

Phonak Target 6.1

Phonak Remote Support Fitting Guide

Phonak Remote Support is designed to support the client's fitting by providing successful hearing aid follow-up fittings from a distance. If the client needs adjustments to their compatible Phonak hearing aid settings, this can be done in real time, in their own environment rather than traveling to the clinic.

This guide provides a detailed introduction to successfully conduct a follow up Phonak Target fitting session using Phonak Remote Support.

For additional details on programming and fitting Phonak hearing aids, please refer to the Phonak Target Fitting Guide

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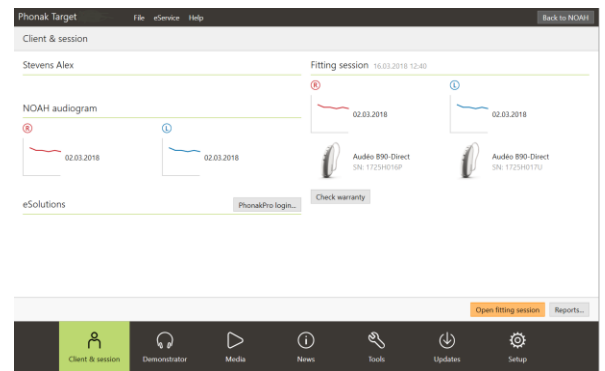
Requirements

- Phonak Target fitting software version 5.4 or higher installed
NOTE: With Phonak Target 6.1 a mandatory hearing aid firmware update is needed for Marvel hearing aids in order to perform a Remote Support session.
- Advanced PhonakPro account activated with Remote Support
- Client must have a fitting session performed in the clinic
- Computer with an integrated webcam or microphone or an external webcam and microphone connected to the computer.
NOTE: For privacy and better sound quality, please use headphones with a microphone connection for the Phonak Remote Support session.
- Stable internet connection (Wi-Fi, LAN or 4G) – at least 5 Mbit/s of data transfer connection for uploads and downloads. Internet connection can be checked within Phonak Target:
Click on **[Setup]**, **[Internet]** and **[Test internet connection]**.
NOTE: Clients using 4G may incur additional charges for data usage depending upon their contract.

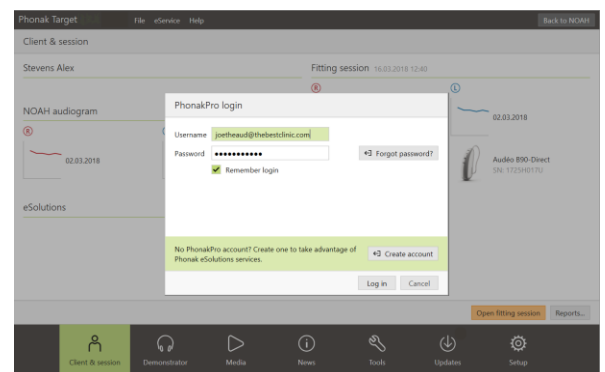
Setting up for Phonak Remote Support

Select client for Remote Support

Click on **[PhonakPro login]** to log in to PhonakPro or to create a new PhonakPro account.



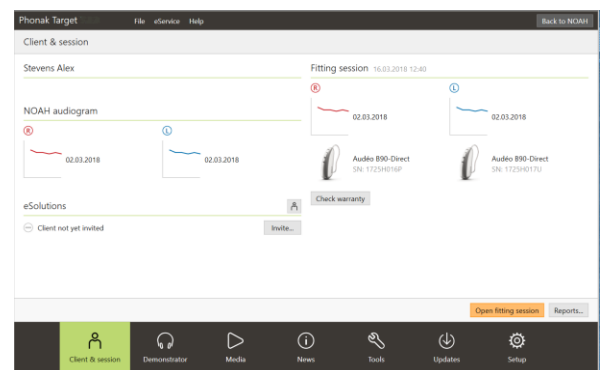
If there is more than one clinic site available, select the clinic where the remote session will take place.



When connected to your PhonakPro account, you can send a Phonak Remote Support invitation to your client.

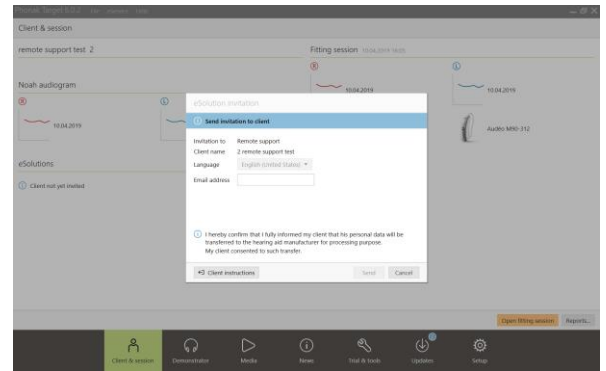
Click on the **[Invite]** button.

The invitation includes the link for the client to download the myPhonak app which is required for the Phonak Remote Support session.

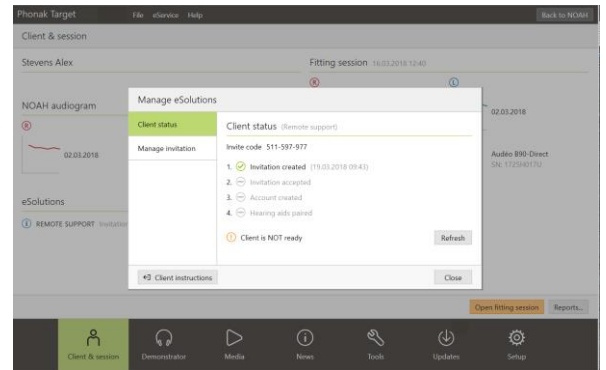


Invite client to a Phonak Remote Support follow-up session

Enter the client's email address and follow the steps to sending an invitation to your client.

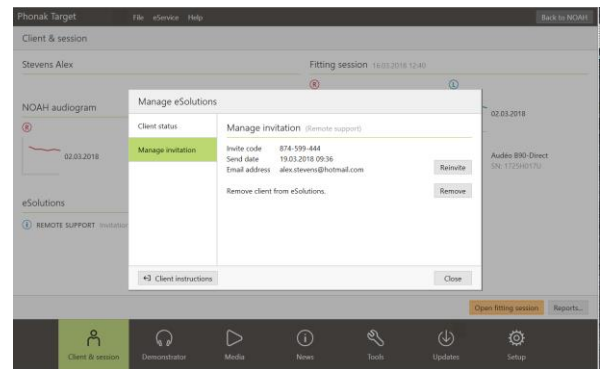


Once the invitation has been sent, you can manage the client's status and see when he/she is ready to start the Phonak Remote Support session.



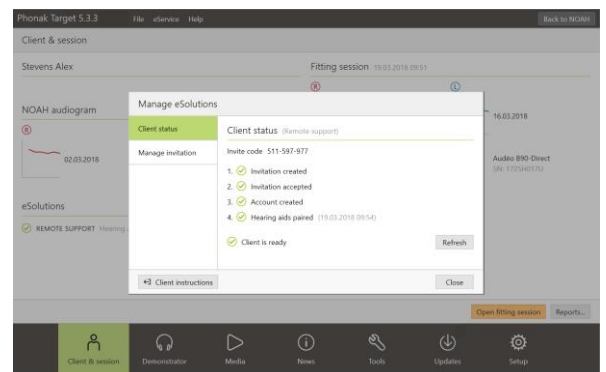
In the **[Manage invitation]** tab you can

- Re-invite the client
- Remove the client relationship
- Provide client instructions to the client

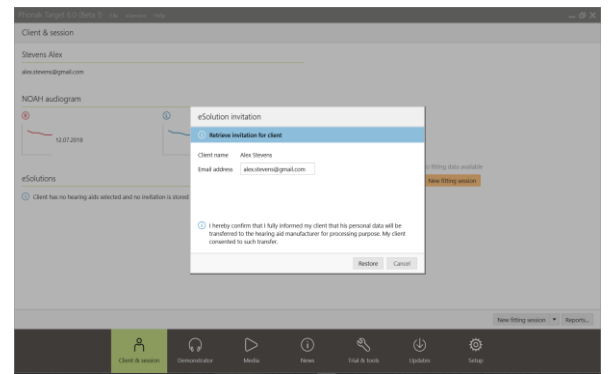
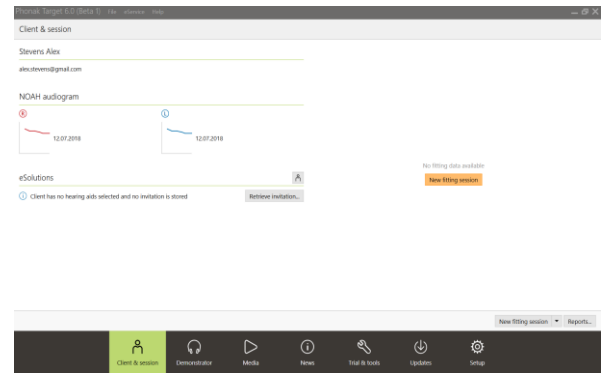


Once the client has set up a myPhonak account and has completed the myPhonak app setup, the 'Client status' will be updated.

Click **[Close]** to exit the **[Manage invitations]** screen.

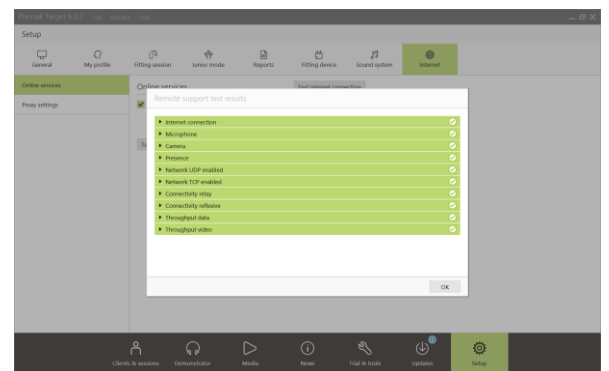


Client invitations are stored on the computer used to send them. If you use a different computer than the one used to send the invitation to the client, the invitation information can be retrieved by clicking on **[Retrieve invitation]**.



Running the Remote Support connection test

When starting a remote support session for the first time on a computer click on **[Setup]**, **[Internet]** and **[Test remote support connection]**. Once completed, the status will be shown.

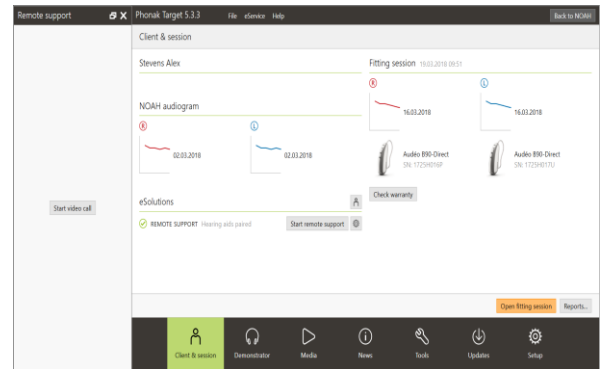


Start the video call with Phonak Remote Support

At the time of the appointment, click on **[Start remote support]**.

You and your client will be connected to the video call. You might have to wait for the client enter the Phonak Remote Support session with the myPhonak app.

Once connected, you will see and hear your client.



Make sure the video and microphone of your computer is enabled.

NOTE: Switching between an integrated or external microphone or webcam can be performed before or during a session by clicking on the settings wheel which is located at the top right hand corner of the remote support screen.

As soon as the client enters the remote support session and has accepted the camera and microphone requests on their smartphone, both videos are displayed on the screen.

Now you can begin the follow up session.

Screen overview of PhonakTarget

Client's video

HCP's video

Client's battery life and internet connection

Remote Support

Phonak Target File Fitting Help

Client view Select media... Save & close session

Alex is connected

F2P: Good quality

Client Stevens, Alex

Instruments Audio B-90 Direct

Fitting Calm situation

Feedback & real ear test AudiogramDirect Global tuning Fine tuning DataLogging Device options

Program manager

All programs

AUTOMATIC PROGRAMS

- AutoSense OS
- Calm situation
- Speech in noise
- Speech in loud noise
- Speech in car
- Comfort in noise
- Comfort in echo
- Music

ADDITIONAL PROGRAMS

- Phone via T-coil + mic

STREAMING PROGRAMS

- Bluetooth audio + mic
- Bluetooth phone / DECT + mic

Gain - Real ear

Gain - Real ear

Verification assistant

	68	96	102
All	Low	Mid	High
G80	1	8	23
G65	1	8	27
G50	1	8	29
CR	1	1	1.4

	70	98	102
All	Low	Mid	High
G80	1	8	22
G65	1	11	27
G50	1	13	30
CR	1	1.2	1.4

Gain & MPO Audibility fine tuning Program options SoundRecover TK/Gain 35 dB Automatic fine tuning Tinnitus balance

Settings "wheel" for the microphone and camera

Video on/off

Microphone on/off

End call

Live fitting session

Screen overview of the client's smartphone

HCP's video

Client's video

Video on/off

Change camera view

End call/session

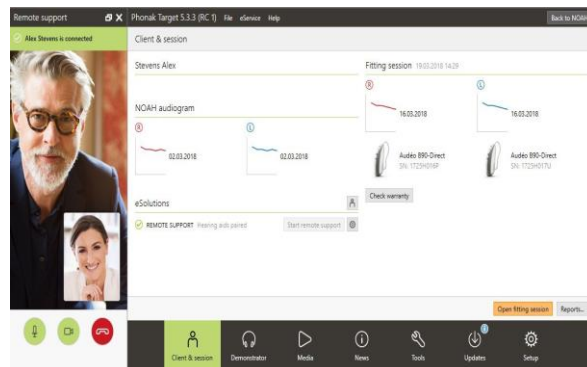
Microphone on/off

9:41 AM 100%


Start the follow-up session with Phonak Remote Support

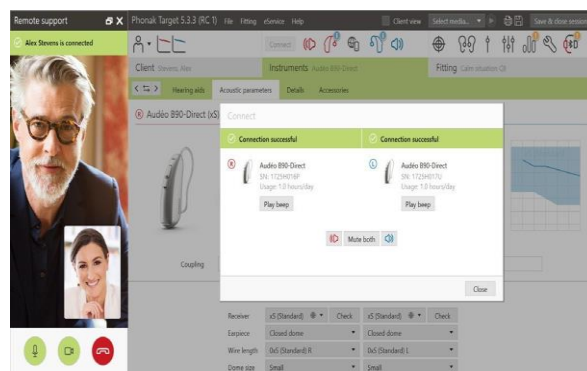
It is recommended that the client has new batteries in their hearing aids or sufficient charge in their rechargeable hearing aids before connecting to the hearing aids.

Click on **[Open fitting session]** to open the client's fitting session in Phonak Target.



Inform the client that you are going to connect to the hearing aids.

- Click on **[Connect]** to connect to the hearing aids.
- The hearing aids will be temporarily muted.
- Once hearing aids are connected, use Phonak Target as you typically would in a follow-up session.
- The  icon is visible when you have established connection with the clients hearing aids.
- The hearing aids are live and any adjustments you make are sent to the hearing aids in real-time.



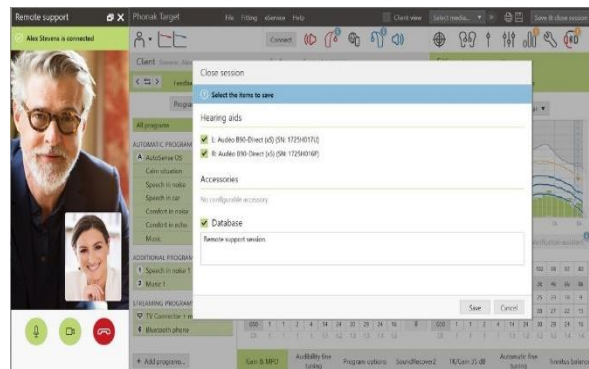
Note:

1. The 'feedback & real ear test' cannot be performed during a Phonak Remote Support session.
2. It is not possible to end the Phonak Remote Support session with the client until the fitting session in Phonak Target has been saved and closed.


Save the adjustments to the hearing aids

After fitting, click on **[Save & close session]** to save the fitting into the hearing aids and Phonak Target.

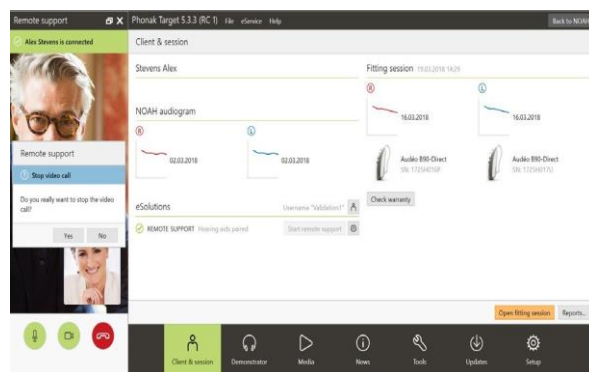
Inform the client that the hearing aids will be temporarily muted.



End video call

To end the Phonak Remote Support session, click on  to end the call.

Phonak Target will ask if you want to close the Phonak Remote Support session. Click **[Yes]** to confirm and disconnect from your client's smartphone.



Information and description of symbols and system requirements

Information and the description of symbols and an overview of system requirements can be found in the Phonak Target Fitting Guide.

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