

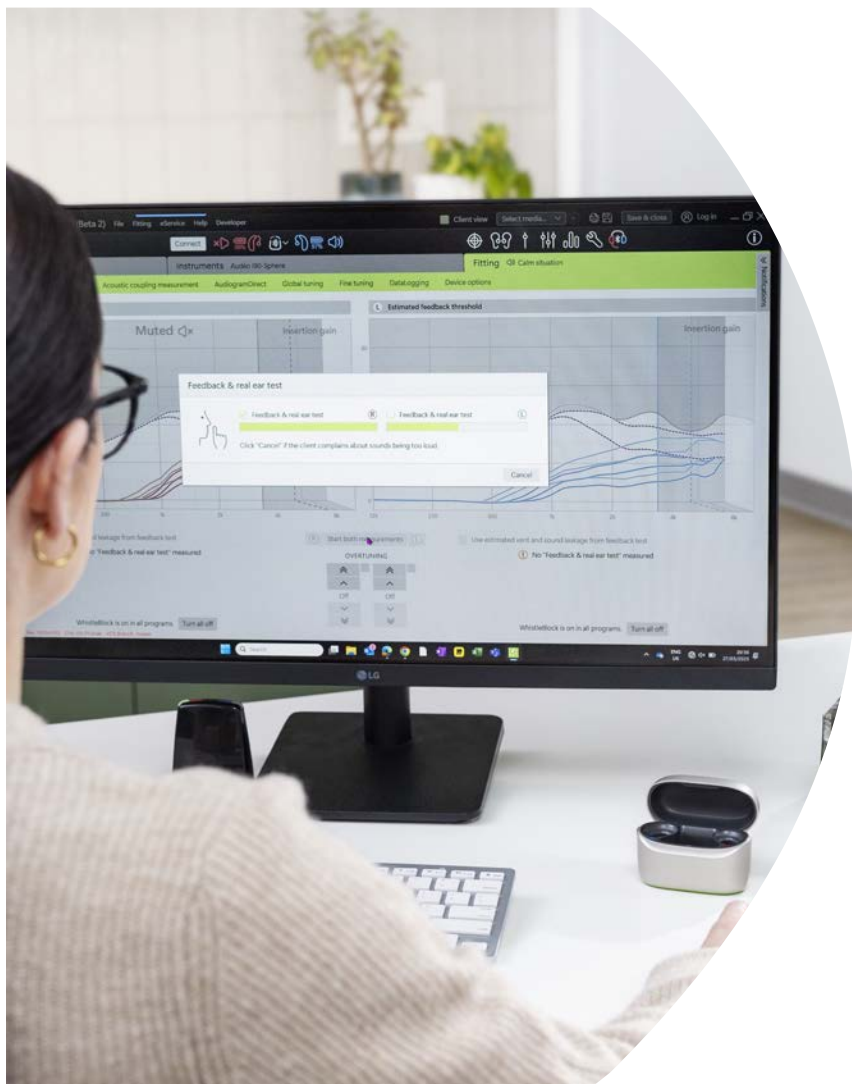
An introduction to Phonak Target fitting software

Jennifer Levy, AuD

Webinar FAQs

- How to ask a question:
 - Use the Q&A.
- Handouts:
 - Resources tab in Zoom
 - Pending courses
- How to view captions:
 - Click CC Button to Show/Hide Captions
- How to earn CEUs:
 - After the webinar, go to your Pending Courses and pass the multiple-choice exam.
- For assistance or tech support:
 - Call 800-753-2160
 - customerexperience@continued.com
 - Use the Q&A window

An introduction to Phonak Target fitting software.



A solid green semi-circle is located to the left of the disclosure text.

Financial disclosure: Speaker is employed by Phonak US
Non-financial discloser: None

Risks/Benefits

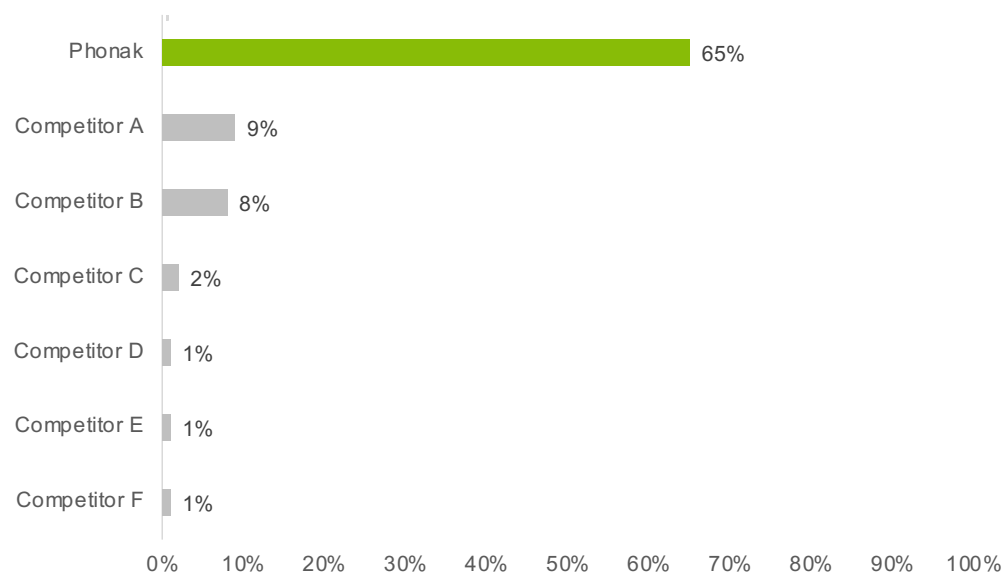
- The applicability and accuracy of the course content may vary by the clinical, geographical, and cultural context; you should evaluate the course accordingly.
- As healthcare is rapidly evolving, new findings may change the validity of the information presented in this course. Providers should always consult the latest research and guidelines from professional associations.
- The interventions discussed in this course may be limited in generalizability, requiring practitioners to consider specific individual and population factors.
- The course may not cover all possible risk factors, diagnostic methods, or treatment options, and complex cases may require additional considerations.
- Healthcare providers should apply cultural competence and sensitivity to ensure effective and respectful care based on their patients' diverse needs.
- Providers should always evaluate the limitations of diagnostic and screening tools, considering their potential for false results as well as any ethical implications.
- It is the responsibility of course participants to critically evaluate the evidence from multiple sources to guide professional practice.

The importance of intuitive fitting software

**7x
more**

HCPs rate Phonak Target as their favorite fitting software compared to the next leading competitor software²

% HCP who rate Phonak Target as their favorite fitting software



1. Sonova proprietary research. (2024). Project ID #4716. Please contact marketinsight@phonak.com if you are interested in further information.
2. Sonova proprietary research. (2024). Project ID #4734. Please contact marketinsight@phonak.com if you are interested in further information.



Agenda

01 An efficient first fit

02 Navigating the first follow-up

03 Executing a remote support session

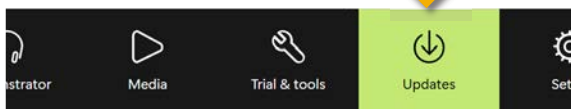




First fit

Software not up to date?

Check the
Updates section
within the software



PHONAK for Professionals Search Phonak Store Cart (0)

Home Shop Product Device Management Warranty Report Order History Document History Invoice Management Shipping Label **Software Downloads** Inner Circle

Software Downloads

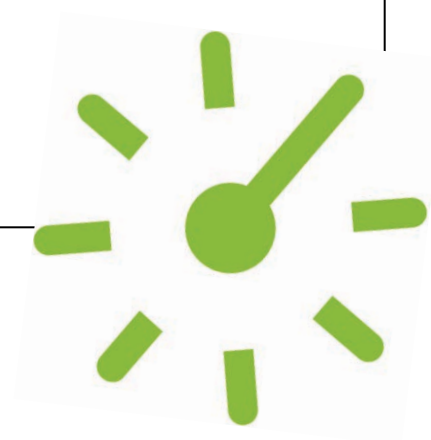
Download from the Phonak Store

FITTING SOFTWARE	VERSION	RELEASE DATE	SIZE	LINK
Phonak Target (full installer) Phonak's latest fitting software supporting the most recently launched products. Phonak Target supports platforms from 2010 (e.g. Ambra) all the way to the latest Phonak Infinio.	11.1.1.3675	n/a	831 MB	Download
Phonak Target 11.1.1 Release Information	11.1.1	n/a	187 KB	Download
Phonak Target Media	11.1.2411	n/a	1.1 GB	Download
Phonak Target Sounds	10.0.2411	October 21, 2025	1.11 GB	Download

Note: Only **Phonak Target** (either standalone or through Noah) is required for programming. Phonak Target Media and Phonak Target Sounds are optional.

Fitting Navigation

		
Client	Instruments	Fitting
All client information, such as personal data and audiogram, are found on this tab.	Information on the physical device—hearing aids, acoustic parameters, connection status, accessories—are found here. Note: Hover over the hearing aid icon to get more information on battery state of charge (rechargeable only) and Roger license.	All device adjustments and how the patient interacts with the aids are found here.



Easy First Fit in 5

1. Connect
2. Calibrate
3. Customize
4. Configure
5. Close

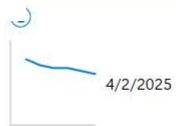


Client & session

Deci Belle



Noah audiogram



Remote Support

Status unknown

With audio/video Without audio/video

No fitting data available

New fitting session



New fitting session Reports...

Client & session

Demonstrator

Media

Trial & tools

Updates

Setup

Training

Phonak Target 11.1

File

Fitting

eService

Help

Client view

Party noise

Close training

Connect

Client

Deci, Belle

Instruments

Fitting

Hearing aids

Acoustic parameters

Details

Accessories

Notifications

®

Ⓛ

No hearing aid

No hearing aid

Show all	Latest	Compatible	Filters	Search...
>	Audéo I			6
>	Audéo L			14
>	CROS			1
>	Naída L			12
>	Naída Link M			1
>	Sky Link M			1
>	Sky L			12
>	Slim			4
>	Virto I			10

TrainingPhonak Target 11.1FileFittingeServiceHelp

ClientDeci, Belle

InstrumentsAudéo I90-Sphere

FittingCalm situation

Hearing aidsAcoustic parametersDetailsAccessories

Audéo I90-Sphere (M)



Gain51 (2cc)

MPO114 (2cc)

ReceiverM

Show allLatestCompatible

Audéo I

Audéo I90-Sphere

Premium 71/132 (2cc)

Audéo I70-Sphere

Advanced 71/132 (2cc)

Audéo I90-R

Premium 71/132 (2cc)

Audéo I70-R

Advanced 71/132 (2cc)

Audéo I50-R

Standard 71/132 (2cc)

Audéo I30-R

Essential 71/132 (2cc)

Audéo L

14

CROS

1

Naida L

12

Naida Link M

1

Connect

Select hearing aids

Audéo I90-Sphere

SN: SN68202084

R

L

Audéo I90-Sphere

SN: SN52253670

R

L

Detecting...

Audéo I90-Sphere

SN: SN68202084

R

L

Select

Select

Audéo I90-Sphere

SN: SN52253670

R

L

Select

Select

If your hearing aids are not detected:

• Turn them off and on again

• Switch off Bluetooth on client's mobile phone or completely switch off the phone to disconnect the hearing aids from the mobile app

Press the button on the hearing aid to highlight it in the list.

Continue

Cancel

Spheric speech clarity

SpeechSensor

Speech enhancer

Health functionalities

Speech in car

SoundRecover2

SoundRelax

Tap control

Motion sensor hearing

WindBlock

RogerDirect

Water resistant

More information

* Available in selected countries only

If using aids that have previously been programmed

Connect

? Select settings

R Audéo I90-Sphere SN: 2425H05U0 L Audéo I90-Sphere SN: 2425H05U1

Use fitting from hearing aid Use fitting from hearing aid

Reset hearing aid and create new fitting Reset hearing aid and create new fitting

Optimize gain for

Long term user 12+ months

Retry Continue Cancel

Select “Reset hearing aid and create new fitting”
Optimize gain for “Long term user”

Note: Long term user = 100% to target gain
Experienced user = 90% to target gain
New user = 80% to target gain

Connect

! Reset to factory settings

R Audéo I90-Sphere SN: 2425H05U0 L Audéo I90-Sphere SN: 2425H05U1

If the hearing aid is transferred from one client to another, reset it to factory settings.
If the client did not change, uncheck the box.

Reset to factory settings

Retry Continue Cancel

Uncheck “Reset to factor settings” and proceed

Note: Creating a new fitting deletes existing pairing information, so the same goal is achieved without taking the time to do a factory reset.

Training

Phonak Target 11.1

File

Fitting

eService

Help

Client view

Party noise

Close training

Client

Deci, Belle

Instruments

Audéo I90-Sphere

Fitting

Calm situation

Hearing aids

Acoustic parameters

Details

Accessories

Click to go to

Step 2. Calibrate

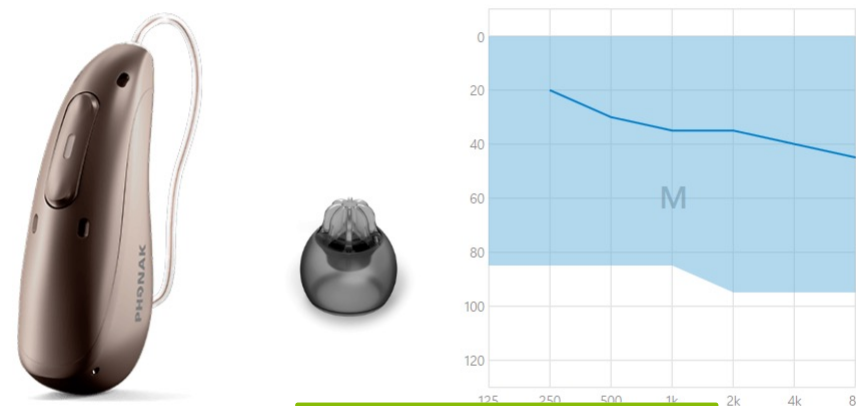
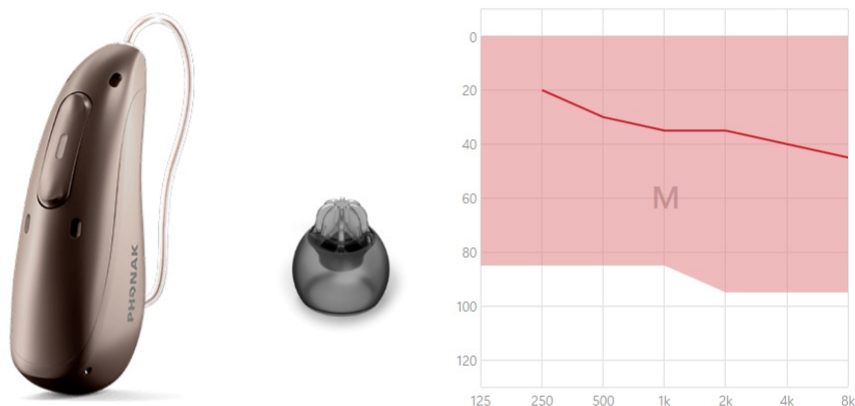
® Audéo I90-Sphere (M)

SN: SN68202084

Ⓛ Audéo I90-Spher

3

Notifications



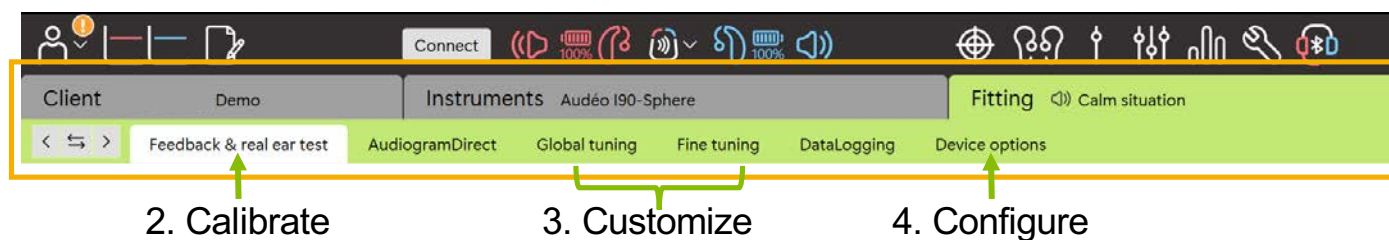
Enter the **[Acoustic code]** for SlimTip/cShell orders where AOV was selected as the vent when ordering.

Acoustic code	XXXXXX	X:XXXX
Earpiece	EasyGuard Vented	EasyGuard Vented
Dome size	Small	Small
Receiver / AV	M	M
Wire length	0M R	0M L

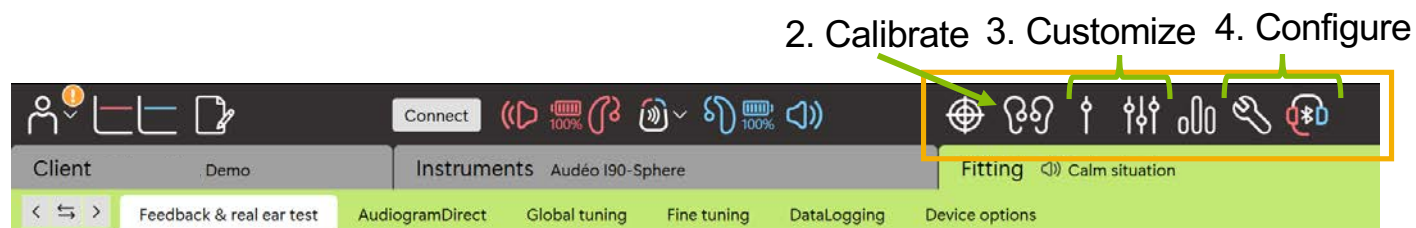
Be sure that displayed acoustic parameters match what the patient is wearing.

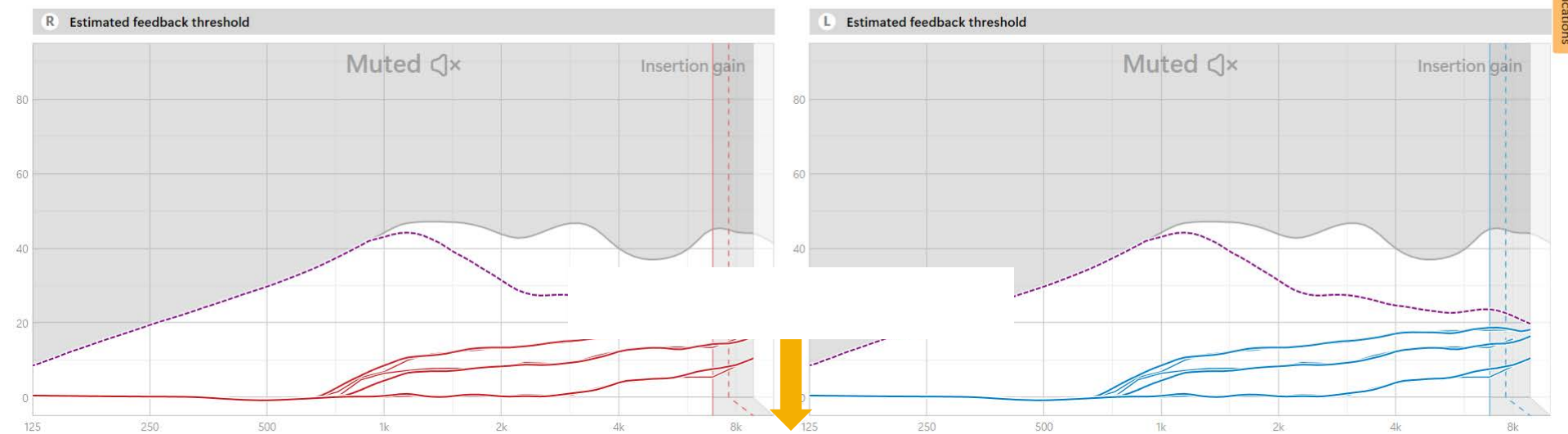
Navigating the first fit

Fitting screens
can be navigated
using tabs
(Left to Right)



Or by the icons at
the top right
(Left to Right)





Start both measurements

OVERTUNING

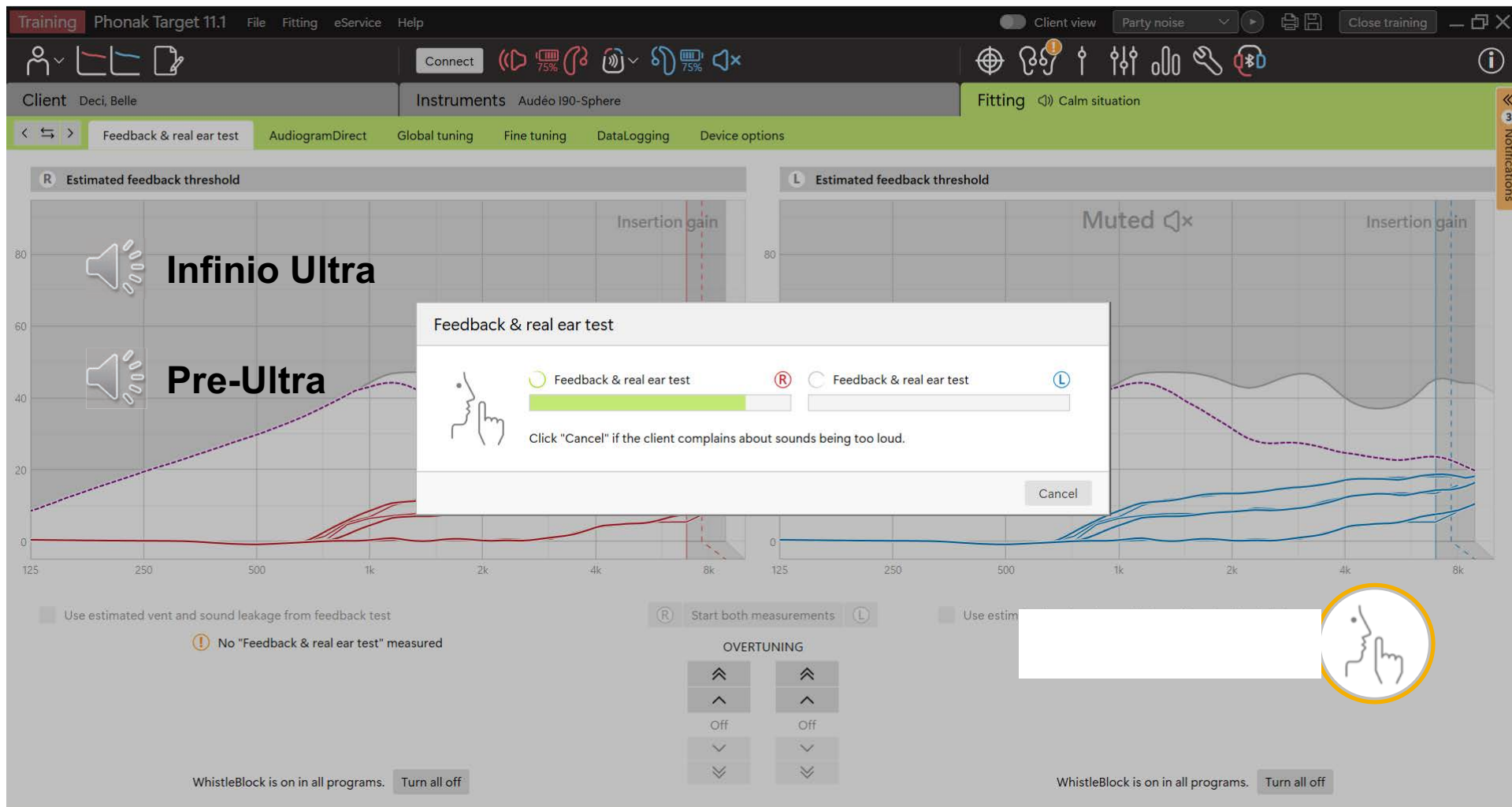
⬆	⬆
⬇	⬇
Off	Off
⬇	⬇
⬇	⬇

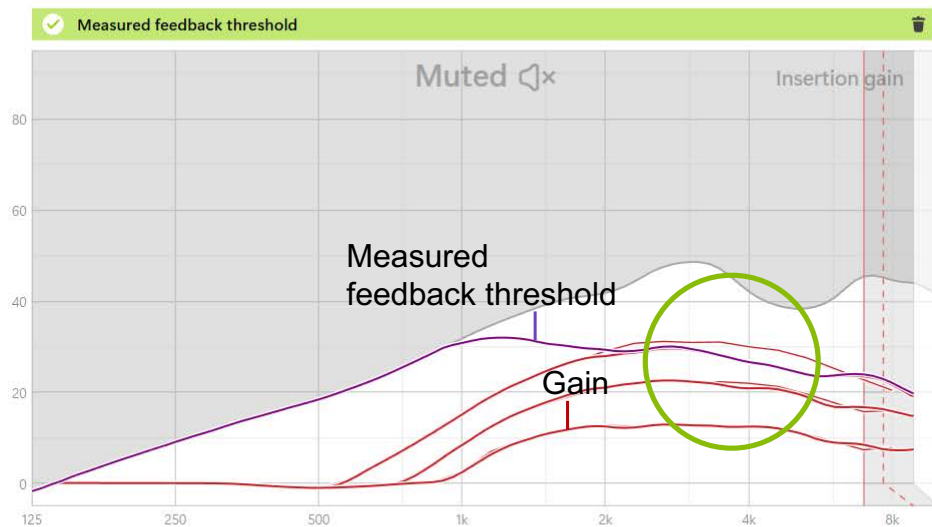
No "Feedback & real ear test" measured

WhistleBlock is on in all programs. **Turn all off**

No "Feedback & real ear test" measured

WhistleBlock is on in all programs. **Turn all off**





Use estimated vent and sound leakage from feedback test

Once the calibration is complete, use Overtuning if you need additional headroom between the measured feedback threshold and gain values.

Start both measurements

OVERTUNING

⏮ ⏭

⏪ ⏩

Off Off

⏫ ⏬

Use estimated vent and sound leakage from feedback test

WhistleBlock is on in all programs. Turn all off

Training Phonak Target 11.1 File Fitting eService Help

Client Bell, Dessie Instruments Audéo I90-Sphere

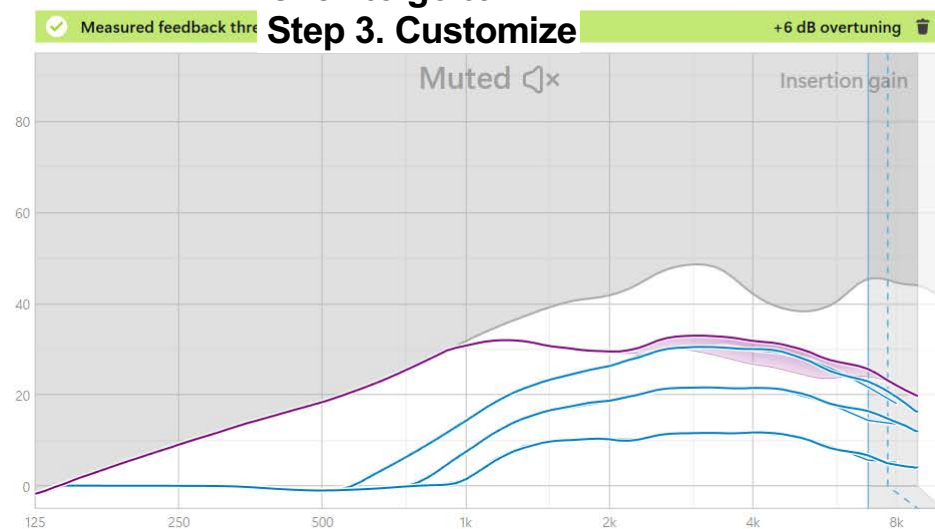
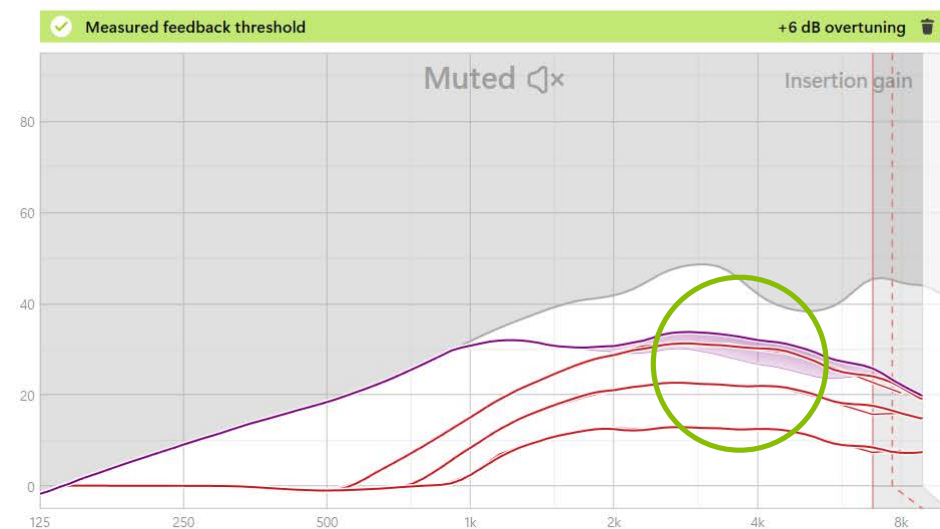
Feedback & real ear test AudiogramDirect Global tuning Fine tuning DataLogging Device options

Client view Party noise

Connect 75% 75%

Fitting Comparison

Click to go to Step 3. Customize



Once the calibration is complete, use Overtuning if you need additional headroom between the measured feedback threshold and gain values.

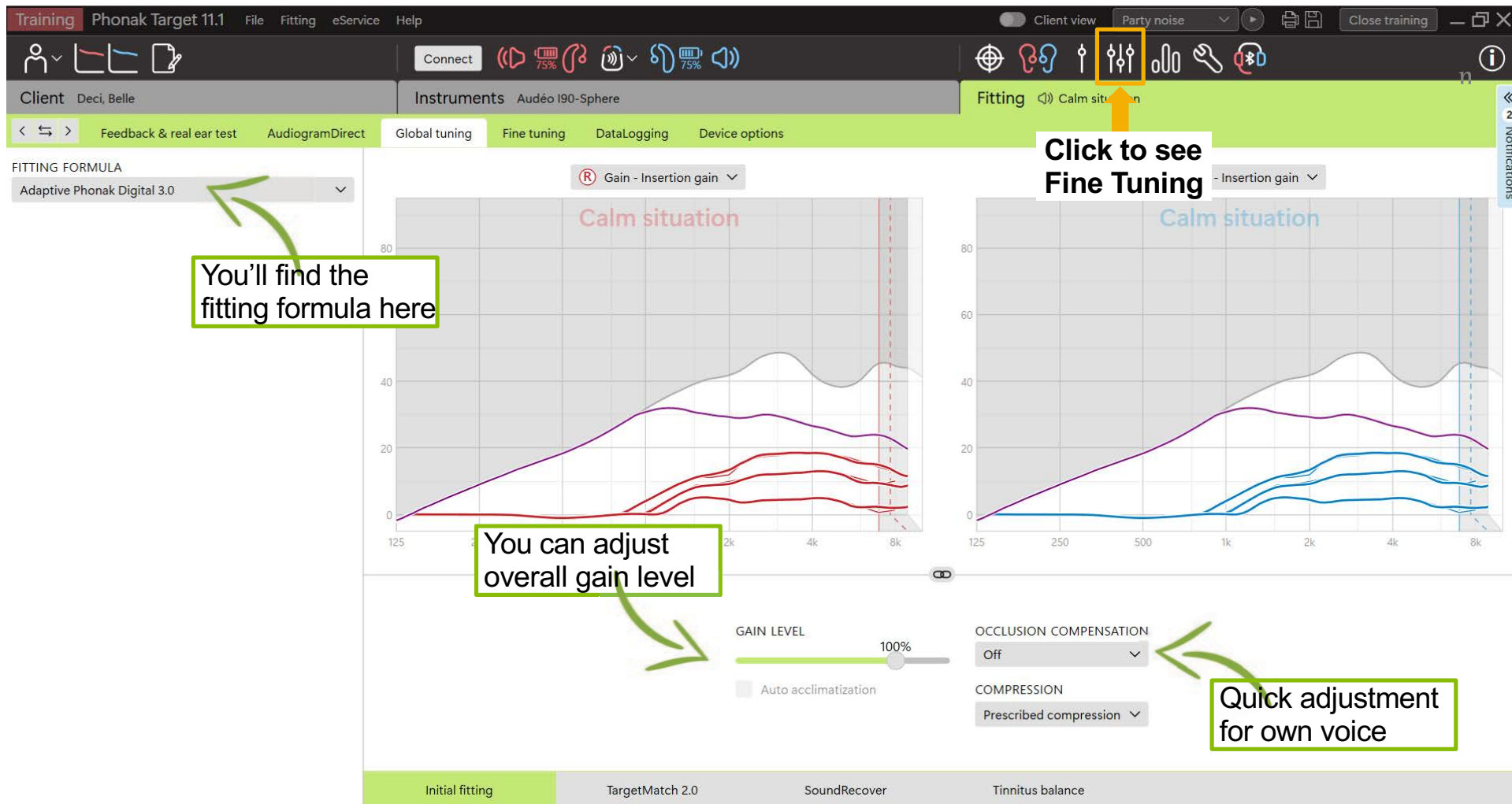
Start both measurements

OVERTUNING

+6 steps +6 steps

Step 6 of 22 Step 6 of 23

WhistleBlock is on in all programs.



Training

Phonak Target 11.1

File

Fitting

eService

Help

Client view

Party noise

Close training

Client

Deci, Belle

Instruments

Audéo I90-Sphere

Fitting

Calm situation

Feedback & real ear test

AudiogramDirect

Global tuning

Fine tuning

DataLogging

Device options

Program manager

ALL PROGRAMS

AUTOMATIC PROGRAMS 8

AutoSense OS

Calm situation

Speech in noise

Spheric speech in loud noise

Speech in car

Comfort in noise

Music

AutoSense OS (streaming)

Media speech + mic

Media music + mic

STREAMING PROGRAMS 3

ADDITIONAL PROGRAMS

Gain - Insertion gain

Calm situation

Calm situation

3 6 10 20

Verification assistant

MPO	64	79	87	92	99	105	107	104	96	87
All	250	500	750	1k	1.5k	2k	3k	4k	6k	8k
G80	0	-1	0	0	4	4	4	5	3	2
G65	0	-1	0	1	7	9	12	13	10	9
G50	0	-1	0	4	10	13	18	18	16	13
CR	1	1	1	1.2	1.3	1.5	1.9	1.8	1.8	1.7

MPO	64	79	87	92	99	105	107	104	96	87
All	250	500	750	1k	1.5k	2k	3k	4k	6k	8k
G80	0	-1	0	0	4	4	4	5	3	2
G65	0	-1	0	1	7	9	12	13	10	9
G50	0	-1	0	4	10	13	18	18	16	13
CR	1	1	1	1.2	1.3	1.5	1.9	1.8	1.8	1.7

Gain & MPO

Program options

Audibility fine tuning

SoundRecover2

Automatic fine tuning

Tinnitus balance

Click for step 4. Configure

TrainingPhonak Target 11.1FileFittingeServiceHelp

ClientDeci, Belle

InstrumentsAudéo I90-Sphere

FittingCalm situation

Feedback & real ear test

AudiogramDirect

Global tuning

Fine tuning

DataLogging

Device options

HEARING AIDS

R: SN67383518
L: SN82331102

ROGER RECEIVER

R: No Roger receiver installed
L: No Roger receiver installed

SERVICES

Reports...

Available apps

Phone compatibility

Hearing aid support

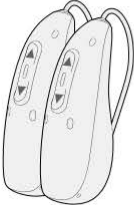
Accessory & charger support

Behavior

Standard

Streaming

Phone call



SHORT PRESS

Volume (with L/R sync)
±10 dB (±5 steps)

LONG PRESS

Program change
AutoSense OS (Startup)
Up button has same function

DOUBLE TAP

No function in Standard

BUTTON FUNCTIONS

☒ Volume

☒ L/R sync (QuickSync)

☒ Program change

☒ Accept/end call

☐ Mute/unmute mic (not for phone call)

TAP CONTROL

☐ Accept/end call

☐ Pause/resume streaming

☐ Start/stop voice assistant

Training & sensitivity...

Manual controls

Bluetooth

Signals & alerts

Startup

Client view

Party noise

Close training

Notifications

TrainingPhonak Target 11.1FileFittingeServiceHelp

ClientDeci, Belle

InstrumentsAudéo I90-Sphere

FittingCalm situation

Feedback & real ear test

AudiogramDirect

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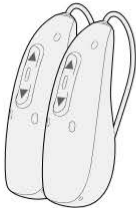
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Streaming

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Training & sensitivity...

Manual controls

Bluetooth

Signals & alerts

Startup

TrainingPhonak Target 11.1FileFittingeServiceHelp

ClientDeci, Belle

InstrumentsAudéo I90-Sphere

Connect

75%

75%

Party noise

Close training

Feedback & real ear test

AudiogramDirect

Global tuning

Fine tuning

DataLogging

Device options

HEARING AIDS

R: SN67383518
L: SN82331102

ROGER RECEIVER

R: No Roger receiver installed
L: No Roger receiver installed

SERVICES

Reports...

Available apps

Phone compatibility

Hearing aid support

Accessory & charger support

Behavior

Standard

Streaming

Phone call

Hearing aid instructions

LONG PRESS

DOUBLE TAP

AP CONTROL

Training & sensitivity...

Manual controls

Bluetooth

Signals & alerts

Startup

Click to configure BT settings

Phonak Target 11.1 File Fitting eService Help

Client Deci, Belle Instruments Audéo I90-Sphere Fitting <|> Calm situation

Feedback & real ear test AudiogramDirect Global tuning Fine tuning DataLogging Device options

HEARING AIDS

R: 2425H05U0
L: 2425H05U1

ROGER RECEIVER

R: (02) installed
L: (02) installed

SERVICES

- Reports...
- Check warranty
- Available apps
- Phone compatibility
- Hearing aid support
- Accessory & charger support

Behavior Standard Streaming Phone call

SHORT PRESS
Volume (with L/R sync)
±10 dB (±5 steps)

LONG PRESS
Program change
AutoSense OS (Startup)
Up button has same function

DOUBLE TAP
No function in Standard

BLUETOOTH NAME
R-Phonak hearing aid

BLUETOOTH SIDE
Right

BLUETOOTH PHONE
☐ Fixed bandwidth
☒ Adaptive bandwidth
☐ Disable hands-free calls (SCIF)
☐ Delete pairings

Manual controls Bluetooth Signals & alerts Startup

Save & close

Click for Step 4. Close

Phonak Target 11.1

FileFittingeServiceHelp

Client viewParty noise

Save & close

ClientDeci, Belle

InstrumentsAudéo I90-Sphere

FittingCalm situation

Feedback & real ear testAudiogramDirectGlobal tuningFine tuningDataLoggingDevice options

HEARING AIDS

R: 2425H05U0

L: 2425H05U1

ROGER RECEIVER

R: (02) installed

L: (02) installed

SERVICES

Reports...

Check warranty

Available apps

Phone compatibility

Hearing aid support

Accessory & charger support

Close session

Select the items to save

Hearing aids

L: Audéo I90-Sphere (SN: 2425H05U1)

R: Audéo I90-Sphere (SN: 2425H05U0)

Database

Optional session note...

Save

Cancel

DOUBLE TAP

No function in Standard

OTH NAME

hearing aid

BLUETOOTH PHONE

Fixed bandwidth

Adaptive bandwidth

Disable hands-free calls (SCIF)

Delete pairings

Manual controlsBluetoothSignals & alertsStartup

Phonak Target 11.1

FileFittingeServiceHelp

Client viewParty noiseSave & close

Connect

ClientDeci, BelleInstrumentsAudéo I90-SphereFittingCalm situation

Feedback & real ear testAudiogramDirectGlobal tuningFine tuningDataLoggingDevice options

HEARING AIDS

R: 2425H05U0
L: 2425H05U1

ROGER RECEIVER

R: (02) installed
L: (02) installed

SERVICES

Reports...

Check warranty

Available apps

Phone compatibility

Hearing aid support

Accessory & charger support

Close session

Successfully saved

Hearing aids

L: Audéo I90-Sphere (SN: 2425H05U1) Battery level: High

R: Audéo I90-Sphere (SN: 2425H05U0) Battery level: High

Enable "Remote Support"

Database

Optional session note...

Close session

DOUBLE TAP

No function in Standard

Bluetooth PHONE

Fixed bandwidth

Adaptive bandwidth

Disable hands-free calls (SCIF)

Delete pairings

Manual controlsBluetoothSignals & alertsStartup

Phonak First Fit in 5

Setup: NoahLink wireless, Charged hearing aids with receivers attached

Fitting steps:

Connect

- Create patient
- Connect

Calibrate

- Acoustic parameters
- Feedback & real ear test

Customize

- Global tuning
- Fine tuning

Configure

- Device options
- Bluetooth

Close

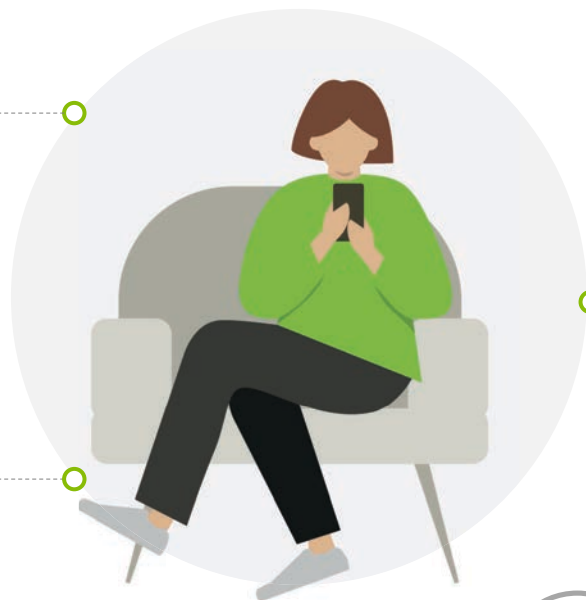
- Save & close

The “ecosystem” beyond the hearing aids

Roger



AirStream™



Bluetooth®

BT Classic (8 stored pairings with 2 active connections)



BT Low Energy (LE)



Check out AudiologyOnline:
Phonak Connectivity Essentials



First follow-up

Connect

Client Bell, Dessie

Instruments Audéo I90-Sphere

Fitting Calm situation

<

↔

>

Feedback & real ear test

AudiogramDirect

Global tuning

Fine tuning

DataLogging

Device options

Datalogging

<<

3

Notifications

STATISTICS

Overview

Program activity

HISTORY

Automatic programs

Automatic programs (streaming)

Streaming programs

ADAPTATION OF LOGGED DATA

> Automatic programs

> Automatic programs (streaming)

> Streaming programs

Ⓡ

Last session

ⓘ

DataLogging was enabled → Client consent for DataLogging

Total days30

Total hours421

Hours/day14.0

Start12/16/2025

End1/15/2026

Average daily usage time (h/d)

Date	Average daily usage time (h/d)
8/18/25	12.4
9/17/25	16.5
10/17/25	16.7
11/16/25	11.4
12/16/25	14
today	-

Ⓛ

Last session

ⓘ

DataLogging was enabled → Client consent for DataLogging

Total days30

Total hours281

Hours/day9.4

Start12/16/2025

End1/15/2026

Average daily usage time (h/d)

Date	Average daily usage time (h/d)
8/18/25	14
9/17/25	17.7
10/17/25	7.9
11/16/25	8.5
12/16/25	9.4
today	-

STATISTICS

Overview

Program activity

HISTORY

Automatic programs

Automatic programs (streaming)

Streaming programs

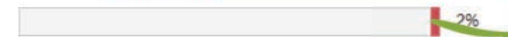
ADAPTATION OF LOGGED DATA

> Automatic programs

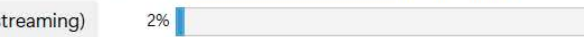
> Automatic programs (streaming)

> Streaming programs

Program activity



Program activity



- Automatic programs
- Automatic programs (streaming)
- Streaming programs
- Additional programs
- Client-made programs



STATISTICS

Overview

Program activity

HISTORY

Automatic programs

Automatic programs (streaming)

Streaming programs

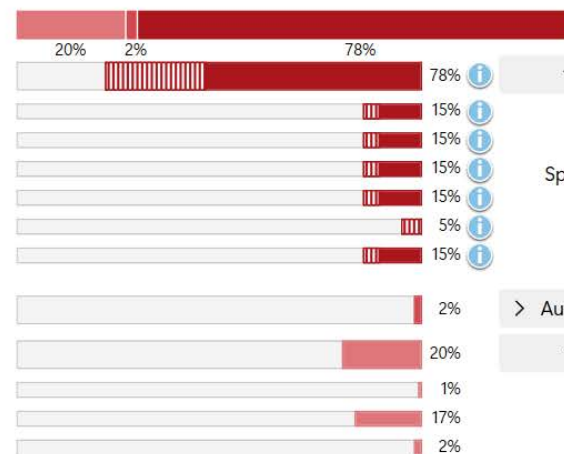
ADAPTATION OF LOGGED DATA

> Automatic programs

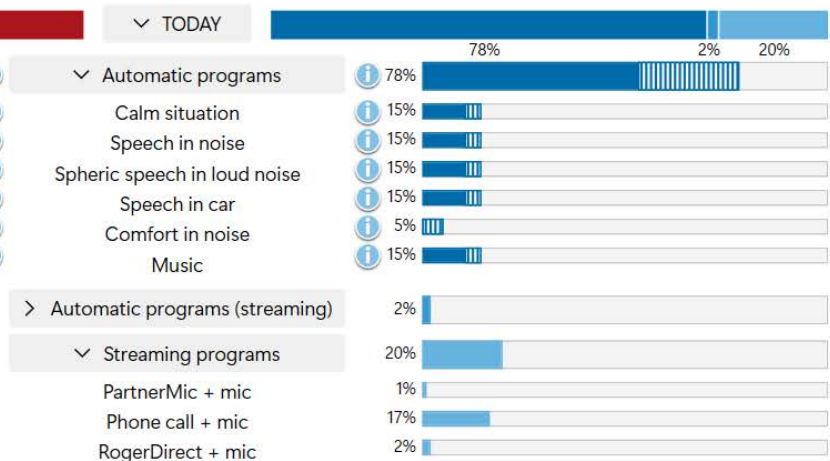
> Automatic programs (streaming)

> Streaming programs

Ⓡ Program activity



Ⓛ Program activity



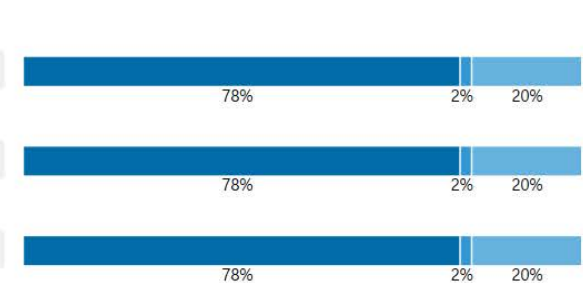
> 12/16/2025



> 11/16/2025



> 10/17/2025



78%

2%

20%

78%

2%

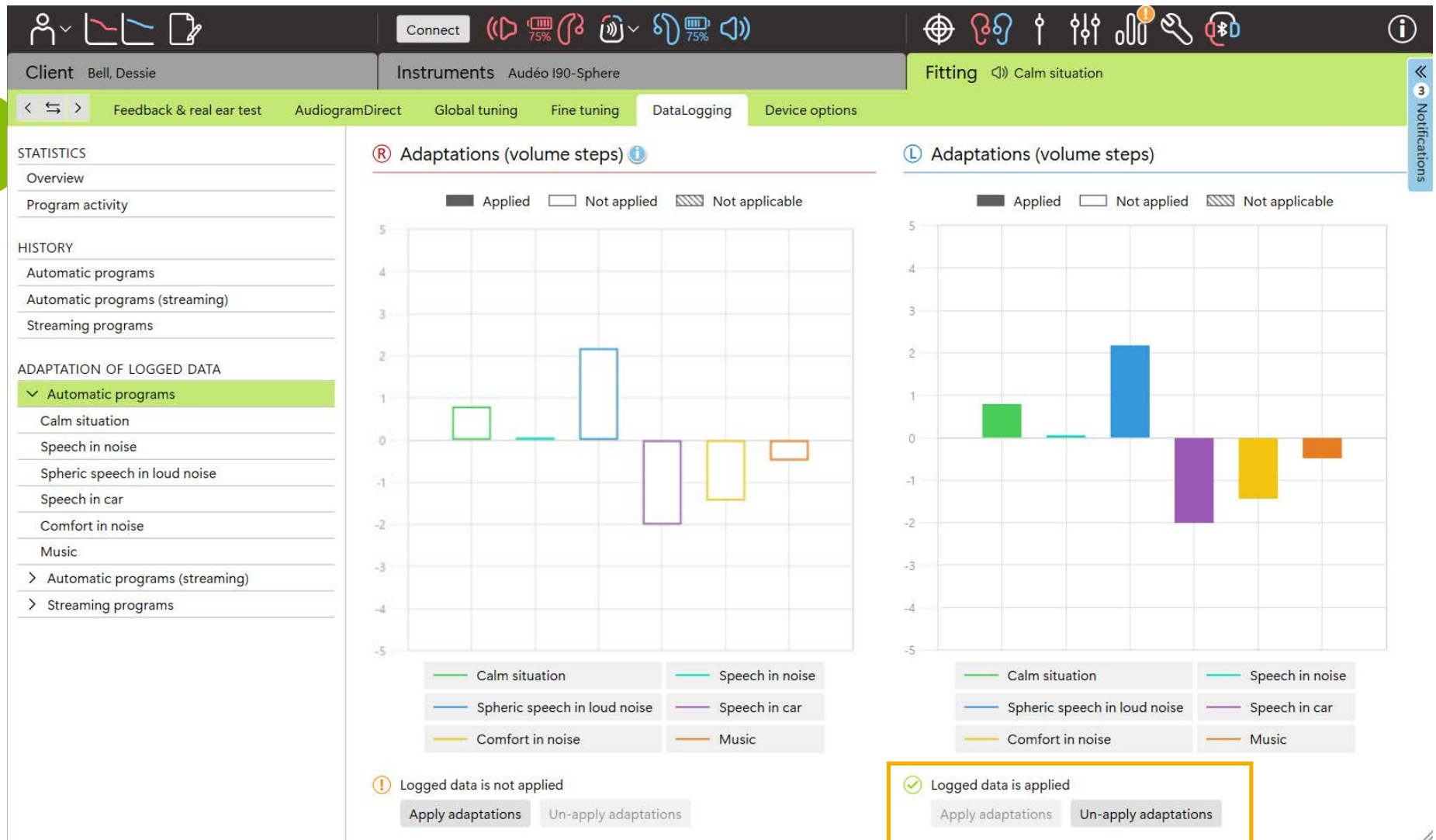
20%

78%

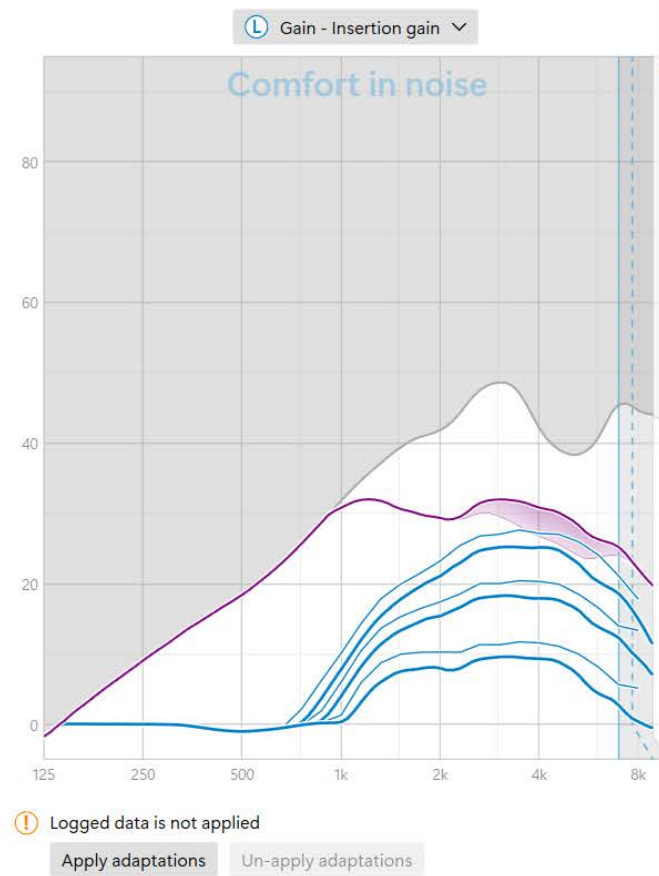
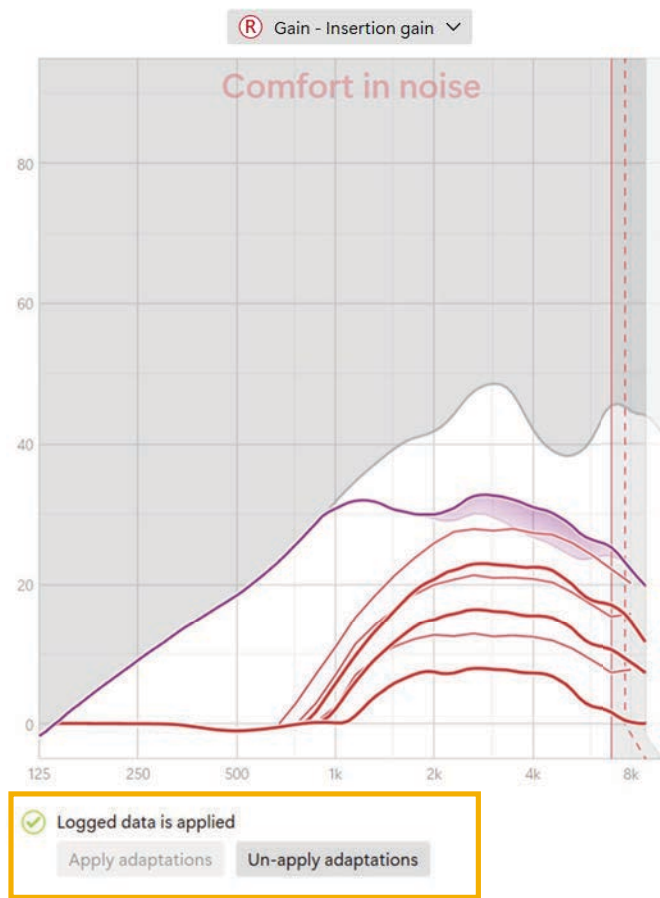
2%

20%

Automatic programs



- STATISTICS
- Overview
 - Program activity
- HISTORY
- Automatic programs
 - Automatic programs (streaming)
 - Streaming programs
- ADAPTATION OF LOGGED DATA
- Automatic programs
 - Calm situation
 - Speech in noise
 - Spheric speech in loud noise
 - Speech in car
 - Comfort in noise
 - Music
 - Automatic programs (streaming)
 - Streaming programs



Client

Bell, Dessie

Instruments

Audéo I90-Sphere

Fitting

⌂ Calm situation

< ↶ >

Feedback & real ear test

AudiogramDirect

Global tuning

Fine tuning

↶ ↷

AB

📷

DataLogging

Device options

Program manager >>

ALL PROGRAMS

▼

AUTOMATIC PROGRAMS

8

AutoSense OS

Calm situation

Speech in noise

Spheric speech in loud noise

Speech in car

Comfort in noise

Music

AutoSense OS (streaming)

Media speech + mic

Media music + mic

>

STREAMING PROGRAMS

3

ADDITIONAL PROGRAMS

+

Ⓡ

Gain - Insertion gain

▼

Calm situation

Ⓛ

Gain - Insertion gain

▼

Calm situation

Overall too loud

Overall too soft

Too bright/shrill

Too dull

Hollow and tinny

Hollow and boomy

Echo / reverberation

Unintelligible

"s" inaudible

Too much lispig

Select type

Speech - Moderate female speech in quiet

▼

SOUND CATEGORY

Loudness

Speech

Own voice

Music

Noise

SOUND TYPE

Moderate speech in quiet

Moderate male speech in quiet

Moderate female speech in quiet

Distant speech

Reverberant speech

Select issue

Overall too loud

▼

Reduce gain for moderate female speech at all frequencies.

Gain & MPO

Program options

Audibility fine tuning

SoundRecover2

Automatic fine tuning

Tinnitus balance



<

↶

>

Feedback & real ear test

AudiogramDirect

Global tuning

Fine tuning

↶

↷

AB

📹

DataLogging

Device options

Notifications

Program manager >>

ALL PROGRAMS

▼ AUTOMATIC PROGRAMS 8

AutoSense OS

Calm situation

Speech in noise

Spheric speech in loud noise

Speech in car

Comfort in noise

Music

🔗 AutoSense OS (streaming)

Media speech + mic

Media music + mic

> STREAMING PROGRAMS 3

ADDITIONAL PROGRAMS

Hearing aid microphone

Speech enhancer

SoundRelax

NoiseBlock

Soft noise reduction

WindBlock

WhistleBlock

4

Real ear sound

14

Moderate

8

Weak

8

Weak

0

Off

16

Moderate

20

Strong

Gain & MPO

Program options

Audibility fine tuning

SoundRecover2

Automatic fine tuning

Tinnitus balance



< >

Feedback & real ear test

AudiogramDirect

Global tuning

Fine tuning < > A B

DataLogging

Device options

Program manager >>

ALL PROGRAMS

▼ AUTOMATIC PROGRAMS 8

AutoSense OS

Calm situation

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Speech in car

Comfort in noise

Music

AutoSense OS (streaming)

Media speech + mic

Media music + mic

> STREAMING PROGRAMS 3

ADDITIONAL PROGRAMS

Hearing aid microphone

Speech enhancer

SoundRelax

NoiseBlock

Soft noise reduction

WindBlock

WhistleBlock

General information

SoundRelax reduces sudden loud sounds such as slamming doors or clattering dishes.

Moderate

General information

NoiseBlock reduces uncomfortable environmental noise while maintaining audibility.

Off

General information

"Soft noise reduction" adjust very soft input sounds, such as fans, air conditioners or clocks ticking.

Strong

General information

WindBlock suppresses wind noise.

Gain & MPO

Program options

Audibility fine tuning

SoundRecover2

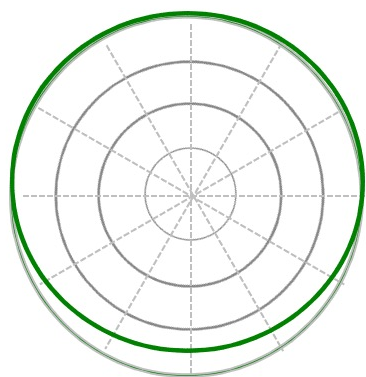
Automatic fine tuning

Tinnitus balance

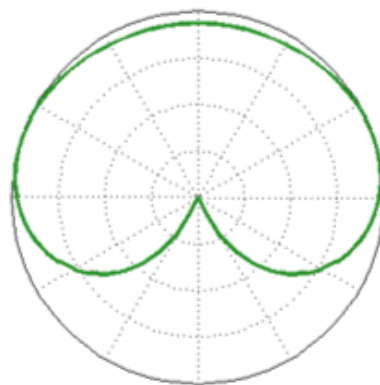
Notifications



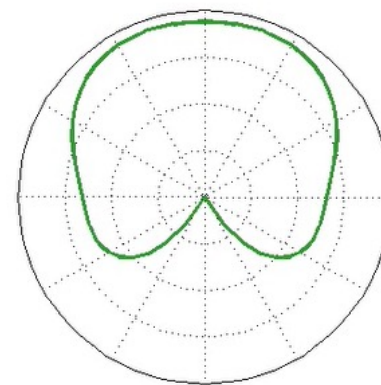
Directional microphones



Real Ear Sound

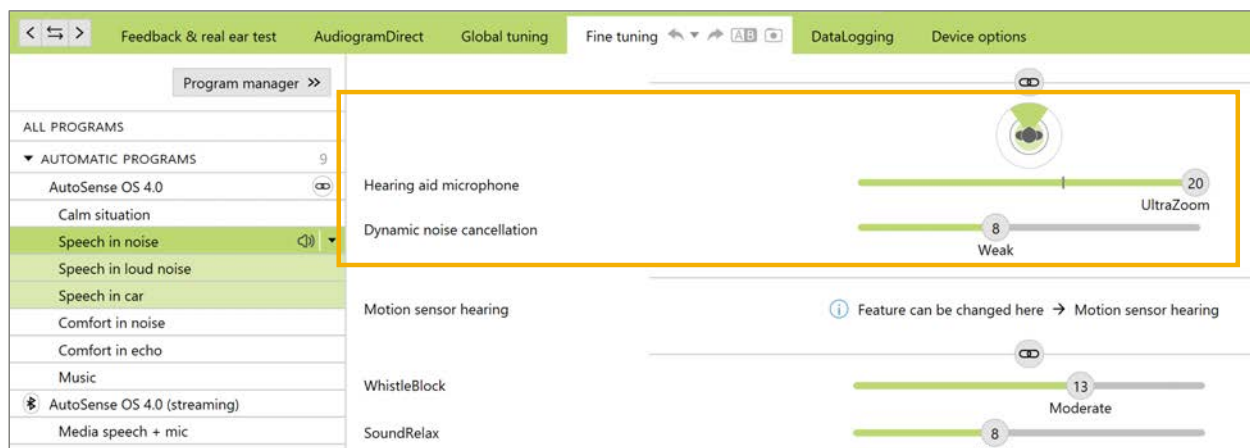


UltraZoom
Fixed Directional

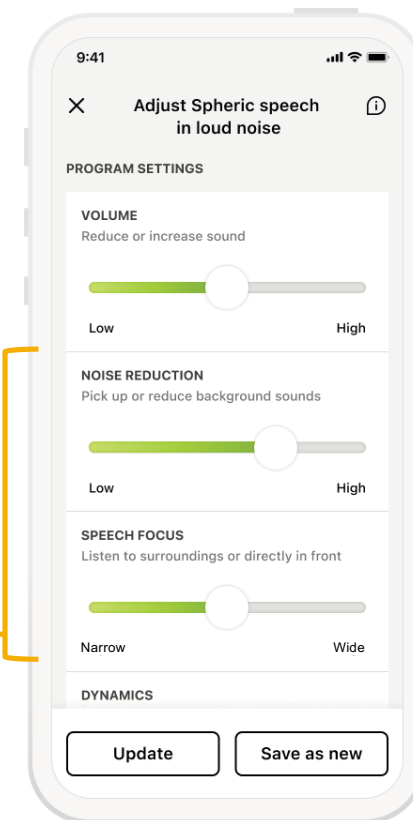


StereoZoom 2.0

Spatial Noise Control in real-time



Patients can adjust Directionality and Dynamic Noise Cancellation in real time using the myPhonak app.





Spheric Speech Clarity
extracts the speech,
enhances it, and
integrates it back into the
signal for instantaneous
separation of speech
from noise in any
direction.



Don't underestimate the power of recalculating



Gain adjustments will apply
without resetting Fine Tuning

Full reset of gain and/or program
options to system defaults

Apply changes

☒ Target curves already adapted

☒ Recommended adaptations

☒ Apply changes (without resetting "Fine tuning")

- ☒ Audiogram changes
- ☒ Acoustic parameters changes
- ☒ Reset "Fine tuning" (e.g. Gain & MPO)
- ☒ Reset program options

☐ Do not apply changes

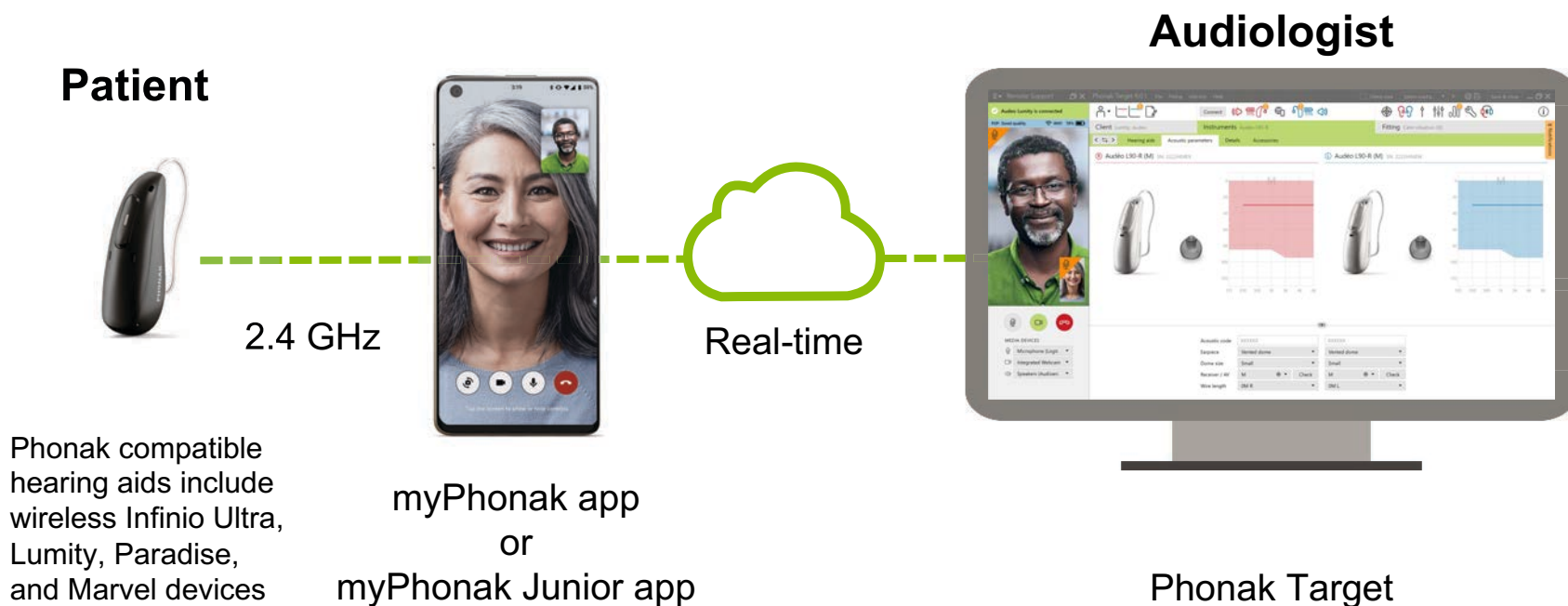
Apply

Cancel



Remote support

How does Remote Support work?



Expanded options for connection

Fit Hearing Aids in Office



Close session

✓ Successfully saved

Hearing aids

- ✓ L: Slim L90-R (SN: 2305N0ER1) Battery le
- ✓ R: Slim L90-R (SN: 2305N0F0N) Battery le
- ✓ Enable "Remote Support"
- ✓ Database

Pair Hearing aids to app



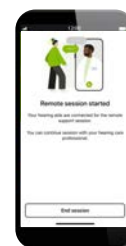
Launch Remote Support

with audio/video



Phonak Target with integrated video/audio

without audio/video
(myPhonak only)



Phonak Target without audio/video for programming

Microsoft Teams, Zoom, Google Meet, etc. for audio/video

Compatibility



myPhonak

Infinio

Audeo R, Audeo Sphere,
CROS, Virto I-R

Lumity

Audeo, CROS, Fit, Slim,
Naida, Sky, Life

Paradise

Audeo, CROS, Fit, Life, Naida,
Life, Virto P-312

Marvel

Audeo, Bolero, Virto M-312,
Naida M-SP, Naida Link M



**myPhonak
Junior**

Infinio

Audeo R, Audeo Sphere

Lumity

Sky, Audeo, CROS, Naida

Paradise

Audeo, CROS, Naida

Marvel

Sky, Audeo, Bolero, Naida,
Naida Link M

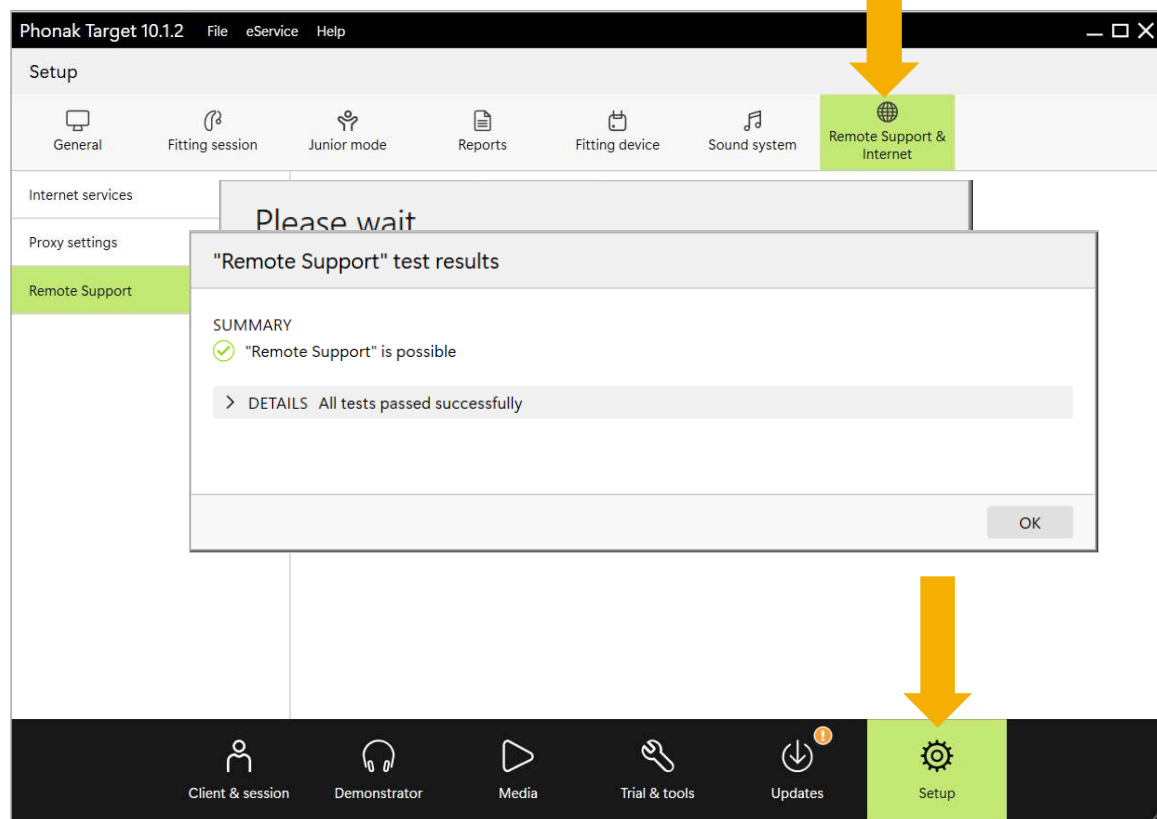
Operating system requirements Apple: iOS 15 and Android: OS 8

System check

1. Open Target and select: Setup, Internet, Remote Support Connection test.
2. If any issues are detected, the category in the DETAILS section will be highlighted in red.

Please contact Phonak **Software Support** so we can help resolve any issues.

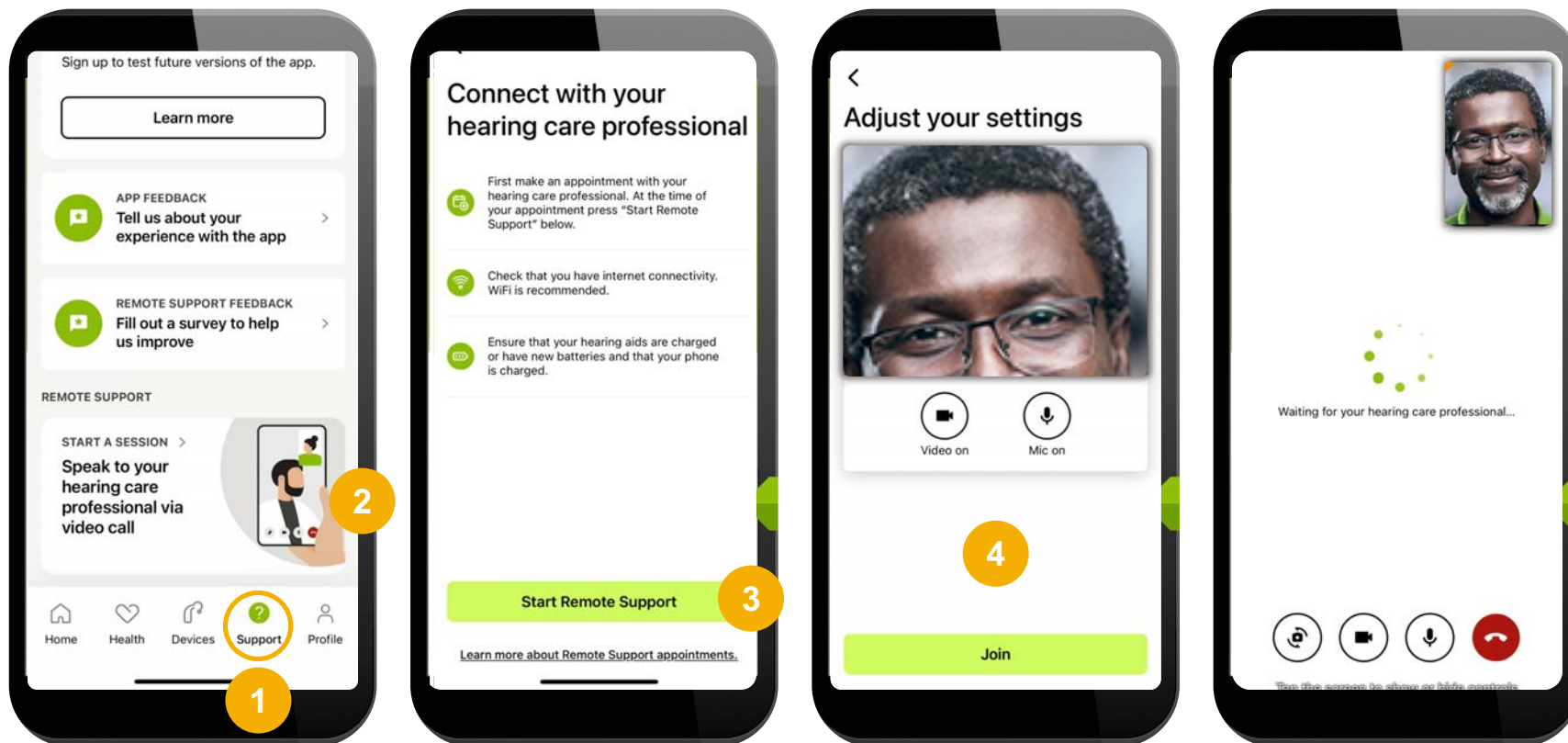
1-800-777-7333,
option 2, option 5.



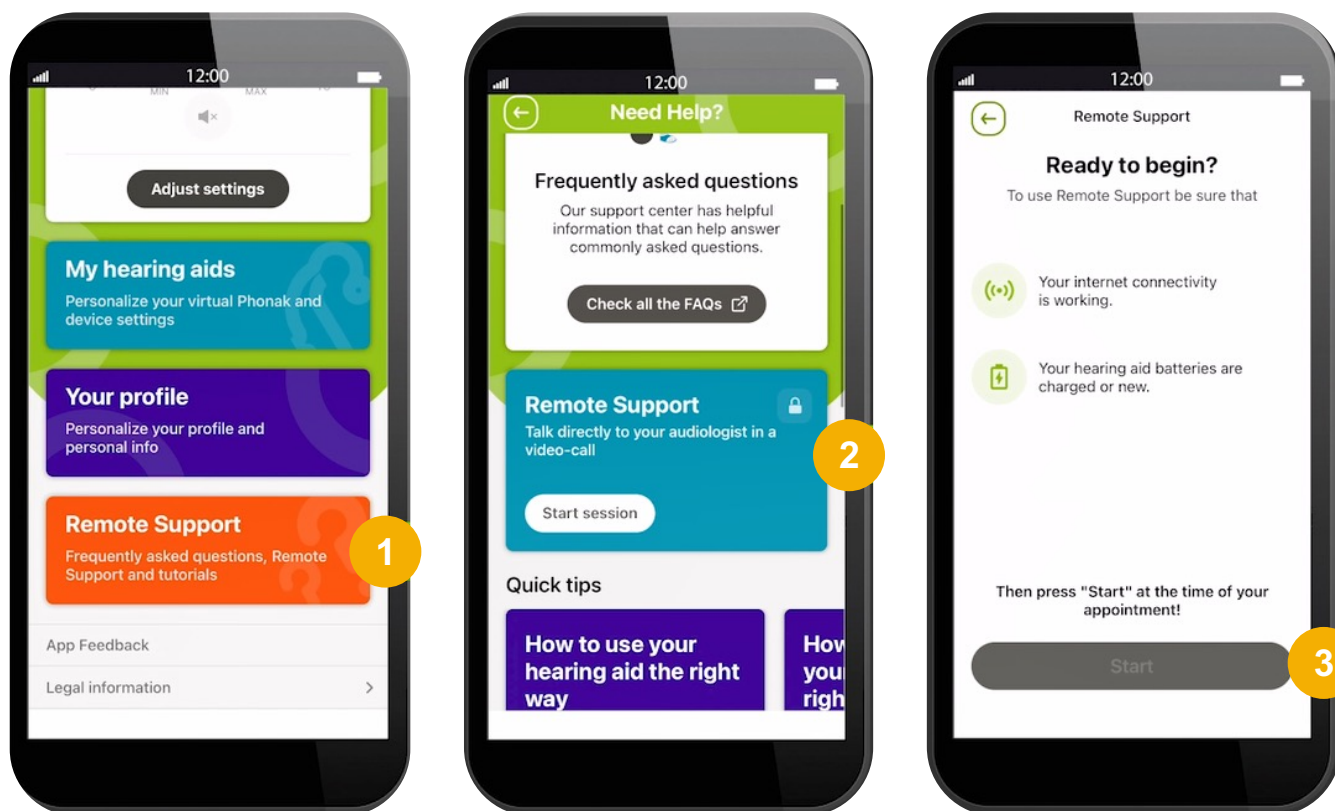


With integrated
audio/video

myPhonak Steps



myPhonak Junior Steps



Remember:
Audio is through
phone's speaker
(not streaming)
during remote
session

Phonak Target 10.1.2 File eService Help

Client & session

Test, Patient

Noah audiogram

5/16/2025

5/16/2025

Fitting session 5/21/2025 8:58 AM

5/16/2025

5/16/2025

Audéo I90-Sphere
SN: 2425H05U0

Audéo I90-Sphere
SN: 2425H05U1

Check warranty

Remote Support

☒ Paired to phone
 ☐ with audio/video
 ☐ without audio/video

Open fitting session Reports...

Client & session Demonstrator Media Trial & tools Updates Setup

1

Remote Support

MEDIA DEVICES

Microphone (Logit...

 Integrated Webcam

 Speakers (Audioen...

Phonak Target 10.1.2

File eService Help

Client & session

Test, Patient

Noah audiogram

Paired to phone

with audio/video

without audio/video

Fitting session

5/21/2025 8:58 AM

Audéo I90-Sphere
 SN: 2425H05U0

Audéo I90-Sphere
 SN: 2425H05U1

Check warranty

Open fitting session

Reports...

Client & session

Demonstrator

Media

Trial & tools

Updates

Setup

2

3

PHONAK
life is on

Remote Support Phonak Target 9.0.1 File Fitting eService Client view Select media... Save & close

Audio Lumity is connected P2P: Good quality WiFi 78%

Client Test, Patient Instruments Audéo L90-R Fitting Calm situation

Hearing aids Acoustic parameters Details Accessories

Ⓡ Audéo L90-R (M) SN: 2222H04EX Ⓛ Audéo L90-R (M) SN: 2222H04EW

Acoustic code XXXXXX XXXXXX

Earpiece Vented dome Vented dome

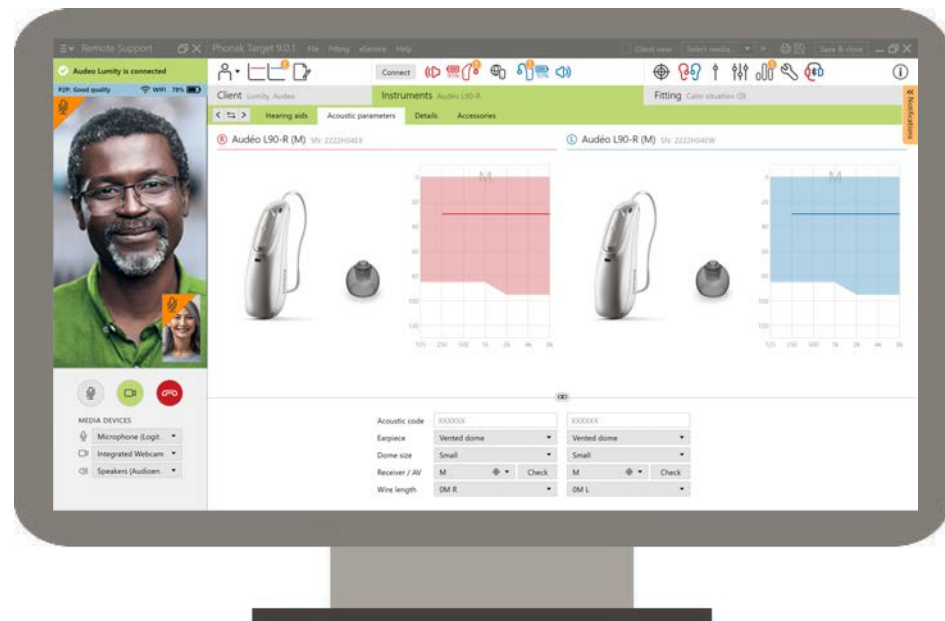
Dome size Small Small

Receiver / AV M M Check Check

Wire length 0M R 0M L

Flexibility to meet patient needs

- Datalogging
- Gain changes
- Manage programs
- Program Options
- Tinnitus Balance
- Button options
- AudiogramDirect



Remote Support considerations

Full functionality and scope of programming adjustments are available during remote sessions with the exception of:

Firmware updates*

Feedback test
(Note: Feedback test is possible with Infinio Ultra)

Restricted MPO

UCL testing in AudiogramDirect

- Settings will always be read out of the aids on connection.
- In the event of disconnection, aids will revert to their settings before the session started.

*starting with myPhonak 7.1 some updates can be completed through the app

Remote Support

Audeo Lumity is connected

P2P: Good quality

WIFI 78%

MEDIA DEVICES

Microphone (Logit...

Integrated Webcam

Speakers (Audioen...

Phonak Target 10.1.2

File eService Help

Client & session

Peds Klang

Noah audiogram

5/16/2025

5/16/2025

Fitting session 5/21/2025 8:58 AM

5/16/2025

5/16/2025

Audéo I90-Sphere
SN: 2425H05U0

Check warranty

Audéo I90-Sphere
SN: 2425H05U1

Remote Support

Paired to phone

with audio/video

without audio/video

Open fitting session

Reports...

Client & session

Demonstrator

Media

Trial & tools

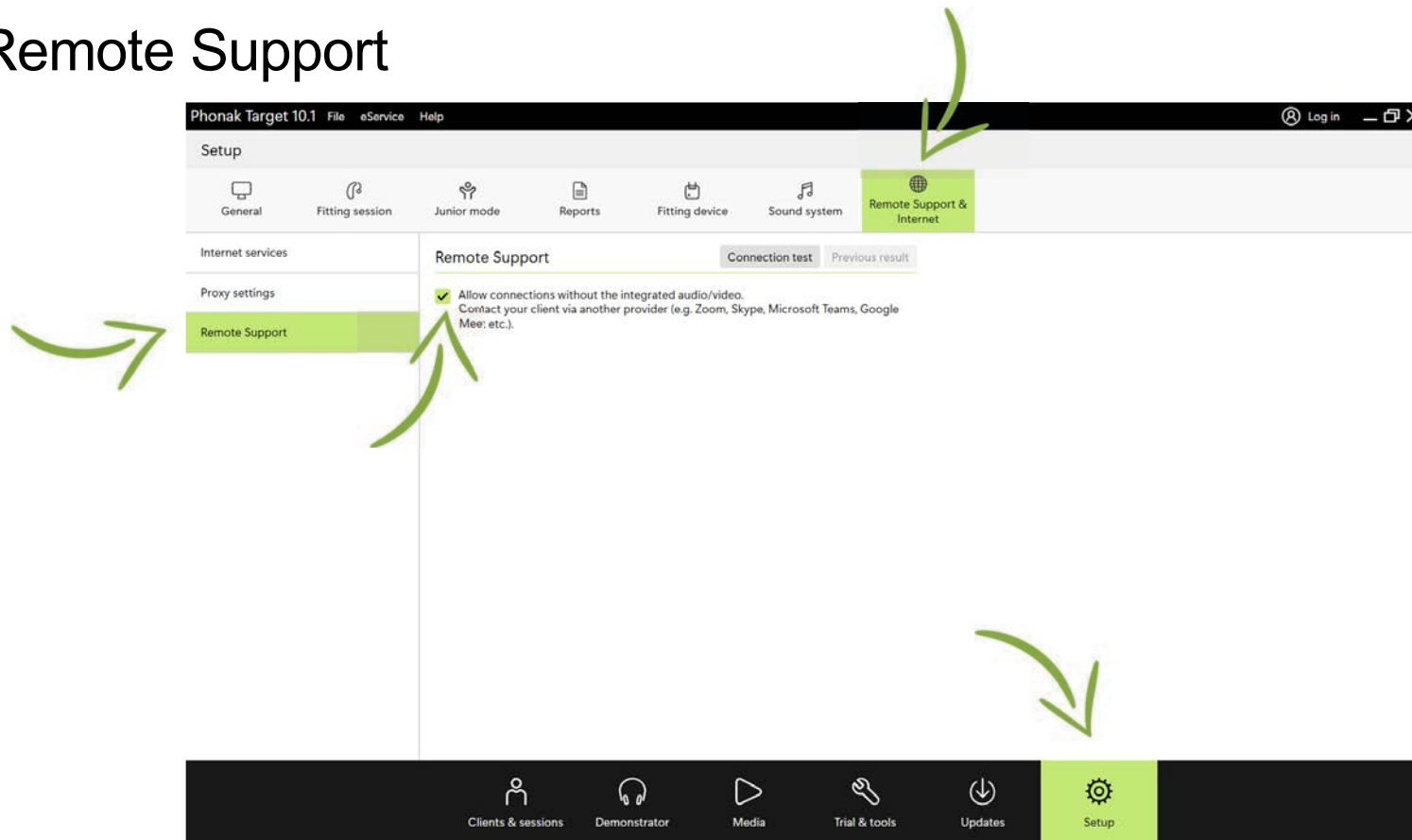
Updates

Setup



Without
integrated
audio/video

Remote Support



Remote Support

Remote Support without audio/video is **only** supported by myPhonak 7.1 and newer

Target 10.1 + myPhonak 7.0

Remote Support

✓ Paired to phone

Session 1 2/6/2025 7:37 AM

! Not supported by the mobile app

The currently installed version on your client's mobile app does not support this feature.
The corresponding version will be available in spring 2025.

i General information

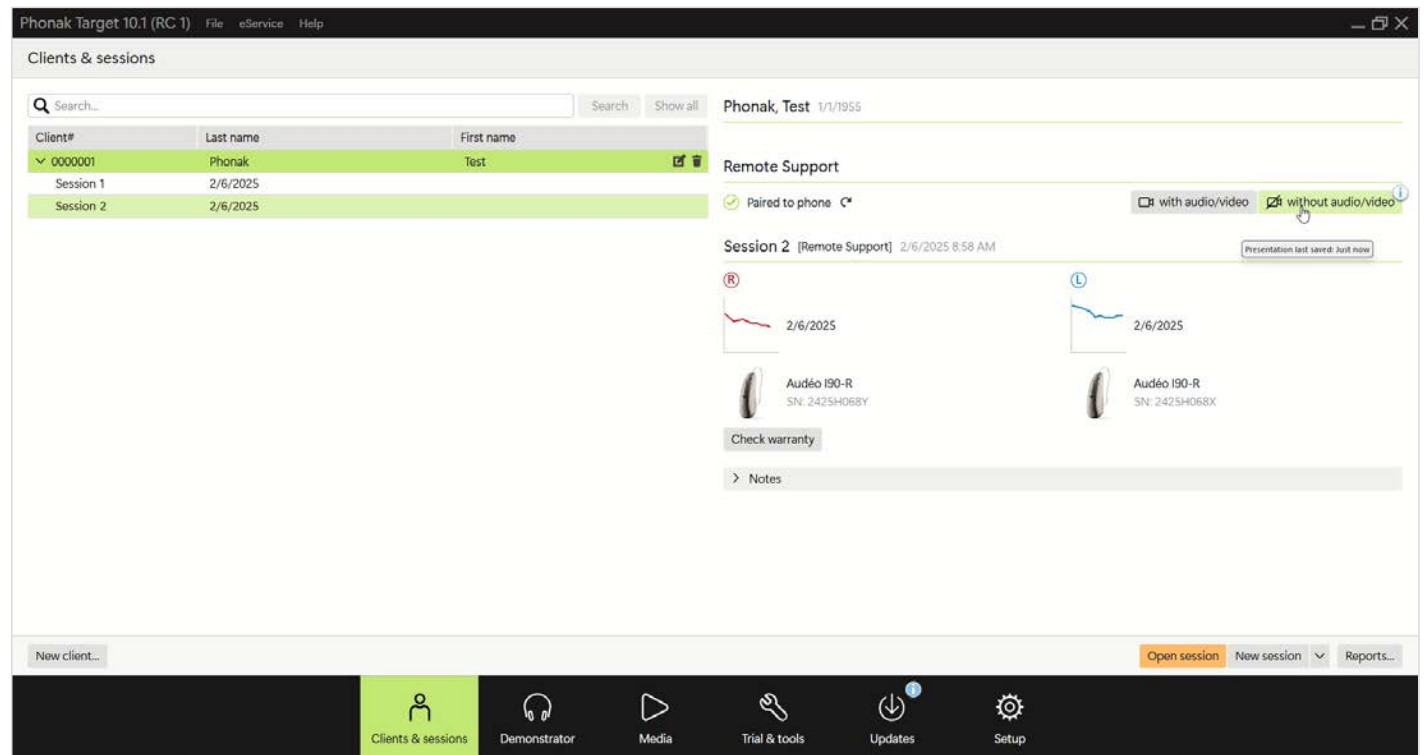
Start a connection without audio/video if you prefer to contact your client via another provider (e.g. Zoom, Skype, Microsoft Teams, Google Meet etc.).

myPhonak 7.1
April 2025

Remote Support

HCP software

Patient phone





A class of firsts

01 An efficient first fit

02 Navigating the first follow-up

03 Executing a remote support session





Together,
we change lives



References

Sonova proprietary research. (2024). Project ID #4716. Please contact marketinsight@phonak.com if you are interested in further information.

Sonova proprietary research. (2024). Project ID #4734. Please contact marketinsight@phonak.com if you are interested in further information.