Phonak Remote Support

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What is it?

- Phonak Remote Support is an eSolution provided by Phonak for hearing clinics that wish to remotely connect to their clients.

- Remote Support allows you to conveniently connect, assist and support your clients' listening needs by allowing their hearing aids to be adjusted and optimised in real-time via the myPhonak app and Phonak Target.

Requirements before getting started – Clinician

- ✓ A PhonakPro account – Click here to create an account

- ✓ Remote Support needs to be enabled on this PhonakPro account - Click here for information

- ✓ A computer with a webcam, microphone and speaker/headset system

- ✓ Ensure that you have internet access speed of 5Mbps or faster – How to check your internet speed

- ✓ Phonak Target 6.1.7 or newer installed

- ✓ A previously completed hearing aid fitting session for the client

Requirements before getting started – Client

- ✓ Remote support requires supported hearing aids (wireless Marvel platform devices and Audeo B-Direct models) with the latest firmware (see page 11 for how to upgrade hearing aid firmware).

- ✓ Access to an email account, preferably on their smartphone

- ✓ Android (running version 6.0) or iPhone (running iOS 10.2 or newer) smartphone with Bluetooth 4.2 or newer – Check phone compatibility

- ✓ Access to relevant app store on their smartphone (including username and passwords for these app stores)

ⓘ *Tip: If the client does not have a smartphone, or if their phone is not compatible with the myPhonak app, they may be able to use a friend or family member's compatible phone (if that friend or family member is willing to help).*

Using Phonak Remote Support – Instructions for the clinician

Step 1. Program hearing devices during in-clinic, face-to-face appointment

- A Remote support invite can be sent to your client via the Phonak Target software, as long as you have completed at least an initial fitting session in Target.

- To create an initial fitting session, open Noah 4 (or Phonak Target standalone version if Noah 4 is not available), select client and load Phonak Target 6x.
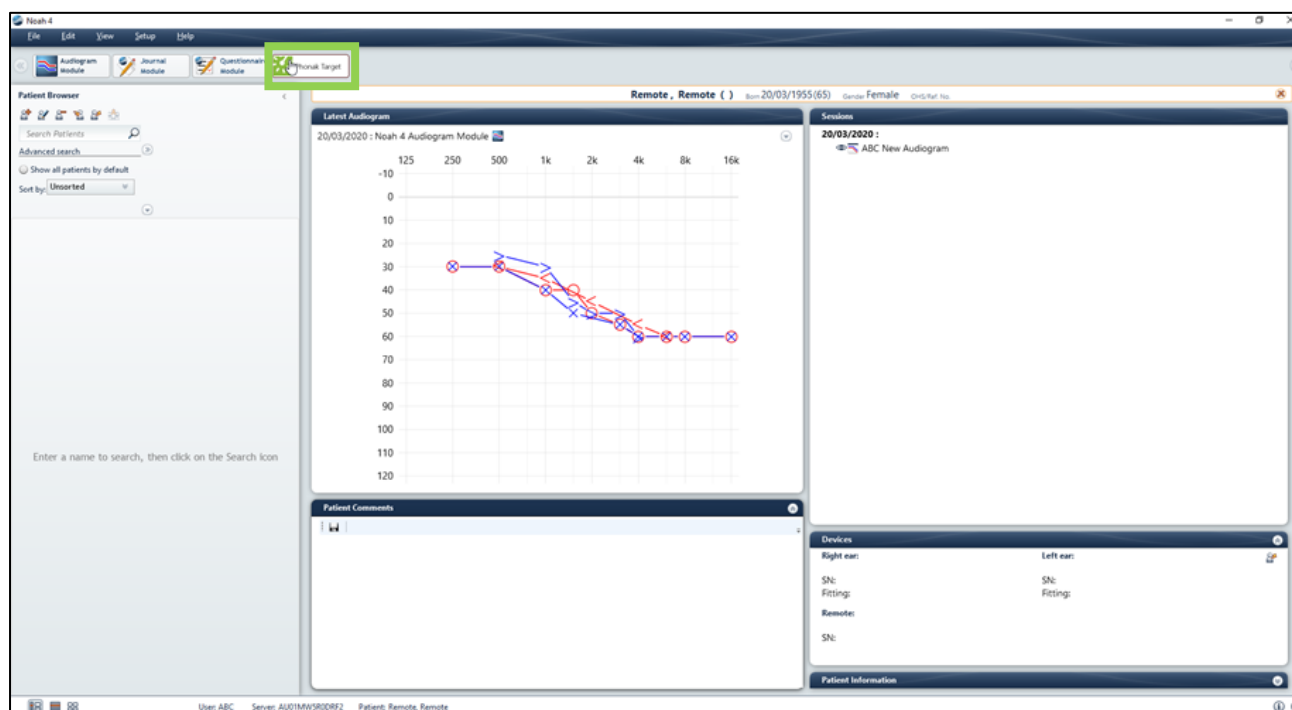

- Program the hearing aids in Phonak Target as appropriate, save and then close session. *Note: If you are prompted to upgrade the hearing instrument firmware, please do so as it may be required for Remote Support to be available.*

- After you have completed an initial fitting session, it will now be possible to send the client an invitation to use Remote Support via Phonak Target.

Step 2. Login to eSolutions and invite client to Remote Support

- The client now needs an invitation to begin the process of Remote Support setup. The invitation is generally a one-time process and links them to you through a secure cloud server.

- To invite a client to Remote Support, open up the most recently available fitting session from Noah 4 or Phonak Target.

- The 'Client & session' screen in Phonak Target will open and appear as per below, showing the devices that were previously programmed:
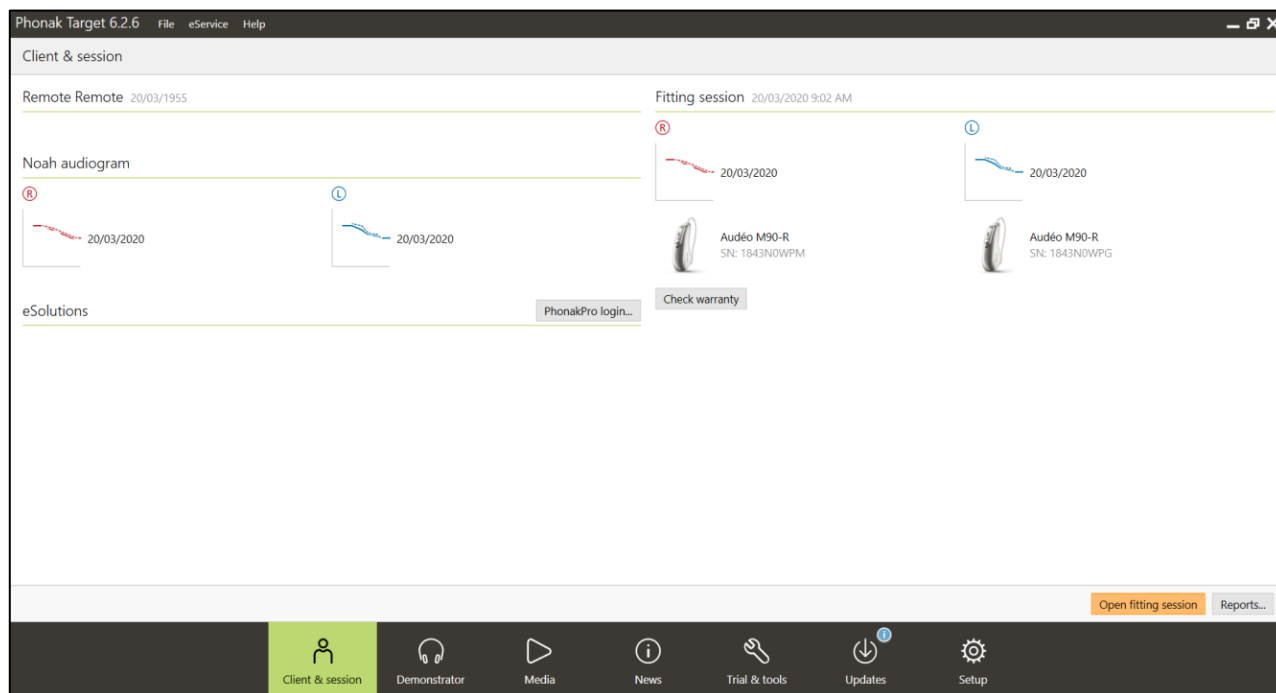

- Locate the PhonakPro login button, within the 'eSolutions' section. *Please note: Depending on your screen size, this button may appear in a different location than what is shown here.*
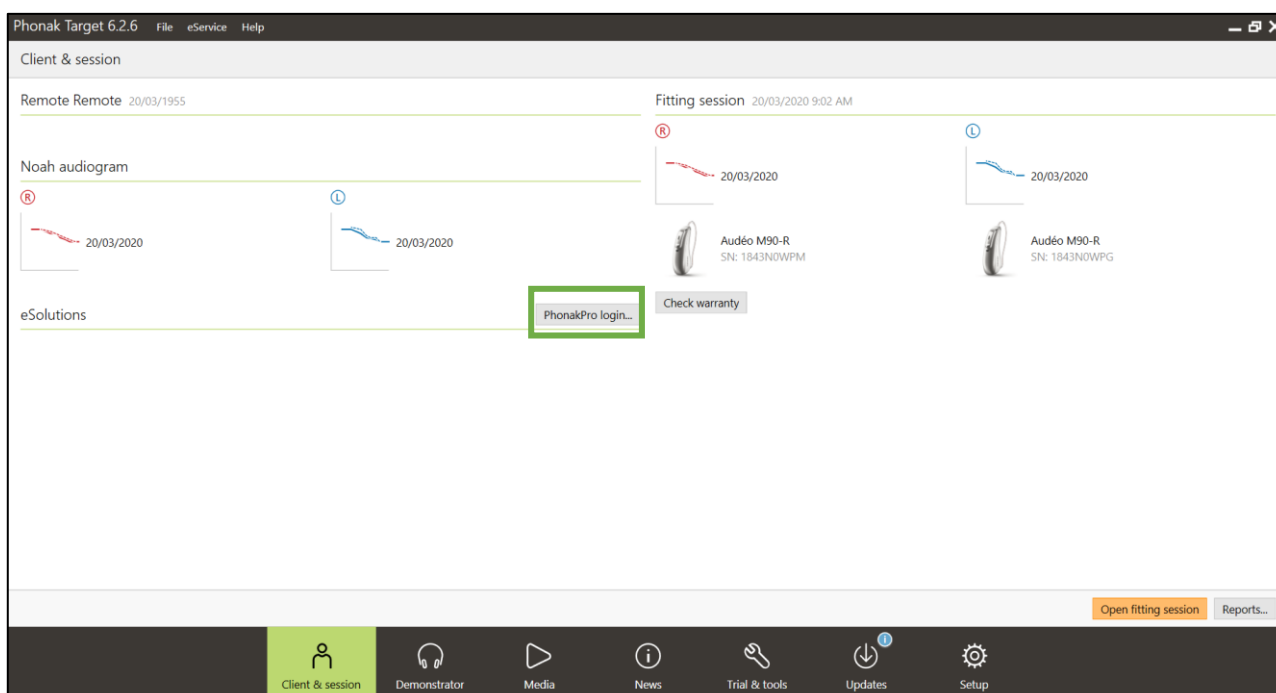
- Enter your PhonakPro username and password to login:
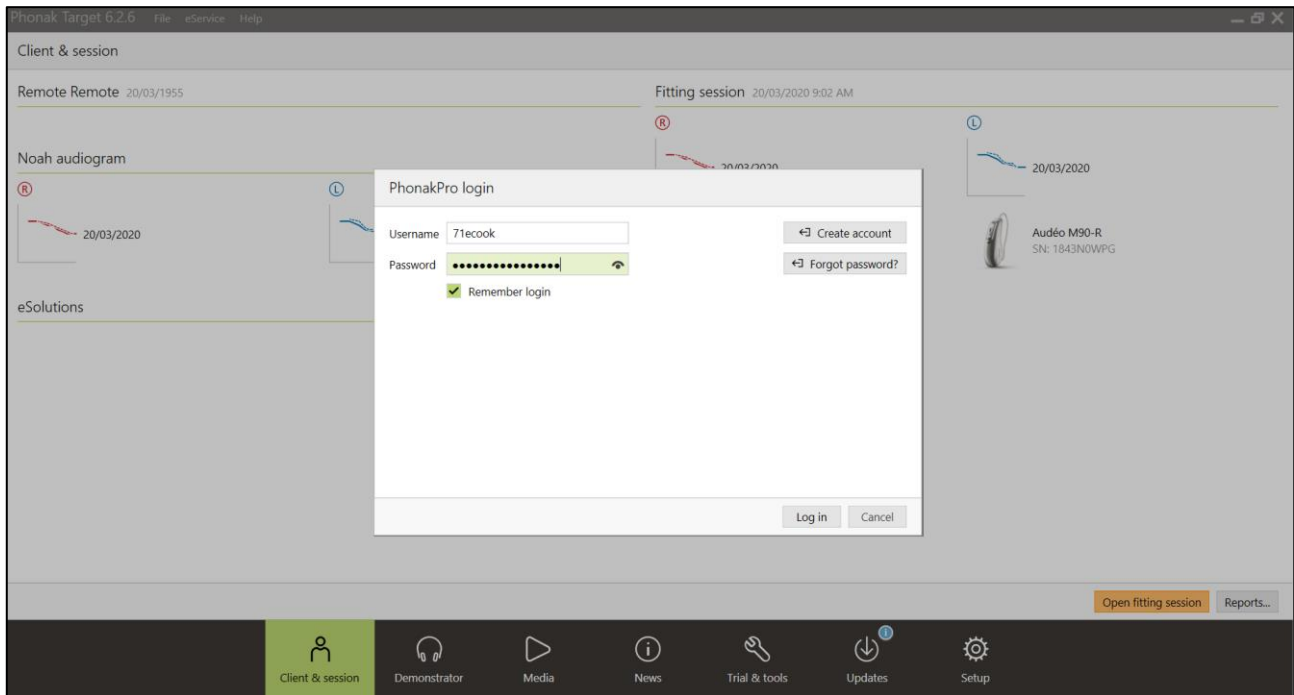
- For first time logins you may then receive a request to accept terms and conditions of Remote Support. Please click the PhonakPro account and accept the terms. *Note: A new window will open and you may have to login again.*

- You may also receive a firmware update warning – if the devices have the latest firmware update, this warning can be dismissed.
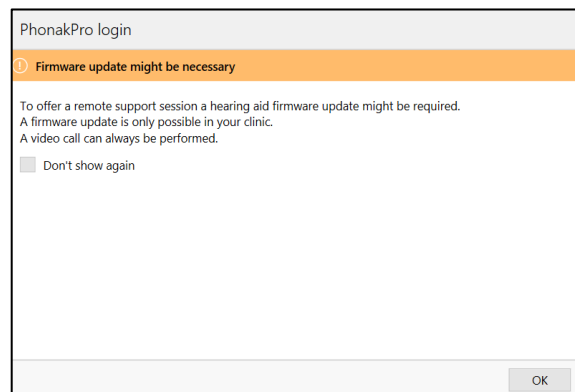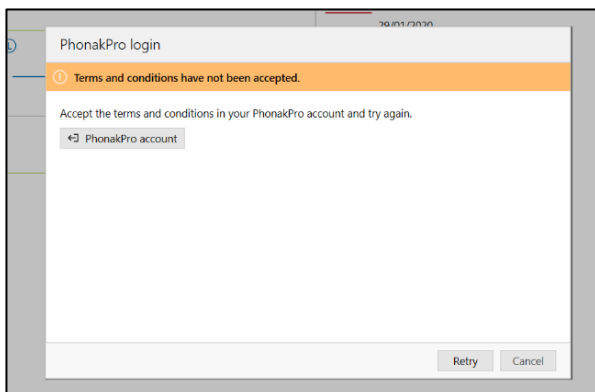

- Once you have logged in, click the invite button that will now be visible.
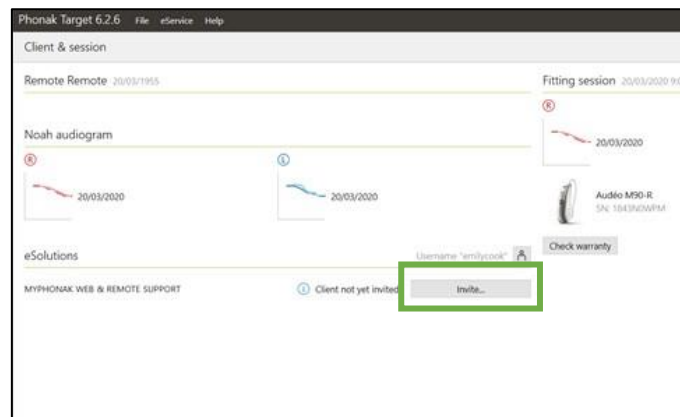
- Type the client's email into the invitation. *Note: It is recommended that the client use an email account that is accessible on the **same phone** they will use for their myPhonak app. However if this is not possible, they may receive the email on a different device.*
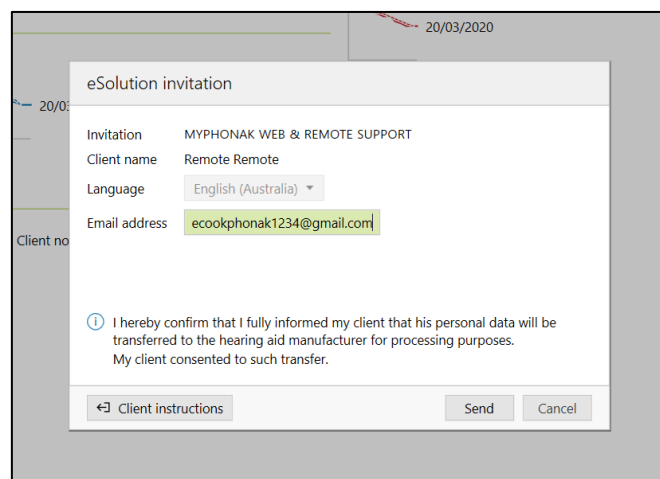
- The 'Client status' on your screen in Target will show that the email has been sent. We recommend making a note of the 'Invite code' which can be seen on the Phonak Target window:
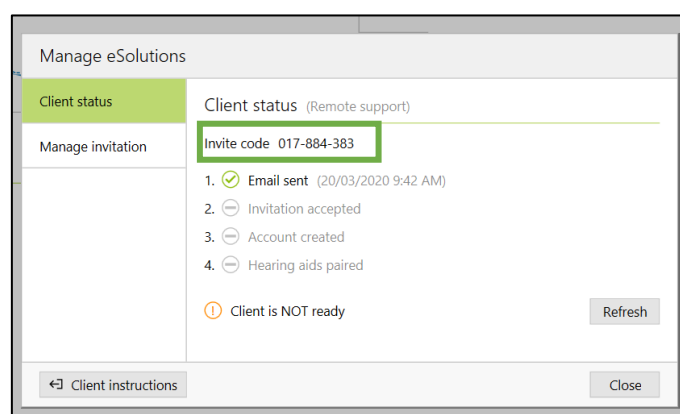
- The Client will then receive an email from Phonak eServices containing important instructions for them to follow in order to setup their myPhonak app.

- If your client can access this email from their phone, load the email app they are using and open the email from Phonak eServices.

- If your client **cannot access** this email on the phone, you will need to download myPhonak manually from their phone's app store (Google Play store for Android devices, App store for iOS devices) and then manually add the invitation code one the app is installed and myPhonak account is setup. For instructions on this process, click here.

If the client can access email from their smartphone:

- After loading the email, locate and tap 'Download app.'

- The appropriate App store will load (App store for iOS devices, Google Play Store for Android devices) and direct the client to the myPhonak app.

- Download and install the app.

- The myPhonak app will require the hearing aid wearer to complete the pairing process, which will be explained by the app in a step by step guide.

- It's important that the client accepts any permission requests from the app including location services, Bluetooth, camera and audio.

- When the pairing process is completed, the client needs to **return to the email.**

- Press the 'Setup app' button; this will transfer an invitation code from the email into the myPhonak app to link the app to the clinician.

- Should there be any difficulties in transferring the invitation code, please make a record of the code, which is visible at the end of the email. Click here for steps to manually enter the invitation code.

At this point the client needs to setup a myPhonak account, which is done on the smartphone within the myPhonak app.

Hello

myPhonak allows you to communicate with your hearing care professional and customize your hearing aids at home.

Follow these two steps to get started:

1 Download the myPhonak app

Download app

2 To activate the myPhonak app, return to this email and click the "setup app" link below:

Setup app

If the above link does not work, you can also enter the invitation code to activate the myPhonak app.

Your invitation code: 132-847-884

Please refer to this guide if you have any questions:

See the User Guide

Using Phonak Remote Support – Instructions for the client

**Set up a myPhonak account**

- After the app is installed, load myPhonak from the app drawer/home screen on the client's smartphone.

- Select the menu options in the top right corner of the myPhonak app screen.

- Select 'My profile.'

- Tap on 'Register' to set up a new account.
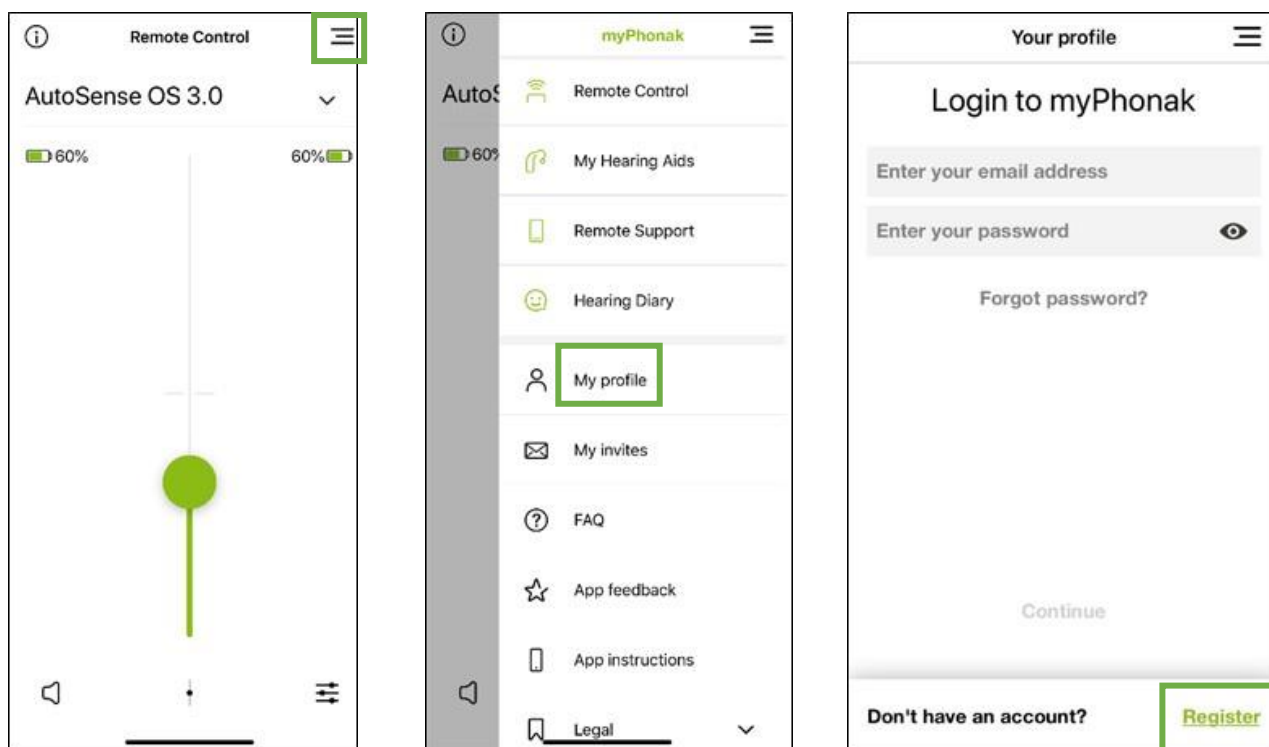
- The client will then need to create a new myPhonak account, preferably using the same email address that has been used for invitation purposes.
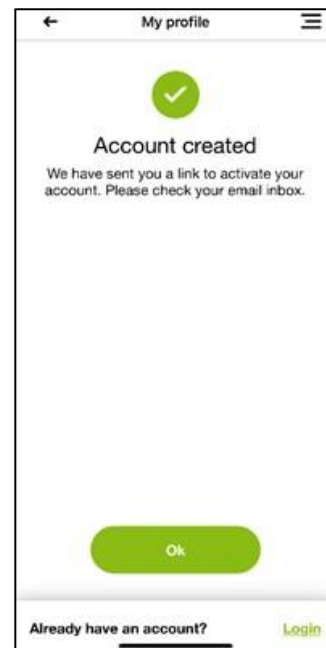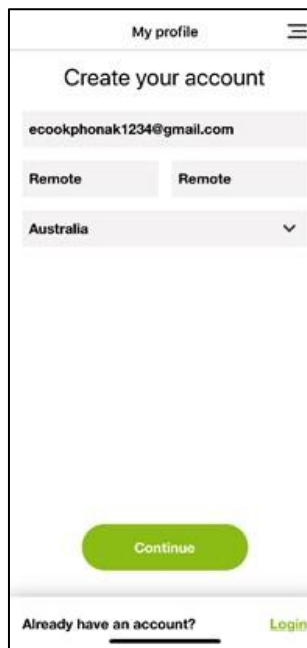
- The myPhonak account needs to be activated via email prior to use.

- This is completed by loading the client's email and clicking on a link within a new email sent by Phonak.

- The client is now ready to start a Remote Support session.

- These steps should not have to be repeated unless any issues arise in future.

- The clinician's screen in Phonak Target will show client status as complete once all steps are done:
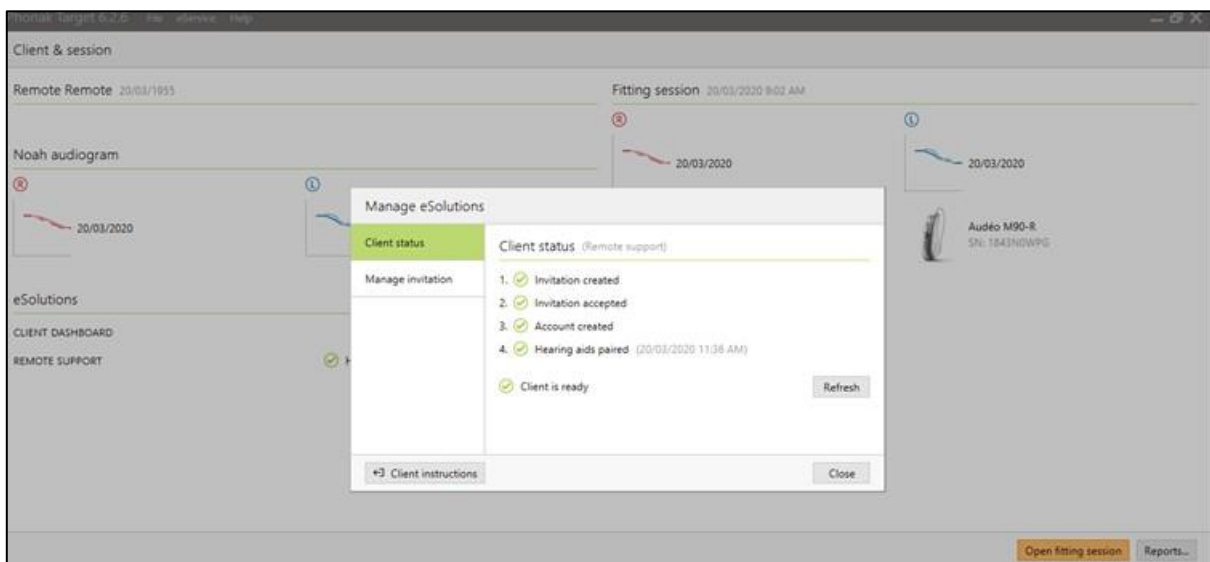
Starting a Remote Support session

- To begin a Remote Support session, return to the initial load screen of Phonak Target.

- If you haven't already, login to PhonakPro using your username and password.

- Click 'Start Remote Support'.

  This can be done immediately after inviting, or any time thereafter, as long as the client's hearing aids are paired to the myPhonak app and you are logged into both Target software and your PhonakPro account via the eSolutions section on the initial Phonak Target load screen.
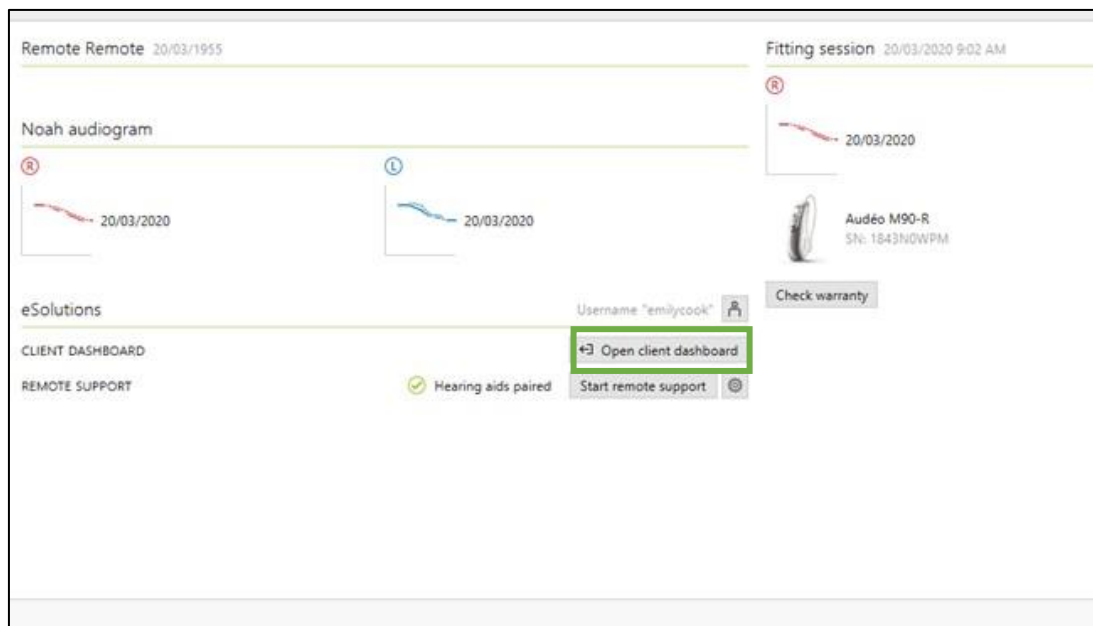

- Clicking 'Start remote support' triggers the following items:

  o A video webcam display will open on the computer with Phonak Target.

  o A notification will be sent to the hearing aid client letting them know their clinician is attempting to make contact. They will need to accept the call to connect the video link.

    The client can also navigate to Remote Support via the myPhonak app menu and select 'Start' to expedite the process.
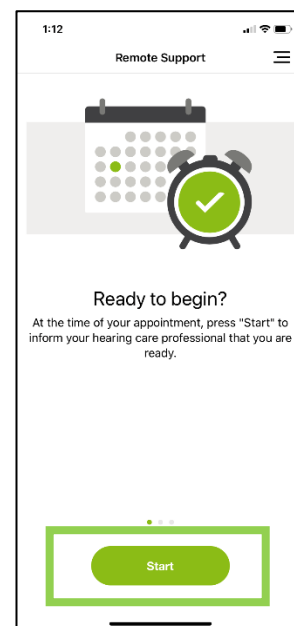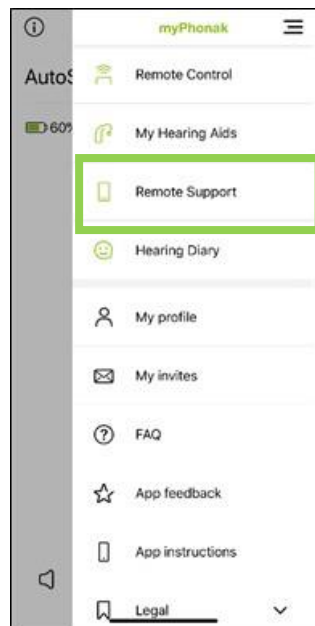
- Once the video link is established, the clinician can open the fitting session and connect to the hearing aids remotely in the same way they would if connecting to the hearing aid via Noahlink wireless within the clinic. **Important:** Please be aware of certain limitations of Remote Support.
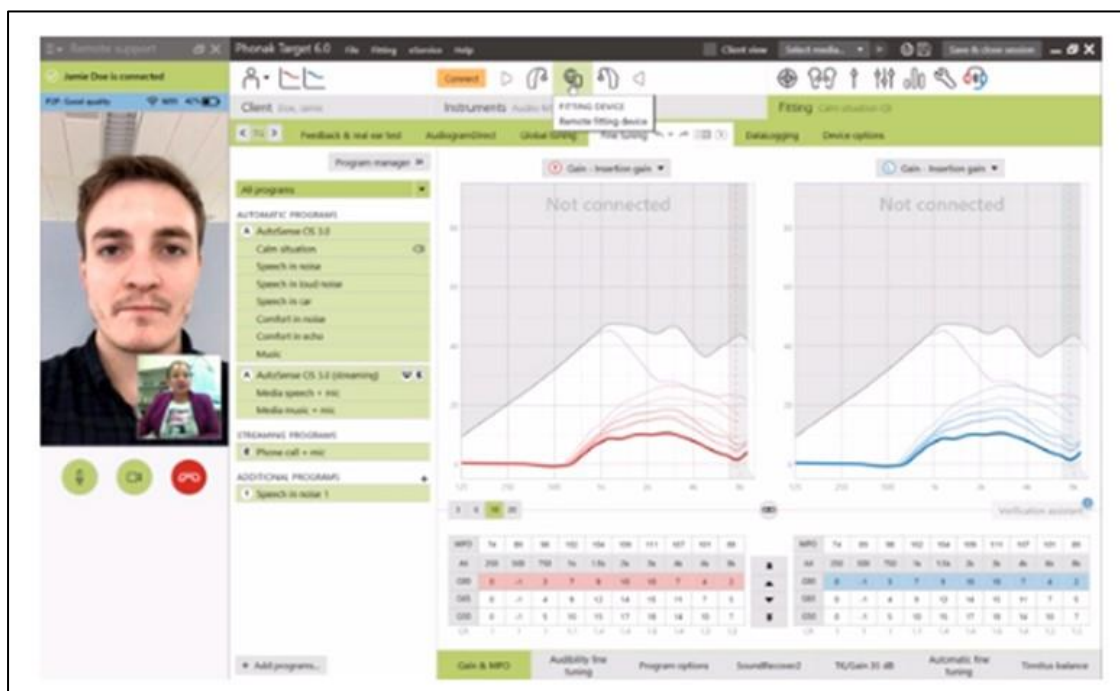
Further information and troubleshooting advice can be accessed via PhonakPro or via our technical support team on 1800 809 321.

Supplementary information

Limitations of Remote Support

- Remote Support is designed to use the available internet connection and can be slower than connecting using local Noahlink Wireless or cable connections. Typical initial connections and device save processes can take up to one minute – however, once connected, adjustments should still be almost immediate.

- Phonak Target has some features deactivated during a Remote Support session for client safety:

    o MPO cannot be increased
    o AudiogramDirect cannot be completed
    o Feedback Tests cannot be completed

- In order to check whether the receiver signal is working, you might consider activating a battery warning tone as a test stimulus – this can be accessed from the Device Options menu.

- You cannot upgrade the firmware of a hearing aid remotely.

How to upgrade firmware on instruments within the clinic

- When connecting to the hearing aids locally, you may receive a prompt to update the firmware if an update is available. We strongly recommend this, as **updates after September 2019 are required for Remote Support to work.**

- You can always manually update the firmware by loading Phonak Target and navigating to

    Trial & tools → Firmware update → Hearing aids → Update

- Updates may be done via Noahlink Wireless or CS44 cables (if supported by the hearing instrument).
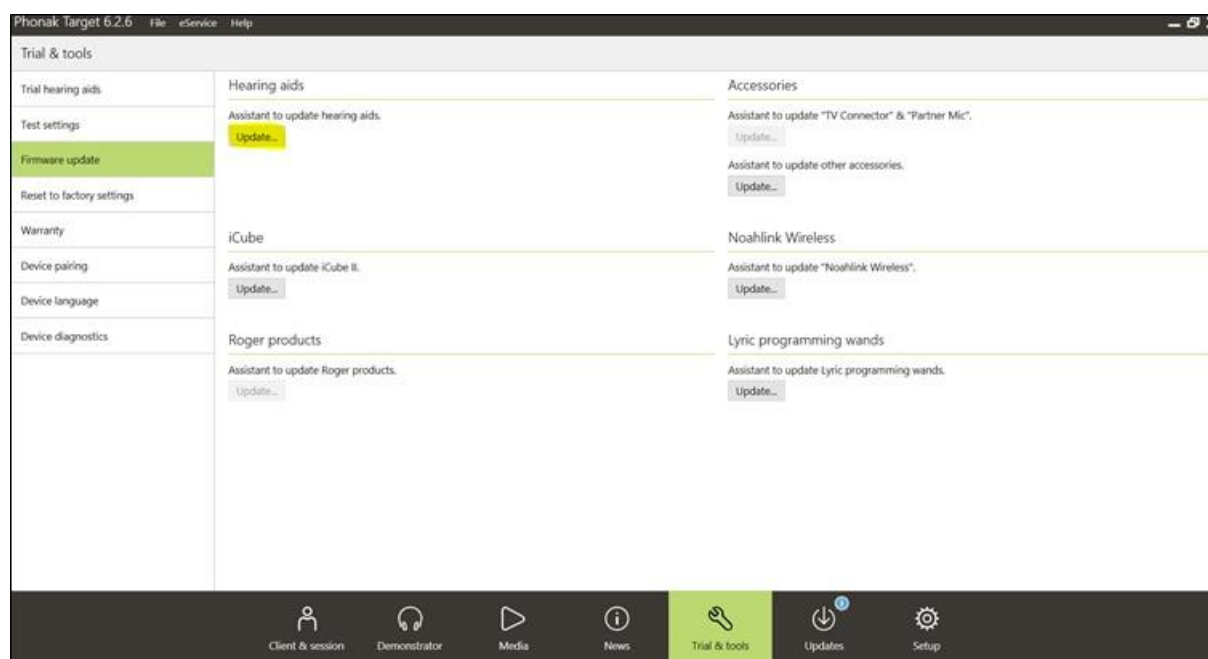
How to enable Remote Support access in PhonakPro account

- Not all accounts will automatically receive access to Remote Support.

- Contact your clinic's Account Manager for your Phonak account to enable access.

- If you are the Account Manager, login to [PhonakPro](#) and navigate to 'User Management' in the top right corner.
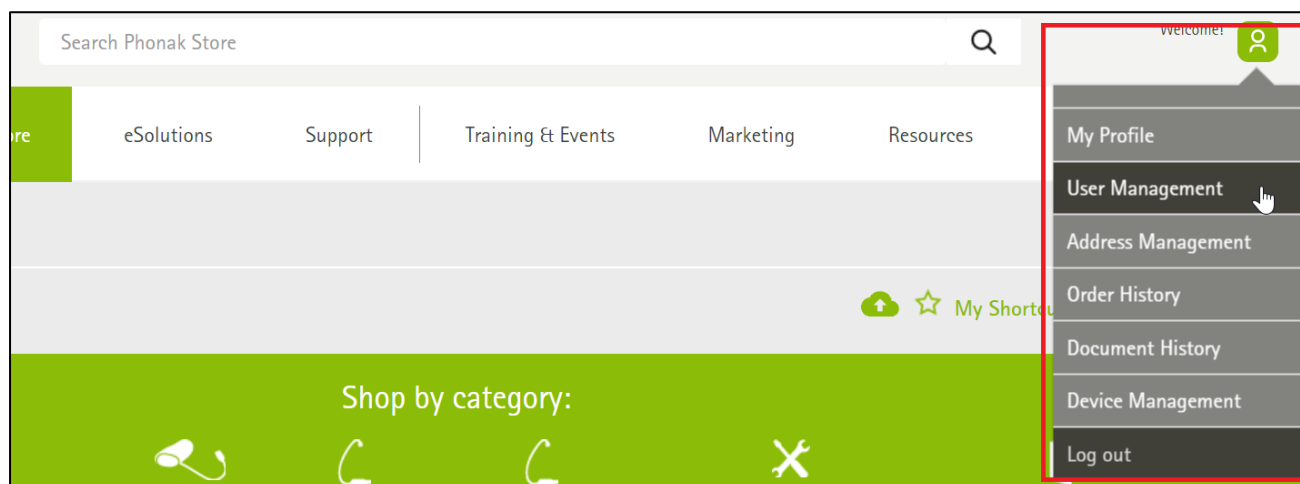
- Select the username to which you would like to provide Remote Support access; and change Remote Support to 'Yes'.


- If you need further assistance with setting up your account, please contact your local Phonak representative or Phonak technical support.
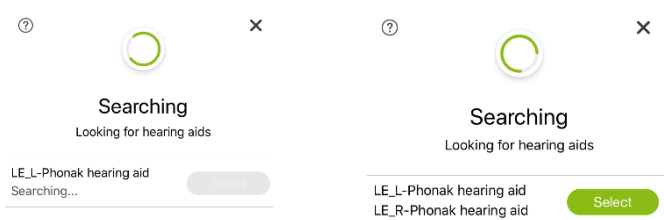
How to pair hearing aids to the myPhonak app

The app will provide comprehensive step-by-step instructions for your client; however, in case instructions are required, here is a guide:

1. Open up the myPhonak app; you will see a screen prompting you to restart the hearing aids.
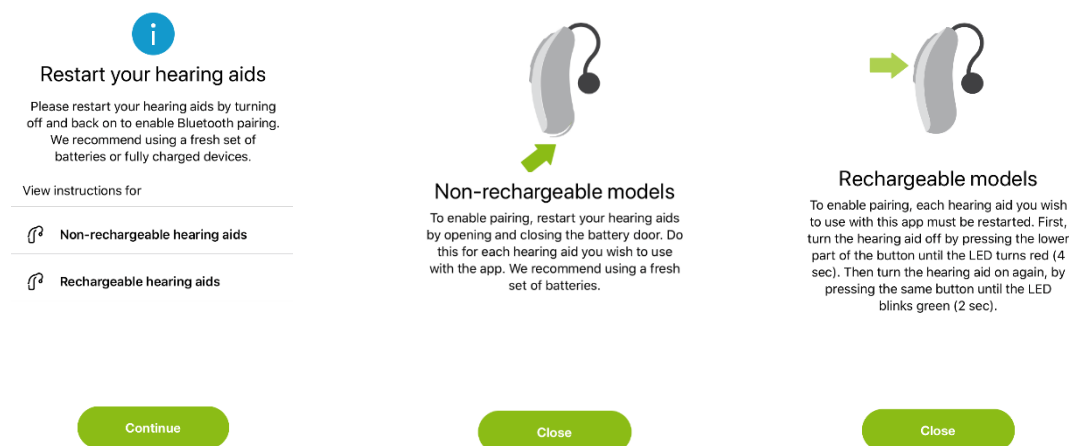
2. Restart aids and select 'Continue'; the app will search for the hearing aids. Once it finds the hearing aids, press the 'Select' tab to pair to the hearing aids to myPhonak app.

3. Once the hearing aids are paired, the myPhonak app will open up to the default Remote Control screen. You can then navigate using the menu in the top right corner.
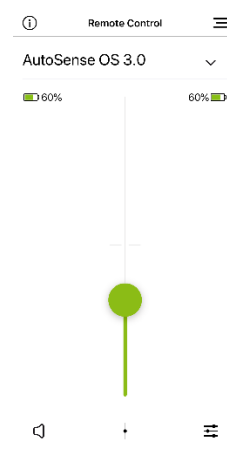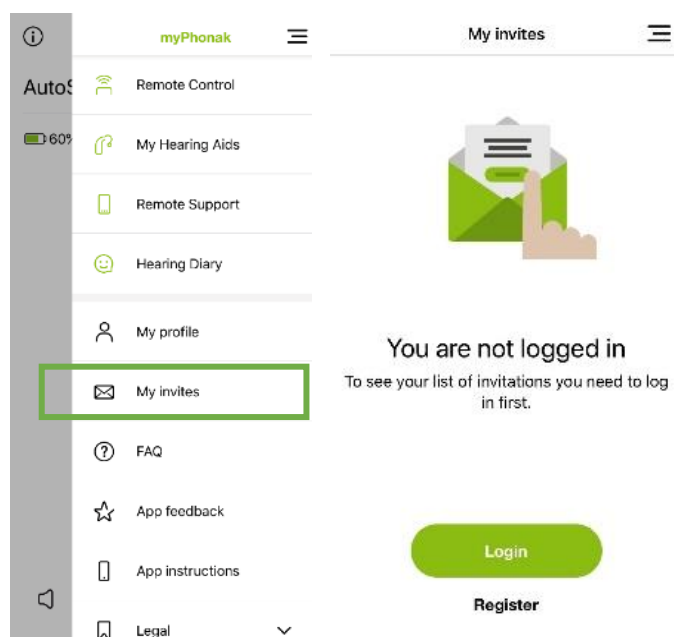
How to manually enter invitation code

- In situations where the invitation is not copied over from the invitation email into the app, or if the client has trouble accessing the invitation email on their smartphone, it is possible to manually transfer the invitation code onto the phone.

- The invitation code is vital, as it links the clinician to the client – Remote Support is not possible without it.

Locating invitation code

- The invitation code is provided on the 'Manage eSolutions' screen within Phonak Target when initially inviting the client; it is can also be found at the bottom of the invitation email. We recommend documenting this on the client file in case this is needed in future.
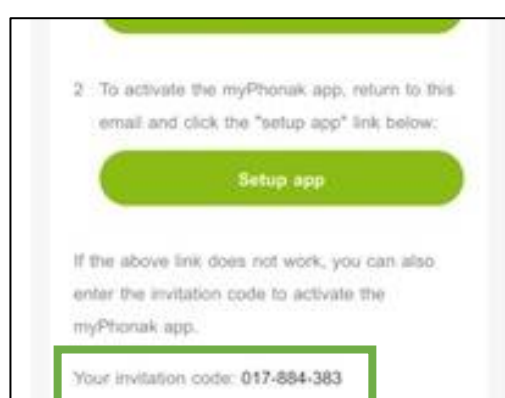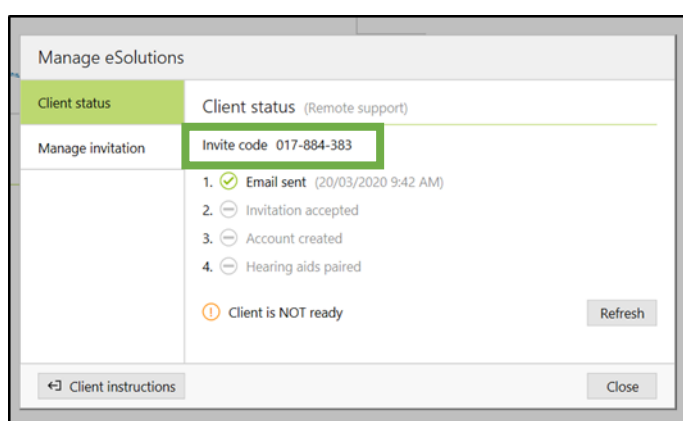
- On the client's smartphone, load myPhonak and navigate to 'My Invites' using the menu button.

- Login if the client already has a myPhonak account set up; or register the client for a myPhonak account if this is the first time they are setting up the app.

- Once logged in, the client will be able to 'Add Invite'.

- Using the keypad, the client can enter the nine-digit invitation code manually, which will link the client and clinician together and facilitate Remote Support activation.
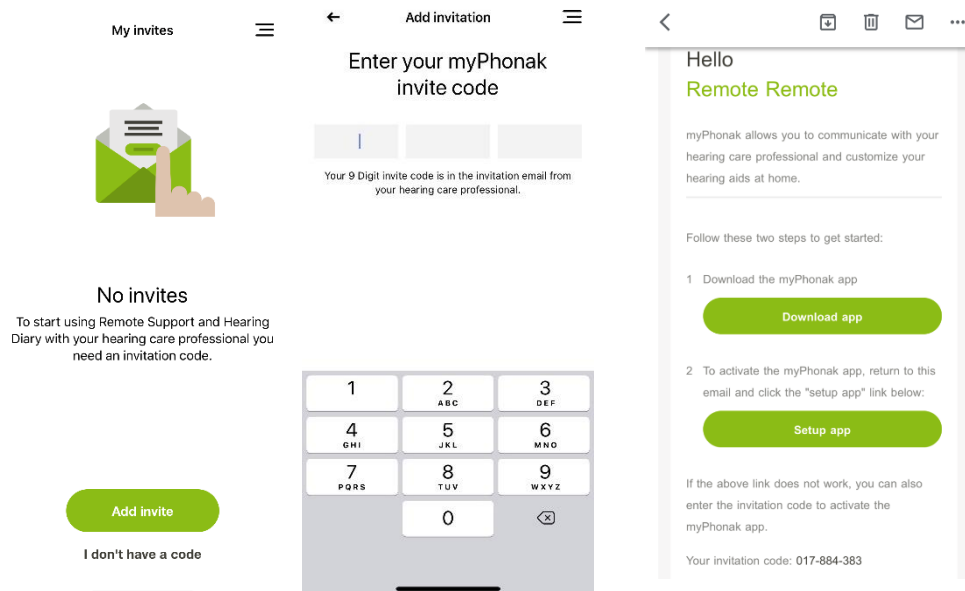
How to check internet speed is appropriate

- We recommend both client and clinician have access to internet speeds 5Mbps or faster.

- Phonak Target has an inbuilt speed check to confirm whether the clinic's internet speed is fast enough.

- Load Phonak Target and navigate to Setup menu → Internet → Test Internet Connection.

- Target will confirm whether speed is adequate or if there are any issues connecting.