PHILIPS

HearLink

Remote Fitting

Fitting guide

Welcome to Philips

Remote Fitting

Remote Fitting allows you to remotely adjust and fine-tune hearing aid fittings together with your clients at a mutually convenient time. Just as if your client was in your clinic, you can make the changes in real-time over the Philips HearSuite fitting software and receive your client's immediate feedback.

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

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Before you get started with Philips Remote Fitting

Client 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:

- Philips HearSuite 2022.2 and later versions
- Remote Fitting account (refer to page 4 in this guide for further instructions)
- PC camera or external camera
- microphone and speaker or 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 client 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).

Client system requirements:

- an iPhone, iPad or Android™ phone or tablet; see compatible models and software here: hearingsolutions.philips.com/compatibility
- have an email account
- stable Internet connection; minimum speed 1/1 Mbit/s is recommended.

Philips Remote Fitting works with all Philips HearLink hearing aids, which offer 2.4 GHz technology.

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

Getting started with Philips Remote Fitting

Remote Fitting Administration Portal

To start using Remote Fitting, you must first register your business and your employees on the Philips 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.

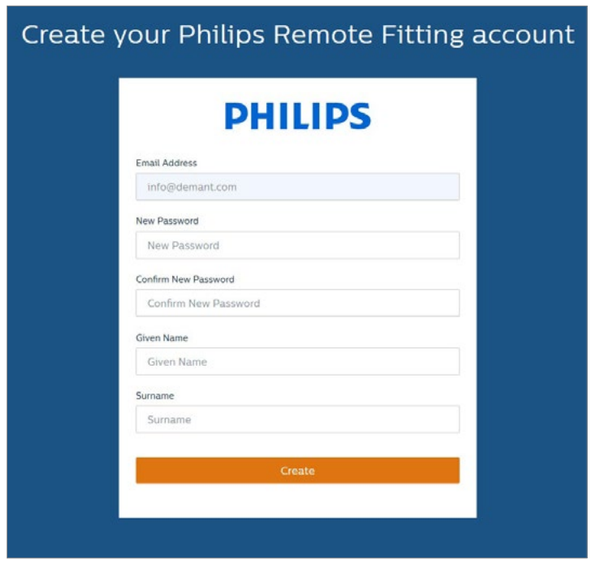
Follow these step-by-step instructions to sign up to the portal and learn how to manage the accounts.

Preparation

1. Reach out to your local customer support to be invited to the Philips 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 Administration Portal to create or finalize your account. If necessary, the administrator account can be changed later by your local customer support.

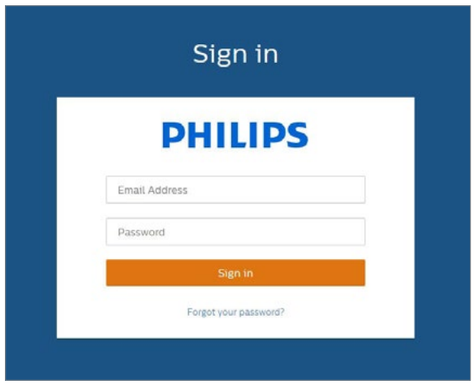
Create account

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.



Login

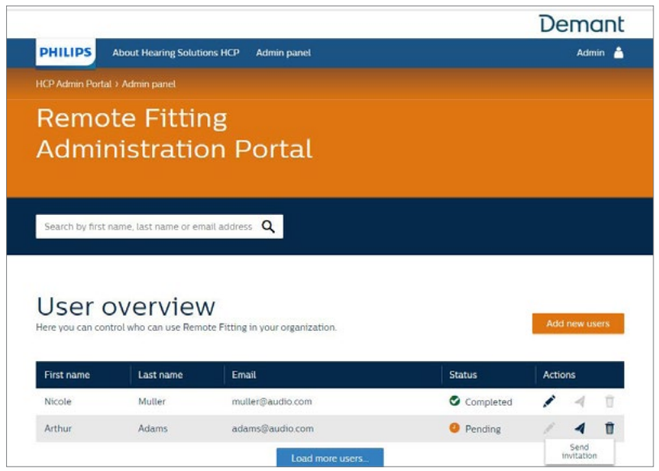
1. Access the portal via philips-remotefitting.demant.com.
2. Sign in using your email and password. Click "Sign in".
   If you have forgotten your password, you can reset your password by clicking "Forgot your password".



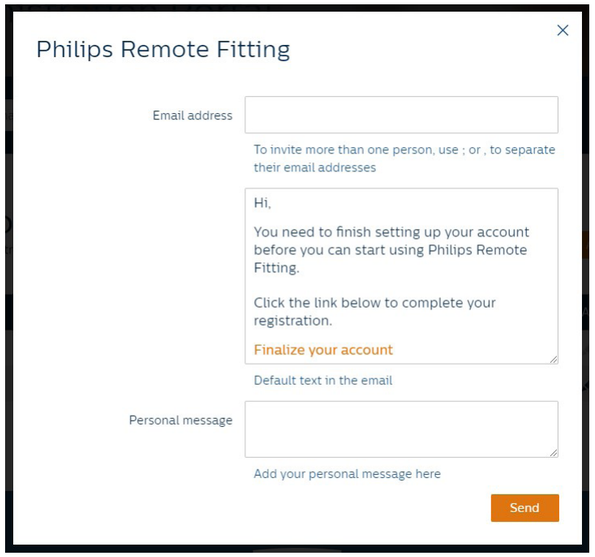
3. Read through the privacy statement. If applicable, click "Accept".
4. You are now signed up and logged in.

Create new employee account

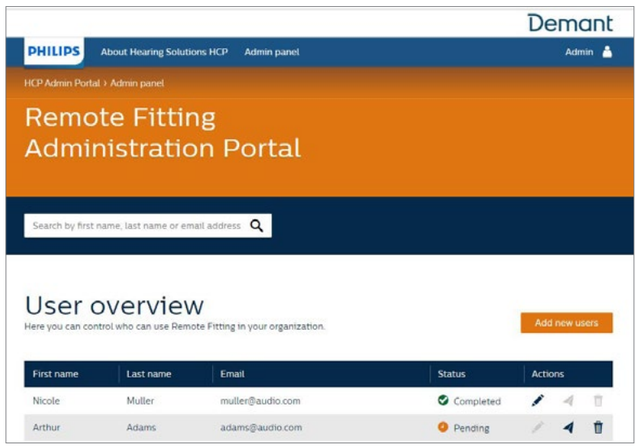
1. Go to Admin Panel.
2. Have the email address from your employee(s) ready.
3. Click the "Add new users" button to add one or more users.



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 Philips HearSuite.

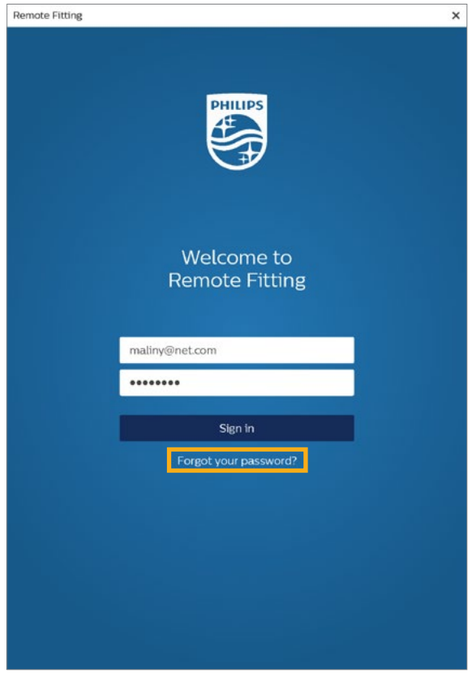


7. You can now follow the status of the employee's account, i.e., pending or completed, in the User overview.
8. If the invitation has expired or the employee has not yet accepted the invitation, you can re-send the invitation.



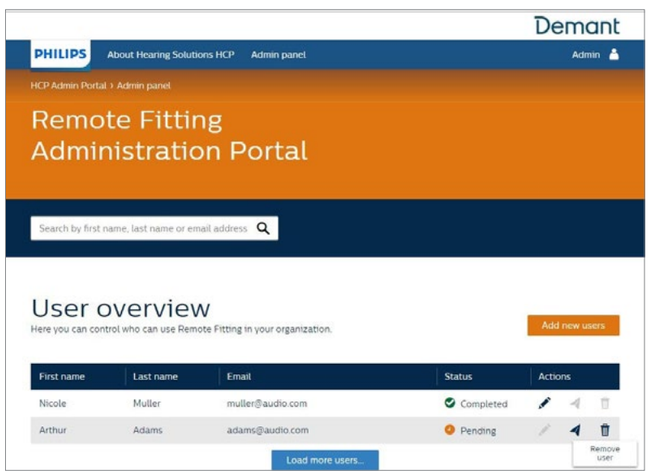
Reset passwords of the employee account

1. The passwords of the employee accounts can be re-set by clicking "Forgot your password" on the login screen in Philips HearSuite.



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.



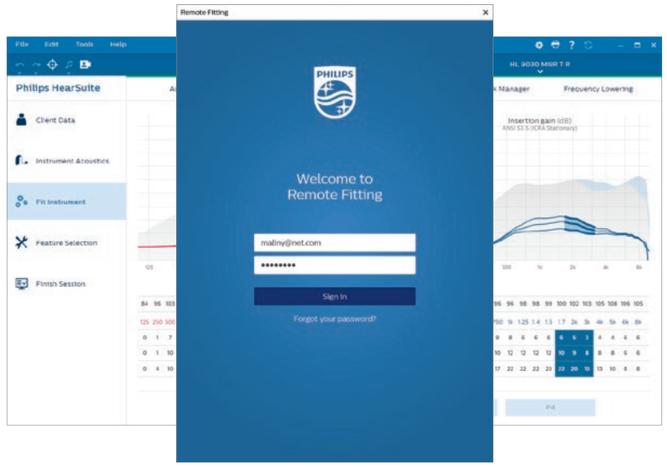
Conduct a Philips Remote Fitting session

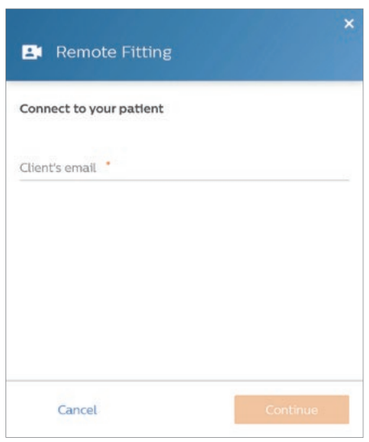
Remote Fitting in Philips HearSuite

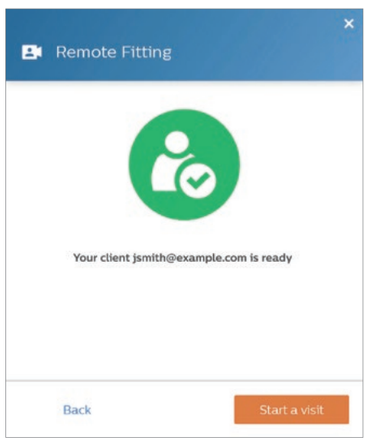
For a successful Remote Fitting session, please make sure you familiarize yourself with the following basic instructions. If Remote Fitting is not enabled in your Philips HearSuite software, click on the gearwheel icon at the top of your screen to open Preferences. Select Remote Fitting and turn on Remote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

Conduct a Remote Fitting session

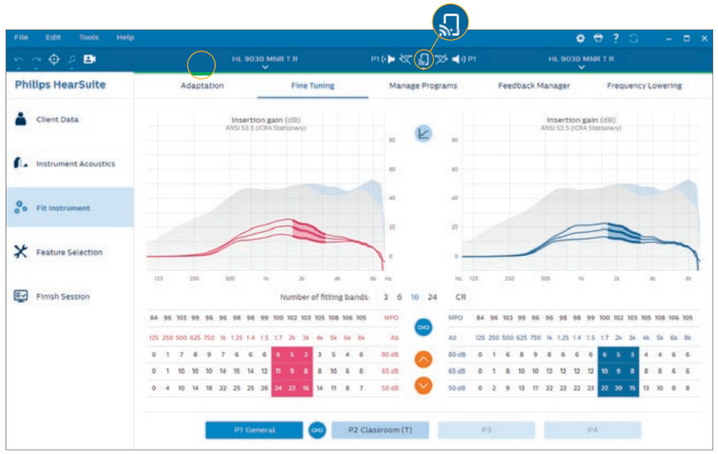
1. Click the video icon in the toolbar to turn on Remote Fitting. Sign in with your username or email address and password. Enter the client's email address that they used to register for the Philips HearLink 2 app and press "Continue".
   Click "Start a visit" to establish communication with the client.

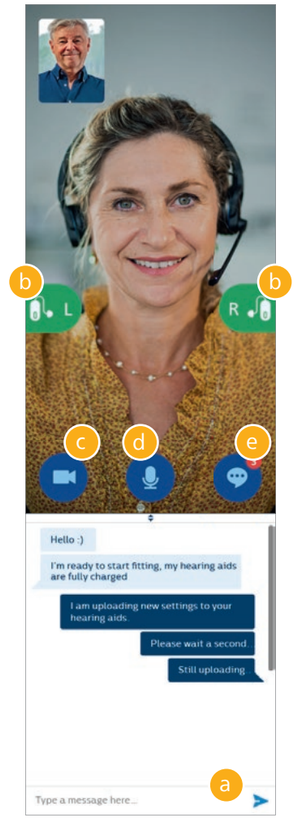






2. Click the "Connect" icon to detect and connect to the client's hearing instrument(s). The status indicators turn green when the hearing instruments are connected. The connection status of the hearing instruments is indicated with the green connection bar.





Remote Fitting communicator

a. Enables text messaging between you and your client
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 client's hearing instrument

Note: It is important to keep a record of the client's email address used when signing up for their Philips HearLink 2 app account, as this must be entered into the Philips HearSuite fitting session to make contact with the client.

3. Fit/adjust hearing instruments as you would normally do, if needed.
4. After changing the hearing instrument setting, click “Upload” to make the setting audible for the client. To ensure the client receives the changes in real time, use the “Upload” button after every change that has been made to the hearing instrument(s).

   If the client exits the Philips HearLink 2 app before the last settings are uploaded, then they will not receive those settings. The client should open the Philips HearLink 2 app and re-establish connection to the fitting session.
5. Go to End Session and click ‘Save and Quit’ or ‘Save’ to end the session with the client. Once ‘Save and Quit’ is clicked the communication will end and the hearing instrument will restart.

Note: Remote Fitting sessions do not allow firmware updates, tinnitus programming, real-ear measurements, changes to acoustics, and running feedback measurements.

Supporting clients getting started with Remote Fitting

Getting started with the Philips HearLink 2 app

To get started with Remote Fitting, your client 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 hearingsolutions.philips website). For more information, please refer to the Remote Fitting instructions for use accessible on the Philips HearLink 2 app.

1. Search for Philips HearLink 2 on the App Store or Google Play and download the app.

Download on the App Store

GET IT ON Google Play

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

3. Sign into the Remote Fitting session over the Philips HearLink 2 app. The hearing instruments will automatically connect to the app. Your client is now ready to start a Remote Fitting session with you.

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