

# Troubleshooting & FAQs – myPhonak app

Hearing care professional



| Problem  | Solution  |
|--|---|
| The existing Remote Support invitation from Target does not give my client access to Hearing Diary | <ul style="list-style-type: none"><li>• Hearing diary is a new function available since November 2018.</li><li>• To eliminate confusion between existing and new subscriptions, send a new invitation out of Phonak Target.</li><li>• For existing users, you will be prompted there is an existing relationship and you can resend the invitation. Once accepted by the client, it will give them access to start using Hearing Diary.</li></ul> |
| The hearing aids have lost connection to the app   | <ul style="list-style-type: none"><li>• Hearing diary does not restrict a client from creating feedback.</li><li>• To send feedback and have it visible in the client dashboard, the client must be online to send the feedback</li></ul>   |
| I cannot see any of my enrolled clients in the client dashboard                                    | <ul style="list-style-type: none"><li>• Check that you have the correct the PhonakPro ID that was used to enroll your users. Once correct, you will see your list of users.</li></ul>   |

| Problem   | Solution  |
|---|---|
| I am not receiving any new feedback or messages from my client      | <ul style="list-style-type: none"><li>• Check if the client has removed your invitation in his myPhonak app</li><li>• Re-invite the client and make sure there are no other active invitations in his app in order to send and receive messages</li></ul> |
| I am not receiving email/s of new alerts available in the dashboard | <ul style="list-style-type: none"><li>• Check the email that is on file in your PhonakPro account.</li><li>• The email connected to your PhonakPro account is the one that receives the overview and low satisfaction rating emails</li></ul>             |
| The link in Target does not open the Client Dashboard               | <ul style="list-style-type: none"><li>• Go to <a href="http://www.phonakpro.com">www.phonakpro.com</a> and enter your PhonakPro ID and password to access the Client Dashboard</li></ul>  |

| Question  | Answer   |
|---|--|
| How can I offer Hearing Diary to new clients?                       | <ul style="list-style-type: none"><li>• The one invitation to eSolutions from Phonak Target provides access to both Remote Support and Hearing Diary</li></ul>   |
| Can I offer Hearing Diary to existing clients using Remote Support? | <ul style="list-style-type: none"><li>• Yes. You will need to send a new invitation from Phonak Target to the client. This new invitation will immediately give them access to start using Hearing Diary</li></ul>   |
| What happens if a client has removed my invitation in his app?      | <ul style="list-style-type: none"><li>• If a client has deleted the invitation from you in the app, you will no longer receive messages or feedback from this client. There is a notification in the client dashboard showing that you will no longer receive any new information</li><li>• The history up to the point in which the invitation was deleted will be visible in the client dashboard.</li></ul> |

| Question   | Answer  |
|--|---|
| Can I send a message to a client without having any feedback from them?        | <ul style="list-style-type: none"><li>• Yes. In your client dashboard, you have the ability to start a new message thread</li><li>• Click on new message and then you can add a subject and any additional text you want to send to your client</li></ul>   |
| Do I have to go to the client dashboard to know when there is new information? | <ul style="list-style-type: none"><li>• No. You do not have to check the dashboard regularly.</li><li>• Daily, you will receive an email summary of how many alerts and the types that have been received in the client dashboard. This allows you to easily review the content.</li><li>• For details and message content, please go to the client dashboard</li></ul> |

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| <p>Do I have to directly go to PhonakPro to access the Hearing Diary information in the Client Dashboard?</p> | <ul style="list-style-type: none"><li>• No. There are several ways you can access the web based Client Dashboard.<ul style="list-style-type: none"><li>• Via the email summary message</li><li>• Via directly going to <a href="http://www.phonakpro.com">www.phonakpro.com</a></li><li>• Or you can go directly via the link in Phonak Target</li></ul></li><li>• You will be prompted to enter your PhonakPro ID and password in order to access the dashboard</li></ul> |
| <p>What happens if a client enters the lowest satisfaction rating?</p>  | <ul style="list-style-type: none"><li>• When a client makes the poorest rating available in the app, this triggers an additional email notification as it could be an indication that your client may need your assistance.</li><li>• The email will contain a link for you to directly go to the Client Dashboard to review the information</li></ul>   |

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|---|---|
| How can I remove a client from my client dashboard?               | <ul style="list-style-type: none"><li>• Go to Phonak Target, manage the client details and remove them from eSolutions</li></ul>  |
| Is Hearing Diary only for the trial period with first time users? | <ul style="list-style-type: none"><li>• It is mainly geared towards those users who want to share their hearing experience and communicate with you. Therefore, there is no restriction on how you wish to use Hearing Diary and the Client Dashboard with your clients</li><li>• There is the option to help you easily identify and track if user is in the trial period and whether they have successfully completed the trial with a purchase</li></ul> |

| Question  | Answer   |
|---|--|
| Can I open Phonak Target to start a Remote Support session directly from the Client Dashboard?    | <ul style="list-style-type: none"><li>• Due to the complexity of different software management systems, it is currently not foreseen to be able to open fitting software directly from the Client Dashboard.</li></ul>   |
| Will clients be informed when I have reviewed their feedback or messages in the Client Dashboard? | <ul style="list-style-type: none"><li>• No. Clients only are aware their feedback had been sent. They get no indication that you have received or read their information.</li><li>• This allows you to have control over how you want to manage the relation and communication between yourself and your clients</li></ul> |