REMOTE CARE PROFESSIONAL
STEP-BY-STEP GUIDE

WIDEX®
HIGH DEFINITION HEARING

Getting Started With Widex REMOTE CARE

Step 1: Install the Software

To Install Widex REMOTE CARE for Compass™ GPS 3.3:
1. Login to mywidexPRO.com.
2. Select Software > Software and Firmware Downloads.
3. Select REMOTE CARE in the Download list.
4. Note: the REMOTE CARE software must be downloaded as an admin. Right click on file and select "Install as Administrator".
5. Follow the prompts to complete installation.

Step 2: Setting Up a Remote Link

REMOTE CARE is designed for remote follow-up care only. All initial fittings must be completed face-to-face in the office. The below step-by-step guide walks you through how to:

1. Register the REMOTE LINK in Compass GPS.
2. Install the Widex REMOTE CARE app on the patient's phone.
3. Pair the REMOTE LINK to the patient's phone.
4. Open a REMOTE CARE session in Compass GPS and in the app to test that audio and visual works on both the computer and smartphone.

Before getting started, make sure:
1. Your patient's REMOTE LINK is fully charged .
2. You have a camera and microphone connected to the programming computer.
3. You ask your patient to bring their smartphone to the appointment.

Compass GPS setup:
To sign up a REMOTE LINK to a specific patient, click "**REMOTE CARE (Sign Up)**". The hearing devices do not need to be connected.
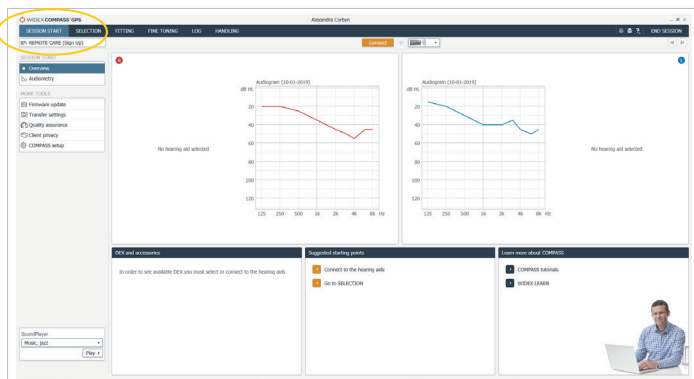

Figure 1

Next, use the cable to connect the REMOTE LINK to your computer. Click "**Register REMOTE LINK**".
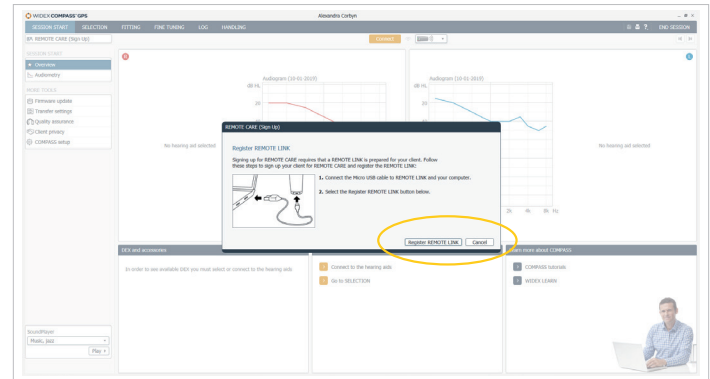

Figure 2

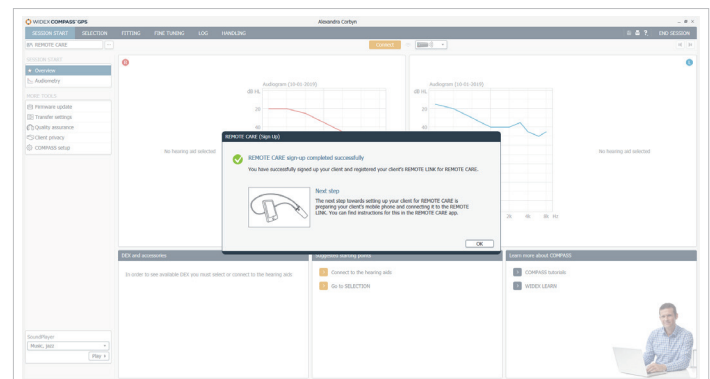Now it's time to pair the REMOTE LINK with your patient's phone and the REMOTE CARE app.

Figure 3

REMOTE CARE app setup:
From the OFF position, start the REMOTE LINK by pressing the button for five seconds. When the blue light starts flashing, the device is ready to be Bluetooth-paired with the phone.
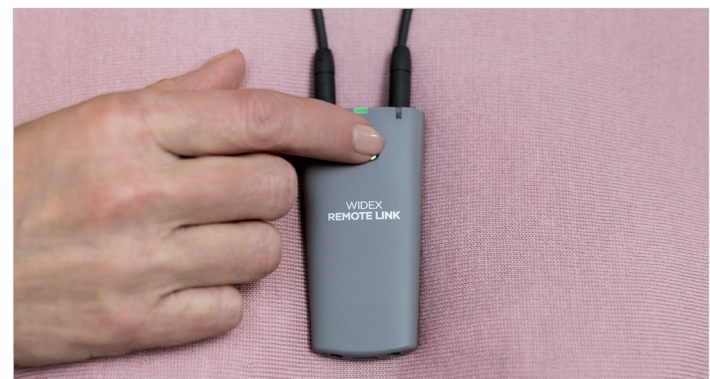

Figure 4

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For Apple® smartphones:
Download the REMOTE CARE app in the App Store® and follow the steps shown in Figures 5-1 through 5-7 for pairing.
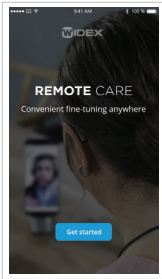
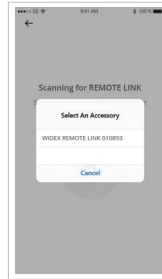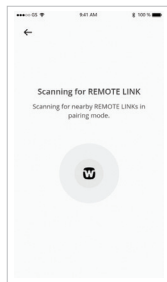Figure 5-1

Figure 5-2

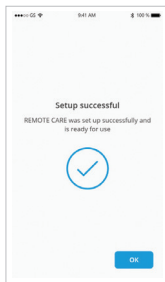Figure 5-3

Figure 5-4

Figure 5-5
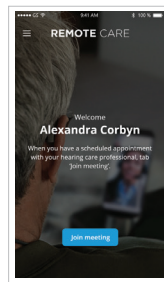
Figure 5-6
When paired, the light is green.

Figure 5-7
When the pairing process is complete, you reach the Welcome Page.

For Android smartphones:
Download the REMOTE CARE app in Google Play and follow the steps shown in Figures 6-1 through 6-8 for pairing.

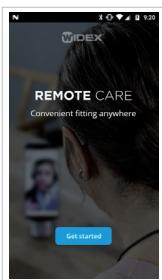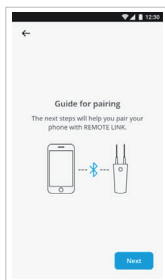Depending on which smartphone the patient is using, additional dialogue boxes might appear in the app, for example, regarding Bluetooth.
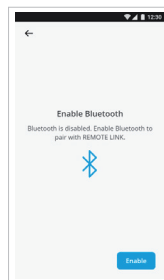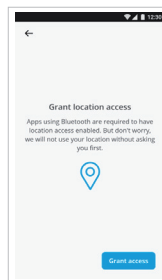
Figure 6-1

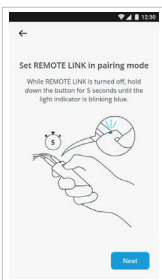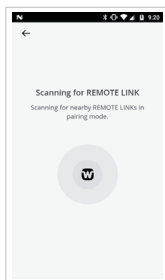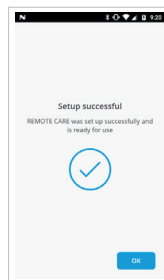Figure 6-2

Figure 6-3

Figure 6-4

Figure 6-5

Figure 6-6

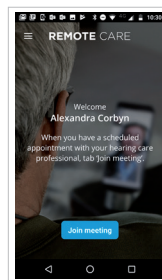Figure 6-7
When paired, the light is green.

Figure 6-8
When the pairing process is complete, you reach the Welcome Page.

We recommend practicing a REMOTE CARE visit with your patient at the time of the fitting to ensure that the connection is working properly.

NOTE: This can be a quick test; there will be an echo if the smartphone and computer are too close in the same room.

Step 3: The REMOTE CARE Session

Tips to ensure that you get the most out of your REMOTE CARE session:

1. Remote sessions should be treated in the same manner as a face-to face session:
   a. Schedule the appointment and set expectations of a time with the patient. Give the patient a reminder of their scheduled time.
   b. Let the patient know if there is someone else in the room observing the session.
   c. Have all materials needed with you before you start the appointment.
   d. Use the data log to look at the patient's wear patterns to get a good fine-tuning starting point.
2. Run ServiceTracker to confirm appropriate microphone, receiver and internal noise functionality.
3. Look into the camera when you are speaking
4. Explain what you are doing step by step as the patient will not be able to see anything but you.
5. Remember when you demonstrate something to the patient that it will be a mirrored image. If possible, have them repeat it.
6. Establish the next steps with the patient before ending the session.

Starting the REMOTE CARE session:
Click on "**REMOTE CARE**" in the upper left corner. The REMOTE CARE window opens.
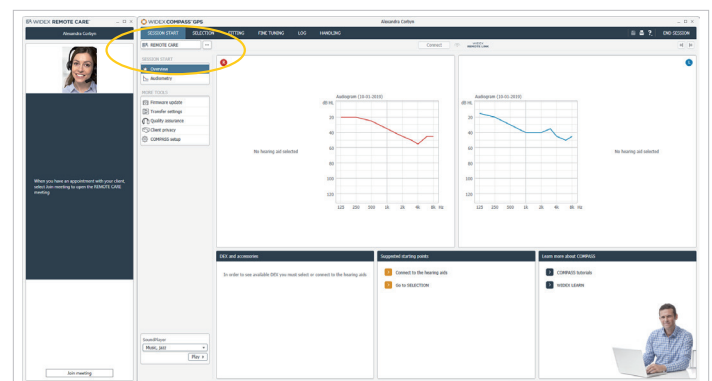
Figure 7

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At the scheduled time, click "**Join meeting**". The patient's video connection starts in the REMOTE CARE window when he/she joins the meeting.
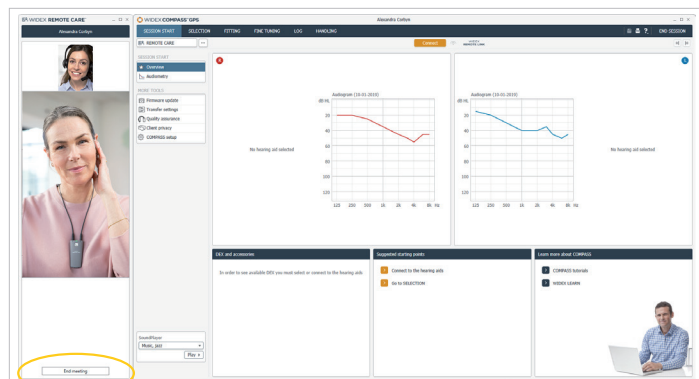

Figure 8

Connecting the hearing devices:
Select "**Connect**" in GPS, to connect to the hearing devices. REMOTE LINK is preselected as a programming device.

The hearing aid symbol under the REMOTE CARE window shows that the REMOTE LINK is searching for the hearing devices.

Tip: Inform your patient that the sound in the hearing devices will be muted for a longer period than normal when GPS is searching for the devices.
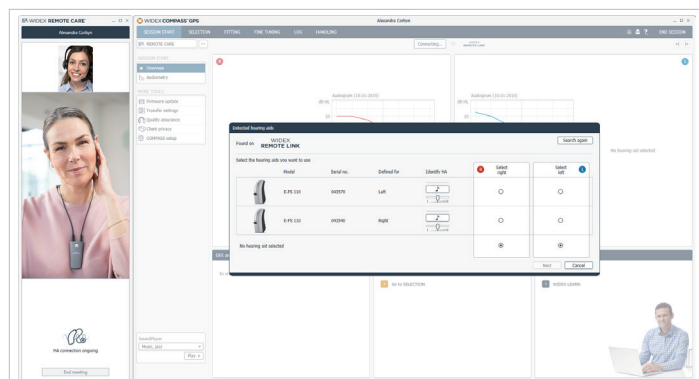
Proceed as normal with GPS fine tuning.

Figure 9

Disconnecting hearing devices:
Disconnect the hearing devices and close GPS as normal. The REMOTE CARE window will be left open to allow for final discussions such as scheduling a new meeting, saying goodbye, etc.

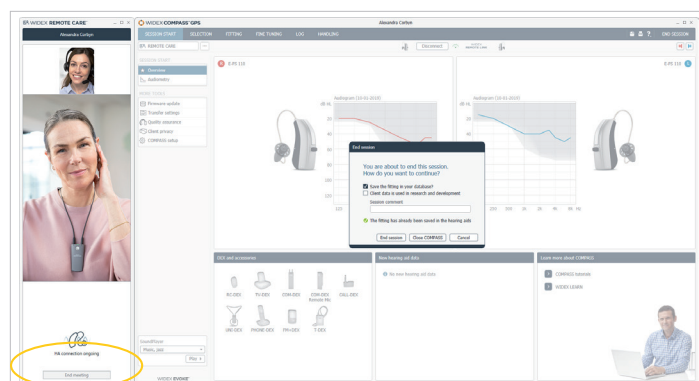End the meeting by closing the REMOTE CARE window.

Figure 10

Support Information:

1. You must have Compass GPS 3.3 or later to use REMOTE CARE.

2. When installing the REMOTE CARE link, you must install as an administrator.

3. You must have a camera connected to your computer to start a REMOTE CARE session. NOTE: it is recommended to have a camera with a microphone to ensure optimal microphone function and quality.

4. Make sure designated camera, speaker and microphone are set on the computer. This is especially important if there is other equipment that uses speakers connected to the computer (i.e. Real Ear equipment).

5. If the REMOTE LINK is registered to a file on the NOAH server, it must be accessed on the same server that it was registered.

6. When installing the REMOTE CARE app on the patient's smartphone, make sure the app has access to both the camera and microphone.

7. Before starting a REMOTE CARE session, make sure no other program on your computer is using the camera or microphone.

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