Phonak
Quick guide

Activate Phonak hearing aids for Phonak Remote Support

Requirements

- Phonak Target 6.2.6 – or later
- Client must have had initial fitting session performed in the clinic providing the remote support session
- 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 during 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], [Test Internet Connection], then [Test remote support connection]**
  - **Note**: Clients using 4G data connection may incur additional charges for data usage depending on their cellular contract
- Hearing aids must be Marvel family and have the latest firmware updates
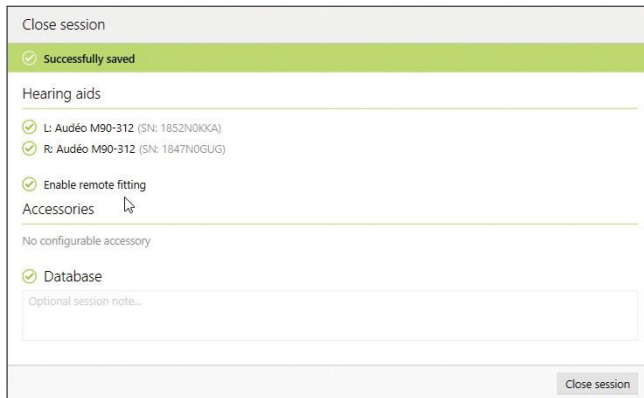
Setting up for Phonak Remote Support

1. Open a new or existing session in Phonak Target

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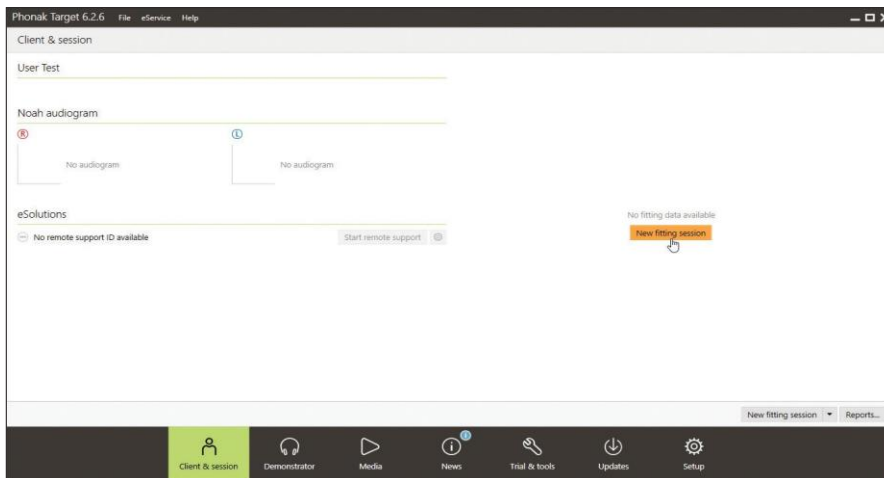
2. Connect to the hearing aids.
   Note: This initial connection cannot be done remotely
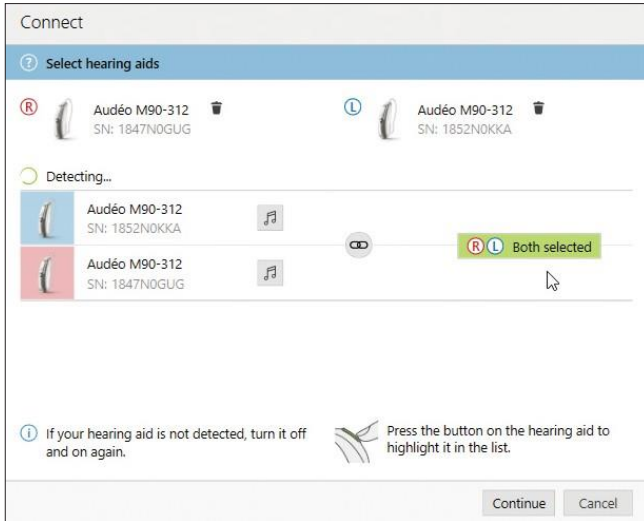
3. Perform first fitting, make follow-up adjustments, or just save and close to now enable Remote Support on these hearing aids
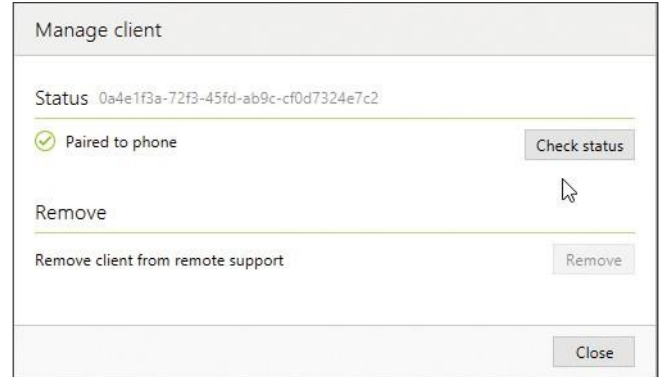

   a. You should see "Enable remote fitting" with a green check

4. On the "Clients & session" screen "Start remote support" is no longer greyed out. If the client's hearing aids are paired to the myPhonak app it will be indicated here

5. Click on the "gear" icon next to "Start remote support" to verify status

6. Click "Start remote support" and you will see a window open on the left with your video, now wait until the client connects via their myPhonak app. Refer to the client guide for how to connect via myPhonak app
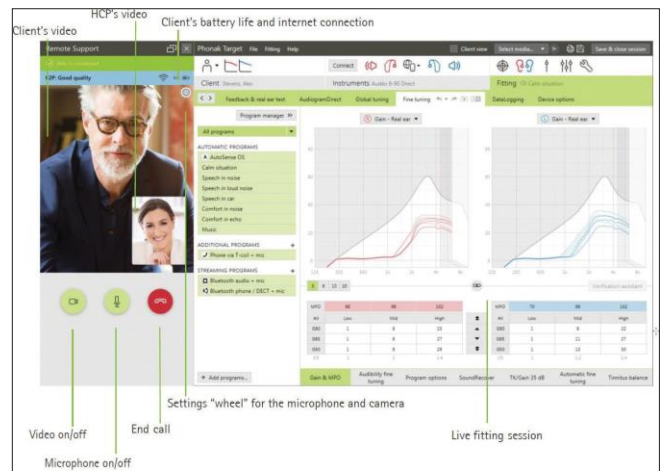
7. Once connected by video with the client, you may connect hearing aids as in a normal Target session with a few exceptions. Firmware upgrades, Feedback test, Audiogram Direct (in-situ audiometry), and increasing MPO are not available via Remote Support