Phonak
FAQs

Phonak Remote Support

Phonak Remote Support allows hearing care professionals (HCPs) to support their clients' listening needs through virtual appointments. This includes adjusting their hearing aids in real-time and in everyday listening environments using the myPhonak or myPhonak Junior app. In addition, HCPs can also use Remote Support to counsel their clients on topics such as acclimatization, strategies for improved communication and hearing aid care and maintenance through a live video call. Remote Support enables clients and HCPs to interact with each other, allowing the HCP to provide a service approach customized to their clients' individual needs. In addition, Remote Support accommodates clients' busy lifestyles and removes barriers to care such as time, distance, and mobility.

Below are the frequently asked questions about using Remote Support.

Equipment and Preparation

What does the client need for Remote Support?
– Phonak direct connectivity hearing aids*
– Smartphone supporting Bluetooth® 4.2, iOS 13.0 or later, or Android 7.0 or later
– Stable internet
– Access to the Apple Store app or Google Play app to download the myPhonak or myPhonak Junior app
*Phonak Audéo™ B-Direct hearing aids not compatible

What equipment do I need for Remote Support?
- Phonak Target fitting software
  Note: Target version 7.1.9 or later
- Webcam
- Microphone or headset
  Note: Webcam and microphone can be integrated or external. Using a headset can result in better sound quality
- Stable internet connection with at least 5 Mbps of data transfer connection for uploads and downloads
  Note: After setting up for Remote Support, a system check is recommended: [Setup] > [Internet] > [Internet Services] > [Test Remote Support connection]

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What can I do if I am experiencing firewall issues?

If you have difficulties establishing a Remote Support video call connection, this could be due to firewall issues. Companies with a firewall in place might block outgoing connections such as video calling during a Remote Support session. We have compiled a list of IP addresses used for Phonak eServices, required for a Remote Support session. Please contact your local Phonak representative for more information.

Which hearing aid adjustments can be made using a Remote Support session?

Target offers a full range of fitting adjustments, with the following exceptions:
- Running a Feedback and real ear test
- Increasing MPO above the limit set in their in-clinic appointments
- Firmware upgrades

How can feedback problems from the hearing aids be managed in a Remote Support session?

Although the feedback test cannot be run during a Remote Support session, the following steps can be performed as a temporary measure until the client can attend an in-clinic appointment:
- Ensure WhistleBlock is on. [Fitting] > [Feedback & real ear test] > [Turn all on]
- Adjust the strength of WhistBlock. [Fitting] > [Fine tuning] > [Program options]
- Reduce gain in the high frequencies

How is the sound delivered to a client during a Remote Support session?

During a Remote Support session, the sound from the HCP is played from the client's smartphone speakers. This is because the hearing aids are using the phone's Bluetooth to communicate with Target. Clients or caregivers/parents should be able to hear sounds from their smartphone speakers and/or be able to lipread. A family member, friend or caregiver can also support the client with communication if needed.

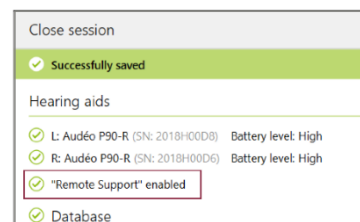### Where can a client have a Remote Support session?

Remote Support provides clients with the flexibility of having their hearing aids adjusted in any situation they would like improved. A Remote Support session can be performed as long as the client has access to a good internet connection and can hear and/or lipread their HCP during the session. If the client is in a challenging environment for the Remote Support session, it is recommended to suggest to the client to move to a quieter area to allow for easier communication.

Setting up Remote Support

How is Remote Support set up for a client?

1. During the first fitting in-clinic appointment, using Target version 7.1.9 or later, a unique code is automatically saved to the hearing aid. This unique code allows the hearing aids to access Remote Support in the app. After the settings have been saved to the hearing aids, a "Remote Support enabled" checkmark will appear.

2. The client needs to download and set up the latest version of the myPhonak or myPhonak Junior app:

myPhonak

myPhonak Junior

What can be done if the client's hearing aids are not connecting to the myPhonak or myPhonak Junior app for the first time?
- Ensure the client's smartphone is connected to the internet, as this is required the first time the hearing aids are connected to the app
- Connect the hearing aids to Target, go to [Device options] > [Bluetooth] > check [Delete pairings], and save the session to the hearing aids

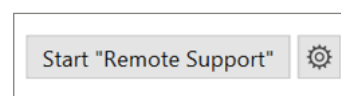**What should my client do before they start a Remote Support session?**
- Have the myPhonak or myPhonak Junior app downloaded and their hearing aids paired to the app
- Ensure their hearing aids are fully charged or have new batteries in before the appointment
- Check their smartphone is fully charged
- Be able to access stable and good internet connection

Starting a Remote Support session

How do I start a Remote Support session with a client?
A Remote Support session will automatically start when you and the client are in the "call waiting room".
To access the "call waiting room", open Target and click on the [Start "Remote Support"] button
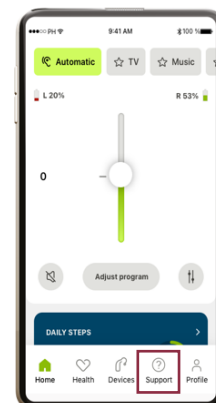

How does the client enter a Remote Support session?
For the client to access the "call waiting room":

myPhonak app
1. Open the myPhonak app and make sure their hearing aids are on and are connected to the app
2. Click on [Support] > [Start a session] > [Start Remote Support] > [Join waiting room]
3. Accept the incoming call

myPhonak Junior app
1. Open myPhonak Junior app and make sure their hearing aids are on and are connected to the app
2. Scroll down and select [Remote Support] > [Start session] > [Start]
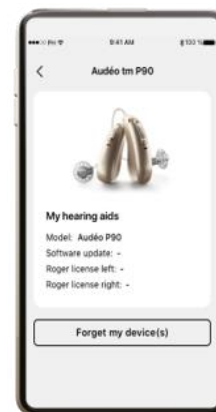3. Accept the incoming call

Connection

What can a client do if their hearing aids are no longer connecting to the myPhonak app?
1. If the hearing aids have previously successfully paired with the myPhonak app but will not connect again, remove the Bluetooth Low Energy (LE) pairing between the hearing aids and the smartphone
iOS: [Settings] > [Bluetooth] > [LE_*name given to hearing aid in Target*] > [Forget This Device]
Android: [Settings] > [Connected devices] or [Device Connection] > [Previously connected devices] or [Bluetooth] > > [LE_*name given to hearing aid in Target*] > [Forget This Device]

2. Delete the hearing aid pairing within the "Devices" section in the app and restart the app
[myPhonak app] > [Product Information] > [Forget my device(s)]

Note: After in-clinic hearing aid adjustments, internet access is required for the first time when connecting to the app.

What should I do if the hearing aids do not connect to Target?

- Check your internet connection, click on [Setup] > [Internet] > [Internet services] > [Test internet connection]

Ask the client to:

- Check their internet connection
- Make sure their hearing aids are connected to the app
- Ensure there is sufficient battery for their phone and hearing aids
- Remove the Bluetooth Low Energy (LE) pairing between the hearing aids and the smartphone
- Delete the hearing aid pairing within the "Devices" section in the app. Restart the app and repeat the pairing process between the hearing aids and the app

What happens to the hearing aids if the connection is lost during the Remote Support session?

If there is a connection interruption during the Remote Support session, the hearing aids will return to the settings before the Remote Support session.

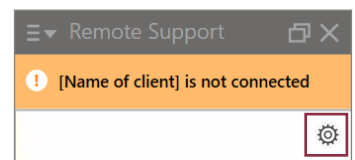### How long does it take for the hearing aids to connect to Target?

When pressing the [Connect] button in Target, it can take up to 3 minutes for the hearing aids to connect. For this reason, it is recommended to connect the hearing aids to Target as soon as the Remote Support session is started.

Audio and video

What happens if there is no video from my webcam?

This could be due to having the incorrect camera selected if multiple cameras are available, e.g. an integrated camera and an external camera. Select the video call and then click the "Gear" icon at the top right of the video window to select the camera you wish to use.

Note: It can take up to one minute for the video connection to be established

What happens if I cannot hear the client?

Ensure your computer sound settings are correctly configured to the microphone you wish to use. This can either be changed on the taskbar or via your computer settings.

Microsoft Windows:

Option 1: Left click on the sound icon within your taskbar and ensure the correct playback device is selected

Option 2: [Start] > [Control Panel] > [Hardware and Sound] > [Sound]

MacOS: [Apple menu] > [System Preferences] > [Sound] > [Output]

What can be done to improve poor video or sound quality?

Poor video and sound quality could be due to a poor internet connection. Within Target, the internet connection and Remote Support connection can be tested by clicking on [Setup] > [Internet] > [Test internet connection] > [Connection test]. The issue could also be due to a poor internet connection from the client. Asking the client to switch to a better/ more stable internet connection may improve the video or sound quality. In addition, having an external headset and webcam can enhance the sound and video quality for the client.