TeleCare: Basic Remote Tuning from Portal Quick Guide

1. The TeleCare profile is always created from within the patient's fitting session in Connexx
   a. After completing the First Fit in Connexx, select "Activate Client" in the TeleCare menu
   b. If option to add mobile phone number is selected, the patient will receive link to download the app from the app store

2. Hearing aids that are not Bluetooth enabled are set up with the Signia App using the acoustic mode either manually or with a QR code. Ensure the following:
   a. Media volume of phone should be set to 70-80% of the max to ensure proper acoustic communication between the Signia App and the hearing aids

3. After making basic tuning changes in the portal:
   a. Select "Save & Send Update"
   b. "Success" notification (Fig 1)
   c. Note: HCP's portal interface does not include status "lights" at the bottom of the remote tuning page if patient is using Signia App (status lights show with myHearing App only)
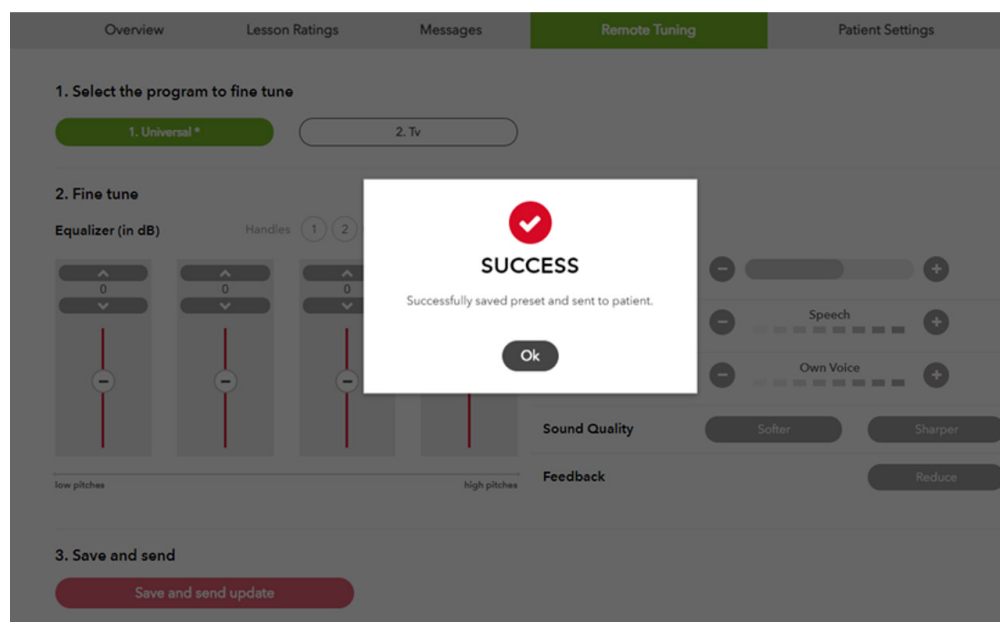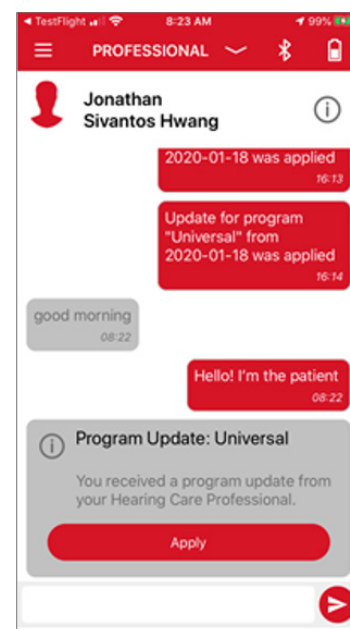

Fig 1

Fig 2

4. The patient will receive a notification of the change via the Signia App on his/her phone
   a. Either open the app or tap on the notification to launch the Signia App
   b. Signia App > Select Professional via menu icon in the top left corner of screen > Basic tuning change from portal is included in the Chat log with the HCP (Fig 2)

5. Tap on Apply:

    a. Hearing aids with Bluetooth > notification reads, "Update installation was successful" (Fig 3)

    b. Hearing aids without Bluetooth > notification reads, "Did you hear the confirmation tone?" (Fig 4)

       – Select "yes" > notification reads, "Update installation was successful" (Fig 3)

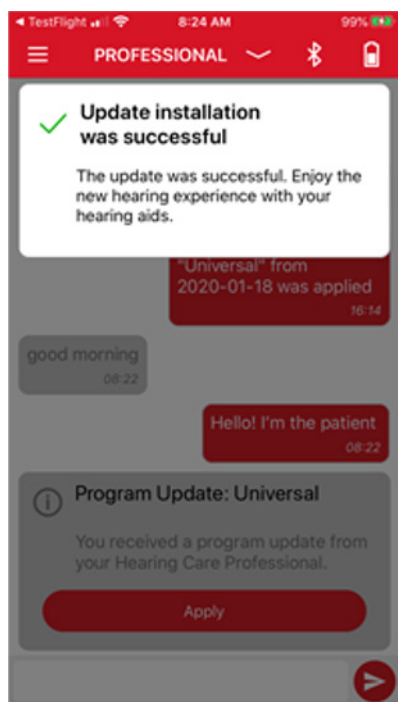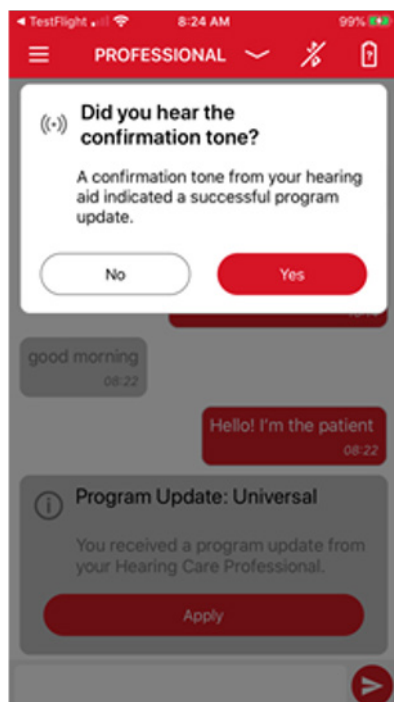   – Select "no" > adjustments will be resent automatically

Fig 3

Fig 4

6. When patient applies the changes successfully, the HCP will see notification of the acceptance in the Portal: Messages > "Update for program "[NAME]" from [DATE] was applied" (Fig 5)
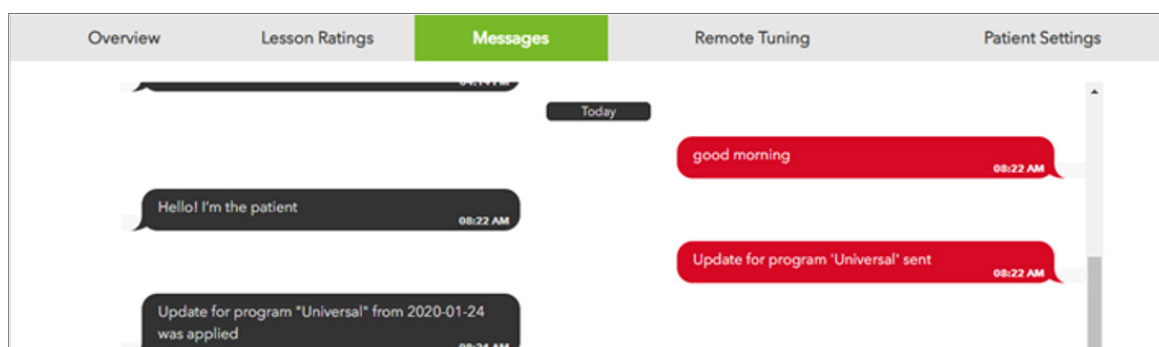

Fig 5