Phonak
Remote Support

Staff Role-Play

Pre-appointment Checklist
- ☐ Phonak Target 5.4 or higher installed
- ☐ Run a speed test to check the speed of the Internet (5 Mbit/sec upload and download speed recommended)
  - o Setup > Internet > Test internet connection
- ☐ Webcam (required) and headset (optional)
- ☐ PhonakPro account with Remote Support access activated
- ☐ Review online materials before session (patient and fitter guides)

Staff Role-play
It is recommended to play both sides so you both experience the fitter and client roles.
**If you already have the app on your phone, go to "My profile" within the app and log out, then delete the app. Start at the beginning when playing the client role multiple times.

Audiologist
- ☐ Create test client in Target
- ☐ Send Invitation to client
- ☐ Start Remote Support Session
- ☐ Connect to the hearing aid
- ☐ Make a change to the hearing aid
- ☐ Save to the hearing aid
- ☐ End session

Client
- ☐ Accept Invitation- download app
- ☐ Set up the app (using client user guide)
- ☐ Accept call/Begin RS session
- ☐ End session

** Smartphone should be fully charged and hearing aids should have new batteries.

Online compatibility checker of smartphones
https://marvel-support.phonak.com/en/audeo-m-cell-phone-compatibility/

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Measure

- Video and audio quality
- Connection
  - Did you connect to the hearing aids?
    - ☐ Yes: first try/ multiple tries
    - ☐ No
  - Once connected, did you lose the connection to the hearing aids?
    - ☐ No
    - ☐ Yes, one time
      - Could you re-connect? (yes/no)
    - ☐ Yes, more than once
      - Could you re-connect? (yes/no)