# SONIC



# Remote Fitting

**FITTING GUIDE**

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# Welcome to Sonic
# Remote Fitting

Remote Fitting allows you to remotely adjust and fine-tune hearing aid fittings together with your patients at a mutually convenient time. Just as if your patient was in your clinic, you can make the changes in real-time through the EXPRESS*fit*® Pro fitting software and receive your patient's immediate feedback.

This guide provides you with step-by-step instructions on how to set up Sonic Remote Fitting for your practice.

# Before you get started with Sonic Remote Fitting
## Patient criteria and system requirements

Before getting started with your first Remote Fitting session, please check that the requirements below are met.

**Hearing care professional system requirements:**

- EXPRESS*fit*® Pro 2020.2 and later versions
- Remote Fitting account (refer to page 4 in this guide for further instruction)
- PC camera or external camera
- Microphone and speaker or USB headset
- Stable Internet connection; minimum speed 1/1 Mbit/s is recommended (check with the Internet service provider if you are unsure)

**To be considered eligible for a Remote Fitting session, the patient must:**

- Have a symmetrical hearing loss, average ≤ 70 dB HL of the three frequencies 500, 1000, and 2000 Hz
- Be ≥ 18 years old
- Be able to communicate with the hearing care professional in a shared language
- Be familiar with their mobile device (e.g., knows how to use apps, email, and how to connect to WiFi)

**Patient system requirements:**

- An iPhone®, iPad® or Android™ phone or tablet; see compatible models and software here: www.sonici.com/compatibility
- Have an email account
- Stable Internet connection; minimum speed 1/1 Mbit/s is recommended

Sonic Remote Fitting is compatible with Sonic hearing instruments featuring 2.4 GHz Bluetooth® Low Energy including Radiant, Enchant, Captivate, Trek and later releases.

**Important notice:** It is the sole responsibility of the hearing care professional to obtain all necessary licensure/certification needed to use Sonic Remote Fitting with patients. Sonic is not responsible for this.

# Contents

## Getting started with Sonic Remote Fitting
## Remote Fitting Administration Portal

To start using Remote Fitting, you must first register your business and your employees on the Sonic Remote Fitting Administration Portal. This portal is a secure website, where you can manage the individual Remote Fitting accounts for you and your organization. Here you can add, delete, and modify existing accounts.

Follow these step-by-step instructions to sign up to the portal and learn how to manage the accounts.

### Preparation

1.  Reach out to your local customer support to be invited to the Sonic Remote Fitting Administration Portal.

2.  Have an email account ready. The email account becomes your business' administrator account. If you already have one, you can use an existing Demant account. In this case, please ask your local customer support to invite you with your existing account. When your local customer support has registered you for Remote Fitting, you will receive an invitation email from the Remote Fitting Portal to create or finalize your account. If necessary, the administrator account can be changed later by your local customer support.

## Login

1.  Access the portal via remotefittingportal.sonici.com.

2.  Sign in using your email and password. Click "Sign in". If you have forgotten your password, you can reset your password by clicking "Forgot your password".

3.  Read through the privacy statement. If applicable, click "Accept".
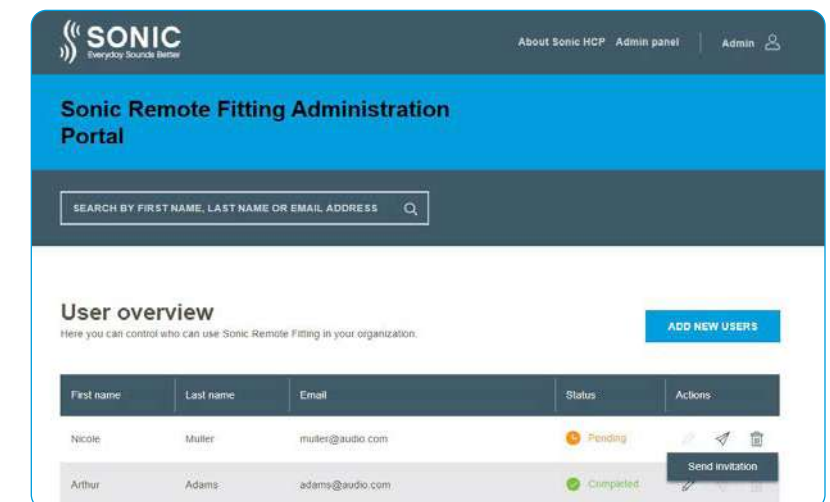
4.  You are now signed up and logged in.
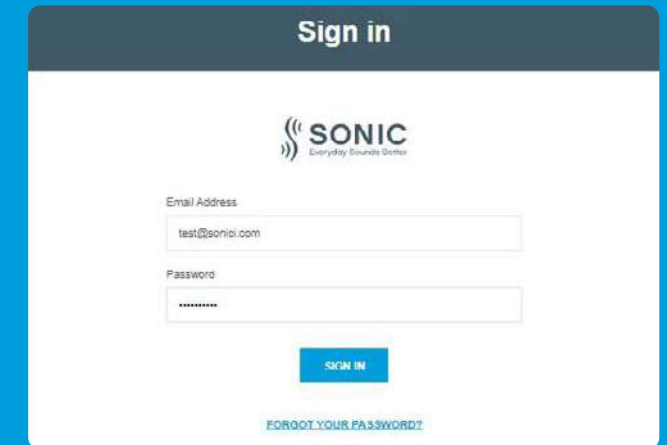


## Create account

1.  Go to your email inbox and open the invitation email.

2.  Click the "Finalize your account" button in the email.

3.  Define a password, enter your name and surname and click "Create" (this step is skipped, if you use an existing Demant account).

4.  Click on the "Sign in to the Portal" button on the confirmation page to access the Remote Fitting Administration Portal.



## Create new employee account

1.  Go to Admin Panel.

2.  Have the email addresses from your employee(s) ready.

3.  Click the "Add new users" button to add one or more users.

4. Enter the email address(es) of your employee(s) you want to create an account for. If you want to add multiple users, separate the email addresses by semicolon (;) or comma (,).

5. Adjust personal message, if preferred.

6. Click send. Your employee(s) will receive an email that invites them to finalize the Remote Fitting account. Once your employee has finalized the account, they can log in to Remote Fitting in EXPRESS*fit*® Pro.

## Reset passwords of the employee account

1. The passwords of the employee accounts can be re-set by clicking "Forgot your password" on the login screen in EXPRESS*fit*® Pro.



7. You can now follow the status of the employee's account, i.e., pending or completed, in the User overview.

8. If the invitation has expired or the employee has not yet accepted the invitation, you can re-send the invitation.



## Delete employee account

1. Find the employee in the User overview. You can search for the employee by name, last name, or email using the search field.

2. Click on the trash icon and confirm to remove the employee account.

## Conduct a Sonic Remote Fitting session
## Remote Fitting in EXPRESS*fit*® Pro

For a successful Remote Fitting session, please make sure you familiarize yourself with the following basic instructions. If Remote Fitting is not enabled in your EXPRESS*fit*® Pro software, click on the gearwheel icon at the top of your screen to open Preferences. Select Remote Fitting and turn on Remote Fitting. The video icon will then be shown in the toolbar.

**Conduct a Remote Fitting session**

1.  Click the video icon in the toolbar to turn on Remote Fitting. Sign in with your username or email address and password. Connect to your client by entering the patient's email address that they used to register for the SoundLink Connect app and press "Continue".
    Click "Start a visit" to establish communication with the patient.
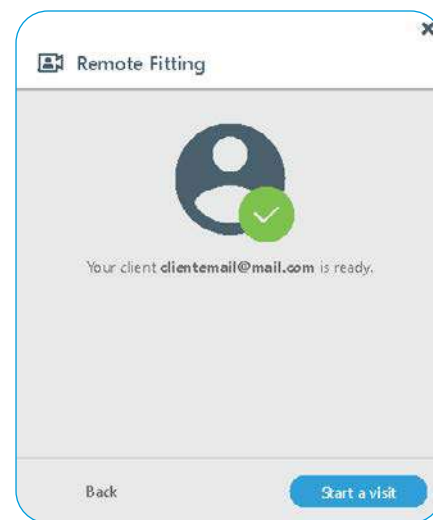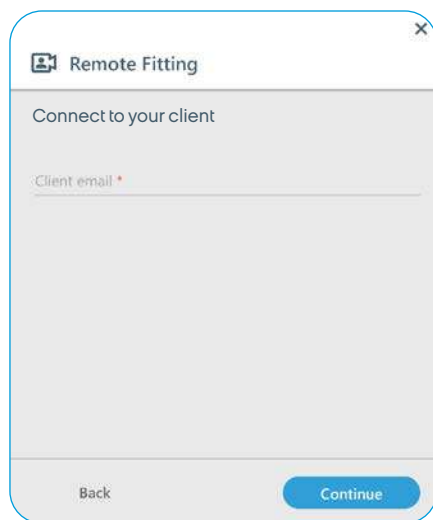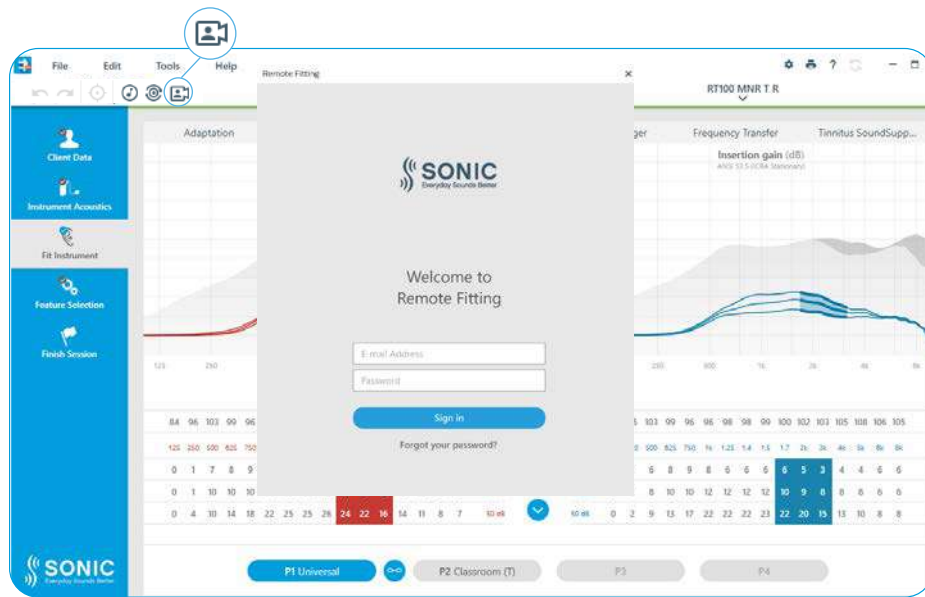


2.  Click the "Connect" icon to detect and connect to the patient's hearing instrument(s). The status indicators turn green when the hearing instruments are connected. The connection status of the hearing instruments is indicated with the green connection bar. Once a connection has been made, you can adjust the patient's hearing aids. You must press the Upload button for changes to become audible to the patient.
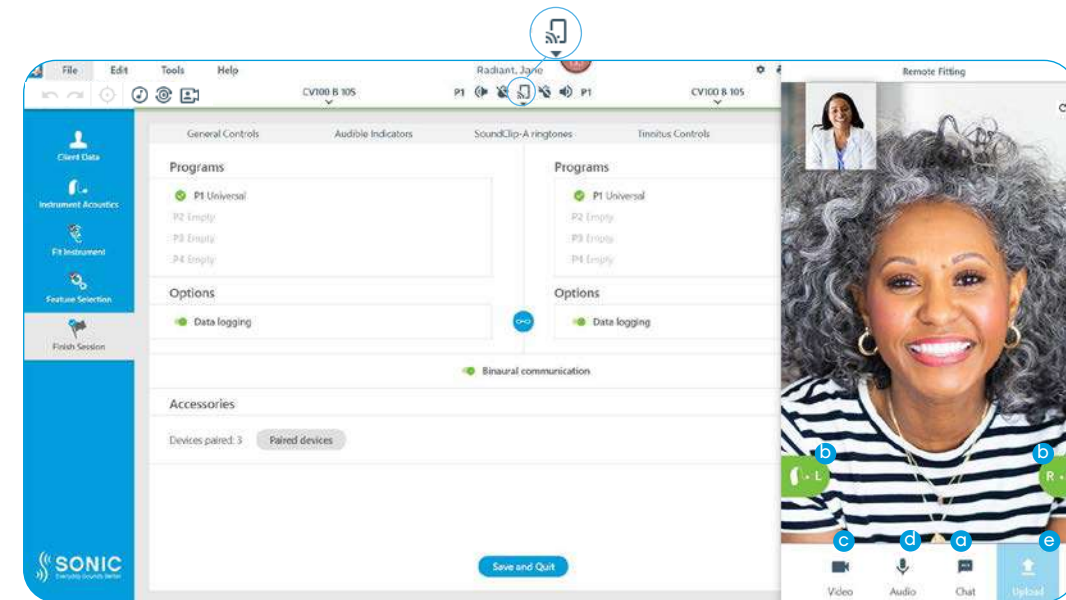


**Remote Fitting communicator**

a.  Enables text messaging between you and your patient

b.  Hearing instrument (left/right) status indicator

c.  Enable/disable your camera

d.  Mute/unmute your microphone

e.  Upload (transfer) your local fitting changes to your patient's hearing instrument

**Note**: It is important to keep a record of the patient's email address used when signing up for their SoundLink Connect app account, as this must be entered into the EXPRESS*fit*® Pro fitting session to make contact with the patient.

## Supporting patients getting started with Remote Fitting
## Getting started with the SoundLink Connect app

To get started with Remote Fitting, your patient needs to pair their hearing instruments with their iPhone, iPad, Android smartphone or tablet (refer to the hearing instrument's instructions for use that can be downloaded from the Sonic website). For more information, please refer to the Remote Fitting instructions for use accessible on the Sonic SoundLink Connect app.

3.  Sign into the Remote Fitting session over the SoundLink Connect app. The hearing instruments will automatically connect to the app. Your patient is now ready to start a Remote Fitting session with you.
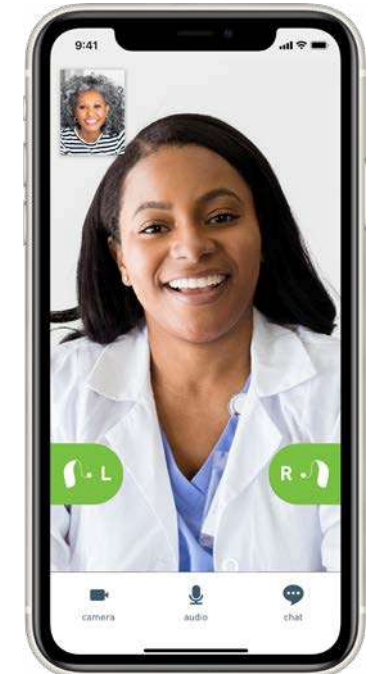
1.  Search for Sonic SoundLink Connect on the App Store or Google Play and download the app.

2.  Once SoundLink Connect is installed on your patient's device, open the app and follow the instructions from the app to create an account. Your patient only needs to set up the account once. Afterwards, they can sign into any Remote Fitting session you and your patient have arranged by using their credentials and password.

For additional Sonic Remote Fitting resources, please visit www.sonici.com/remote-fit.

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