



Troubleshooting & FAQs – Remote Support

Hearing care professional

A Sonova brand

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Problem	Solution
Client's hearing aids do not pair to the app	Remove the Bluetooth® pairing in Phonak Target Open Phonak Target → Open client's fitting session → Device Options → Check “Delete all pairings” → Save and close session.

Problem	Solution
I have firewall issues	<p>Companies which have a firewall in place may block outgoing connections, including video calling during a Remote Support session.</p> <ul style="list-style-type: none">• If you are having problems establishing a Remote Support session, it could be due to a firewall.• We have compiled a list of IP addresses that are required for a Remote Support session. Please contact Phonak for this list if you do not already have one.• Contact your Information Technology (IT) support and provide them with the configurations.

Problem	Solution
<p>I cannot begin the Phonak Remote Support video call.</p>	<ul style="list-style-type: none">• Check your internet connection. Check if you have your webcam activated.• Check you have programmed and saved a first fit to the client's hearing aids.• If there is more than one clinic site, make sure the clinic site where the first fitting took place is selected.
<p>The client cannot enter into the Phonak Remote Support video call.</p>	<ul style="list-style-type: none">• Ask the client to check his or her internet connection.• Ask the client if he or she has downloaded the myPhonak app and paired their hearing aids to their app.

Problem	Solution
<p>The video/sound quality is poor.</p>	<ul style="list-style-type: none">• Check your internet connection.• Ask the client to check his or her internet connection.• Check your headset set-up.
<p>The hearing aids have lost connection during the fitting. What happens to the fitting in the hearing aids?</p>	<ul style="list-style-type: none">• In case there is an interruption during the Remote Support session, the fitting will not be affected, and the hearing aids will be saved to the initial settings before the Remote Support session.

Problem	Solution
<p>No established connection to the hearing aids.</p>	<ul style="list-style-type: none">• Check your internet connection.• Check that the fitting device has changed to the Remote Support icon. <p>Ask the client to:</p> <ul style="list-style-type: none">• Check his or her internet connection• Check his or her Bluetooth® connection• Ask the client if the hearing aids have new batteries• Open and close the hearing aid battery doors or restart them• Instruct the client (via phone call) to delete the hearing aids in the app setting and re-pair them again to the smartphone.