

Boots Hearingcare

User Guide - Boots Hearingcare 2.2

Boots
Hearingcare



Getting started

Your app has been developed by Sonova – a world leader in hearing solutions based in Zurich, Switzerland. It is the result of research and expertise and designed with your well-being in mind. Please read the user guide carefully to make sure that you understand and get the best out of the app.

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 Boots Hearingcare app, and how those features 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. Hearing instrument generation “Marvel” or “Paradise” are supported. Older generations may experience limited functionality. The Boots Hearingcare app can be used on Phones with Bluetooth® low energy (LE) capability running on iOS® Version 14 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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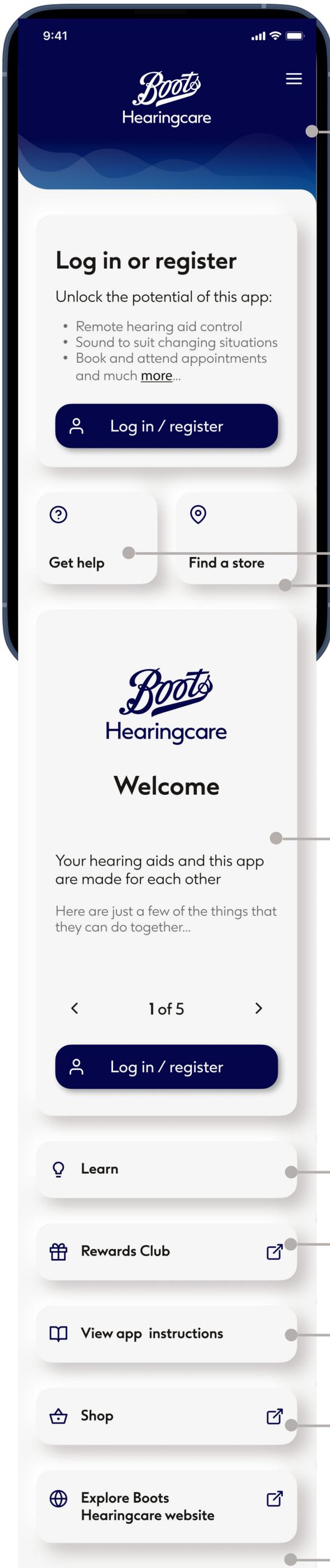
Contents

<u>Quick overview</u>	6
<u>Installing the Boots Hearingcare app</u>	16
<u>Setting up an account in Boots Hearingcare</u>	20
<u>Pairing with hearing aids</u>	24
<u>Troubleshooting pairing</u>	34
<u>Remote control - main view</u>	39
<u>Remote control - edit profile</u>	47
<u>Troubleshooting remote control - edit profile</u>	52
<u>Find a store</u>	55
<u>Schedule an appointment</u>	59
<u>Manage appointments</u>	68
<u>Remote appointment</u>	74
<u>Troubleshooting remote appointment</u>	83
<u>Device settings</u>	87
<u>Learn</u>	97
<u>Get help</u>	100
<u>Manage account</u>	101

<u>About</u>	105
<u>Partner apps</u>	107
<u>Important safety information</u>	108
<u>Compliance information & symbol explanation</u>	117

Quick overview - home

Homepage - Not logged in



Open navigation

Phone or email
Customer Support

Locate a physical
Boots Hearingcare
store

Descriptions of app
features for logged in
customers

Articles and videos

Visit the Rewards
Club page

View this user guide

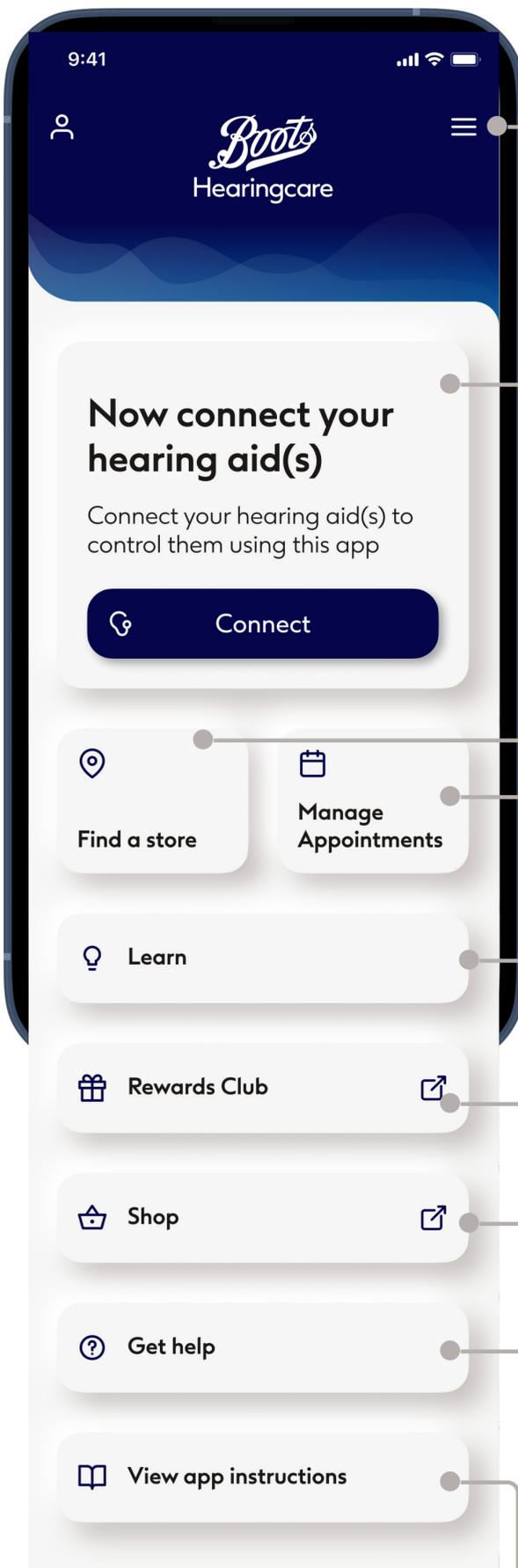
Go to shop in Boots
Hearingcare website
in a browser

Open the Boots
Hearingcare website
in a browser



Quick overview - home

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



Open navigation

Connect your hearing aids to enable their remote control

Locate a physical Boots Hearingcare store

Book, view and attend appointments

Articles and videos

Visit the Rewards Club page

Go to shop in Boots Hearingcare website in a browser

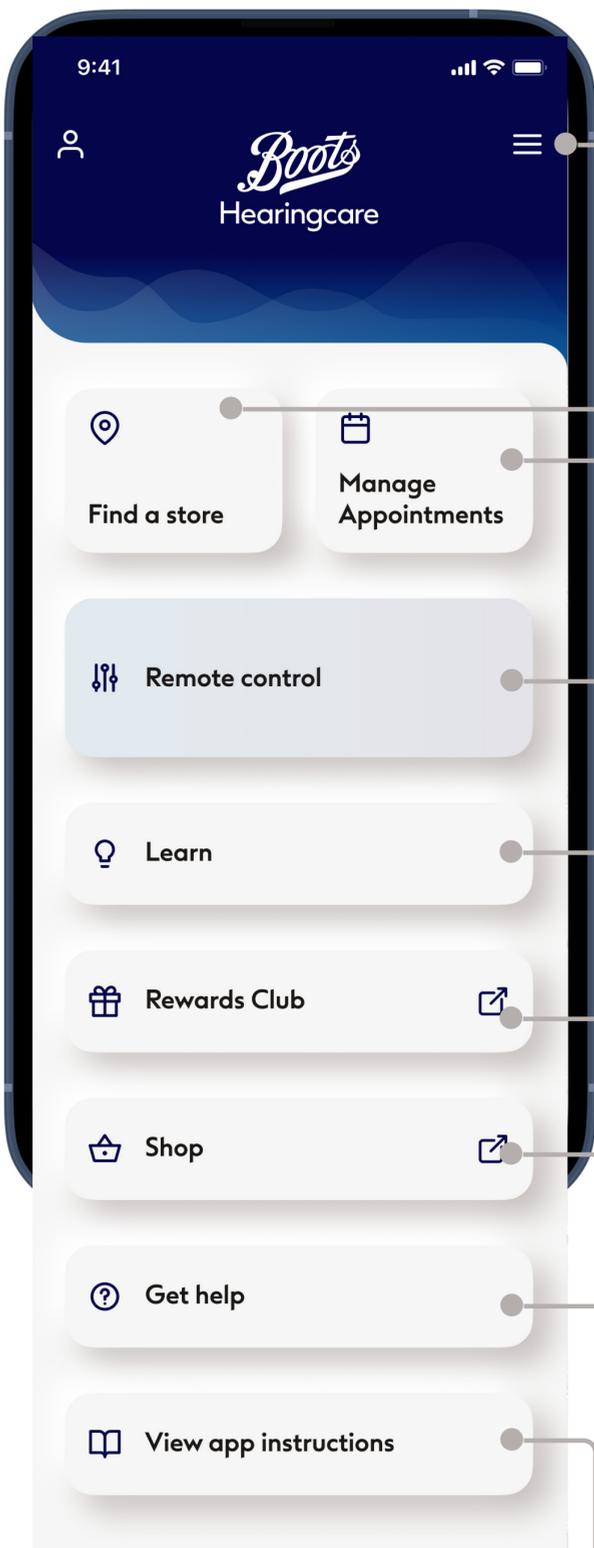
Phone or email Customer Support

View this user guide



Quick overview - home

Homepage - Logged in, hearing aid(s) connected



Open navigation

Locate a physical Boots Hearingcare store

Book, view and attend appointments

Remote control primary hearing aids settings

Visit the Rewards Club page

Articles and videos

Go to shop in Boots Hearingcare website in a browser

Phone or email Customer Support

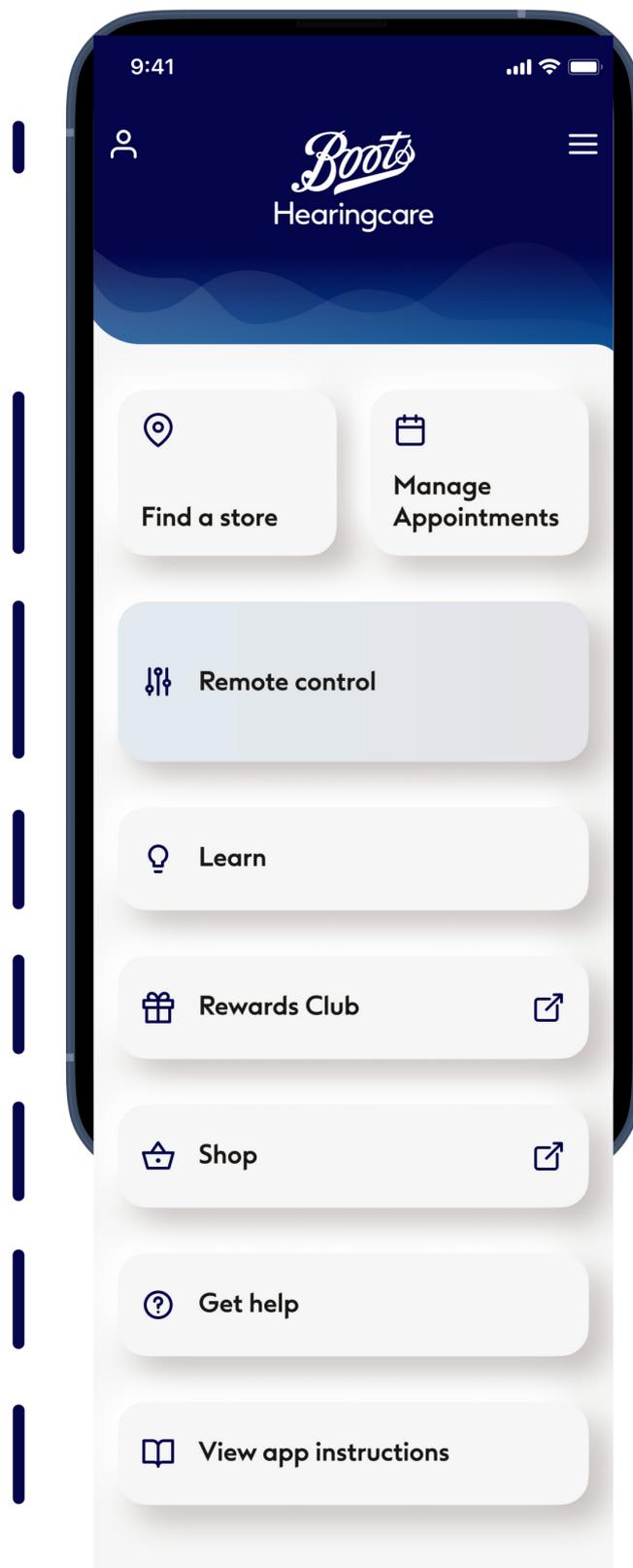
View this user guide



Quick overview - Navigation

Access functions and move around different sections of the app

1

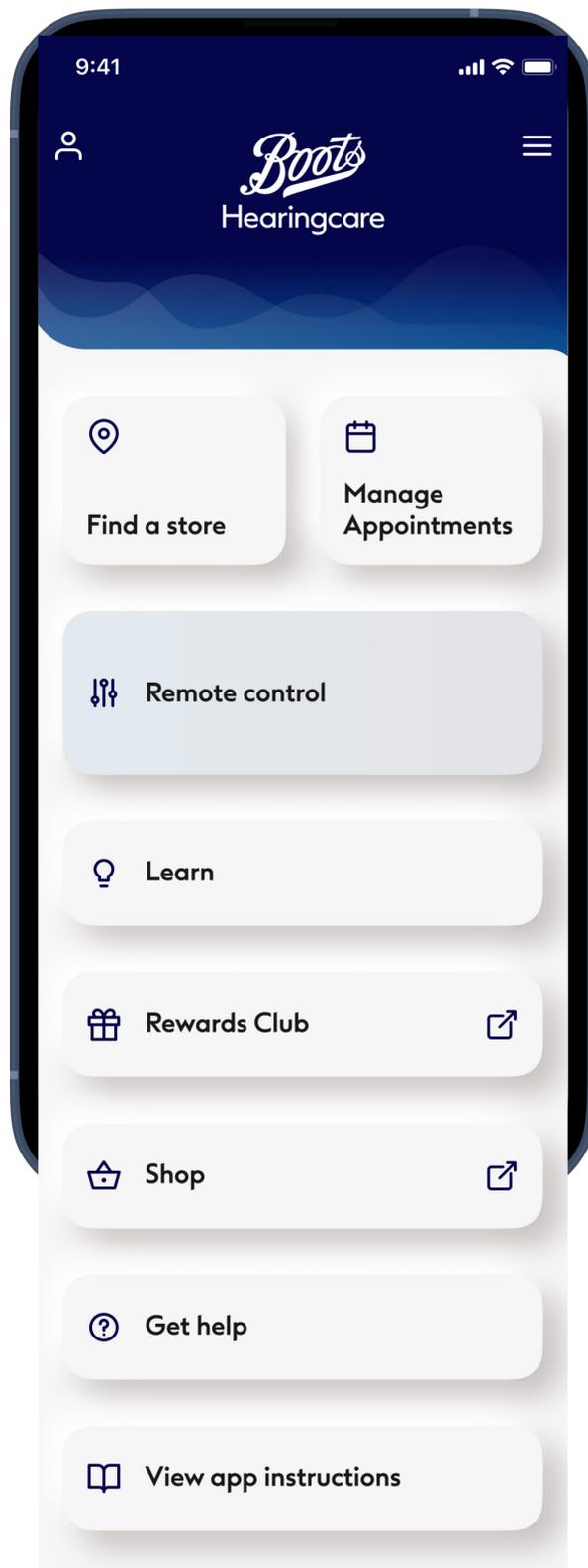


App navigation

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

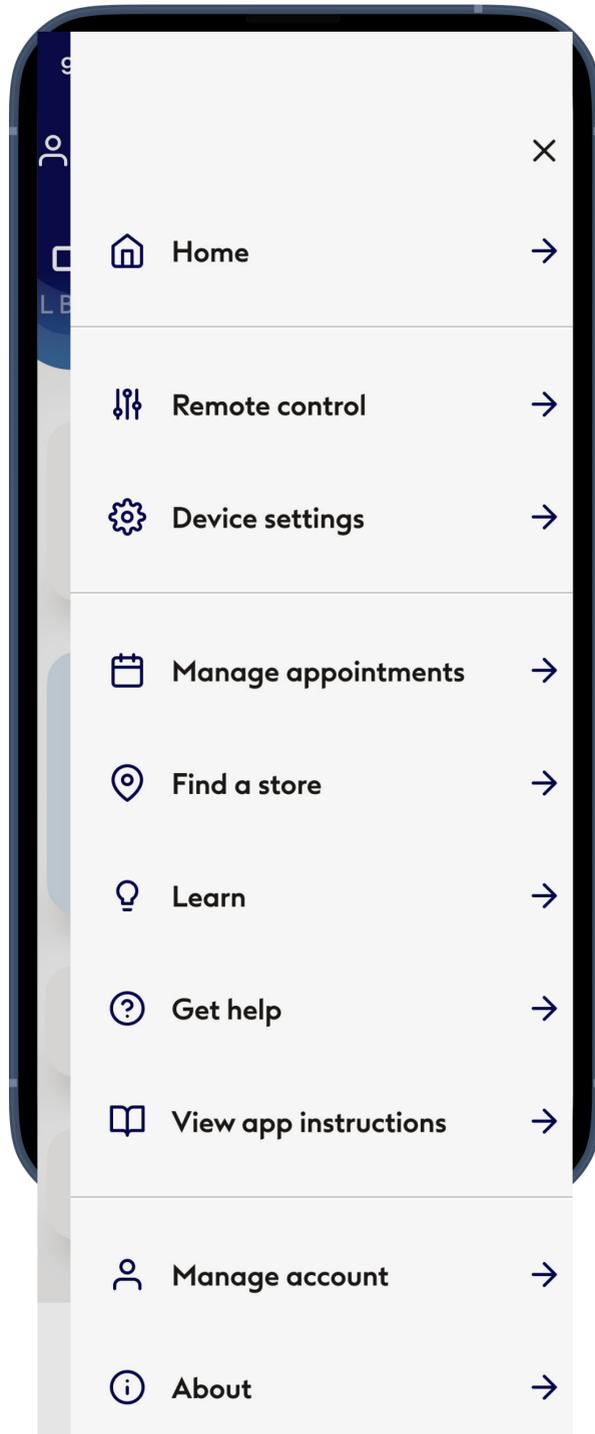


Menu navigation

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



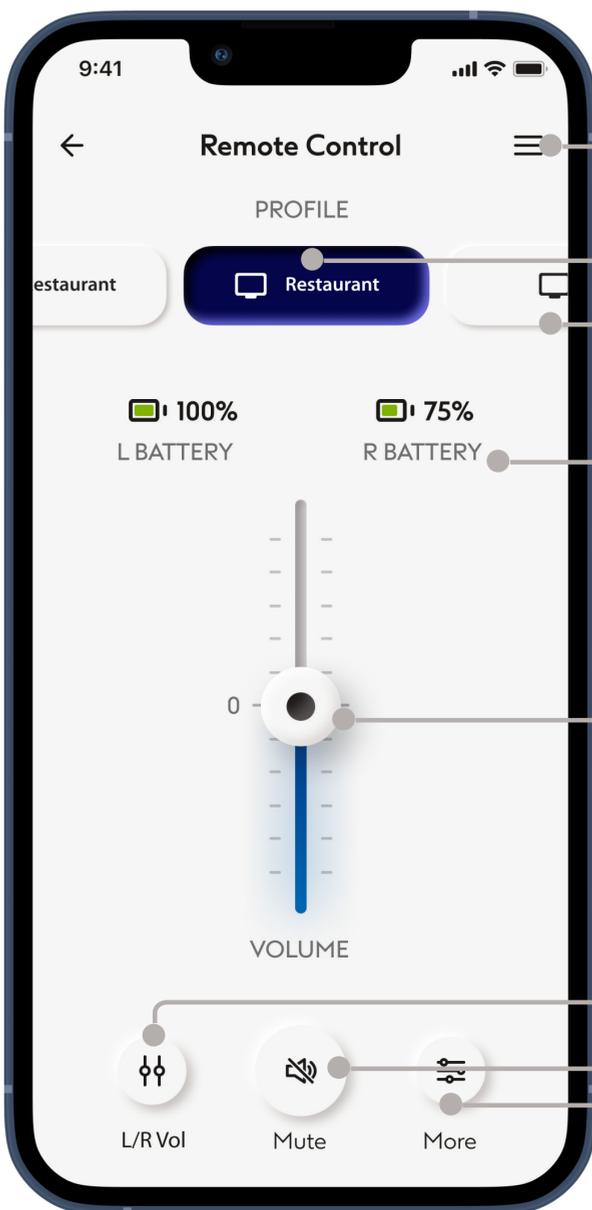
Menu items

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

Current hearing aid profile

More profiles

Battery state*

Volume adjustment

Adjust left & right volume independently

Silence hearing aids

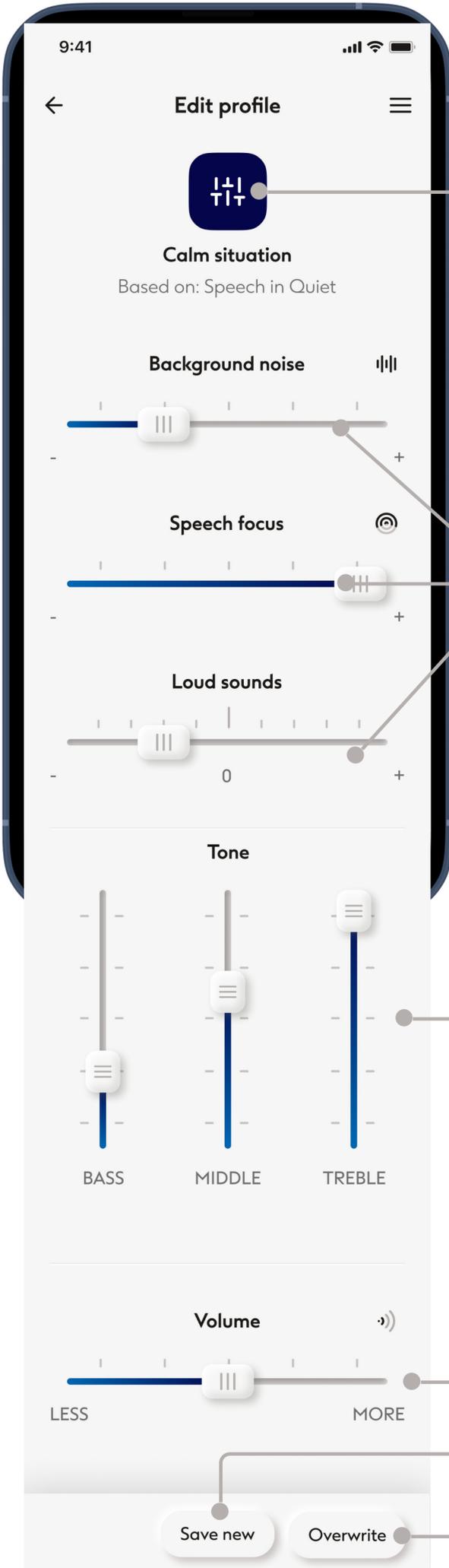
More settings

*Battery state is only available for rechargeable hearing aids



Quick overview - remote control

2



Current profile

Sound modifiers

Equalizer

Volume

Save current settings as new custom profile

Save modified settings to this profile



Quick overview - remote appointment

Remote appointment call

1



Video of your hearing care professional

Video of you

Swap between selfie and opposite facing cameras

Video of yourself on/off

Microphone on/off

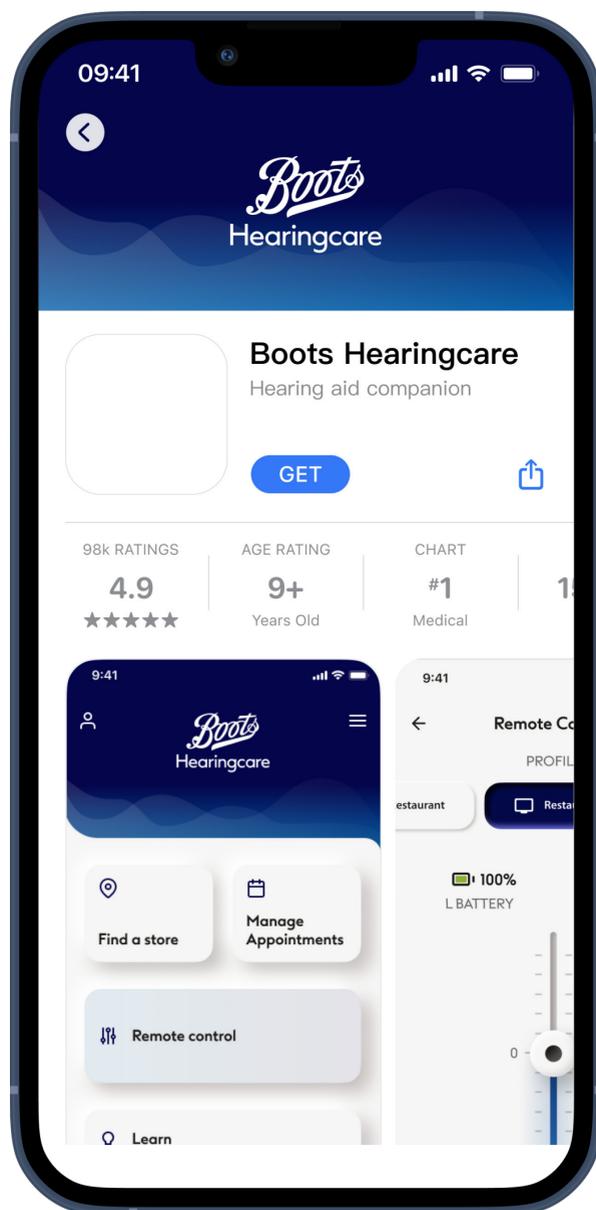
End call



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

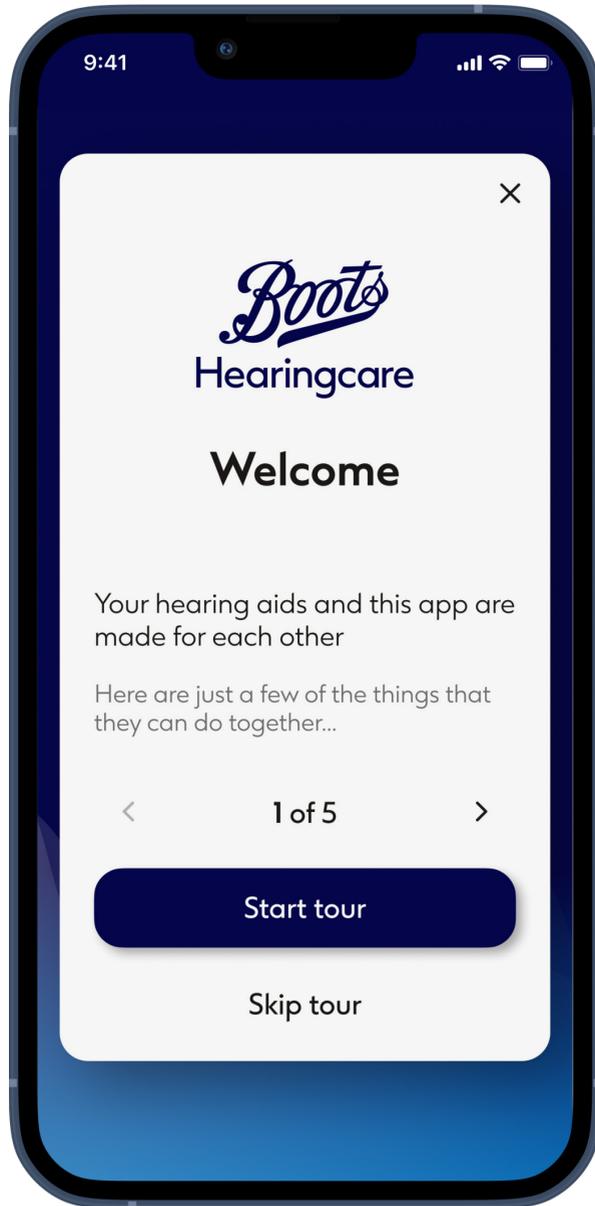


Open Boots Hearingcare app

Open the app and select your country of residence and click on **Next**.



3

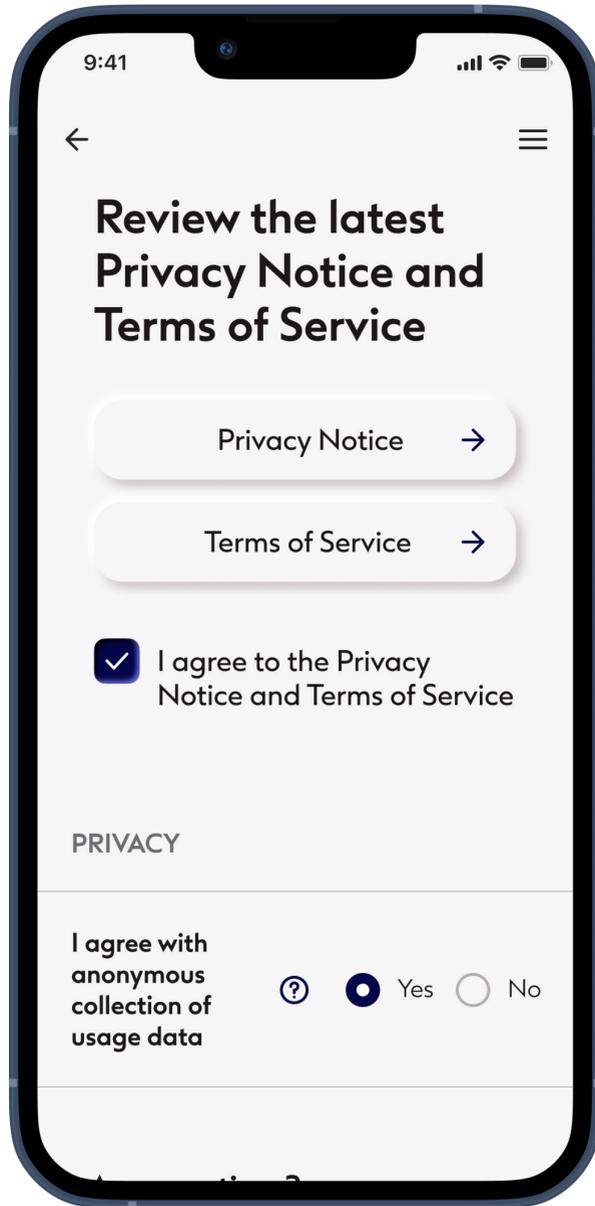


Instructions

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



4



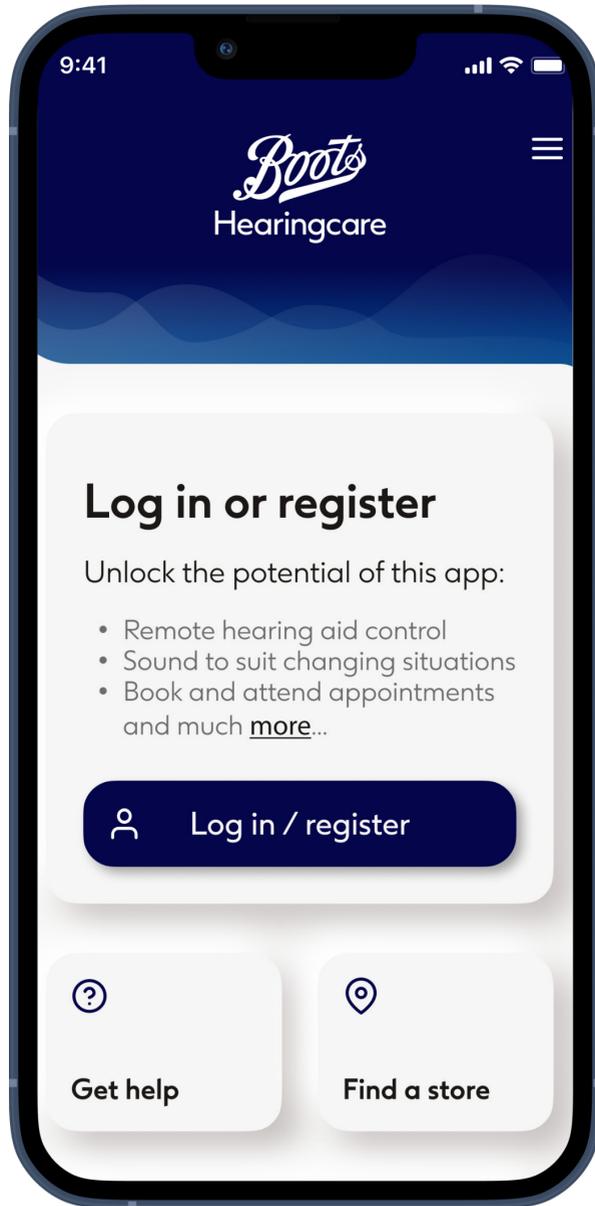
Review Privacy Notice and Terms of Service

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

You need to select these options every time you log in.



5



Home

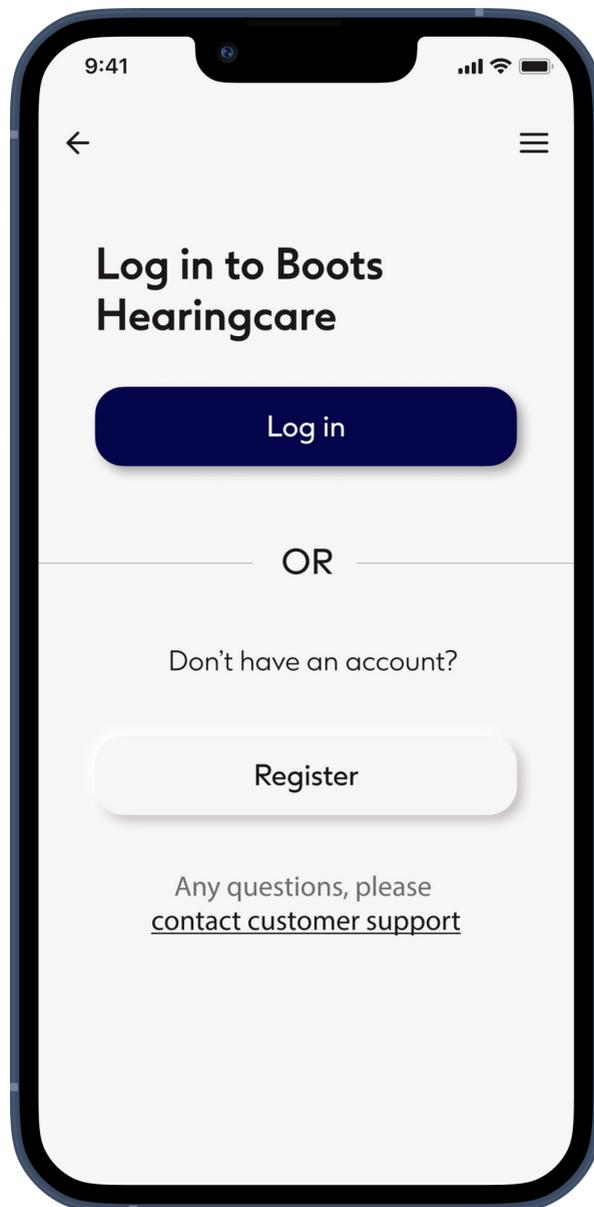
To use full functionality of Boots Hearingcare app log in or register.



Setting up an account in Boots Hearingcare

To connect your hearing aids and book appointment you need to register a personal Boots Hearingcare account

1

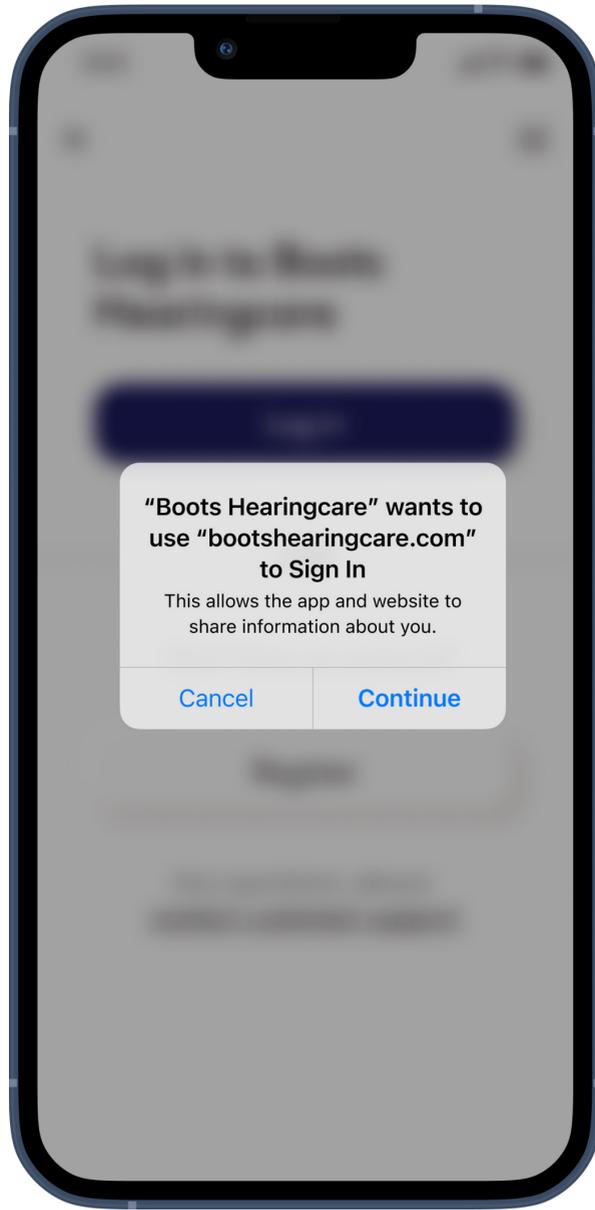


Start

To use certain features, like connecting your hearing aid(s) and booking appointments, you need to have an Boots Hearingcare account and must be logged in. 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

Create your account and set your password

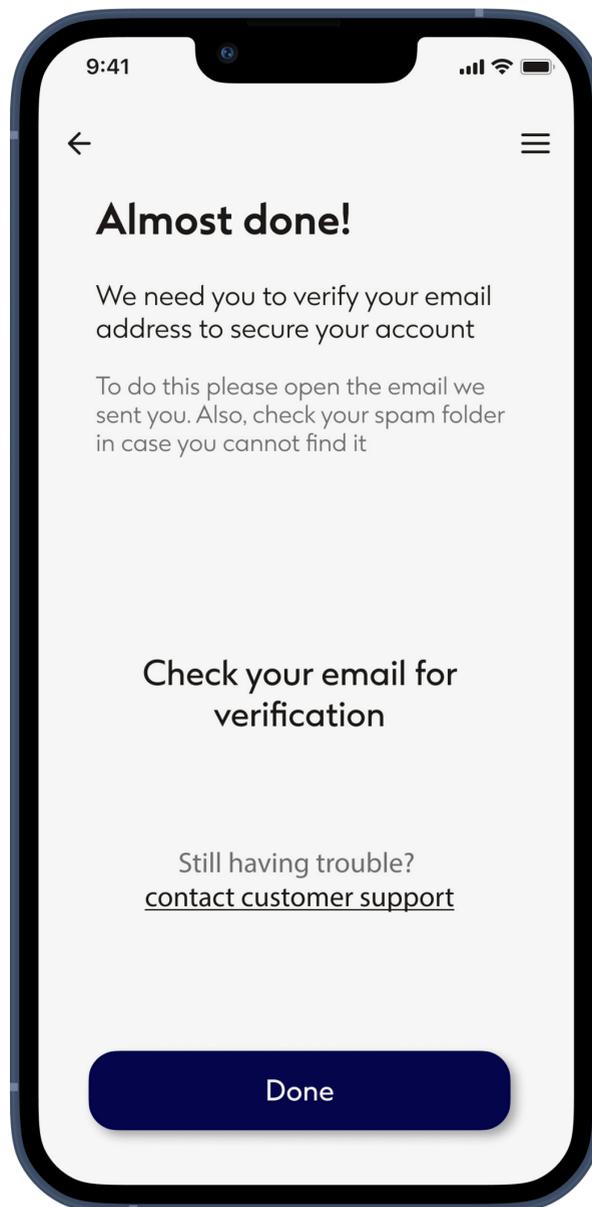
Please enter all requested details to create your account.

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.

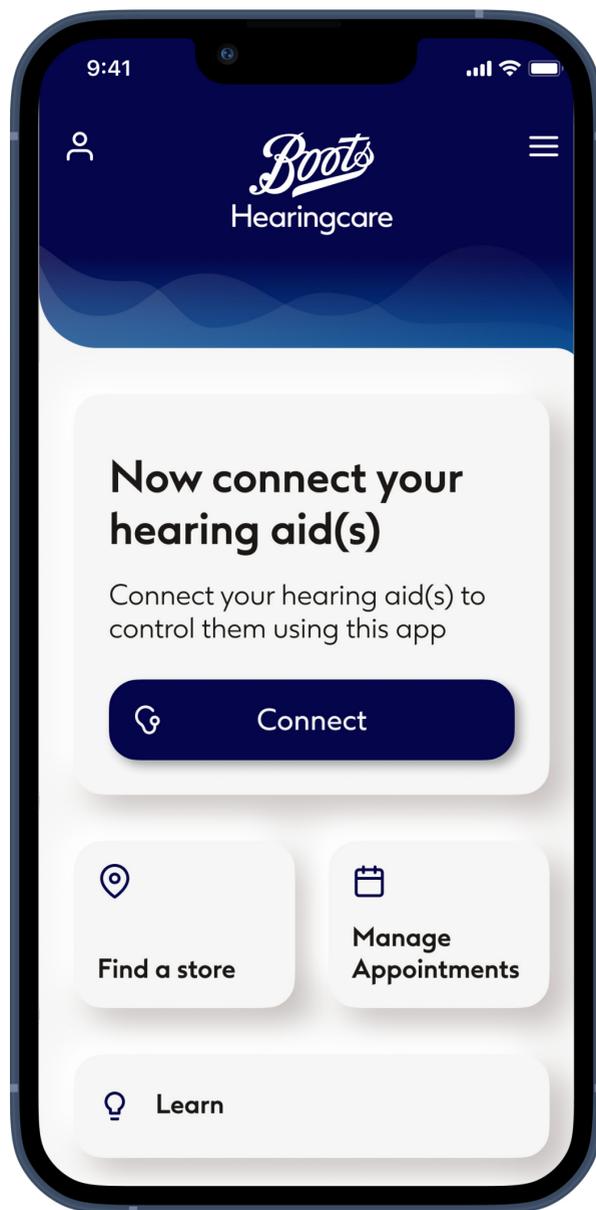
Do this by opening the email that's just been sent to you and follow its instructions. It may take a few minutes to arrive. If you cannot find it in your inbox check your spam folder.

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



Pairing with hearing aids

1

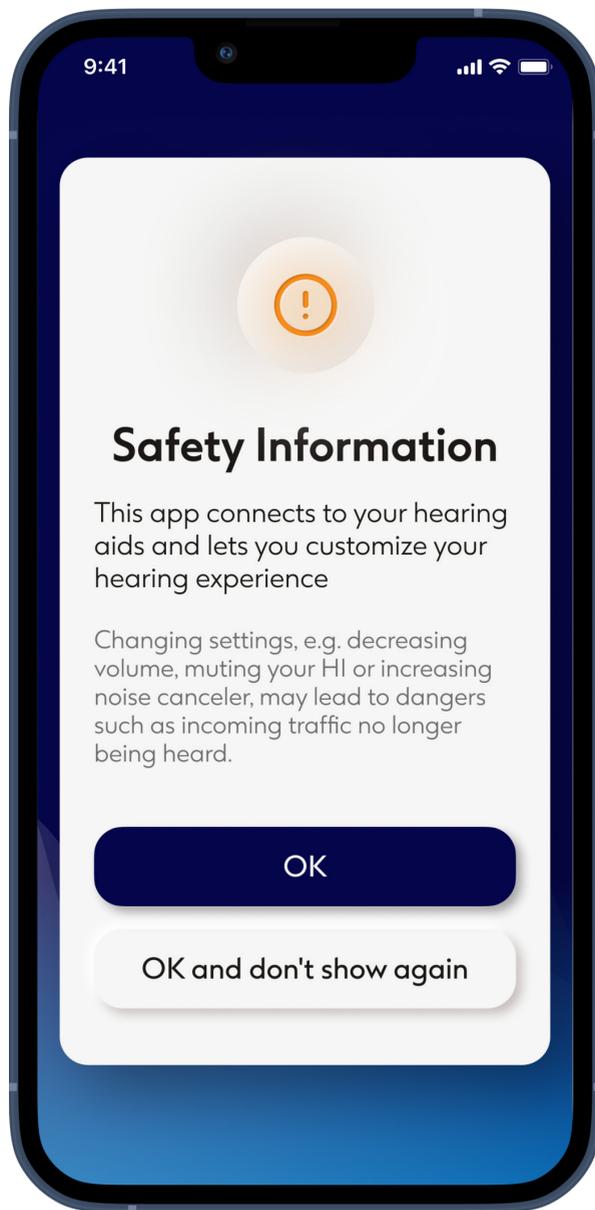


Start

From the home screen tap **Connect**.



2

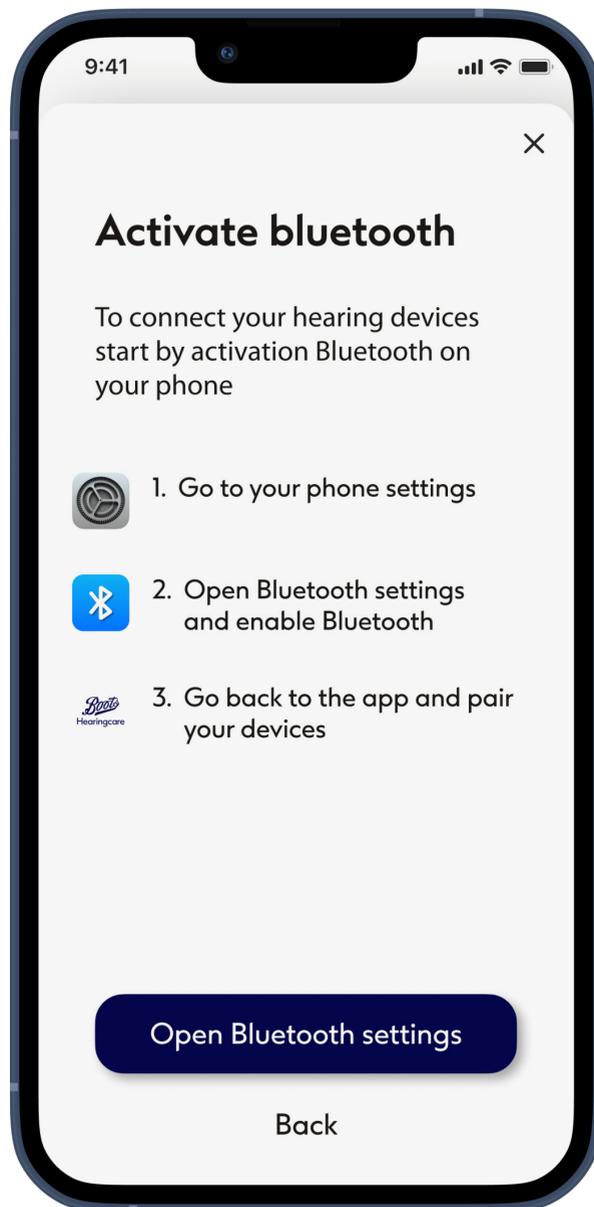


Safety information

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



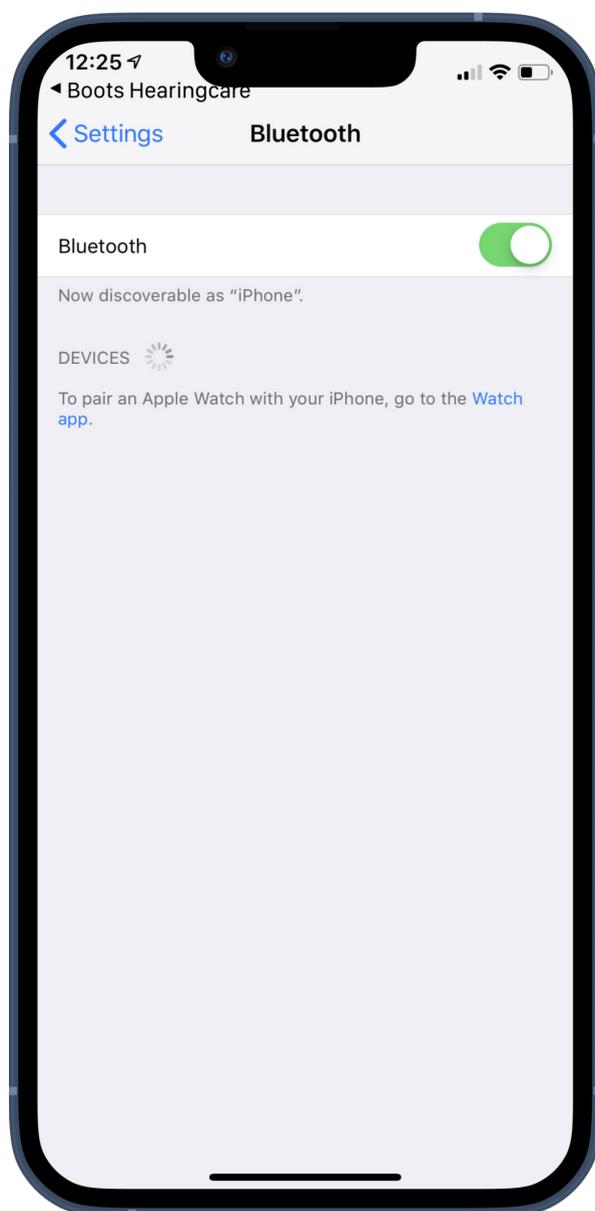
If Bluetooth is switched off (only for ios devices)

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

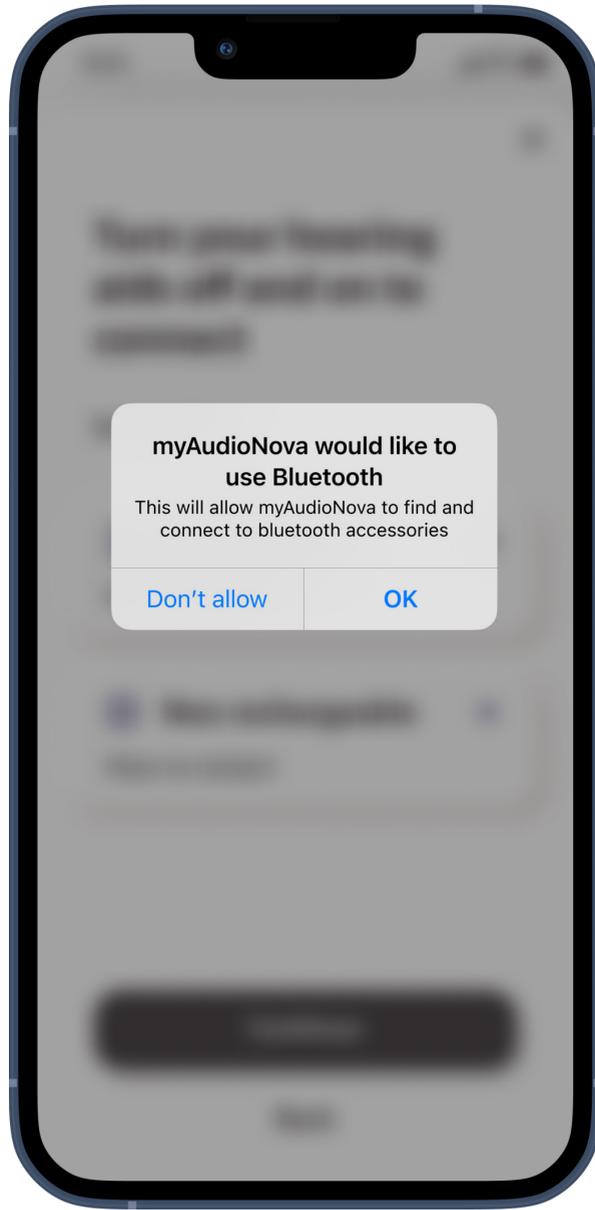


Switch on Bluetooth

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



3



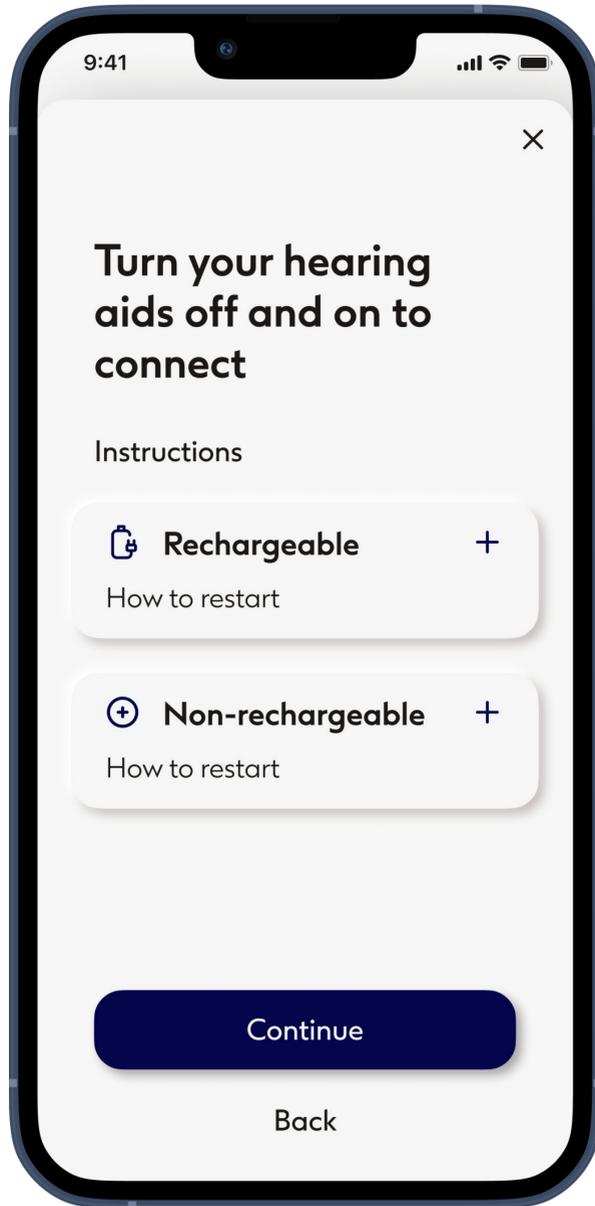
Allow access to Bluetooth

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

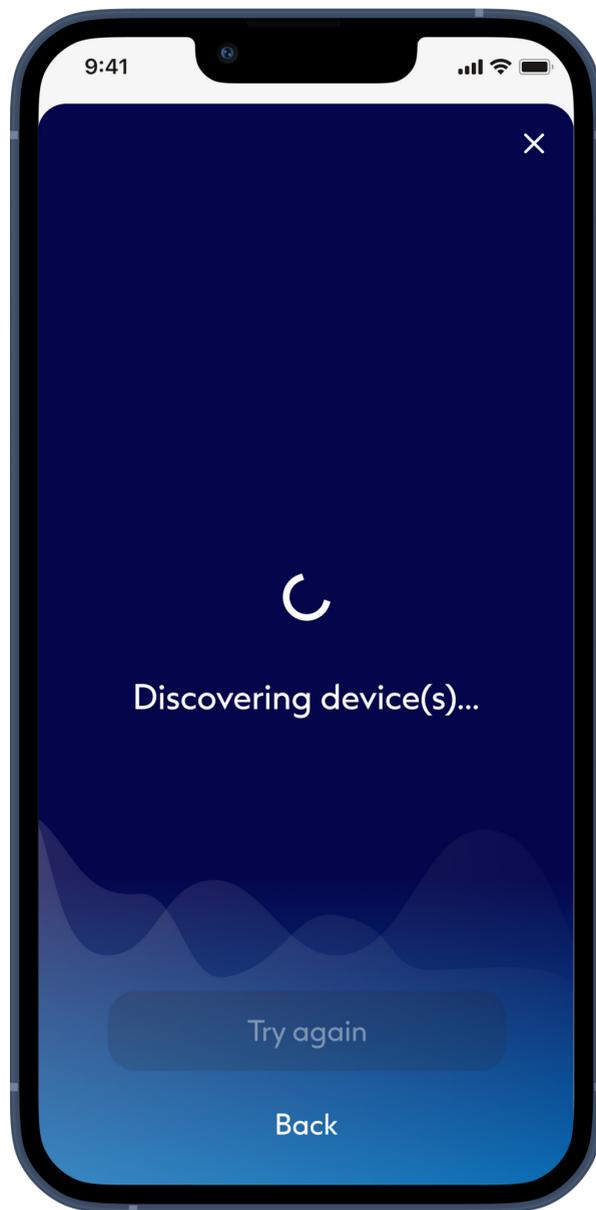


Pairing instructions

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



7

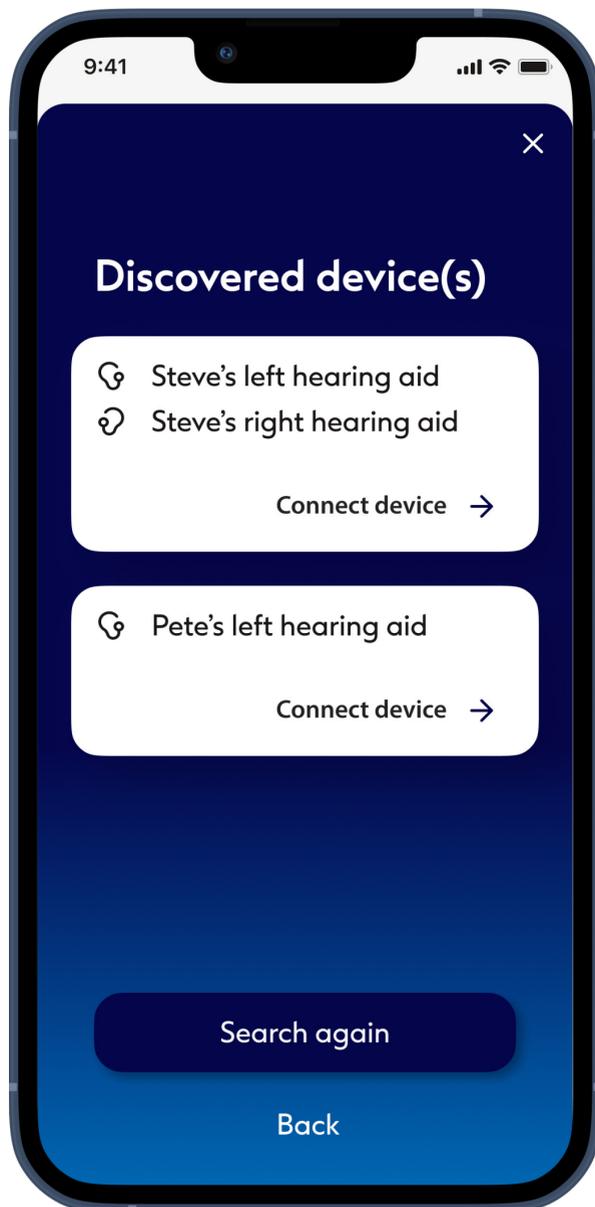


Searching

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



8

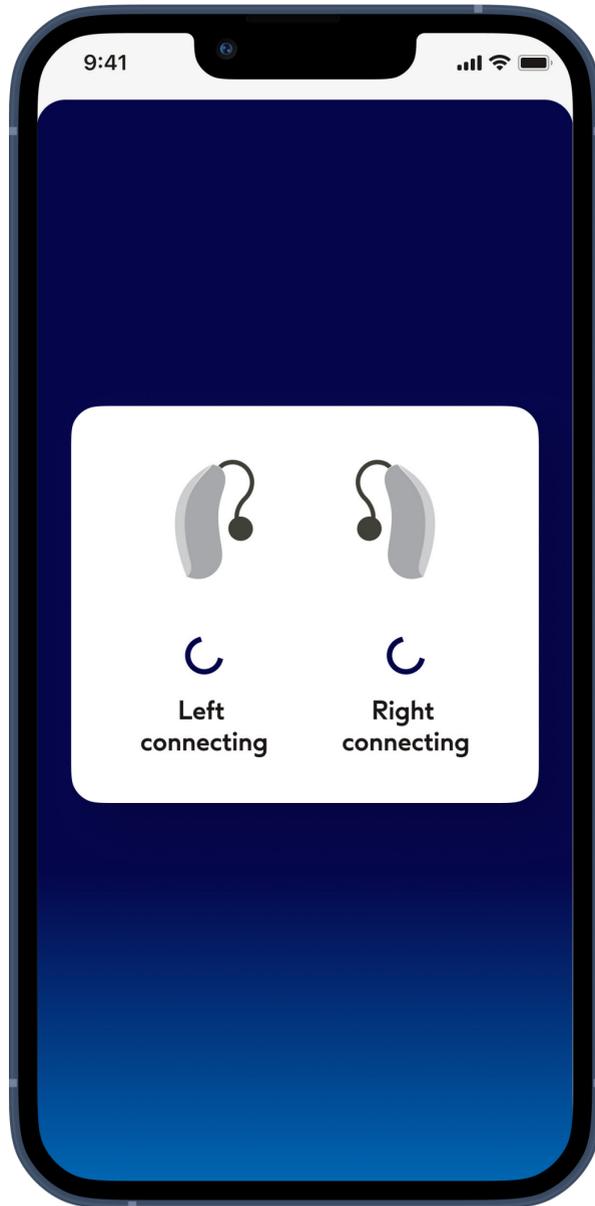


Connecting

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

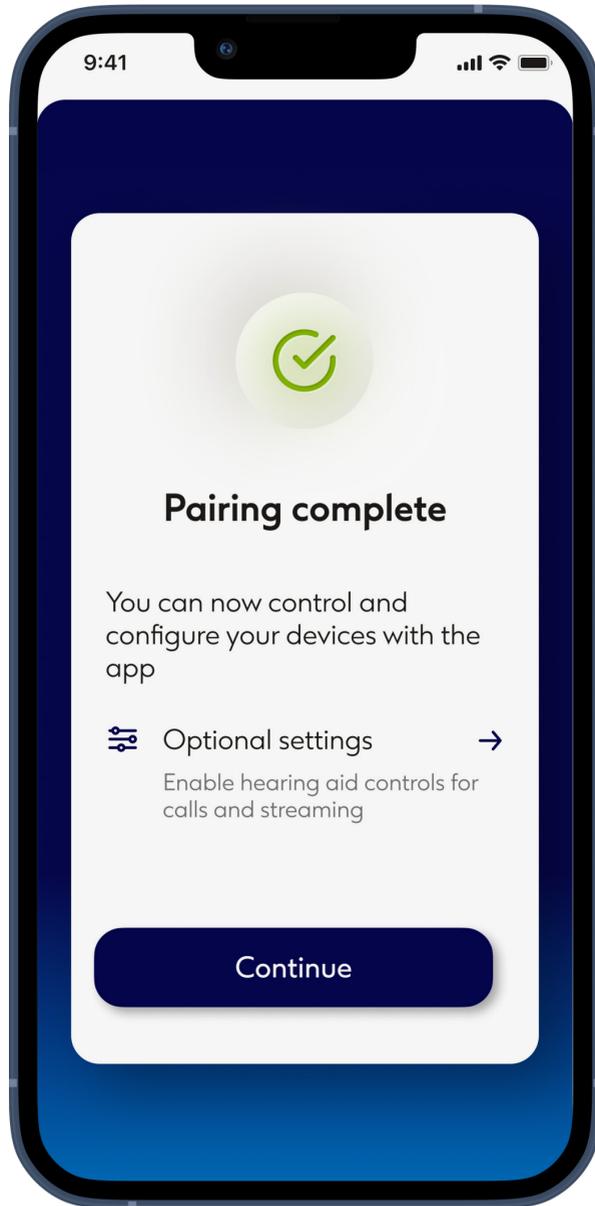


Pairing the hearing aids

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.

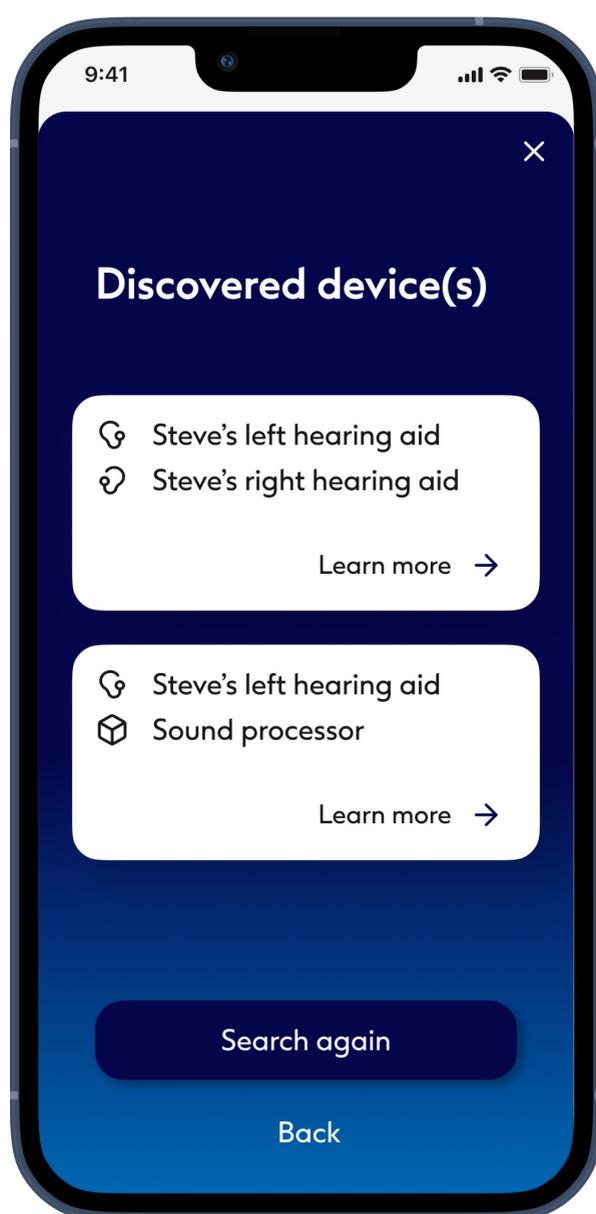
Tap the **Continue** button to finish pairing.



Troubleshooting pairing

Possible errors during the setup process

1



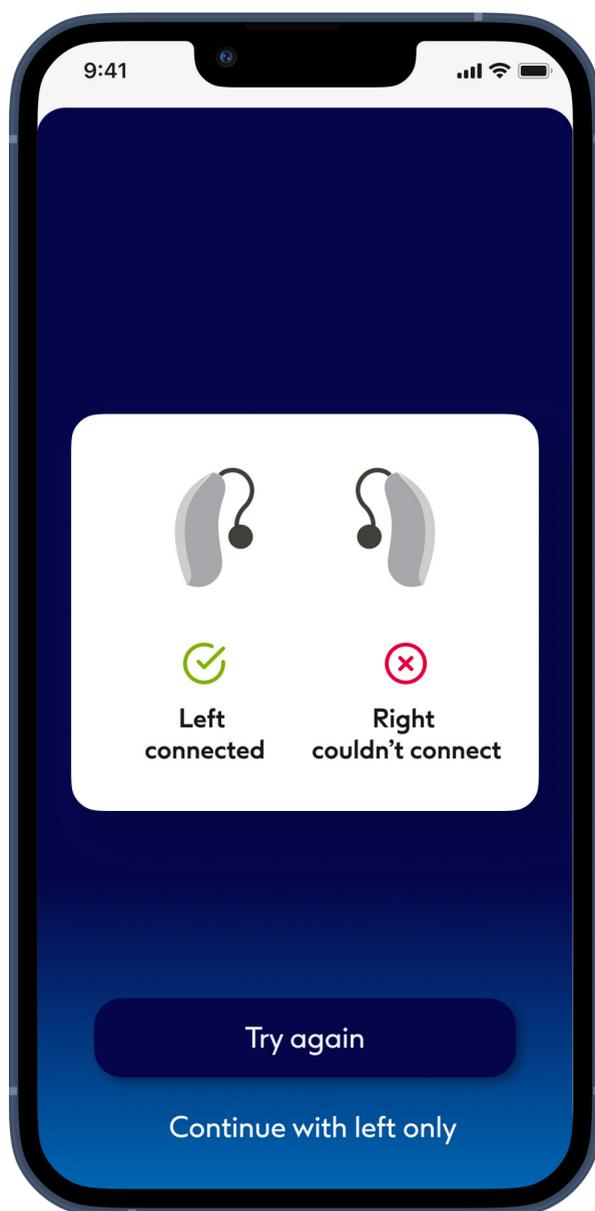
Incompatible devices

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



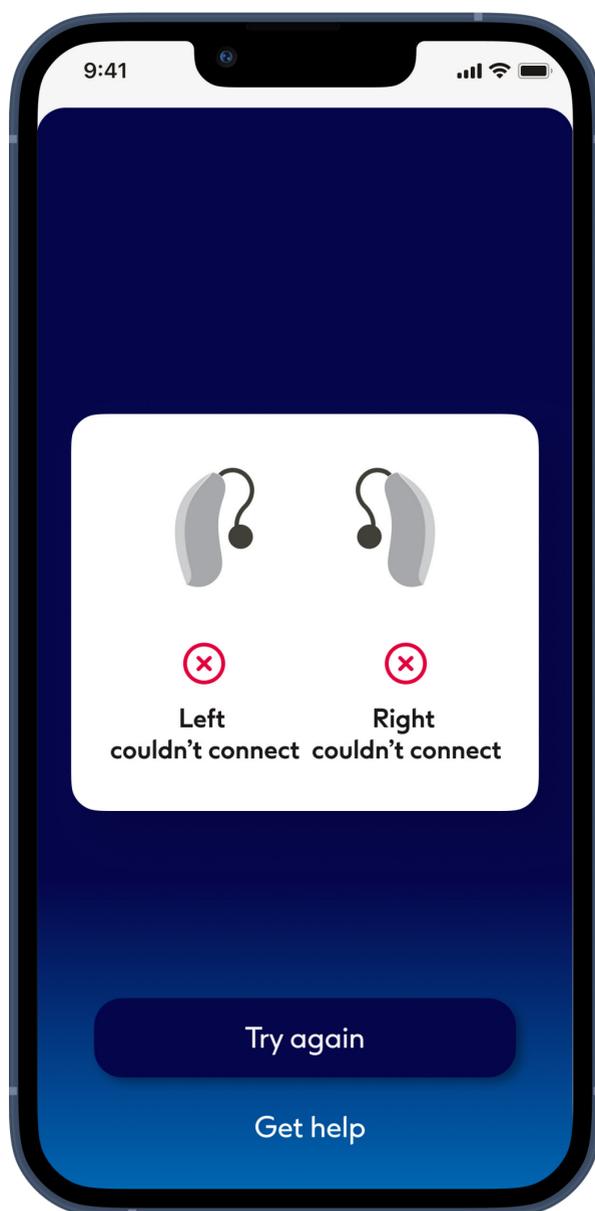
Hearing aid connection error

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

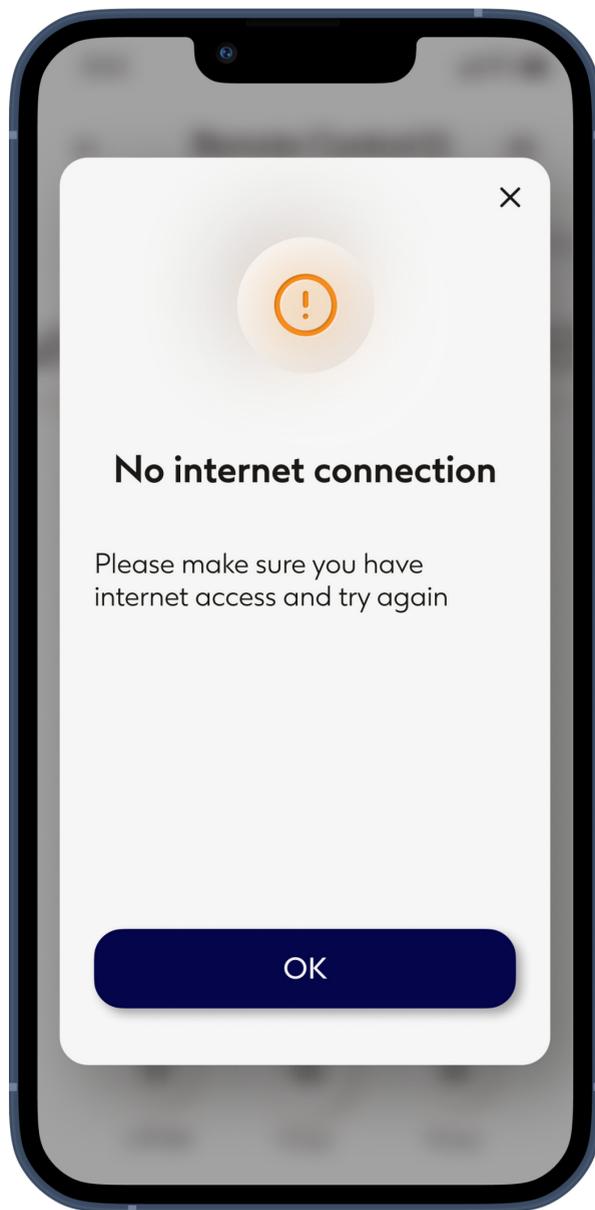


Connection fails to both

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



4

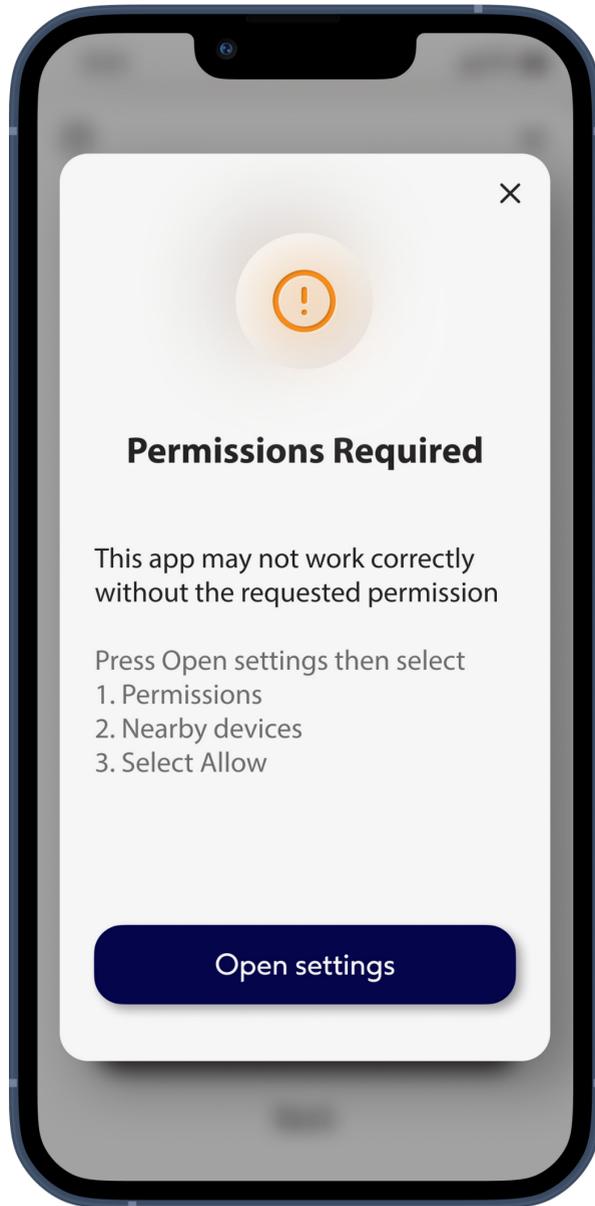


Unable to connect

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**.

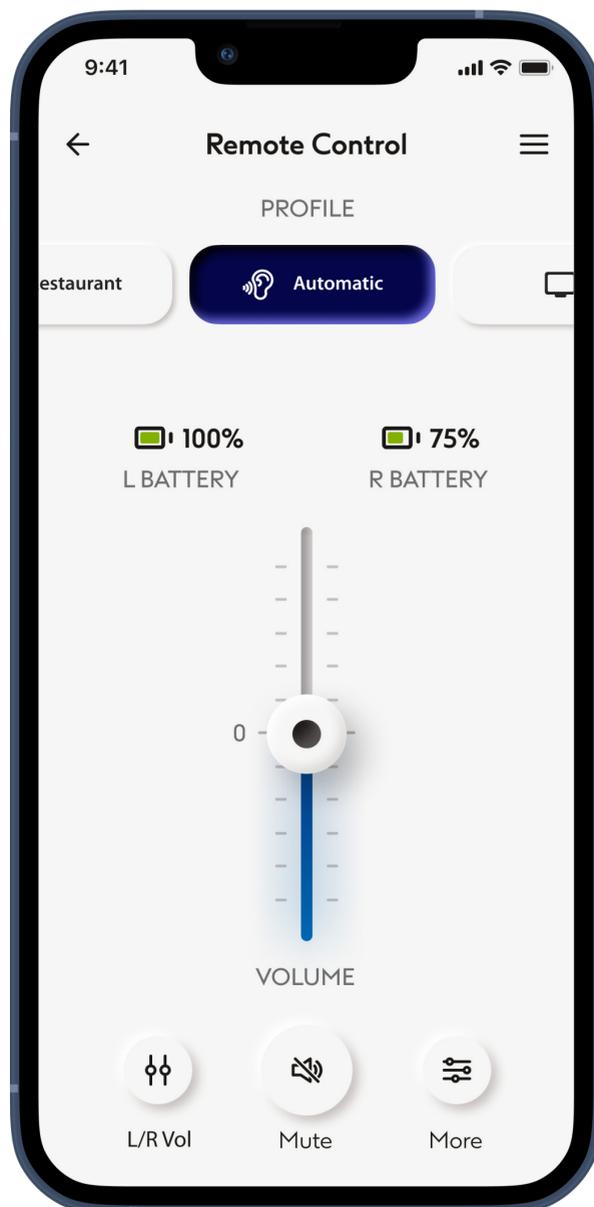
From your phone's settings navigate back to the app by swiping up from the bottom of the screen, hold, then let go. Swipe left or right to find this app then tap it to return.



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

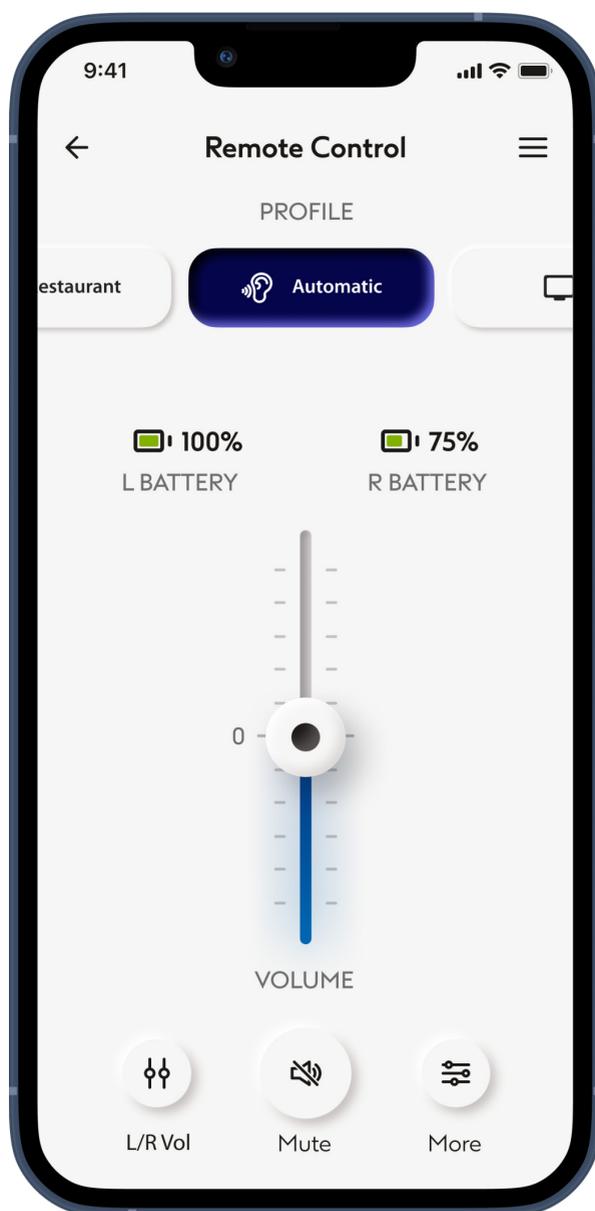
Move this slider up to increase the volume, or down to decrease the volume. If you are using two hearing aids this slider controls both devices simultaneously.

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



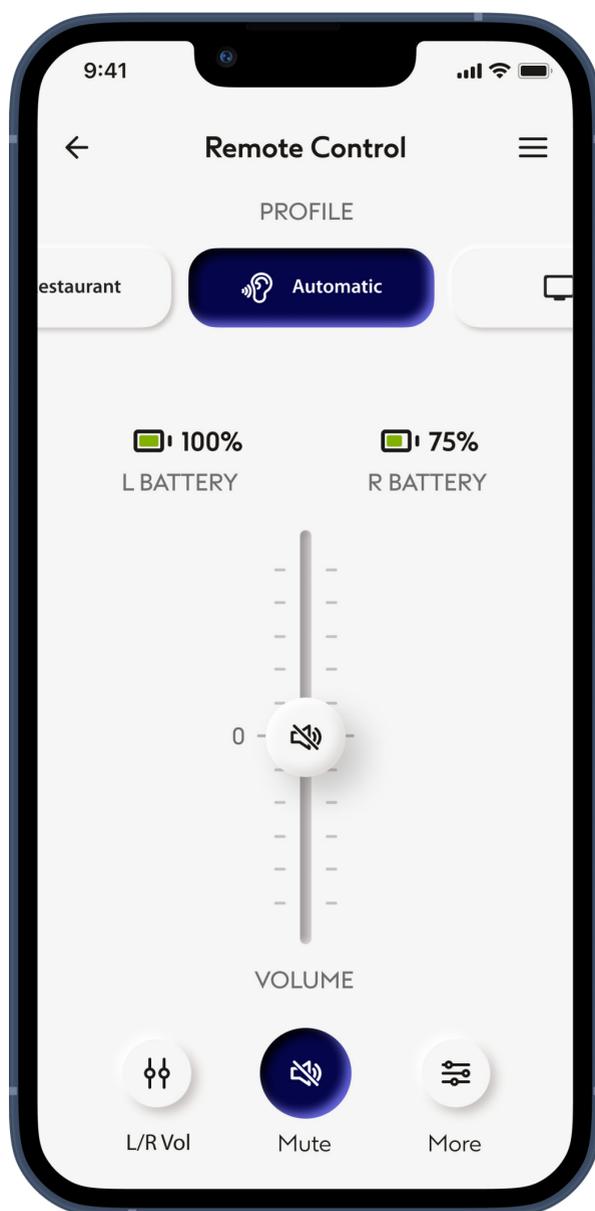
Accessing profiles

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



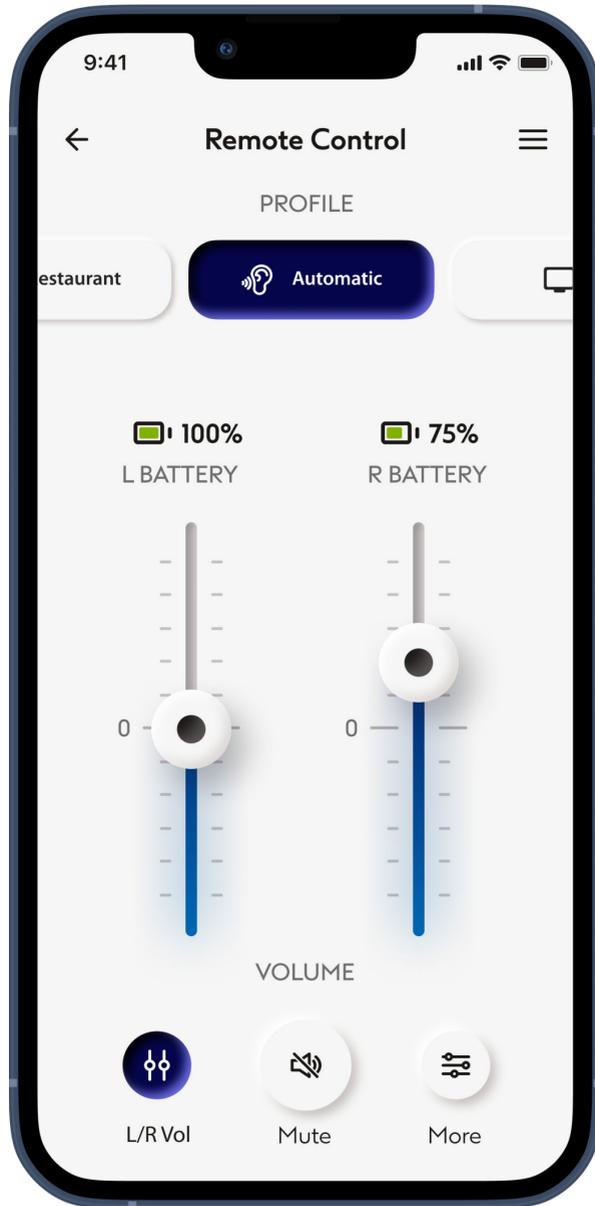
Mute

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



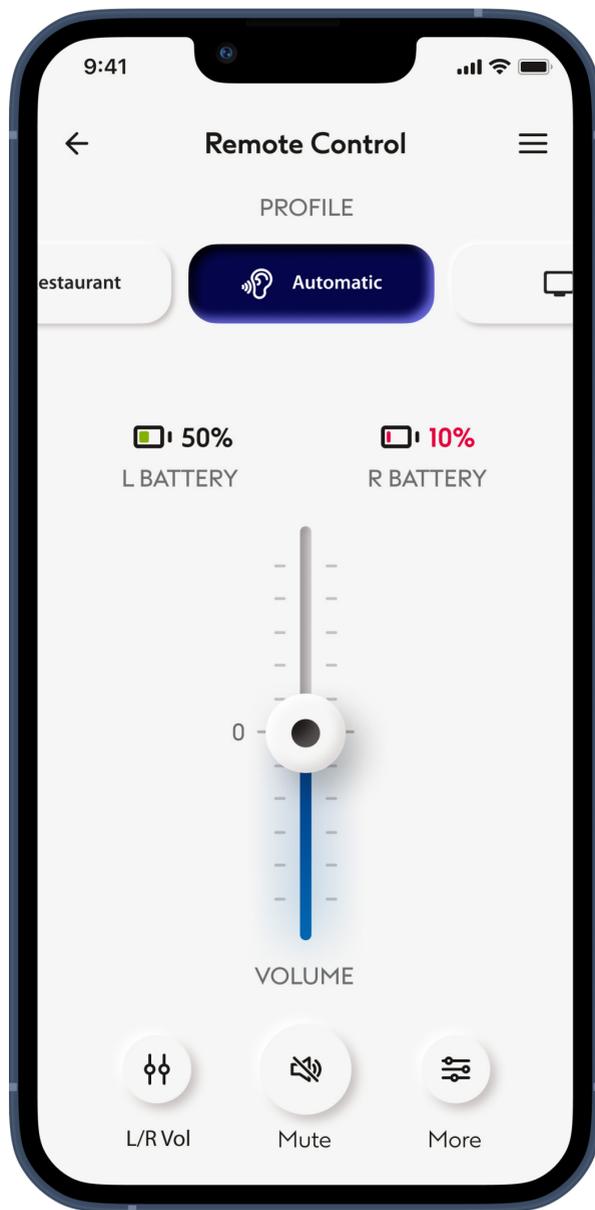
Split the volume

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.

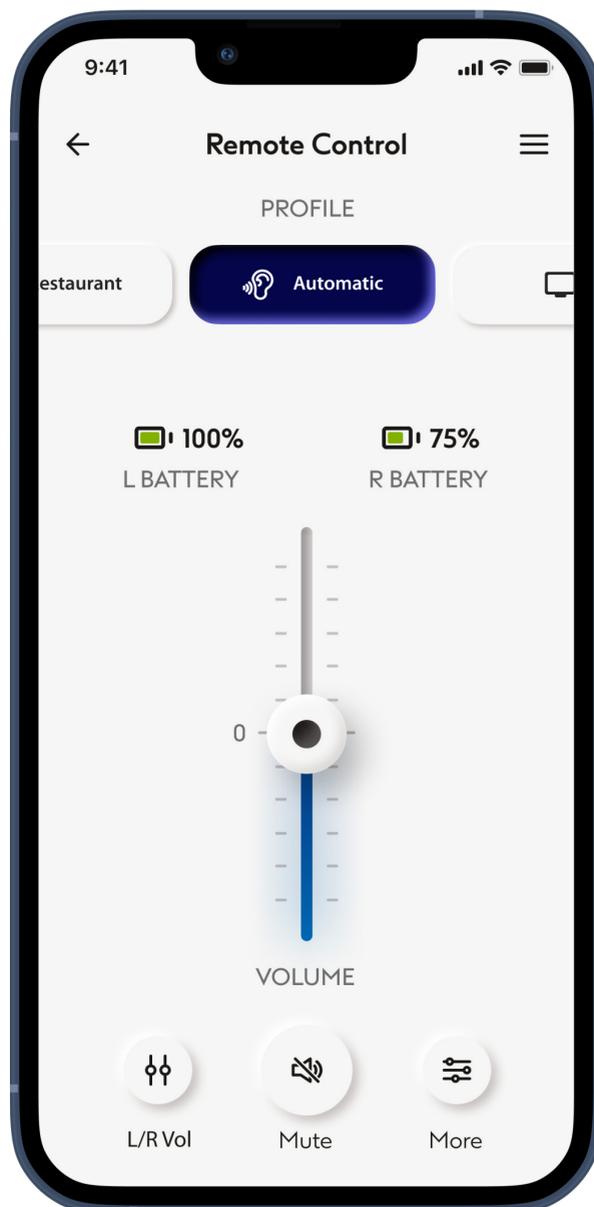
*For details about features and hearing aids compatibility, please refer to your audiologists.



Remote control - main view*

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

1



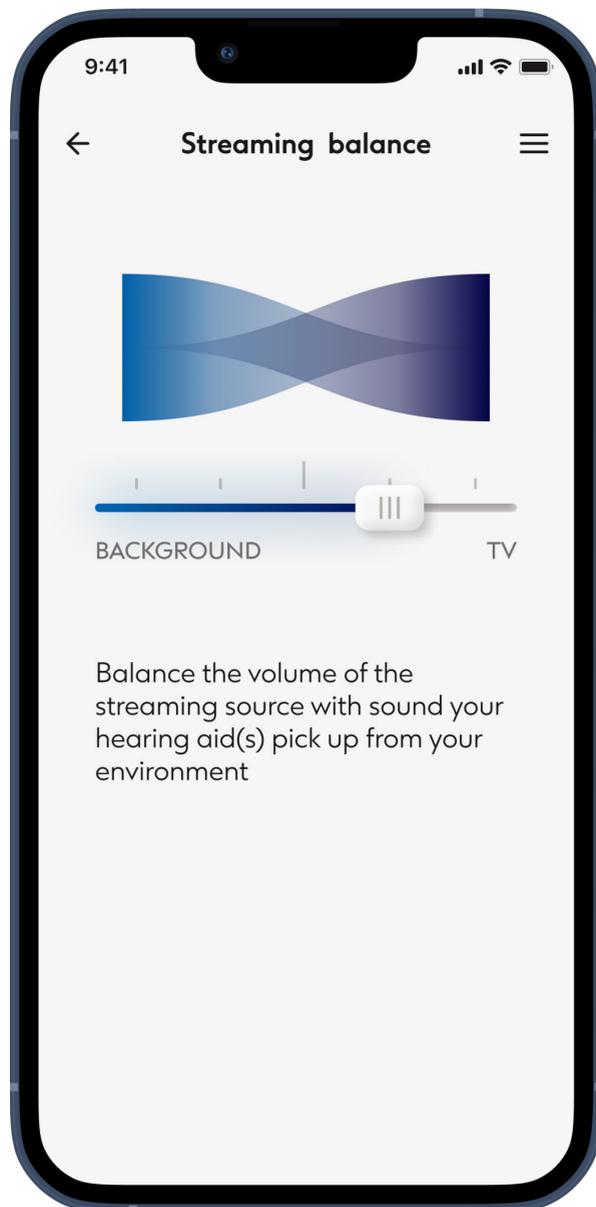
Accessing profile options

Some profiles may offer further adjustment possibilities. When available, they can be accessed by pressing the **More** icon (see page 13).

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



2



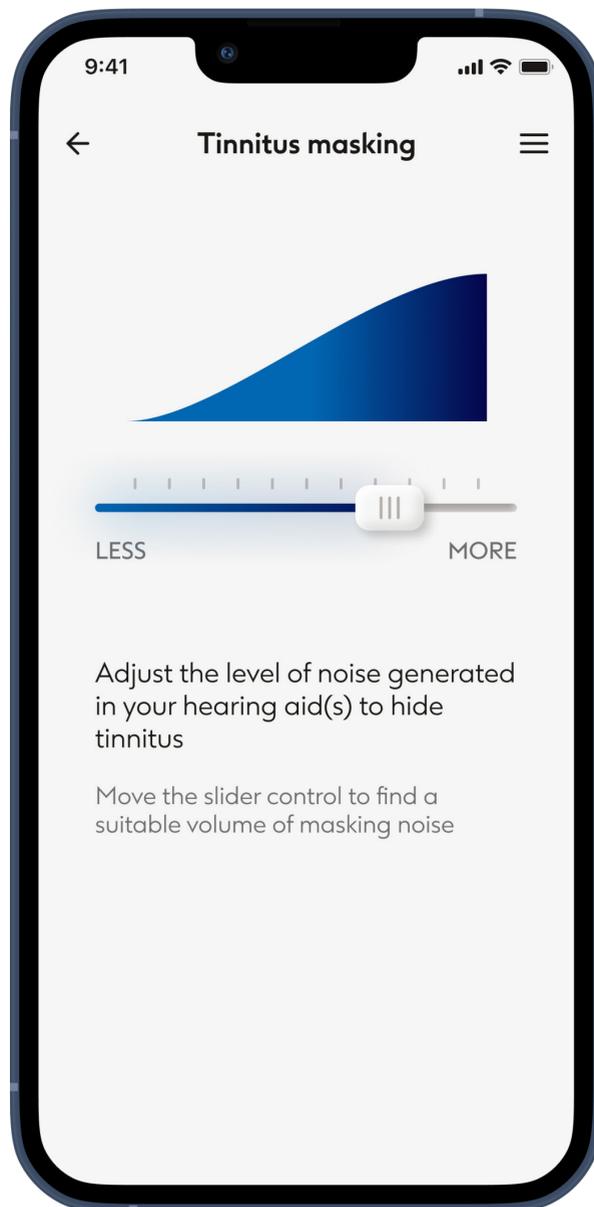
Streaming balance

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.

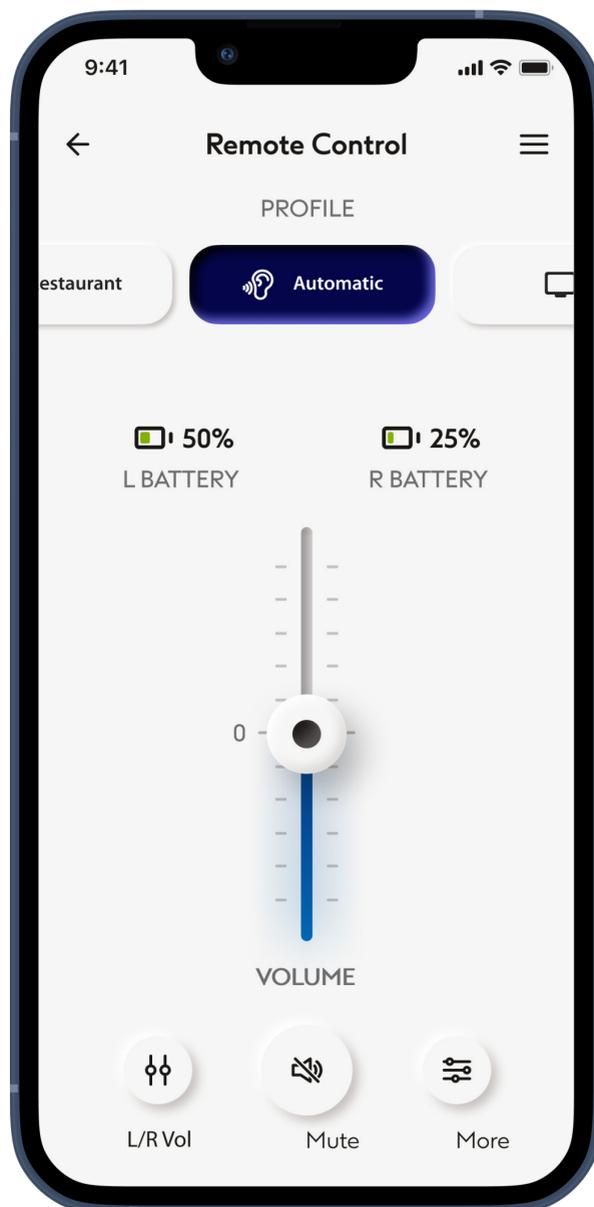
*For details about features and hearing aids compatibility, please refer to your audiologists.



Remote control - edit profile

Functionalities which are dependent on how the hearing aids were programmed, and what accessories you have

1

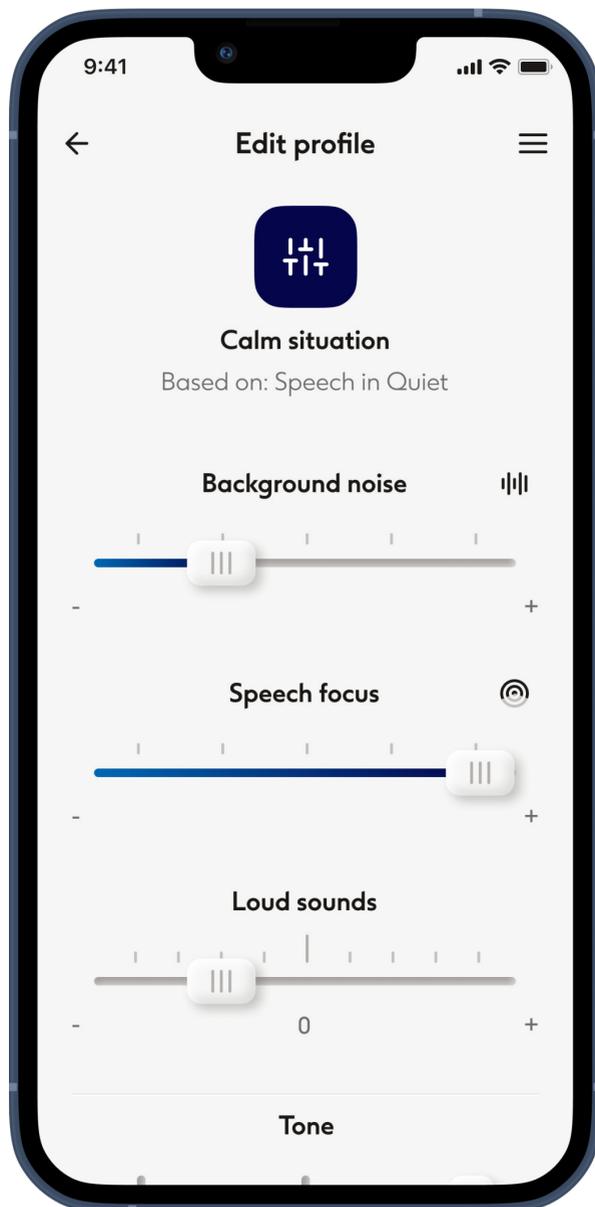


Accessing profile options

Some profiles may offer further adjustment possibilities. When available, they can be accessed by pressing the **More** icon.



2



Edit profile

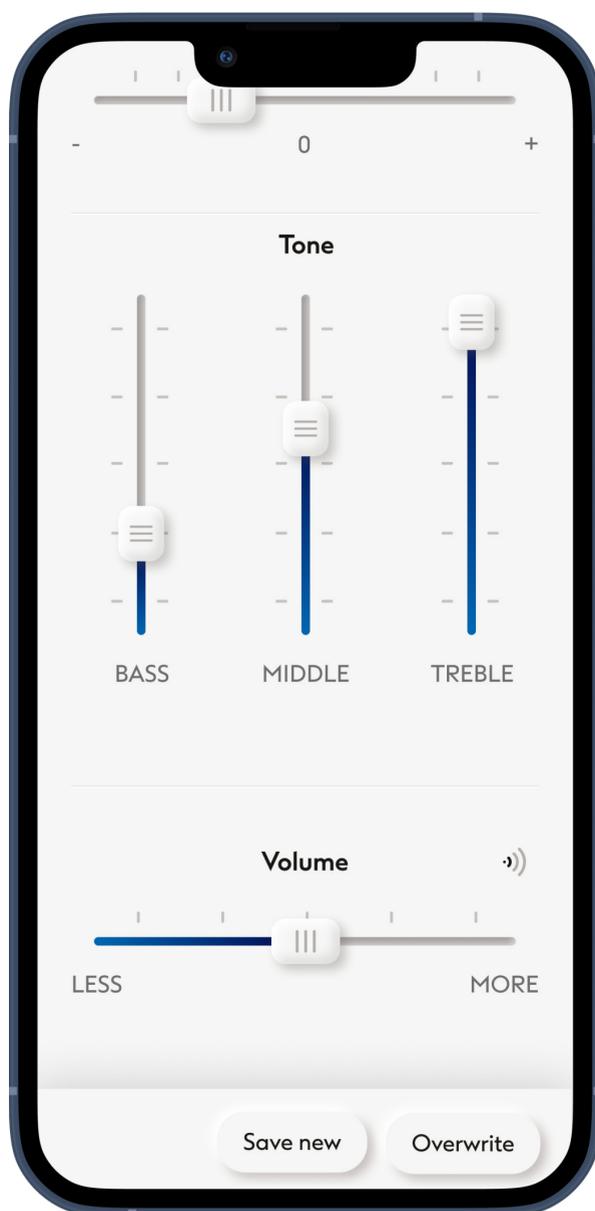
The Edit profile view gives you access to adjust the following functionality:

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

**Only available with Phonak Paradise Premium (P90) hearing aids



3



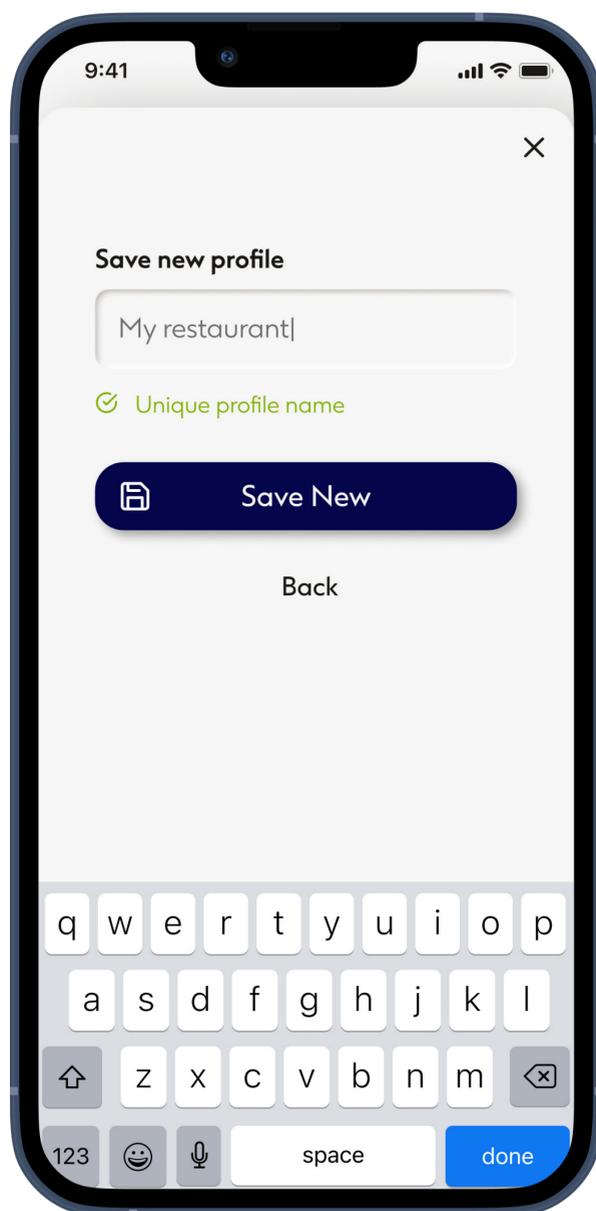
Creating a custom profile

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.



4

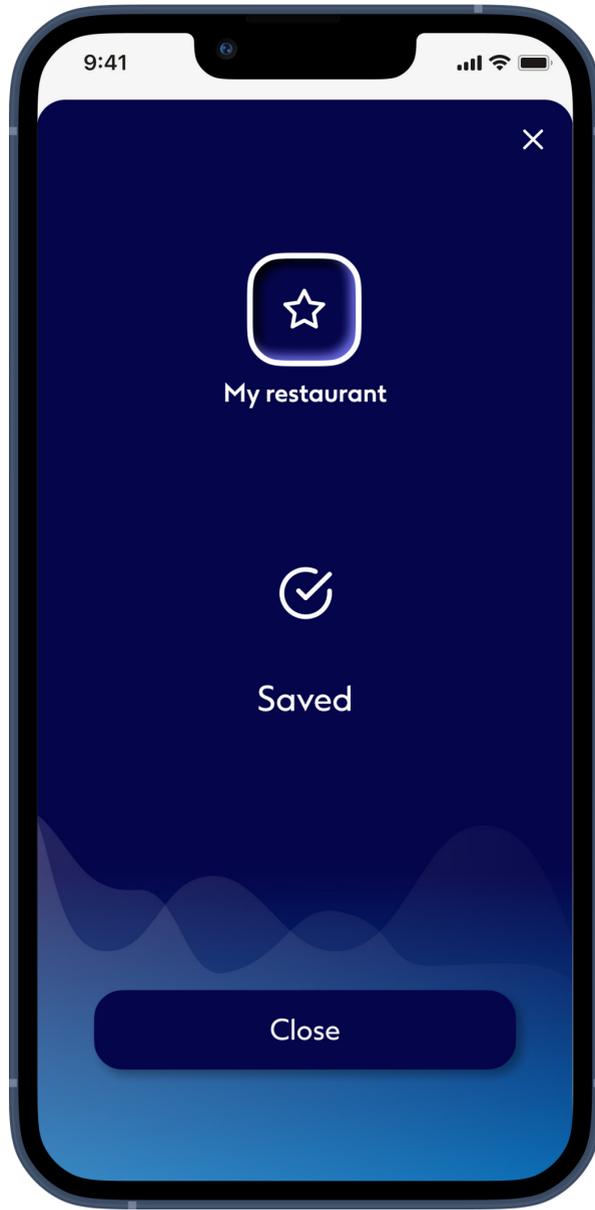


Naming your custom profile

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



5



Profile saved

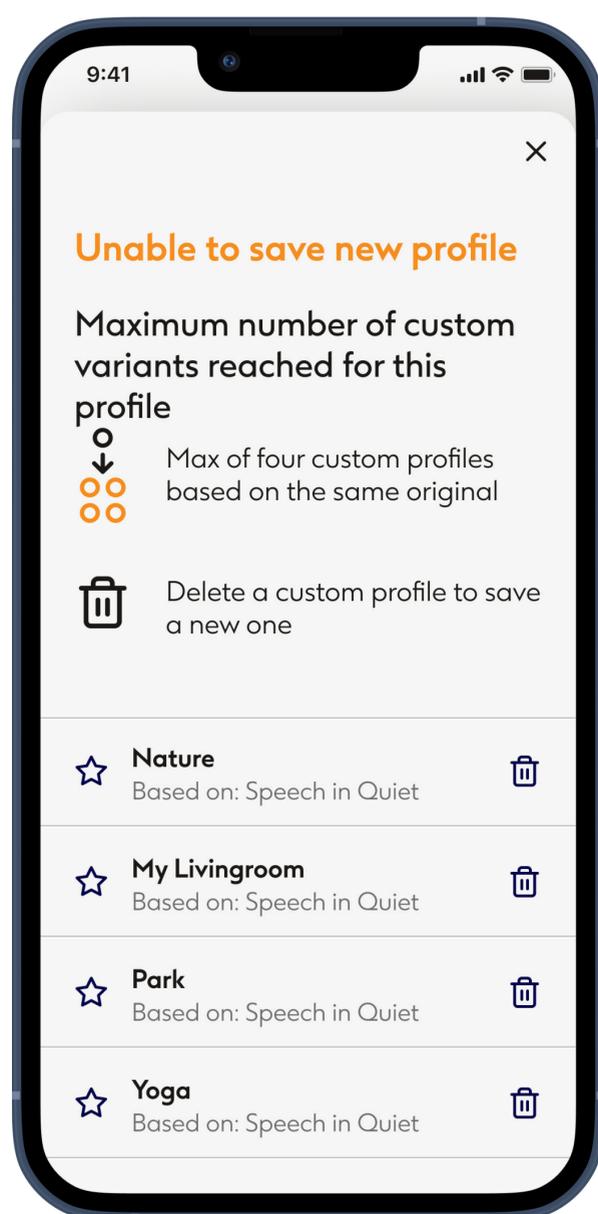
Tap **Close** to go back to Remote Control settings.



Troubleshooting remote control - edit profile

Managing custom profiles when custom profile storage is full

1



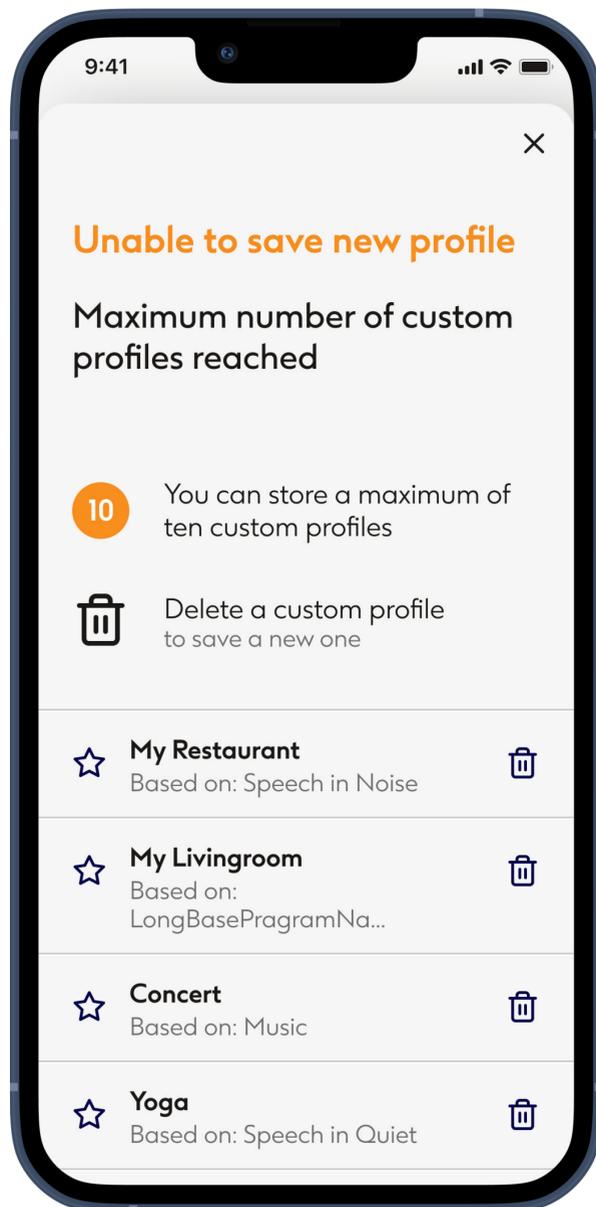
Program limit reached – maximum same base program

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

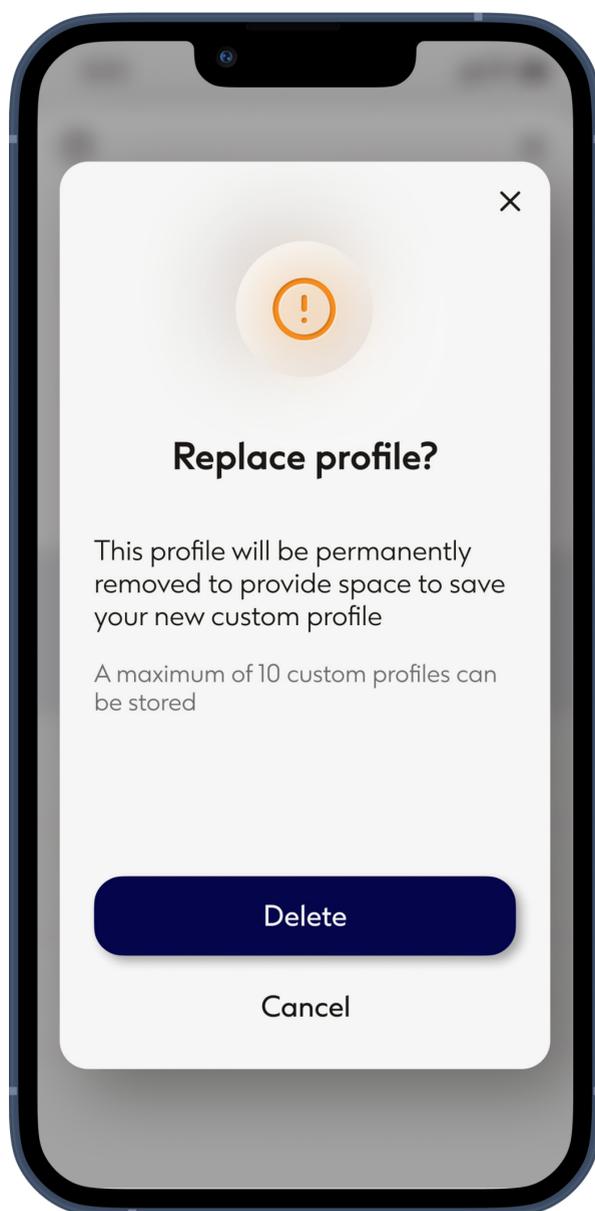


Program limit reached – maximum program number

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

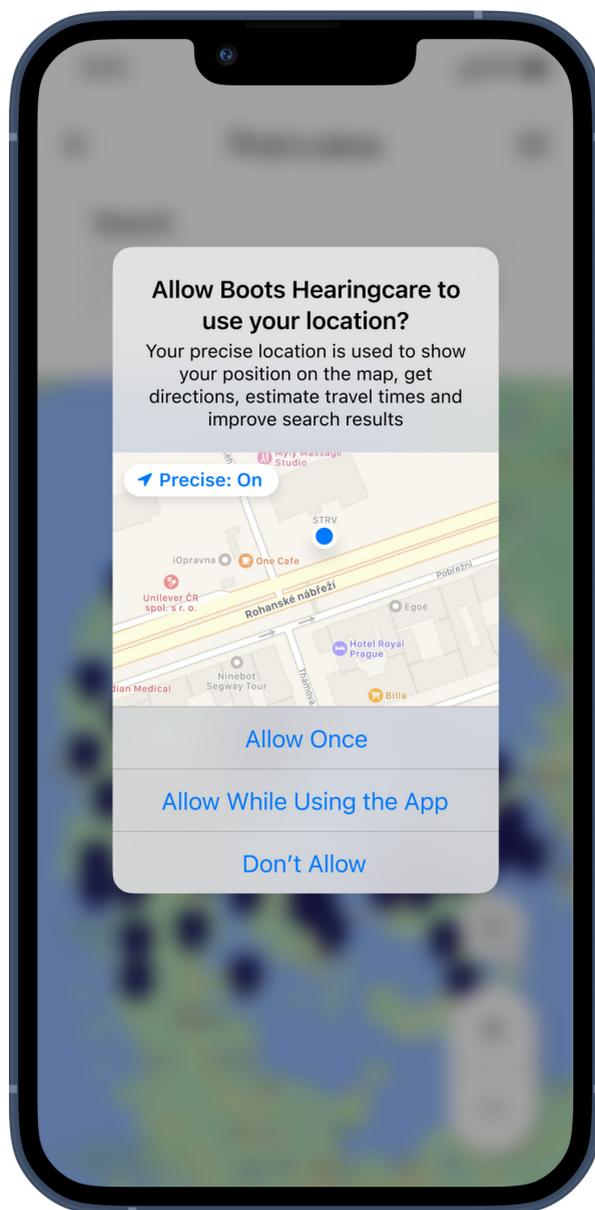
After tapping the trash symbol you are asked to choose whether to confirm the deletion of this profile to save the new profile in its place or to cancel and return to the previous screen.



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

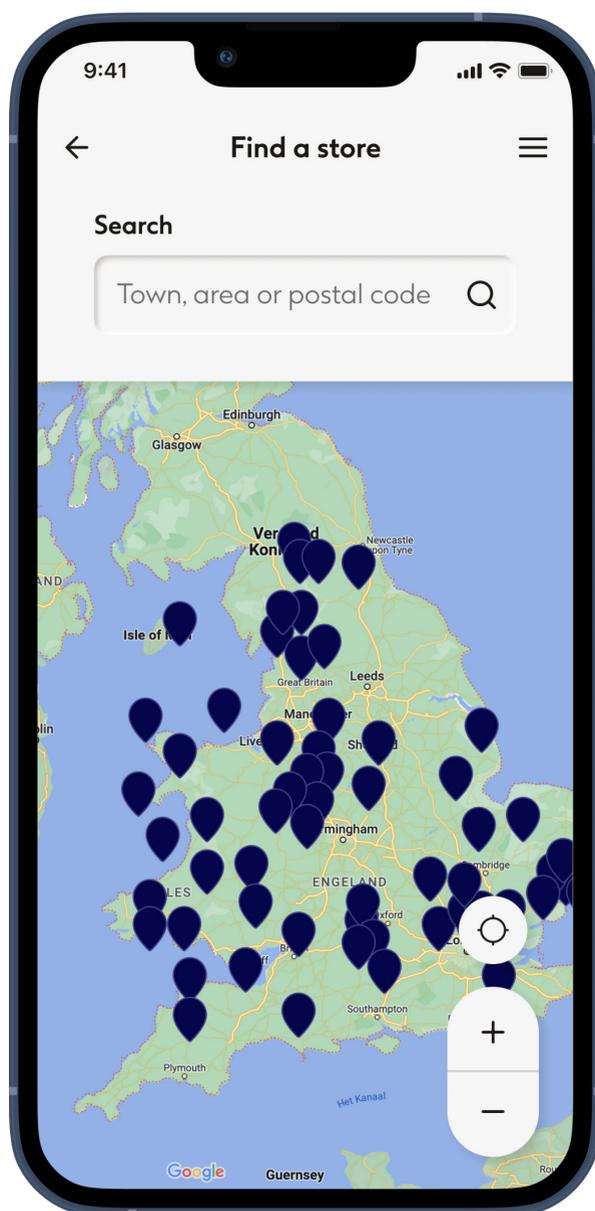
This is used to show your position on the map and provide distances from stores. Choose **While using the app** to prevent being asked repeatedly.

Permissions will look slightly different on different phones.

If you have denied, or not allowed this permission repeatedly, you may need to make these changes manually in which case you will be shown instructions.



2

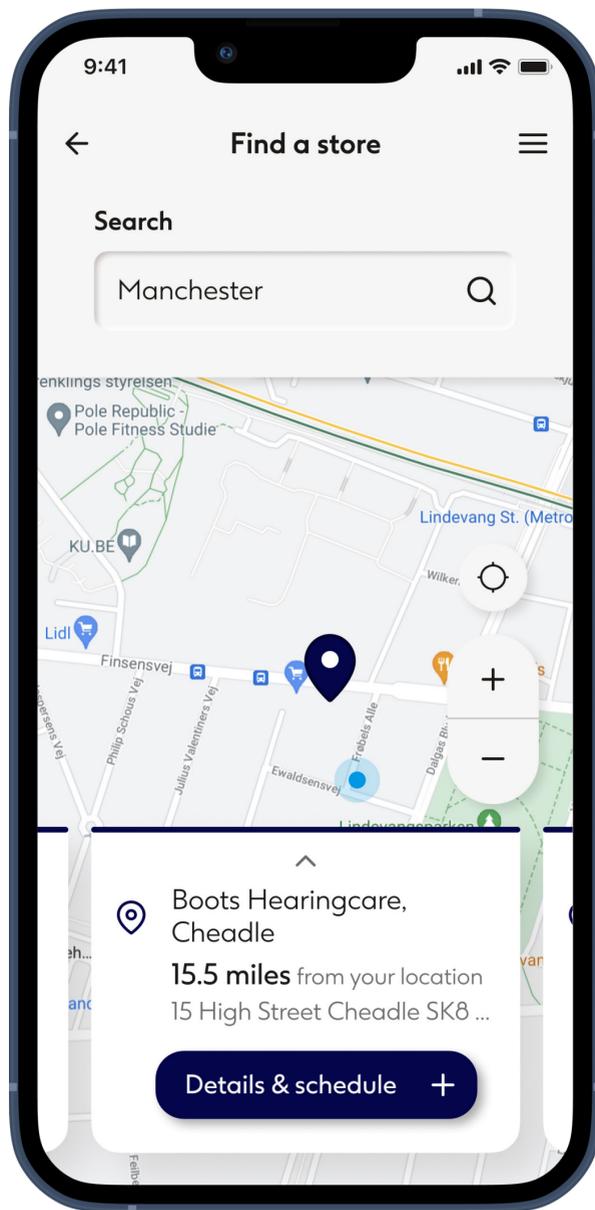


Searching

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

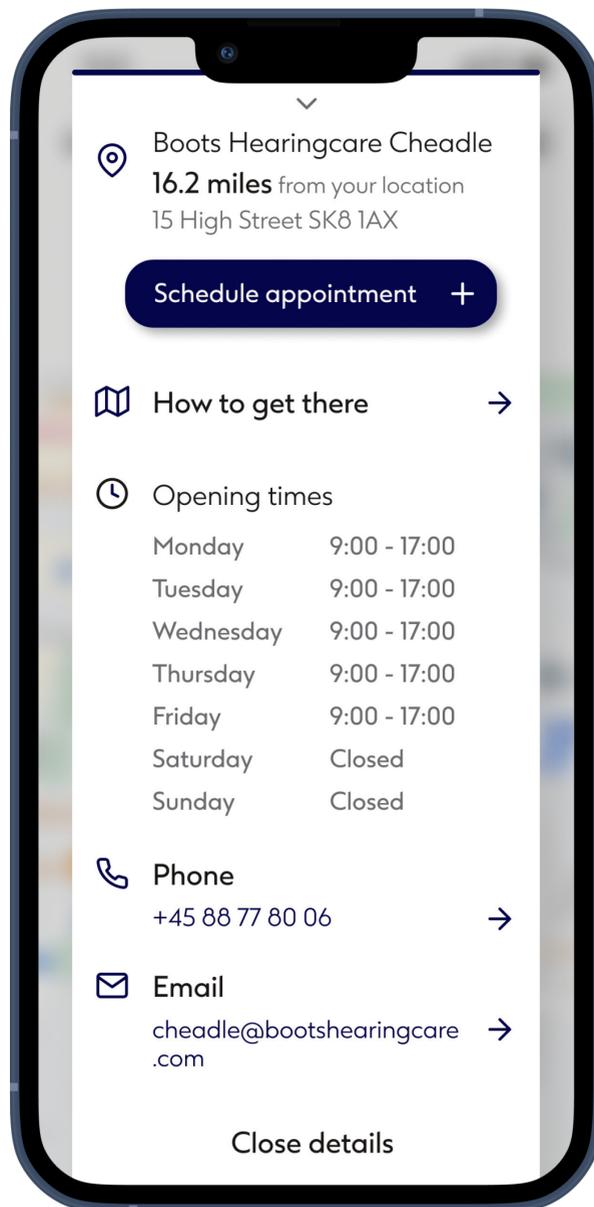


Search results

You can see search results as blue and green 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

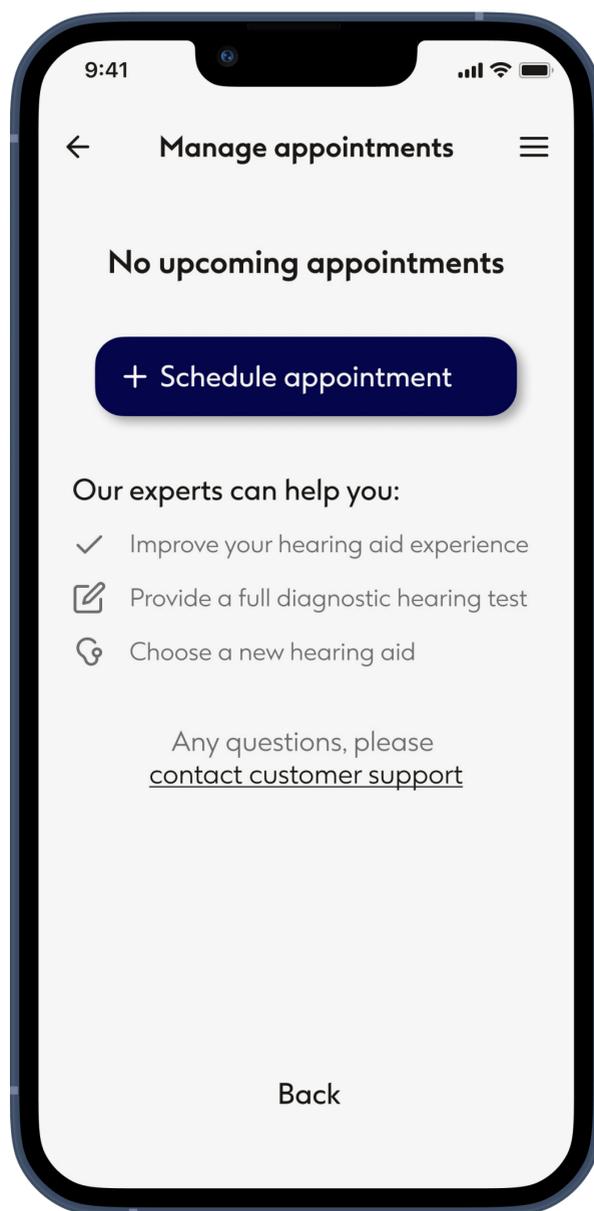
Tap **How to get there** to open the store address in your default maps app.

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



Schedule an appointment

1



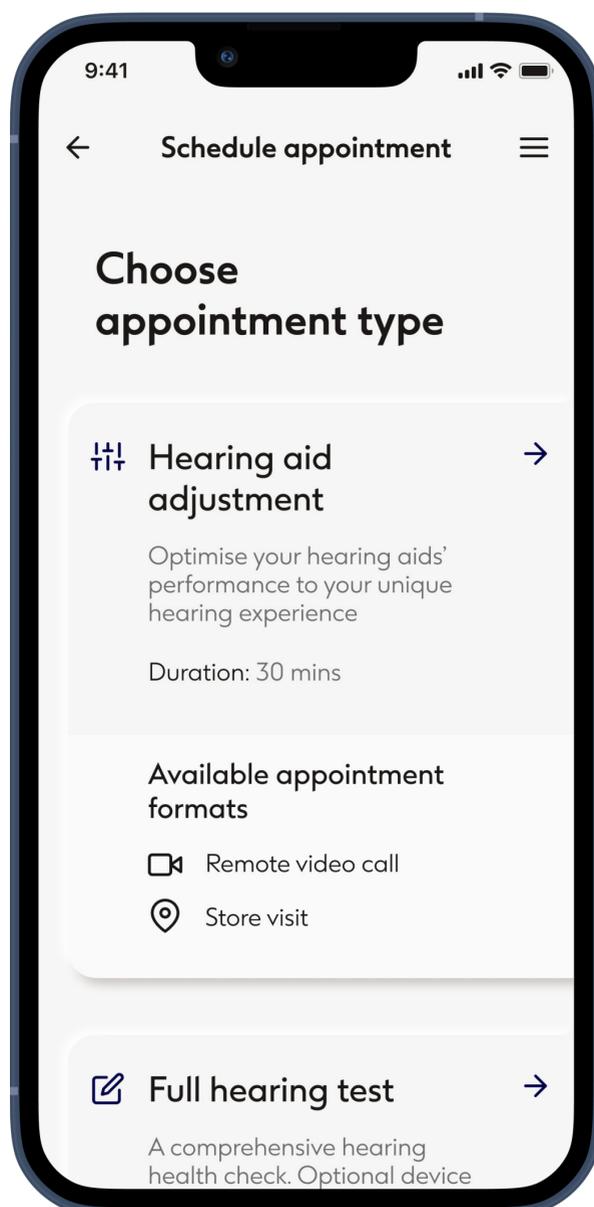
My appointments

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



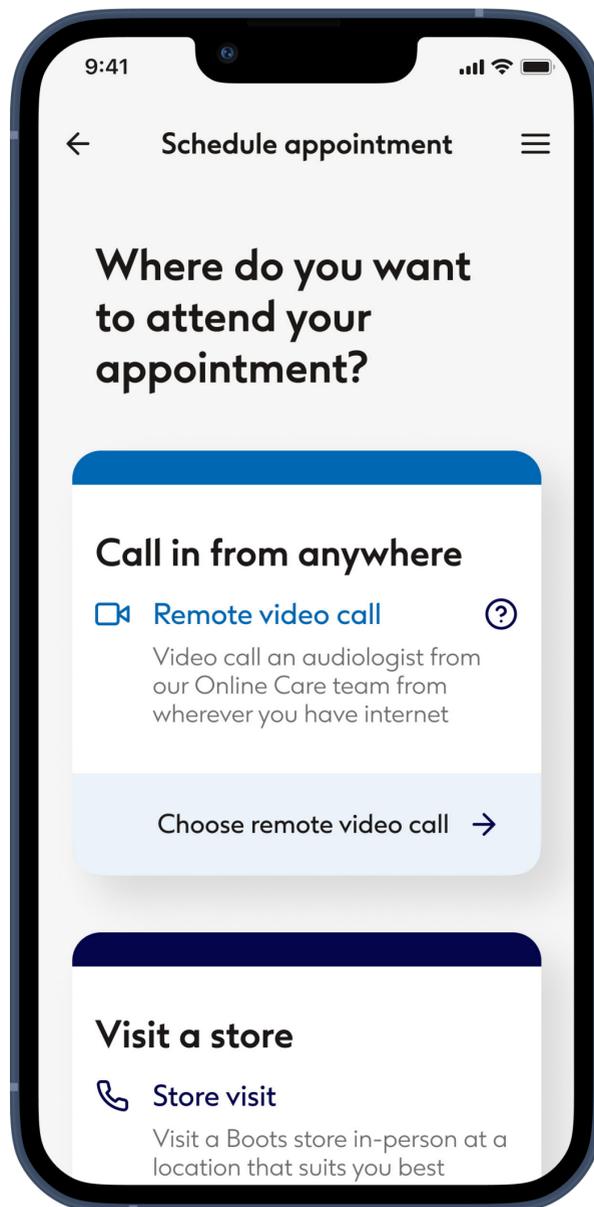
Choose appointment type

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



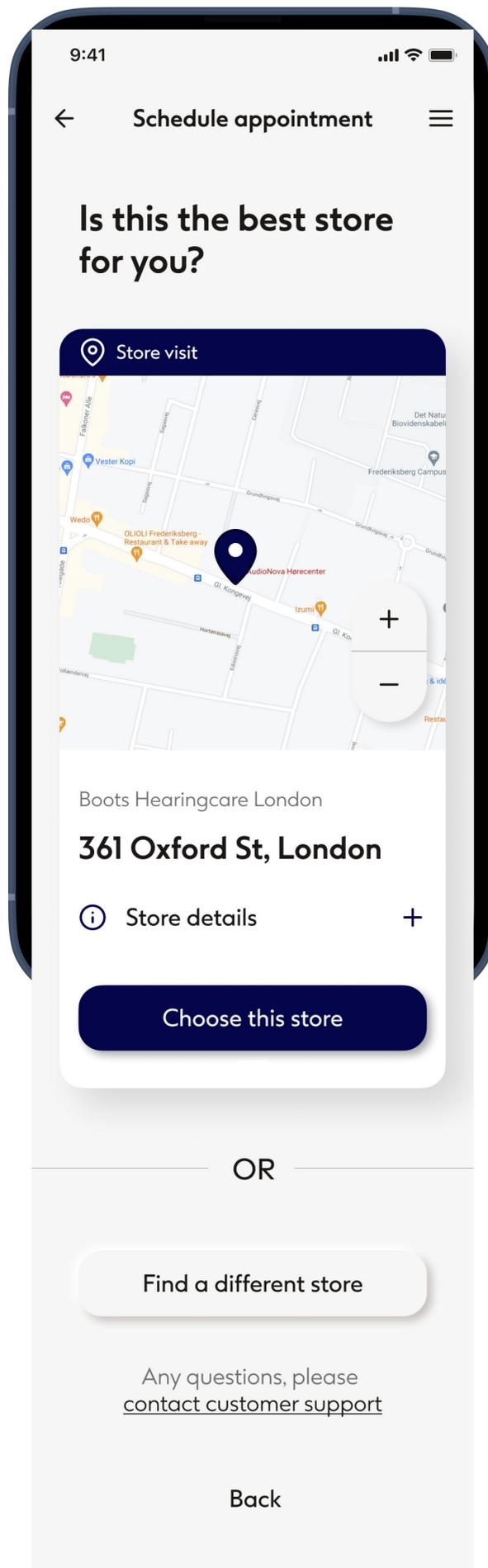
Choose appointment format

For hearing aid adjustment you can choose between remote video call or a store visit. In a **Remote video call** you connect with your audiologist using this app. Transmitting video of yourself to your is optional. They will immediately update your hearing aid(s) remotely over the internet as required. To visit a physical store choose **Store visit**. To continue with remote video call, tap **Choose store to call**.

*Remote Appointments will only be available based on local availability



4



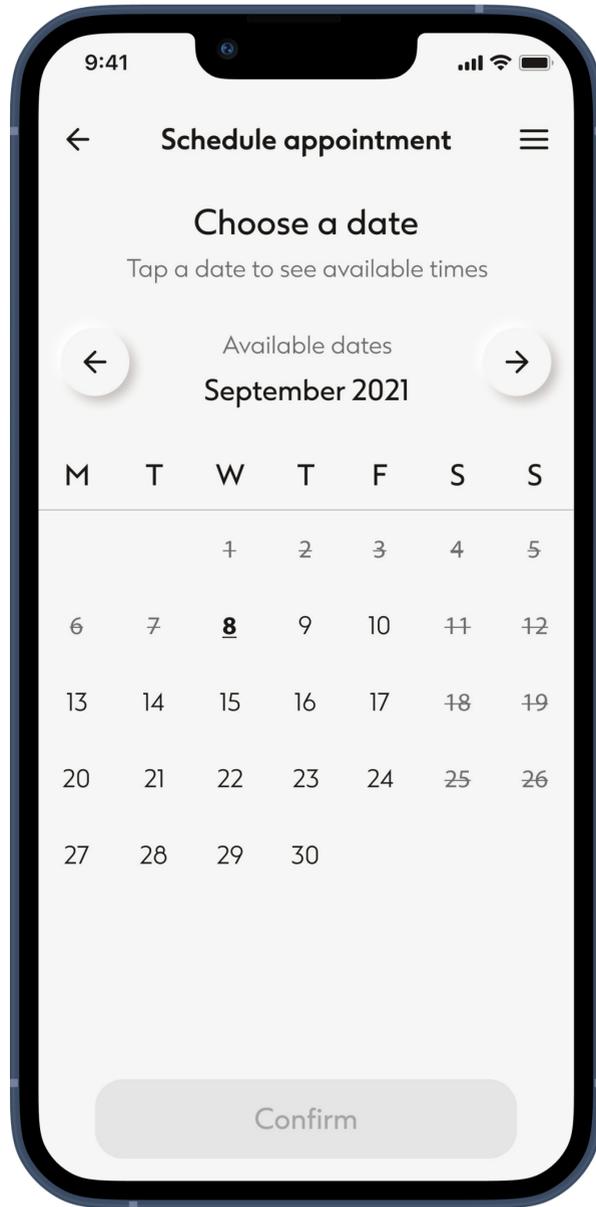
Confirm store

To book an appointment at the store that you are registered with, tap **Choose this store**. Alternatively you can choose another store by tapping **Find a different store**.

For remote appointments this step might be optional



5

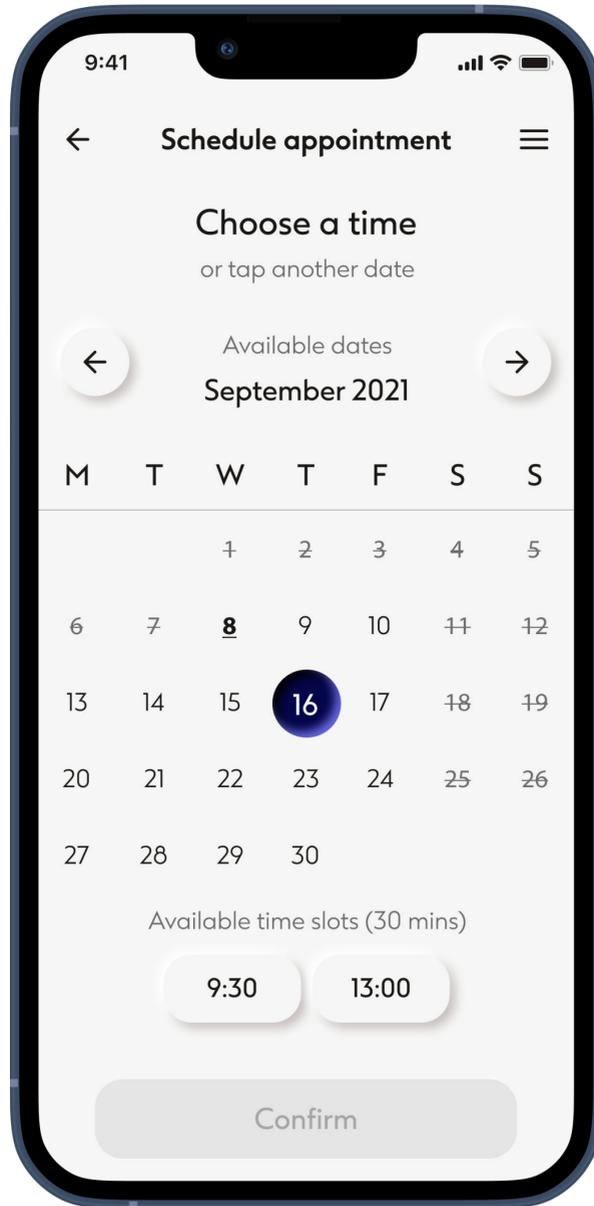


Choose a date

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.



6

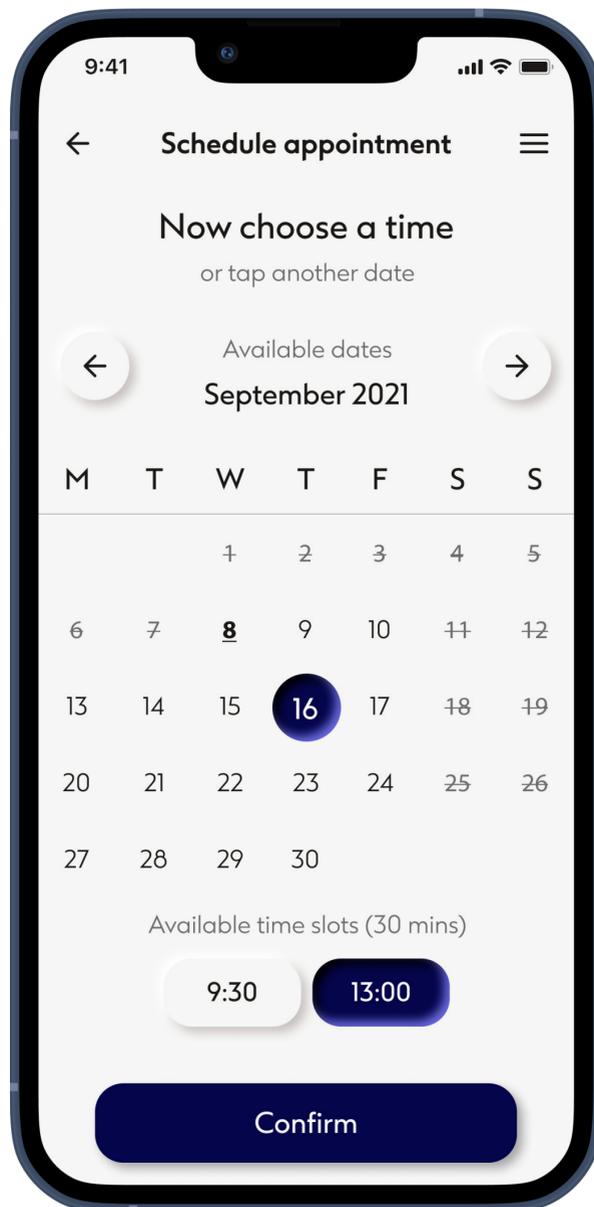


Make a selection

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



7

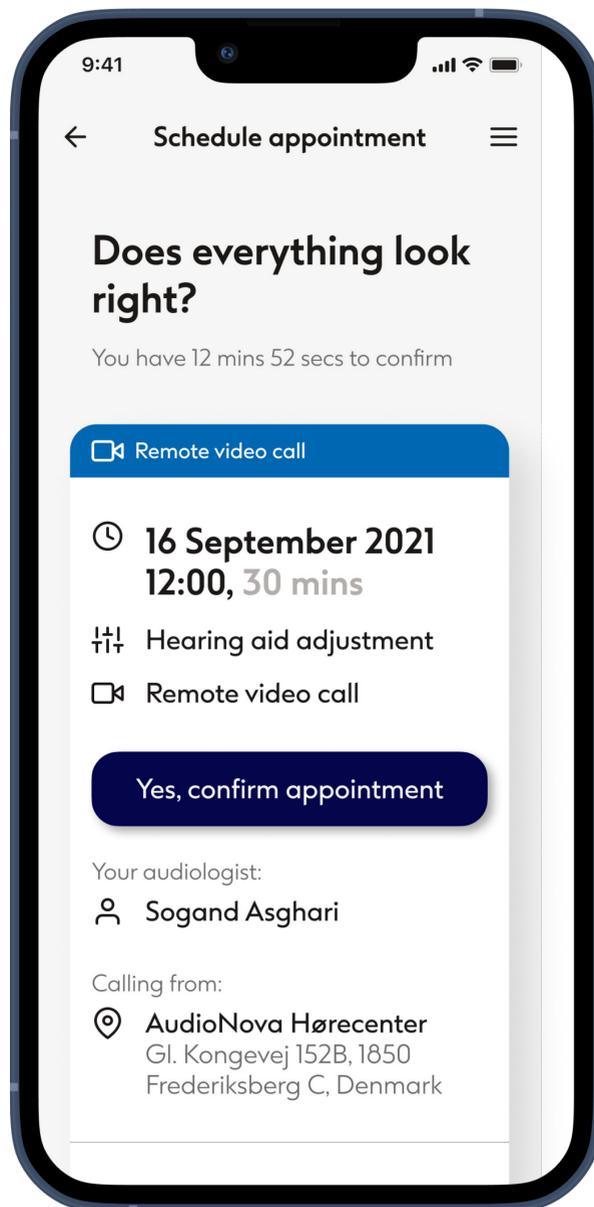


Make a selection

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



8

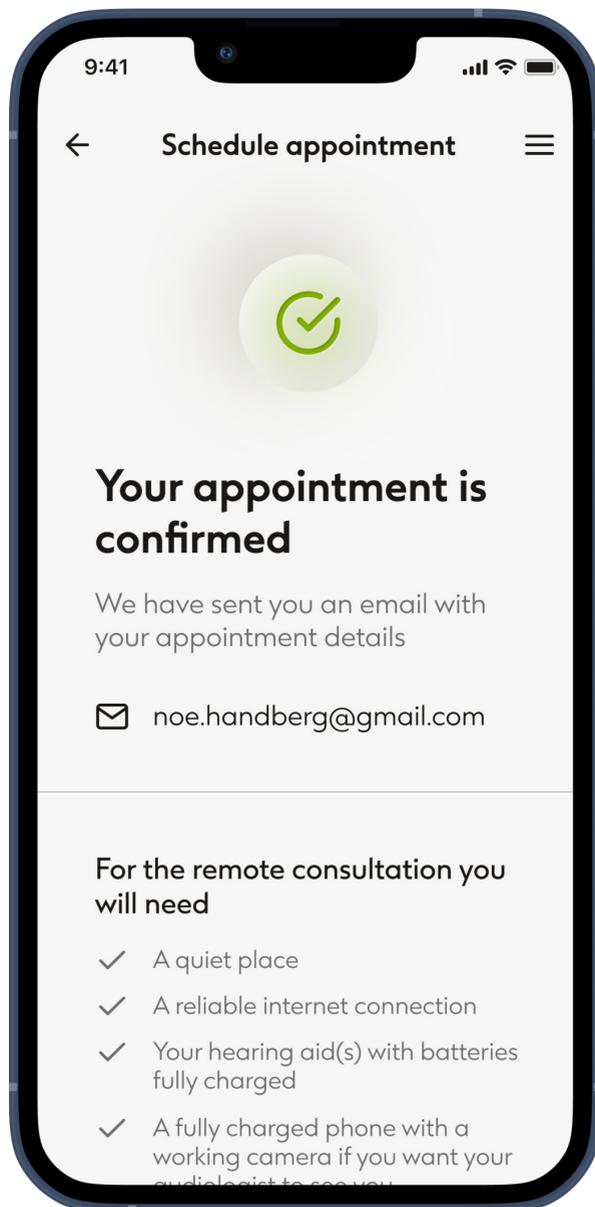


Confirm

Check the appointment details are correct and tap **Yes, confirm appointment** to finalize. Your appointment slot will be held 15 min from the moment this screen is displayed, after which you will need to schedule it again.



9



Appointment confirmed

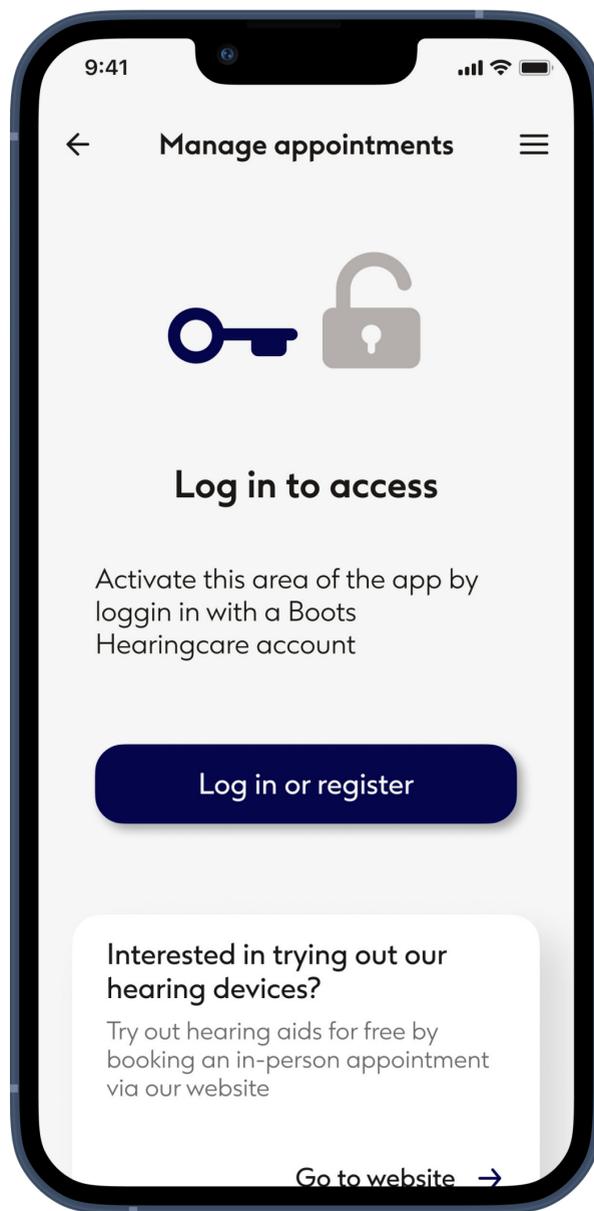
Your appointment is confirmed. An email has been sent to the email address displayed with further information. Important advice concerning preparation for your appointment is listed, as are the appointment details.



Manage appointments

View and manage your upcoming appointments

1

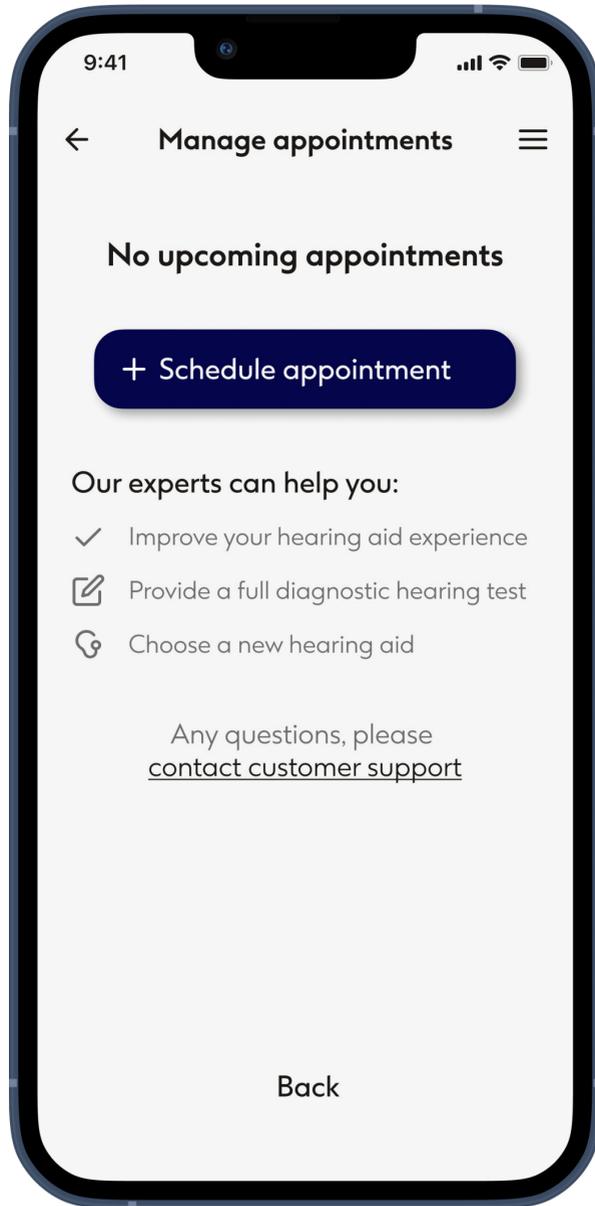


Not logged in

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



2

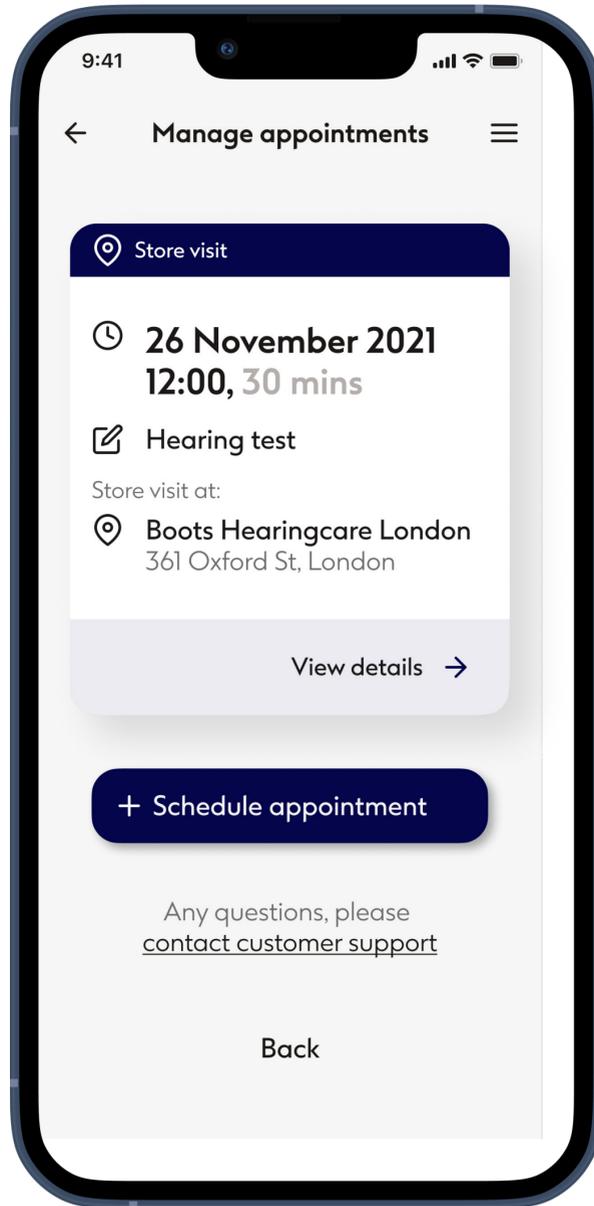


No upcoming appointments

Here you see information about the available appointment types. To schedule, tap **Schedule appointment**.



3

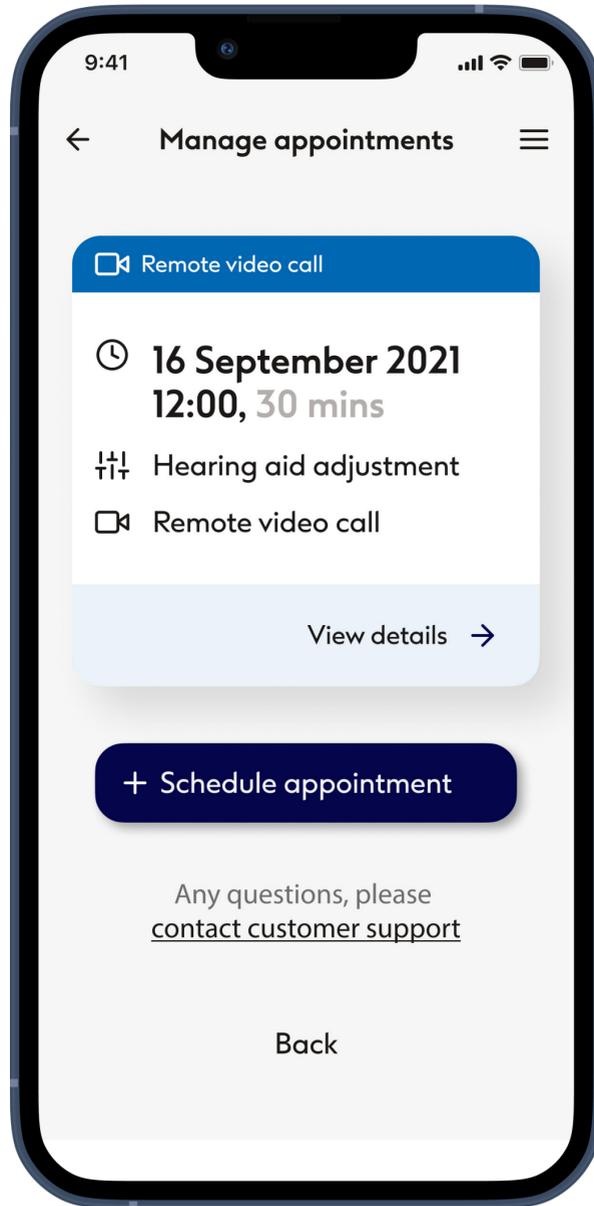


Store visit

Here you can see the details about your upcoming store visit. To view more, tap **view details**. For another appointment, tap **Schedule appointment**.



4

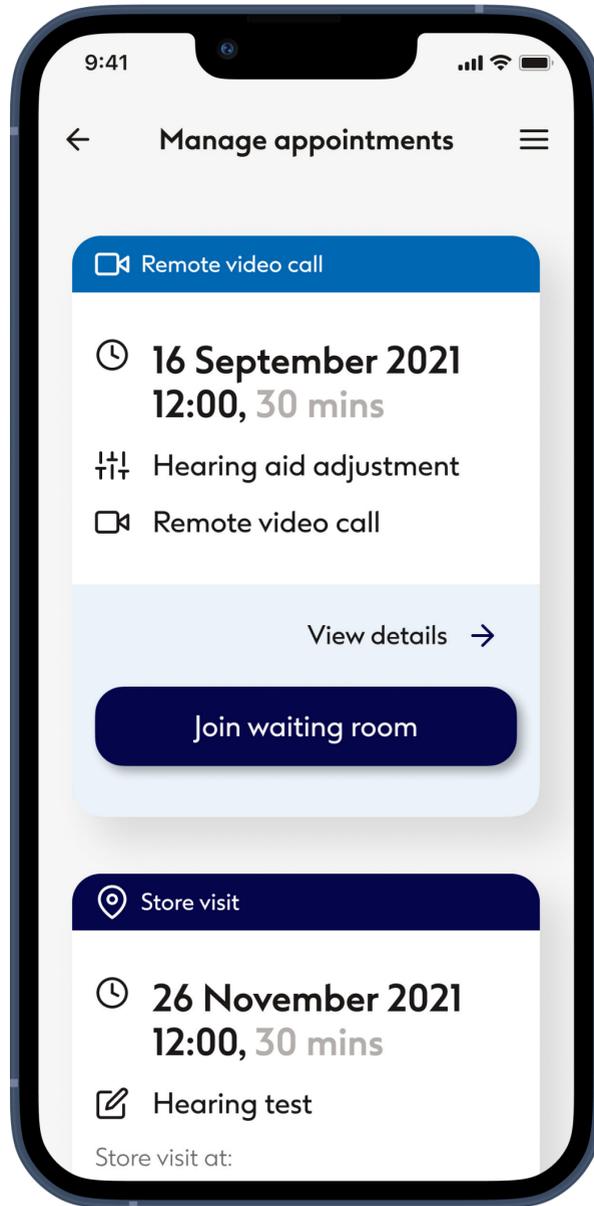


Remote video call

Here you can see the details about your upcoming remote video call. To view more, tap **view details**. For another appointment, tap **Schedule appointment**.



5

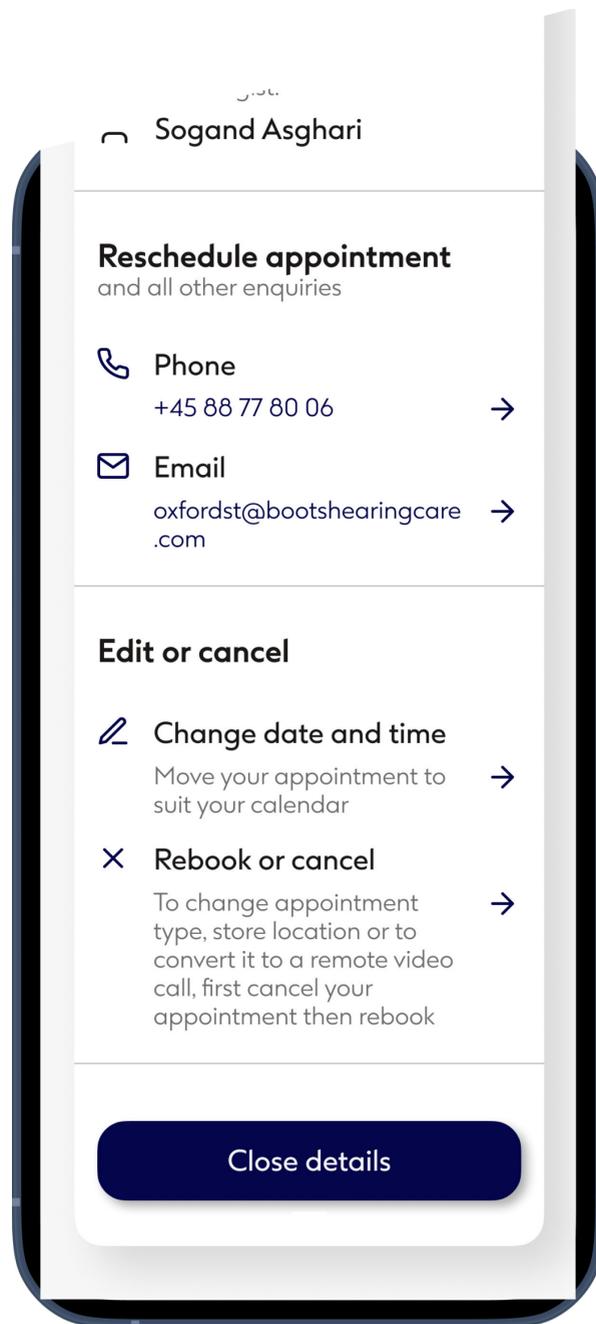


Starting your remote video call

Joining the video call becomes available 15 min before the appointment. 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.

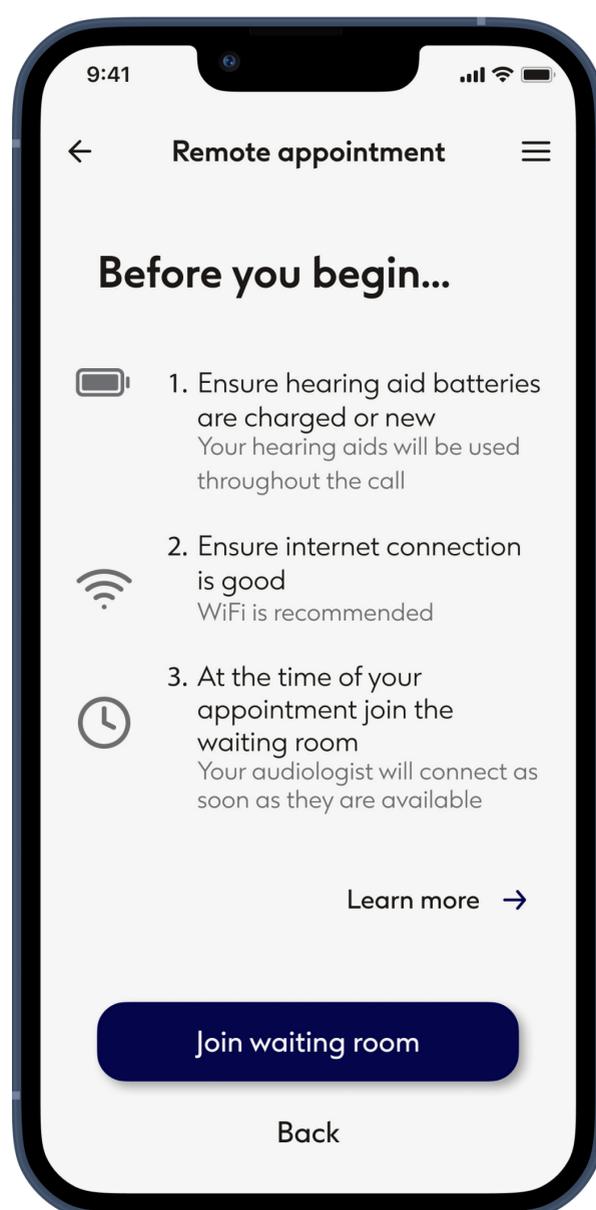
If you need to change appointment type, store location or to convert it from a remote video call to a store visit, or vice versa, tap **Rebook or cancel**. To make these changes you will need to first cancel the appointment but will be presented the option to book another.



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



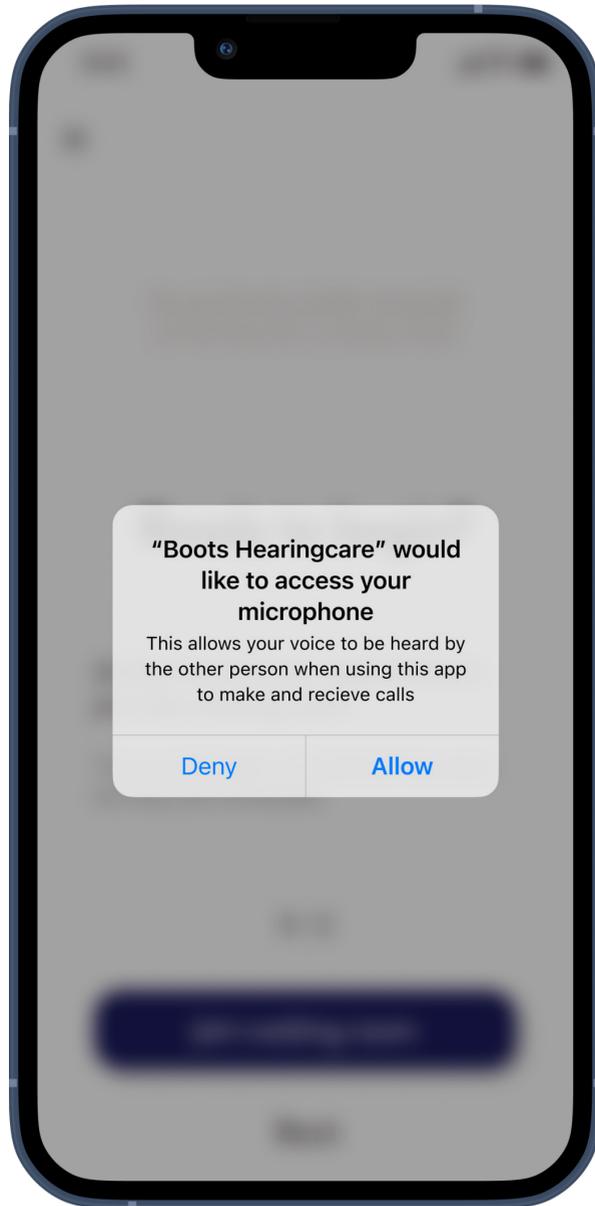
Start the Remote appointment session

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



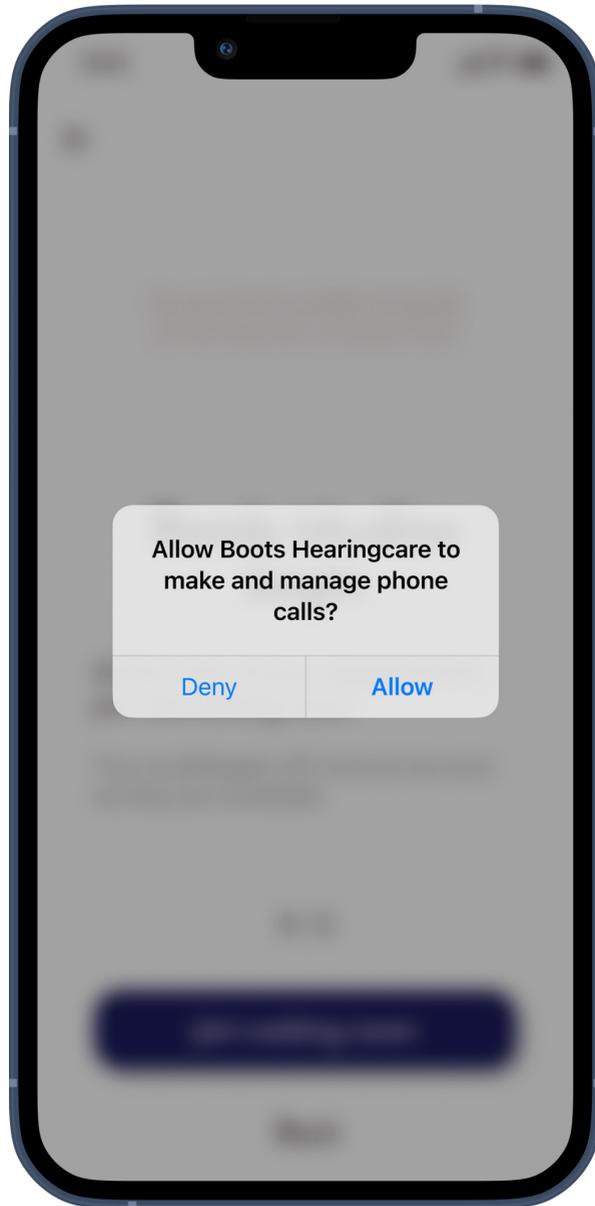
Allow the app to use your phone's camera and microphone

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



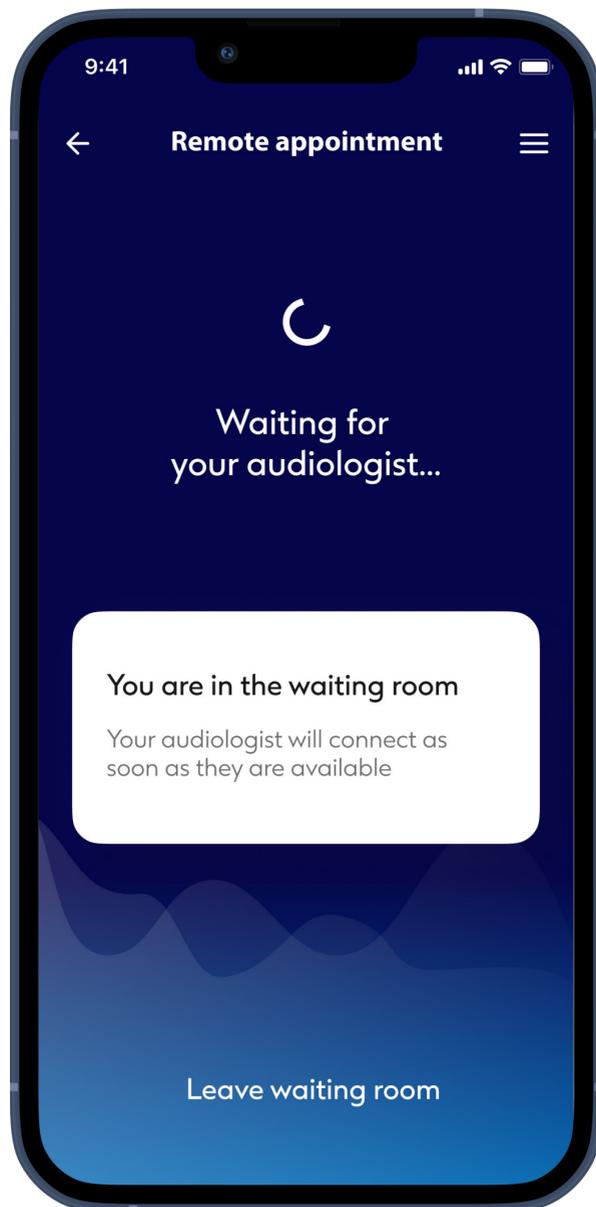
Allow the app to use your phone to make and receive calls

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.

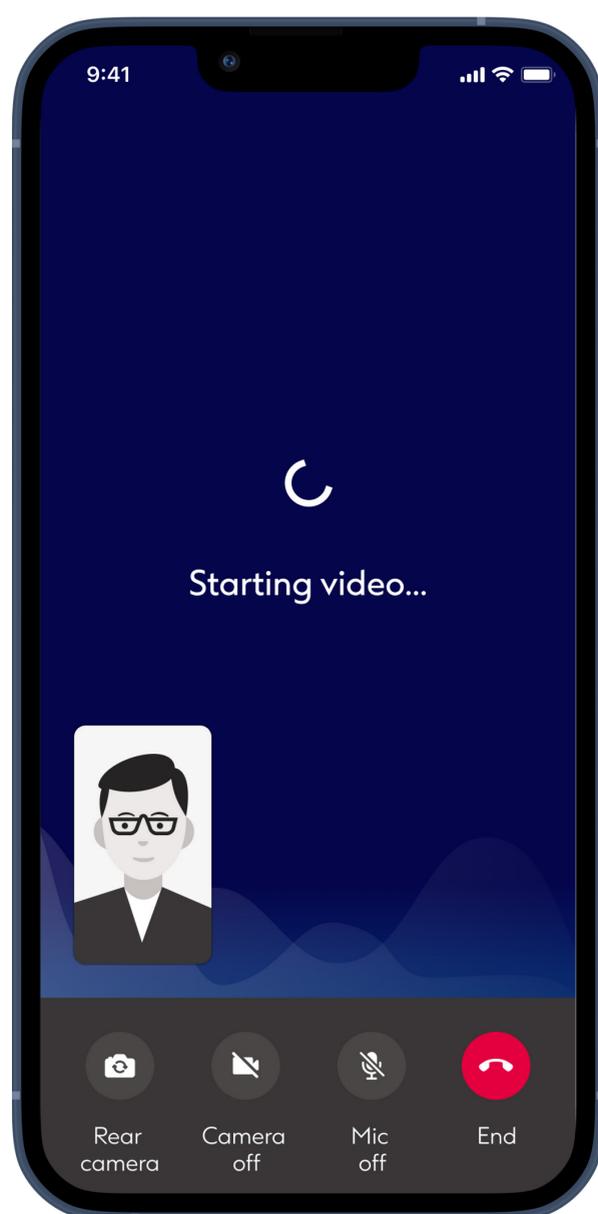
You can navigate to elsewhere in the app, or even lock your phone. You will be notified when your hearing care professional is ready just as you would for any other kind of call.



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

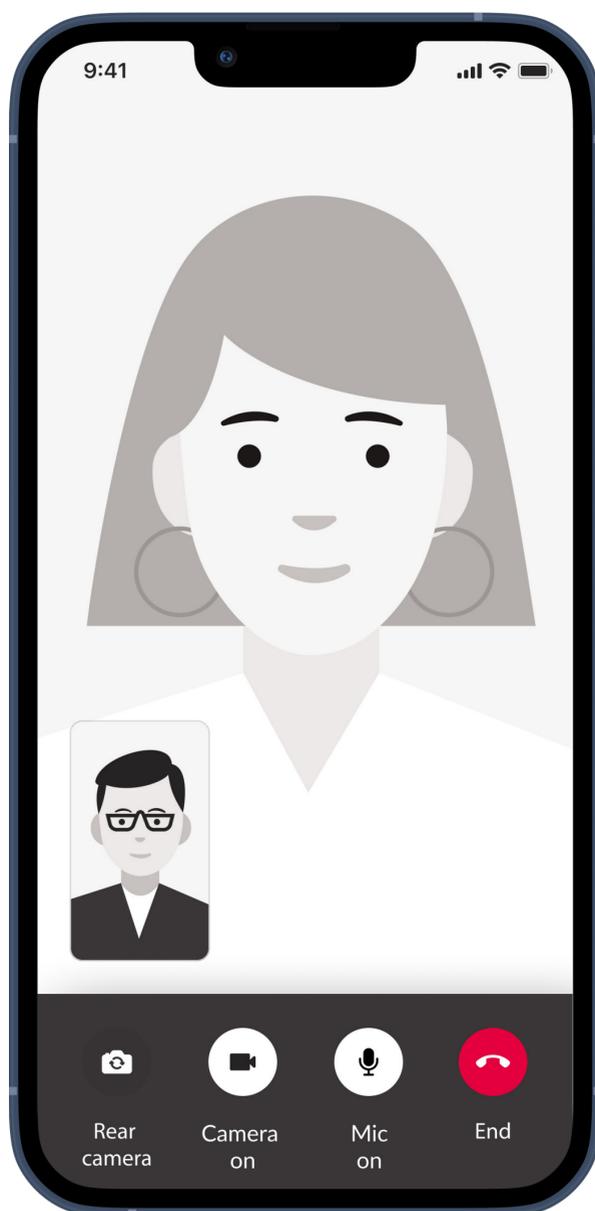


Starting video call

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



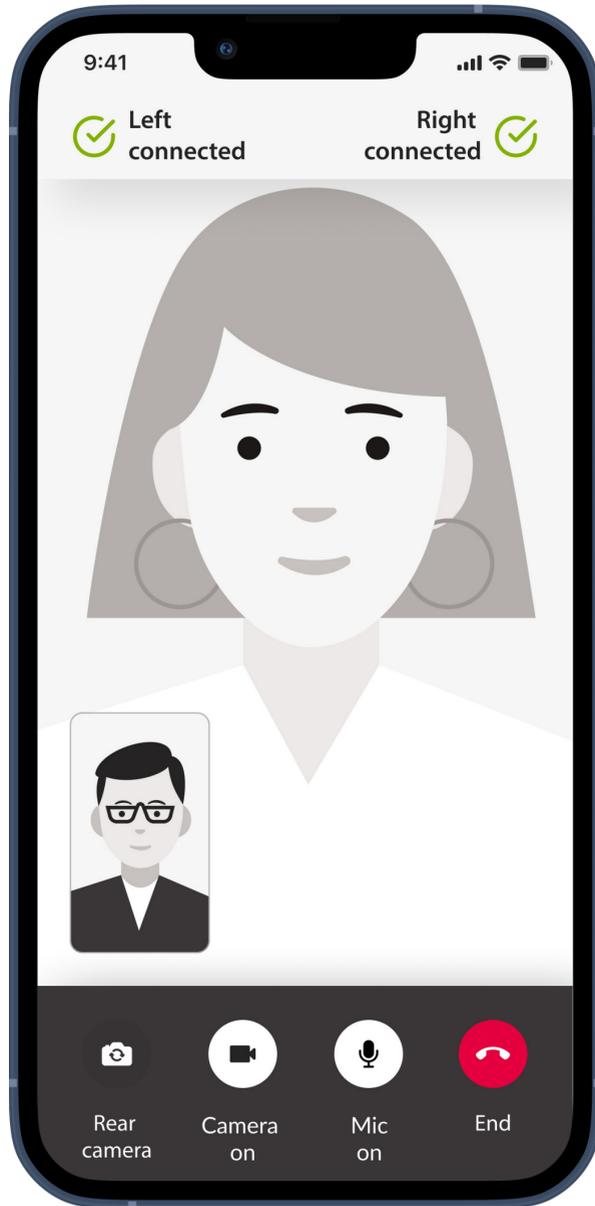
Ongoing call

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

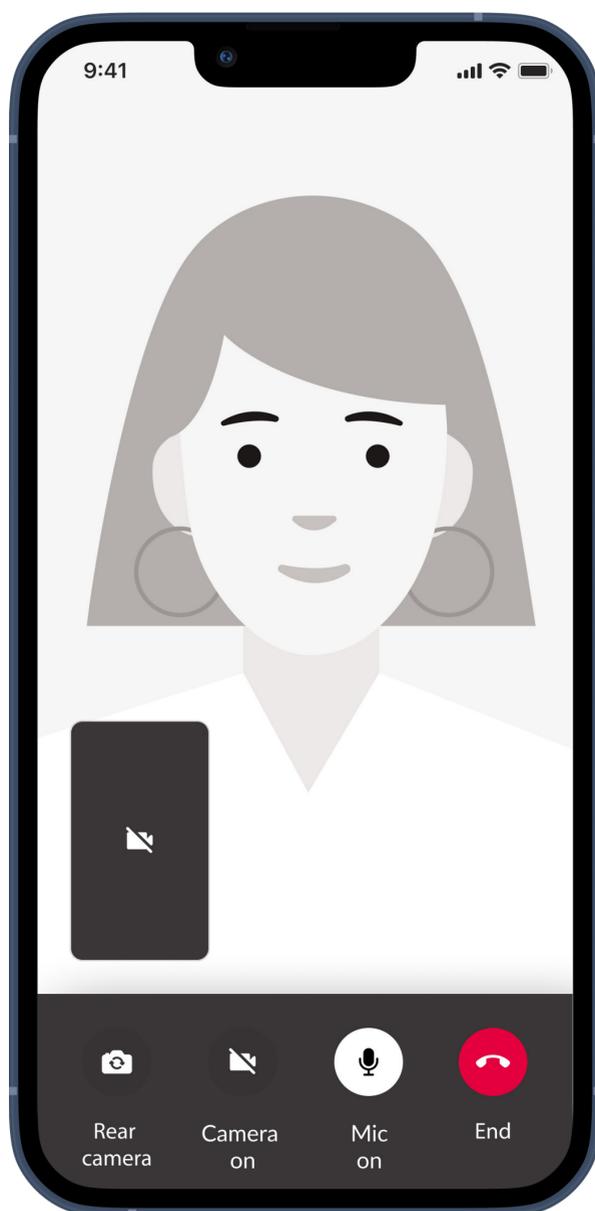


Connected hearing aids

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

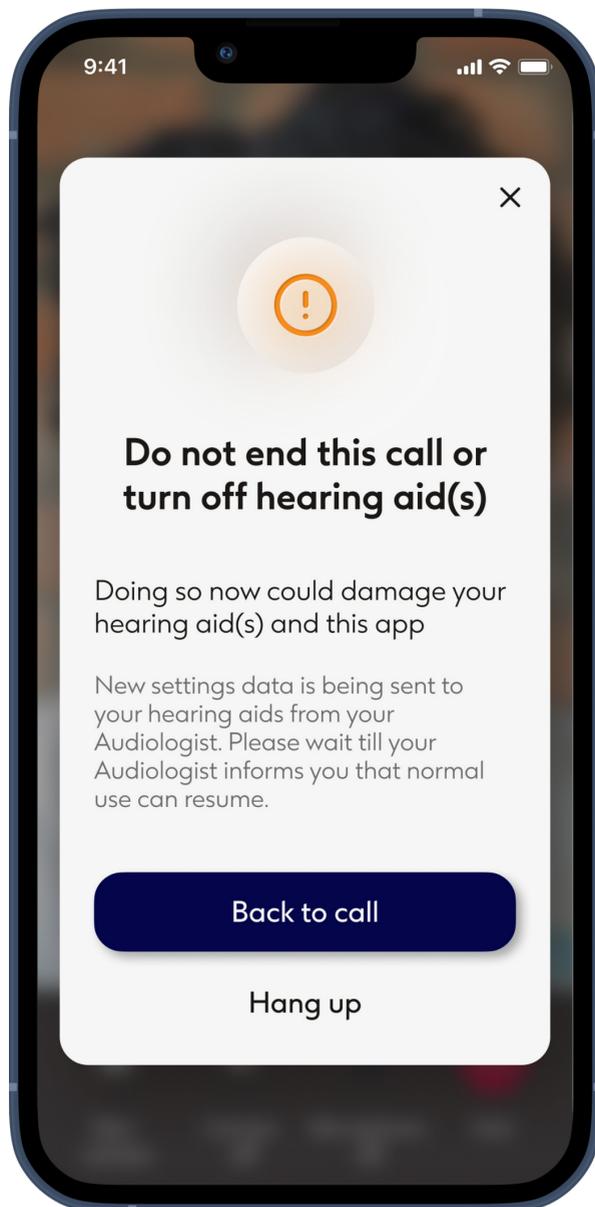


No video

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.

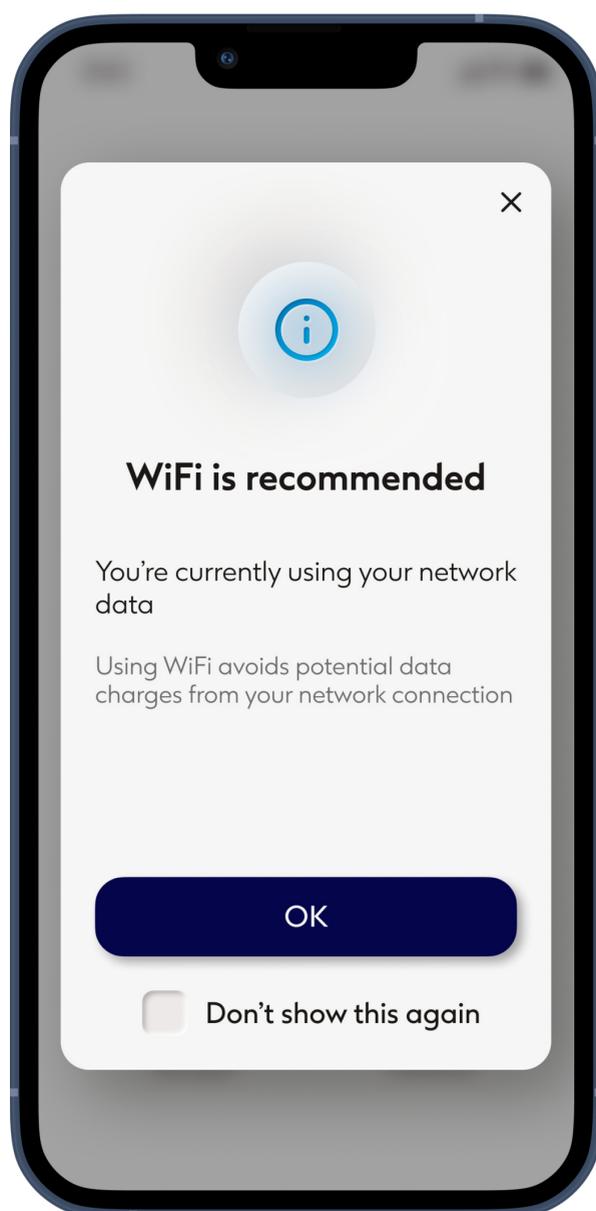
Do not end the call or turn off your hearing aid(s) until your Audiologist confirms that the process has finished as doing so risks damaging both your hearing aid(s) and the app.



Troubleshooting remote appointment

Managing remote appointment issues

1

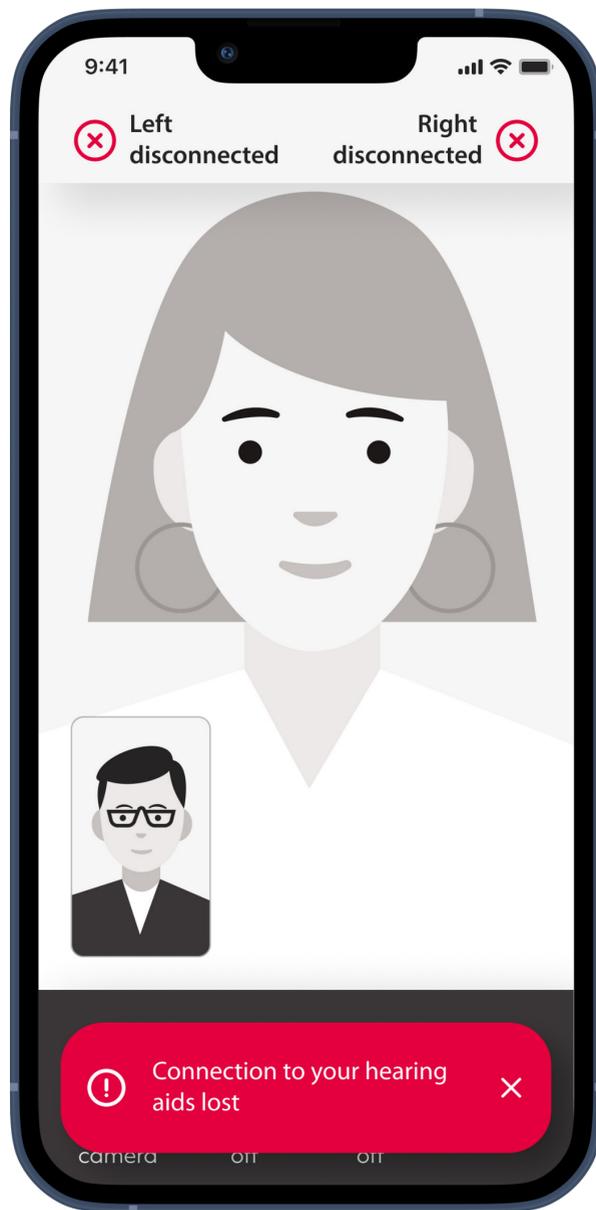


WiFi connection

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

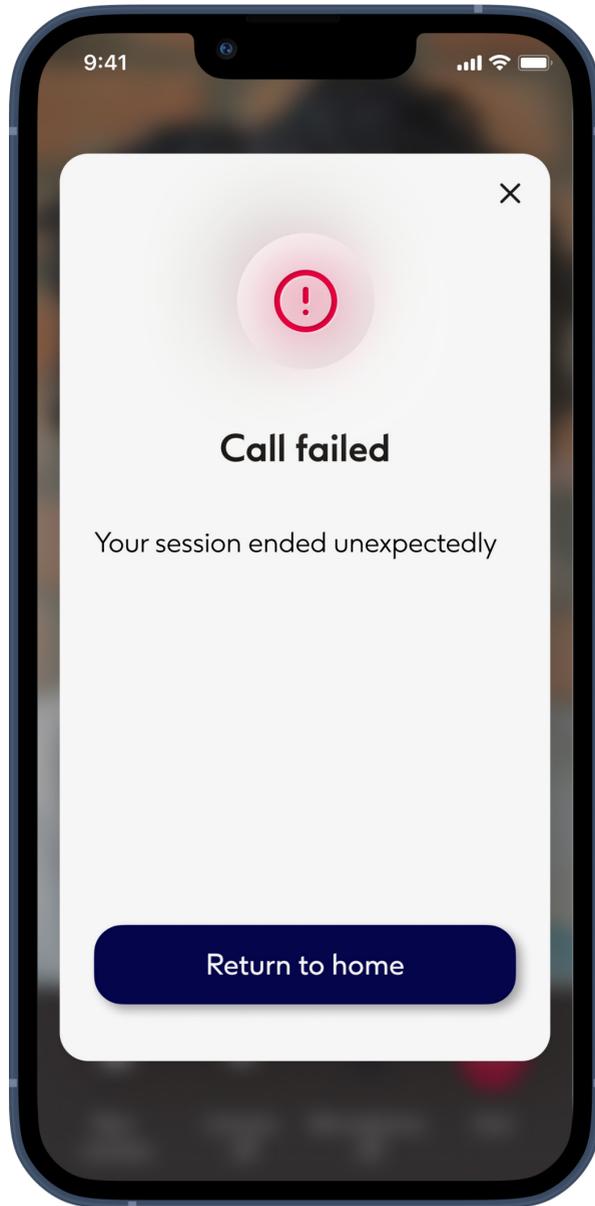


Hearing aids connection lost

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

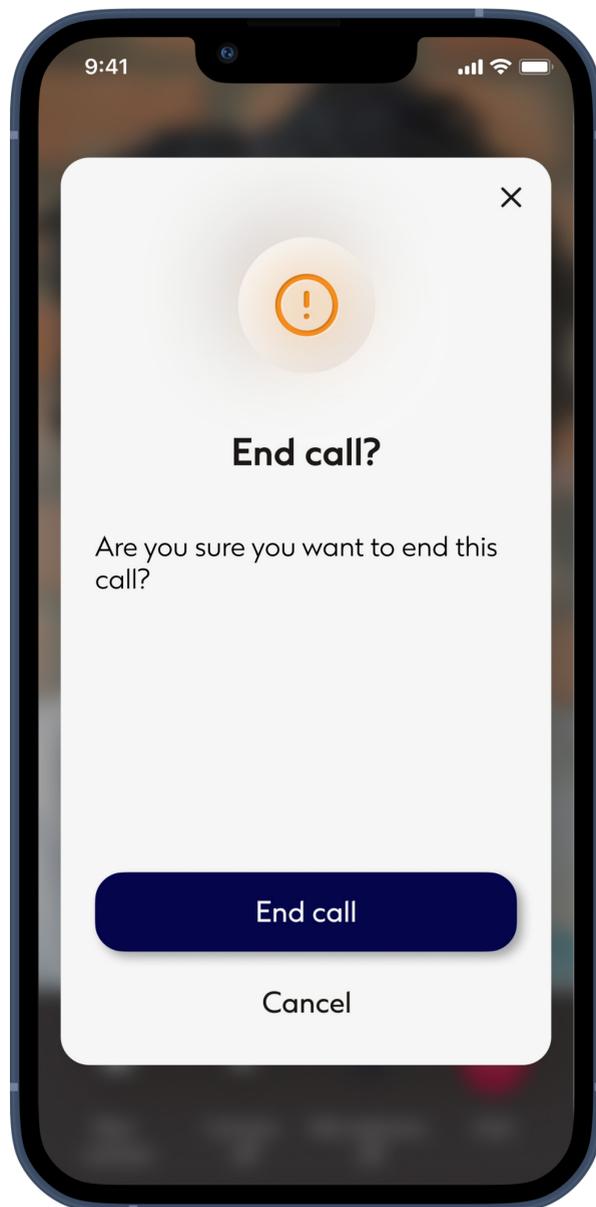


Call failed

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



4



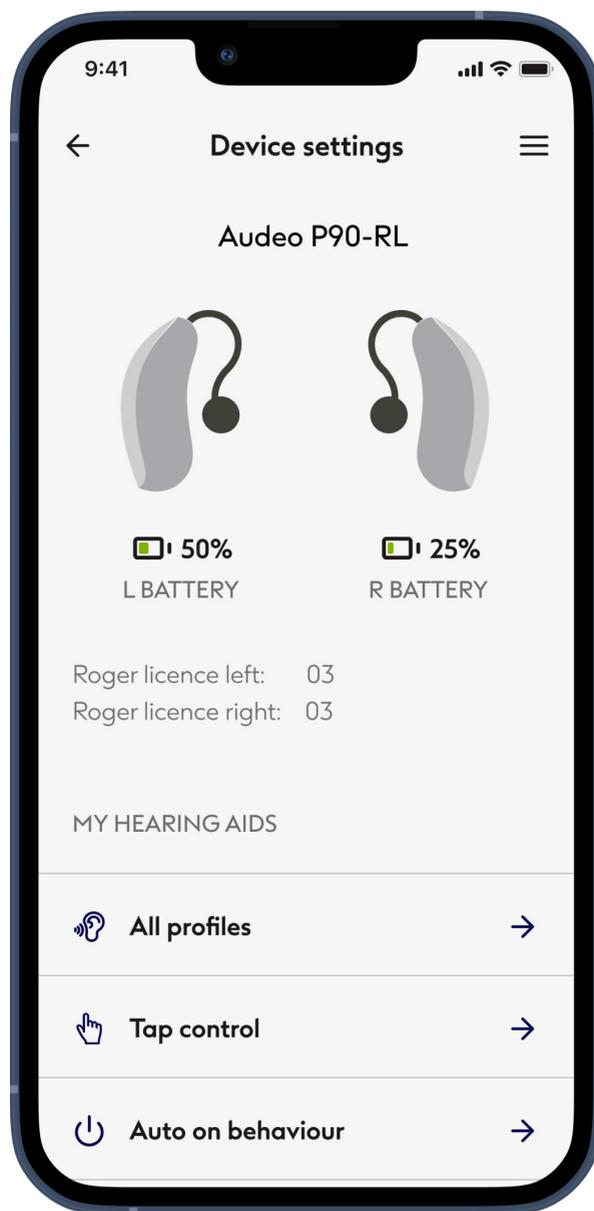
Ending the call during a remote appointment

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.



Device settings - 1 of 2

1



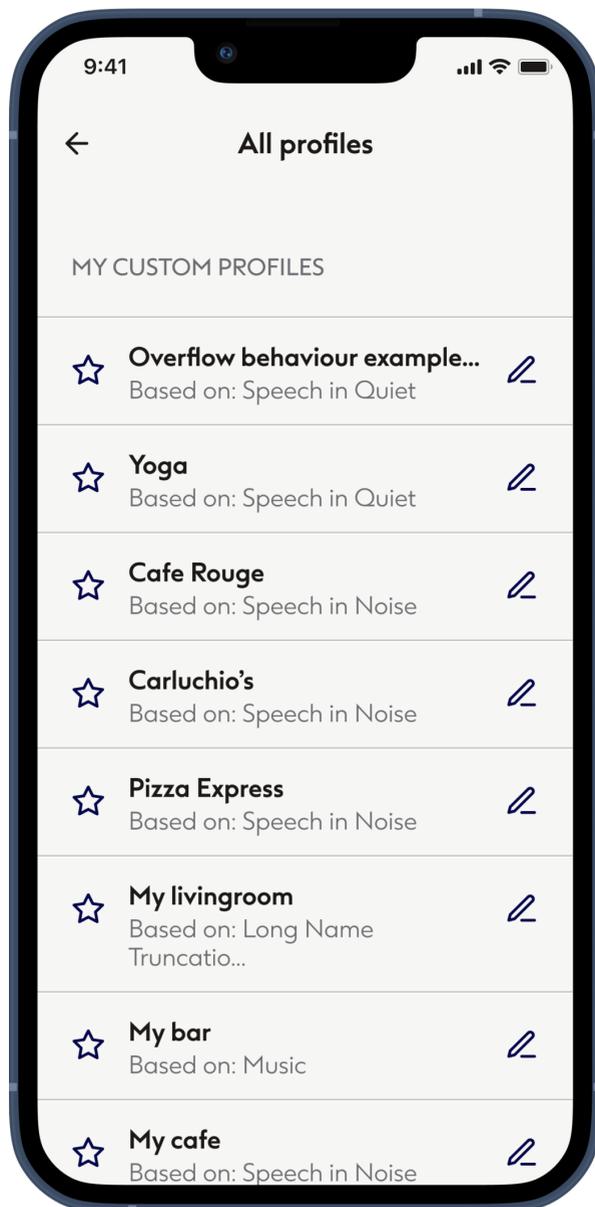
My Hearing Aids

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

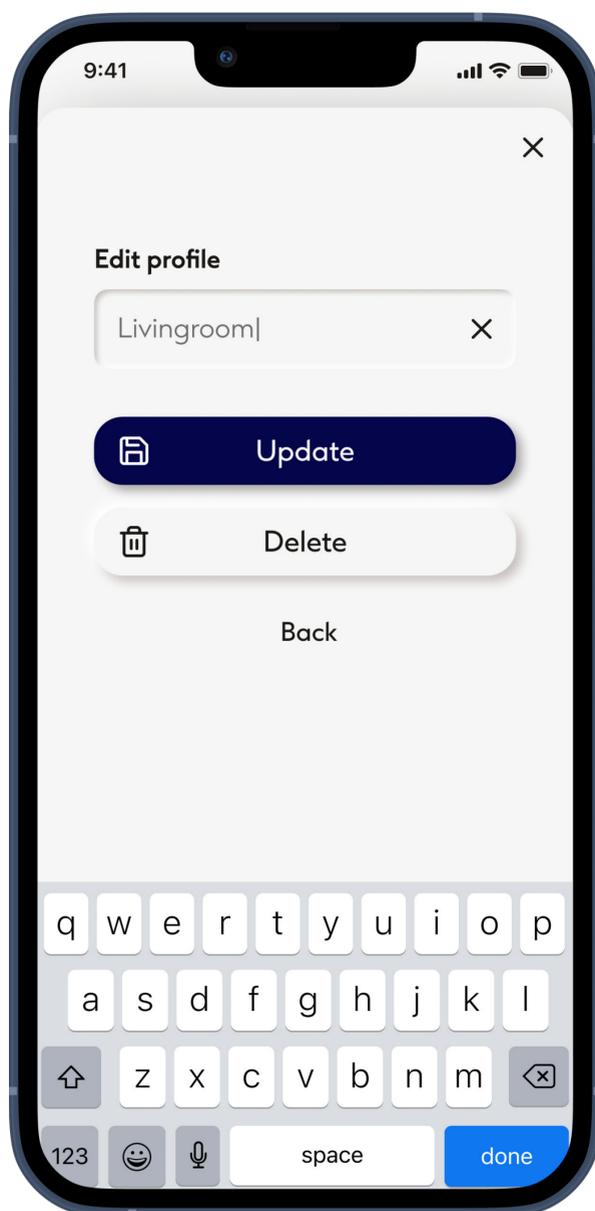


All Profiles

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

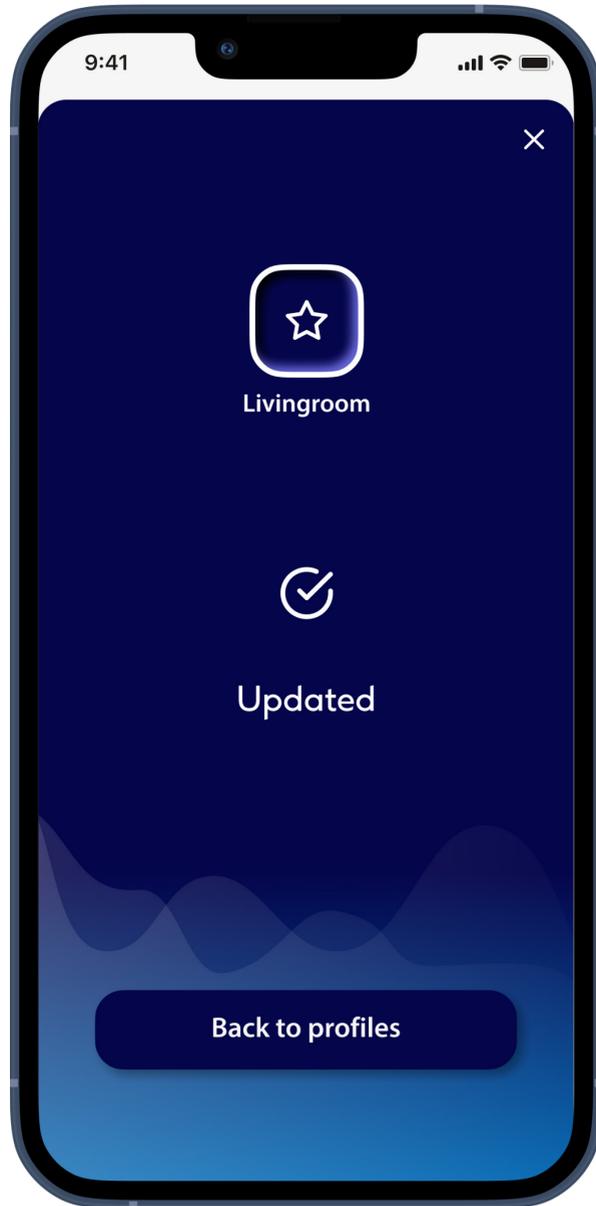


Edit profile

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



4

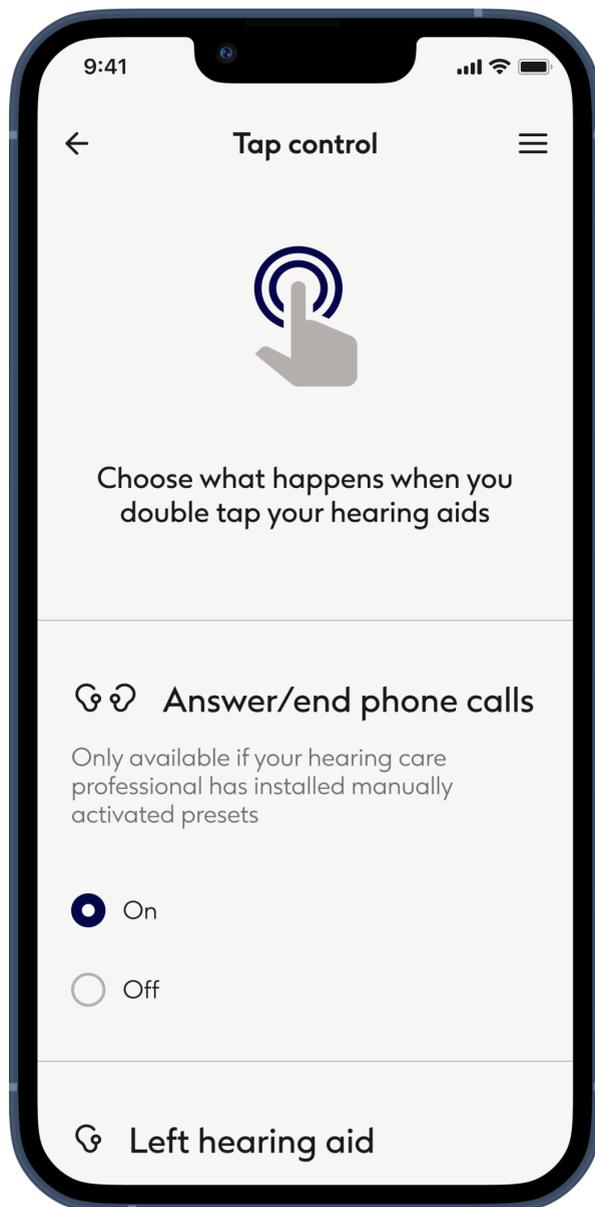


Profile updated

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.

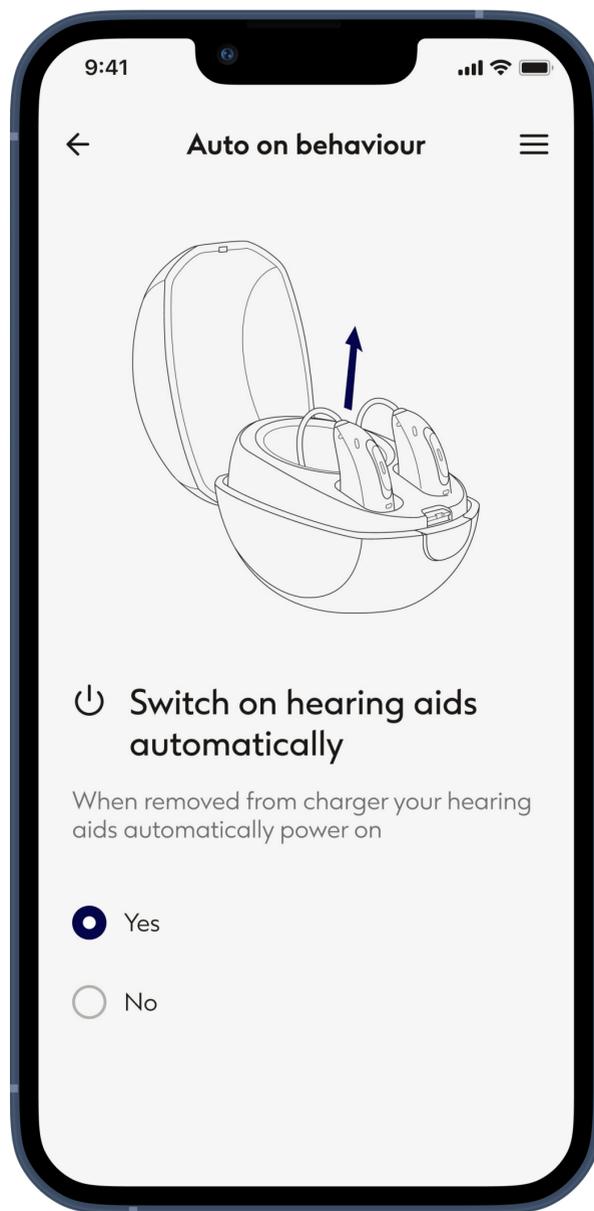
*Only available in specific hearing aids



Device settings - 2 of 2

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

1

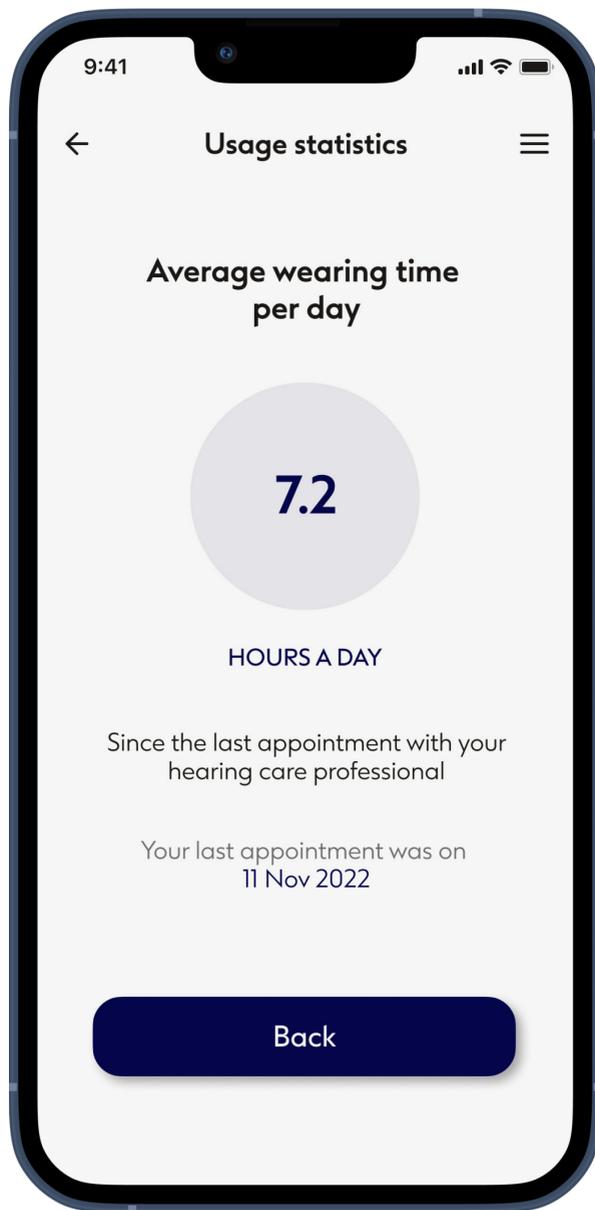


Auto on behaviour

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



2

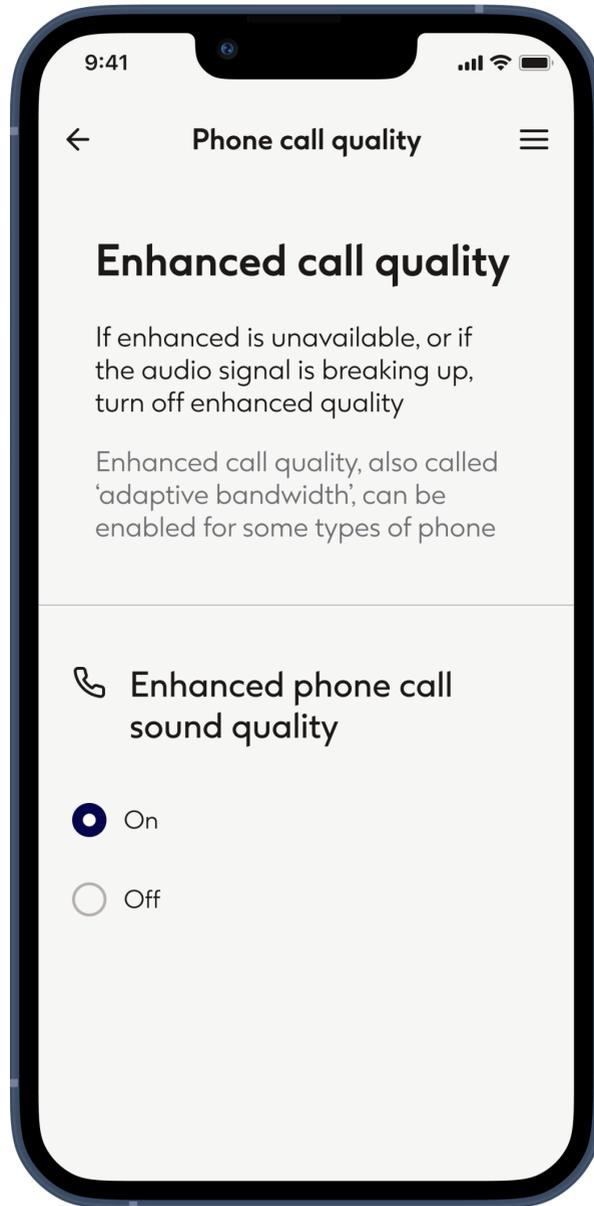


Usage statistics

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



3

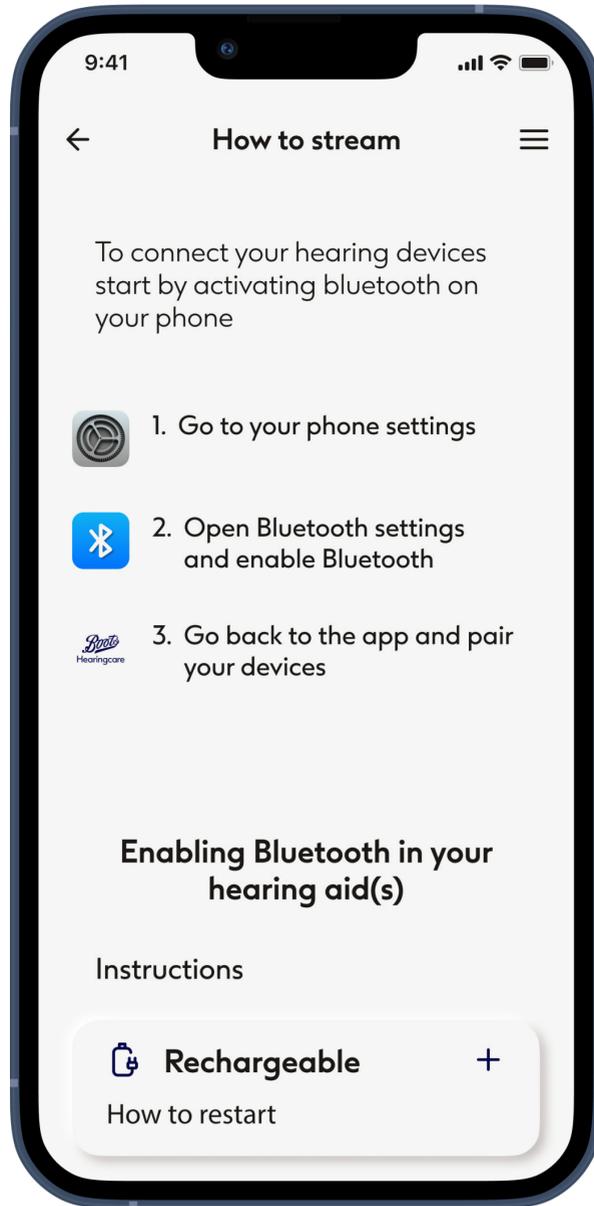


Phone call quality

Enhanced call quality, also called 'adaptive bandwidth', can be enabled for some types of phone. If enhanced is unavailable, or if the audio signal is breaking up, turn off enhanced quality.



4

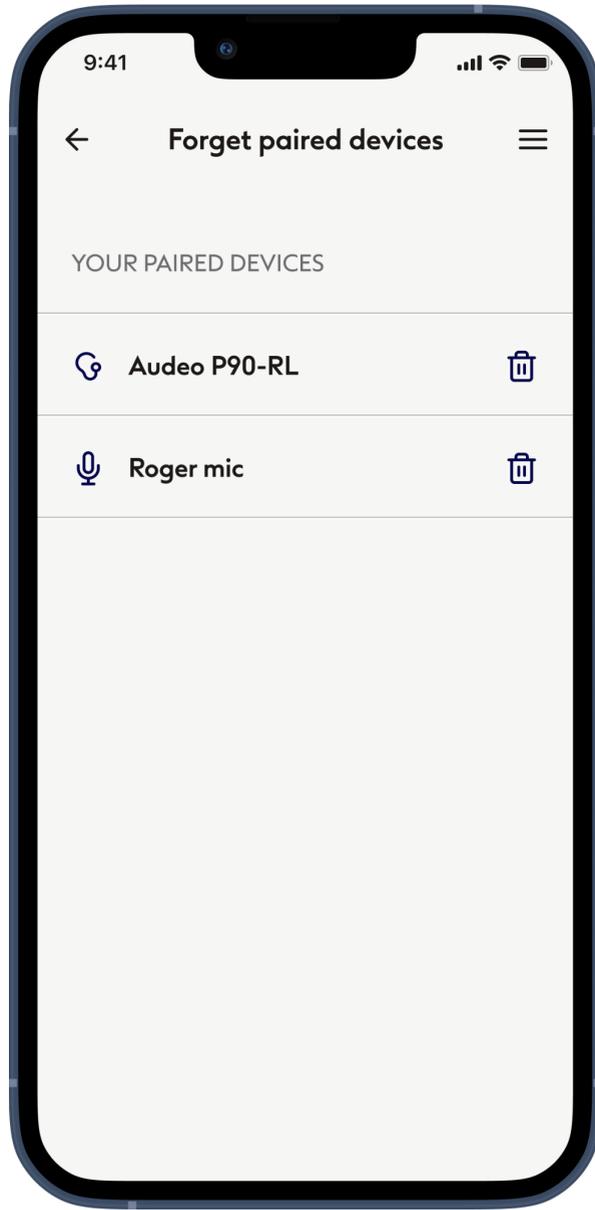


How to stream

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



5



Forget paired devices

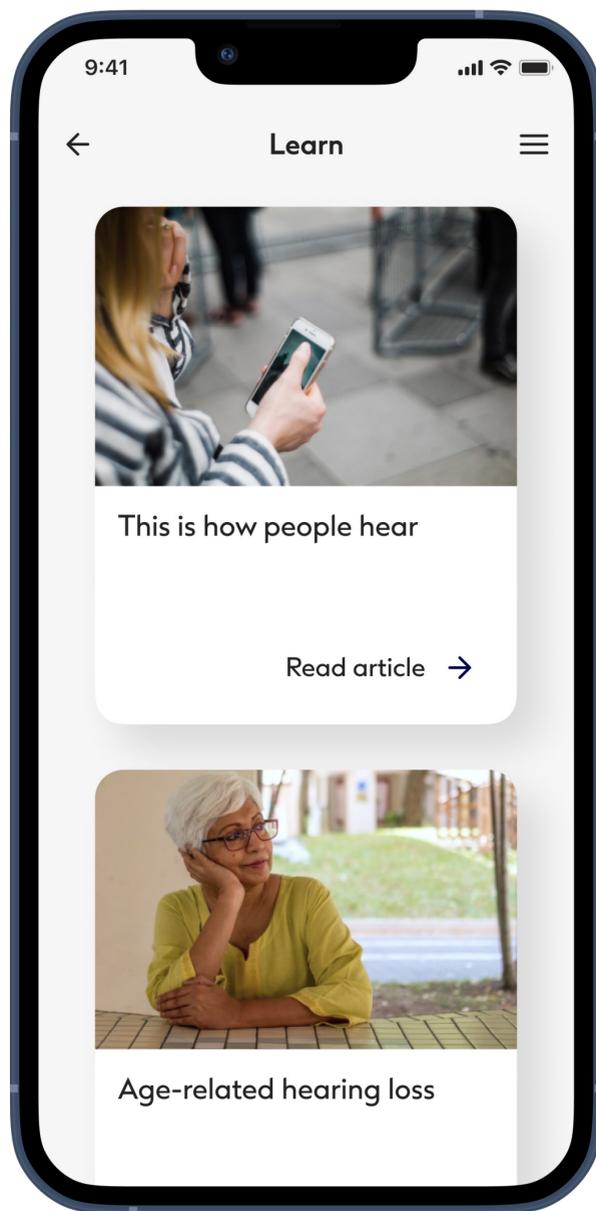
You can remove your hearing aids by tapping the **Trash** icon. Please note that if you choose to forget your hearing aid(s) you will need to go through the pairing process again in order to use the app.



Learn

Browse articles and watch videos about hearing loss and hearing health

1

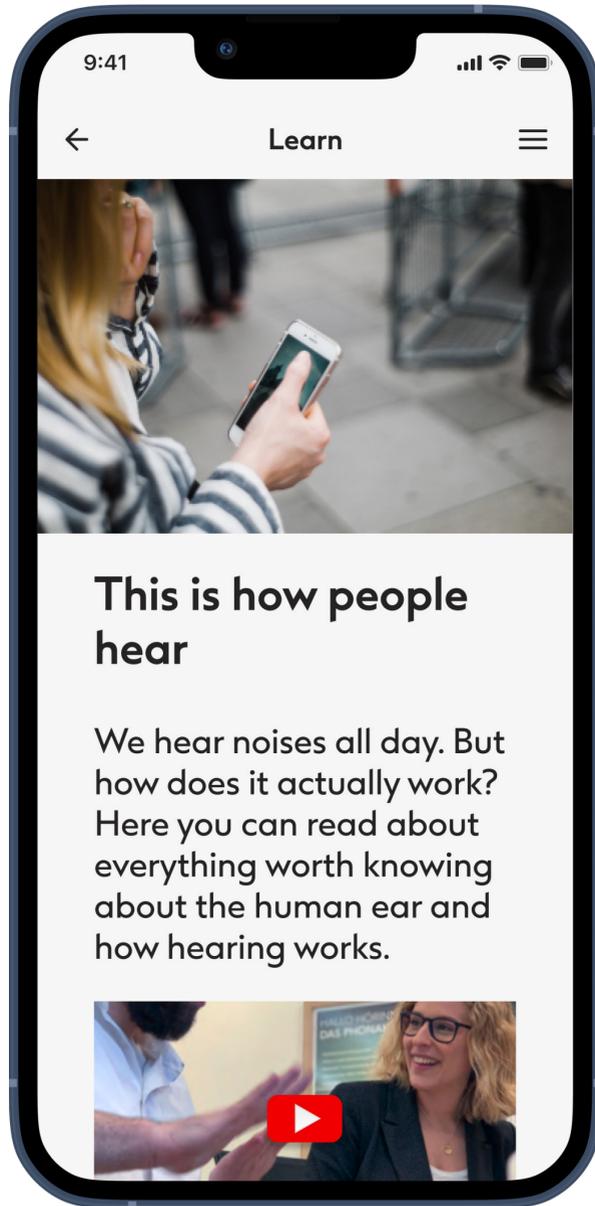


Browse articles

Tap on **Read article** to open it



2



Open videos

Video content is indicated with the red and white YouTube icon. Tap on the video image to open the video player.



3



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.

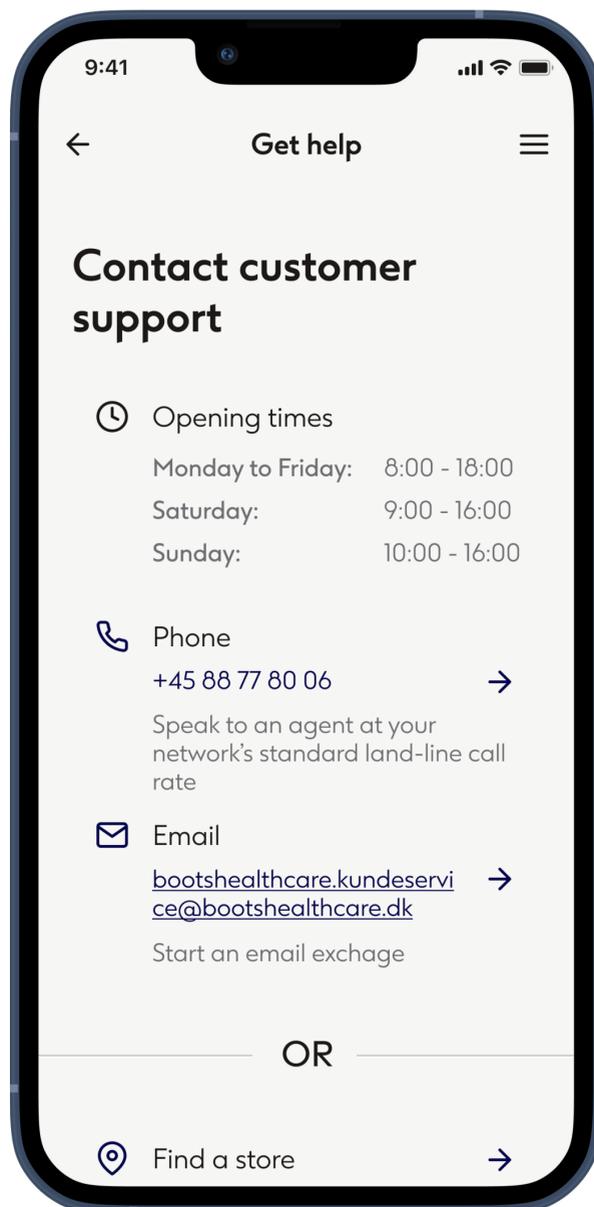
Tap the **white back arrow icon** at the top left of the screen to close the video player and go back to the article.



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.

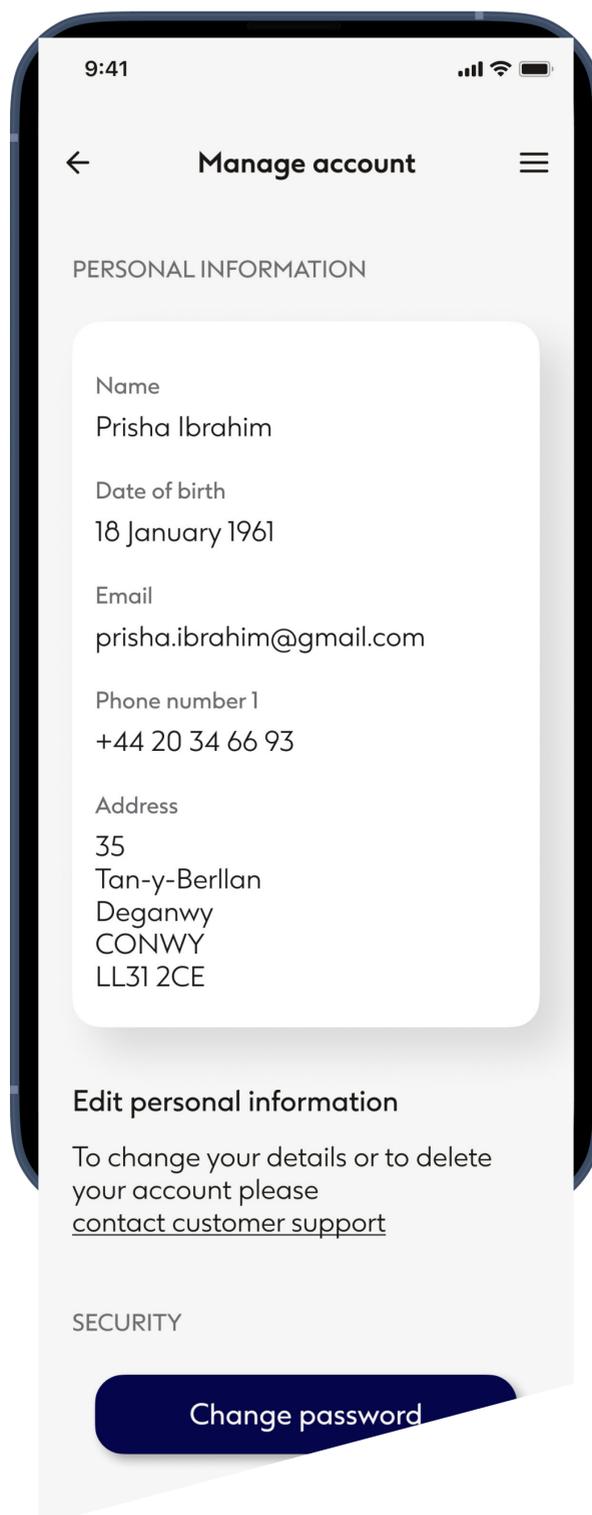
Search FAQs to find answers to common questions about hearing and hearing aids on the Boots Hearingcare website.



Manage account

The manage account section provides various account editing functions.

1



Screen continued...

Change account details

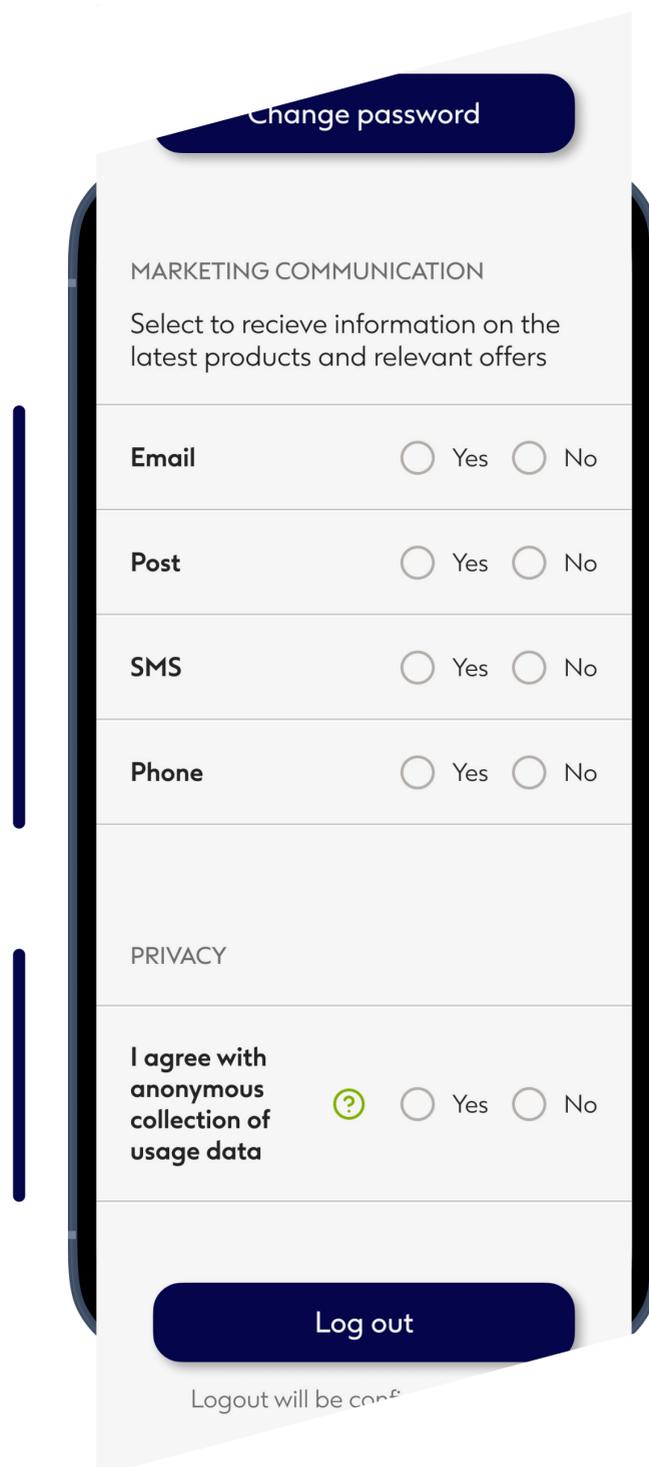
To change the name, email address or phone number associated with your Boots Hearingcare account please tap **contact customer support** to either phone or email customer support.

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



Screen continued...

2



Screen continued...

Change communication and privacy preferences

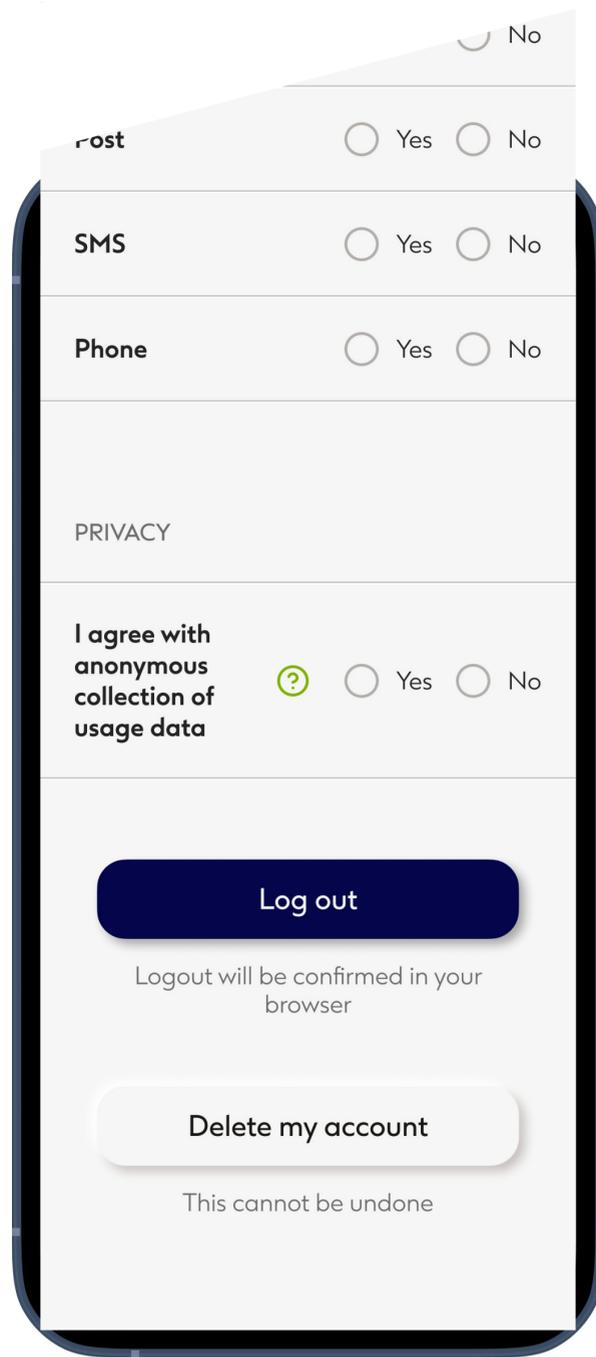
Choose whether or not to be updated with product news by email by tapping the **Communication** toggle switch. The toggle turns green to opt in to email updates.

Whether data that is not connected to your user account about how you use the app is collected or not is chosen by tapping the **Privacy** toggle switch.



Screen continued...

3



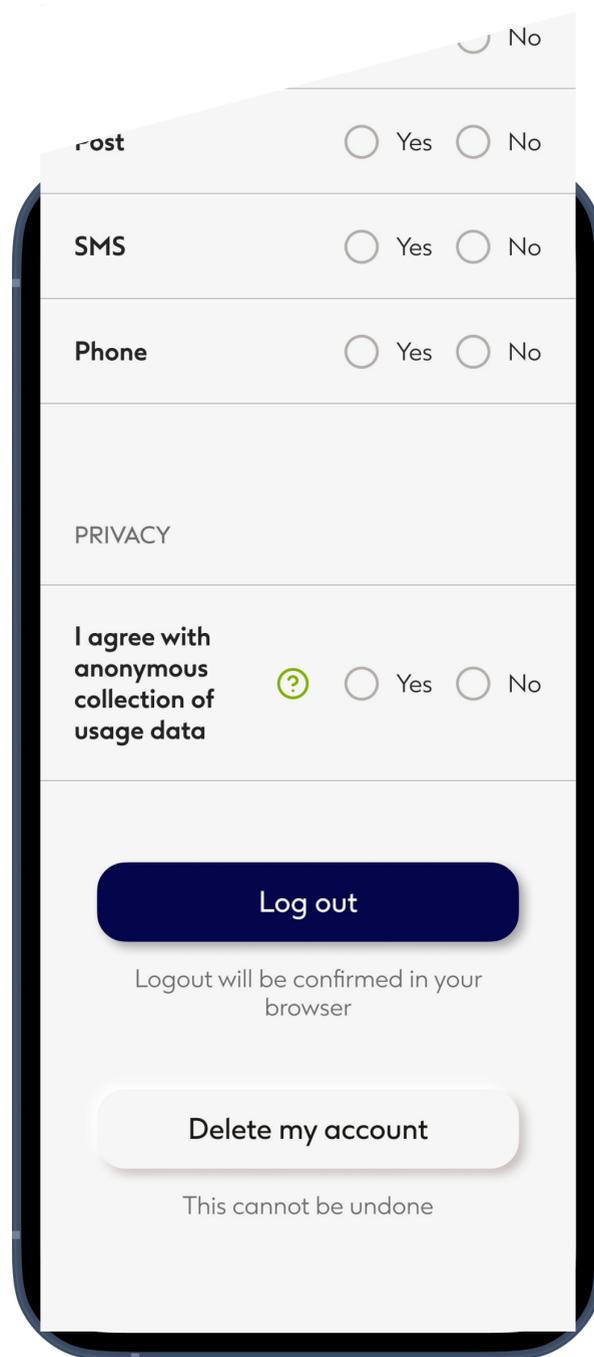
Log out of your Boots Hearingcare account

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.



Screen continued...

4



Delete your Boots Hearingcare account

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

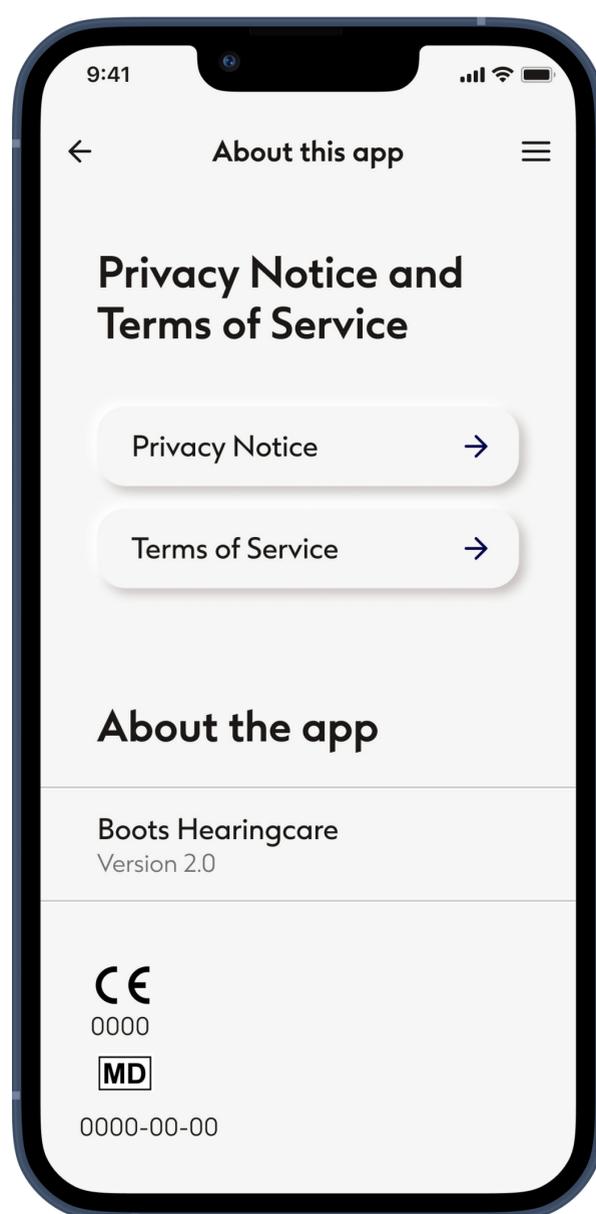
After you delete your user account your customer record will remain. To delete your customer data, please go to the **Get help** section of the app to contact customer support.



About

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

1



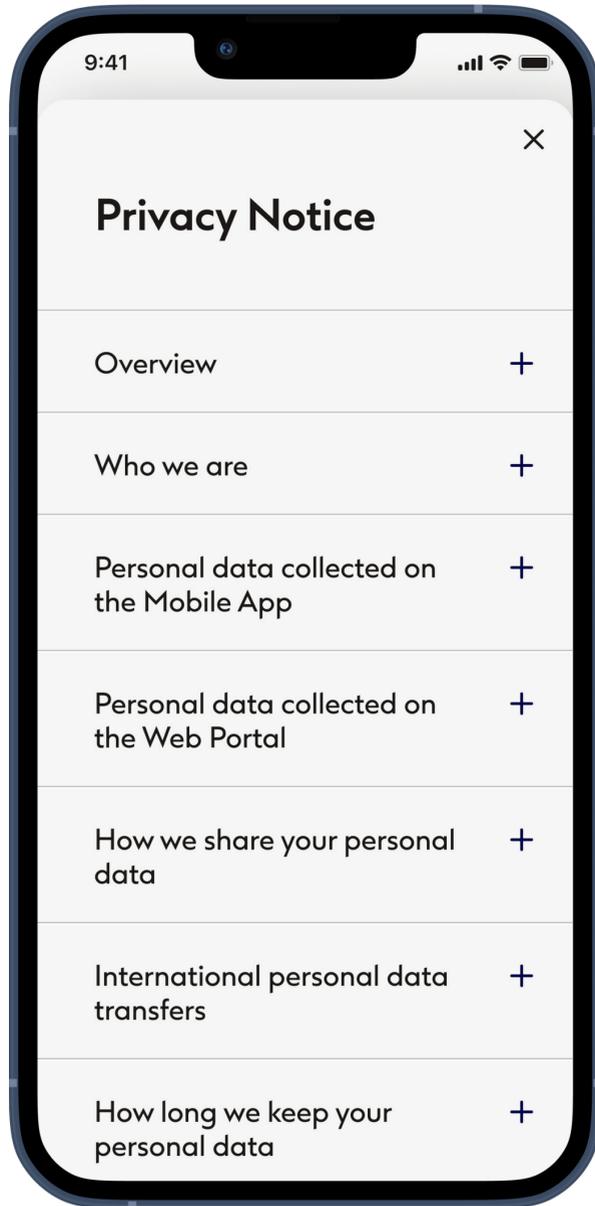
View legal documents

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

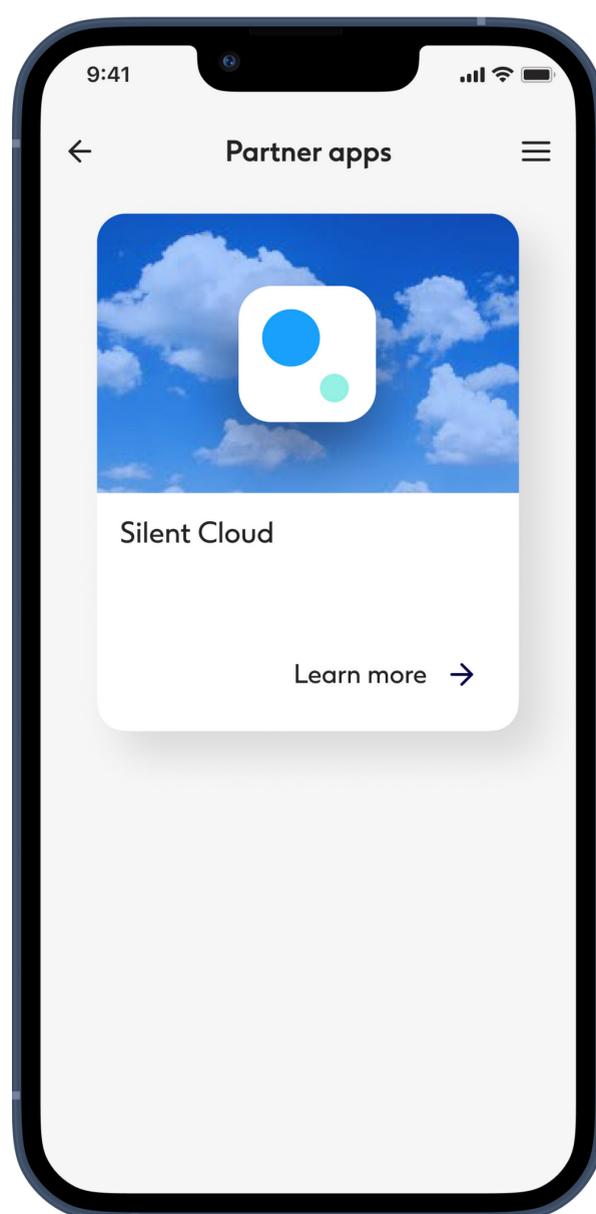
Tap the **Plus** icon to open a section.



Partner apps

Browse articles and watch videos about hearing loss and hearing health

1



Partner apps

Apps that may be considered useful by people with an interest in hearing health, or have hearing loss or other hearing conditions are listed here.

Tap on **Learn more** to read about the apps and access links to try them.



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, mild to profound hearing loss from 17 years of age. The Tinnitus feature is intended for patients with chronic tinnitus from 18 years of age.

Intended user:

Person with hearing loss using a compatible device.



Intended Medical Indication:

Please note, indications are not derived from the app, but from the compatible hearing aids. General clinical indications for the use of hearing aids and Tinnitus feature are:

- Presence of a hearing loss
 - Uni- or bilateral
 - Conductive, sensorineural or mixed
 - Mild to profound
- Presence of a chronic tinnitus (only applicable for devices which provide the Tinnitus feature)

Intended Medical Contra-Indications:

Please note, contraindications are not derived from the app, but from the compatible hearing aids. General clinical contraindications for the use of hearing aids and Tinnitus feature are:

- Hearing loss is not in the fitting range of the hearing aid (i.e. gain, frequency response)
- Acute tinnitus
- Deformity of the ear (i.e. closed ear canal; absence of the auricle)
- Neural hearing loss (retro-cochlear pathologies such as absent/non-viable auditory nerve)



The primary criteria for the referral of a patient for a medical or other specialist opinion and / or treatment are as follows:

- Visible congenital or traumatic deformity of the ear;
- History of active drainage from the ear in the previous 90 days;
- History of sudden or rapidly progressive hearing loss in one or both ears within the previous 90 days;
- Acute or chronic dizziness;
- Audiometric air-bone gap equal to or greater than 15 dB at 500 Hz, 1000 Hz and 2000 Hz;
- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal;
- Pain or discomfort in the ear;
- Abnormal appearance of the eardrum and ear canal such as:
 - Inflammation of the external auditory canal,
 - Perforated eardrum;
 - Other abnormalities which the hearing care professional believes are of medical concern



The hearing care professional may decide that referral is not appropriate or in the best interests of the patient when the following applies:

- When there is sufficient evidence that the condition has been fully investigated by a medical specialist and any possible treatment has been provided;
- The condition has not worsened or changed significantly since the previous investigation and / or treatment
- If the patient has given their informed and competent decision not to accept advice to seek a medical opinion, it is permissible to proceed to recommend appropriate hearing aid systems subject to the following considerations:
 - The recommendation will not have any adverse effects on the patients' health or general wellbeing;
 - The records confirm that all necessary considerations about the patient's best interests have been made

If legally required, the patient has signed a disclaimer to confirm that the referral advice has not been accepted and that it is an informed decision.



Clinical benefit:

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:

Please note, side effects are not derived from the app, but from the compatible hearing aids. Physiological side-effects of hearing aids like tinnitus, dizziness, wax build up, too much pressure, sweating or moisture, blisters, itching and/or rashes, plugged or fullness and their consequences like headache and/ or ear pain, may be resolved or reduced by your hearing care professional. Conventional hearing aids have the potential to expose patients to higher levels of sound exposure, which might result in threshold shifts in the frequency range affected by acoustic trauma.



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.



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.



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 Devices 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.

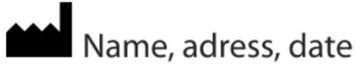


Indicates the Authorized representative in the European Community. The EC REP is also the importer to the European Union.



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 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 Devices 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





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User Guide is applicable for Boots Hearing Care 2.2 and later
subversions of Boots Hearing Care 2.2

