



Home User App Compatibility

The following list of **Android™** and **Apple®** phones have been confirmed or reported to work with the myBioness™ mobile app. If the phone is not listed, compatibility with the myBioness™ mobile app is unknown at this time. Please reference the **Frequently Asked Questions (FAQs)** section below for commonly asked inquiries.

Note: The list below is applicable for regions where these apps are available for Android on the Google Play Store.

Status	Android Phone	Model Number(s)	Android Operating System Version(s)
Compatible	Google Pixel 2 XL	Pixel 2 XL	9.0
	Google Pixel 3 XL	Pixel 3 XL	9
	LG G7 ThinQ	LM-G710ULM	8.0.0
	LG V40 ThinQ	LM-V405UA	8.1.0
	Moto x ⁴	Moto x ⁴	9
	OnePlus 5	OnePlus A5000	8.1.0
	OnePlus 6	OnePlus A6000	8.1.0
	OnePlus 6T	OnePlus A6013	9.0.0
	Samsung Galaxy J3 Pro	SM-J330G/DS	8.0.0
	Samsung Galaxy J3 Luna Pro	SM-S327VL	6.0.1
	Samsung Galaxy J7 Pro	SM-J730GM/DS	7.0
	Samsung Galaxy Note 8	SM-N950U	8.0.0
	Samsung Galaxy Note 9	SM-N960F/DS	8.1.0
	Samsung Galaxy S6	SM-G920A	7.0
	Samsung Galaxy S6 Active	SM-G890A	7.0
	Samsung Galaxy S7	SM-G930F	7.0
	Samsung Galaxy S8	SM-G950U	8.0
	Samsung Galaxy S8	SM-G950U1	9
	Samsung Galaxy S9	SM-G960U	9
	Samsung Galaxy S9 Plus	SM-G965F	8.0.0
Samsung Galaxy S10	SM-G973U	9	
Samsung S6 Edge	SM-G925F	7.0	
Not Compatible	Samsung Galaxy J5	SM-J530F	7.0
	Samsung J7 Neo	SM-J701M	7.0
	Huawei P20 Pro	CLT-L29	8.1

Status	Apple iPhone®
Compatible	iPhone X
	iPhone XR
	iPhone XS Max
	iPhone 8
	iPhone 6
	iPhone 6 Plus
	iPhone 5s
Not Compatible	N/A

Frequently Asked Questions (FAQs)

1. What if my Android phone model number and/or operating system version do not match?

Unfortunately, the Android phone model number and operating system version must match to ensure compatibility. If either the model number or the operating system version differ, compatibility with the myBioness™ mobile app is unknown.

2. My phone is not listed. Can I still download the myBioness™ mobile app?

Please download the free myBioness™ Lite mobile app and check Bluetooth compatibility prior to purchase. If the L300 Go system is successfully paired with this application, the full myBioness™ mobile app will be compatible in most instances. If the myBioness™ Lite mobile app is unavailable in your region, the full myBioness™ mobile app may still be purchased. In the unlikely event that the purchased app does not work, please contact the App Store or Google Play Store to receive a refund. Please review the refund policies for the App Store or Google Play Store as there is a limited time frame during which refunds are approved.

3. How do I receive a refund if the my myBioness™ mobile app does not work on my phone?

Please contact the App Store or the Google Play Store to receive a refund. Please review the refund policies for the Store or Google Play Store as there is a limited timeframe during which refunds are approved.

4. My Android phone is compatible with the myBioness Lite App. Who do I contact for an EPG firmware update?

Please email myBionessUpgrade@bioness.com to request an EPG firmware update.

5. Is the myBioness™ mobile app compatible with an iPad or tablet?

Unfortunately, the app is currently not compatible with an iPad or tablet.

Individual results vary. Consult with a qualified physician to determine if this product is right for you.

Important Safety Information and Risk: For Indications for Use, Contraindications, Warnings, Adverse Reactions, Precautions, and other safety information please refer to www.bioness.com/Safety_and_Risk_Information.php (also available in the L300 Go User's Guide).



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