How to activate **Beltone Remote Care Live**
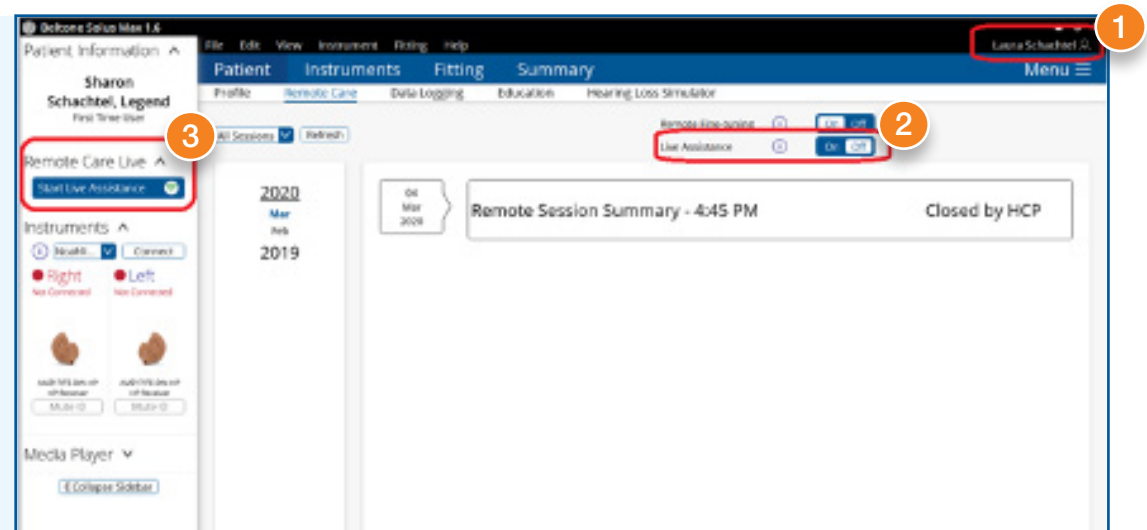
For **current patients** already activated for Remote Care, you do not need the patent in the office to enable **Remote Care Live** all you need to do is:

1. Sign into GN online service account.

2. Toggle the radio button for Live Assistance to the 'ON' position.

3. The Remote Care Live area in the sidebar will then change from gray to blue.

For a **new patient** you will need them in the office to activate **Remote Care Live**, you will need to do the following:
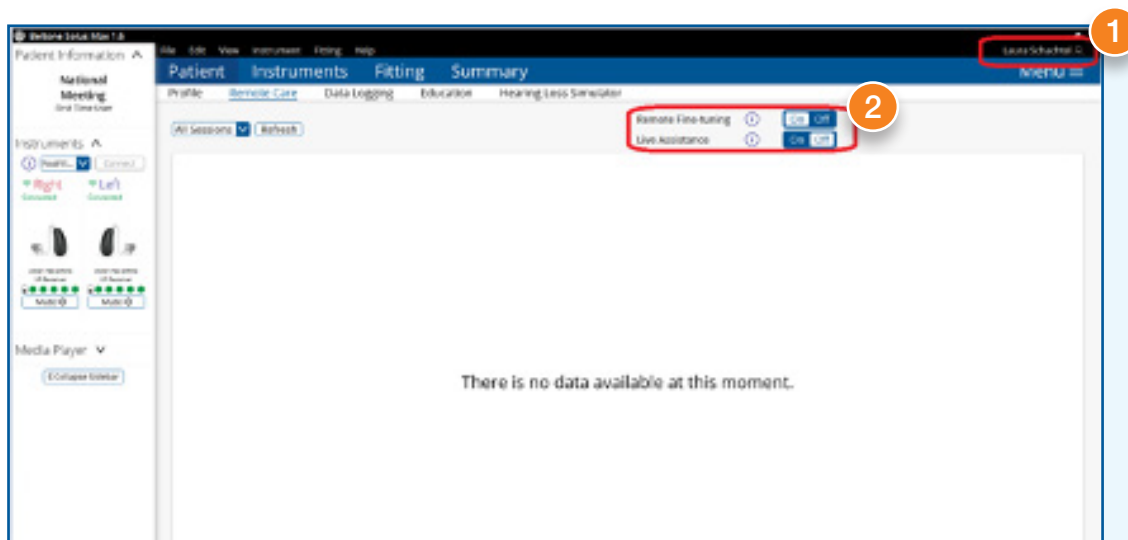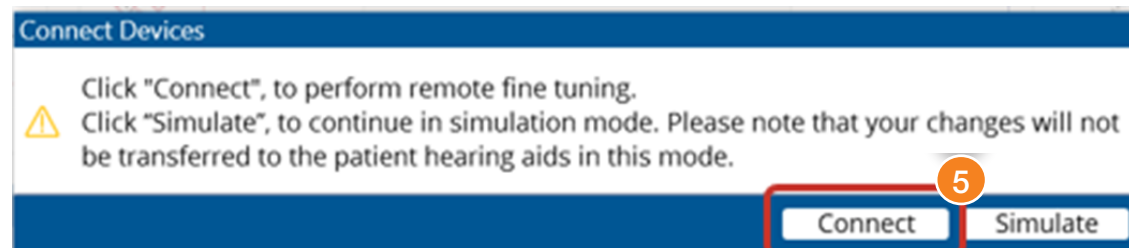

1. Sign into your GN online service account.

2. Toggle the radio button for Live Assistance to the 'ON' position.

3. Have your patient sign the Patient Consent Form.

4. Save the session.

5. The next time you enter Solus Max the **Remote Care Live** area on the sidebar will be blue and ready to use.

Beltone University

How to start a **Remote Care Live video call**
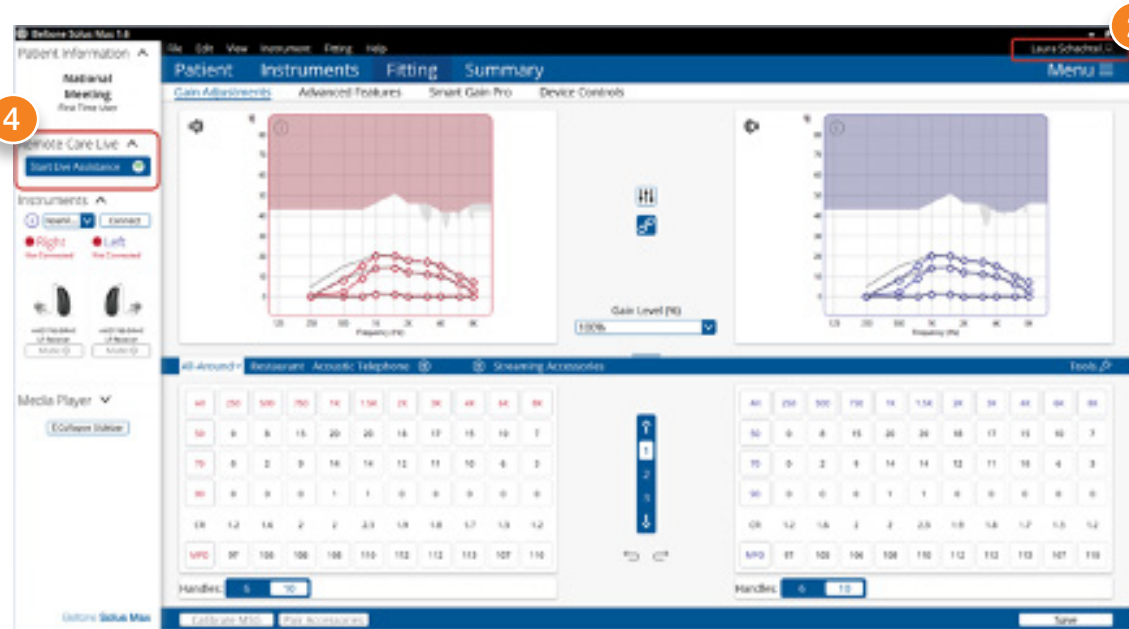
1. Select your patient's last saved session from Noah.

2. Sign into your GN online service account, if not already logged in.

3. Plug in your Noahlink and if needed a headset and webcam.

4. Click on the 'Start Live Assistance' button from the sidebar.

Connect Devices

Click "Connect", to perform remote fine tuning.

⚠ Click "Simulate", to continue in simulation mode. Please note that your changes will not be transferred to the patient hearing aids in this mode.

Connect   Simulate

5. When your patient answers the call, click on connect from the prompt in Solus Max.

6. Then follow the on screen prompts to connect to the hearing aids, then make the needed adjustments, save and end the call.

Beltone University