

Troubleshooting & FAQs – Remote Support

Hearing care professional



Troubleshooting – General Questions

| Problem | Solution |
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| <i>In clinic:</i> Client's hearing aids do not pair to the app | Remove the Bluetooth® pairing Open Phonak Target → Device Options → Check "Delete all pairings" |

| Problem | Solution |
|------------------------|---|
| I have firewall issues | <p>Companies which have a firewall in place might potentially block outgoing connections to Phonak eServices including access to PhonakPro as well as video calling during a Remote Support session.</p> <ul style="list-style-type: none">• If you are having problems connection to your PhonakPro account or establishing a Remote Support video call, it could be due to a firewall.• We have compiled a list of IP address that are used for Phonak eServices and are required for a Remote Support session.• Please contact Phonak for this list if you do not already have one.• Contact your Information Technology (IT) support and provide them with the configurations below. They must make sure that the following connections are unblocked. |

| Problem | Solution |
|---|--|
| I cannot log into the Phonak Remote Support video call. | <ul style="list-style-type: none">• Check your internet connection. Check if you have your webcam activated.• Check you are registered and logged in to PhonakPro• Check you have sent the invite to the client• If there is more than one clinic site, make sure the clinic site where the first fitting took place is selected. |
| The client cannot log in to the Phonak Remote Support video call. | <ul style="list-style-type: none">• Ask the client to check his or her internet connection• Ask the client if he or she is registered to myPhonak |

| Problem | Solution |
|---|---|
| The video/sound quality is bad. | <ul style="list-style-type: none">• Check your internet connection.• Ask the client to check his or her internet connection.• Check your headset set-up |
| The hearing aids have lost connection during the fitting. What has happened to the fitting? | <ul style="list-style-type: none">• In case there is an interruption during the fitting session, the fitting will not be affected and the hearing aids will be saved to the initial settings before the Remote Support session. |

| Problem | Solution |
|---|---|
| <p>The connection to the hearing aids does not establish.</p> | <ul style="list-style-type: none">• Check your internet connection.• Check if the Remote Support icon (instead of iCube icon) in Target is chosen. <p>Ask the client to:</p> <ul style="list-style-type: none">• check his or her internet connection• check his or her Bluetooth® connection• ask if he or she used new batteries• open and close the hearing aid battery doors or restart them• instruct the client (via phone call) to delete the hearing aids in the app setting and re-pair them again to the smartphone. |

| Problem | Solution |
|---|---|
| <p>My client has the Remote app and myPhonak app installed. Can he/she switch to the Remote App during a Remote Support session to change the volume or program and then switch back to the myPhonak app?</p> | <ul style="list-style-type: none">• When a Remote Support session is active with your client using the myPhonak App, if they open and make changes using the Phonak Remote App, the data connection from the hearing aids to Target will be broken. The Remote Support session will not interrupted.• When they change back to the myPhonak App, the audio and video connection isn't broken but it is not no longer possible to reconnect the hearing instrument.• The client has to restart their hearing instrument and the connection will be made again. |