signia

Life sounds brilliant.

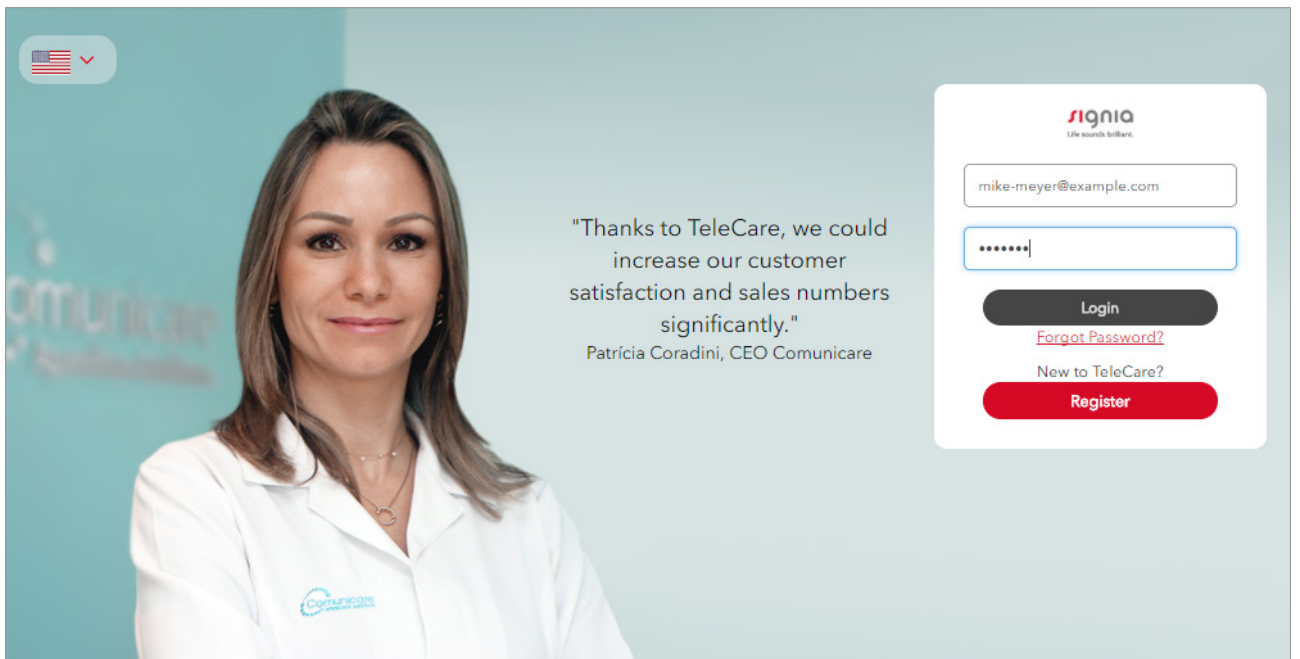# TeleCare Portal & App

Quick Guide

signia-pro.com

1 Register your practice on the TeleCare Portal

1.1   **Go to TeleCare Portal (https://telecare.signia-pro.com) and click "Register".**

1.2   **Complete all required fields on the Registration Page and note the following important points:**

- The menu "Admin Account" will create the administrator account within your company, which allows you to manage your practices and create new users as well as new practices. The E-mail address and password you define serve as your login information for TeleCare.
- In the menu "Practice Details", please insert the Signia Account number of your practice (It is the 8-digit number, provided by Signia, with a "C" at the beginning; like: C12345678).

1.3   **Agree to the "Terms of Use".**

1.4   **Click "Register".**

After the completion of these steps, you get an instant approval for your registration via a confirmation E-mail.

In case of problems, your registration will be reviewed manually. During this process, we might contact you via the phone number or E-mail you have provided.

2   Edit Practice Details

2.1   **Log in with your E-mail and Password.**

2.2   **From the main menu select "Management" followed by clicking "Practices".**

2.3   **In the practices overview list click "Edit" to view your Practice Details.**

2.4   **Add your opening hours if desired.**

2.5   **Click "Save".**

3   Edit your User Profile

3.1   From the main menu select "Management" followed by clicking "Users".

3.2   In the Users overview list click "Edit" to view your Profile Details.

OVERVIEW

Patients	Marketing Messages	Analytics	Management

Users

Users	Practices	Manage Lessons	Add user

All practices ▼   Search... 🔍

First Name ▾	Last Name ⇕	E-mail address ⇕	Mobile Number ⇕	Role	
Mike	Maier	heitmann.frank@sivantos.com		Organization Manager	Edit
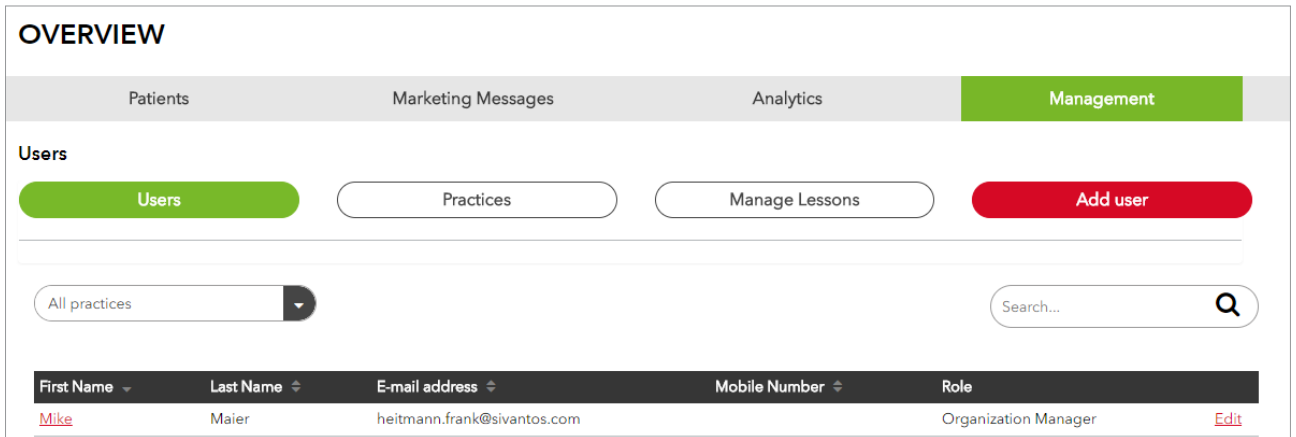
3.3   Edit your personal details and upload a professional photo, if desired.

EDIT PROVIDER

Fields marked with an * are required.

First Name*

| Mike |

Last Name

| Maier |

Max. image size 8MB

E-mail address*

| mike-mayer@example.com |

Mobile Number

| |

3.4   **Click "Save".**

All this information provided will be shown in
the Signia app.
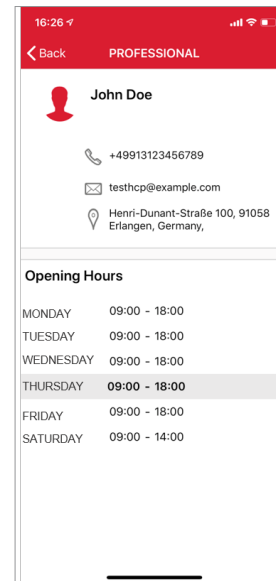
4   Check the compatibility of your client's smartphone and hearing aids

TeleCare and the Signia app are compatible with the Signia hearing aid portfolio[1], including both Bluetooth and non-Bluetooth hearing aids.

The Signia app is compatible with most of the current smartphones. It is compatible with all Apple devices with iOS version 9.3 and higher. It is also compatible with most Android (Android 5.0 and higher) devices.

In case your client uses an Android device and Bluetooth hearing aids, please select "Supported mobile devices" in the TeleCare menu located in the upper-right corner of the Connexx taskbar to get the list of the Android devices we recommend for an optimal user experience.
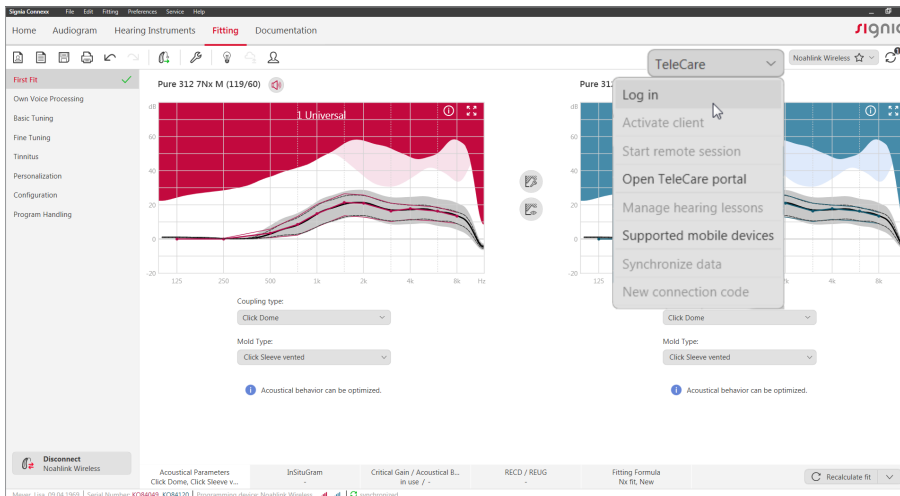
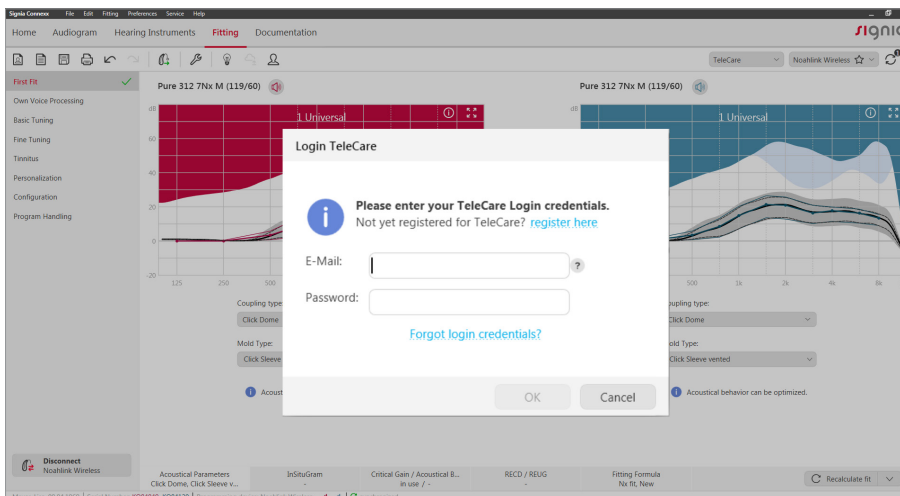[1] compatible with all Signia hearing aids except Fun and Fast.

5   Link Connexx to the TeleCare Portal

Before activating your client for TeleCare, Connexx must be linked once with the TeleCare Portal.

5.1   Click "Log in" in the TeleCare menu located in the upper-right corner of the Connexx taskbar:

**5.2   Enter your TeleCare login credentials.**


**5.3   Once the login is successful, Connexx is linked to the TeleCare Portal.
(Please note: This only needs to be performed once[2]).**

[2] In case that multiple HCPs work on one PC, they must login in the TeleCare Portal with their own credentials.

6   Activate your client in Connexx for TeleCare

6.1   **Create a new client or load an existing client in Connexx.**

6.2   **Complete the first fit in Connexx.**

6.3   **Click "Activate client" in the TeleCare menu, enter your client's mobile phone number[3] in the appearing dialog window and click OK.**
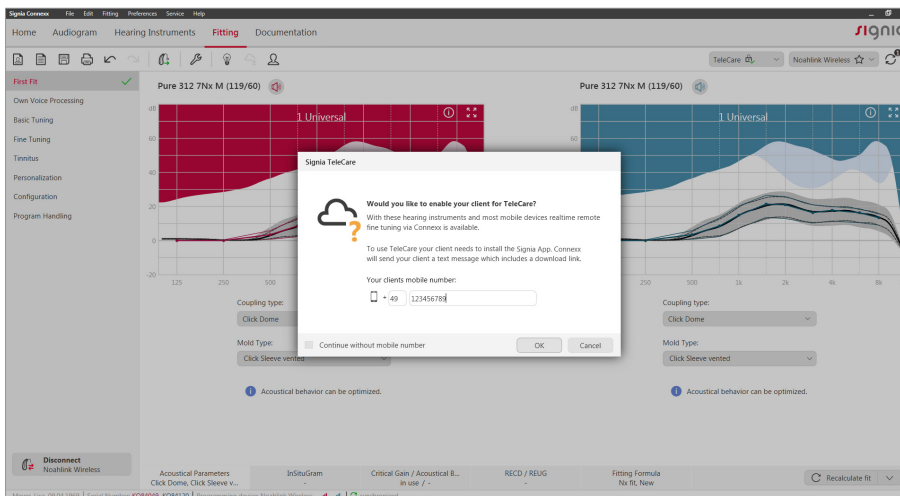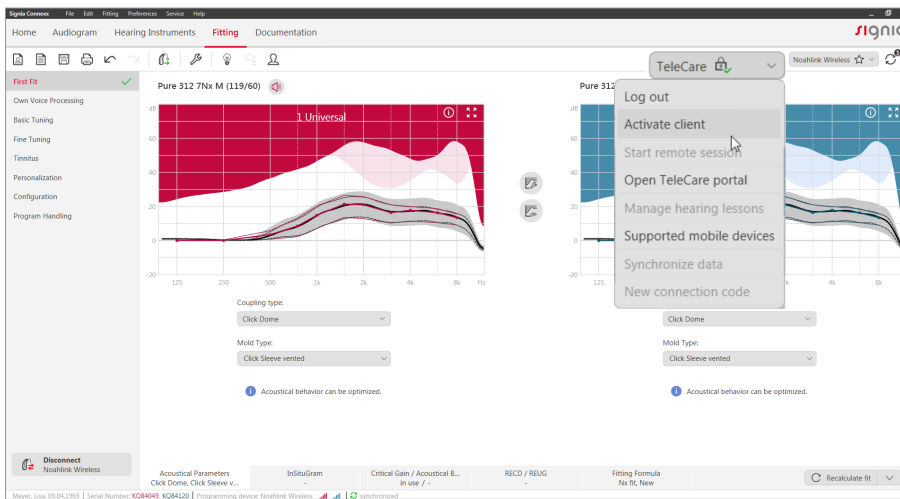

[3] Optional. To skip this, please select "continue without mobile number" on the dialog window above.

6.4   Your client is now activated for TeleCare.

A text message with the download link to install the Signia app and a 6-digit connection code will be sent to your client's smartphone.

We recommend installing the Signia app together with your client in the practice. Therefore, the connection code and further instructions for installing the Signia app are also shown in the confirmation dialog in Connexx.
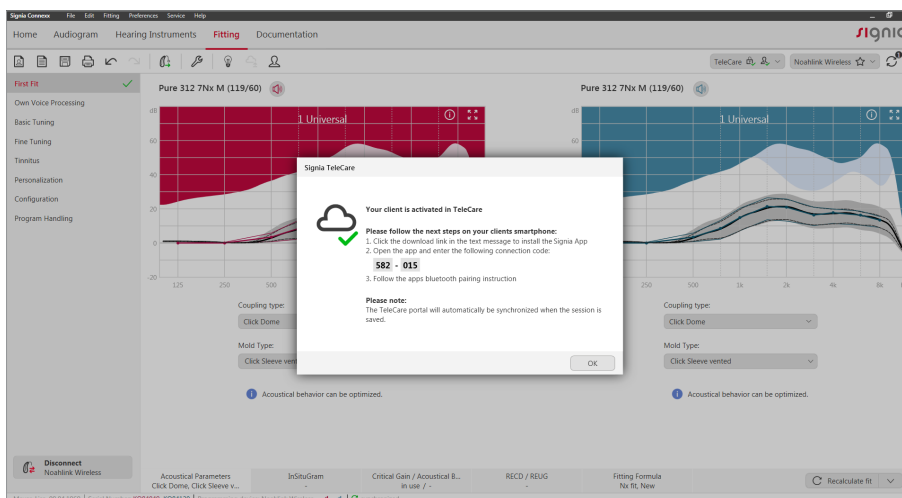
7 Install the Signia app on your client's smartphone

7.1 **Open the text message on your client's smartphone and click on the download link and install the Signia app.**

7.2 **Open the Signia app, tap on "TeleCare code" and enter the 6-digit Connection Code which can be found either in the text message received by your client or in the confirmation dialog in Connexx.**
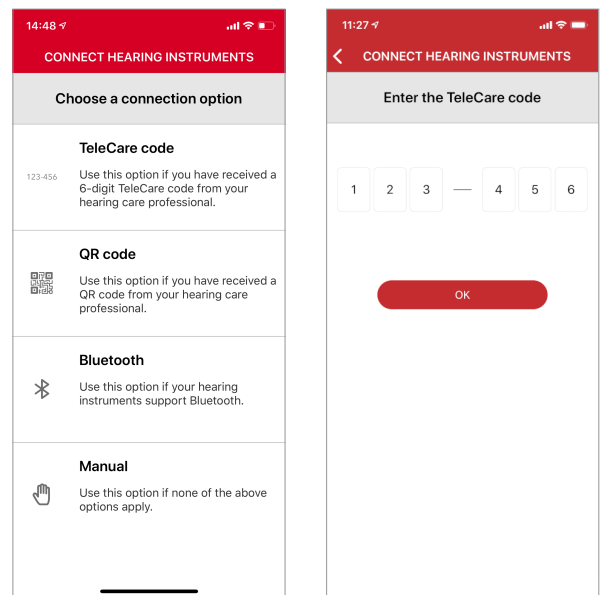
7.3 **To connect the hearing aids with the app, switch the hearing aids off and on once. They will be ready to pair for three minutes.**

A) Pairing Bluetooth hearing aids:

- Pairing with Apple devices:
  - Activate Bluetooth
  - Search hearing aids under the menu "Settings>Accessibility>Hearing Devices"
  - Click on the hearing aids that will be recognized automatically
  - Accept pairing request for each hearing aid by clicking on "Pair"
  - Start the app and pairing will be completed automatically

- Pairing with Android devices:
  - Activate Bluetooth
 - Start the app and pair the hearing aids

B) Pairing non-Bluetooth hearing aids: Start the app and pair the hearing aids

# 8a Send Remote Adjustments – Full live remote tuning via Connexx

Prerequisites for Full live remote tuning via Connexx:

- Bluetooth hearing aids
- Completed first fit for the hearing aids in Connexx
- Client activated for TeleCare and the Signia app installed on his or her smartphone
- A stable internet connection on your (WLAN or LAN with DSL/16MBit) as well as your client's (WLAN, LTE or 4G) side
- A headset for a voice call and additionally a webcam for a video call

8a.1 **Click on "Start Remote Session" in the TeleCare menu to start a virtual appointment with your client.**
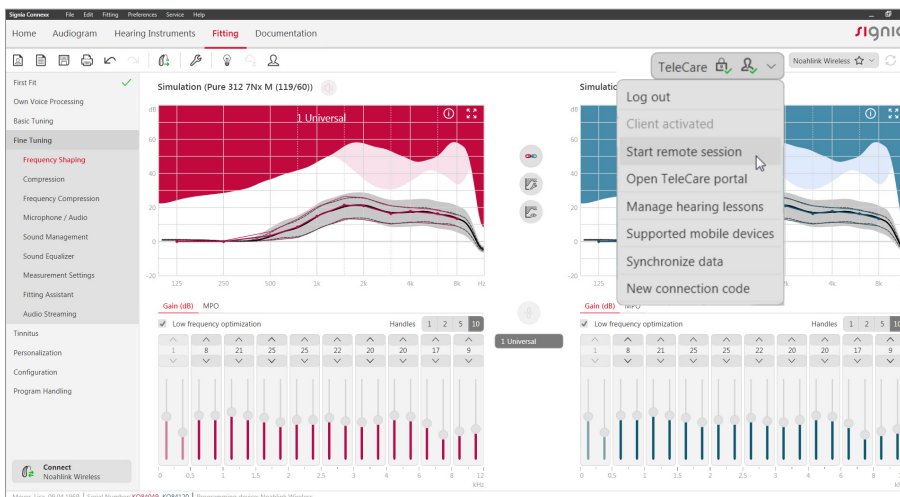
**8a.2** **Select the type of the call that you would like to initiate.**
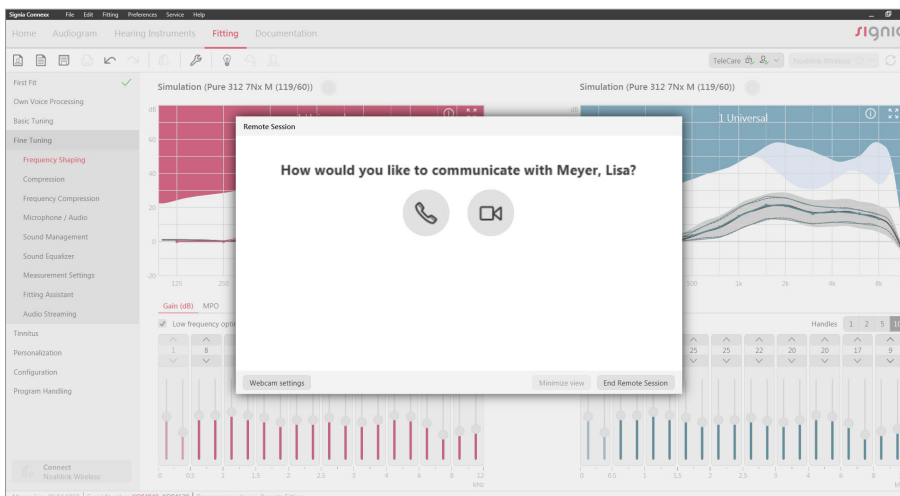
8a.3   Connect to your client's hearing aids to start fine tuning. Please note that your client first has to approve your connection request in the Signia app.
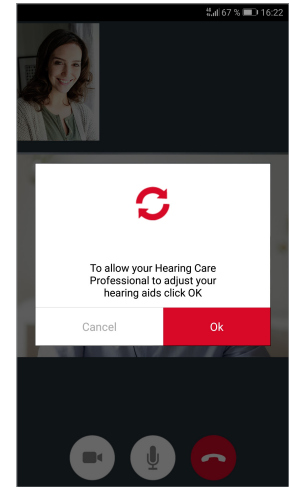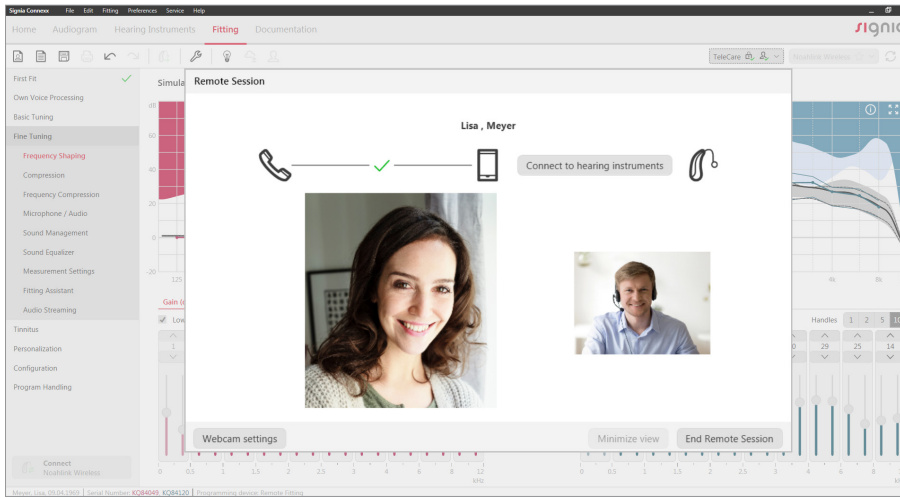

8a.4   Minimize the call window as soon as the remote connection to the hearing aids has been established successfully and make the desired adjustments on full bandwidth during the call.
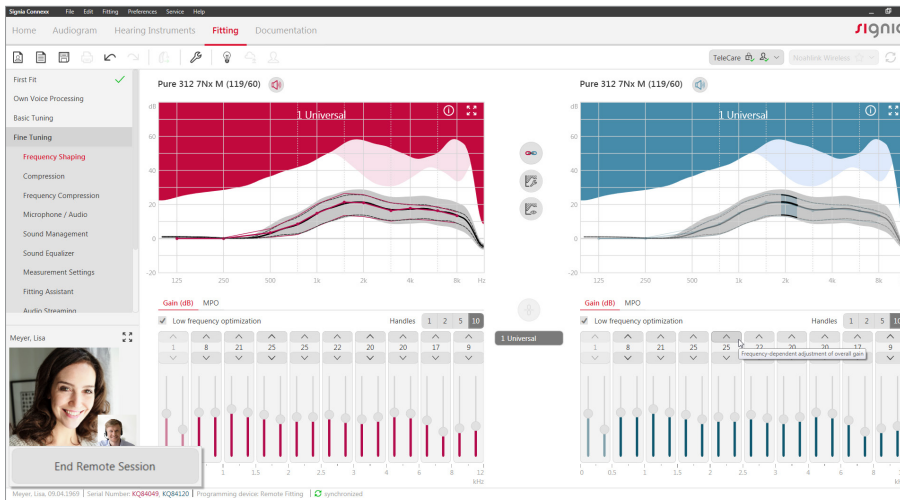
As soon as the changes have been transferred successfully, you will be informed via the green "Synchronized" icon located at the bottom of the Connexx window.
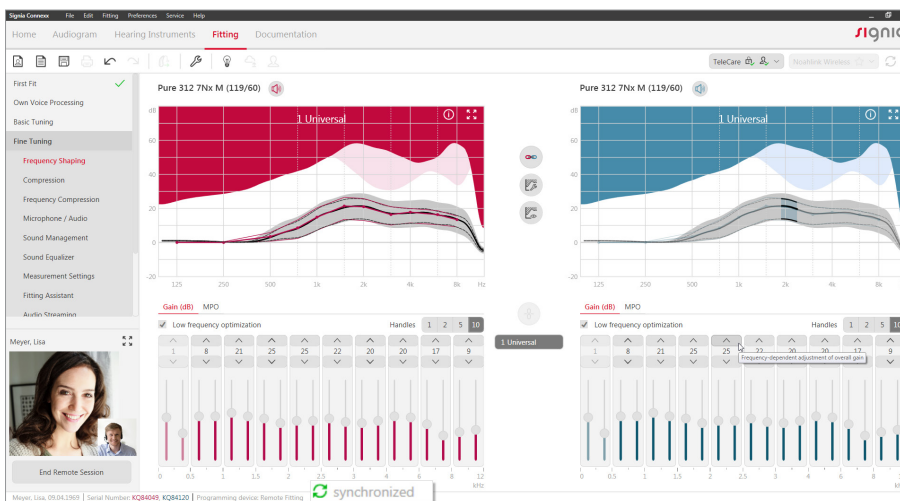
8a.5   **Adjustments will be sent to the hearing aids automatically and in real-time.**
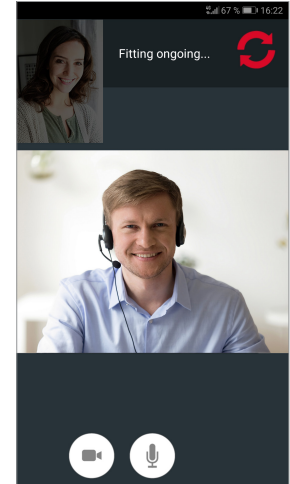
8a.6   **When you are finished with the remote adjustments, click on "End Remote Session" to end the call.**

8b Send Remote Adjustments – Basic remote tuning via TeleCare Portal

In case of small issues, basic remote tuning can be done via the TeleCare Portal. This functionality is available for all Signia hearing aids (incl. non-Bluetooth hearing aids).

Prerequisites:

- Completed first fit for the hearing aids in Connexx
- Client activated for TeleCare and the Signia app installed on his or her smartphone

8b.1   **Login to the TeleCare Portal and select your client from the client overview list.**

8b.2   **Click "Remote Tuning" on the navigation bar.**

8b.3   **Select the program you want to adjust.**

8b.4   **Make the desired adjustments on the 4-Band-Equalizer or Basic Tuning parameters.**
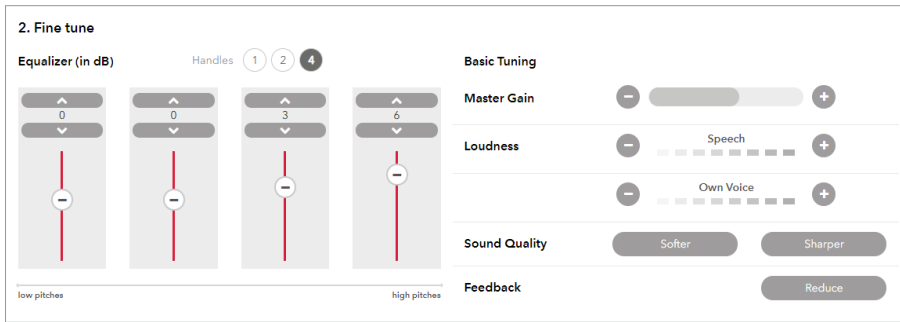
8b.5   **Click "Save & Send" to send the new settings to your client.**
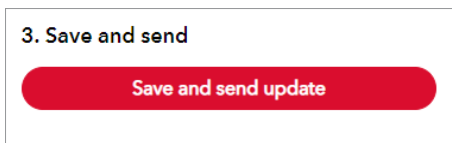
8b.6   **Your client will receive a message on his smartphone with the new settings.**

Your client must click "Apply" in order to transfer the settings into his or her hearing aids. Once this is done, the client will hear a confirmation sound from the hearing aids. Your client will be asked to con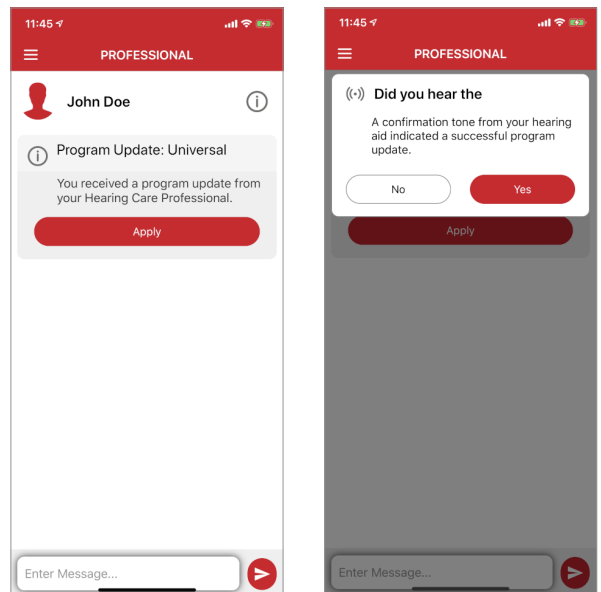firm whether he or she has heard the confirmation sound. If your client selects "No", the remote tuning adjustments will be re-sent automatically.[4]

[4] Confirmation sound comes if you use hearing aids without Bluetooth, only.

8b.7   **Under "Messages" in the TeleCare Portal you can see whether the new settings have been accepted by your client.**
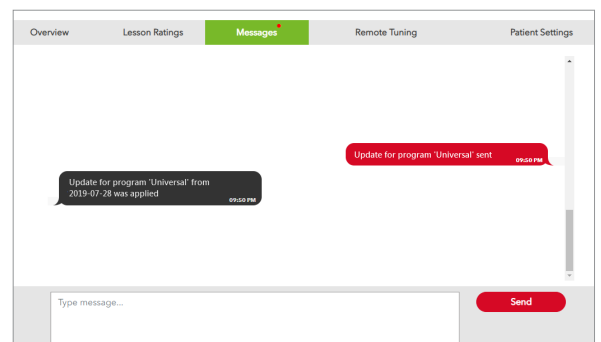
9a   Client communication and monitoring – Chat

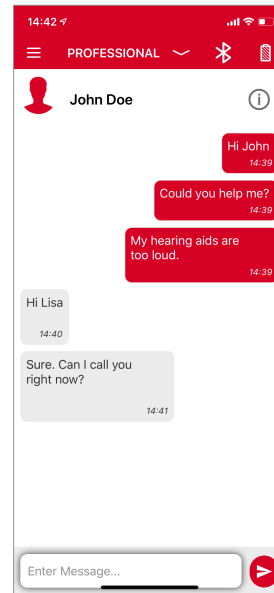The chat function offers an easy and flexible way of communication with your clients directly via the TeleCare Portal. Chat messages can be sent either by you or by your client.

The app view:

The TeleCare Portal view:

Notifications of new chat messages will be shown in the patient overview in the TeleCare Portal.

To read chat messages and reply to them, you can click the chat notification icon in the patient overview.

Fitter	Name (Alias) ⇕	Surname ⇕	Progress	Satisfaction ⇕	Messages ⇕	In Progress ▲	App connected
JD	Meyer	Lisa	25%	☹	💬①	8Days	●

You can also access the chat function by clicking on "Messages" in the patient profile.
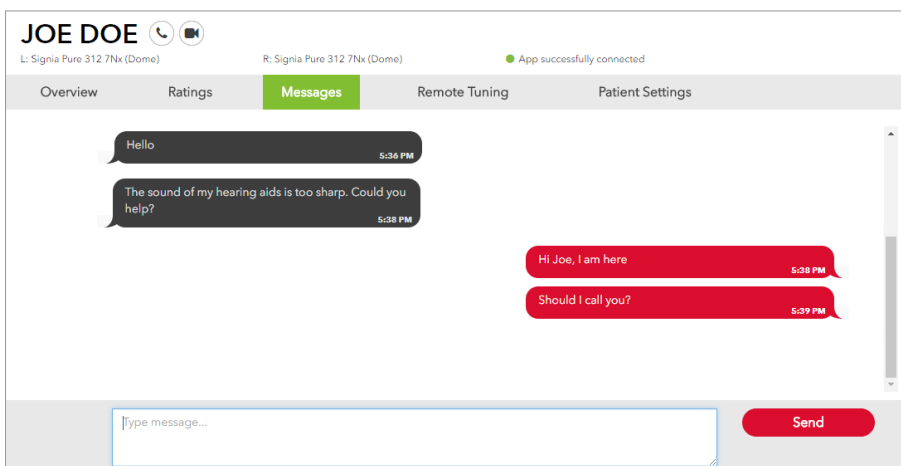
9b Client communication and monitoring – Satisfaction Ratings

During the trial phase your clients have the possibility to submit their daily satisfaction via the app.

The app view:

This rating is based on 5 smileys from
"very dissatisfied" to
"very satisfied".

If your client sends an unsatisfactory or neutral rating, he or she will be asked to specify the problem.

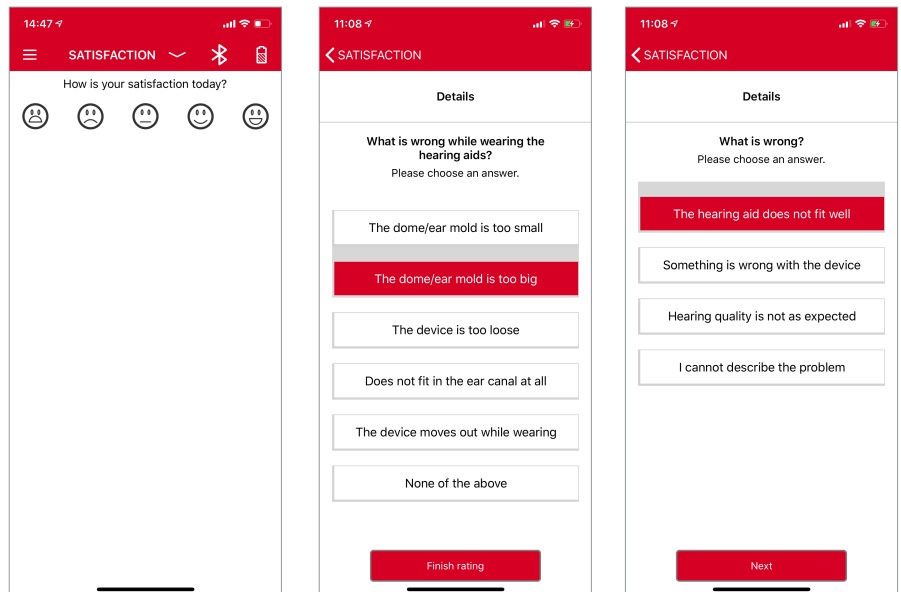**The TeleCare Portal view:**

The satisfaction rating will be shown in the patient overview in the TeleCare Portal.

Fitter	Name (Alias)	Surname	Progress	Satisfaction	Messages	In Progress	App connected
JD	Meyer	Lisa	25%	🙁	💬1	8Days	●

To review the additional feedback your client provided, please take the following steps:

- Select your client from the patient overview.
- Select "Satisfaction" in the tab "Overview".
- Choose the rating in the graph and click on the "Info" icon to see your client's feedback in case the rating is unsatisfactory or neutral. This will be shown under the graph.


16
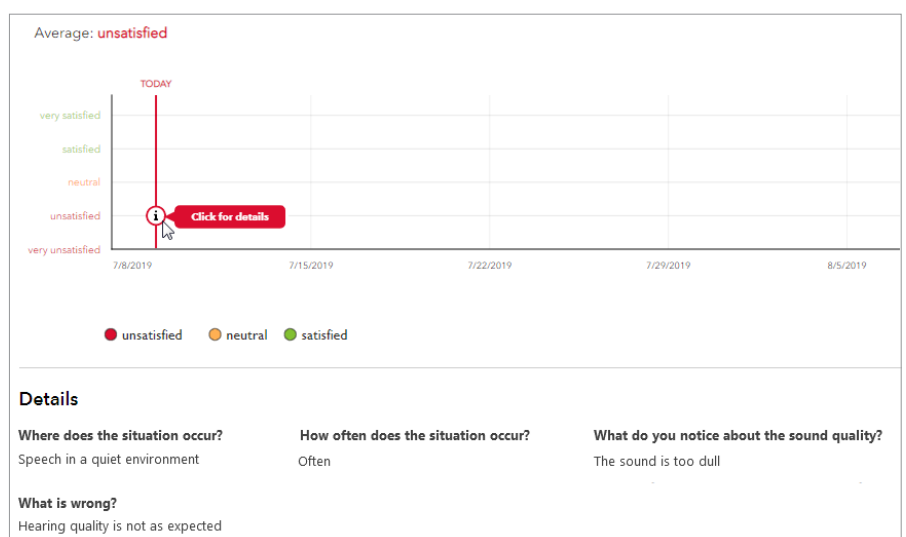
9c Client communication and monitoring – Hearing Lessons

The Signia app provides convenient, interactive lessons to guide clients through the trial phase while collecting feedback on their hearing experience.

The app view:

With the TeleCare activation, your clients get access to a standard set of hearing lessons referring to common listening situations that they will face. You also have the possibility to assign hearing lessons to your clients according to their individual listening situations.
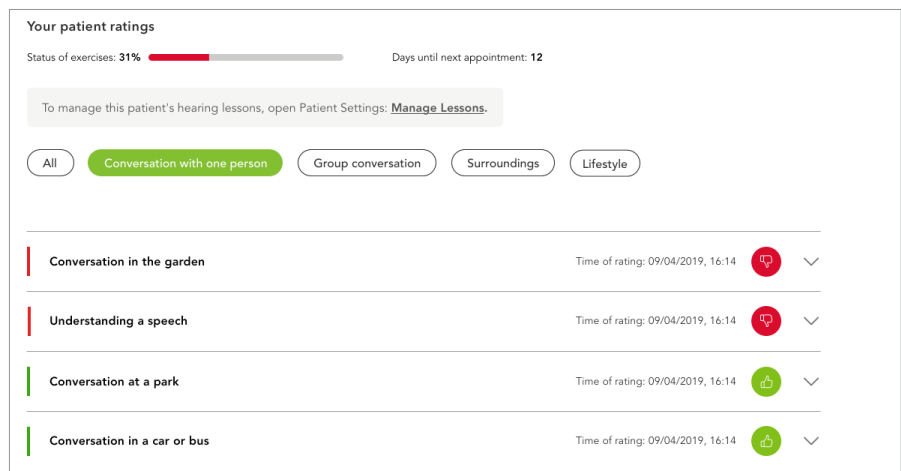
The hearing lessons can be rated as positive or negative by your clients.
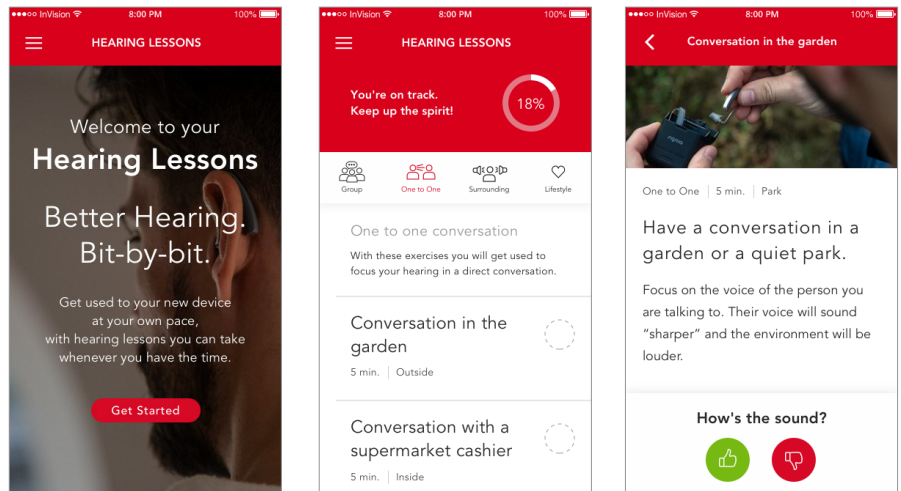
The TeleCare Portal view:

To review the feedback your clients have provided, select a client from the patient overview and go to "Hearing Lessons".

Choose a rating from the list and click on the arrow to review the additional feedback provided in case of a negative rating.

Remark: You receive the negative lesson ratings, negative satisfaction ratings as well as the chat messages as an e-mail notification by default. You have the possibility to change this configuration in your profile settings.
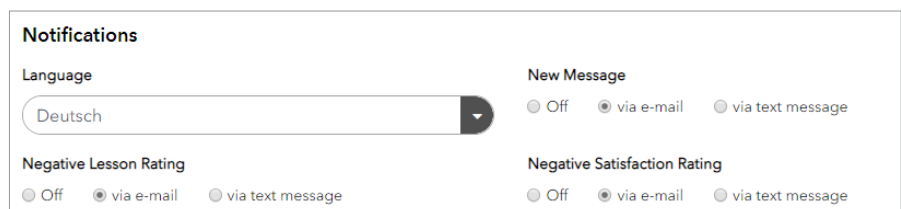
10 How to set up an organization in TeleCare Portal (for the Administrators)

You can set up your organization in the TeleCare Portal based on the following 4 layers:

- Layer 1: Administrator (Organization Manager)
- Layer 2: Practices
- Layer 3: Users (Hearing Care Professionals-HCPs) in each shop
- Layer 4: Patients (Clients) under each user (HCP).
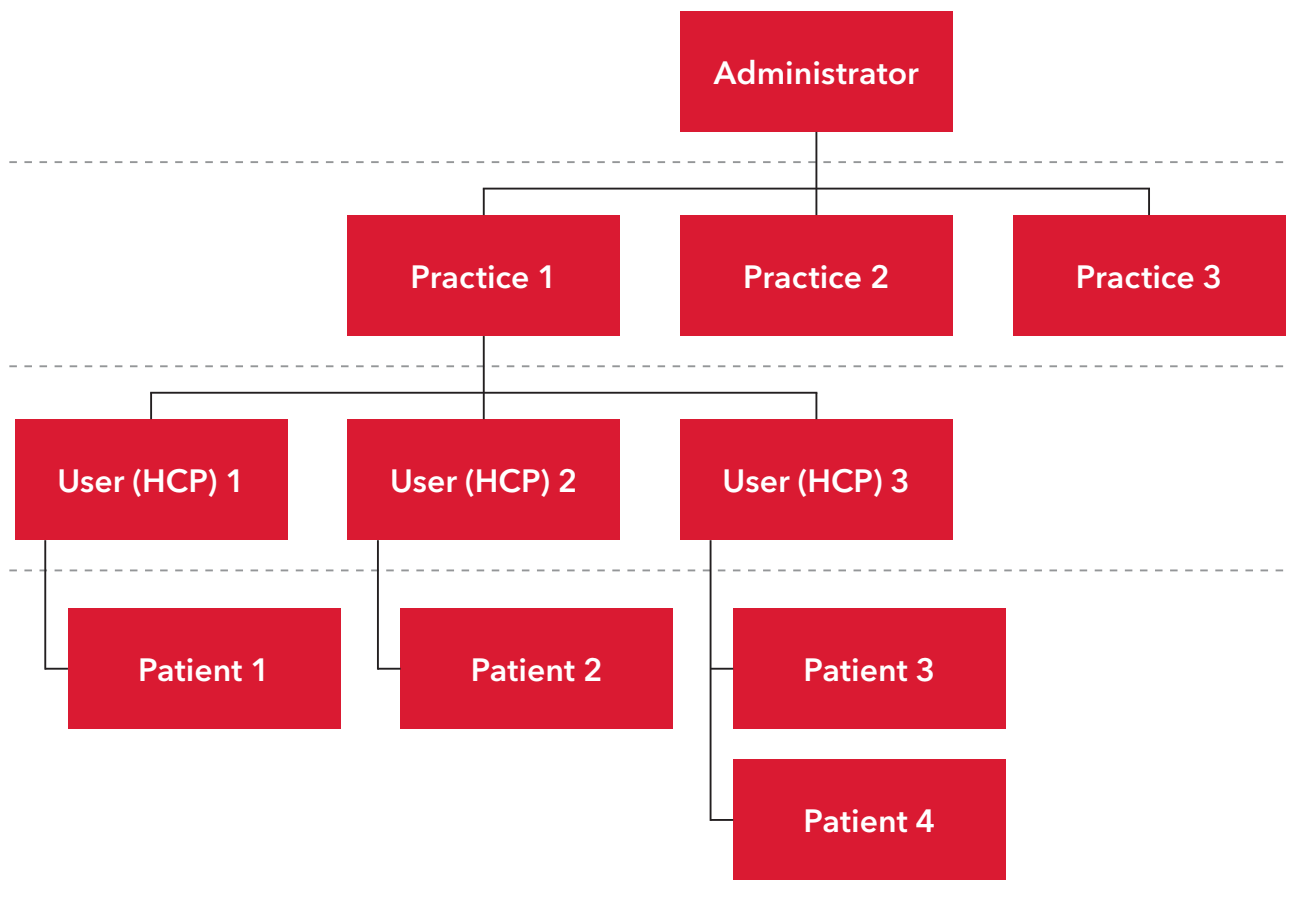
During registration the first practice will be set automatically based on the Signia Account Number you have entered. Afterwards, you can add additional practices, users and patients.

The administrator has access to the client data in all practices and has the right to manage every setting.

By using the tab "Management" on the main menu, the administrator can easily add additional practices and users.
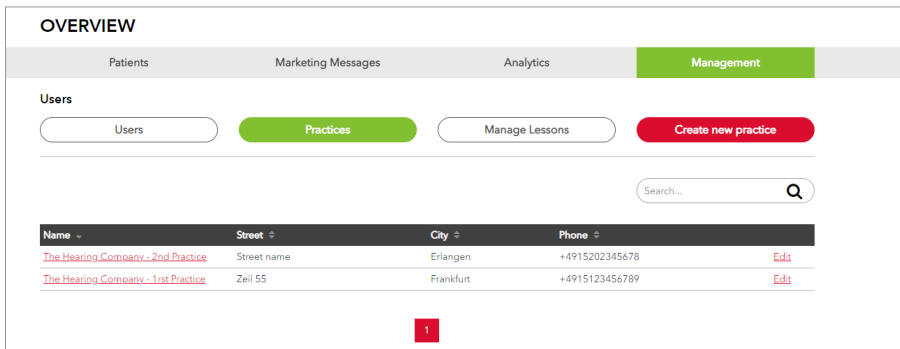
By selecting "Users" the administrator can assign users (HCPs) to a practice or multiple practices. Furthermore, he or she has the possibility to define different roles for them.

There are two roles that an administrator can assign to a user (HCP): "Provider" (default role) or "Practice Manager". All users (HCPs) under the same practice have access to the data of all patients (clients) under this practice. The Practice Managers have additional organizational rights.

Via the tab "Analytics" on the main menu, the administrator can monitor the key performance indicators (satisfaction of the clients, trial success rate, etc.) for all practices. The Practice Managers can monitor the key performance indicators of their practice only.
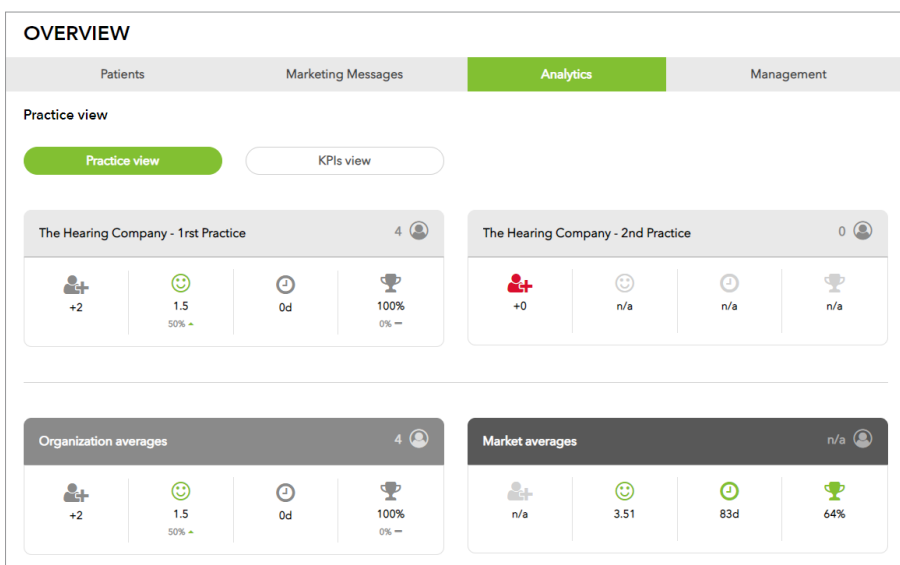
The information in this document contains general descriptions of the technical options available, which do not always have to be present in individual cases and are subject to change without prior notice.

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