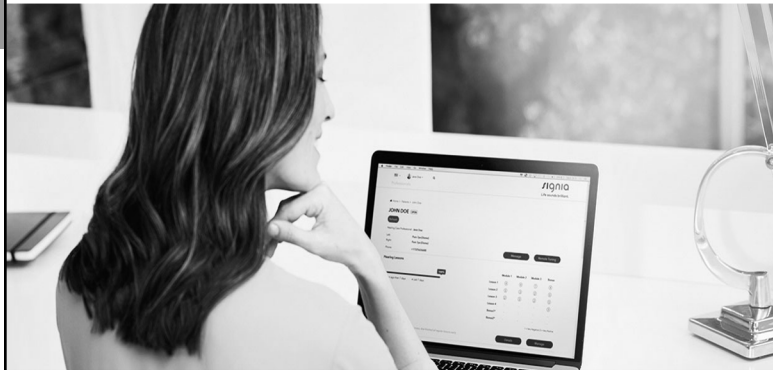


Signia TeleCare

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1

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- Thank you for joining us to learn more about the Full Live Remote Tuning Function in TeleCare
- For assistance with this course, contact AudiologyOnline (1-800-753-2160)
- Please visit the AudiologyOnline website for other live and recorded events from Signia
<http://www.audiologyonline.com/ce/signia-siemens>



2

2

**Technological
innovations make
life simpler, faster
and better.**



3

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IMPROVE
PATIENT EXPERIENCE



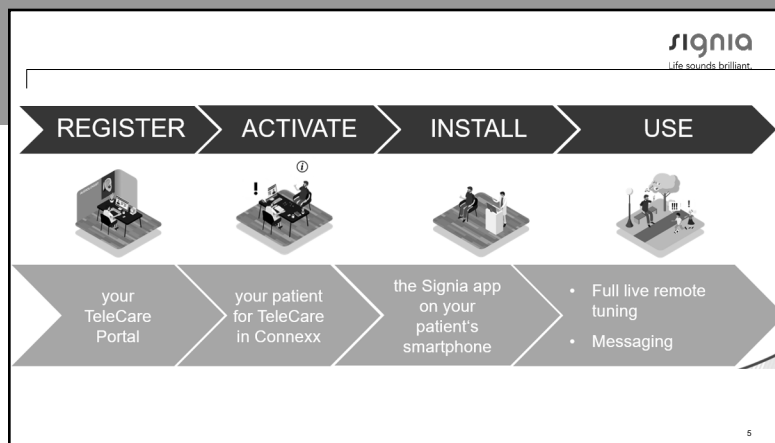
ACHIEVE
BETTER RESULTS FOR YOUR PRACTICE



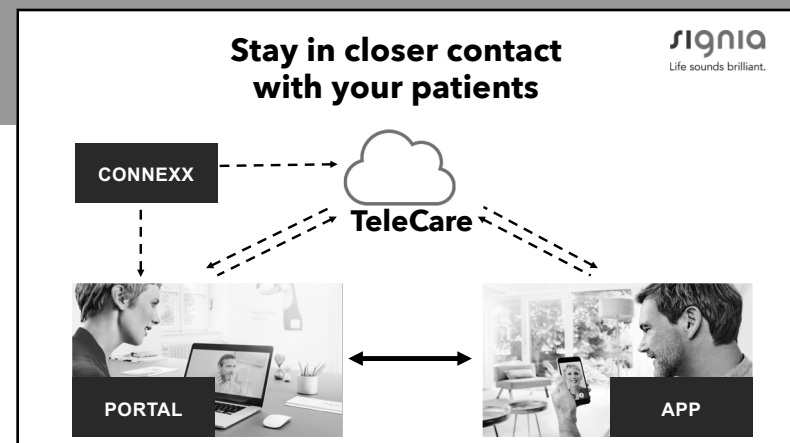
INCREASE
YOUR EFFICIENCY

4

4



5



6

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Telecare items are in one menu – top toolbar of Connexx

The screenshot shows the top toolbar of the Connexx software. On the left, there is a 'Simulation (Pure)' section with a frequency response graph. To its right is the 'TeleCare' button, which has a dropdown arrow. Further right is the 'HI-PRO' button, also with a dropdown arrow. The 'TeleCare' dropdown menu is open, displaying the following options: 'Log in', 'Activate client', 'Start remote session', 'Manage hearing lessons', 'New connection code', 'Discover TeleCare', and 'Supported mobile devices'. A mouse cursor is pointing at the 'Log in' option.

7

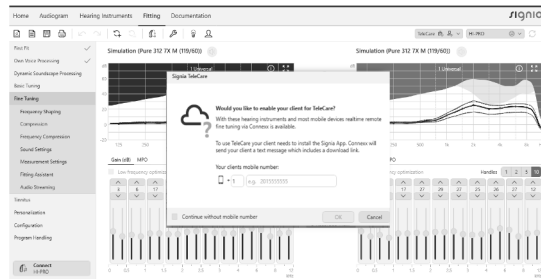
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From the patient file >> Activate Client

This screenshot is similar to the one on slide 7, showing the same software interface. However, the 'TeleCare' dropdown menu is open, and the 'Activate client' option is highlighted with a mouse cursor. The other options in the menu are 'Log out', 'Start remote session', 'Manage hearing lessons', 'New connection code', 'Open TeleCare portal', and 'Supported mobile devices'.

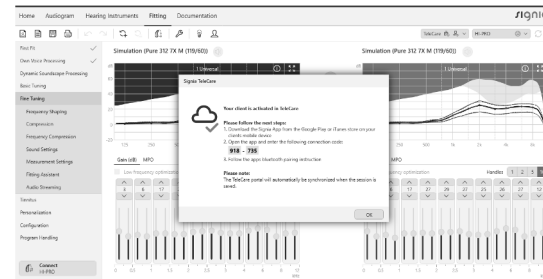
8

Option to enter patient's mobile phone



9

Patient now activated for TeleCare



10

Install the Signia App on patient's smartphone

11

Supported mobile devices

12

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Start remote session

The screenshot shows the Signia TeleCare web interface. At the top, there's a header with the Signia logo and tagline. Below it, a navigation bar includes 'TeleCare' and 'Noahlink Wireless'. A dropdown menu is open, showing options: 'Log out', 'Activate client', 'Start remote session', 'Manage hearing aids', 'New connection', 'Open TeleCare', and 'Supported devices'. The 'Start remote session' option is highlighted. Below the menu is a 'Simulation (Pure)' graph showing frequency response from 125 to 8k Hz. A text box on the right provides instructions for starting a remote session.

To start remote session, please ensure the following:

- You are logged in to TeleCare
- Your client has been activated
- Hearing instruments have Bluetooth support.
- FirstFit is performed.

13

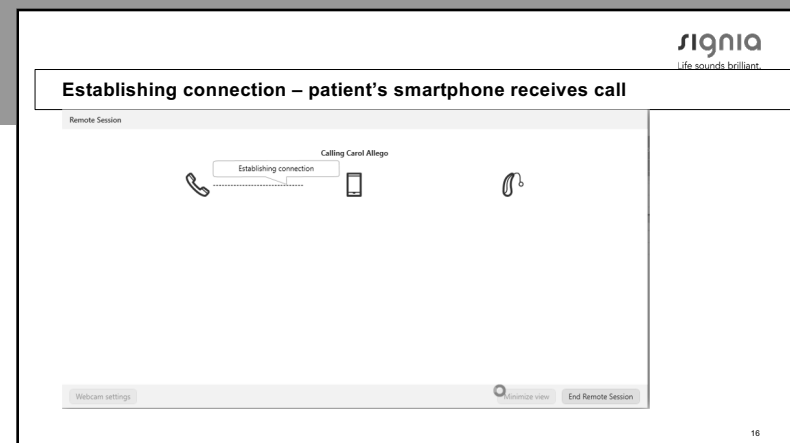
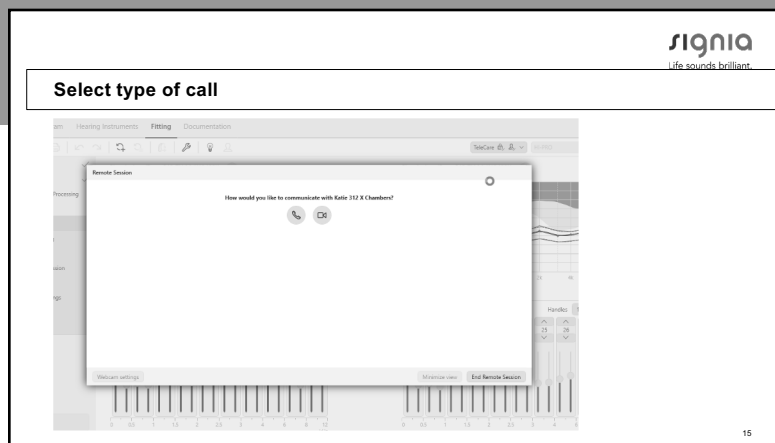
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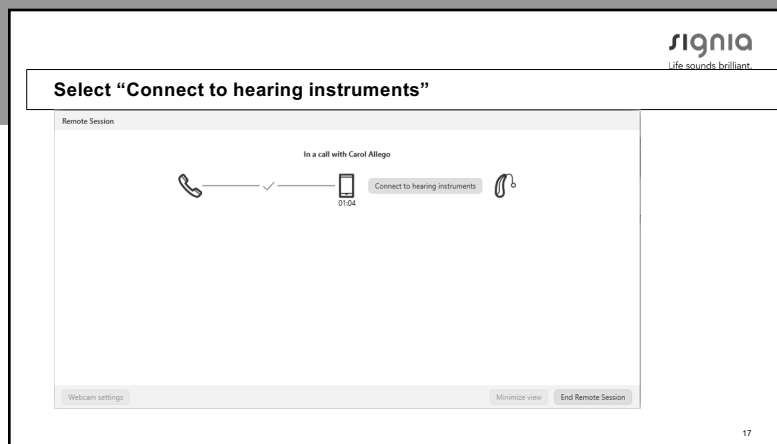
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Note: Signia App must be installed on patient smartphone

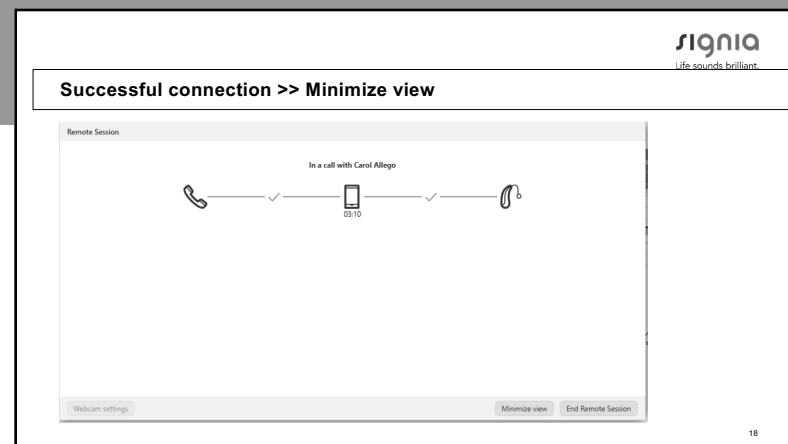
The screenshot shows the 'Remote Session' screen. It has a title bar and a main content area. At the top, it asks 'How would you like to communicate with Pure312T 3DARC?' with icons for voice and video. Below this, a large message box with an exclamation mark icon states: 'The Signia App is not installed on your client's mobile device. Please ask your client to install the Signia App.' At the bottom, there are three buttons: 'Webcam settings', 'Minimize view', and 'End Remote Session'.

14



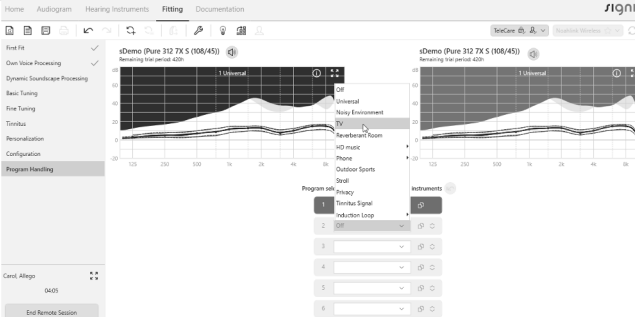


17

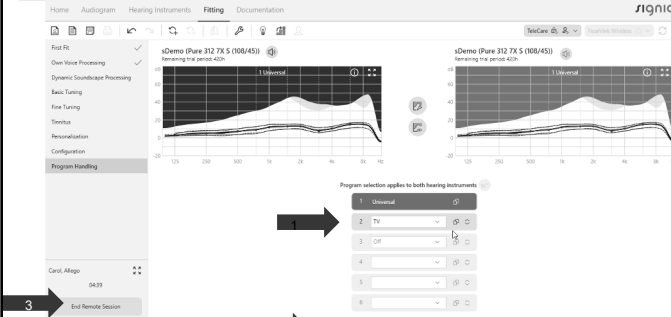


18

Working within Connexx – Make adjustments

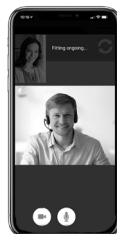


Ex. – Add program



What is needed?

- Signia hearing aids with Bluetooth
- Completed First Fit for the hearing aids in Connexx
- Patient activated for TeleCare and the Signia app installed on his/her smartphone
- A stable internet connection for the HCP (WLAN or LAN with DSL/16MBit)
- A stable internet/data connection for the patient (WLAN, LTE or 4G)
- A headset for a voice call and a webcam for a video call



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21

21

All data safely secured

Highest standards for data security and privacy

- TÜV-certified
- Microsoft Azure

Data & communication between the TeleCare Portal and the app on your patient's smartphone is encrypted

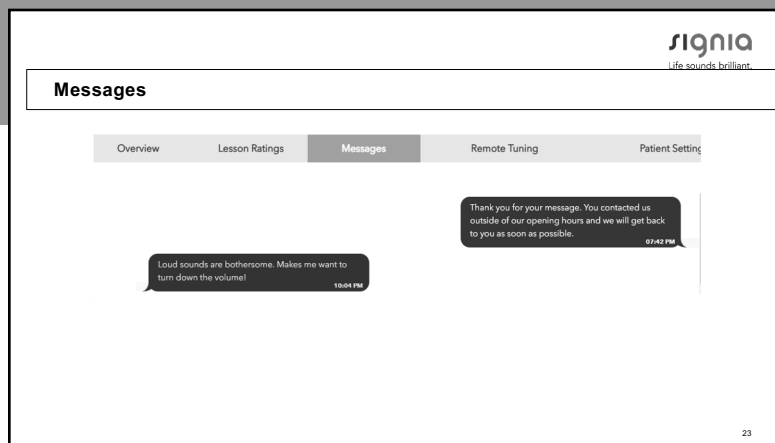
Access to the TeleCare Portal is protected by a password for every employee in your practice



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22

22




23

The screenshot displays the Signia Remote Tuning interface. At the top, the Signia logo and tagline "Life sounds brilliant." are visible. Below the header, the title "Remote Tuning" is centered. A list of three bullet points describes the benefits:

- Ensure your patients feel comfortable with their hearing aids wherever they are
- Solve issues quickly by making adjustments remotely
- Communicate live via voice or video during the remote session and via messaging at other times

 To the right of the text is a black and white photograph of a man with a beard looking at a smartphone. The phone screen shows a video call with a woman.

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Article >> in Signia Library or AudiologyOnline

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User Engagement with Signia TeleCare: A Way to Facilitate Hearing Aid Acceptance

Matthias Froehlich, PhD, Eric Branda, AuD, PhD, Dirk Apel, BS

February 12, 2018

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TeleCare Portal & App

Quick Guide



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Signia Xperience

Thank you for joining us!
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