



Phonak eSolutions Set up Guide

A Sonova brand

PHONAK
life is on



eHealth: The future of health care

Technology can make healthcare more effective and efficient



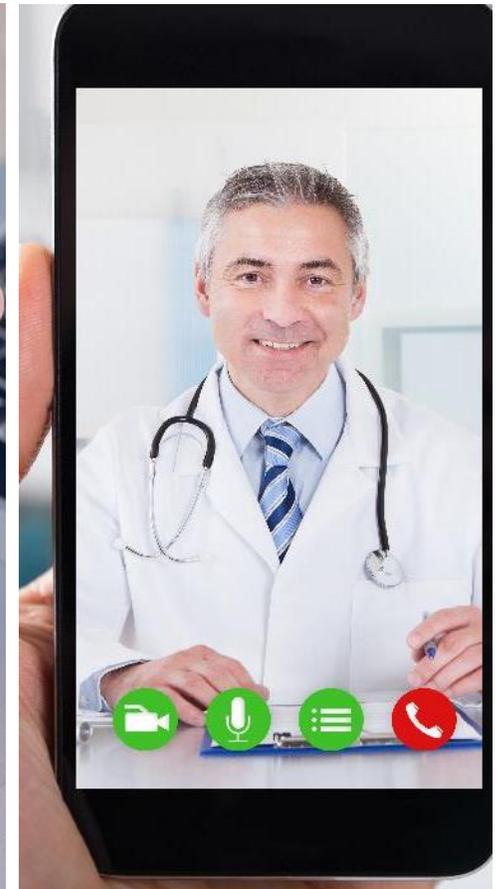
Self Diagnostics



Health Coaching



Self Adjustment



Online assistance

Client journey



HCP

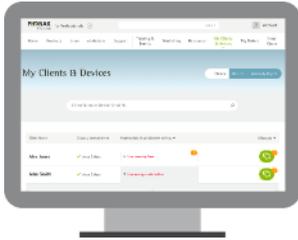
Hearing Screener



Phonak Target



Hearing Diary



Remote Support



Awareness

Counseling

Trial

Use

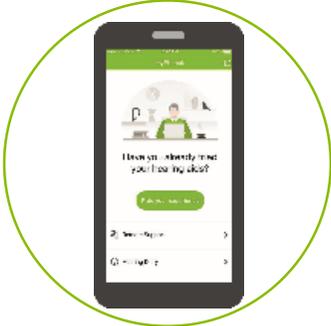
Client



Hearing Screener



Phonak Marvel hearing aids



Hearing Diary



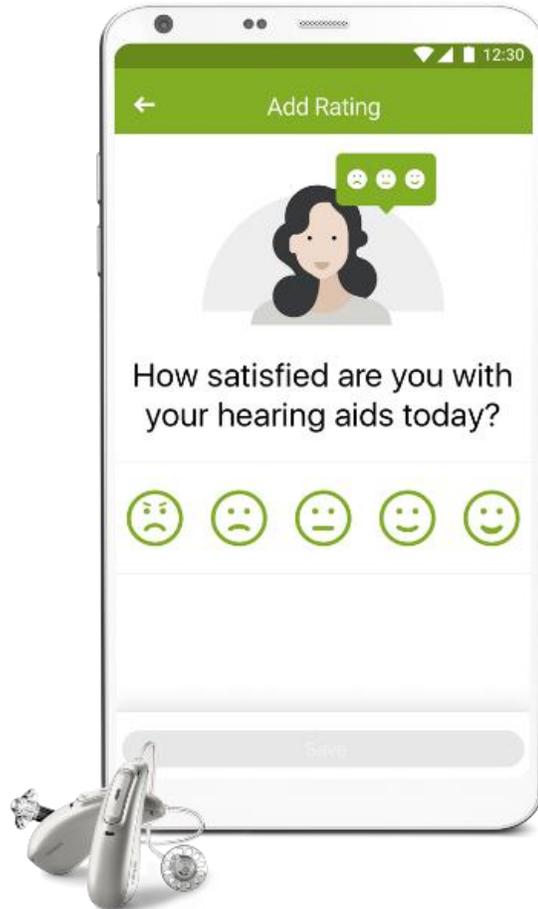
Remote Support



Remote app

myPhonak app

An easy to use app that allows you to stay connected with your client, assist them and adjust their hearing aids wherever and whenever needed

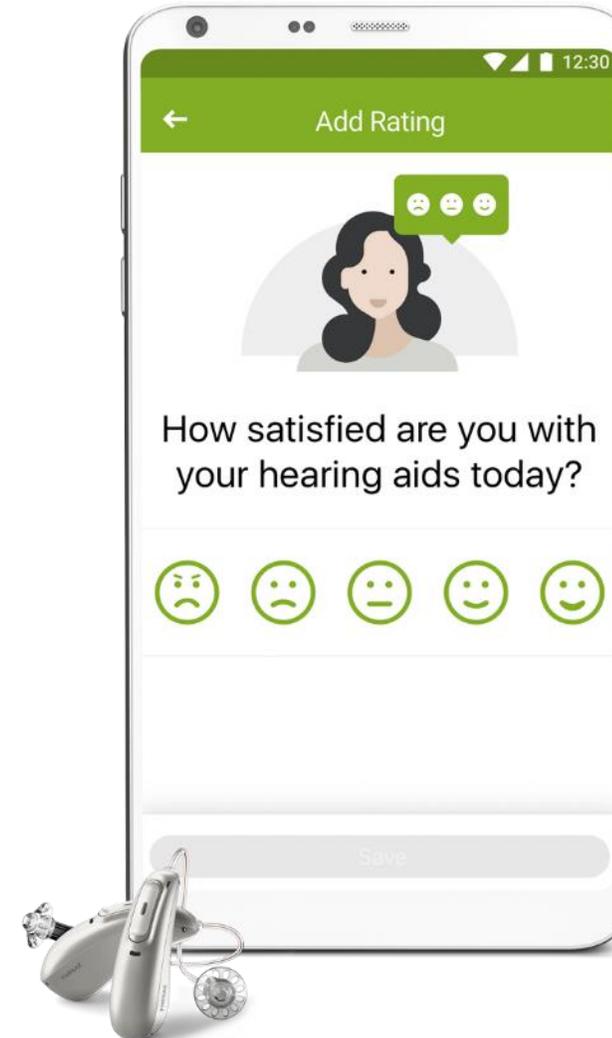


Hearing Diary

Overview on hearing aid usage

Overview on client satisfaction

Push-notifications to HCPs



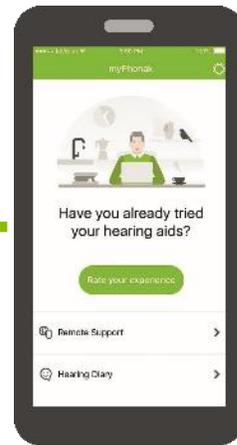
How does Hearing Diary work

Client



Phonak Marvel hearing aids

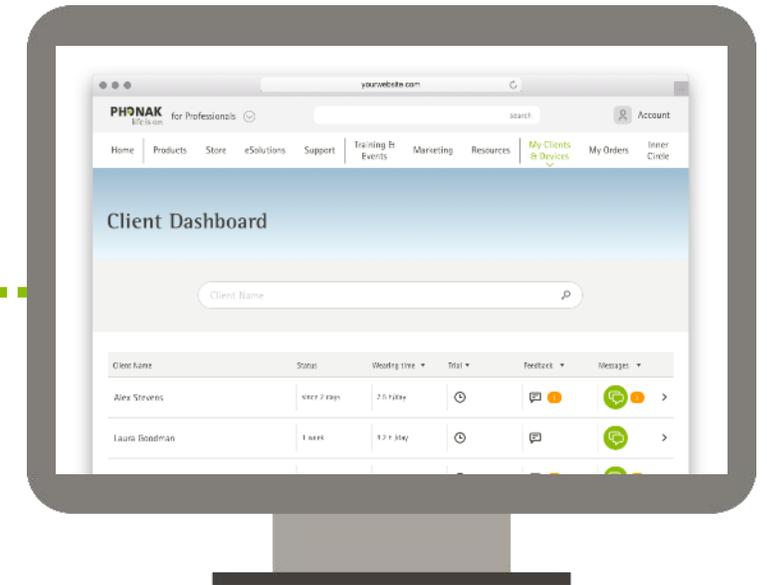
2.4 GHz



myPhonak app



HCP



PhonakPro dashboard

Client Dashboard

Easy to read

Useful information

Datalogging

Two way communication

Remote Support

The screenshot shows a web browser window with the URL 'yourwebsite.com'. The page header includes the Phonak logo 'PHONAK life is on for Professionals' and a search bar. The navigation menu contains: Home, Products, Store, eSolutions, Support, Training Et Events, Marketing, Resources, My Clients Et Devices (highlighted), My Orders, and Inner Circle. The main content area is titled 'Client Dashboard' and shows a client profile for 'Alex Jones' with two hearing aids: 'R Phonak Audéo™ M90' and 'L Phonak Audéo™ M90'. The trial status is 'ongoing'. Below the profile is a 'Feedback' section with a 'Lock' toggle and a 'New message' button. The feedback table has columns for Rating, Created, Situation, Hearing aid program, and Messages. The first row shows a 'Sound quality' issue in a 'Music' situation, reported 'Today / 12:32'. Below the table are pagination controls (1, 2, 3, →). At the bottom is a 'Datalogging' section with a 'Readout at last fitting 12.08..18' and four progress bars: 'Wearing time' at 7.5 h/day, 'Automatic programs' at 80% (Calm situation), 'Manual programs' at 1% (Phone), and 'Streaming programs' at 2% (BT phone).

How does Remote Support work

Client



Phonak Marvel hearing aids

2.4 GHz



myPhonak app



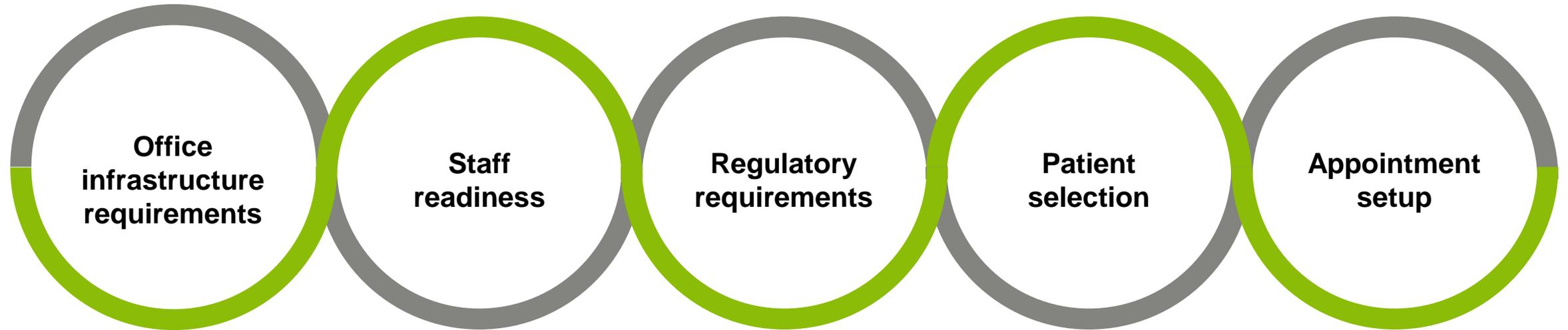
Real-time

HCP



Phonak Target with integrated video, audio and chat

Top things to consider to set up eSolutions in your clinic



Hearing Diary and Remote Support requirements

Client

Apple or Android smartphone

myPhonak app

Email account

Good internet connectivity

HCP

Laptop or desktop with
microphone and camera

PhonakPro account

Good internet connectivity

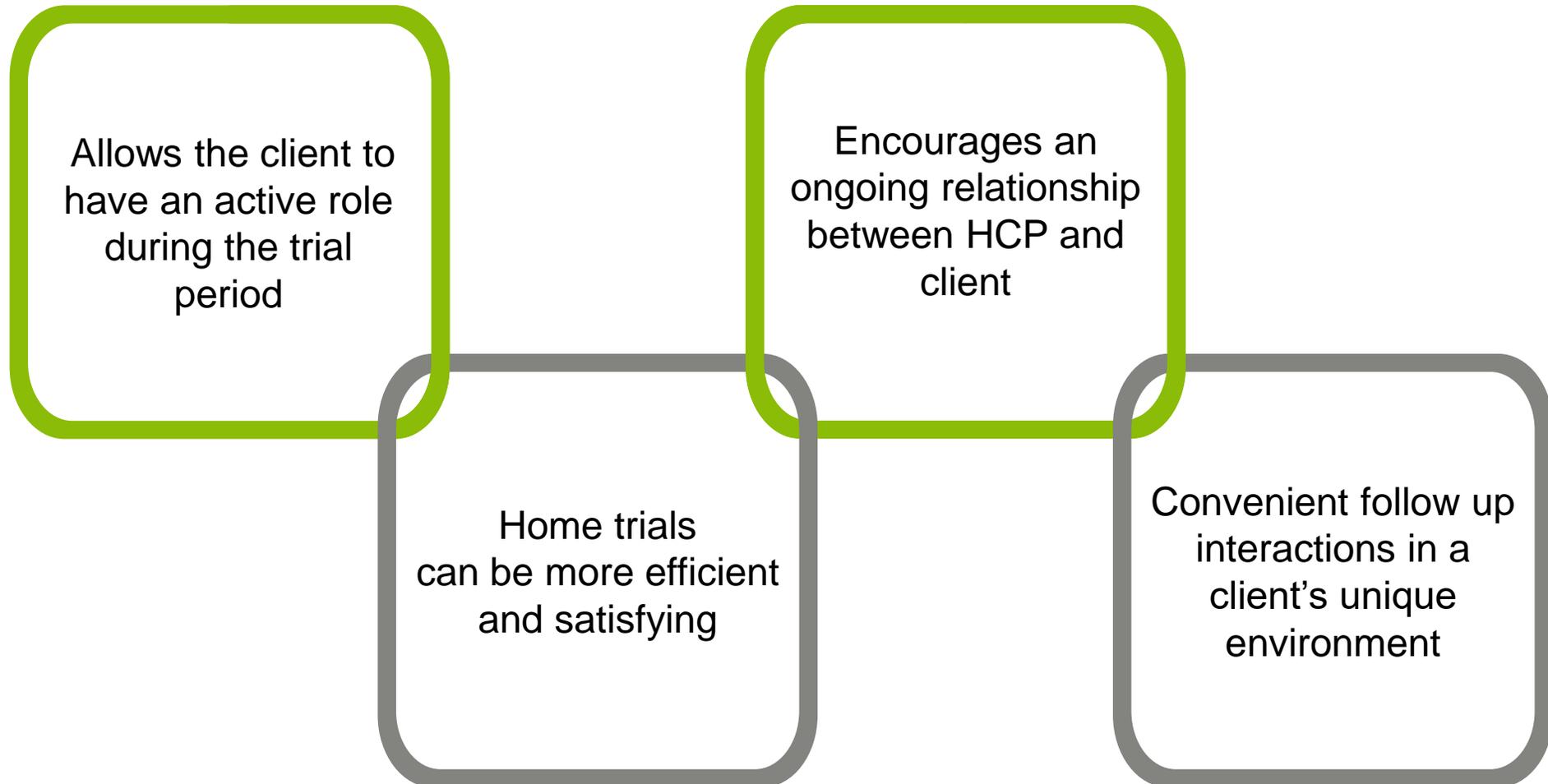
Phonak Target software

Who is a good candidate for eSolutions?

- Experienced smart device user
- Uses apps regularly
- Familiar with video calls
- Is willing to have remote online appointments



Benefits of Remote Support combined with Hearing Diary



Getting started

HCP

- PhonakPro 'Advanced' access is required, with permissions set for remote support to 'Yes'. If you don't have an Advanced eServices account, [click here](#) to create one, then click on the green 'Create your ID' button. Once your account is created, you will need to access your user profile from the top right dropdown menu by selecting the 'User management' tab, then click into your username and enable 'Remote Support' to 'Yes' in your permissions. If you need further assistance with setting up your account, please contact your local sales representative.
- A computer with an integrated webcam or microphone, or an external webcam and microphone connected to the computer, is required so that the client can see you and hear you on the video call.
- Computer speakers need to be enabled on the computer so that you can hear the client (ensure that the sound settings for the video call have your external speakers selected. You can do this by clicking the settings 'cog' in the top right corner of the video call window.)
- Ensure that you have good internet access & speed. Speed test within Target*
- Install that the latest version of Phonak Target software onto your desktop or laptop.
- *Top tip: Before starting Remote Support for the first time, we recommend that you perform the 'Test internet connection' and 'Test remote support connection' within Phonak Target, to make sure that you are ready to use Remote Support.

Client

- Must have Phonak Audéo™ Marvel, Bolero™ Marvel, Virto™ Marvel, Naida™ Marvel, or Audéo™ B-Direct hearing aids (excludes Virto M NW models).
- Must have access to an email account.
- Must have a smartphone with Bluetooth 4.2 or newer. Please check this [link](#) for phone compatibility.
- Must have their email synced to their phone. We recommend the client completes this in the clinic.
- Top 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).
- Must have their phone connected to the internet; and will need good internet access and speed. It is recommended to use Wi-Fi if possible to avoid data charges with 3G and 4G.
- Must have the myPhonak app installed onto their phone before a remote session can commence. Top tip: Ensure that the client downloads the myPhonak app in your clinic before they leave the first fitting appointment. They can also download the app at home.
- The clinician should then send an invite to join the remote support, then the client should activate with the myPhonak App. Otherwise, follow up and ensure they do it after the appointment. [Click here](#) to download the myPhonak app 3.0

Getting started

Step 1:

Clinician must have PhonakPro account with 'Advanced' access.

Remote support must be enabled in the user's profile (see example).

To create a PhonakPro account visit <https://shop.phonakpro.com/phonakau/en/AUD/us/login> and click the green 'Create Your ID' button.

Step 2:

Clinician needs to send an invitation to the client via the Target software to start the session.

For instructions on setting up clients for Remote Support success please refer to the following PhonakPro page: <https://www.phonakpro.com/au/en/support/other-support/esolutions-support/remote-support/overview-remote-support.html> and download the guides at the bottom of the page.

Permissions

Permission	Account Manager 	
Status	<input checked="" type="checkbox"/> Active	
Financial data	<input type="radio"/> No	<input checked="" type="radio"/> Yes
Lyric account	<input checked="" type="radio"/> No	<input type="radio"/> Yes
Screening Tool Access	<input type="radio"/> No	<input checked="" type="radio"/> Yes
Remote Support	Yes	

Together,
we change lives