

Fitting Authorization.

Fitting Authorization provides a secure, trusted connection between Audéo EON hearing aids and Target fitting software, preventing unauthorized access to your clients' devices.

What Risks Does This Address?

 Without additional security, someone could gain unauthorized access to your clients' hearing aids and make changes: **disable the hearing aids, access sensitive client data, play sound beyond safe limits.**

Our Solution: Fitting Authorization

Before a fitting begins, Fitting Authorization verifies a connection is made only with authorized equipment via a hearing care professional.



How Can Authorization Happen?

Automatic methods

Option 1

Connect using Noahlink Wireless 2.

Automatically authorizes your fitting session.



Option 2

Sign in to Target using your PhonakPro account.

The system authorizes you automatically.



Manual method

Option 3

Required only when Noahlink Wireless 2 or PhonakPro log-in is unavailable.

Press and hold the upper portion of the multi-function button on both hearing aids for 8 seconds.



8 sec

FAQ

Will this slow my fitting?

No. Authorization only takes a few seconds.

Do I have to do this for all Phonak hearing aids?

No, only Phonak Audéo EON hearing aids.

Will clients notice?

No. Authorization is done entirely in the background unless manual method required.

Do I need to do this every time?

No. The authorization needs to be completed for the first fitting of Audéo E devices. (It is not needed for follow-up appointments, as long as you use the same computer or linked Noah database.)

Additional FAQs are on page 2

Fitting Authorization adds an extra layer of protection so you can focus on what matters most: providing the best care for your clients.

Frequently Asked Questions: Fitting Authorization

Q: Why introduce Fitting Authorization with Audéo E?

A: Fitting Authorization ensures only authorized hearing care professionals can fit and adjust Phonak EON hearing aids. This prevents someone with malicious intent from changing hearing aid settings (e.g. MPO). In coordination with HIMSA and other hearing aid manufacturers, Noahlink Wireless 2 has been established as a standard to enable secure authorization.

Q: What is changing for the you and the client?

A: In most cases you will not notice any difference, as authentication runs in the background via the Noahlink Wireless 2 or the PhonakPro login in Target. If neither method is available, a simple 8-second button press on the hearing aid confirms authentication, required only in the first fitting session. For the client, they have more secure hearing aids with no noticeable difference in workflow or daily use.

Q: What if I see an error message stating online authorization was not successful (e.g., "Error during data transfer")?

A: In rare cases (e.g., internet dropout), the online authorization might fail. The solution is to restart the hearing aids, press "re-try" and re-connect the hearing aids in Target. You will then need to re-attempt the authorization using the manual button press.

Q: Is a Fitting Authorization needed in every session?

A: No, for hearing aid fittings it is only required at the first fit of a new set of hearing aids, or if the hearing aids have been reset to factory settings. Fitting Authorization is needed in every session only in the following situations: Trial hearing aid fittings, Measurement settings, Reset to factory settings and sound calibration.

Q: What happens if a client switches to another HCP or visits another HCP during holidays?

A: If the other HCP uses the same connected database as the existing HCP (with the existing fitting sessions available) then another authorization is not required even if the authorization method is different. Otherwise visiting another HCP will trigger a new Fitting Authorization.

Q: Does the HCP have to perform the authentication again after hearing aids have been sent back from service?

A: It depends on the specific service, but a re-authorization might be required.

Q: How does this affect CROS or Trial hearing aid fittings?

A: CROS devices do not require authorization. Trial hearing aids will require authorization at every new fitting or change of HCP.

Q: Does Fitting Authorization need to be performed for Remote Support?

A: Only in the first fitting session. If the HCP is logged into PhonakPro in Target or has a Noahlink Wireless 2 the authorization will happen automatically in the background. If neither of these are available, the client will need to complete the manual button press authorization themselves.