

Remote Support: your solution for digital healthcare.

Choose your way

Your client is calling and complains about / wants a...

Pathway 1: Complex task with high urgency

Examples:

- Feedback
- Problems with app
- Audiological measurements needed
- New hearing aids
- Ear problems, such as pain in the ear or skin reactions

Organize an in-clinic appointment

Pathway 2: Less complex tasks and low urgency

Examples:

- Changing switch behavior
- Adding a manual program
- Resetting a Trial device
- Small adjustments needed e.g. two steps louder
- Client needs specific counselling

Choose Remote Support

- Make sure that your client uses myPhonak 7.1 or later
- For all available options make sure you set up Target 10.1 or later and enable new Remote Support options through **Setup > Remote Support & Internet > Remote Support** and then select **Allow connections without the integrated audio/video**.

Choose the option that best fits the situation

Remote Support with audio and video via Target

Setup appointment

- Make an appointment through your business appointment management system

Setup in Target:

1. Open Target and click on "with audio/video"
2. Wait for client to connect to Remote Support session
3. Press "open Session" in Target and connect hearing aids

Remote Support with audio and video via video platform

Use cases:

- Subtitles needed
- Blurry background needed
- Want to use business account for audio and video
- Screen sharing needed
- Want to use mobile phone or tablet for a video call without integrated audio/video

Setup appointment

- Make an appointment through your appointment management system and send online invitation to your client from the video conferencing platform

Start the video call using the alternate video conferencing platform

- For best results, the client should use a separate device for the video conferencing, not the one running myPhonak. If the same device must be used, ensure the call is on loudspeaker

Remote Support without audio and video

Use cases:

- Client doesn't want a video call / is not able to perform one
- Needs instructions to navigate through the app
- Doesn't feel comfortable using video platforms

Setup appointment through phone call / WhatsApp call

- Call the client making sure that the call runs via loudspeaker

Setup in Target:

1. Open Target and click on "without audio/video"
2. Navigate client to Remote Support in myPhonak
3. Instruct client to start the Remote Support call
4. The client will receive a 2-digit authentication code. Enter this code into Target
5. Press "open Session" in Target and connect hearing aids

Setting up Remote Support video conferencing options in Target 10.1 and newer

Select the **Allow connections without the integrated audio/video** checkbox to access the options for audio/video. You will see the two options below. Select the option that fits your needs.

Setup

General

Fitting session

Junior mode

Reports

Fitting device

Sound system

Remote Support & Internet

Internet services

Proxy settings

Remote Support

Remote Support

Connection test

Previous result

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 Allow connections without the integrated audio/video.
Contact your client via another provider (e.g. Zoom, Skype, Microsoft Teams, Google Meet etc.).

Remote Support with audio and video via Target

Remote Support

✓ Paired to phone

with audio/video

without audio/video

Remote Support with audio and video via alternate video platform

Remote Support

✓ Paired to phone

with audio/video

without audio/video

Remote Support without audio and video

Remote Support

✓ Paired to phone

with audio/video

without audio/video