

Phonak Remote Support

Tips and tricks

To prepare for a Remote Support appointment make sure you have the following:

1. Fully charged hearing aids or fresh batteries installed on the day of your appointment.
2. Charged smartphone or tablet with the myPhonak app installed and setup.
3. Strong WiFi or 4G cellular connection available.
4. Scheduled appointment with your hearing care professional.

Joining a Remote Support appointment

At the time of your appointment follow these steps:

Step 1

Open the myPhonak app



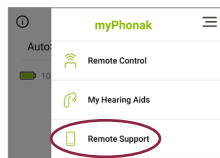
Step 2

Tap on the Menu Button



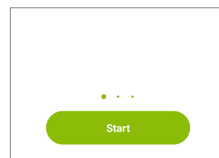
Step 3

Tap on Remote Support



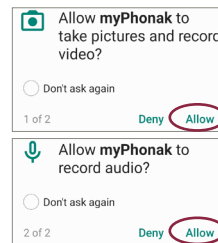
Step 4

Tap Start



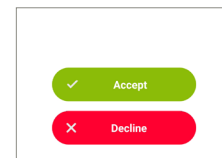
Step 5

Allow Microphone and camera access – you only have to allow this the first time



Step 6

When your hearing care professional is ready you will be able to accept the call from them



Troubleshooting

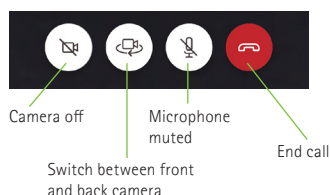
Spinning circle with "Looking for your hearing care professional, Please stand by" – This means your provider has not yet connected to the call. Once they connect you will see the "Accept" button. If it is past your appointment time you may need to contact your hearing care professional to see if they are delayed.

Unable to hear the provider's voice – Make sure your phone volume is turned all the way up. You will hear the provider through your phone's speaker, not through your hearing aids.

The call dropped – Close the myPhonak app and relaunch. Follow the steps above to reinitiate the call and wait for your provider to reconnect.

The provider cannot see or hear me – Check that you have your camera and microphone turned on. There are icons on the bottom of the screen to control the camera and microphone.

Icons with "slashes" means the camera or microphone is disabled



Make sure none of the icons have a "slash" through them

