TeleCare Checklist for Patient

Real-time remote adjustments

Prior to scheduled remote session

- ☐ Hearing aids
  - • Fully charged or new hearing aid batteries
  - • Connected to Signia app (TeleCare™ option activated)
  - • Connection > Bluetooth® connected

- ☐ Phone
  - • Fully charged or plugged in
  - • *Bluetooth*® "ON"
  - • Good Wi-Fi or data connection

At time of scheduled remote session

- ☐ Do not use phone for other applications during session, i.e. don't answer calls/texts or exit Signia app

- ☐ Answer call from your Hearing Care Professional (HCP)

- ☐ Click "**OK**" when prompted

- ☐ Your HCP will be audible via speakerphone during session – no streaming to aids during remote session

- ☐ You will hear audible changes in the hearing aids during the session as hearing aids are programmed

- ☐ After remote session is ended, restart your hearing aids
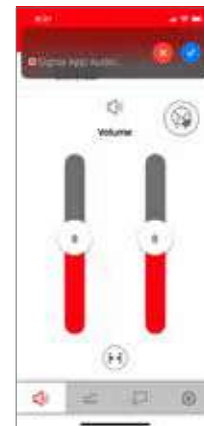
Asynchronous remote adjustments

Programming changes, sent by your Hearing Care Professional (HCP), without a scheduled virtual session. Accept the adjustments at your convenience.

- ☐ Hearing aids connected to Signia app.
- ☐ If Signia app is not open when HCP sends adjustment, you can find Program Update information in the Professional (Chat) section of the Signia app Menu (3 horizontal bars, upper left corner).

- ☐ Apply program update sent by HCP.

- ☐ Update installation was successful notification > hearing aids are programmed and ready to use.

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