Phonak
Fast Fact

Optimizing high frequency gain during Phonak Remote Support

What is it?
When performing a Phonak Remote Support session, certain functionalities are disabled, including the Feedback & real ear test. Despite this, gain can still be optimized without being limited by the estimated feedback threshold (dotted line in Phonak Target).

Previously, gain increases beyond the estimated feedback threshold increased risk of feedback. However, when Phonak Marvel hearing aids are connected to Phonak Target 6.2.8 or higher, clients can benefit from a new, more effective estimated feedback manager that allows more gain with less feedback risk.

Why use it?
Use this to maximize gain before feedback, even when a feedback test cannot be performed.

How to use it?
Step 1: Ensure WhistleBlock is turned on for all programs.
Step 2: Determine if feedback is present.

Feedback present
- If feedback is present, temporarily reduce high frequency gain.
- Consider sending the client a more occluding dome (if applicable), and schedule an additional Remote Support appointment to further optimize high frequency gain settings.

No feedback present and the client requires more gain
- Use the Gain - Insertion gain curve display view in the Fine tuning tab.
- Ensure 'Show feedback threshold' is selected.
- Increase gain until prescribed targets are reached.
- Check with the client to ensure no feedback or distortion is perceived with increases in gain. If either is reported, reduce gain until feedback or distortion resolves.

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