

Phonak Remote Support

Tips and tricks for providers

Reminders for patients before an appointment

- Charge their smartphone or tablet.
- Charge their hearing aids or install fresh batteries before an appointment.

Remote Support button is greyed out in Target

- There must have been a session saved in-office since the launch of Remote Support.
- The hearing aids must have any mandatory firmware updates installed, optional firmware updates are not required for Remote Support.
- Make sure to open the "previous session" of Phonak Target instead of a new blank session to ensure the Remote Support option will be available.

No video from the web camera

- Start the video call then click the "Gear" icon at the top right of the video call window.
- Check that the system is selecting the correct camera. If you have multiple cameras attached to your computer you may have the wrong camera selected.

The patient cannot hear you

- While in the video call click the "Gear" icon at the top right of the video call window.
- Check that the system is selecting the correct microphone that you want to be speaking through.
- The patient may need to increase the volume on their smartphone or tablet.

You cannot hear the patient

- Check your windows audio settings and set the "default" audio output device to your speakers or headset. For the best audio experience for you and your patient use a headset with a built-in microphone.

Connection is taking a long time

- When first establishing the video connection wait up to a minute before re-trying the connection. If it continues to fail you may need to call the patient and ask them to reinitialize the connection process on their end too. If problems persist you may need to work with your local IT and/or Phonak Technical Support to ensure there are no network or firewall issues.
- Connecting to the hearing aids can take up to 3 minutes from when you click the orange "Connect" button during a Target session. Start the connection to the hearing aids as soon as you get into a video call. You can converse with your patient while the connection is established.

Why does the patient not hear me through their hearing aids?

- Remote Support uses the patient's phone just like a Noahlink Wireless which means the hearing aids are using the Bluetooth® radios to communicate programming information. For this reason the audio streaming is disabled during Remote Support sessions.

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