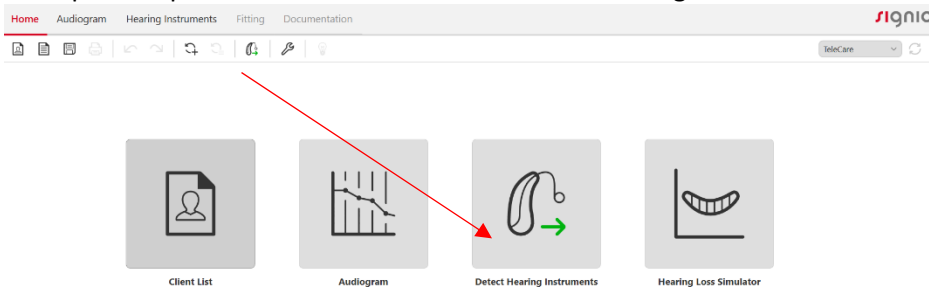


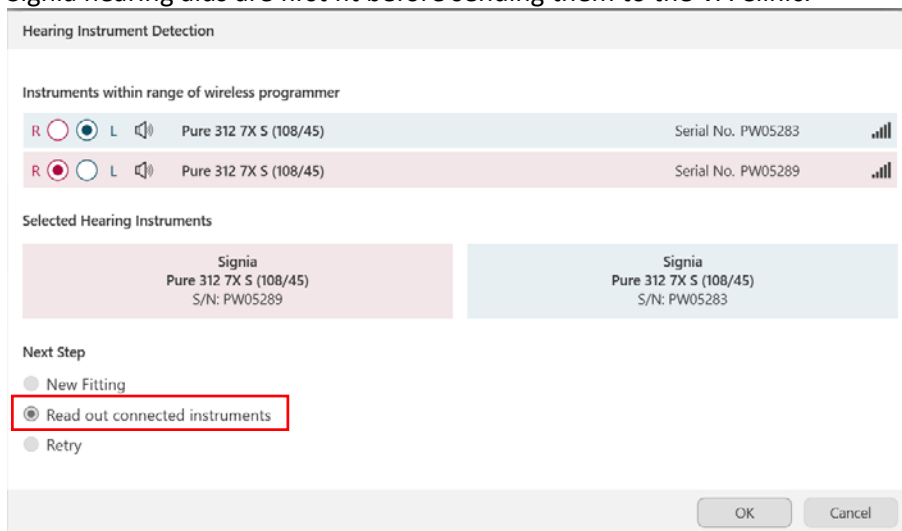
Signia TeleCare Remote Fine Tuning

Provider Instructions Part I: New patient set-up and activation

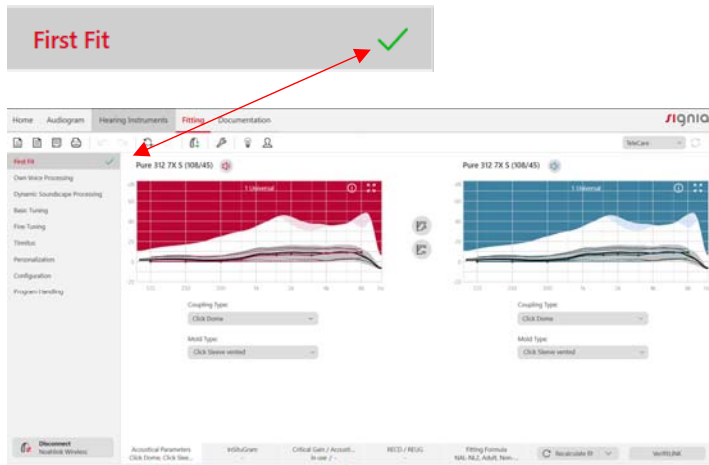
1. Open the patient's file in Connexx and detect hearing aids.



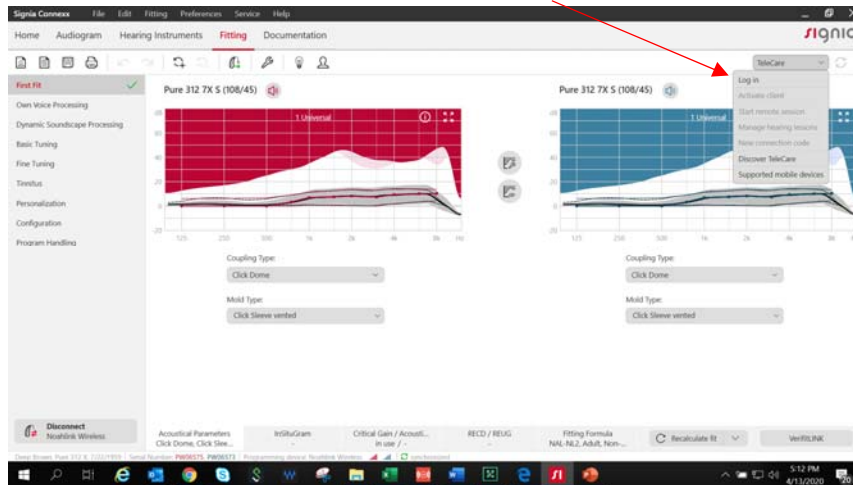
2. Read out connected instruments to load the first fit settings into the patient's Connexx file. All Signia hearing aids are first fit before sending them to the VA Clinic.



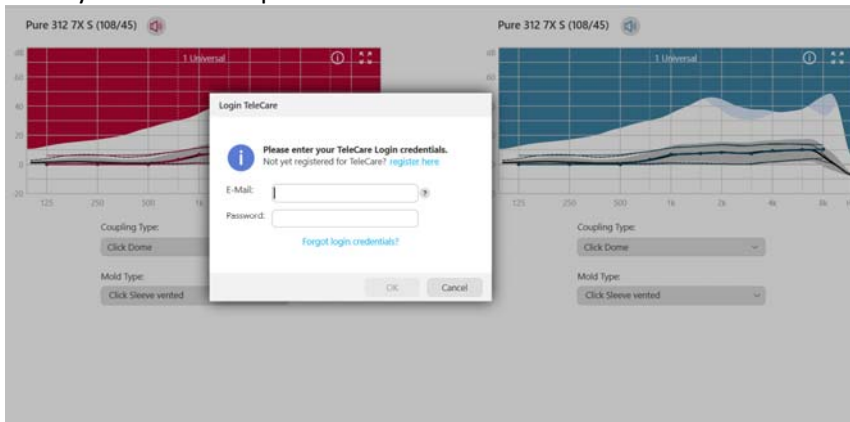
A green check mark by "First Fit" confirms that the aids were First Fit.



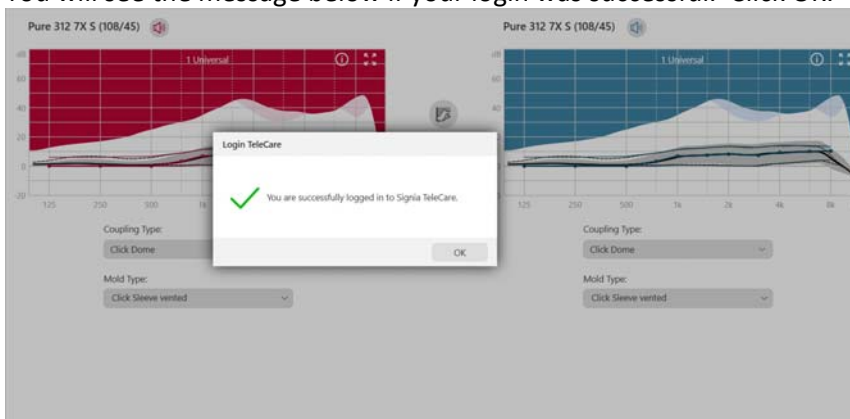
3. Log into Signia TeleCare via the pull-down menu in Connexx



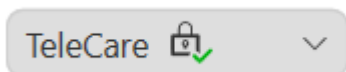
Enter your email and password.



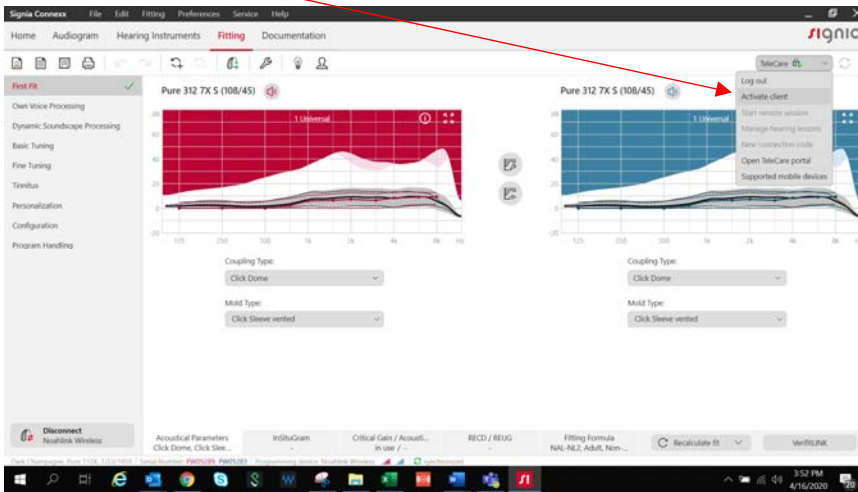
You will see the message below if your login was successful. Click OK.



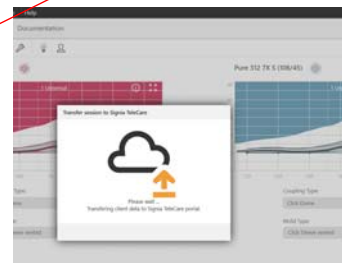
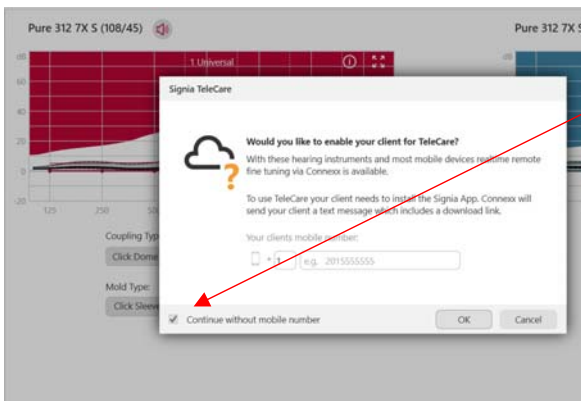
The TeleCare menu now has a green check mark showing that you are logged into TeleCare.



4. Click on Activate Client.



5. Generate a connection code without texting it to the patient, select “Continue without mobile number.”

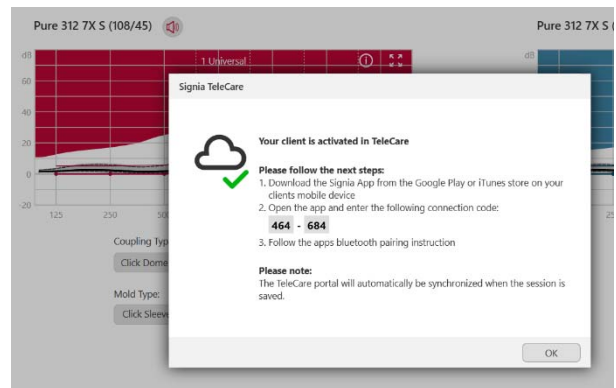


You will see this message as Connexx transfers the session to Signia TeleCare.

6. The connection code is generated, and your patient is now activated for TeleCare. Write this code on the “Signia App for TeleCare” patient instructions and mail to the patient along with their hearing aids. Click OK.

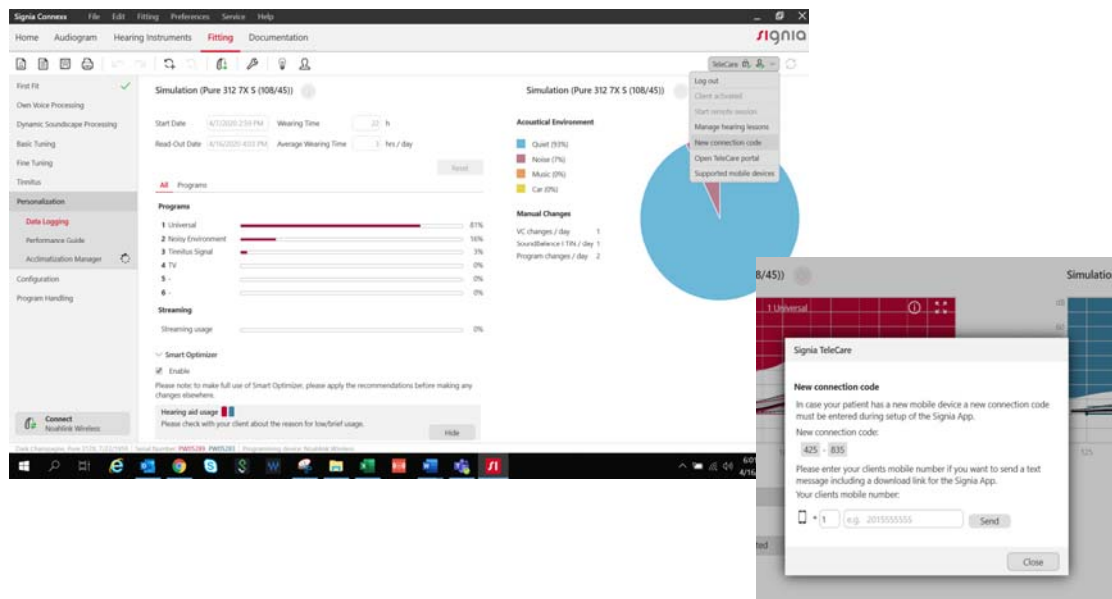
Please note: this connection code is specific to your patient and will be used during all subsequent remote sessions.

A green check mark by the patient icon at the top of the screen will verify that the patient was successfully activated in Connexx.



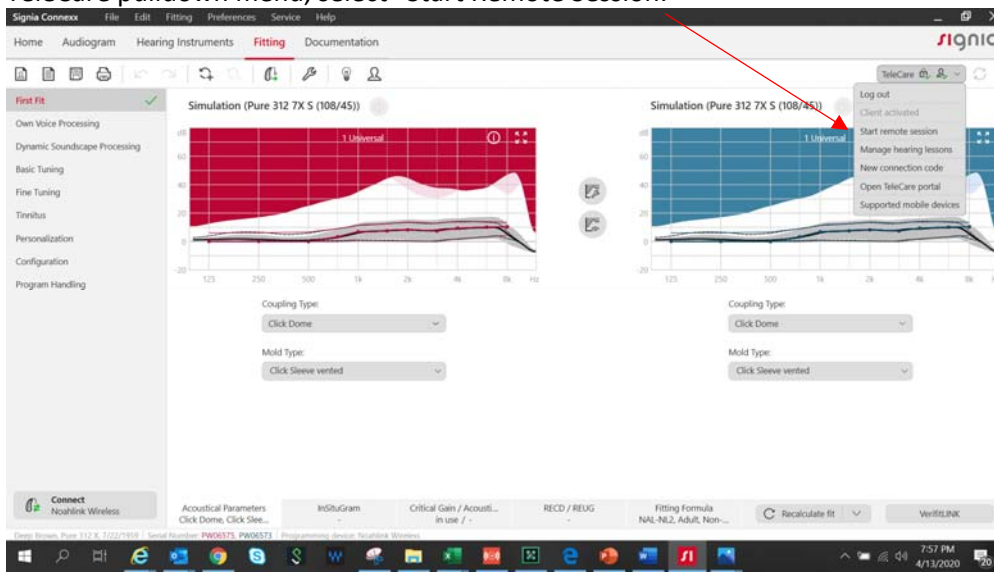
7. Save your session to Connexx and close the software. You are now ready to mail the hearing aids and the “Signia App for TeleCare” to the patient.
8. Optional: Tech (TCT) contacts patient to assist with Signia App set-up for TeleCare following the “Signia App for TeleCare” guide to download the Signia App and enter the six-digit connection code. If for any reason your patient does not have the connection code that was mailed, you may generate a new connection code via Connexx and notify the patient.

Appendix: You do not need to re-generate a TeleCare connection code unless the patient 1) gets a new Smartphone, 2) reinstalls their Signia App on their existing Smartphone, or 3) gets new hearing aids. To generate a new connection code: open the patient’s file and using the TeleCare pull-down menu, select “New Connection Code.” You now have a new connection code for the patient.



Provider Instructions Part II: Conducting a Full Live Remote Tuning Session

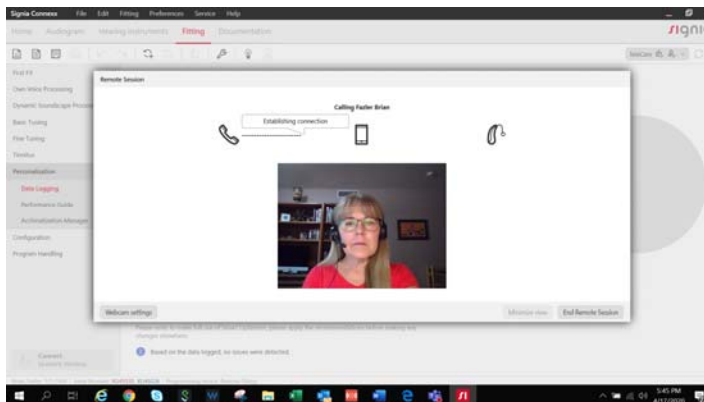
1. Schedule a remote session: Make sure your patient is ready for a synchronous remote session: a. Fully charged hearing aids or fresh batteries, b. Signia app ready (downloaded, paired to the hearing aids, TeleCare connection code entered) and open.
2. Open the patient's file in the Connexx software. Make sure you are logged into TeleCare, using the TeleCare pulldown menu, select "Start Remote Session."



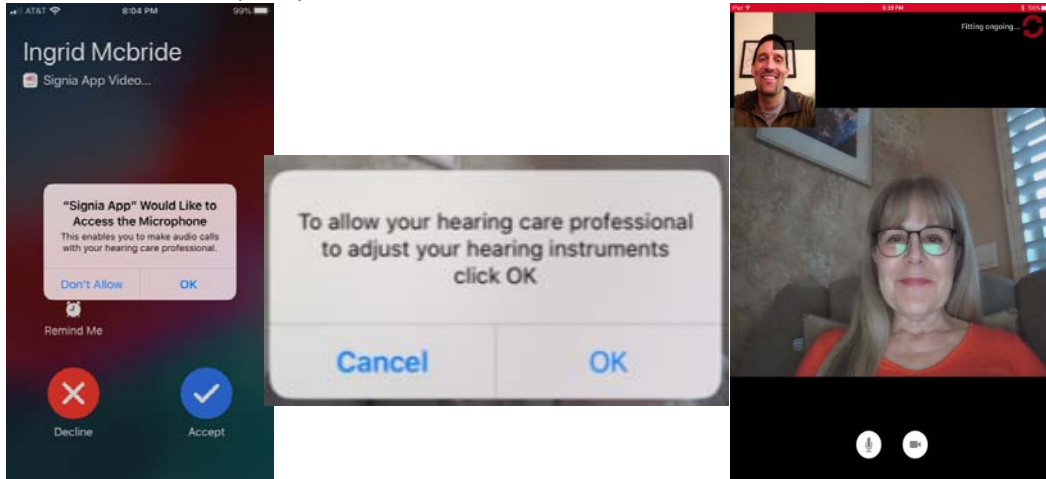
3. Select how you would like to communicate: phone or video; select video



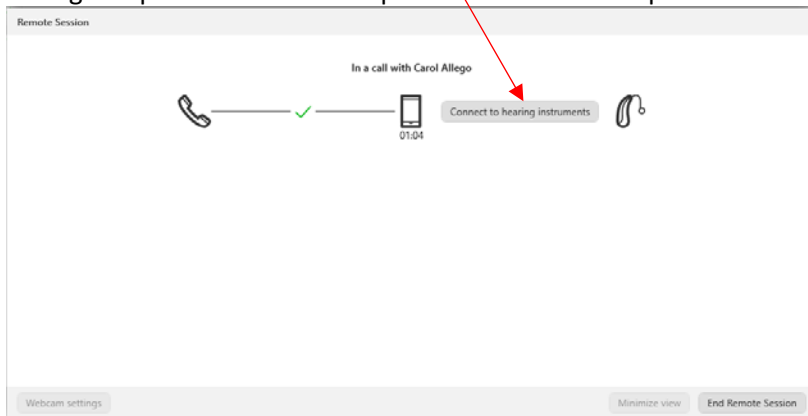
Wait while the connection is established.



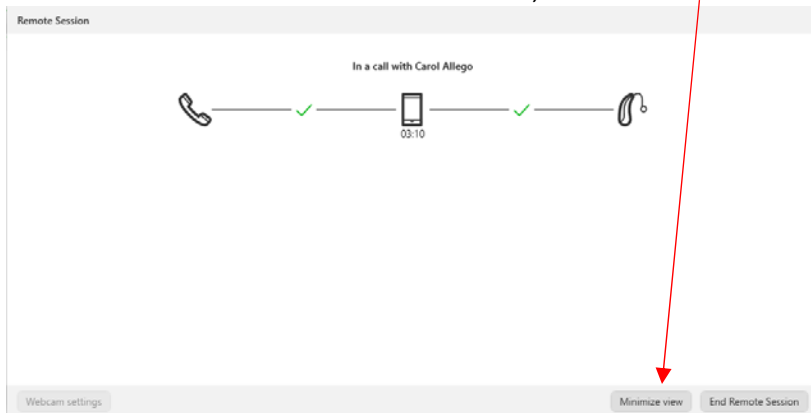
The patient will receive a phone call to their phone. They should answer the phone, allow the phone to access their microphone and camera, and accept the following message: **“To allow your hearing care professional to adjust your hearing instruments click OK.”** You can now communicate with your patient with audio and video.



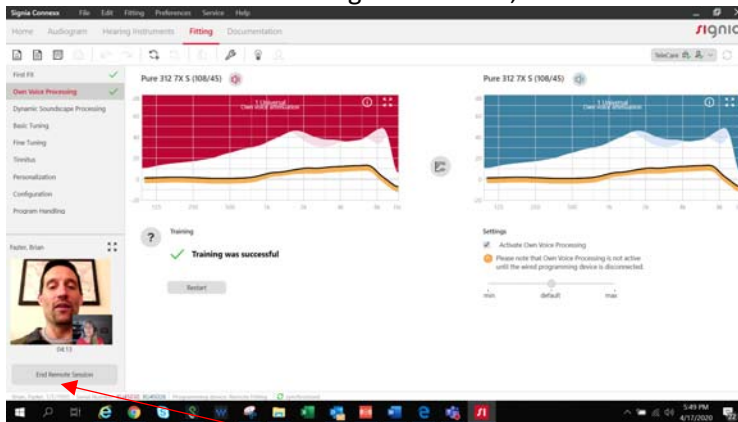
4. Click on **“Connect to hearing instruments”**. Wait while connection to the server is established and the session is synchronized. The patient will hear their hearing aids mute/unmute a couple of times during this process. The entire process will take a couple of minutes.



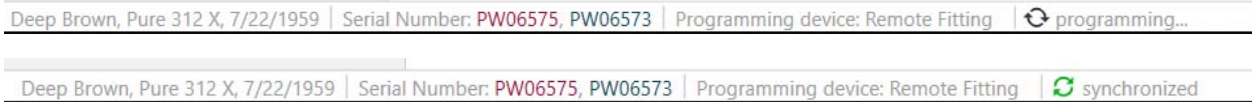
5. When a successful connection is established; click on minimize view.



- Make the needed programming adjustments via Connexx. The patient will hear the changes as they are transferred to the hearing aids. Below, OVP was successfully completed.



- At the bottom of the screen you will see the status updates such as “programming” and “synchronized”. **Wait until the changes are synchronized before making new programming changes.** The changes are automatically saved in the patient’s hearing aids when synchronized. When you are finished making changes, end the session by clicking on “End Remote Session.”



- Save your session in Connexx.