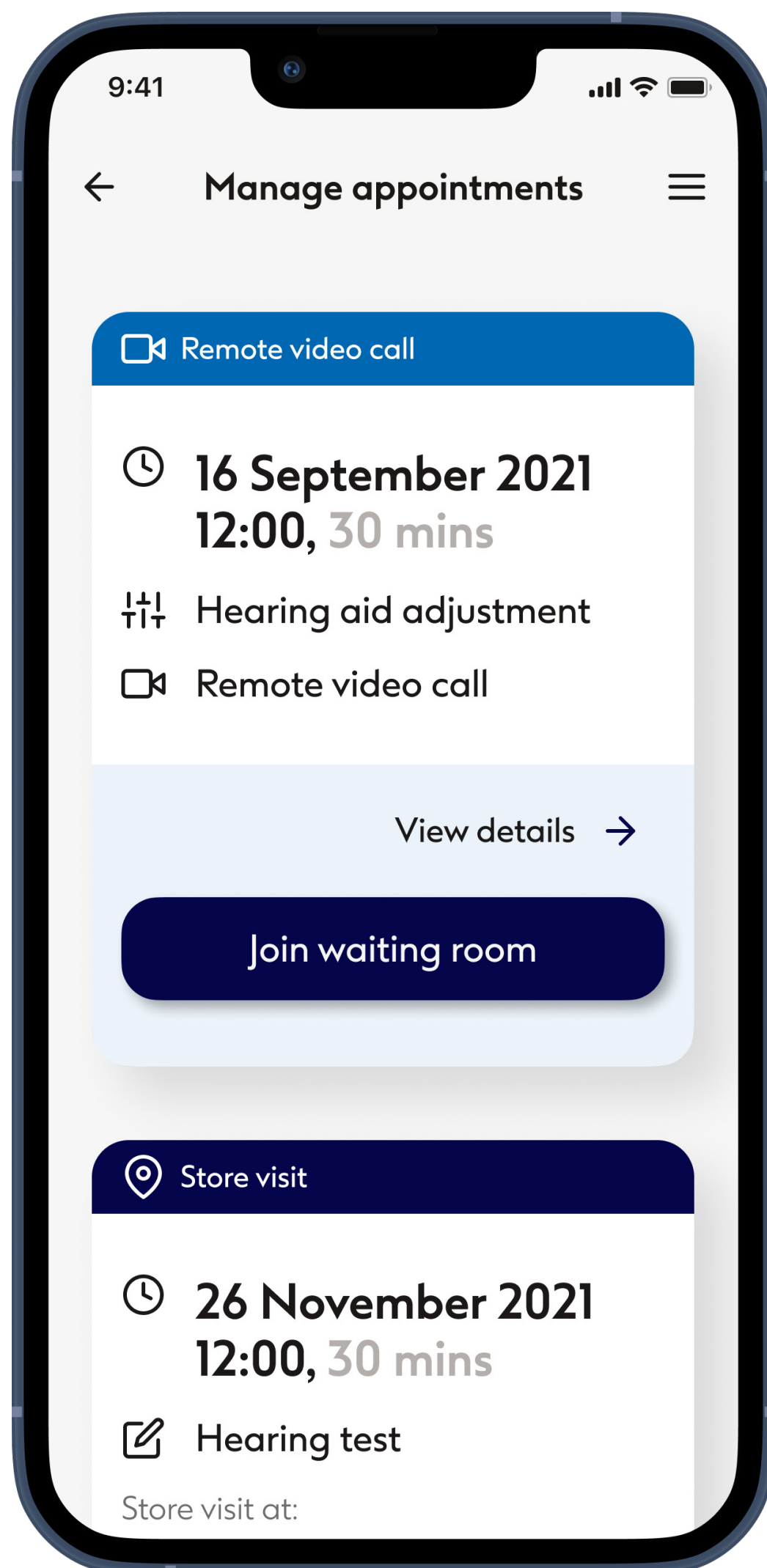


Manage Appointments

Here 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**.



5

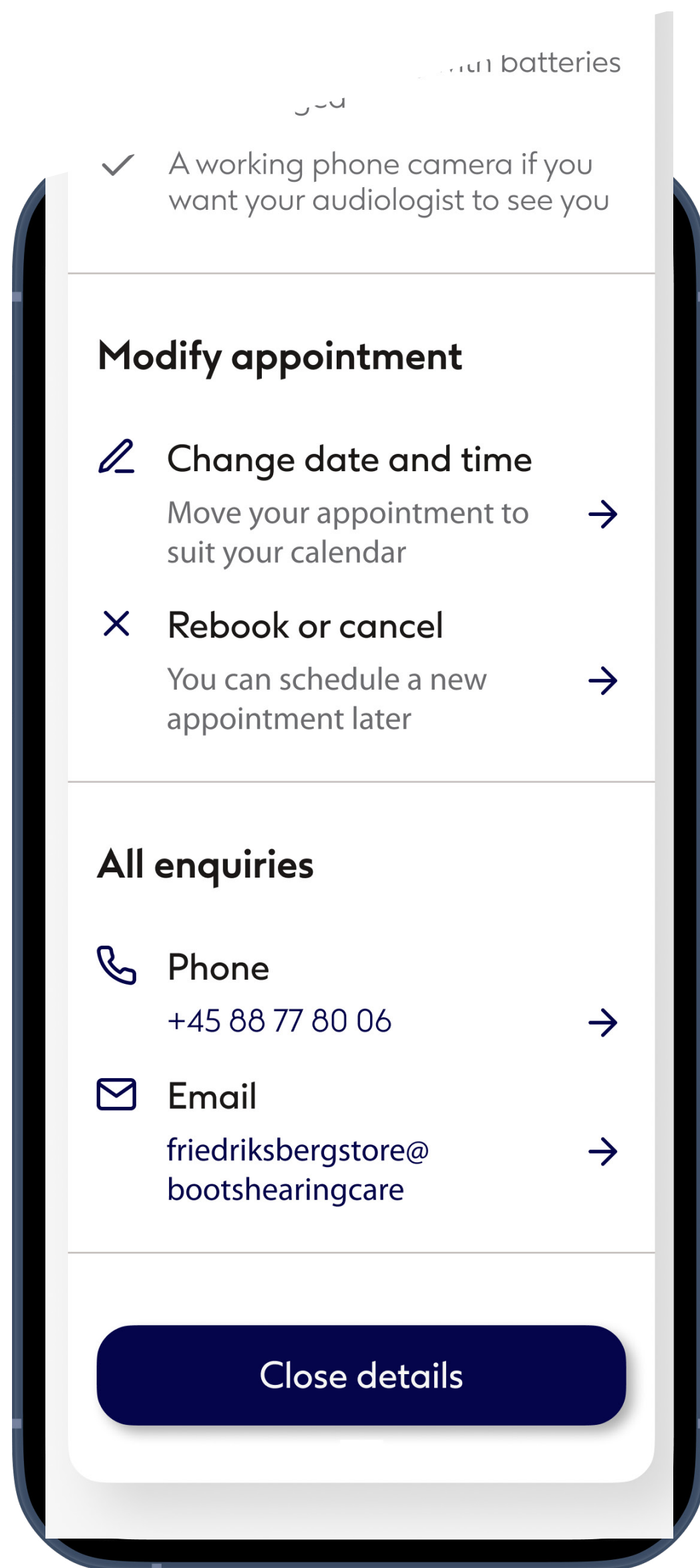


Starting your remote video call

The Join video call option will become available 15 minutes before the scheduled appointment time. Tap **Join waiting room** to proceed.



6



Change or cancel an existing appointment

Tap **Change date and time** if you need to move an appointment.

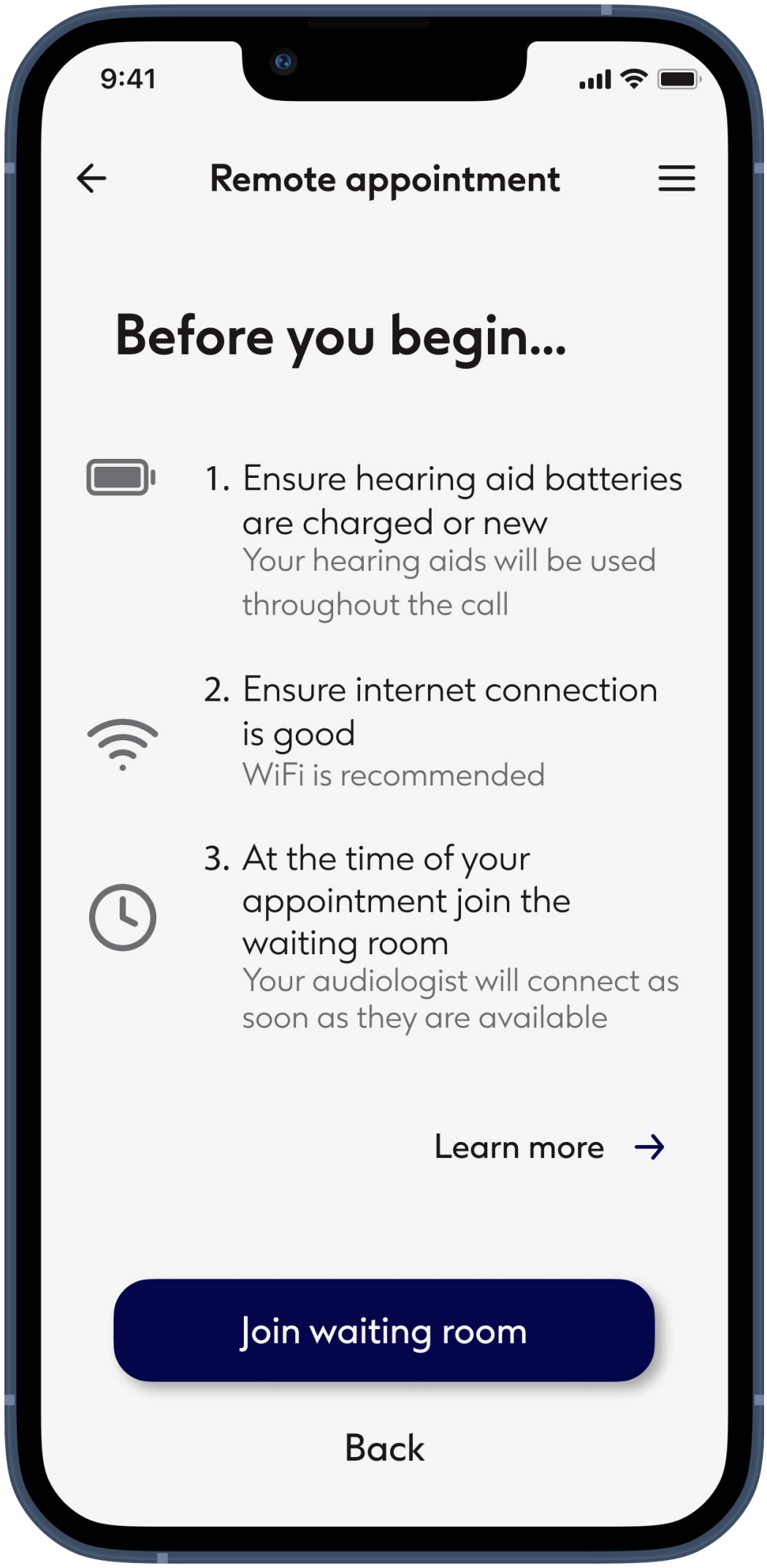
If you need to change appointment type, store location or to convert it from a remote video call to a store visit, or vice versa, tap **Rebook or cancel**. To make these changes you will need to first cancel the appointment but will be presented the option to book another.



Remote appointment - 1 of 2

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

1



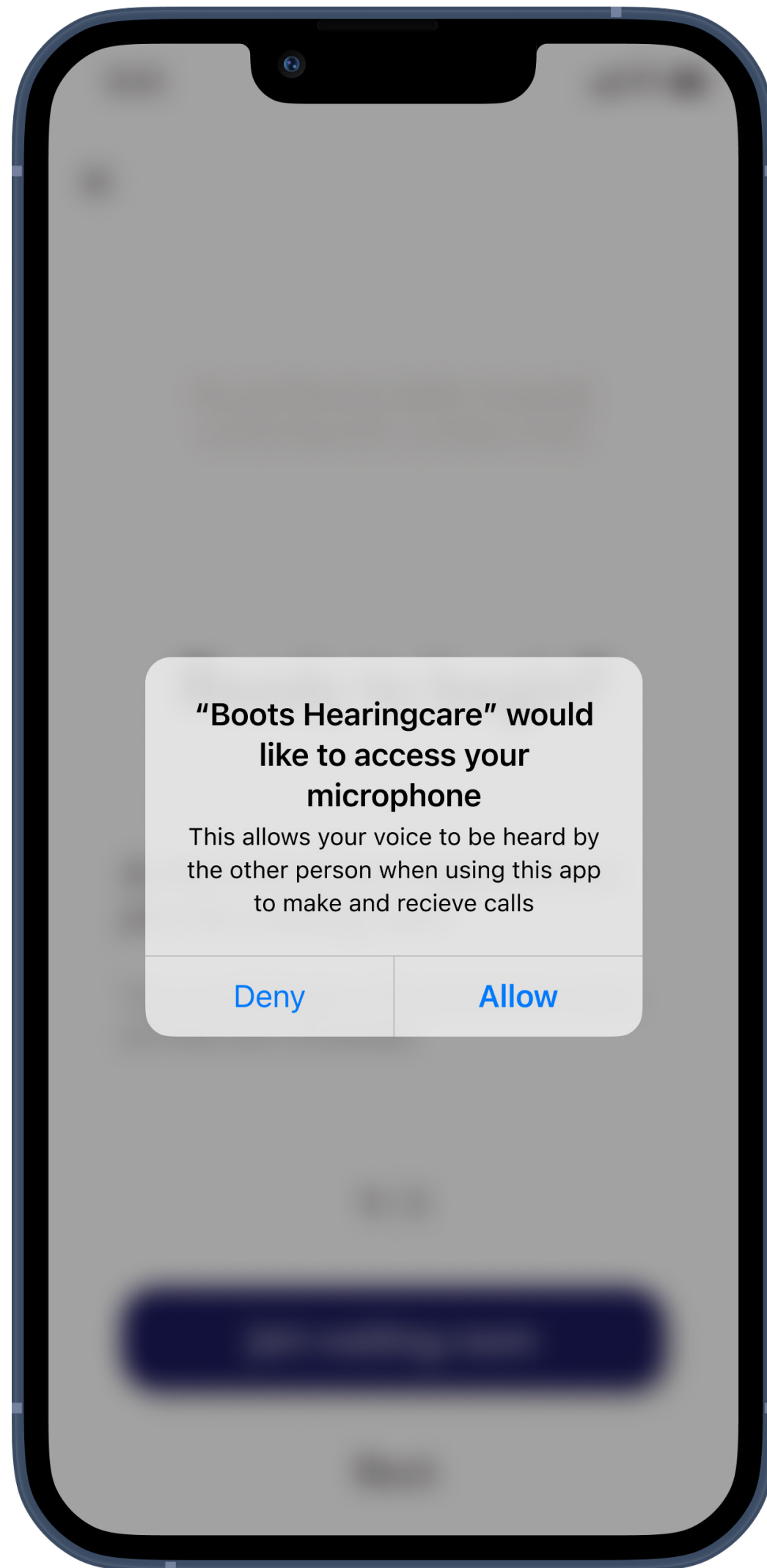
Start the Remote appointment session

At the time of the appointment, open the Boots Hearingcare app and tap on **Join waiting room** to let your hearing care professional know that you are ready for your Boots Hearingcare Remote appointment.

*Remote Appointments will only be available based on local availability



2



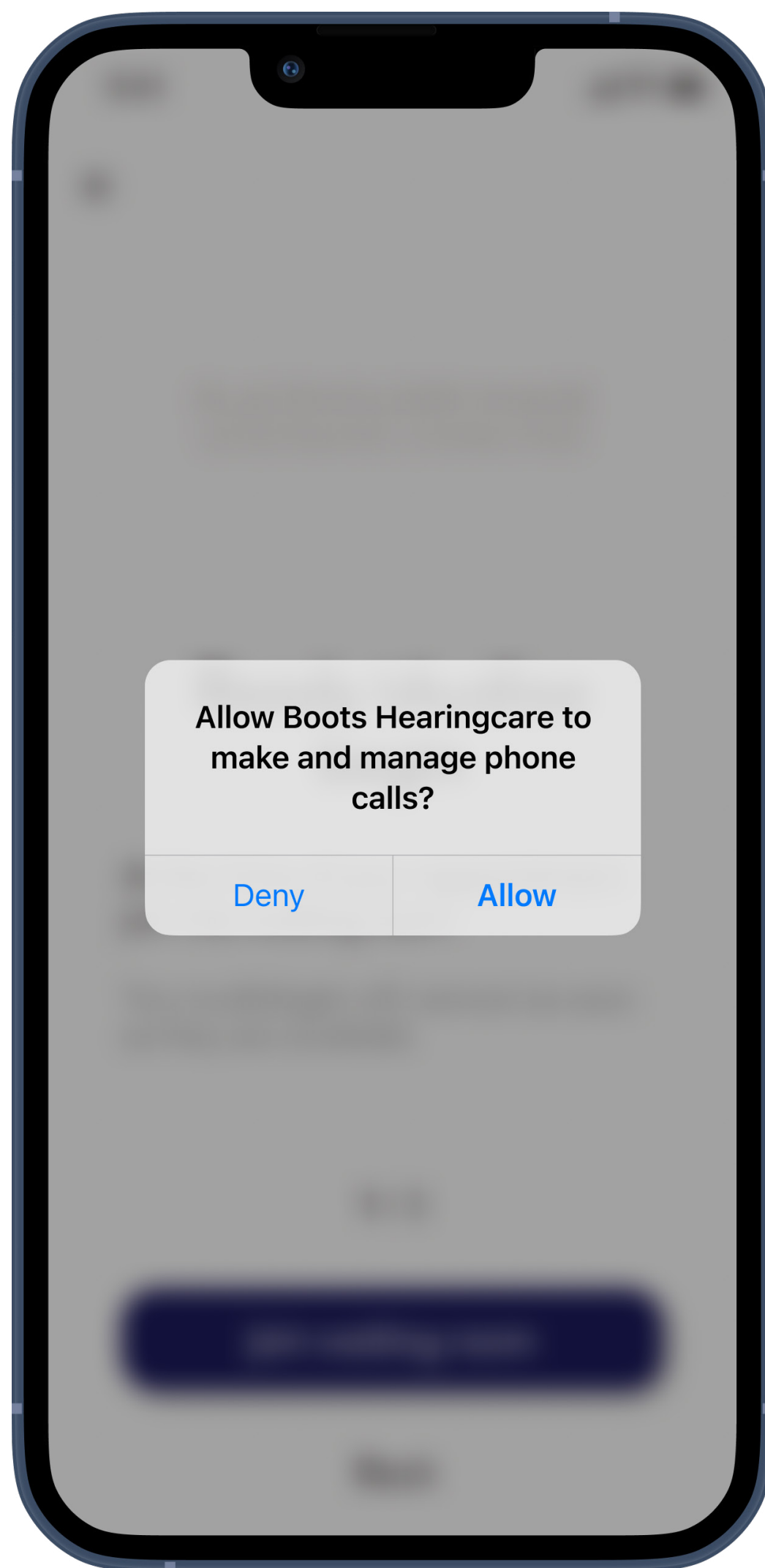
Allow the app to use your phone's camera and microphone

Tap on **Allow** to allow the Boots Hearingcare 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.

Permissions will look slightly different on different phones.



3



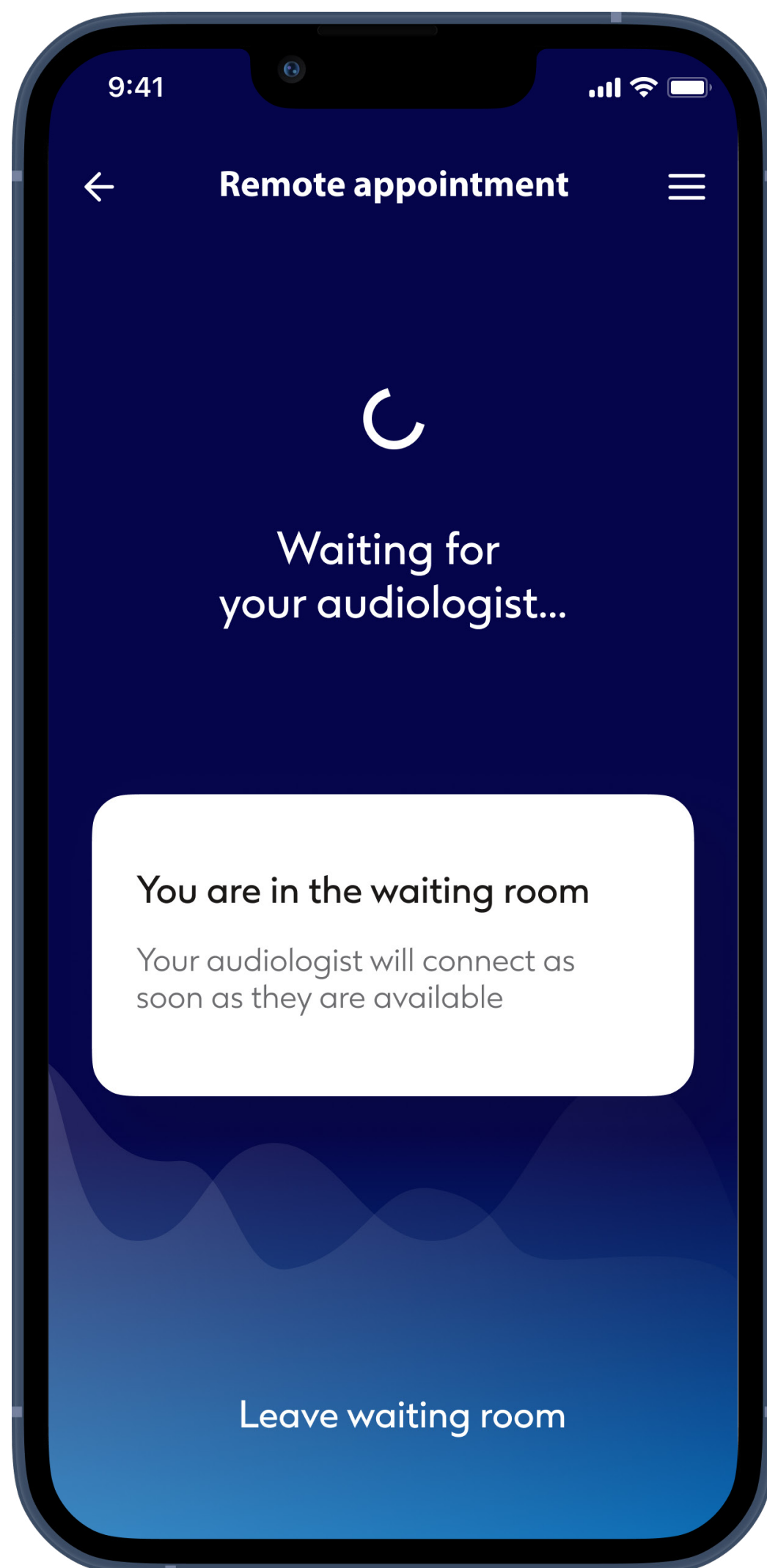
Allow the app to use your phone to make and receive calls

If you have an Android smartphone tap on **Allow** to give the Boots Hearingcare app permission to make and manage Boots Hearingcare calls.

For Android phones the app will need permission to record audio, also a technical necessity for remote appointments.



4



Waiting room

Your audiologist will connect as soon as they are available.

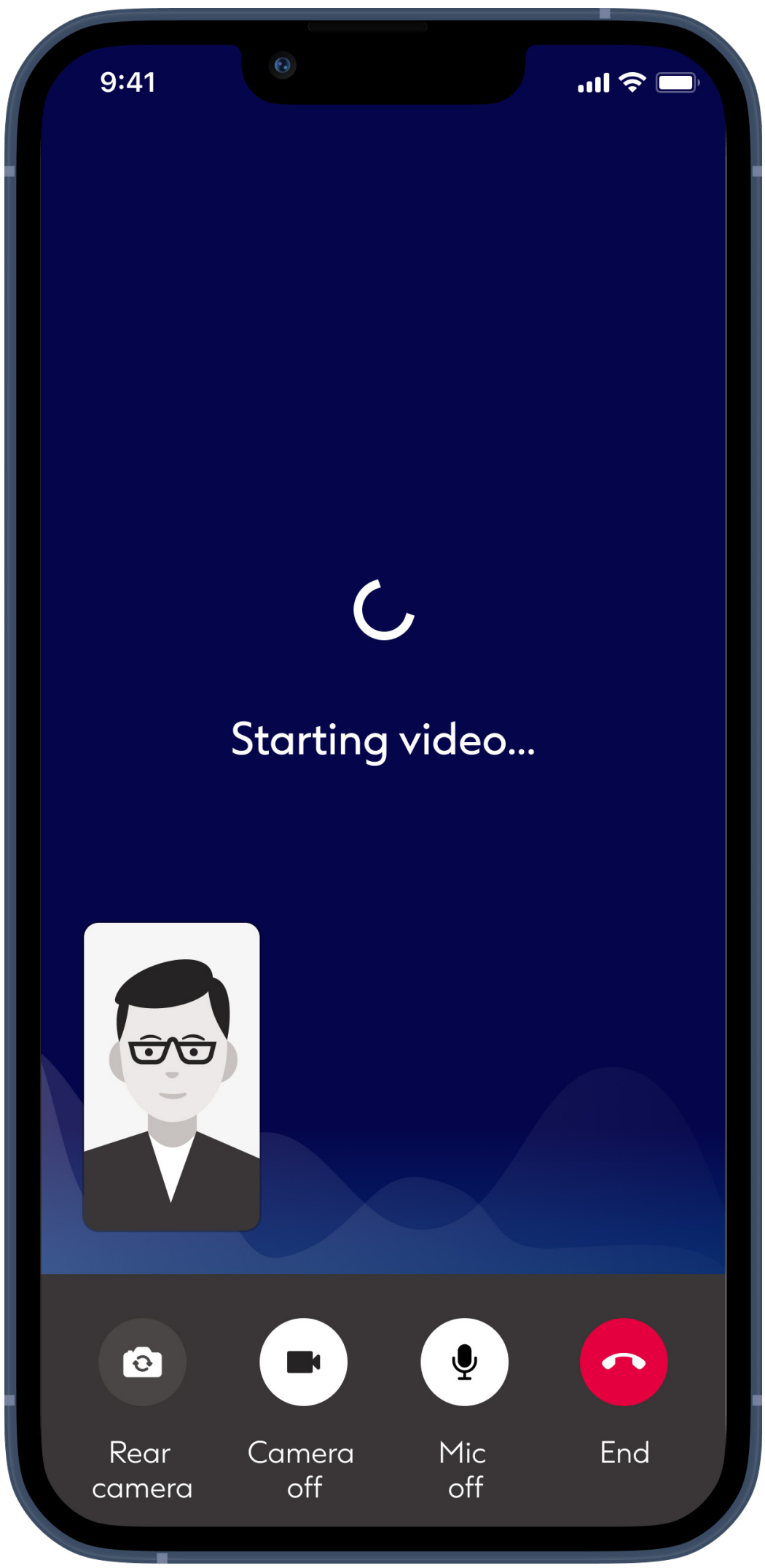
You can navigate to elsewhere in the app, or even lock your phone. You will be notified when your hearing care professional is ready just as you would for any other kind of call.



Remote appointment - 2 of 2

While in the Remote appointment session you can personalise your experience in turning on or off your Video or Audio, if you wish

1

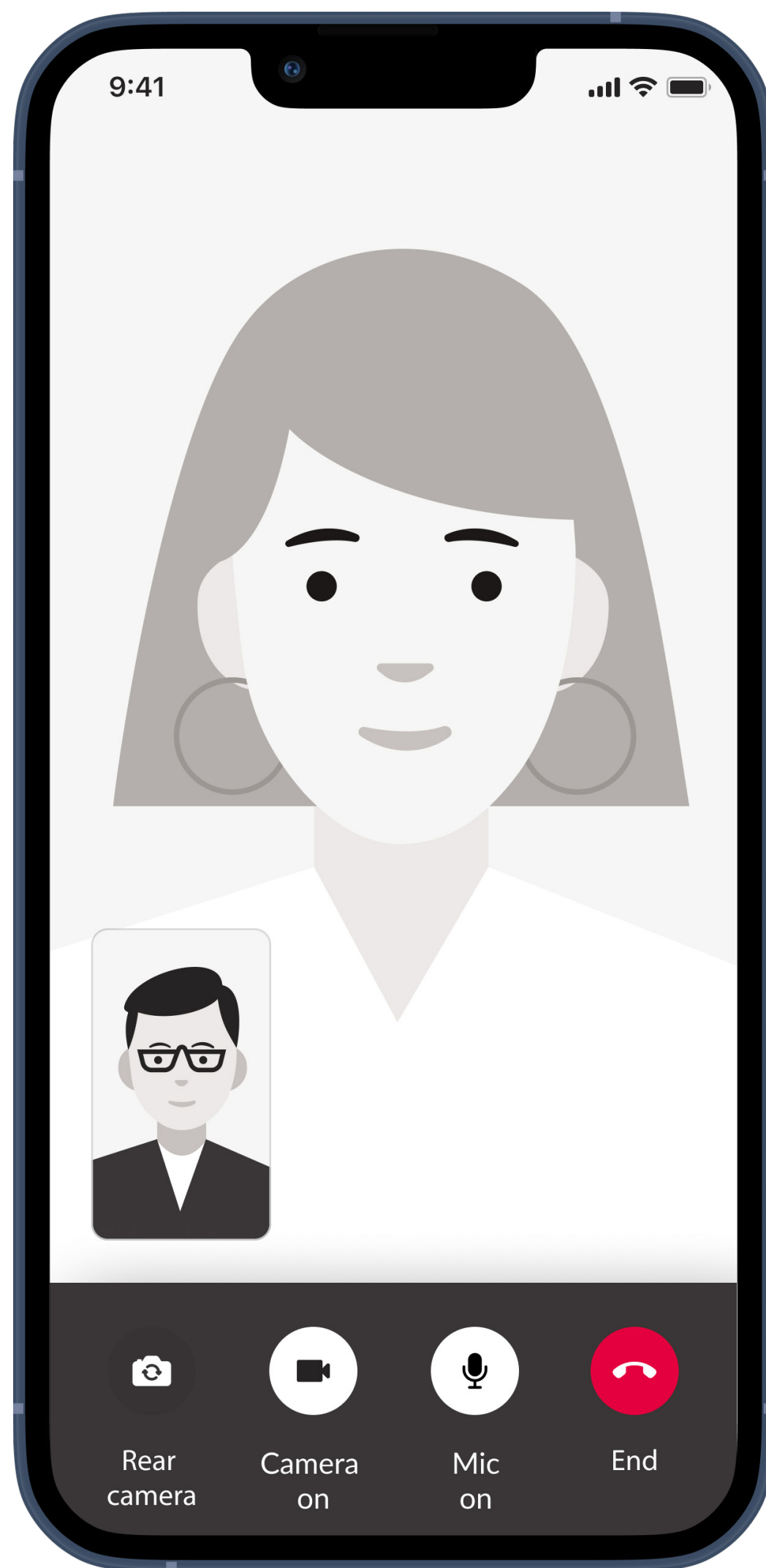


Starting video call

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



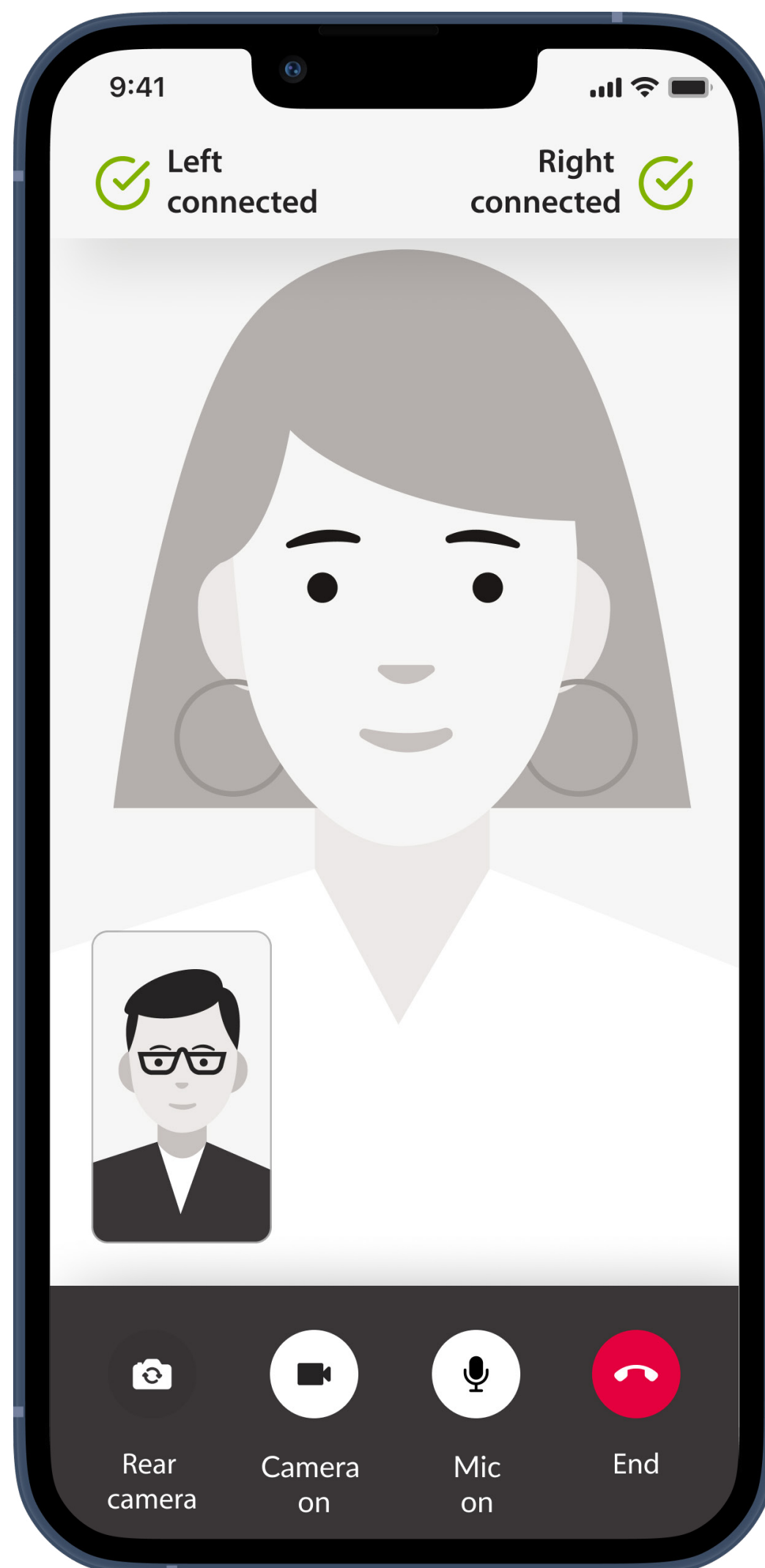
Ongoing call

You are now 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

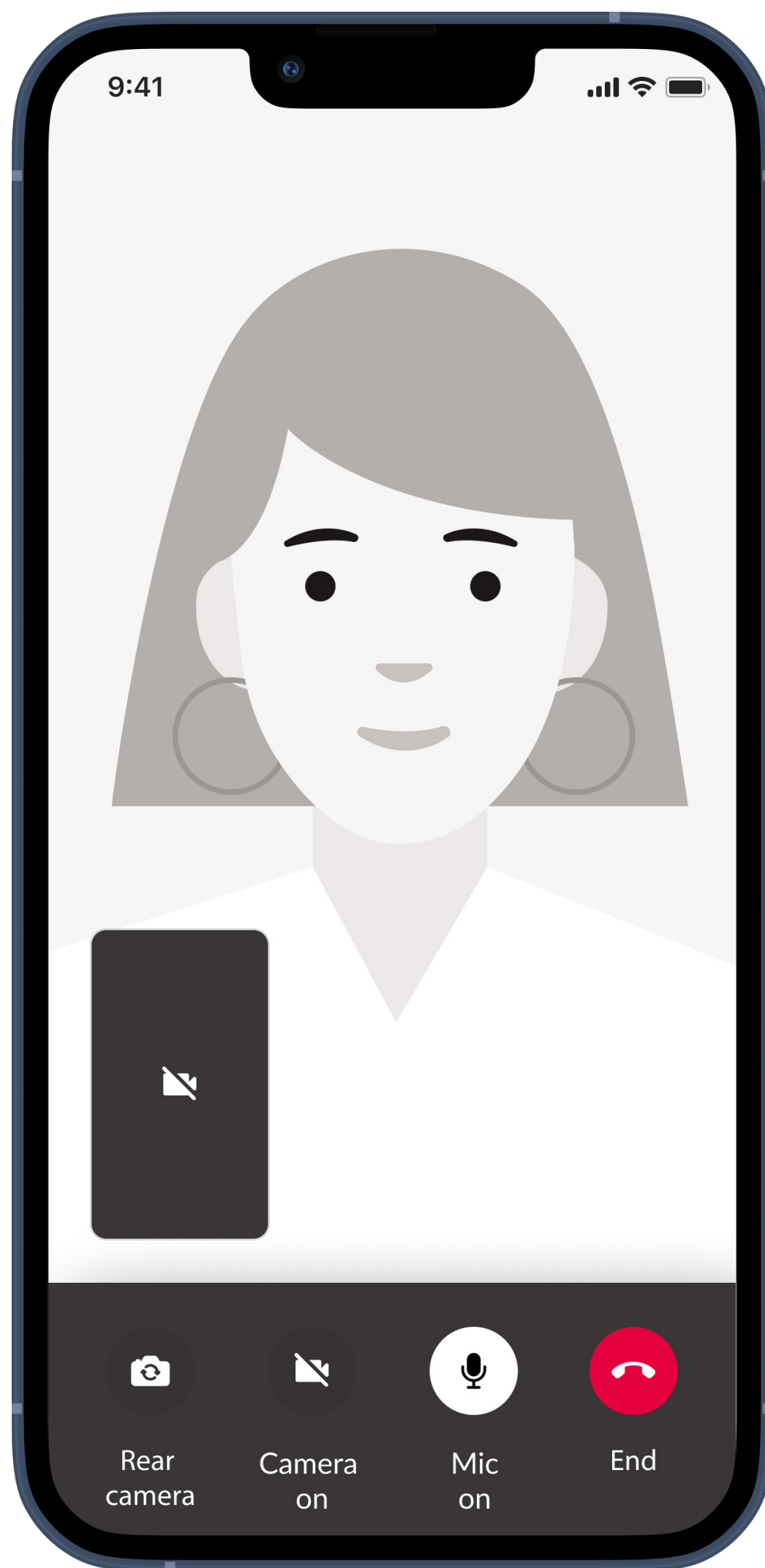


Connected hearing aids

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 he or she connects to your hearing aids.



4

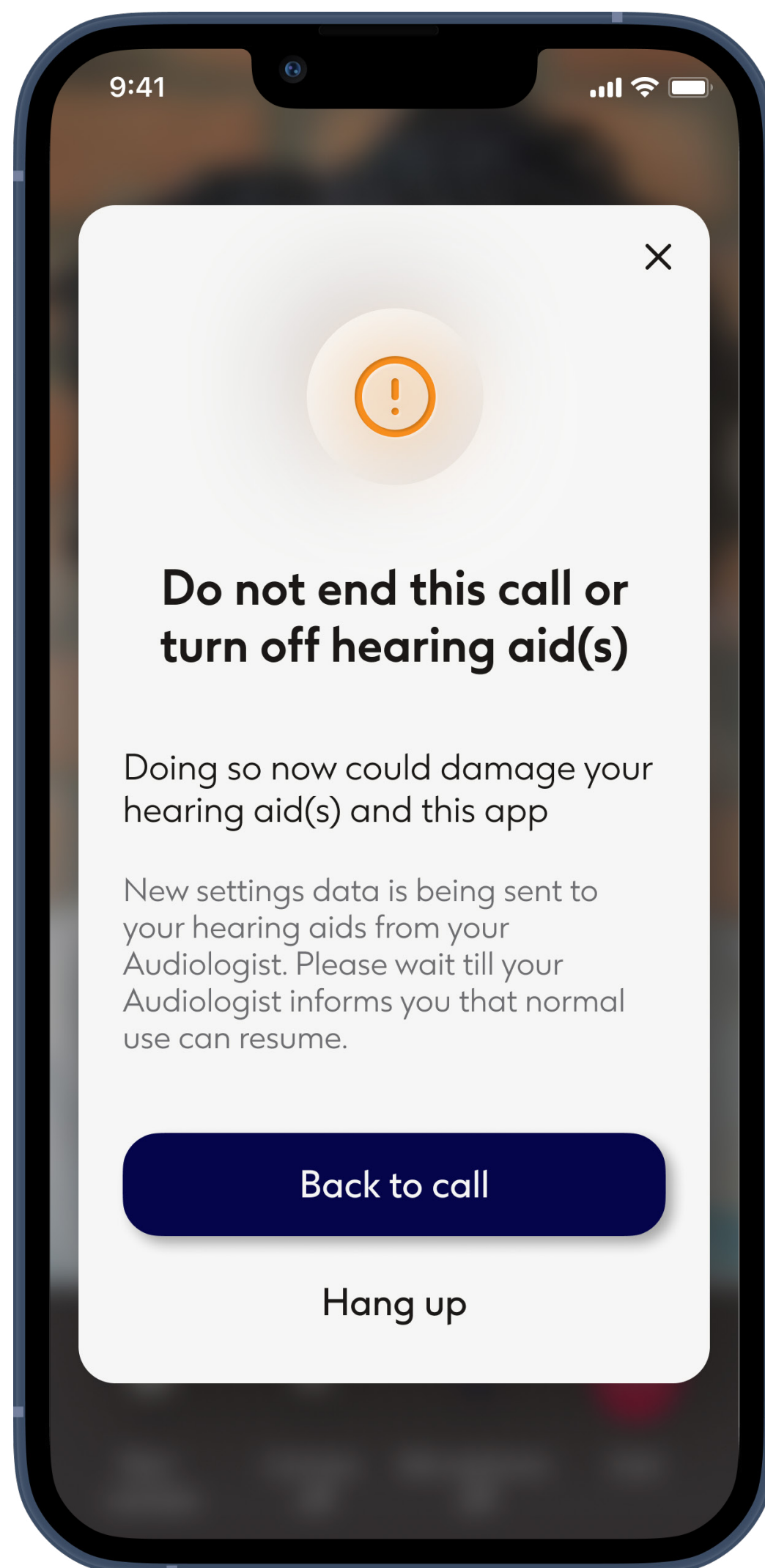


No video

If you wish to hide your video you can disable the video with a click of a button.



5



New settings being saved

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

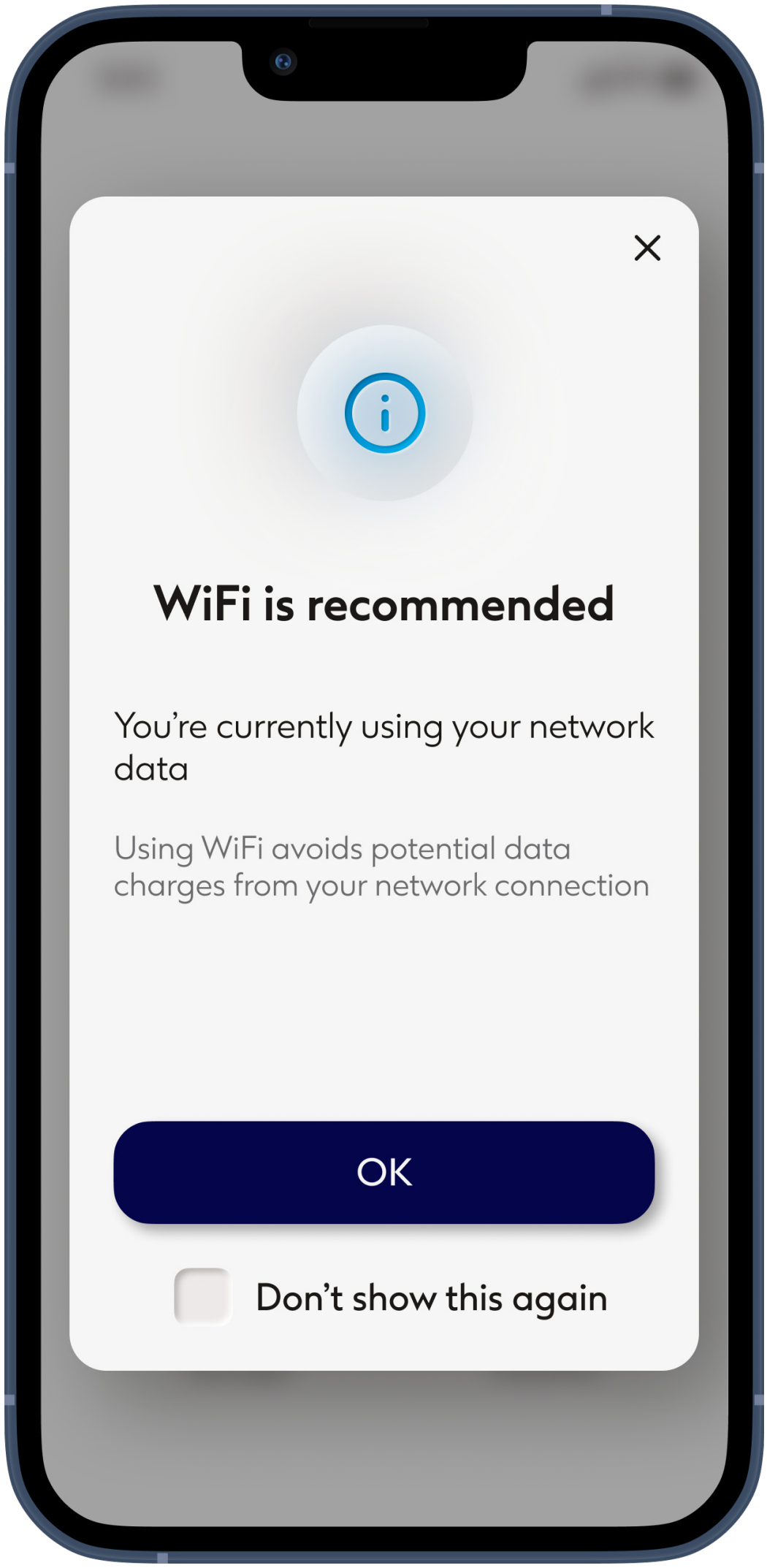
Do not end the call or turn off your hearing aid(s) until your Audiologist confirms that the process has finished as doing so risks damaging both your hearing aid(s) and the app.



Troubleshooting remote appointment

Managing remote appointment issues

1

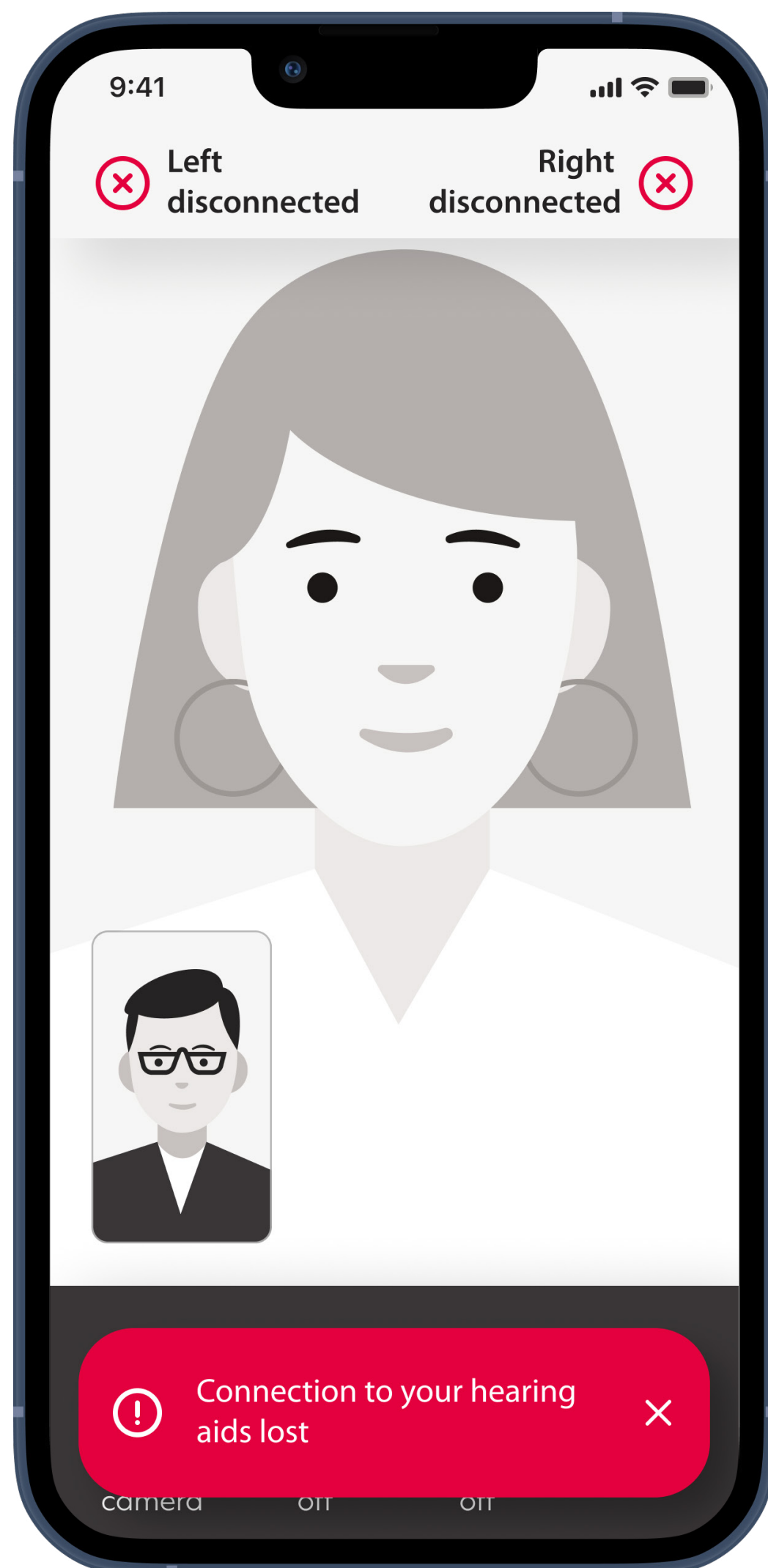


WiFi connection

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.



2

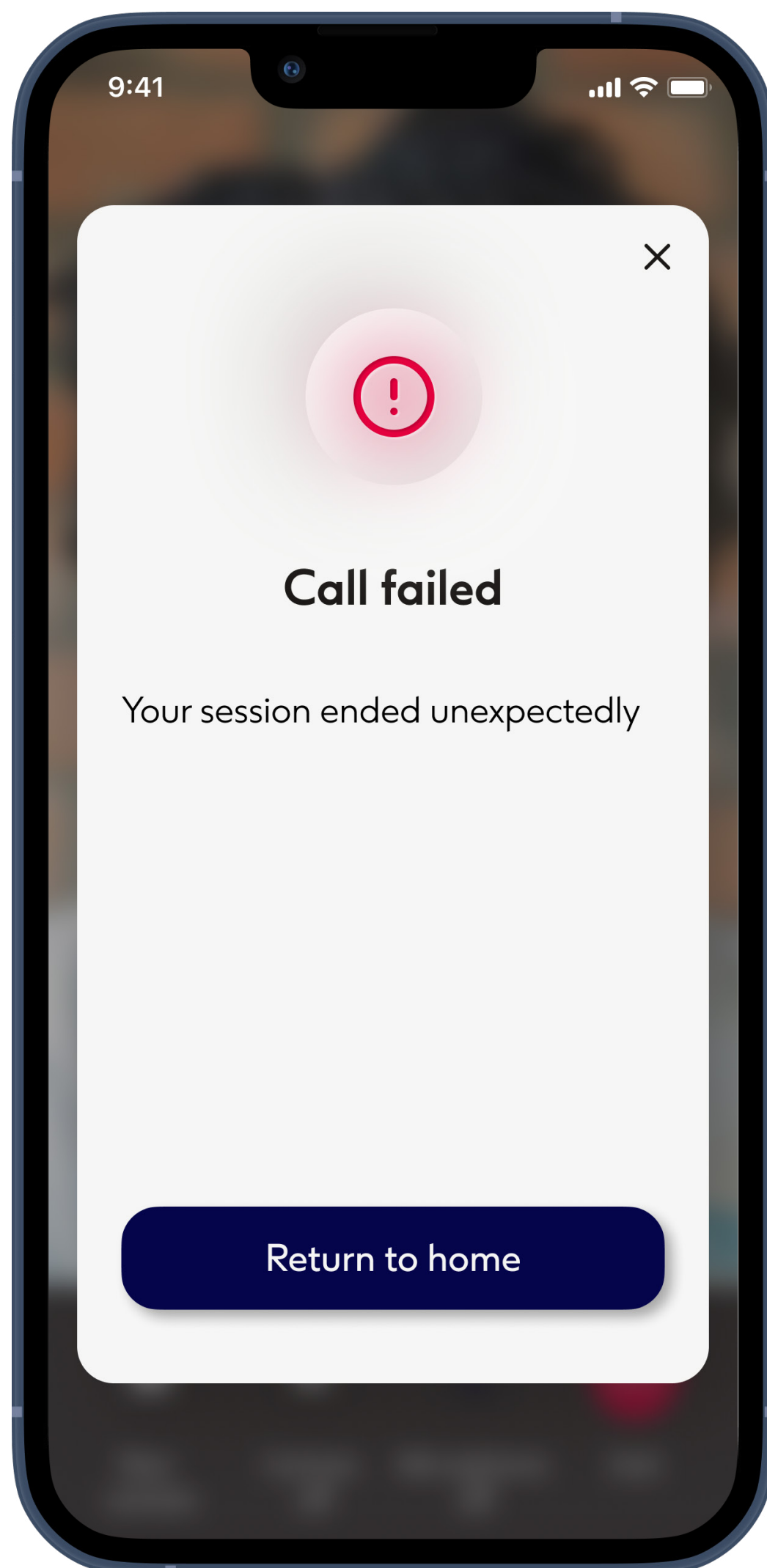


Hearing aids connection lost

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.



3

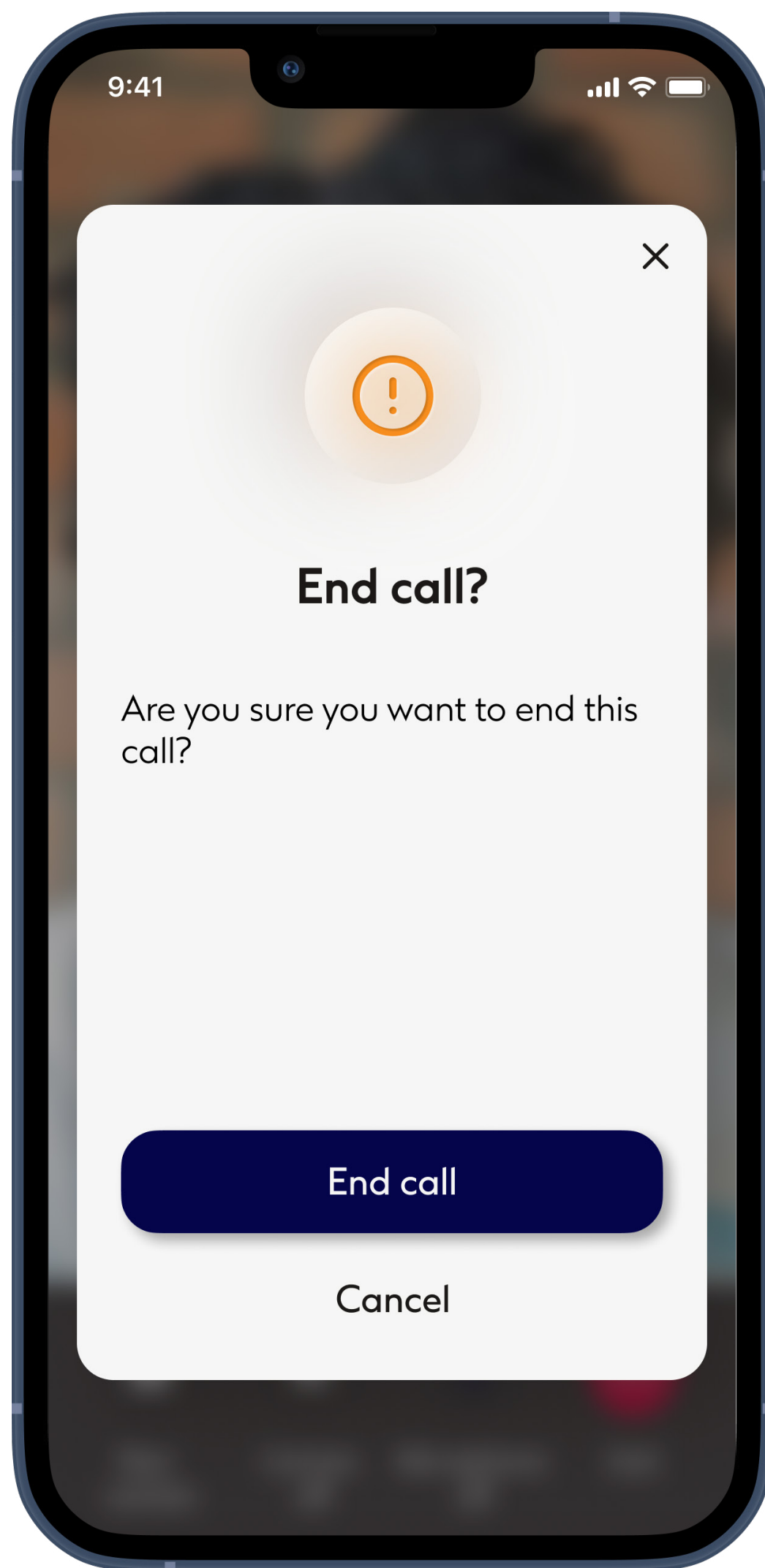


Call failed

If the call fails, tap **Return to home** to go to the home screen from where you can restart the call.



4



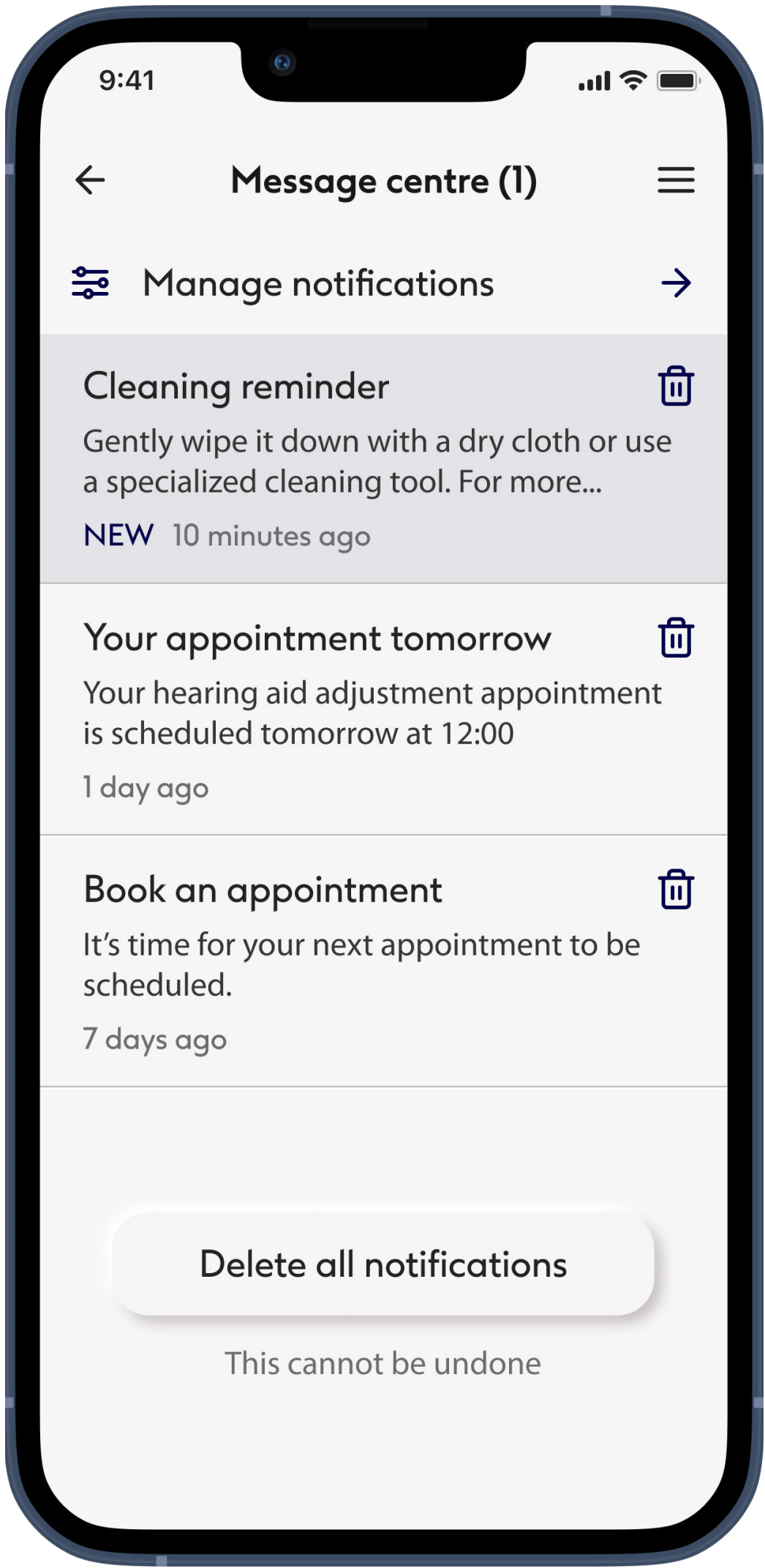
Ending the call during a remote appointment

If you end the call while it is in progress you will receive a pop-up message. Tap **Hang up** to end the call, tap **Cancel** to continue the call.



Notifications

1



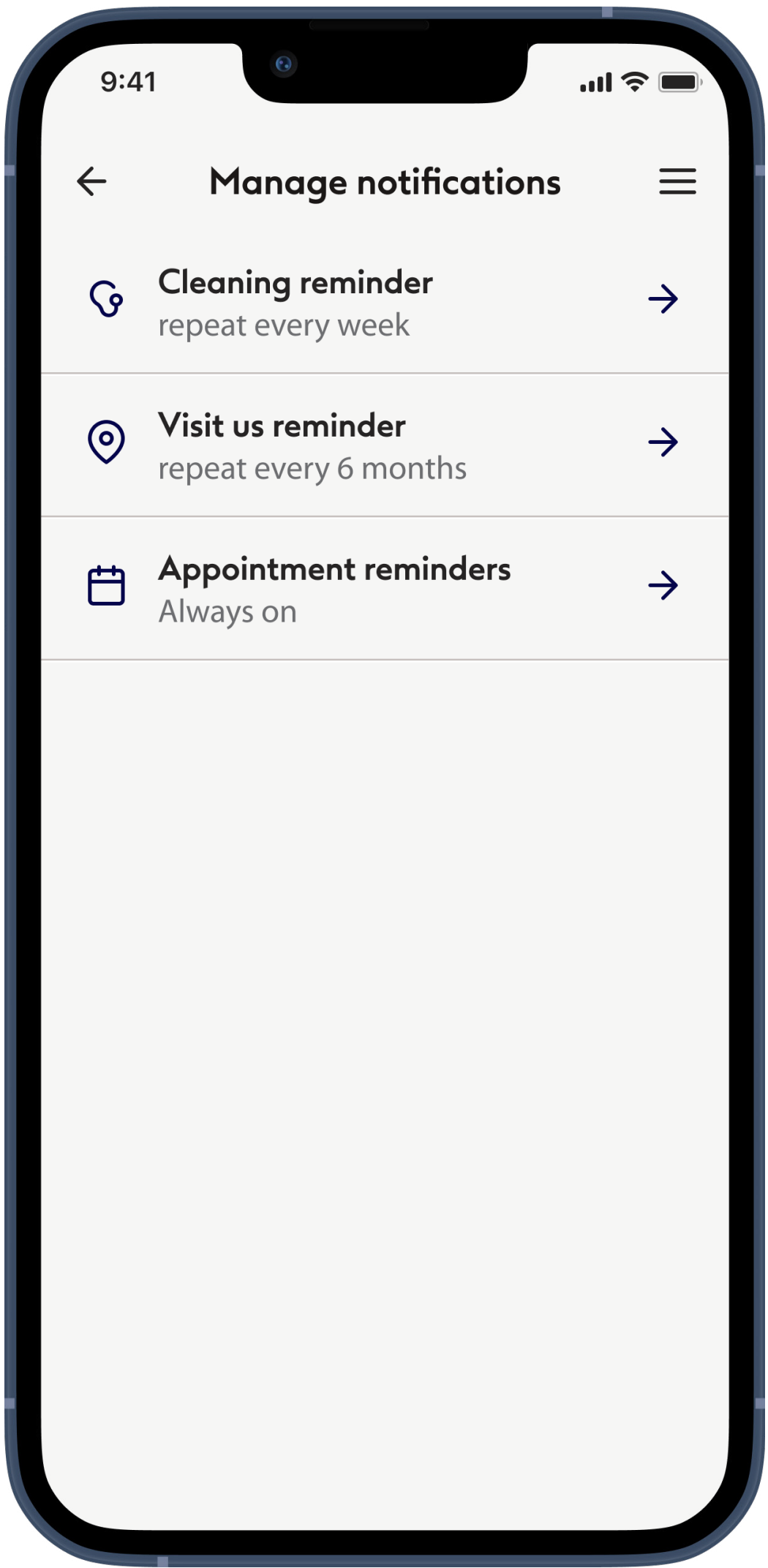
Message centre

Here you can view all your messages. To configure your messages, go to **Manage Notifications**.

You can delete individual messages by clicking on the bin icon or clear the list entirely by pressing **Delete All Notifications**.



2

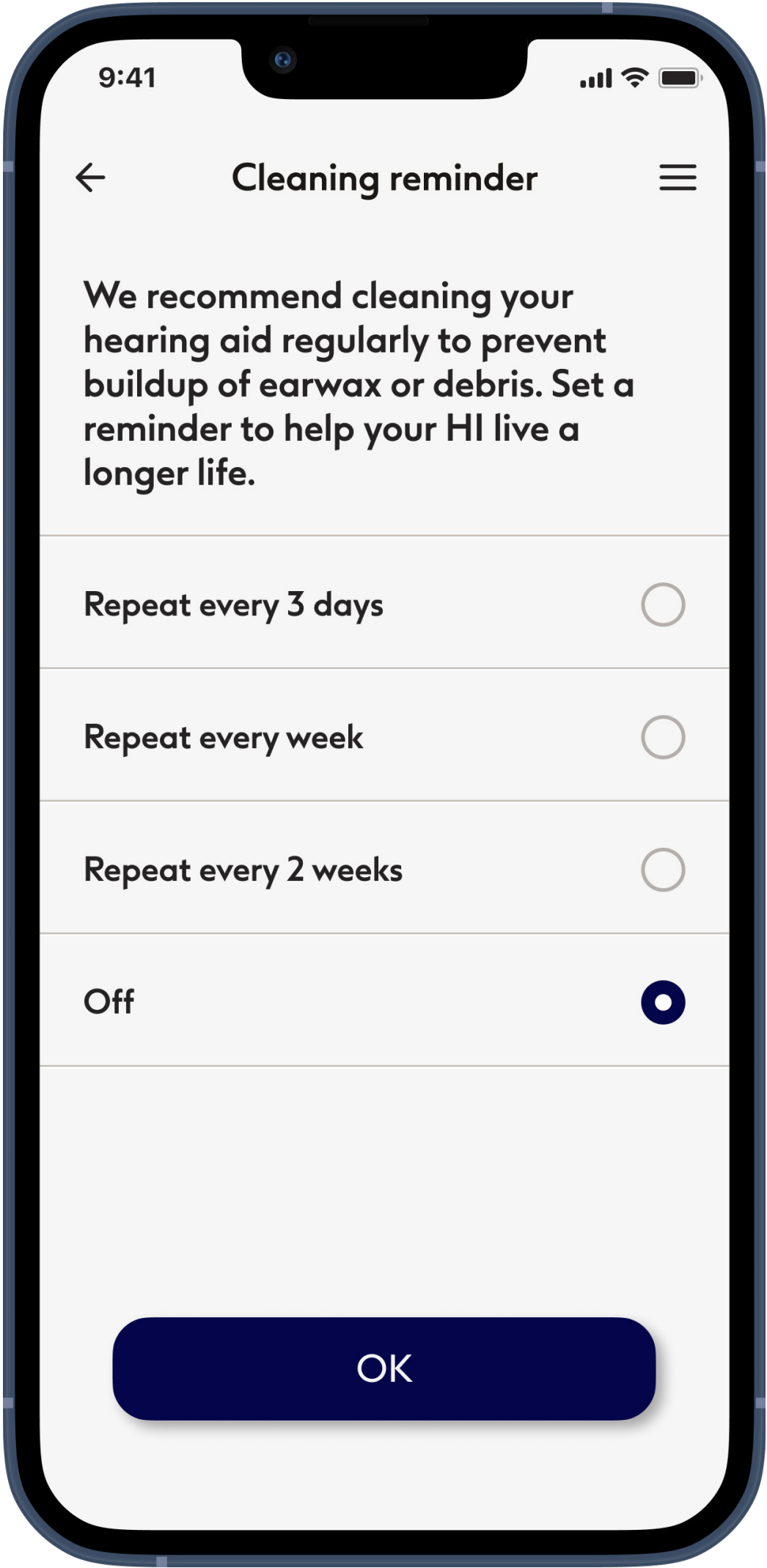


Manage notifications

Here you can see notification types and their current configuration.
Tap on notification type to manage its settings.



3

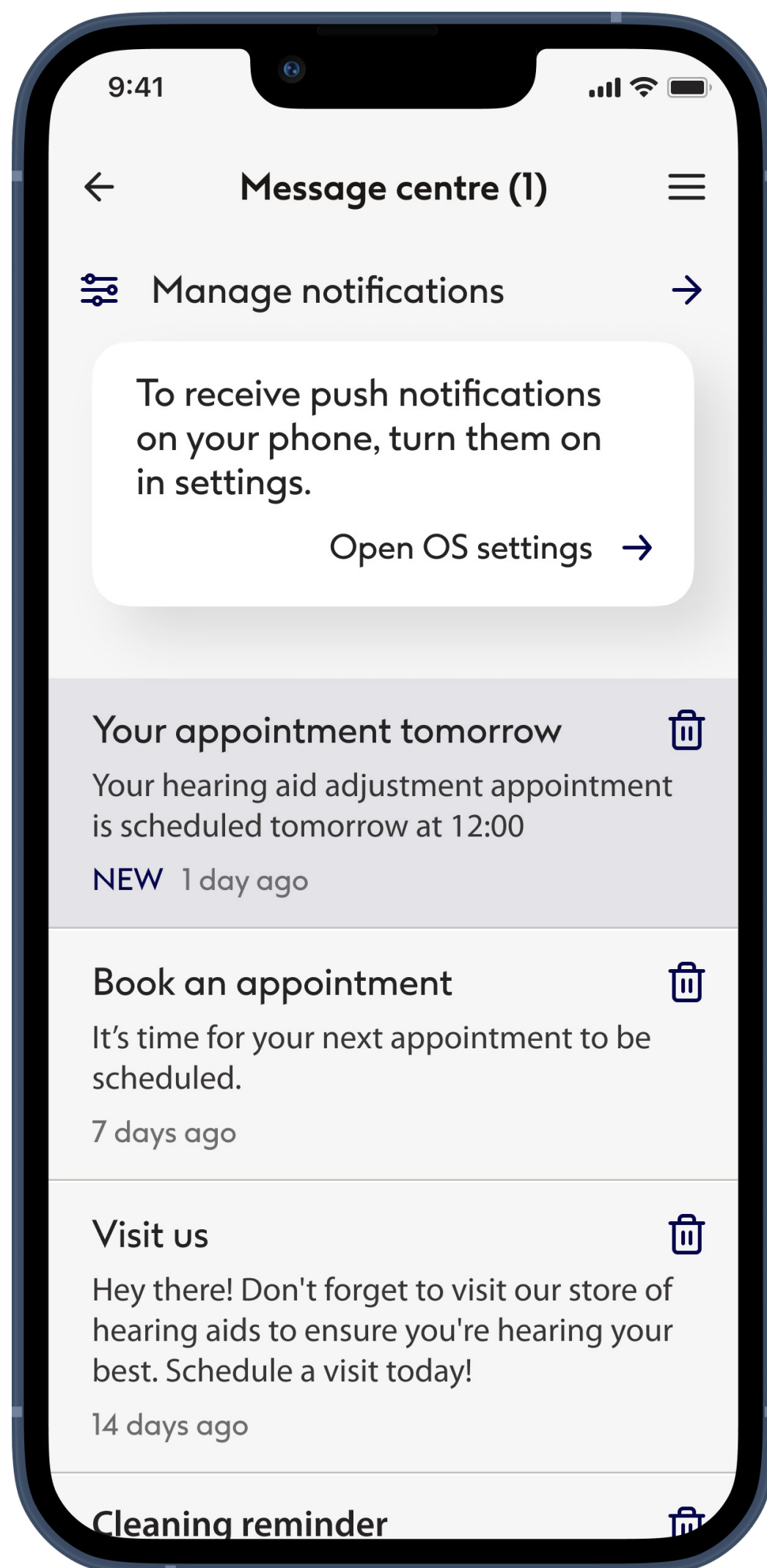


Managing notification type

Here you can read about the selected notification type and configure it.



4



Allow push notifications manually

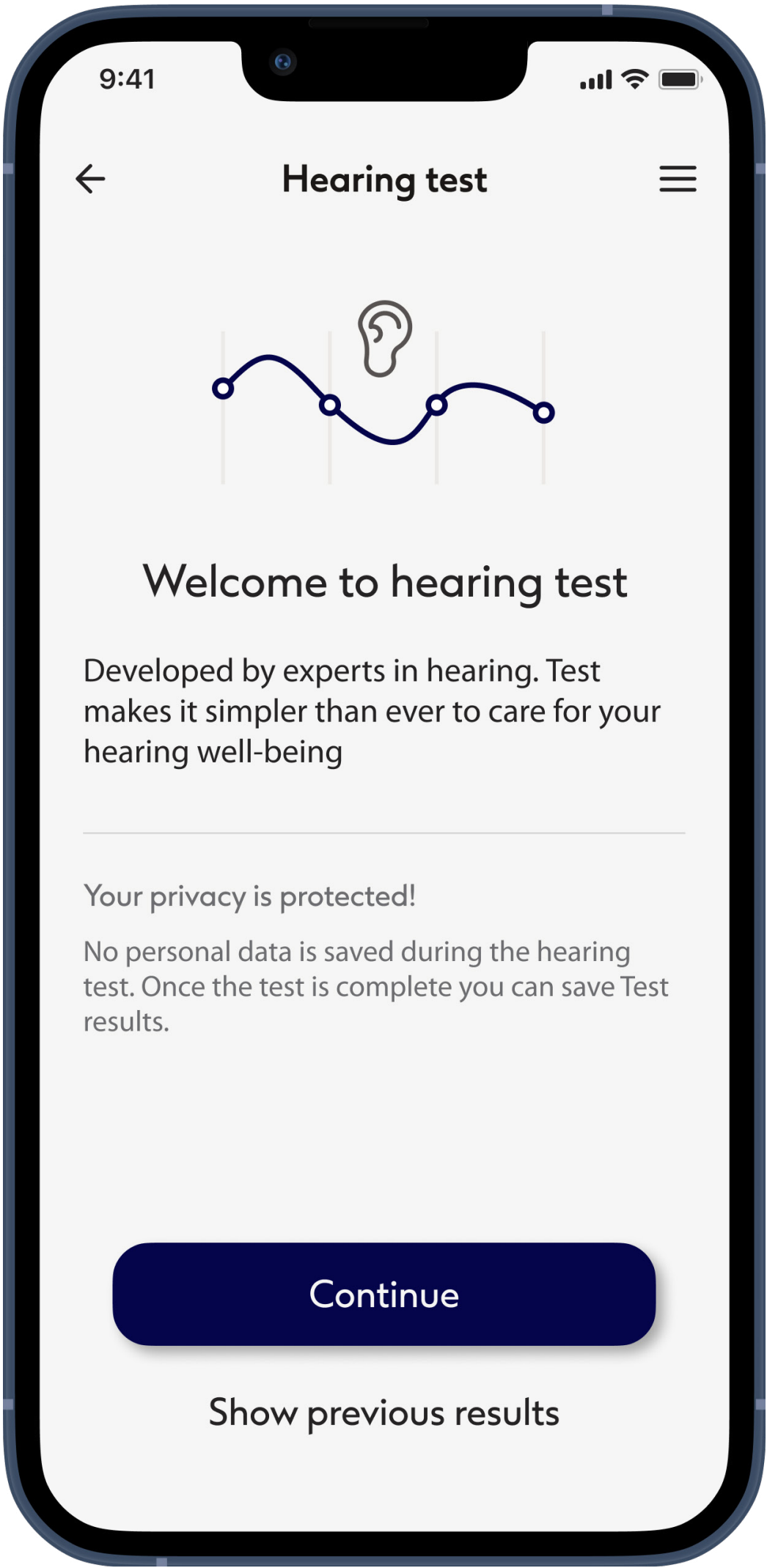
If push notifications are not enabled, you can manually activate them in your phone's settings.



Hearing test

Check your current hearing health with our hearing test

1

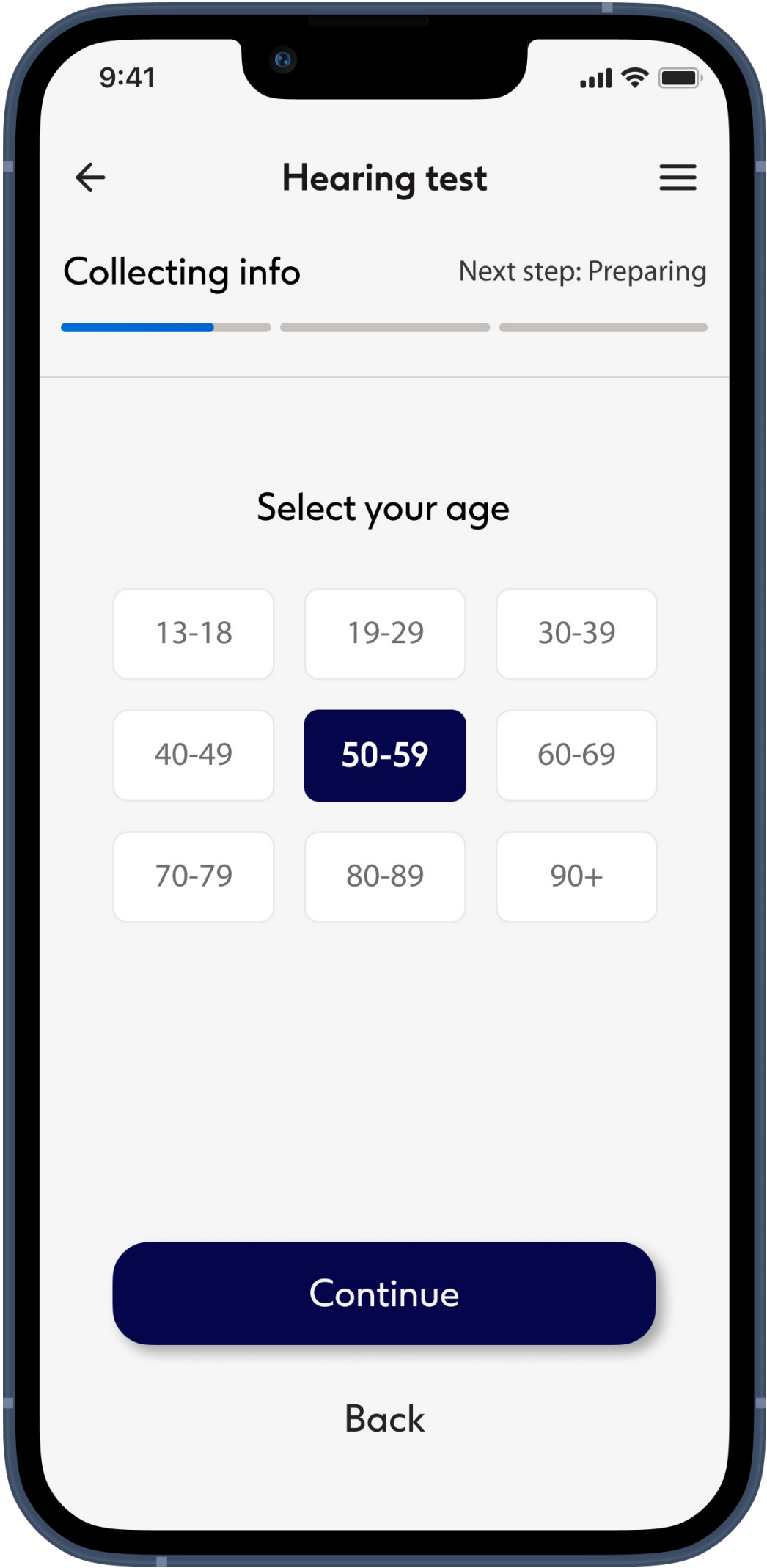


Start the test

Press **Continue** to read instructions and start the test.



2

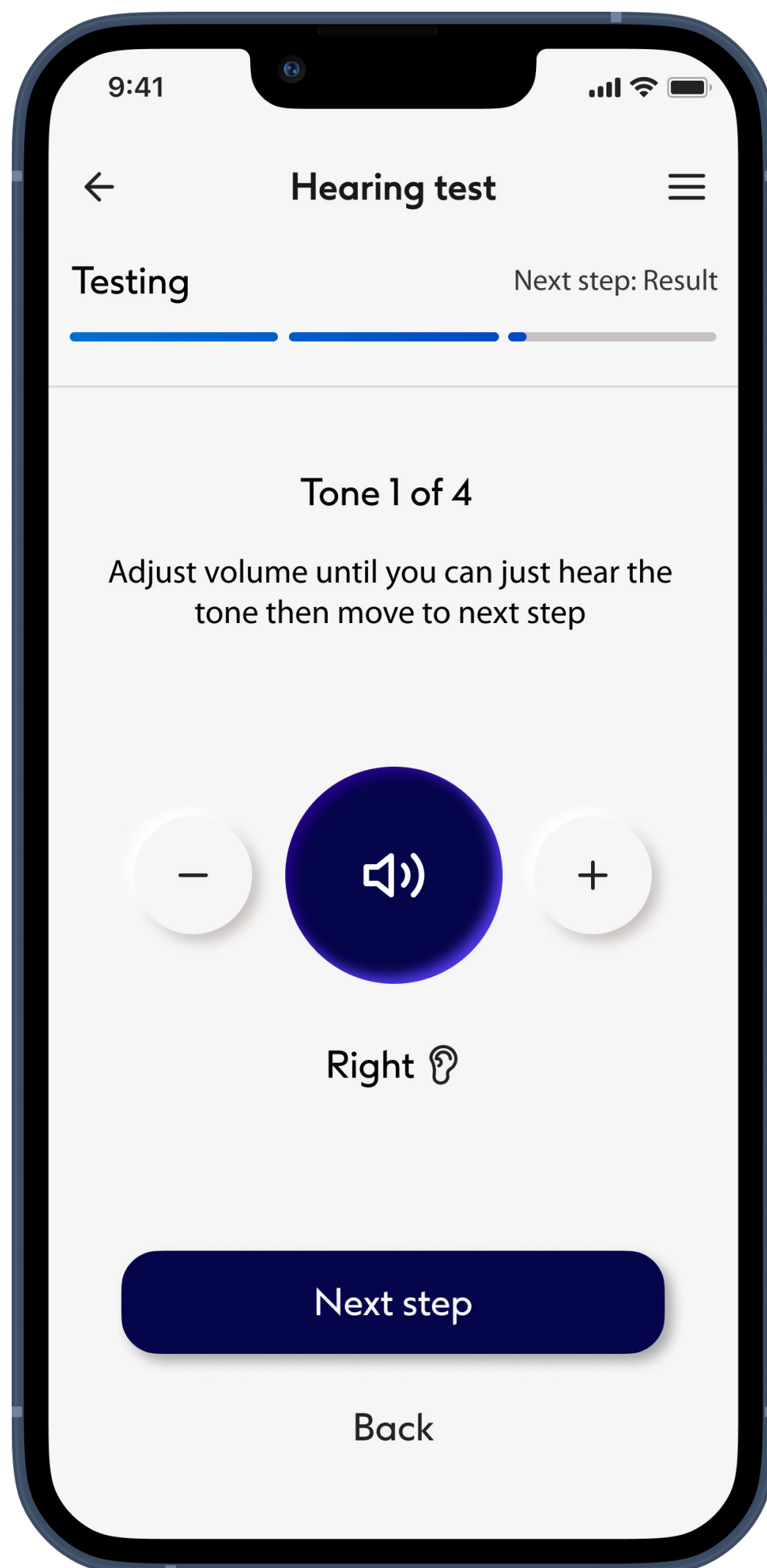


Collecting info and preparing

Go through the steps by entering your information to prepare for the test. The details you provide are essential for the calculation of results.



3

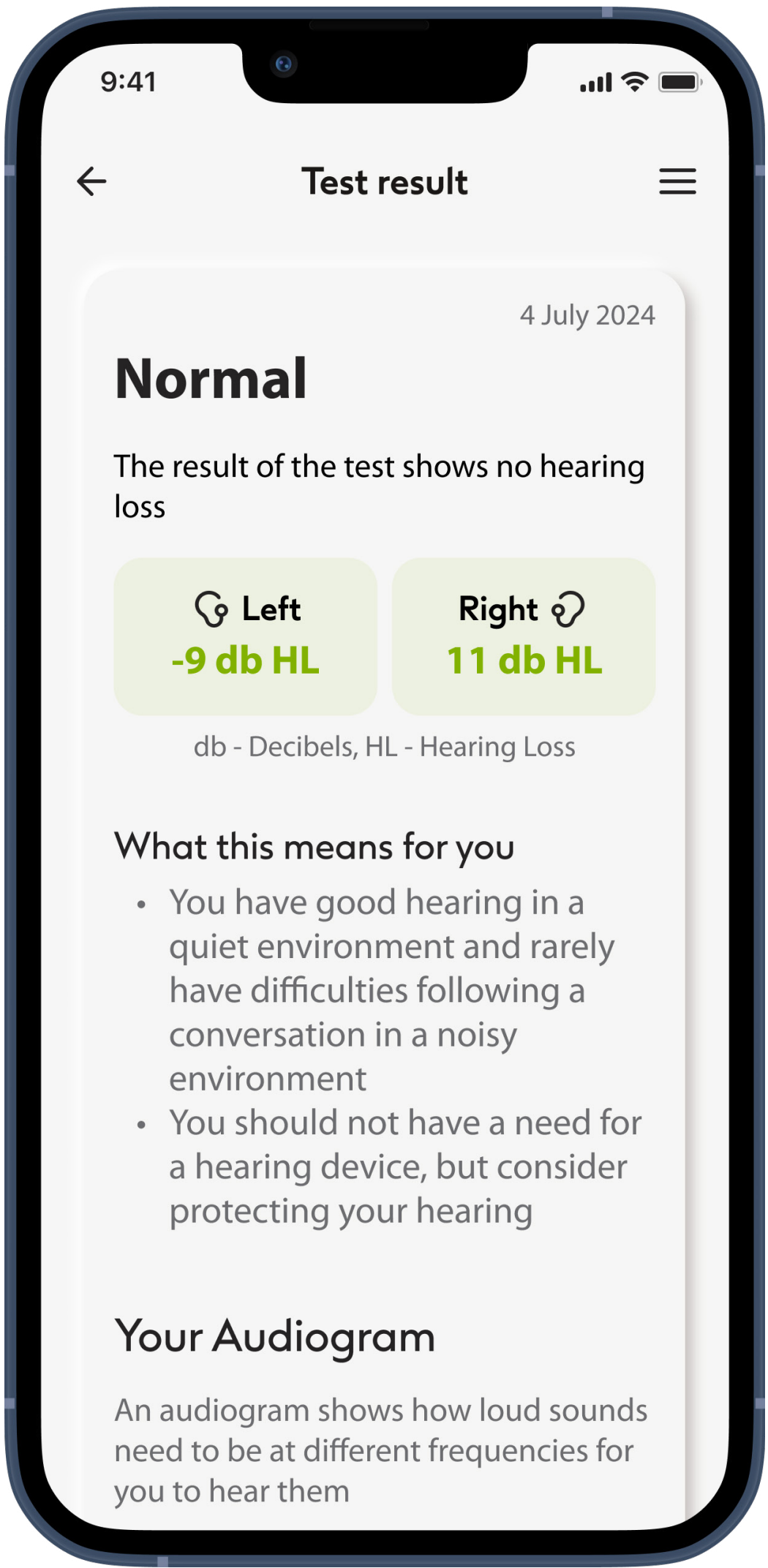


Hear the test tone

The test includes four rounds where the app will play sounds of specific tones or frequencies. Adjust the volume until you hear each sound. Follow the in-app instructions to guide you through the process.



4



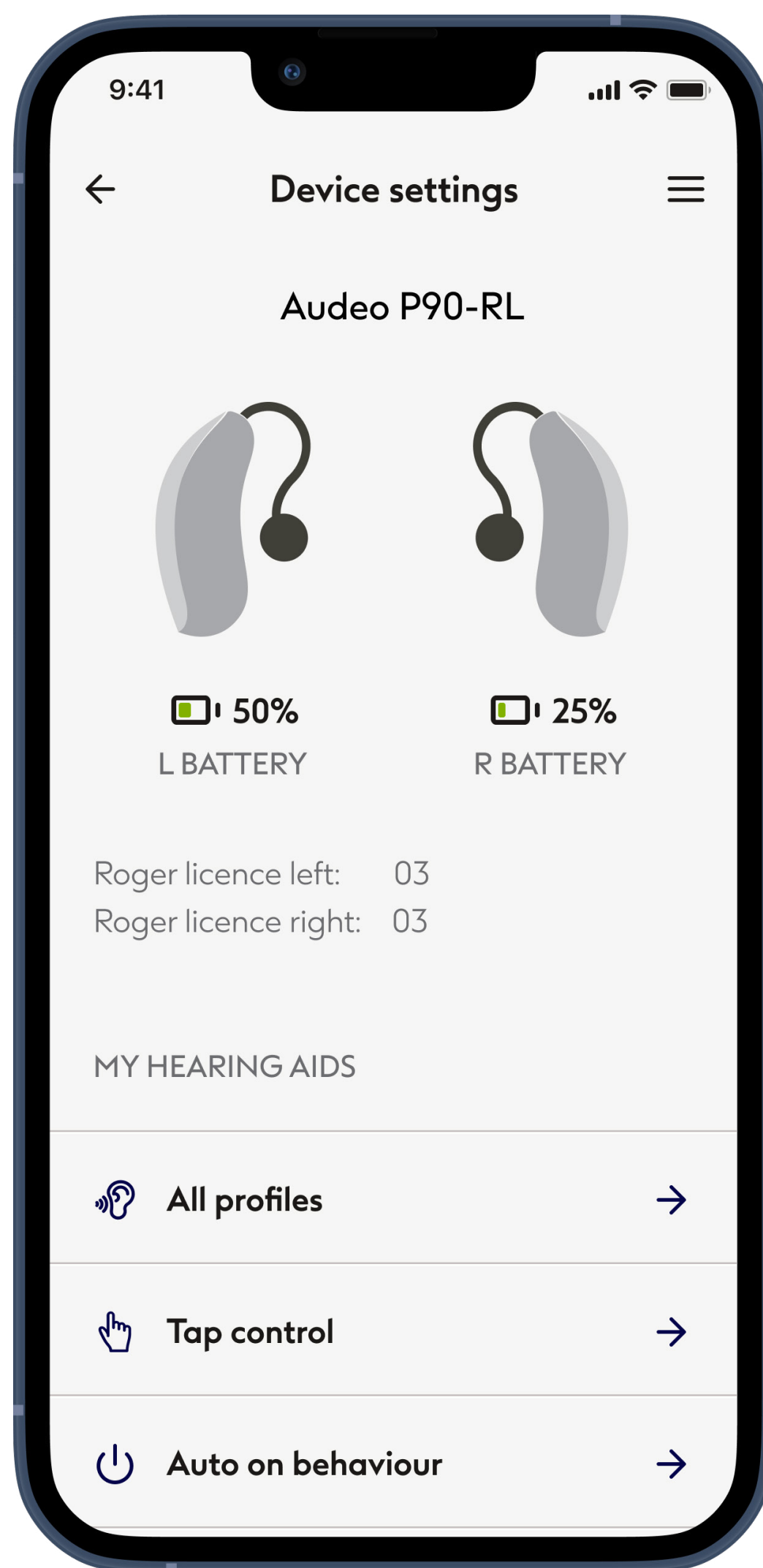
Results

After the test, you'll receive your results. You can access more details or move on to book an appointment. To keep track of your hearing health over time, you can save the result in your account for later review.



Device settings - 1 of 2

1



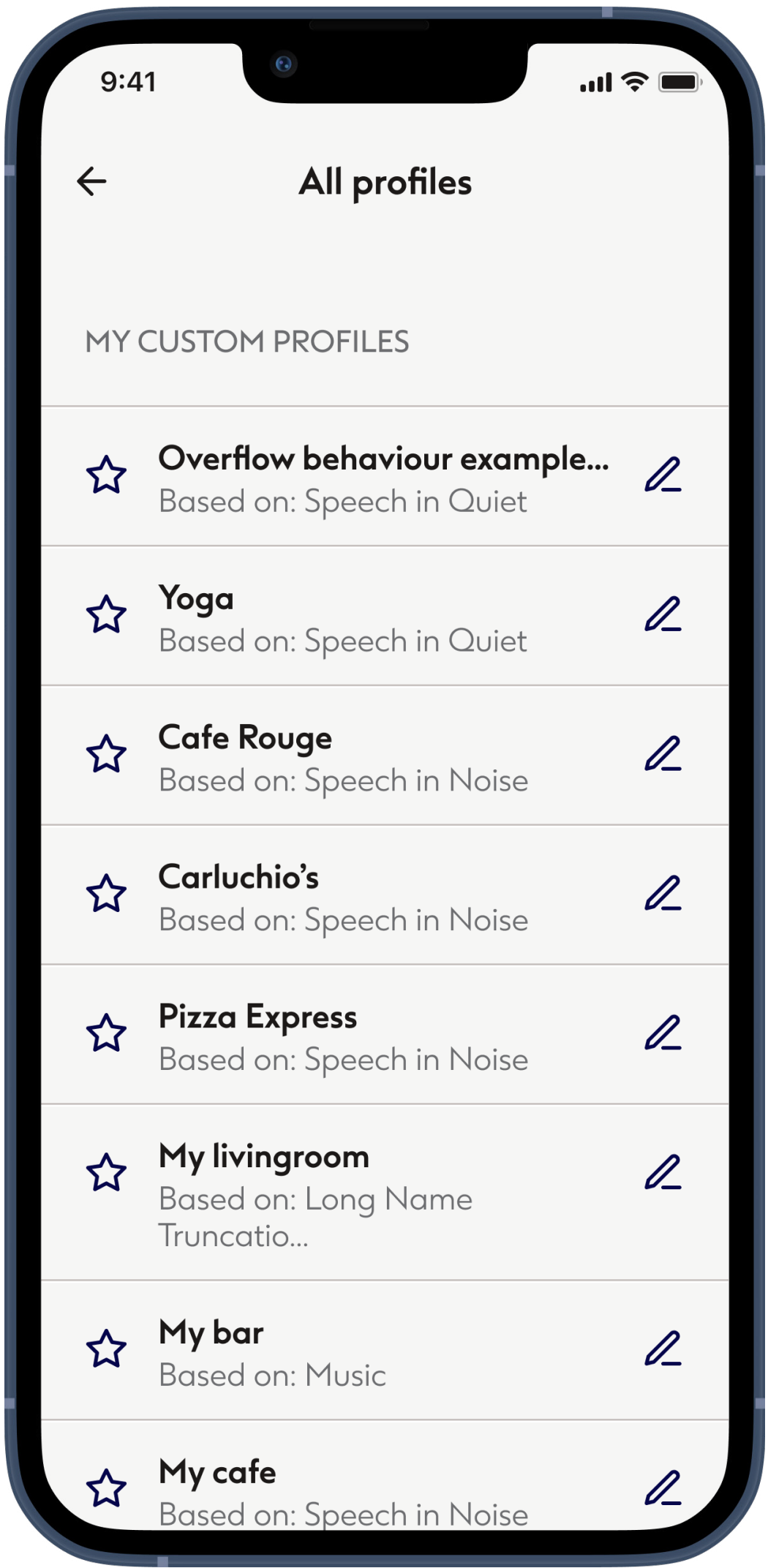
My Hearing Aids

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:

- All profiles
- Tap control
- Auto on behaviour
- Usage statistics
- Phone call quality
- How to stream
- Forget paired devices



2

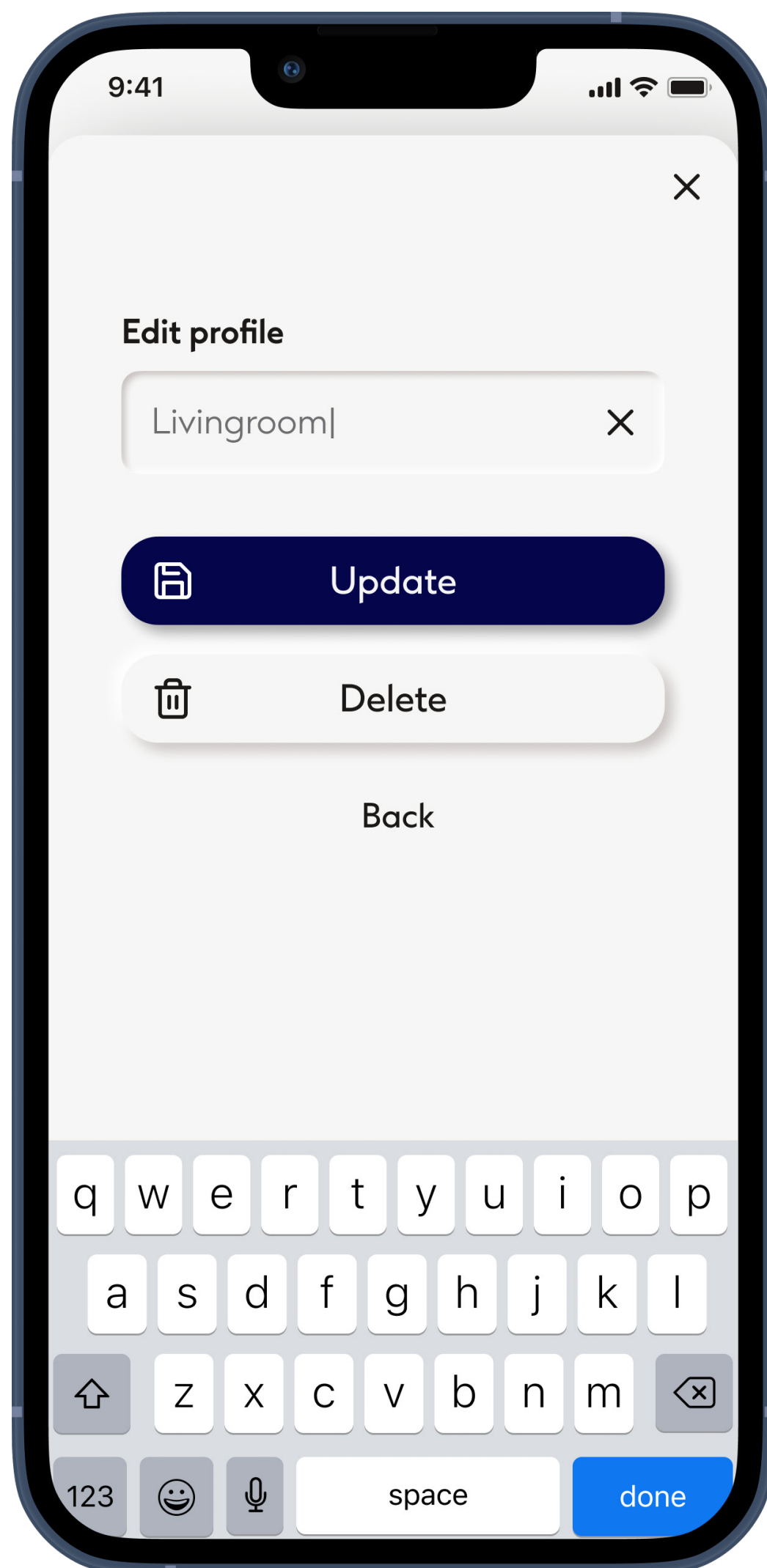


All Profiles

View and edit my custom profiles, preset profiles and fitted profiles. To edit tap the pen shaped **Edit** icon on the right of the profile name.



3

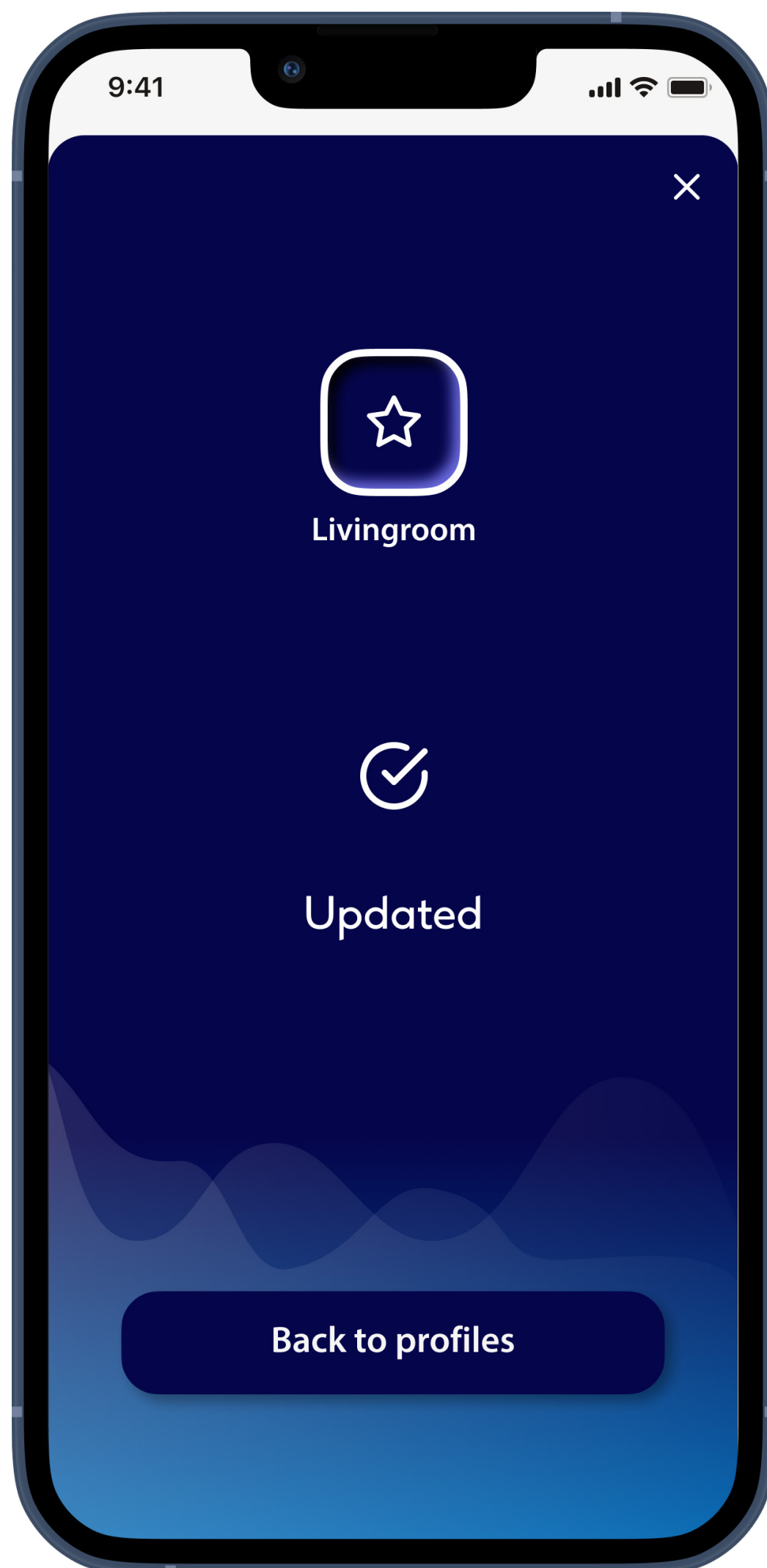


Edit profile

You can change the name of the profile or delete it. To save your changes tap **Update**.



4

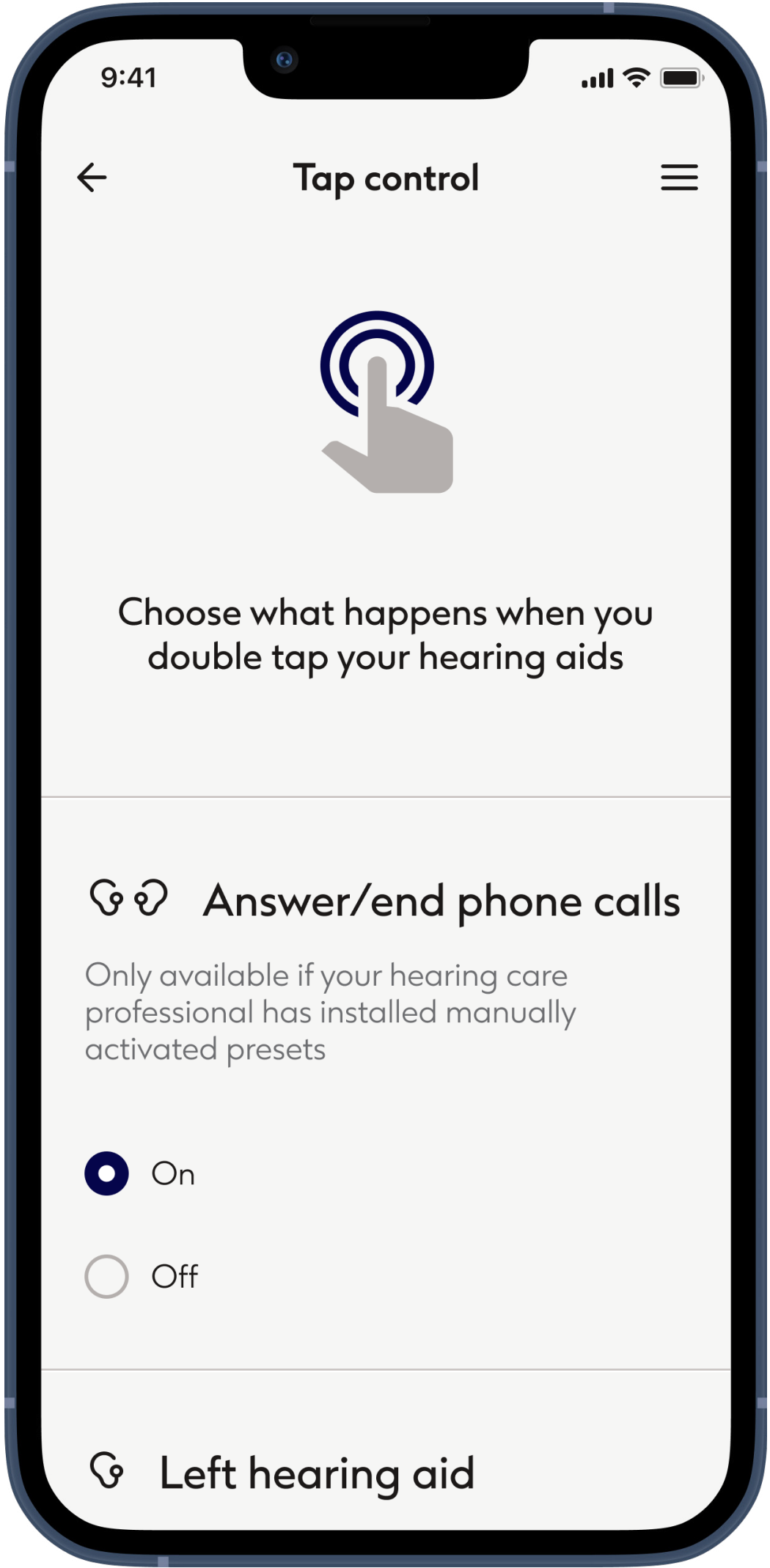


Profile updated

Confirmation that your profile is updated successfully. Tap **Back to profiles** to go back.



5



Tap control*

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.

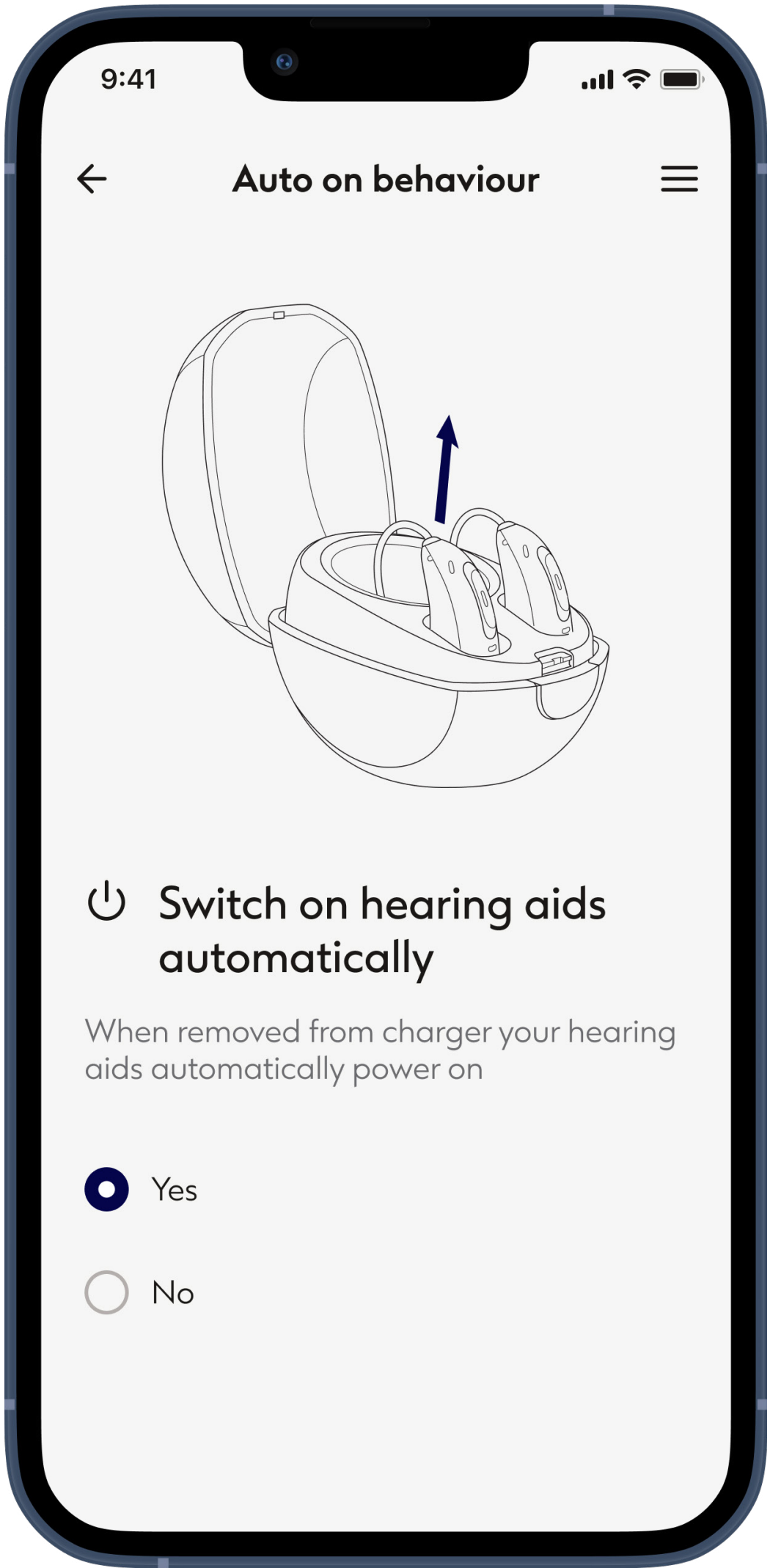
*Only available in specific hearing aids



Device settings - 2 of 2

View the model of your hearing aids, battery state and adjust settings

1

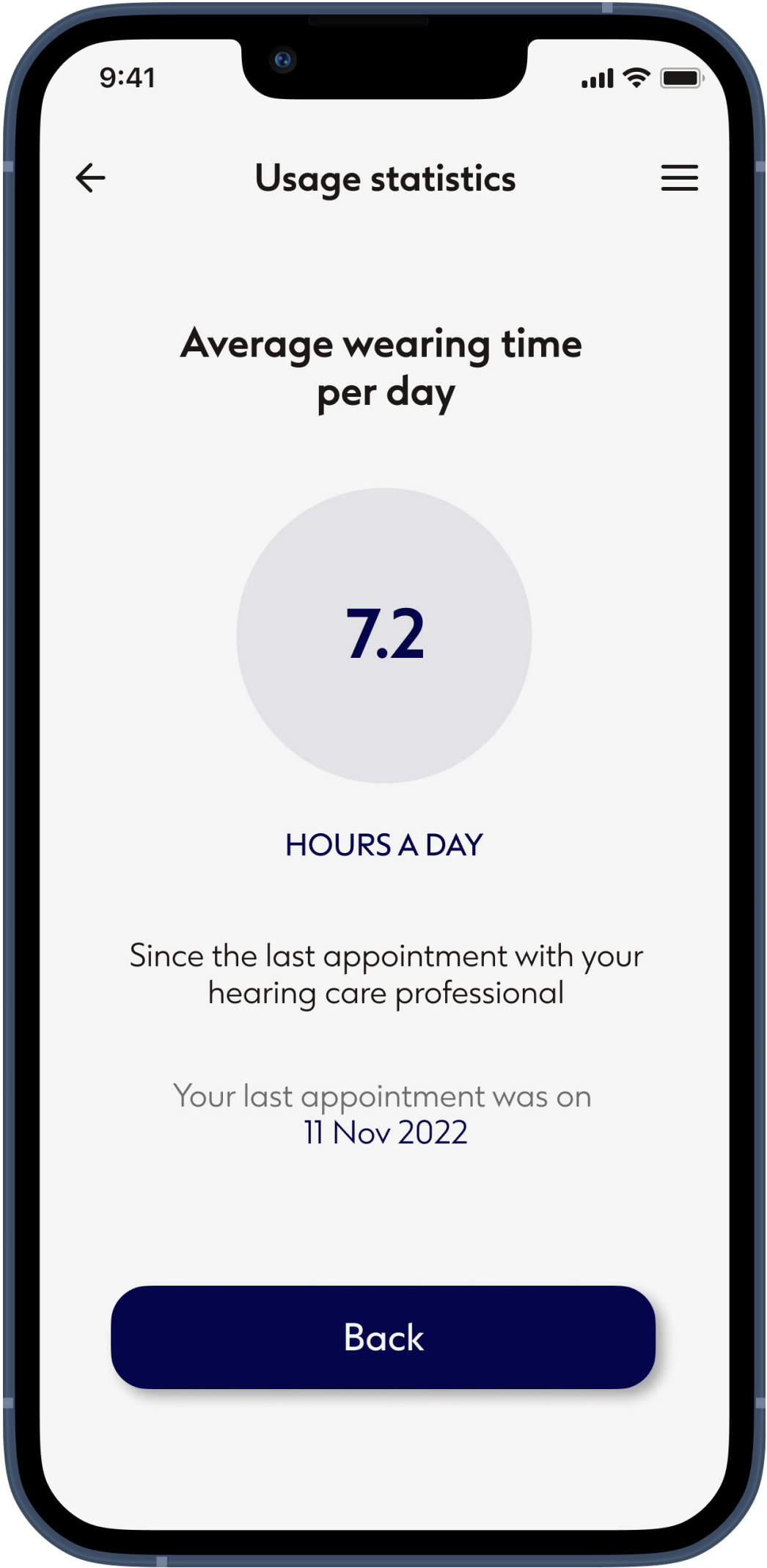


Auto on behaviour

Choose whether your hearing aids switch on automatically when removed from charger.



2

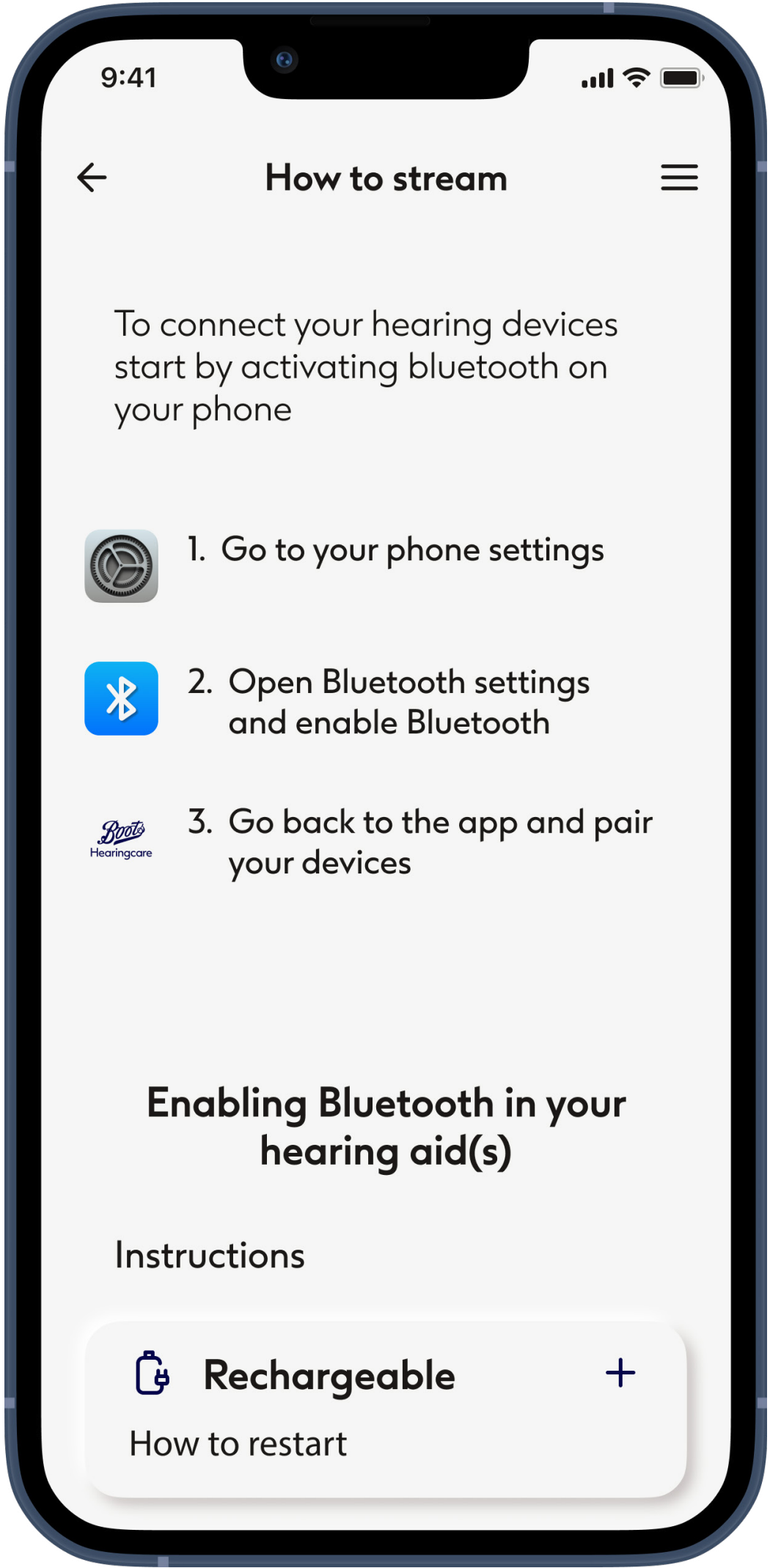


Usage statistics

Usage statistics may be reset when your Audiologist makes changes to your hearing aid settings in some in-store and remote appointments.



3

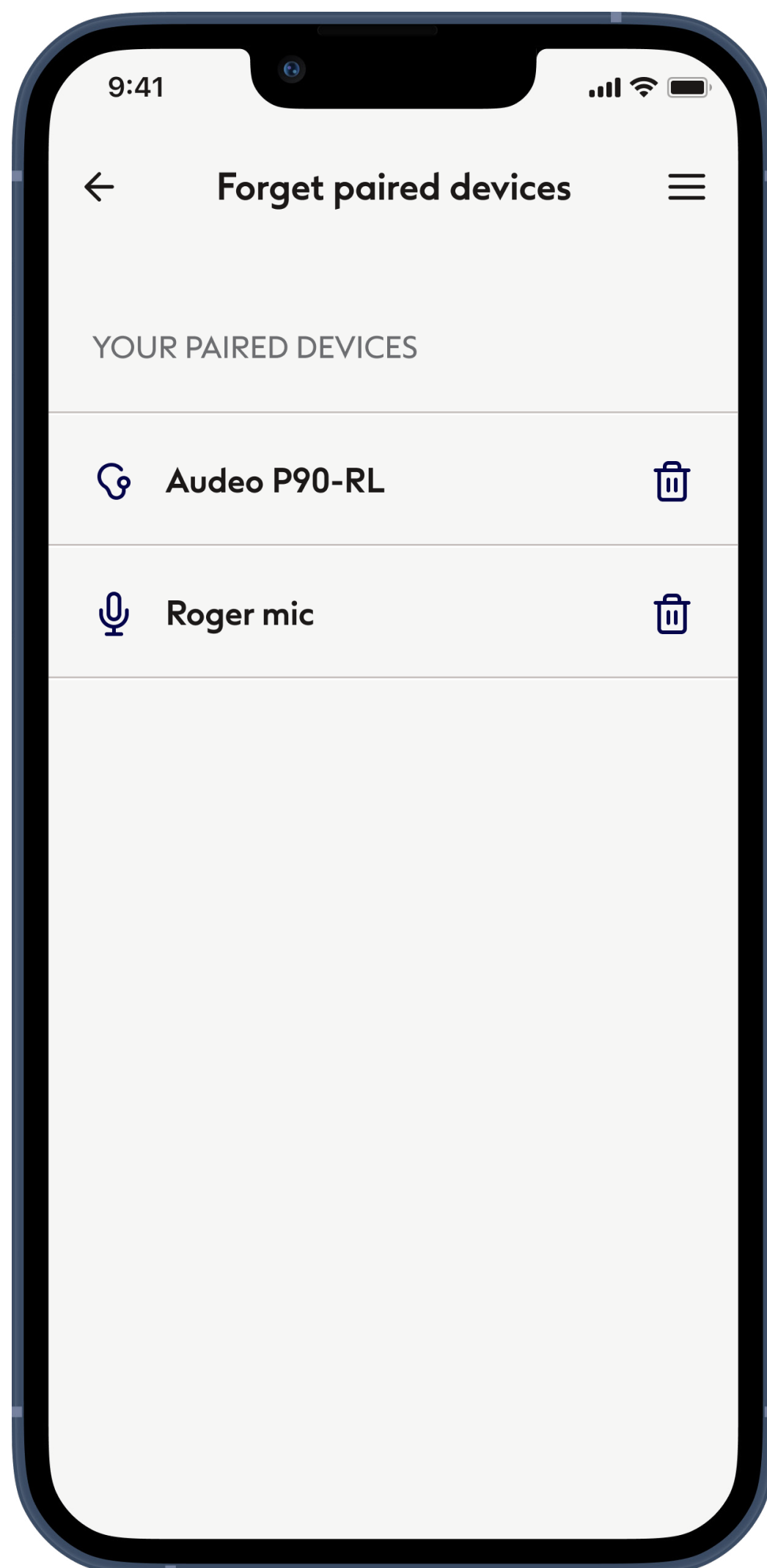


How to stream

View instructions for how to stream audio straight to your hearing aids.



4



Forget paired devices

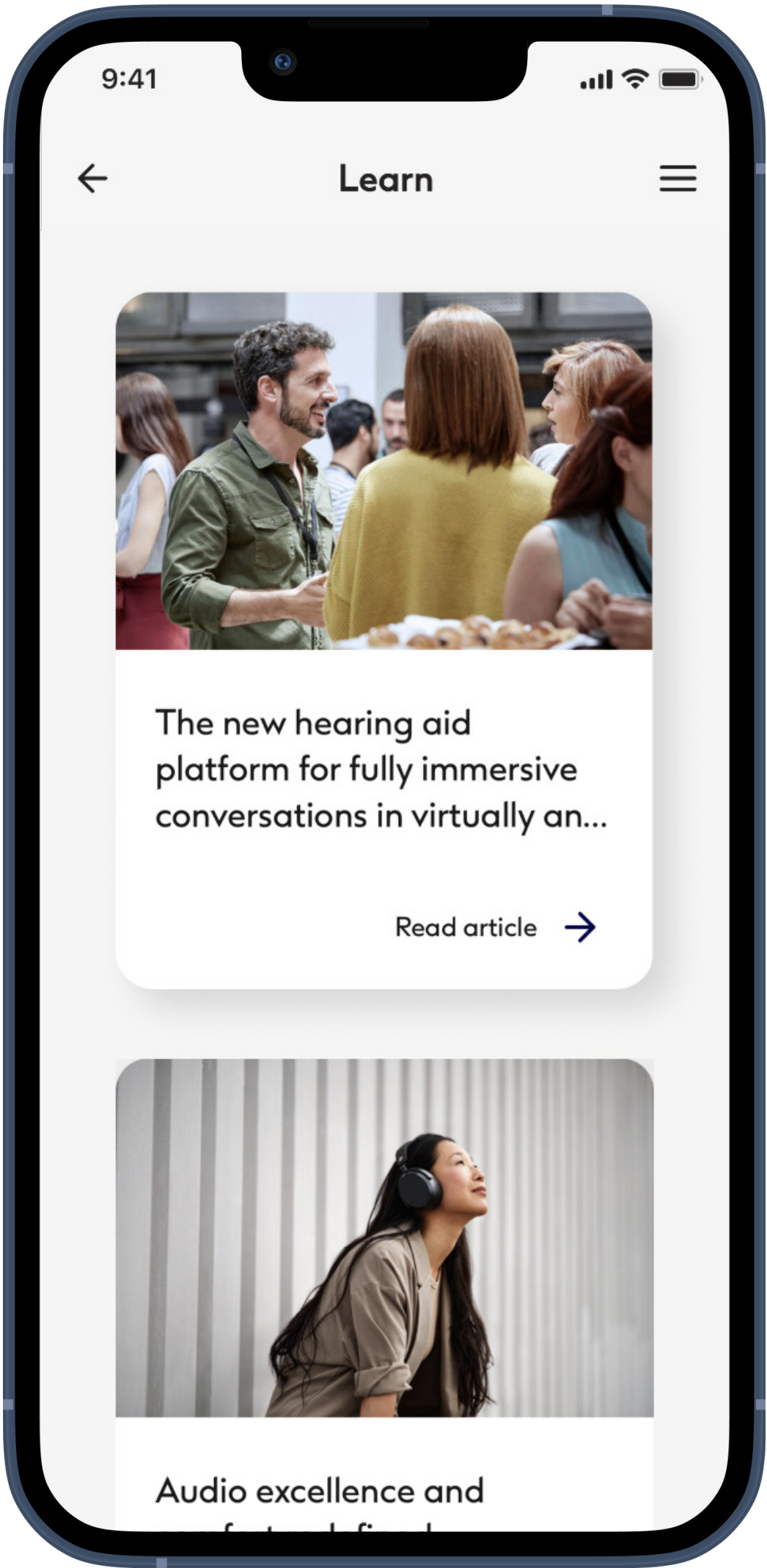
You can remove your hearing aids by tapping the **Trash** icon. Please note that if you choose to forget your hearing aid(s) your will need to go through the pairing process again in order to use the app.



Learn

Browse articles about hearing loss, hearing health, and watch videos on how to maintain your hearing aids and troubleshoot problems.

1

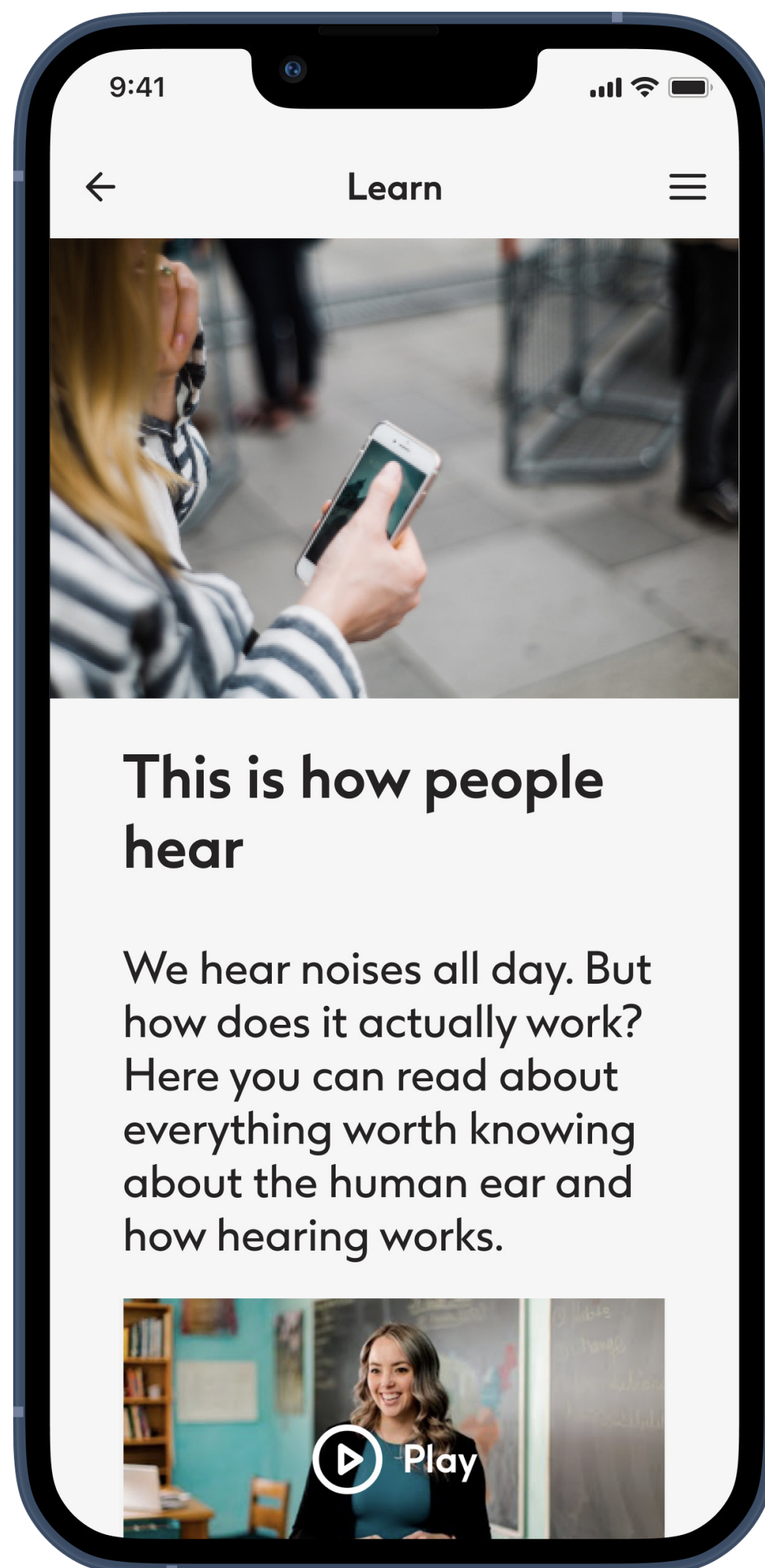


Browse articles

Tap on **Read article** to open it



2



Open videos

Video content is indicated with a **Play** icon. Tap on the video image to open the video player.





Watching videos

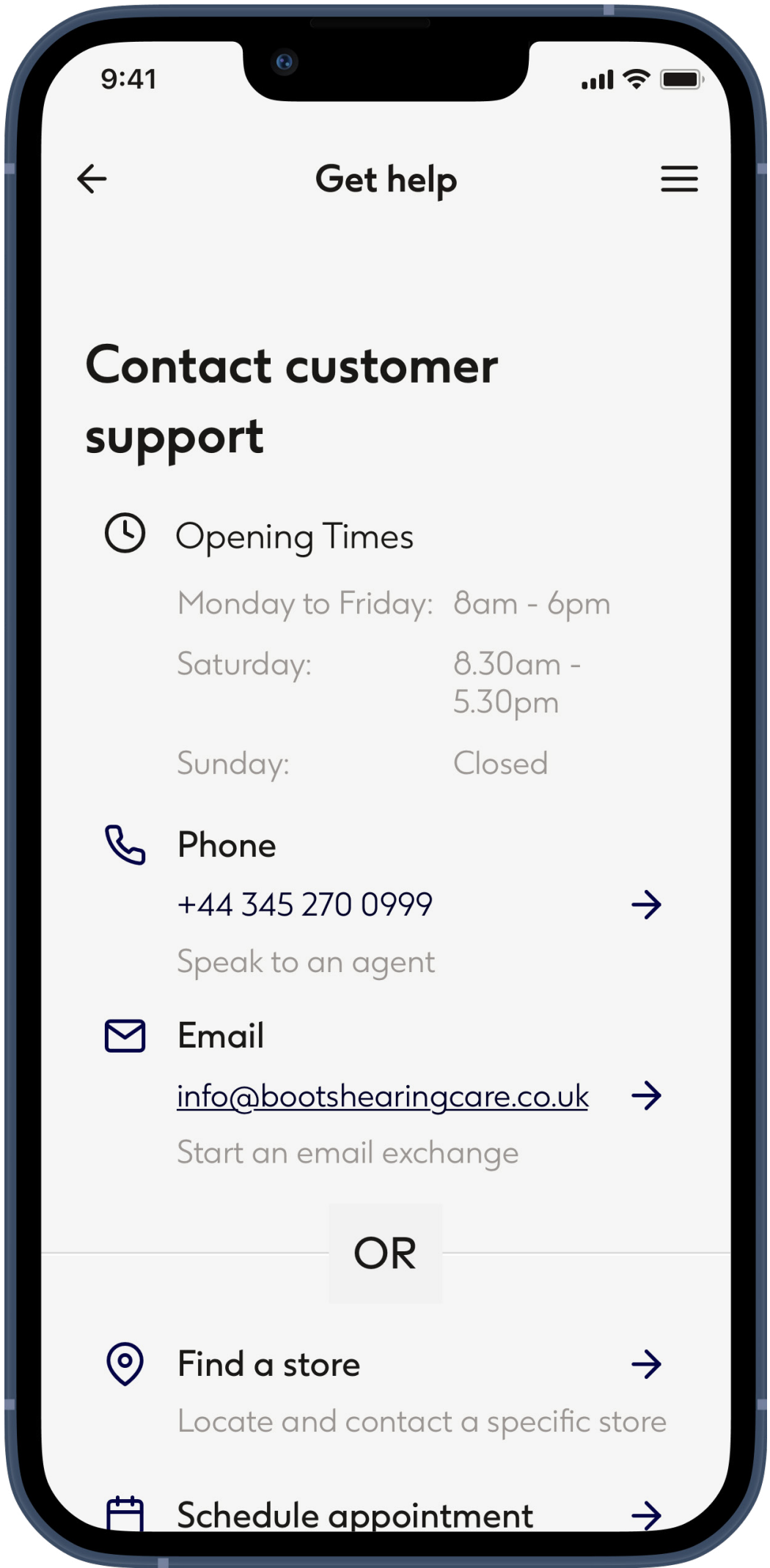
To use the maximum screen area available videos are always played in landscape orientations so you will need to rotate your mobile phone sideways to watch.

Tap the **white back arrow icon** at the top left of the screen to close the video player and go back to the article.

Get help

Contact a customer services representative, access common functions or get answers to common questions.

1



Get help or answer a query

To speak to a customer services representative tap Phone to start a call. This uses your phone’s network rather than internet.

To email customer services tap Email to open a message in your phone’s default email app.

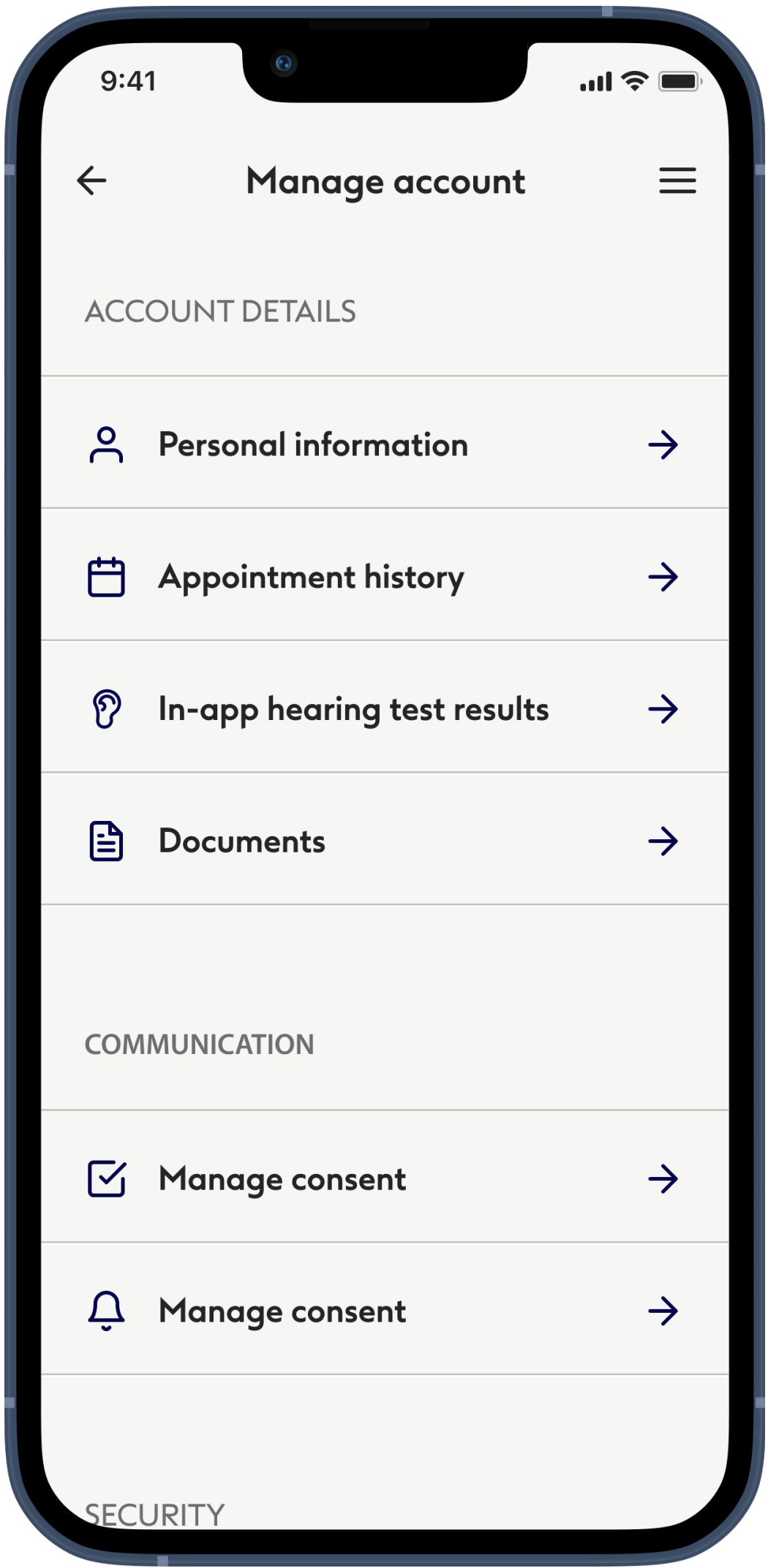
Search FAQs to find answers to common questions about hearing and hearing aids on the Boots Hearingcare website.



Manage account

The manage account section provides various account editing functions and your account history.

1



Change account details and manage consents

Account details section gives you access to your account details and history.

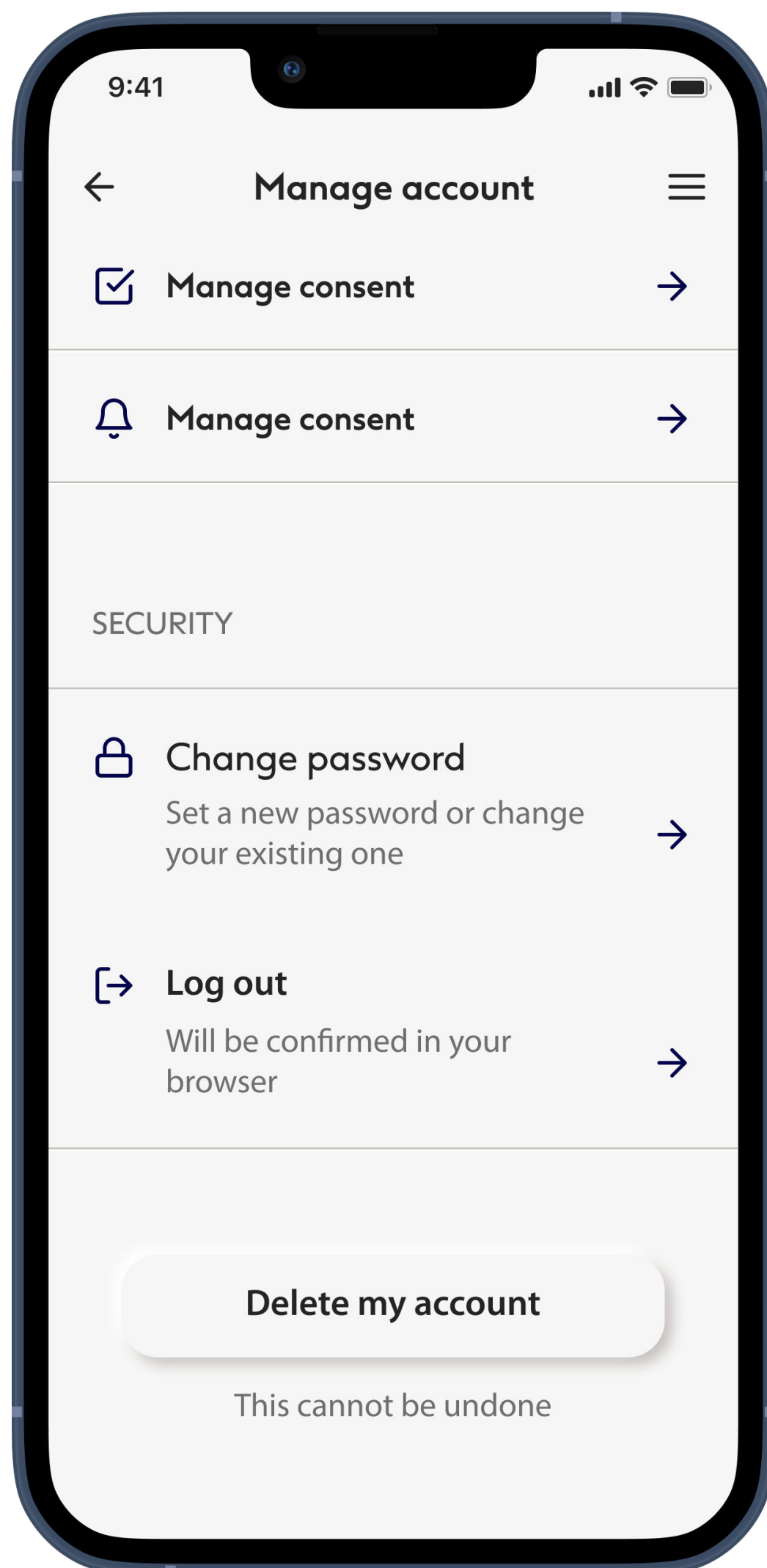
To change the name, email address or phone number associated with your Boots Hearingcare account please tap contact customer support to either phone or email customer support.

Consent section allows to manage consents for privacy and communication

*the fields and information shown may vary based on your local settings



2



Security settings

Tap **Change password** will open a connection to the secure website where your personal details are stored. Follow instructions to change your password.

Taping **Log out** will disengage the app from your Boots Hearingcare user account. You will need to log back in again to access key app features.

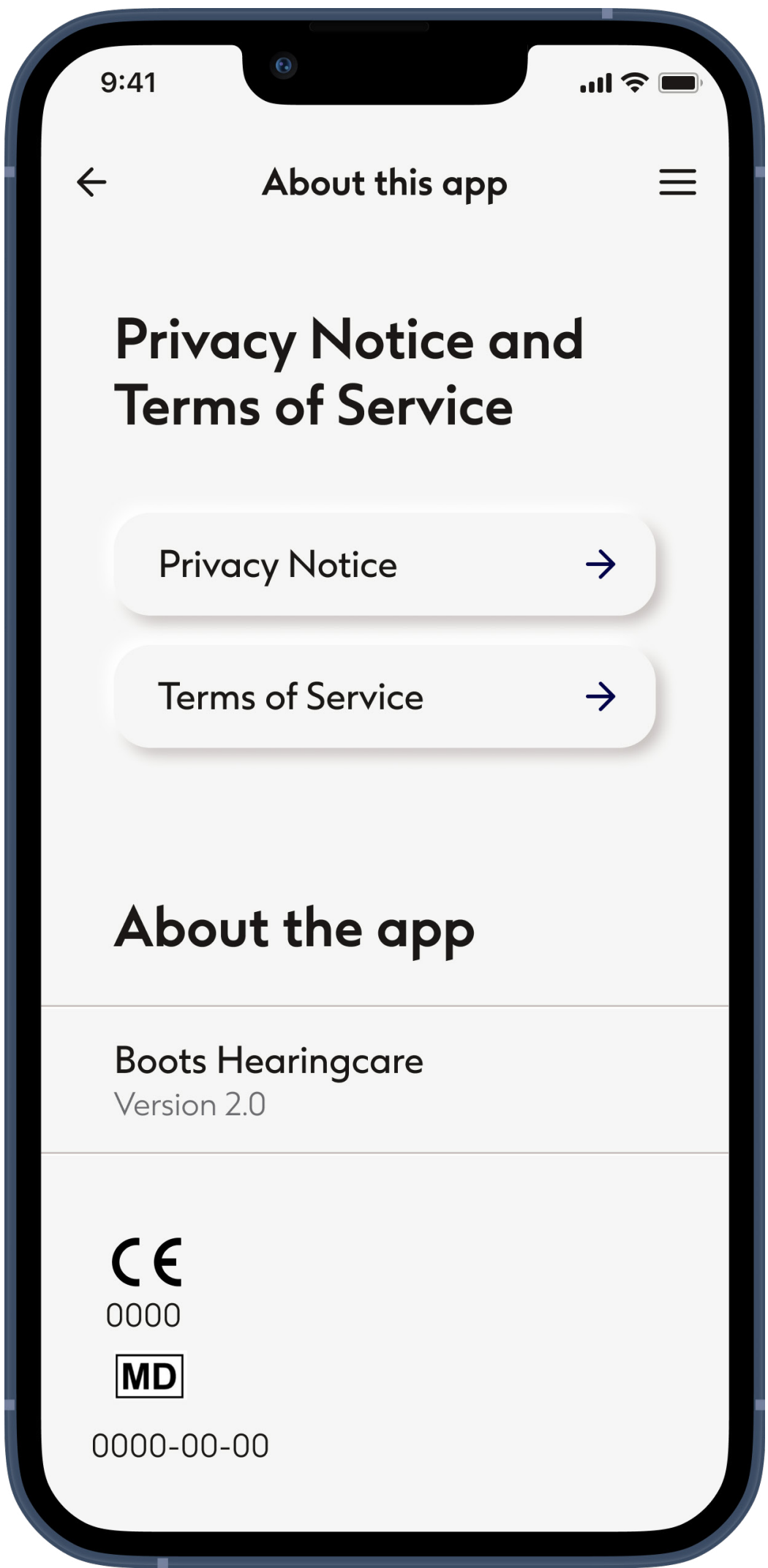
Tapping **Delete my account** will first give you the option to cancel your decision, but if confirmed account deletion cannot be undone.



About

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

1



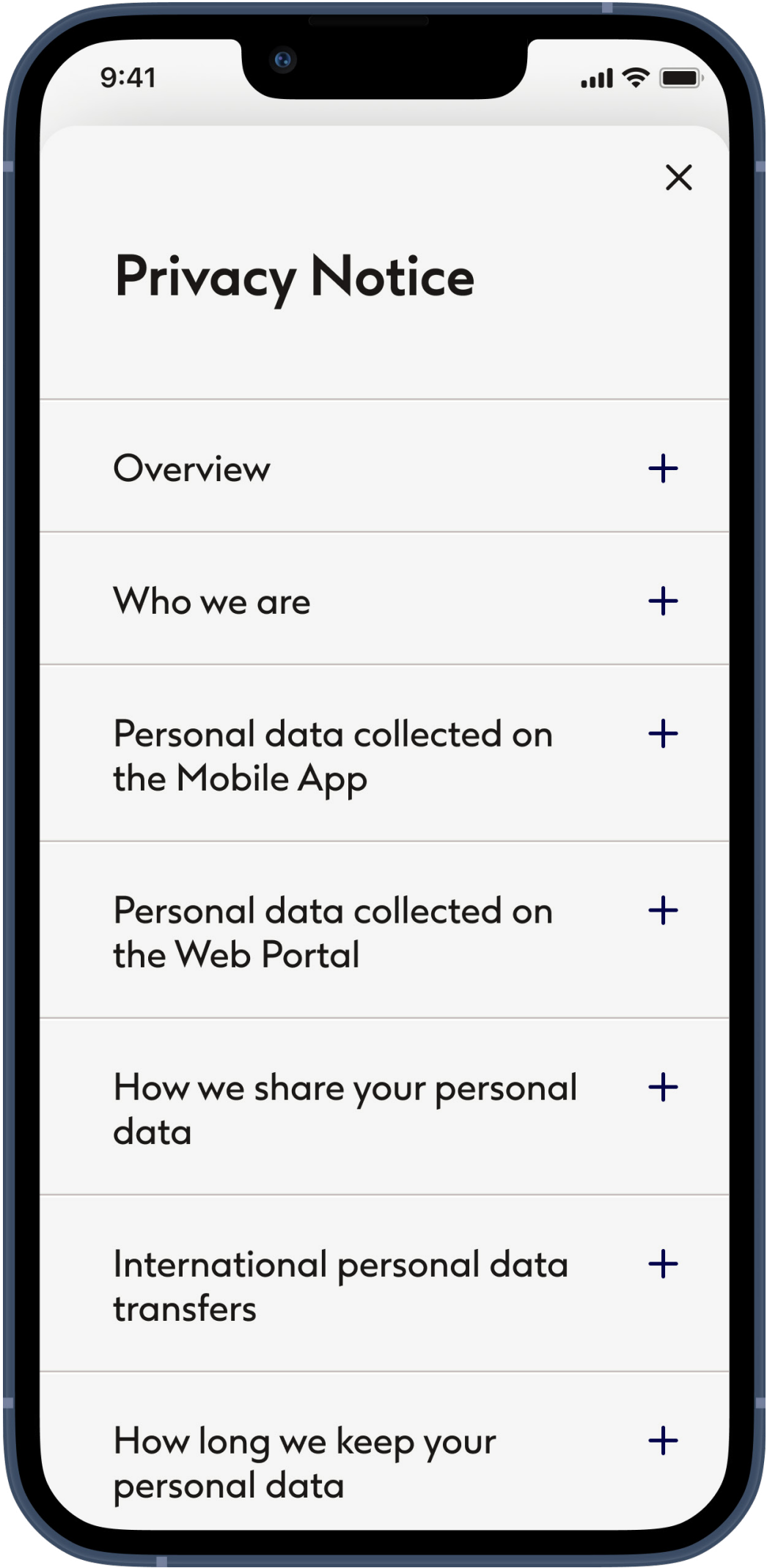
View legal documents

You can access the legal documents any time from the About section.

Tap **Privacy Notice** or **Terms of Service** to learn more.



2



Read legal documents

Tap the **Plus** icon to open a section.



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 user:

The intended user is a person with hearing loss using a compatible device.



Intended Medical Indication:

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

Intended Medical Contra-Indications:

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:

- 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

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.





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



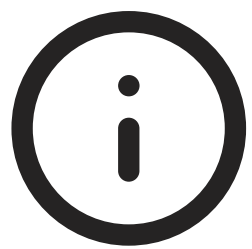
User guide symbol explanation



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.

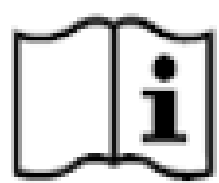


Indicates that the device is a medical device





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.

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



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 web page. To access user guides, go to <https://www.bootshearingcare.com>

Alternatively, the current version of the Boots Hearingcare 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





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



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

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.



V3.1/2024-02//PaS © 2024 Sonova AG All rights reserved This user guide is applicable for Boots Hearingcare 3.0 and later subversions of Boots Hearingcare 3. For prior versions of the user guide please contact your local representative or consult the website.

