

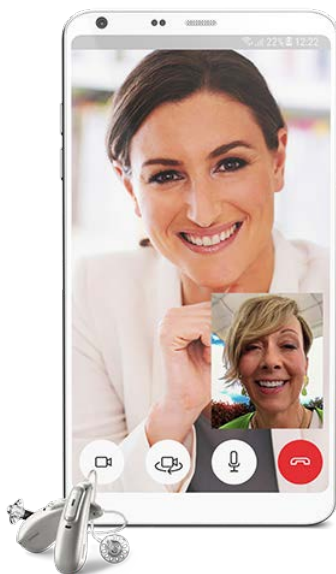
# Phonak

## Fast Facts

### Phonak Remote Support

#### What is it?

Remote Support is part of eSolutions, a new suite of smart apps and solutions from Phonak. It allows hearing care professionals (HCPs) to conduct follow-up fittings in real-time with their clients who are in their own environment. Clients connect to their HCP in real time using the smartphone app, **myPhonak**, when they need adjustments to their compatible Phonak hearing aids. Combined with **Phonak Hearing Diary**, HCPs can further assist and support their clients during their hearing journey.



#### Why use it?

Remote Support:

- Allows the client to have an active role in the trial period, which leads to increased participation
- Encourages an ongoing relationship between HCP and client

- Combined with Hearing Diary, it provides clients with the confidence and peace of mind that their HCP is addressing their needs
- Convenient, real time support in real life environments

#### How to use it?

Remote Support is fully embedded into Phonak Target fitting software. The HCP sends an invitation email from Phonak Target to the client. The client downloads and installs the **myPhonak app**. At the scheduled time of the follow-up appointment, the HCP uses Phonak Target to connect to the client's **myPhonak app**. The smartphone acts as a fitting device that connects to the hearing aids to Phonak Target. Real-time adjustments of the hearing aids can be made to the satisfaction of the client.

For more information, go to [www.phonakpro.com](http://www.phonakpro.com) or contact your Phonak representative