

WIDEX **REMOTE CARE™** QUICK GUIDE



For the **HEALTHCARE PROFESSIONAL** – getting started

Registering a new user

- Open Compass™ GPS 4.0
- Click **cloud** icon in upper right-hand corner of screen
- Click on Log In
- Click Create user or Enter Username and Password
- Enter all information in **Create User** Page and hit Register User
- Widex will approve and send you an email with your password

Logging In

- Open Compass™ GPS 4.0
- Click **Cloud** icon in the upper right-hand corner of screen
- Click Log in
- Enter Username and Password
- Click Sign In
- Check mark appears on the **Cloud** icon in right-hand corner

Registering REMOTE LINK™

- Select Client file and Open Compass™ GPS 4.0
- Click **REMOTE CARE™ (Sign Up)** button in upper left-hand corner
- New box pops up, click on **Register REMOTE LINK™** button

For the **PATIENT** – getting started

Download App on Phone

- Open in the App Store® or Google Play®
- Search **Widex REMOTE CARE™**
- Click on the **Get** or **Install** button

Pair REMOTE LINK™ to App on Phone

- Turn off the REMOTE LINK™ by pressing button in the middle with **Green Light**
- Open app and click **Get Started**

- Follow instructions on Screen → Press Next
- Hold down button on **REMOTE LINK™** accessory until it turns **Blue**
- Box pops up and Select the **REMOTE LINK™ Serial Number**
- Once Paired, click OK → Turn off device by holding in button

The REMOTE CARE™ appointment

Patient Connects to a Session

- Charge the REMOTE LINK™ accessory before appointment
- Five minutes prior to appointment time → Open REMOTE CARE™ app on phone. With hearing aids on and REMOTE LINK™ around neck and turned on (Green Light)
- Click **Join Session** and wait until your professional appears on the screen

HCP Conducts a Session

- Open Patient File
- Open Compass™ GPS
- Click on **REMOTE CARE™** button in upper left-hand corner
- New REMOTE CARE™ Session box pops up taking left-hand side of Screen → Click **Join Session** button at bottom of new box
- Provider will see the patient's camera feed appear in the middle of the new Session box
- Click **Connect** button in the middle of the GPS screen (connect hearing aids to software as normal)
- **Hearing aid Connection Status is Ongoing** shows in center of REMOTE CARE™ Session box
- Adjust instruments and communicate with patient in real time → Once done, click Disconnect
- Discuss Next steps with patient prior to clicking **End Session** button at the bottom of REMOTE CARE™ Session box



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