Beltone Remote Care
Quick guide

A guide for professionals

Beltone™

How to complete a Beltone Remote Care fine-tuning

This quick guide provides an overview to hearing care processional (HCP), of how to perform a Beltone Remote Care fine-tuning with Beltone Solus Max fitting software and the Beltone HearMax app. Please note that feature availability will vary by product family and technology level. Features shown in this guide may not apply to your selected product.

⚠️ **WARNING:** Beltone Remote Care fine-tuning may only be used for follow-up fitting sessions.

Adjustment of the Tinnitus Breaker Pro settings, using a smartphone app, should only be performed by the parent or legal guardian in cases where the user is a minor. Use of the Beltone Remote Care feature for remote settings of the Tinnitus Breaker Pro, should only be performed by the parent or legal guardian in cases where the user is a minor.

The user shall discontinue use of the Tinnitus Breaker Pro and consult promptly with a licensed physician if one of the following conditions is experienced:

A. Visible congenital or traumatic deformity of the ear.

B. History of active drainage from the ear within the previous 90 days.

C. History of sudden or rapidly progressive hearing loss within the previous 90 days.

D. Acute or chronic dizziness.

E. Unilateral hearing loss of sudden or recent onset within the previous 90 days.

F. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.

G. Pain or discomfort in the ear.

The user shall discontinue use of the Tinnitus Breaker Pro and consult promptly with the hearing care professional, if experiencing changes in the tinnitus perception, discomfort or interrupted speech perception, while using the Tinnitus Breaker Pro.

This guide is an addendum to the Beltone Solus Max user guide.

Getting started

Connect hearing aids to the Beltone Solus Max software. For further assistance, refer to the Beltone Trust Fitting Guide. From the Patient Profile screen, sign in to GN Online Services.

GN Online Services

In order to sign in:

1. Enter your username and password to login to GN Online Services.
2. After login, your name will appear in the upper right corner of the fitting screen.
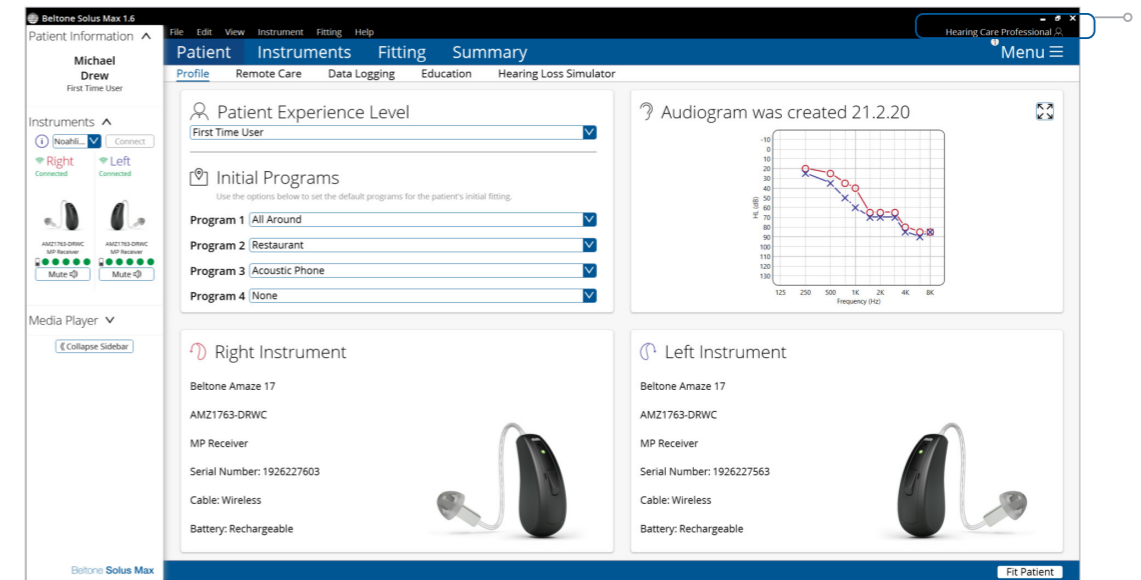
Activate remote fine-tuning

1. From the Patient screen, select Beltone Remote Care from the lower navigation row.
2. Click the 'On' toggle to activate Remote Fine-tuning.
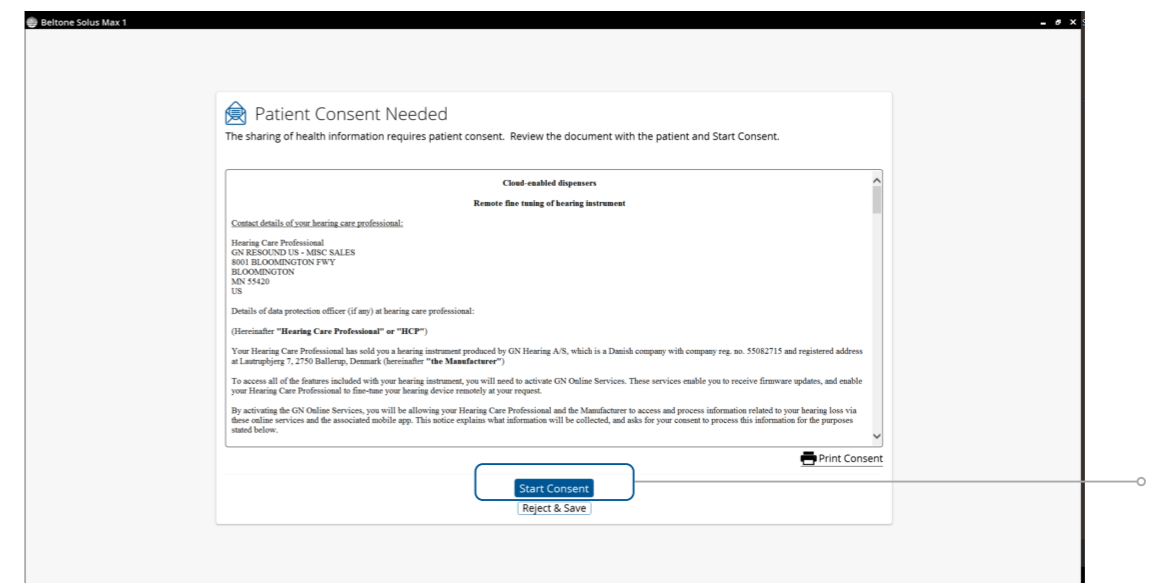3. To save the remote fine-tuning, complete the patient consent flow.
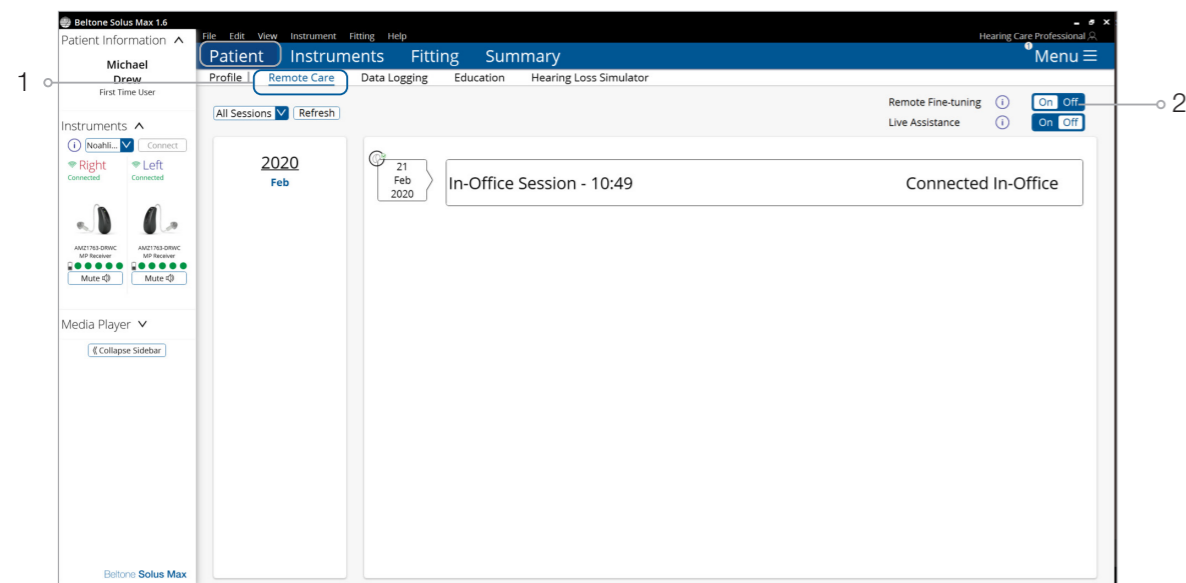
4. The default for Remote Hearing Aid Update is On. To turn it Off, find the toggle in Fitting screen and Advanced Features.
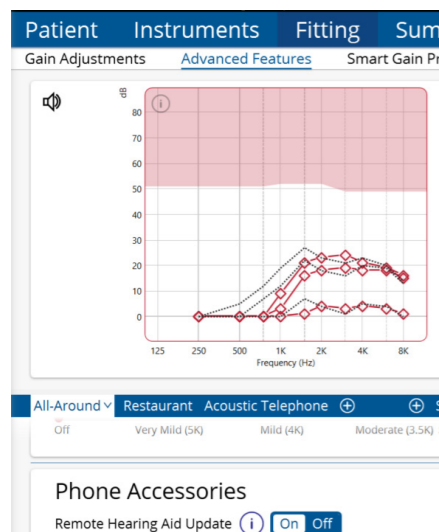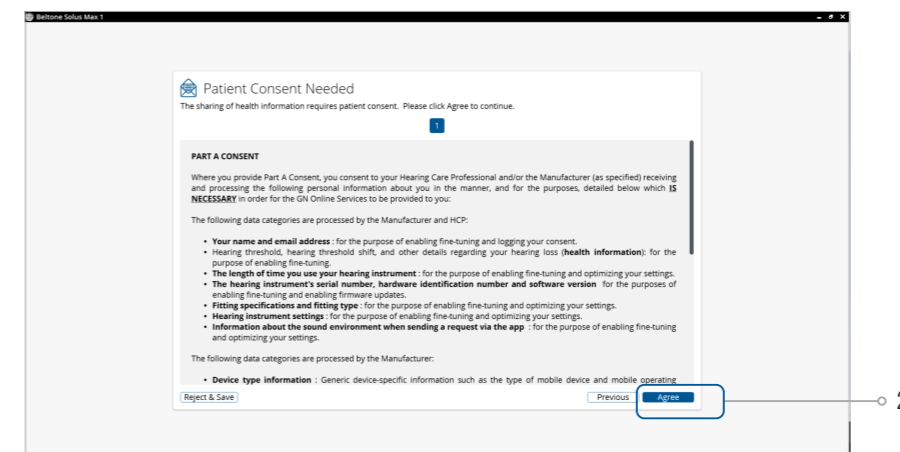

Activate consent

1. Click 'Start Consent'

2. Click 'Agree' on each of the pages of the consent process.

3. Enter patient's name and email address for the consent to be sent via email.

Should the patient not have an email address, your email address may be used. Use the 'Print Consent' button to print a copy for the patient. It is also advised that a signed copy be kept in the patient's record.
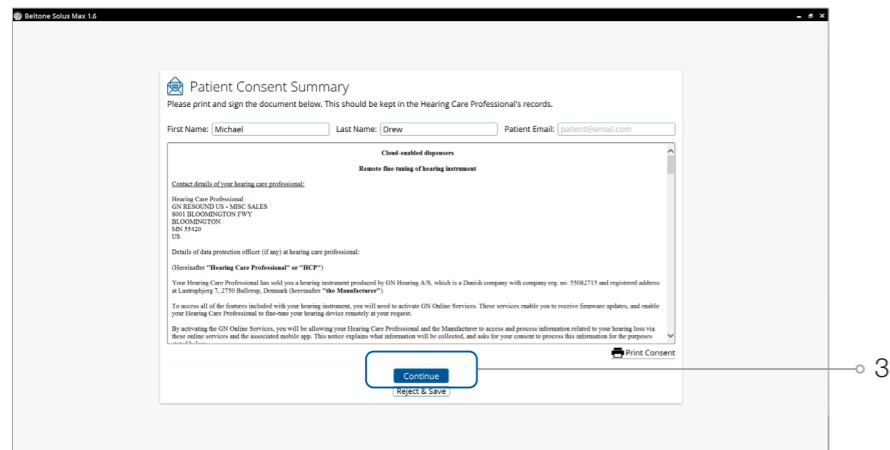

It is also possible to complete Patient Consent process during the session, by finding the option in Menu.
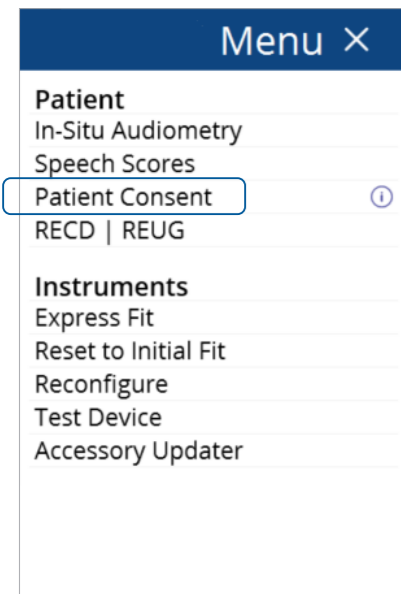
Move cloud icon to taskbar

The orange cloud icon should be visible in the taskbar so that you will know when requests for assistance are received.

1. Click on the upward arrow in the taskbar in order to view the hidden icons.
2. A window will appear which contains the orange cloud icon for GN Online Services.
3. Click and drag the cloud icon to the taskbar.
4. The cloud icon will now appear in the taskbar as shown.
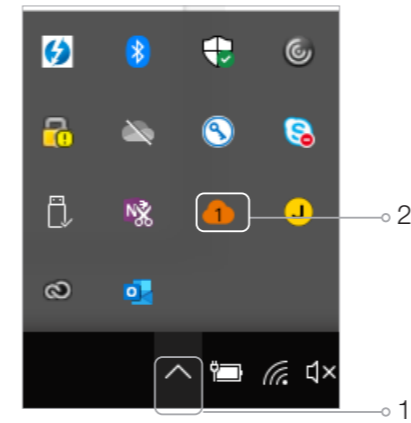
# Sending an assistance request from the Beltone HearMax app

A patient wearing Beltone hearing aids with Remote Fine-tuning activated will be able to send an Assistance Request from their Beltone HearMax app. The following steps outline this procedure.

Assistance request is initiated

1. The patient clicks the 'My Beltone' button.
2. 'Request Assistance' is selected
3. An overview of the Assistance Procedure is shown.
4. Click on Start to initiate the request.
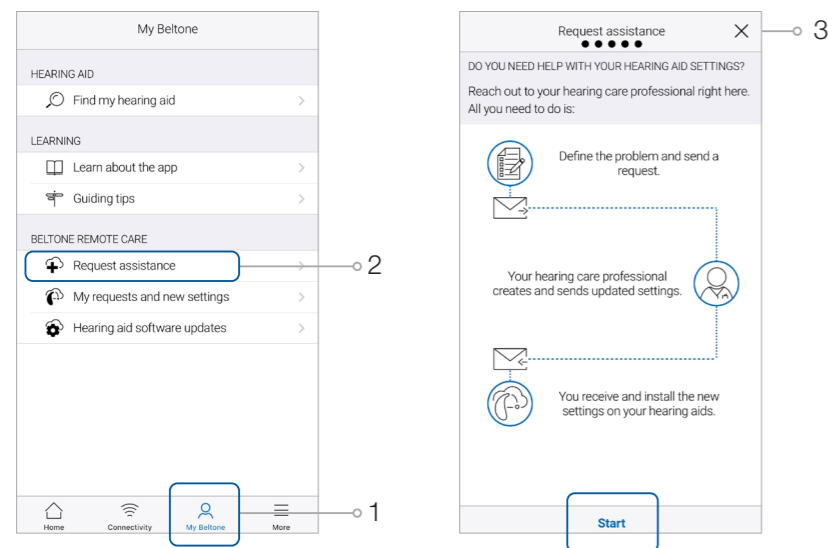
5. Questions are asked about hearing and hearing aid status.
6. Choices are presented for possible sound quality complaints.
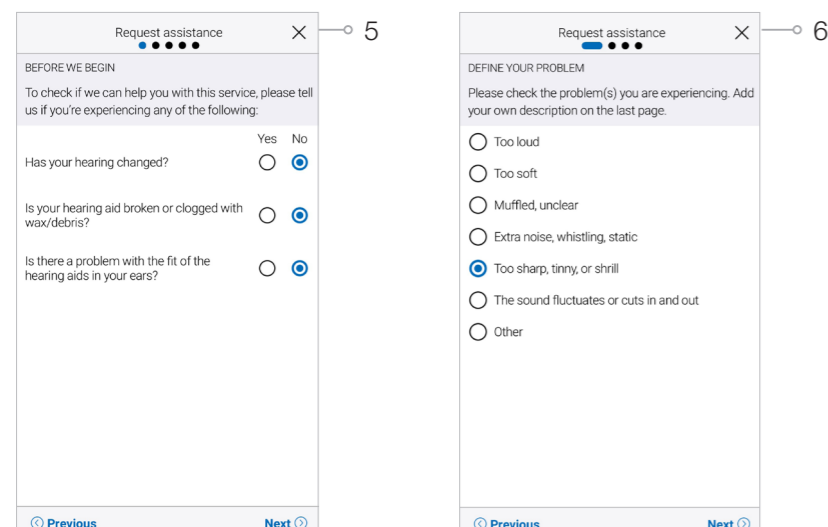
Assistance request is defined further

1. The patient identifies the environment or the specific types of sounds which are contributing to their problem.
2. The patient specifies the severity of the problem, which ear is affected, and in which program(s) they are experiencing the problem.
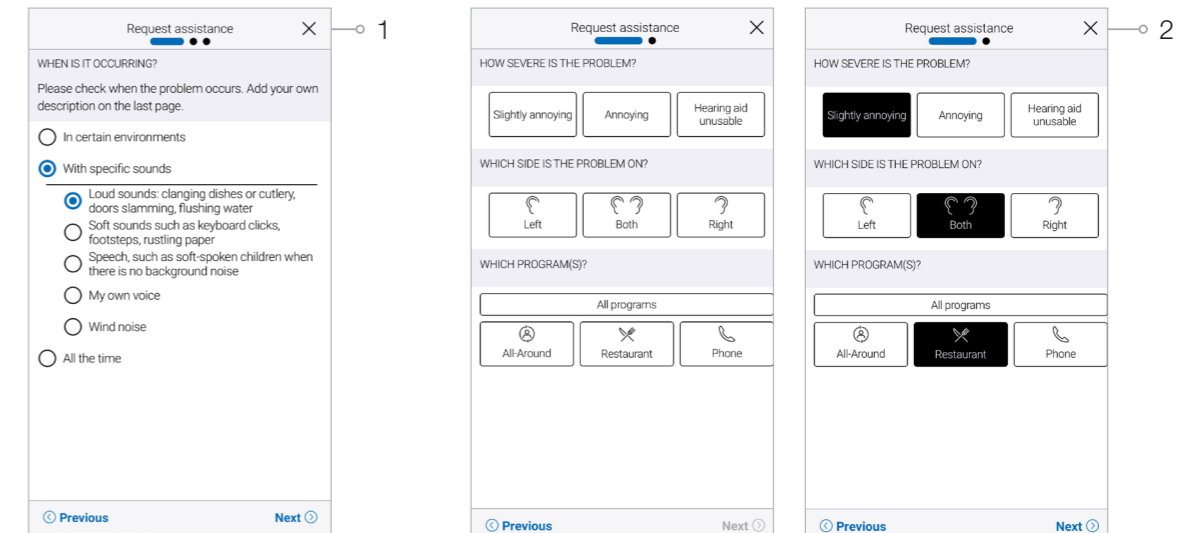
Assistance request is finalized and sent to HCP

1. A summary screen is shown in which the patient is able to review the details of their problem, as well as enter a title for the request and add a personal message.
2. The patient clicks 'Send request' to send the Assistance Request to their hearing care provider.
3. A message appears in the app, confirming that the request was sent and displaying the auto-reply with expected response time previously created in GN Online Services.
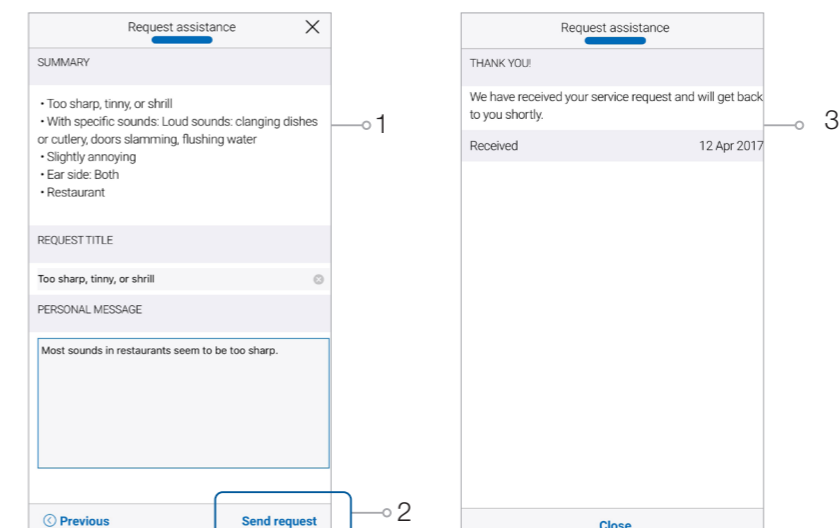
Patient making adjustments in the Beltone app

The patient may make their own adjustments in the Beltone HearMax app.

The Tinnitus Breaker Pro volume level, frequency shaping, white noise variation and Nature Sound can be adjusted by the patient, but the adjustments will be deleted upon rebooting the hearing aids, unless the settings are saved to Favorite, which can later be accessed manually when re-opening the HearMax app.

The Tinnitus Breaker Pro volume can only be adjusted within the range set by the hearing care professional.

When rebooting the hearing aids, any adjustments will be deleted and default back to the settings performed by the hearing care professional.

Permanent adjustments to the default settings can be requested using Beltone Remote Care. If the HCP agrees and makes a permanent adjustment to a default setting, the new default setting can be downloaded.
1. In this example, the patient makes adjustments to the Restaurant program.
2. The patient uses the Sound Enhancer feature to increase low frequencies (Bass) and reduce high frequencies (Treble) in restaurant environments. The patient has also set the Noise Reduction to Strong.
3. The patient finds the sound quality of their adjustment to be beneficial and wishes to make a permanent change to their Restaurant program to incorporate these changes.
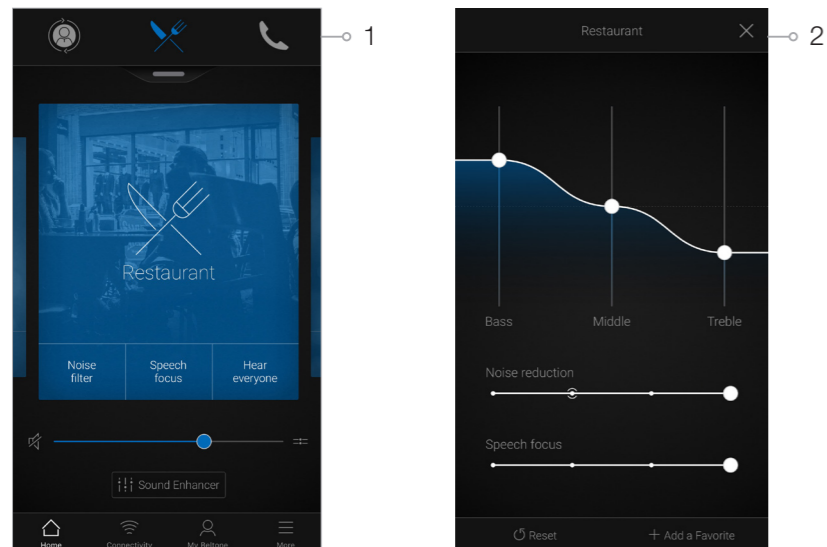
Receiving an assistance request from a patient

## Notification of Assistance request

1. The number of requests received will appear in the cloud icon in the taskbar.
2. Click on the cloud icon to open the GN Notifications box. A list will appear if more than one request is received.
3. Click on 'New Request '. The options to either 'Open Solus Max' or 'Remove from List' will appear.
4. If 'Remove from List' is selected, the request is deleted from the Notification Tray, but will still appear on the Patient's Timeline in Beltone Solus Max.
5. Click on 'Open Solus Max' to go directly to the timeline within Beltone Remote Care for that particular patient.
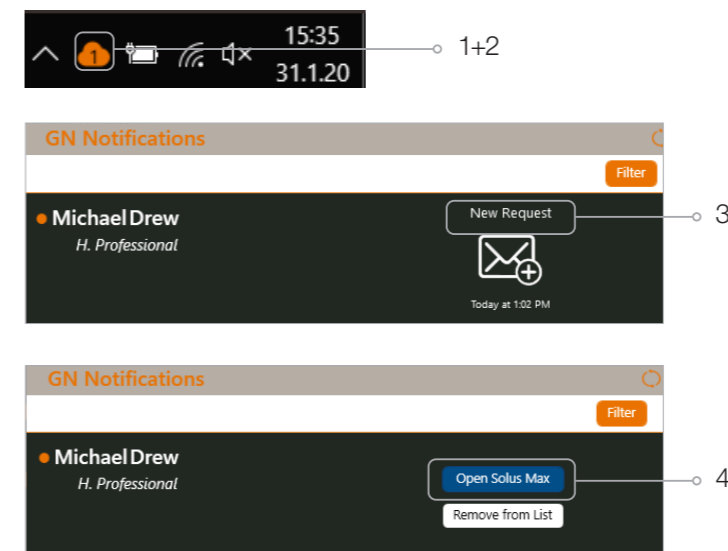
You will also automatically receive email notifications for Assistant requests. To change settings for email notification, go to the email Preferences under your profile menu in GN Online Services portal.

## Starting Remote Care fine-tuning session from the timeline

1. The Assistance request will now appear on the patient's timeline in the Beltone Remote Care screen.
2. Click on 'Actions' to select the option of either 'Start Remote Care fine-tuning session', or 'Close Request'.
3. Click 'Start Remote Care fine-tuning session'.
4. A pop-up message will appear stating that the selected session will be used as the starting point for the Remote Care session. Click 'OK' to continue.
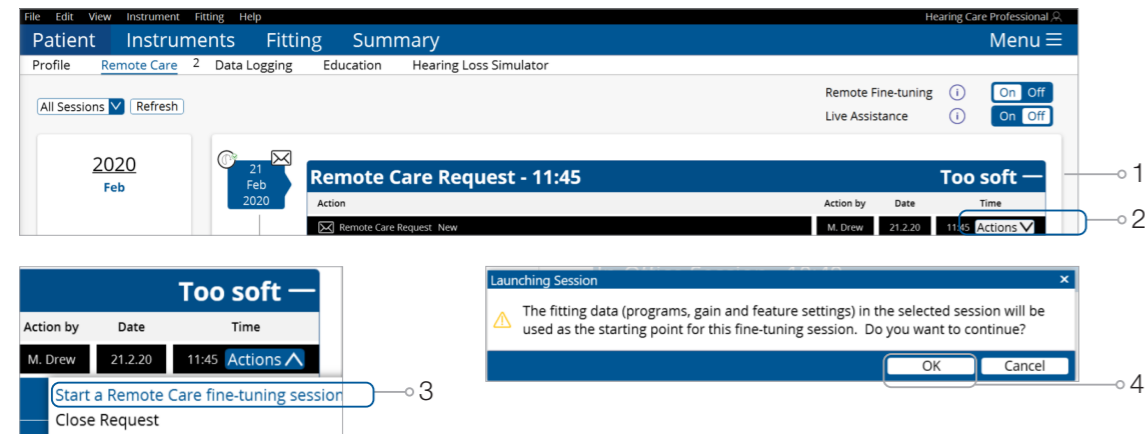
View patient's questionnaire

There are two ways in which the Questionnaire sent by the patient from the Beltone HearMax app can be viewed:
1. Click the 'Remote Care Questionnaire' box in the sidebar. This will expand the questionnaire and also enable it to be moved around the fit screen during fine-tuning adjustments.
2. Click the 'Remote Care Questionnaire' which will appear after 'Message from patient' in the Assistance Request on the Timeline. This will expand the questionnaire for viewing.
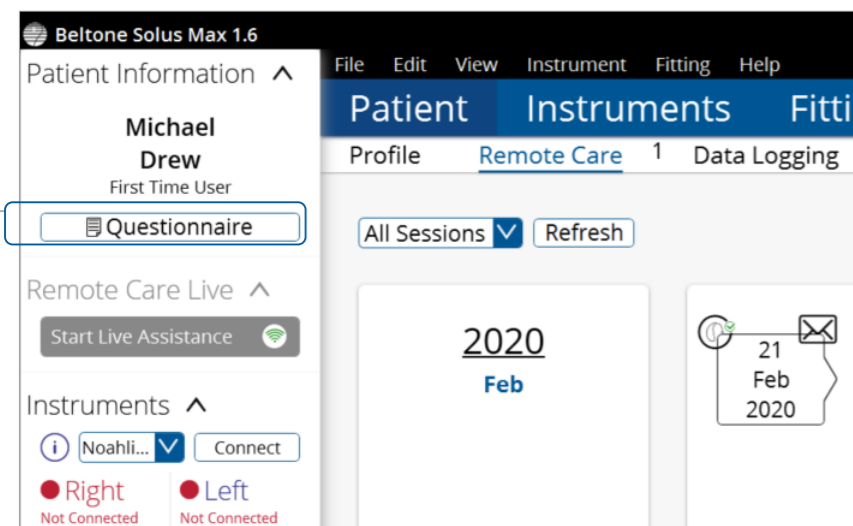

View patient's preferred settings

Click the 'On' toggle for View Patient Settings at the bottom of the Fitting screen. This will enable viewing of the patient's preferred adjustments to settings in the app.

1. In the Gain Adjustments screen, patient settings are represented as green symbols.
2. In the Advanced Features screen, patient settings are represented as grey dots on the settings.
3. Fitting adjustments can be made from this information as well as from the Remote Care Questionnaire. (See 'View Patient's Assist Questionnaire' on previous page)
4. After making necessary adjustments, click 'Save' in the lower right corner of the Fitting Screen.
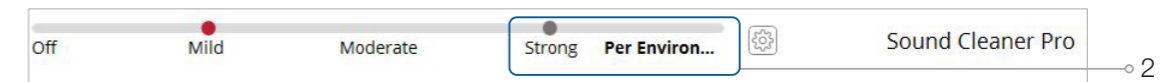
Save and send settings

1. After saving in the Fitting screen, a message will appear stating that the current fitting session has been saved.
2. Click 'Send Settings' in the lower right corner.
3. A free text screen will appear. This allows you to compose a message to the patient. A summary of the changes made can be included if desired. Click 'Send Settings' again.
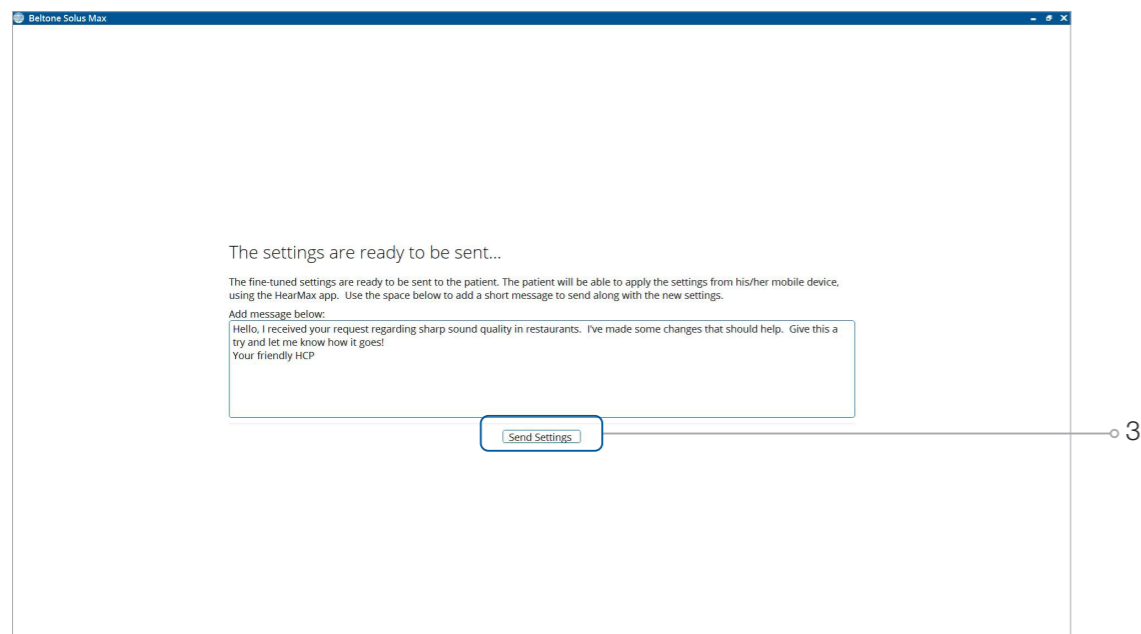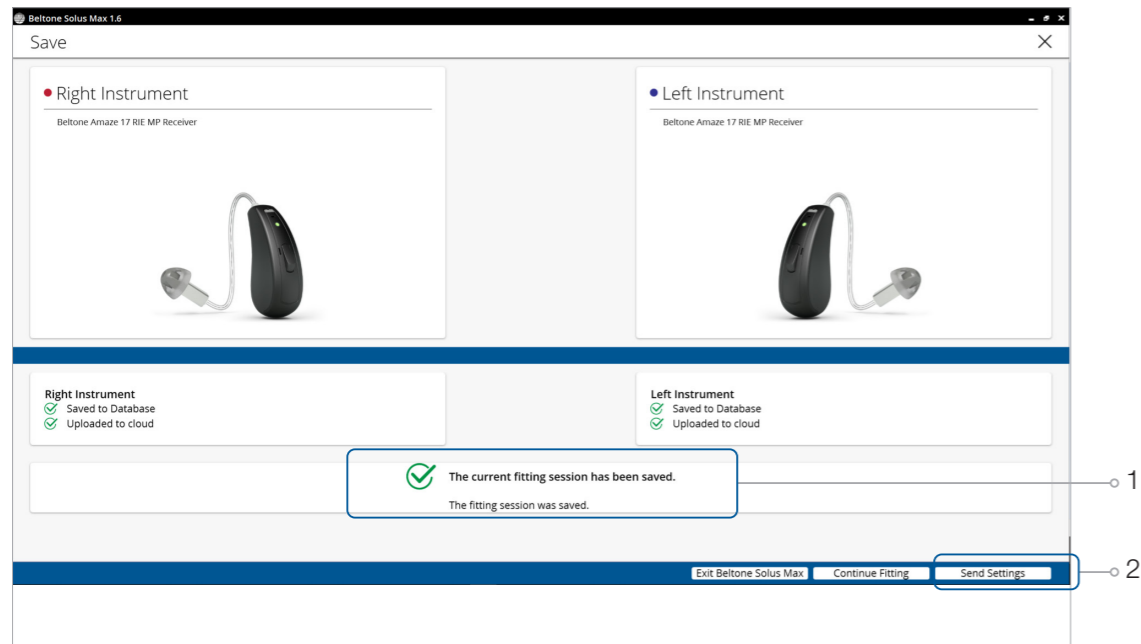
## Confirmation of settings sent

1. After sending the settings with new adjusted settings back to the patient, a message will appear stating 'Settings successfully sent'.
2. A summary of the actions taken can be viewed in the patient timeline.
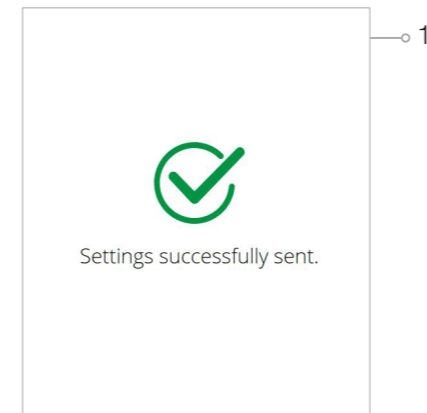
Closing the Assistance request

After confirmation that the patient has installed the settings, the request may be closed if desired. The patient has a maximum of 5 open requests in the Beltone HearMax app and only the fitter can close them.
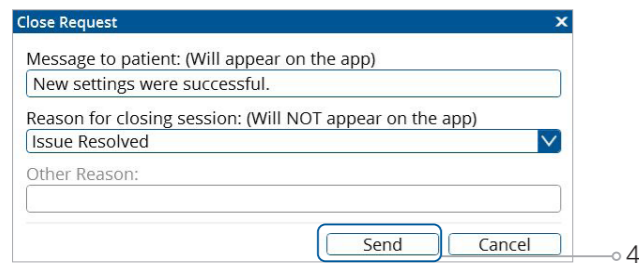
1. Go to the Assistance Request on the patient's timeline.
2. Click on 'Actions' to select the option of either 'Start a Remote Care fine-tuning session', or 'Close Request'.
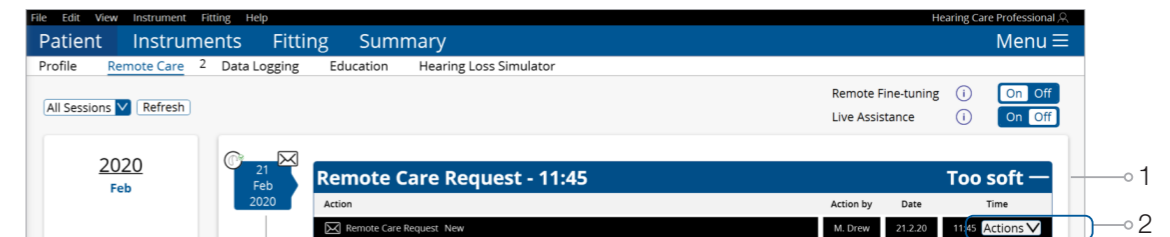
3. Click 'Close Request'.
4. Enter message for patient and reason for closing the request. Click 'Send'.

You also have the option to close requests from the Patients section
in GN Online Services on https://portal.gnonlineservices.com

Sending a Remote Fine-tuning without an Assistance request

The fitter can send a Remote Fine-tuning to a patient without having received an Assistance Request.

1. Open the patient's profile and go to the fitting screen.
2. Ensure login to GN Online Services.
3. Follow the standard fitting flow.
4. Save the fitting.
5. Choose 'Send Settings' on the Save screen.

The patient will receive the package in the Beltone HearMax app, and the Remote Session will appear on the patient's timeline.

# Receiving fine-tuned settings from the HCP

Fine-tuned settings received in the Beltone HearMax app

1. A notification will appear in the Beltone HearMax app and a notification badge will be visible on the 'My Beltone' icon.
2. Click 'Install' on the notification. In the 'Active' list, the new settings available for installation will appear at the top.
3. Click 'Install'. The app displays the message included in the settings.
4. Click 'Continue'.
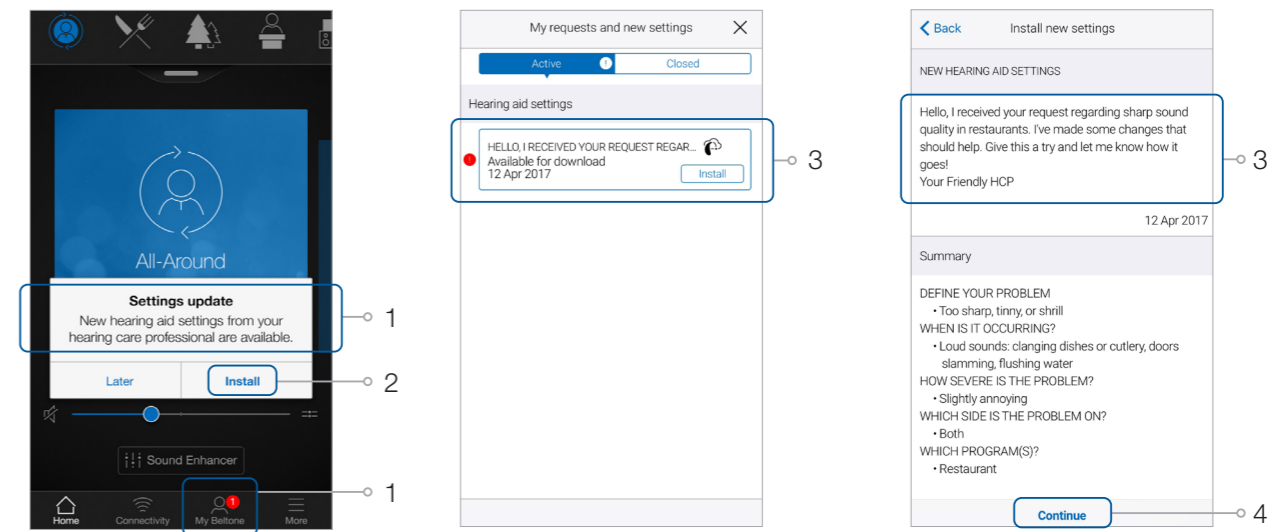
## Installing fine-tuned settings in Beltone hearing aids

1. The app checks battery and Bluetooth® status before starting installation. Click 'Continue'.
2. Items to be aware of before the installation starts are displayed. Click 'Start'.
3. A progress bar will appear to show the status of the settings being updated.
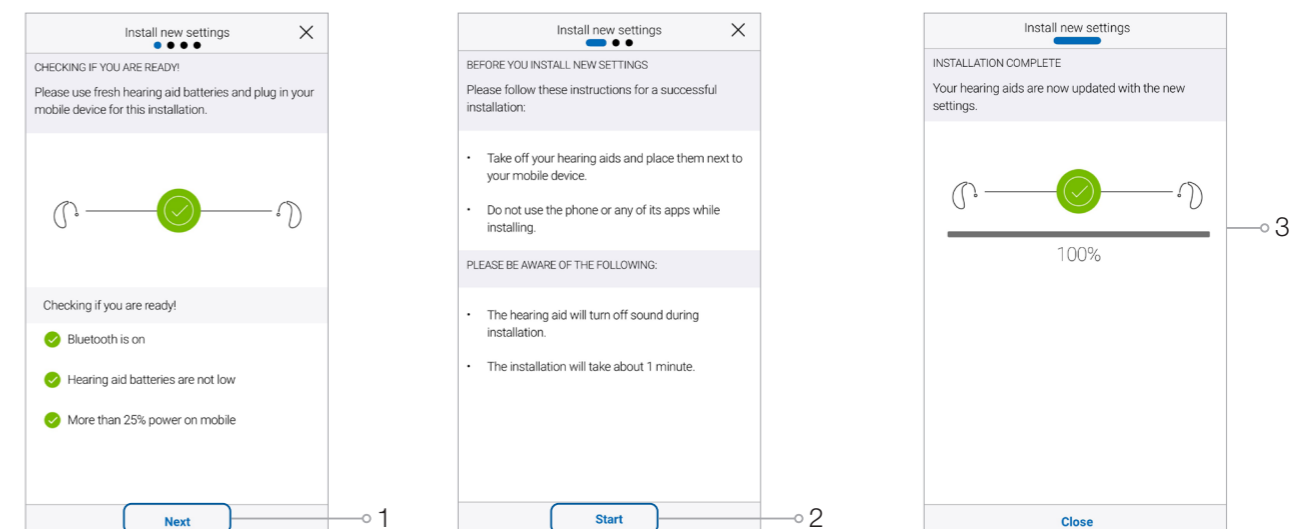
Restoring previous settings in Beltone hearing aids

The patient can go back to the settings they had before they installed the new fine-tuned settings. The patient can choose between the latest fine-tuning sent remotely or the latest fitting done in the office.

1. Click 'My Beltone'. Then click 'My Requests and New Settings'.
2. Click 'Restore to Previous Settings'.
3. Choose whether to restore previous settings sent remotely or fitted in the office.
4. Follow installation flow as before.
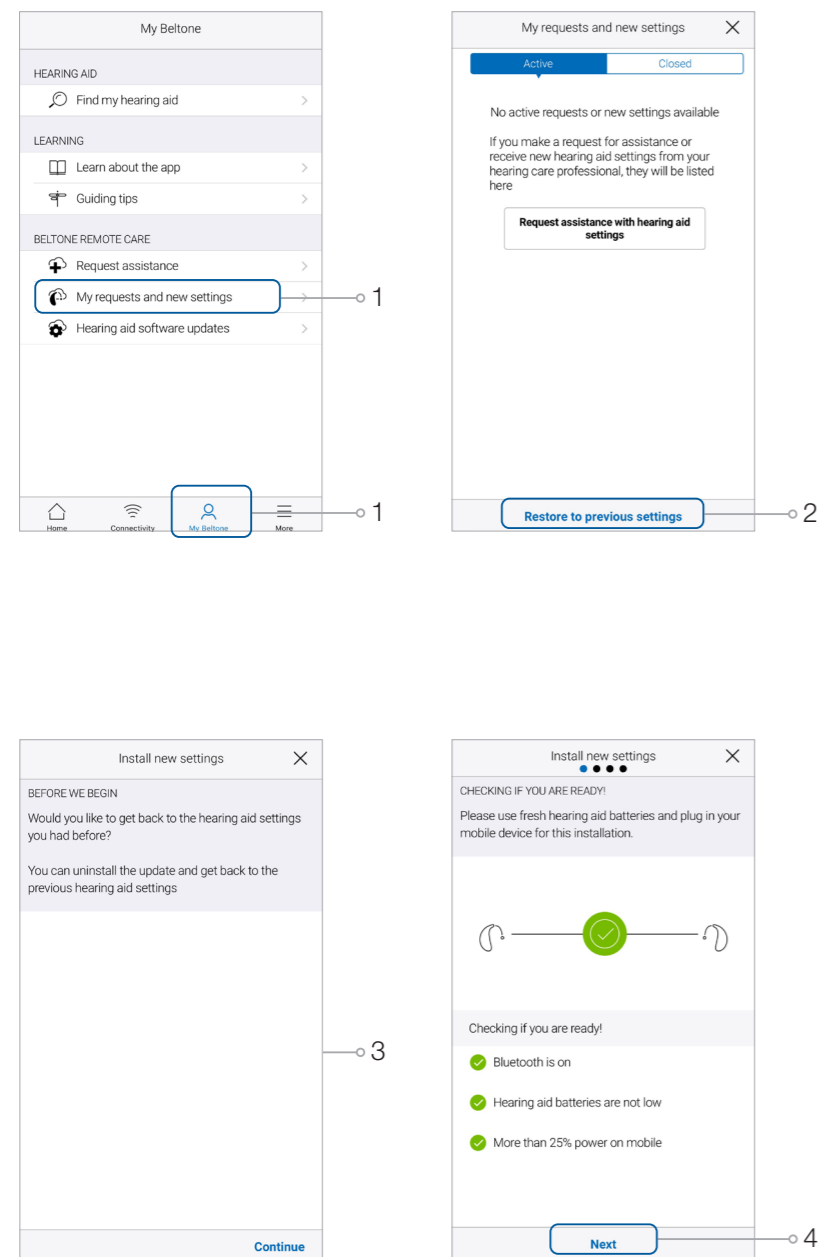
Beltone Remote Care Live

Adjustment of the tinnitus sound generator settings are currently not possible using Beltone Remote Care Live. To adjust those settings please use Beltone Remote Care fine-tuning. (See previous instructions).

Beltone Remote Care Live functionality is not enabled by default. For more information about access, please contact your local Beltone representative.

To use Remote Care Live, the patient must be enabled to use Remote Care and have approved the consent. (See above sections).

Initiate the call

- Turn on Live Assistance toggle in Remote Care screen.
- The patient must have their hearing aids paired with their smart phone, and Beltone HearMax app installed. They do not need to have the app open to receive the call.
- Start up fitting software in simulation, following the same first steps as in Beltone Remote Care remote fine-tuning.
- Log in by using Remote Care credentials, if not already done.
- Click on Start Live Assistance button to initiate the call with the patient. This will initiate ringing on patient's mobile device without further warnings.
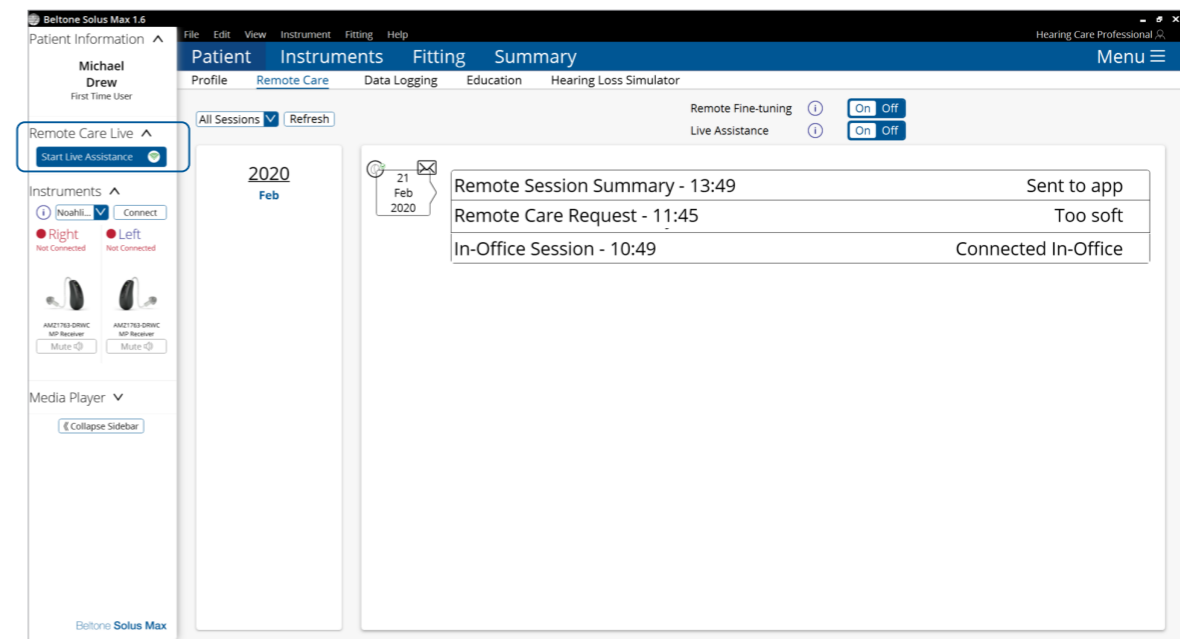
NOTE: If you are using Beltone Remote Care Live for remote fitting, please observe the following documents providing additional guidance:

Beltone Remote Care Live - Additional Guidance for Remote Fitting. This guidance should be followed for remote fitting in the case where a valid audiogram exists on file for the patient.

Beltone Remote Care Live - Additional Guidance for Remote Fitting Using In-Situ Testing. This guidance should be followed for remote fitting in the case where in-situ testing is used.
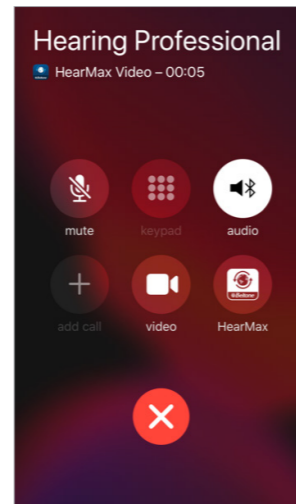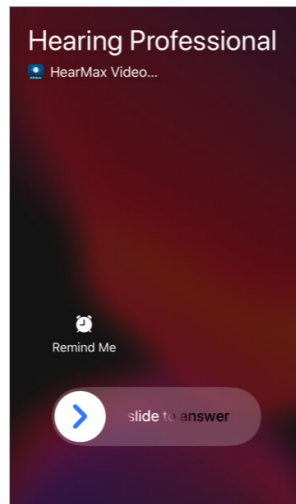
You can start the conversation as soon as the patient answers your call. The patient can starts the video call, by clicking on either video or Beltone Hear Max. During the call both you and your patient can click on the relevant icons, to enable or disable audio and/or video, initiate a chat, or hang up.

Patient's image

Audio On/Off
Chat
Video On/Off
Hang up

Patient's image

Your image

Hang up
Chat
Audio On/Off
Video On/Off

Perform Live Assistance fine-tuning

To connect to hearing aids click on "Connect" in the prompt you will see in fitting software.

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]

If you choose to simulate in the above prompt, you still can connect to the hearing aids in the panel on the left side of the screen.

NOTE: The programming interface for Live Assistance is Weblink, but it is required to have Noahlink Wireless plugged in.


Continue with your fine-tuning. Your patient will hear the adjustments in the hearing aids live and can provide feedback right away. Your patient will still hear you through the phone's speaker.

These features are disabled in Live Assistance session:
- Pairing Accessories
- AutoFit
- AutoREM
- Change Instruments
- Firmware Update
- Restore Instruments
- Test device

Once done, save the fine-tuning.

To apply the fine-tuning to your patient's hearing aids, click "Disconnect hearing aid(s). This will reboot your patient's hearing aids without requiring the patient to take any action. Once done, the hearing aids are disconnected from the fitting software. If you want to do further adjustment after disconnecting the hearing aids, you can connect to the hearing aids again in the same session.
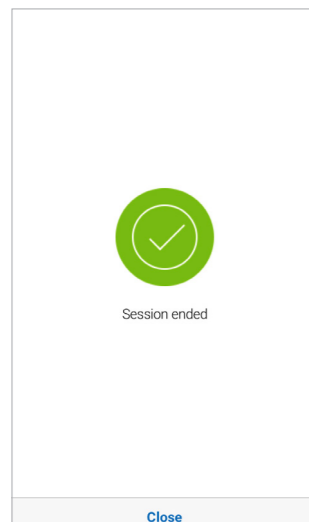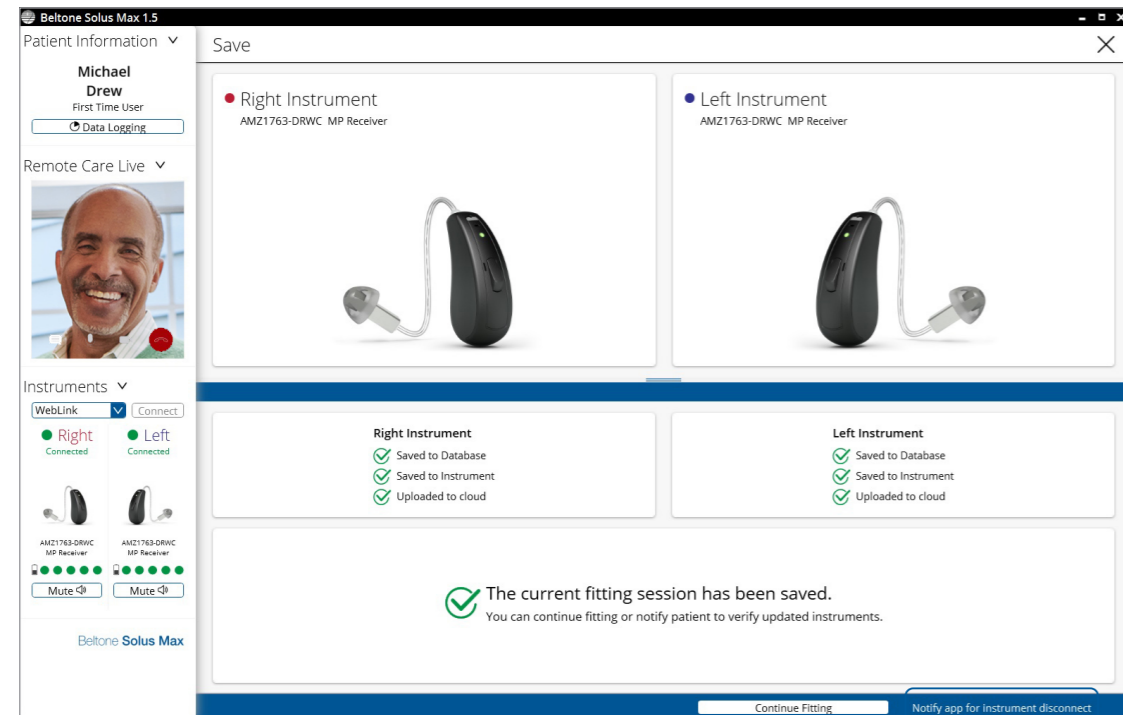
The Live Assistance session ends when you end the call with your patient. Your patient will be notified about this on the app.
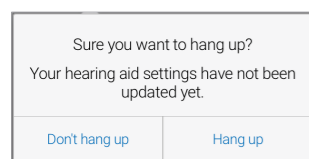
NOTE: If the patient attempts to end the call, they first see below prompt on their phone.
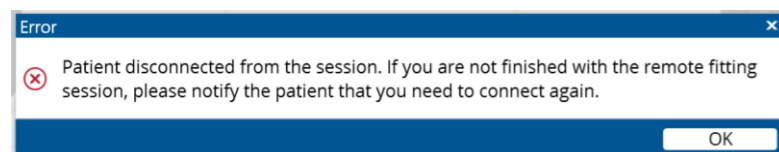

If the patient ends the call by choosing Hang Up, you will be notified with this prompt in fitting software.

Rate My Sound

Communication with clients shouldn't stop after a fine-tuning. The new fitting performance rating system, Rate my sound, allows them to give you real-world feedback about how they are adjusting to the new settings and if they need any follow-up fine-tunings. Hearing from them while they are in the listening situations they find most difficult gives you the most accurate information you need to provide the best care. And you'll get their input, regardless of whether the fine-tuning was in-office or via Beltone Remote Care.

Rating settings from the HCP

1. The patient will be prompted to rate their fitting three days after an in-office fitting or after installing fine-tuned settings, to the hearing instrument, via Remote Care. The prompt will appear as a push notification from the phone and there will be a badge on the "My Beltone" icon within the HearMax app. Click to either rate the settings immediately, postpone to be notified again in the future, or choose not to rate the settings.
2. Click to either rate the settings immediately, postpone to be notified again in the future, or choose not to rate the settings.
3. To rate, in the "My Beltone" screen click "Rate my sound" and click on the appropriate satisfaction level.
4. If the rating is based on a follow-up fitting, there will be an opportunity to also give feedback on whether the settings are better or worse than the previous settings.
5. If "Not satisfied" or "Dissatisfied" is selected it is encouraged for a new service request to be sent along with the rating in an attempt to troubleshoot the complaint once again. To generate a new service request to be delivered to the HCP along with the rating click "Elaborate now" and follow the steps in "Assistance request is further defined" in this document.
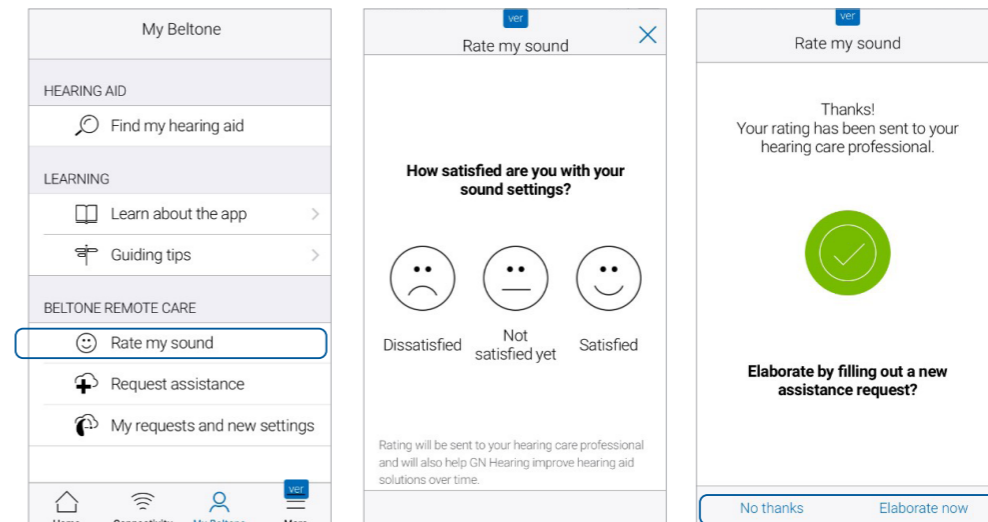
Beltone. Helping the world hear better

Beltone was founded on the act of helping a friend to enjoy life more. Since 1940, we have provided knowledge, tools, service and training to the professionals servicing the hearing impaired. Beltone makes quality hearing care available to more people. To do so, we develop technically optimal hearing solutions without ever losing focus on the individual's needs. It is our belief that no individual should be denied the possibility of an improved life with better hearing.

Manufacturer according to FDA:

Beltone
8001 E Bloomington Freeway
Bloomington, MN 55420
USA
1-800-BELTONE
beltone.com

Manufacturer according to Health Canada:

Beltone Canada
2 East Beaver Creek Road, Building 3
Richmond Hill, ON L4B 2N3
Canada
1-800-387-3744
beltone.ca