

# Phonak

## Target 7.1

### Phonak Remote Support Fitting Guide

Phonak Remote Support is designed to support the client's fitting by providing hearing aid care from a distance. If the client needs adjustments to their compatible Phonak hearing aid settings, this can be done in real time, in their own environment rather than traveling to the clinic.

This guide provides a detailed introduction to conduct a follow up Phonak Target fitting session using Phonak Remote Support.

**For additional details on programming and fitting Phonak hearing aids, refer to the Phonak Target Fitting Guide.**

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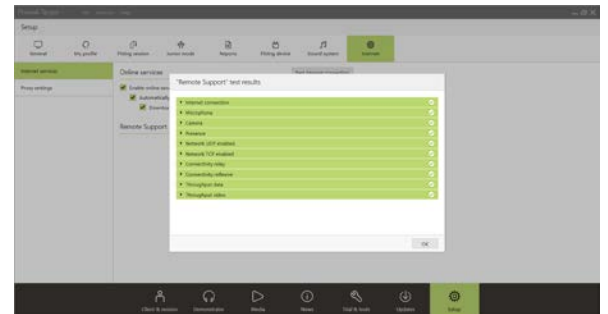
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## Requirements

- Phonak Target fitting software version 6.2 or higher installed.
- Advanced PhonakPro account activated with Remote Support.  
**Note:** Only applicable in certain countries.
- An initial hearing aid fitting must be performed in the clinic.  
**Note:** To activate Remote Support in compatible hearing aids for an existing client, the hearing aids must be connected to Phonak Target in the clinic. Upon saving the session, Remote Support is activated. This is only applicable in certain countries where the invite process is not applicable.
- Computer with an integrated webcam or microphone or an external webcam and microphone connected to the computer.  
**Note:** For better sound quality, use headphones with a microphone connection.
- Stable internet connection (Wi-Fi, LAN or 4G) with at least 5 Mbit/s of data transfer connection for uploads and downloads. Internet connection can be checked within Phonak Target.  
**Note:** Clients using 4G may incur additional charges for data usage depending upon their contract.

## Setting up for Phonak Remote Support

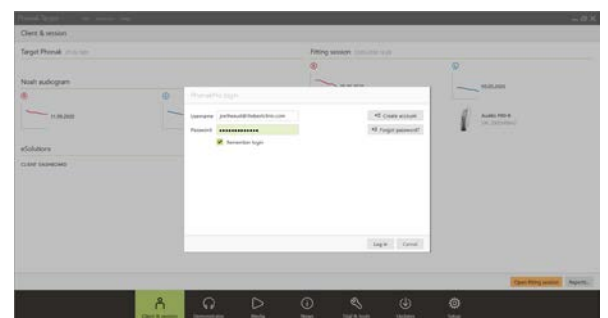
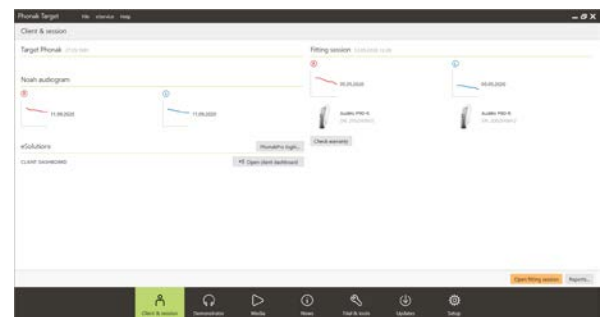
When starting a Phonak Remote Support session for the first time on a computer, run the Remote Support connection test: **[Setup]** > **[Internet]** > **[Internet services]** > **[Test Remote Support connection]**. Once completed, the status will be shown.



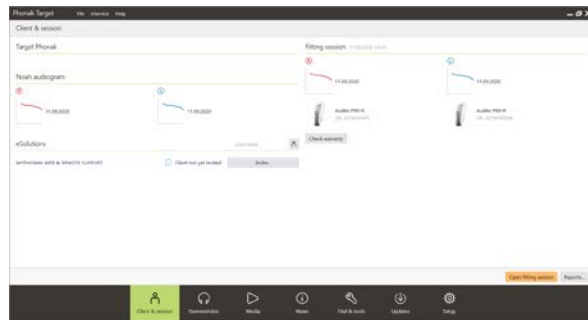
Select client for Remote Support. If there is more than one clinic site available, select the clinic where the remote session will take place.

Click on **[PhonakPro login]** to log into PhonakPro or to create a new PhonakPro account.


**Note:** A PhonakPro account is only applicable in certain countries.

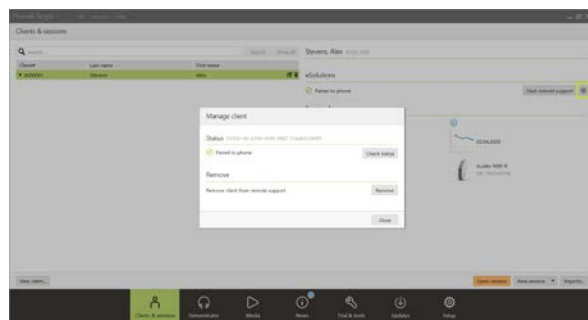


When connected to your PhonakPro account, you can send a Phonak Remote Support invitation to your client. Click on the **[Invite]** button. The invitation includes the link for the client to download the myPhonak app which is required for the Phonak Remote Support session.



**Note:** The Remote Support invitation process is only applicable in certain countries. In countries where the invite process is not applicable, follow these steps:

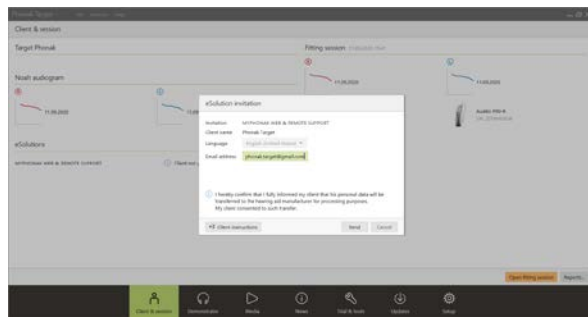
- An initial hearing aid fitting must be performed in the clinic. Upon clicking **[Save & close session]**, Remote Support is enabled.
- To activate Remote Support in compatible hearing aids for an existing client, the hearing aids must be connected to Phonak Target in the clinic. Upon saving the session, remote fitting is activated.
- The client must download the myPhonak app onto their smartphone and pair the hearing aids to the app before a Remote Support session can take place. Once this has been completed, client status will be updated in Phonak Target.
- The 'Manage client' (  ) icon allows you to manage the client's status by viewing the phone pairing status or removing the client from Remote Support.



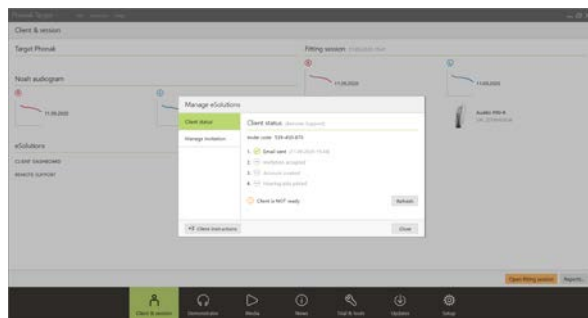
## Invite client to a Phonak Remote Support fitting session

**Note:** The following steps relating to the Phonak Remote Support invitation process and creating a myPhonak account are only applicable to certain countries.

Enter the client's email address and follow the steps to sending an invitation to your client.

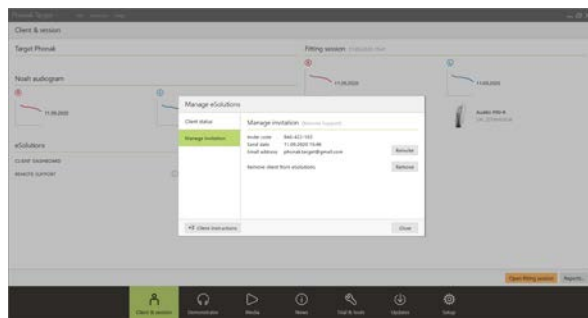


Once the invitation has been sent, you can manage the client's status and see when he/she is ready to start the Phonak Remote Support session.

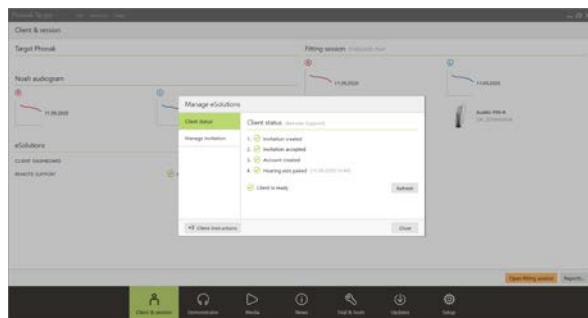


In the **[Manage invitation]** tab you can:

- Re-invite the client.
- Remove the client relationship.
- Provide client instructions to the client.

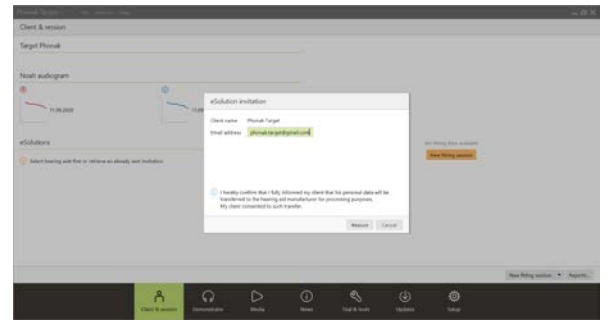
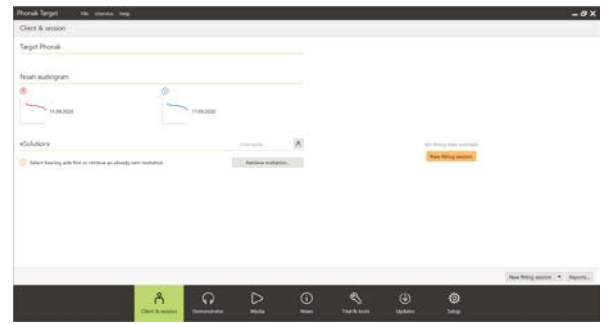


Once the client has set up a myPhonak account and has completed the myPhonak app setup, the client status will be updated.



Click **[Close]** to exit the **[Manage eSolutions]** screen.

Client invitations are stored on the computer used to send them. If you use a different computer than the one used to send the invitation to the client, the invitation information can be retrieved by clicking on [\[Retrieve invitation\]](#).



## Start the video call with Phonak Remote Support

At the time of the appointment, click on **[Start Remote Support]**.

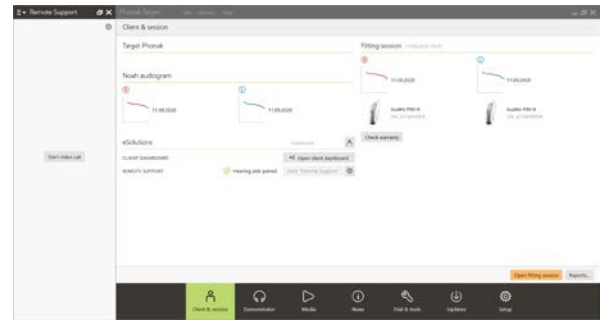
You and your client will be connected to the video call. You may have to wait for the client to enter the Phonak Remote Support session with the myPhonak app.

Once connected, you will see and hear your client. Make sure the video and microphone on your computer is enabled.

**Note:** Switching between an integrated or external microphone or webcam can be performed before or during a session by clicking on the settings wheel which is located at the top right hand corner of the remote support screen.

As soon as the client enters the Remote Support session and has accepted the camera and microphone requests on their smartphone, both videos are displayed on the screen.

Now you can begin the follow up session.



## Screen overview of Phonak Target

Client's video

HCP's video

Client's battery life and internet connection

Video on/off

Microphone on/off

End call

Settings "wheel" for the microphone and camera

Live fitting session

The screenshot shows the Phonak Target software interface. At the top, there's a status bar with 'Remote Support' and 'Alex is connected'. Below that, a video window shows the client's face. To the right, there's a 'Program manager' list with options like 'AutoSense OS 4.0' and 'Calm situation'. The main area features two frequency response graphs labeled 'Calm situation'. At the bottom, there are control buttons for video, microphone, and call, along with a 'Settings wheel' for microphone and camera. A 'Live fitting session' indicator is also present.

## Screen overview of the client's smartphone

HCP's video

Client's video

Video on/off

Change camera view

End call/session

Microphone on/off

The screenshot shows a smartphone screen during a video call. The main display is the HCP's video. A smaller inset shows the client's video. At the bottom, there are four circular icons: a video camera icon, a camera switch icon, a microphone icon, and a red call end icon. Labels point to these icons and the video windows.


## Start the follow up session with Phonak Remote Support

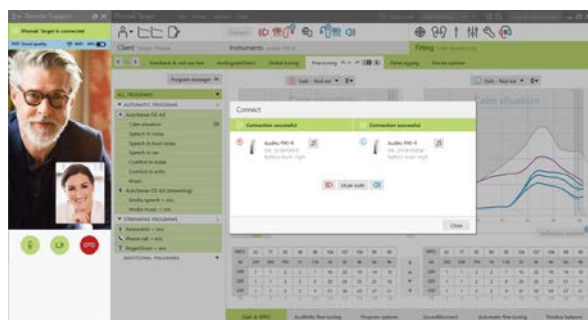
It is recommended that the client has new batteries in their hearing aids or sufficient charge in their rechargeable hearing aids before connecting to the Remote Support session.

Click on **[Open fitting session]** to open the client's fitting session in Phonak Target.



Inform the client that you are going to connect to the hearing aids.

- Click on **[Connect]** to connect to the hearing aids.
- The hearing aids will be temporarily muted.
- Once hearing aids are connected, use Phonak Target as you typically would in a follow-up session.
- The  icon is visible when you have established connection with the client's hearing aids.
- The hearing aids are live and any adjustments you make are sent to the hearing aids in real-time.



### Note:

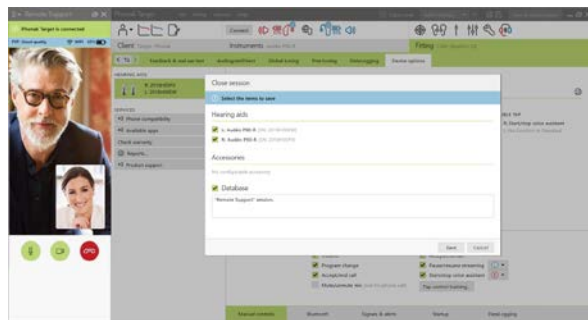
- Feedback & real ear test cannot be measured during a Phonak Remote Support session.
- The MPO cannot be increased.
- It is not possible to end Phonak Remote Support with the client until the fitting session in Phonak Target has been saved and closed.
- In the event that the connection between the client's hearing aids and Phonak Target gets interrupted during an active Remote Support session, the hearing aids will reboot and keep the last valid fitting.



## Save the adjustments to the hearing aids

After fitting, click on **[Save & close session]** to save the fitting into the hearing aids and Phonak Target.

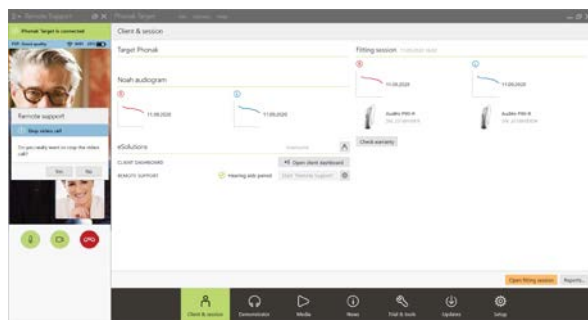
Inform the client that the hearing aids will be temporarily muted.



## End video call

To end the Phonak Remote Support session, click on **[End]** to end the call.

Phonak Target will ask if you want to close the Phonak Remote Support session. Click **[Yes]** to confirm and disconnect from your client's smartphone.



## Information and description of symbols and system requirements

Information and the description of symbols and an overview of system requirements can be found in the Phonak Target Fitting Guide.



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**Manufacturer:**

Sonova AG  
Laubisrütistrasse 28  
CH-8712 Stäfa

