

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
- Audiological measurements needed
- Problems with app
- 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

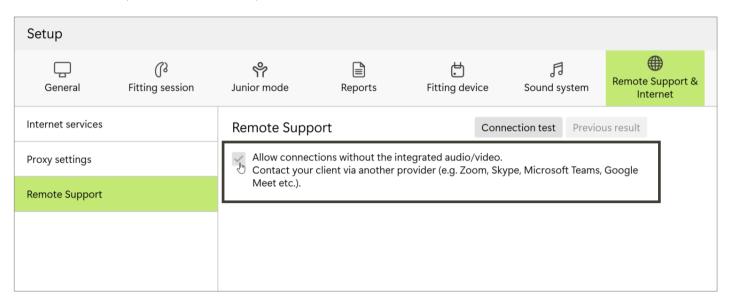
 Call the client making sure that the call runs via loudspeaker

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 audeo/video. You will see the two options below. Select the option that fits your needs.



Remote Support with audio and video via Target



Remote Support with audio and video via alternate video platform



Remote Support without audio and video

