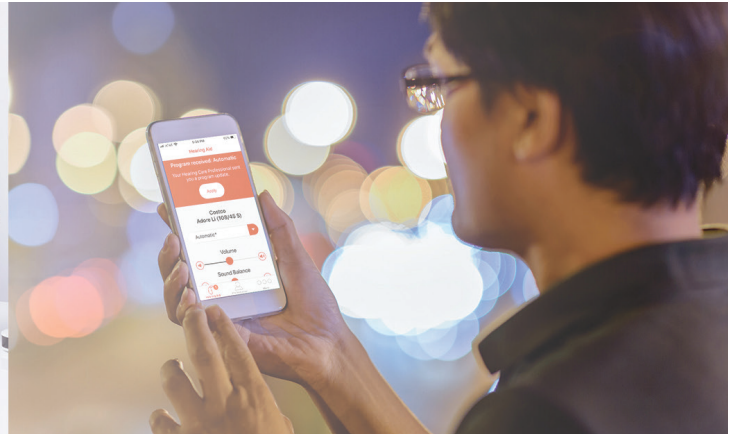
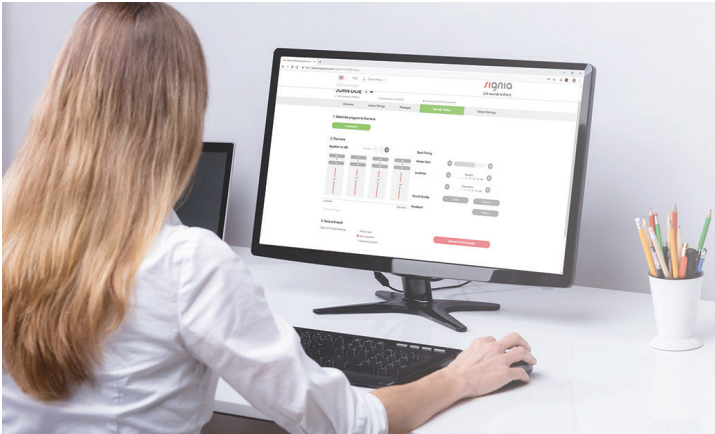


# Rexton TeleCare Portal & myHearing App

## Dispenser Guide



## Contents

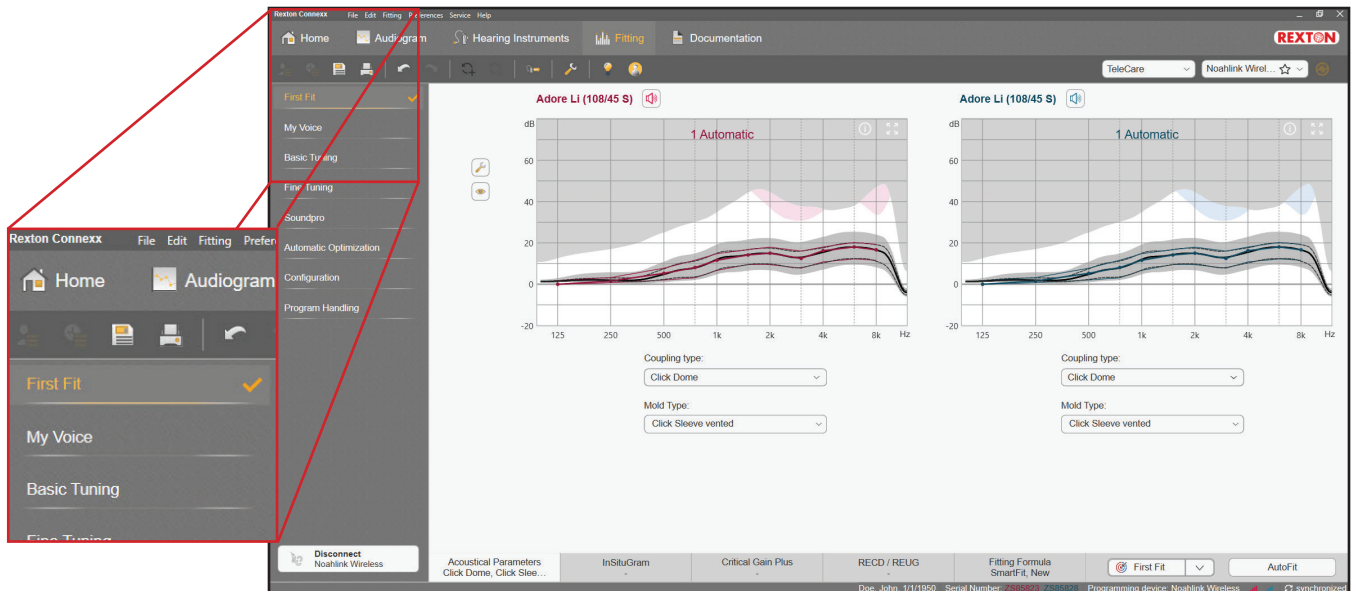
Engaging TeleCare from Connexx . . . . .	1
First Fit . . . . .	1
Open Cycle Session . . . . .	1
Log in to TeleCare . . . . .	2
Activating Members on TeleCare . . . . .	4
TeleCare Portal . . . . .	6
Detecting Hearing Aids After TeleCare Changes . . . . .	9
Installing myHearing App - iPhone . . . . .	10
Pairing Bluetooth Hearing Aids . . . . .	10
Installing myHearing App - Android . . . . .	15
Pairing Bluetooth Hearing Aids . . . . .	15
Installing myHearing App . . . . .	18
Pairing Non - Bluetooth Hearing Aids to iPhone . . . . .	18
Installing myHearing App - Android . . . . .	21
Pairing Non - Bluetooth Hearing Aids . . . . .	21
Working with myHearing App . . . . .	24
Receiving and applying notifications . . . . .	24
Controlling the Hearing Aids with the App . . . . .	24
Communication with the Member - App to TeleCare . . . . .	25

# Engaging TeleCare from Connexx

## First Fit

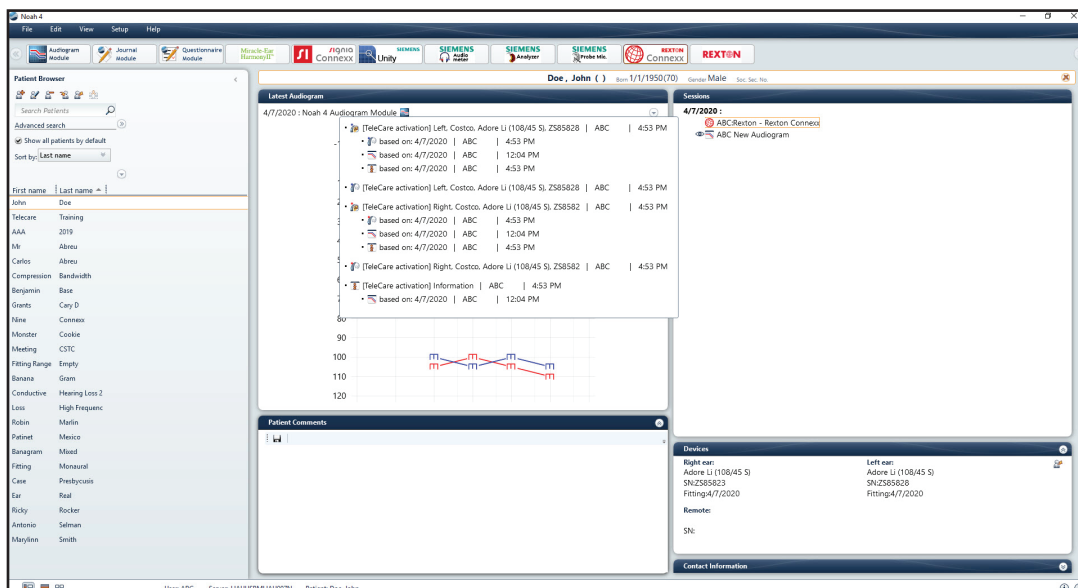
The member does not have to be present for you to engage TeleCare. It may be done at any time after your initial fitting.

Hearing aids must be First Fit before engaging TeleCare. A yellow check mark on the First Fit tab, on the left panel, will let you know if this step has been performed.



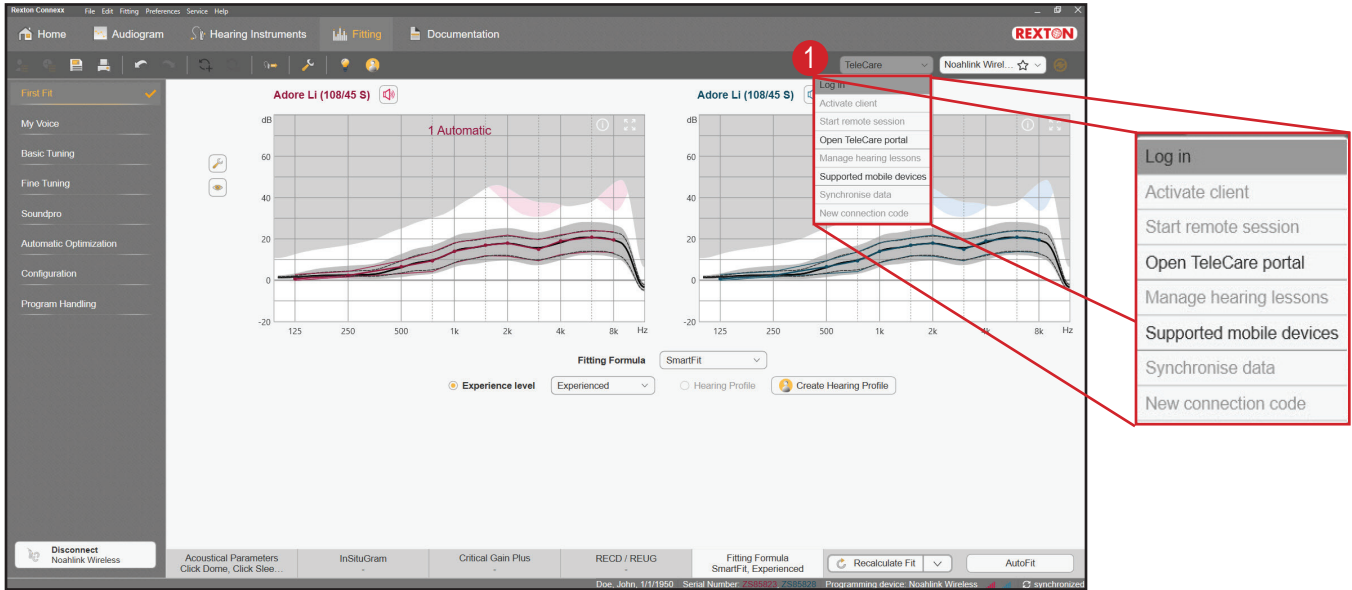
## Open Cycle Session

To engage TeleCare after the First Fit session has been closed, go to your session list in Sycle Noah and open the most recent Connexx session.

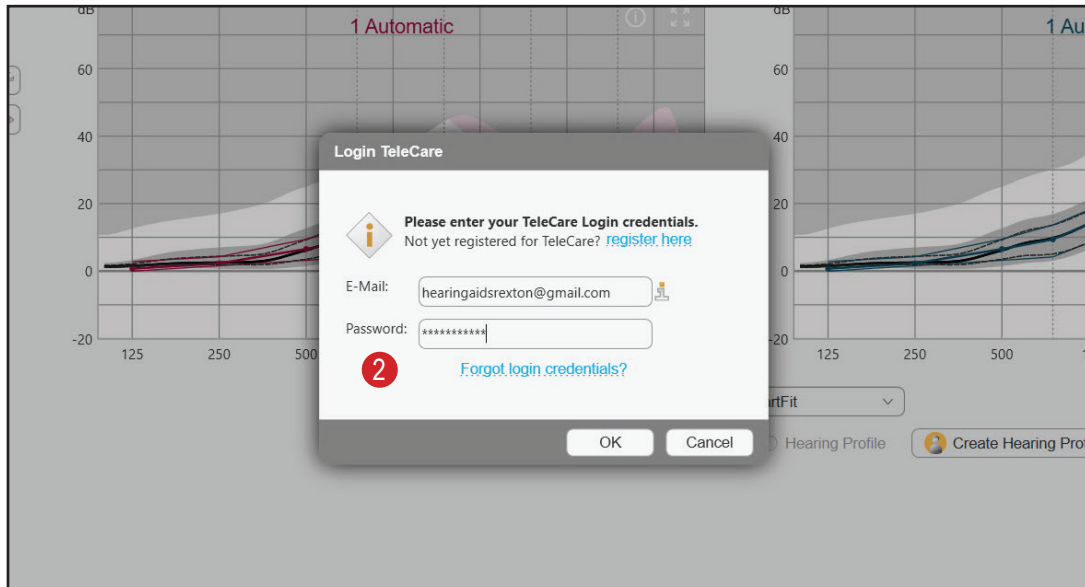


# Log in to TeleCare

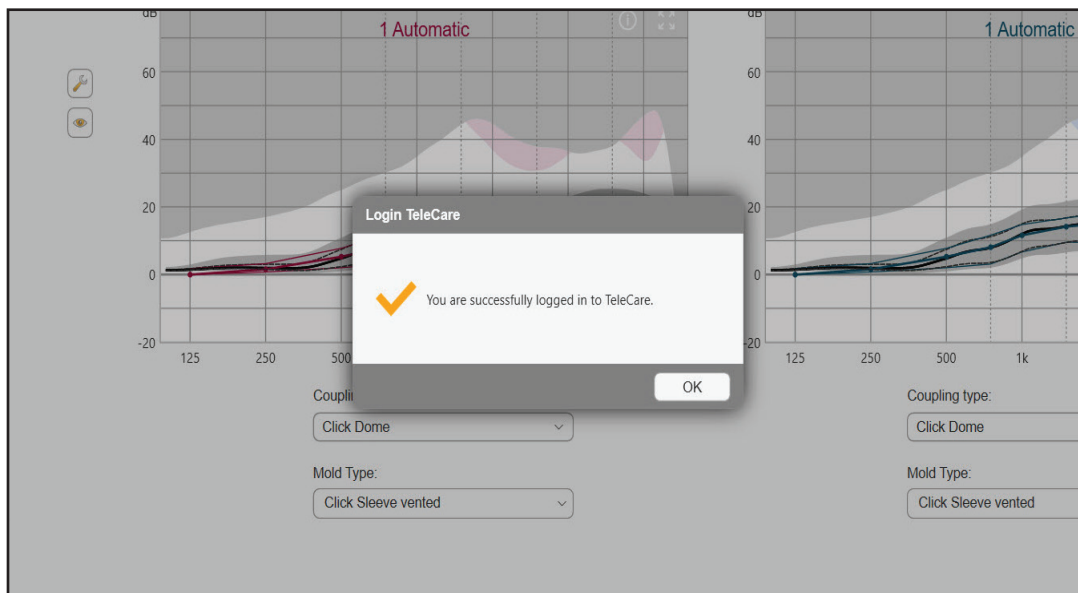
1. Click on the drop-down TeleCare menu and select Log in.



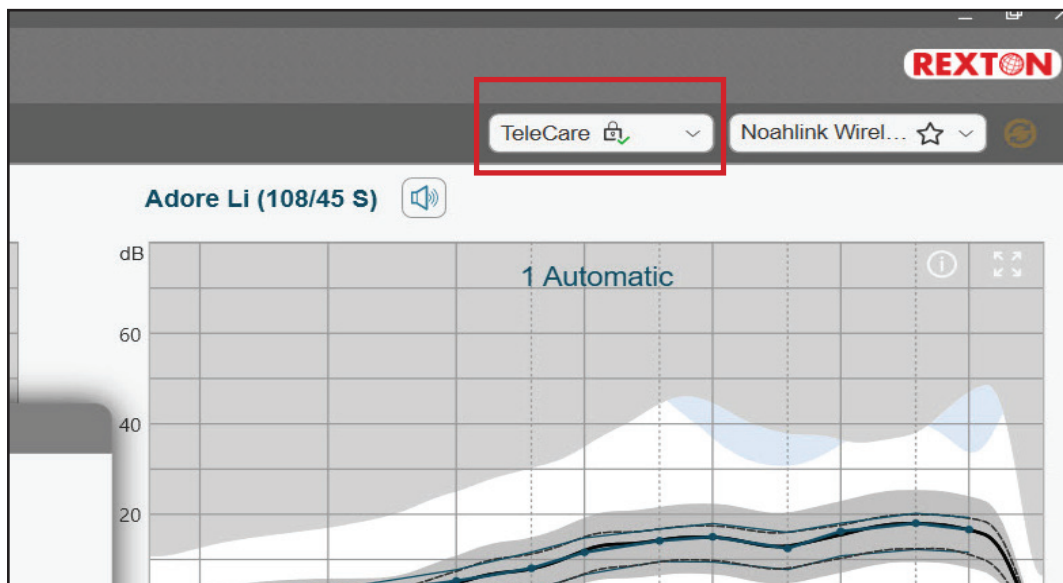
2. Enter your e-mail and password.



- You will receive a message stating you have successfully logged in.

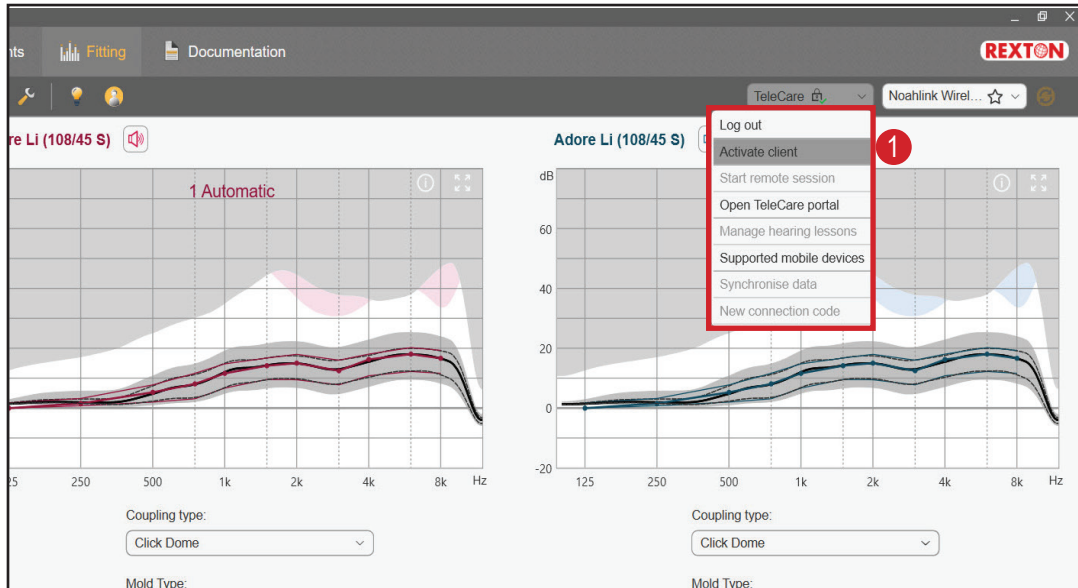


- You will also see a green check mark in the TeleCare drop down. The green check mark next to TeleCare will let you know whether you are logged in or not.

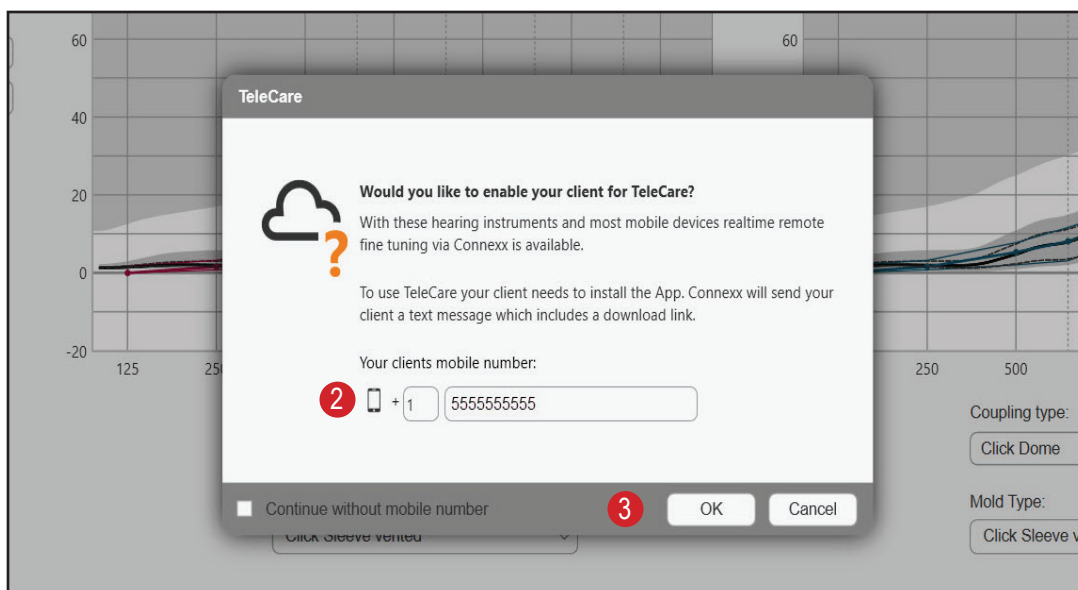


# Activating Members on TeleCare

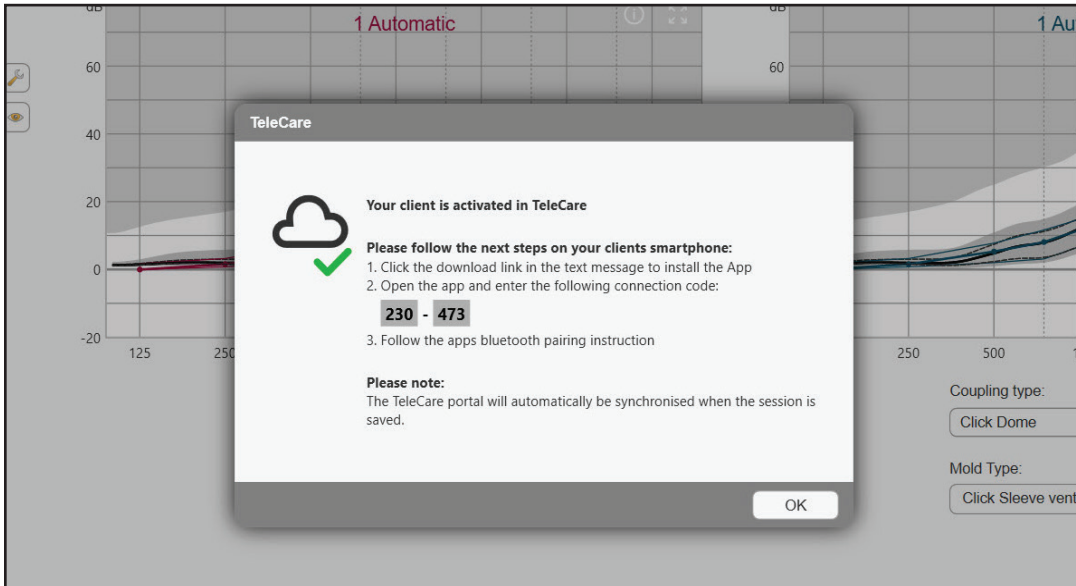
1. Select "Activate client" from the TeleCare drop down menu.
- The member does not have to be present for you to activate them.



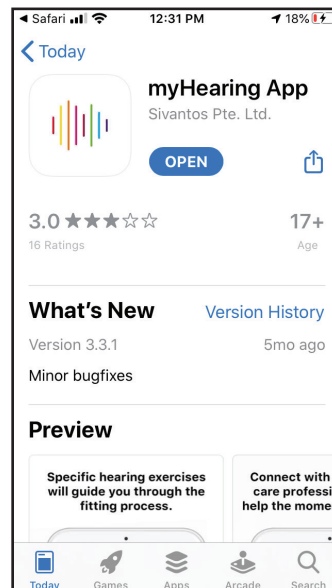
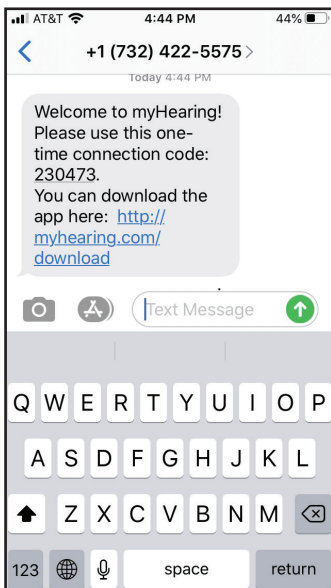
2. Enter the member's mobile phone number in the box. A smart phone is required. (Compatible phone list at the end of presentation).
  3. Click "Ok".
- Pertinent information will be sent to the portal.



- Upon successful transfer to the portal, an activation code is created and sent to the member via text message.

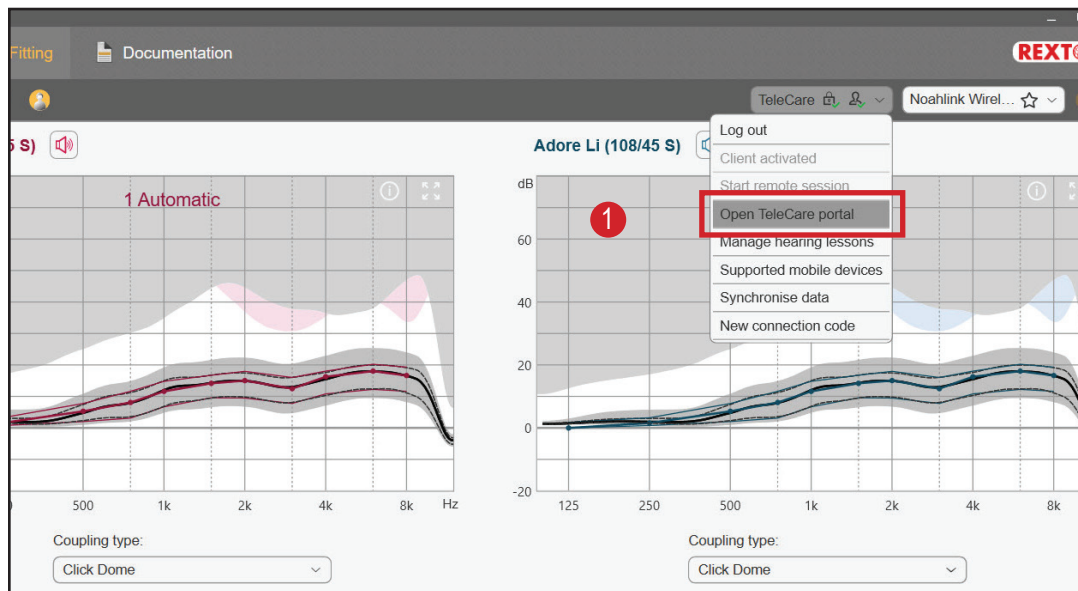


- Instruct the member to check text messages and follow instructions to download and install app using connection code.

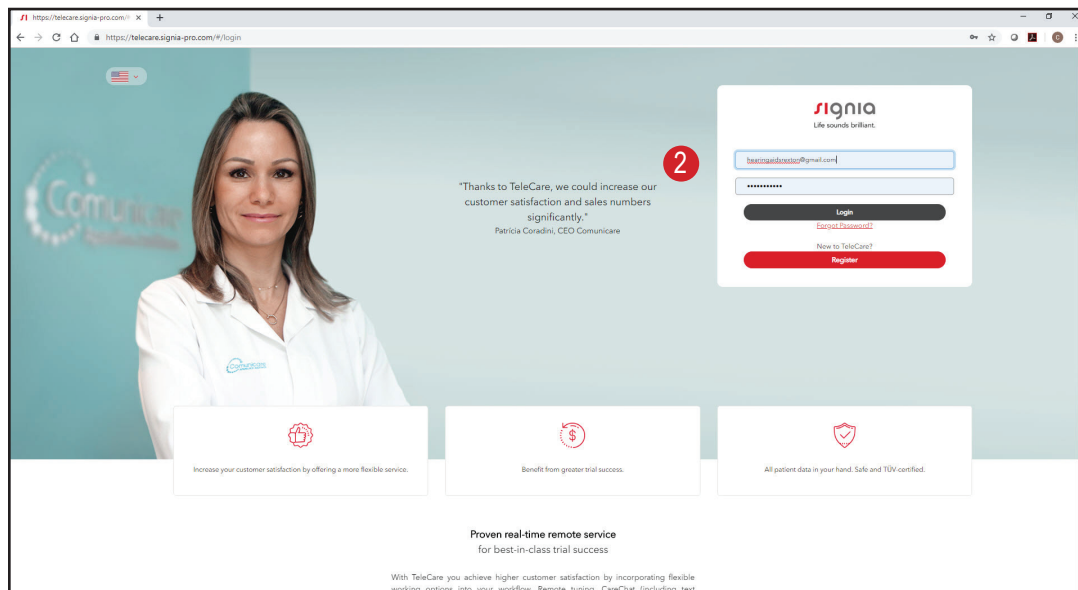


# TeleCare Portal

1. Select "Open TeleCare portal" from the drop-down menu. This will take you to the internet.



2. Enter your information to log in to the TeleCare portal.



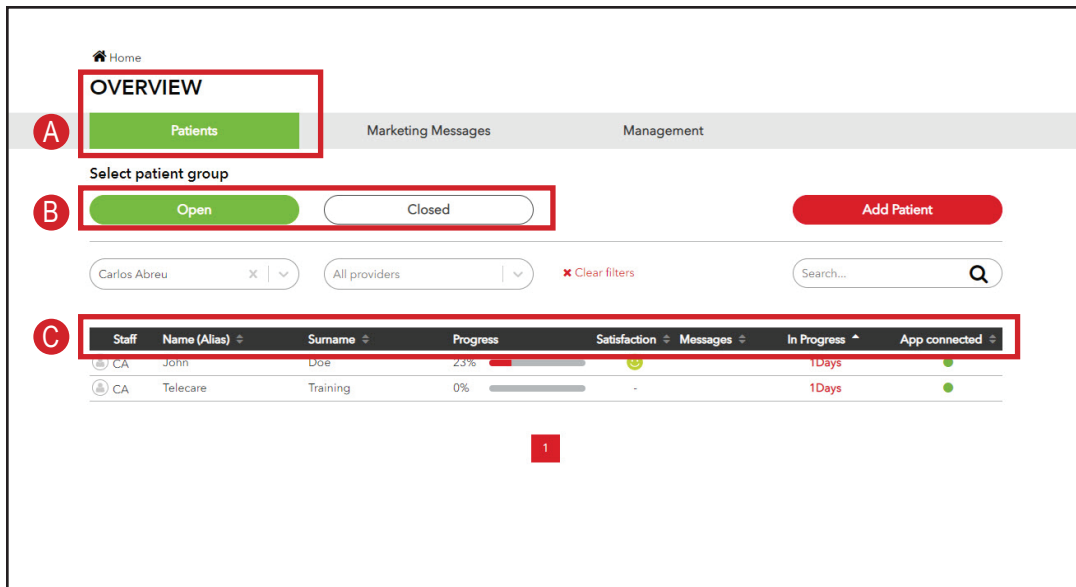
A. The Overview - Patients allows you to select activated members.

B. Members may be listed under Open or Closed.

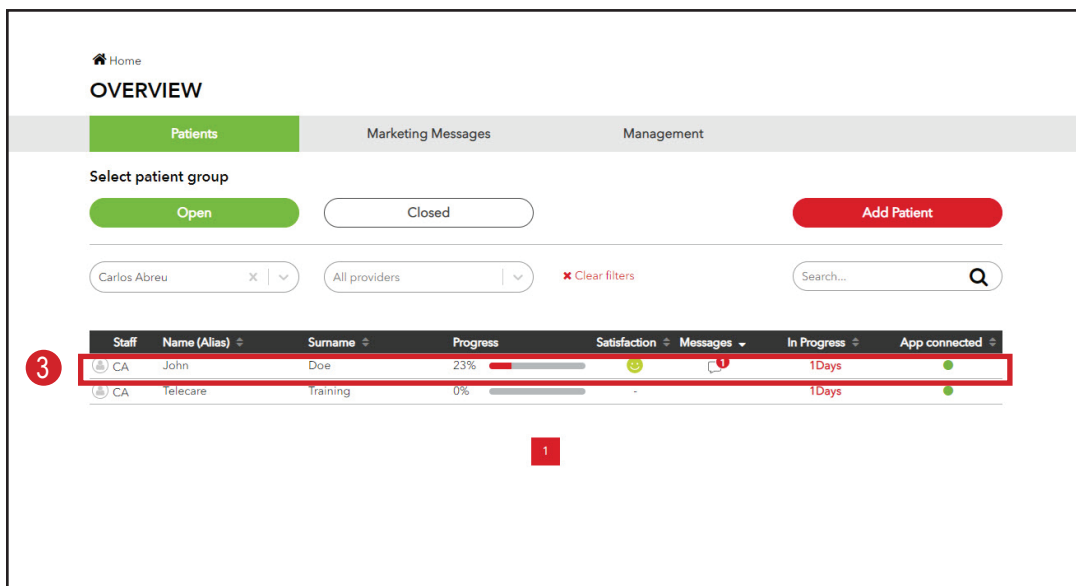
- It is recommended to leave all members on Open.

C. The headings over the members' list may be used as filters for easy sorting.

Sorting by messages ensures any messages sent by the member will be readily visible.

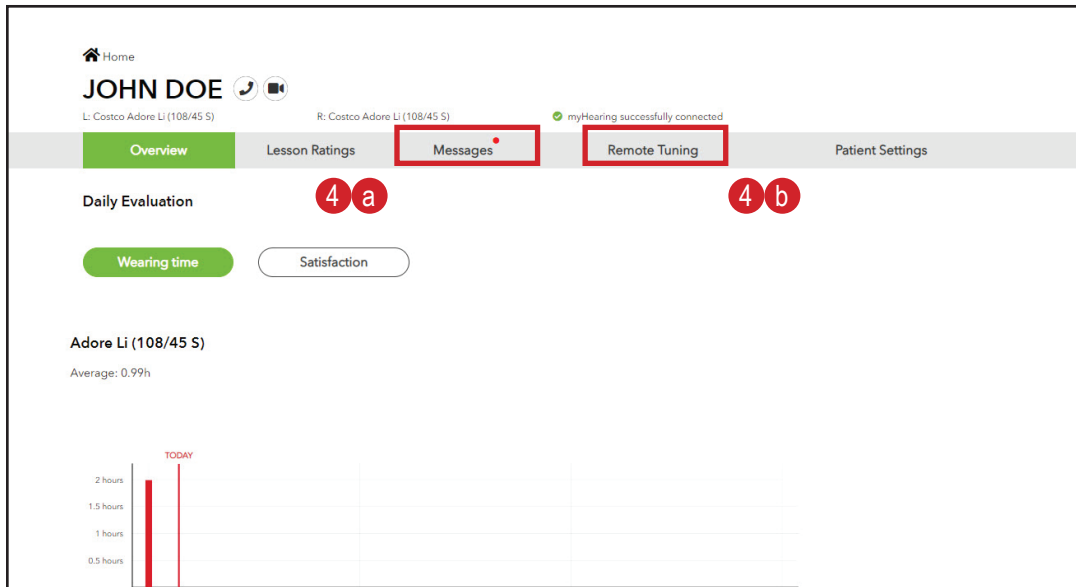


3. Click on the name of the member to select.

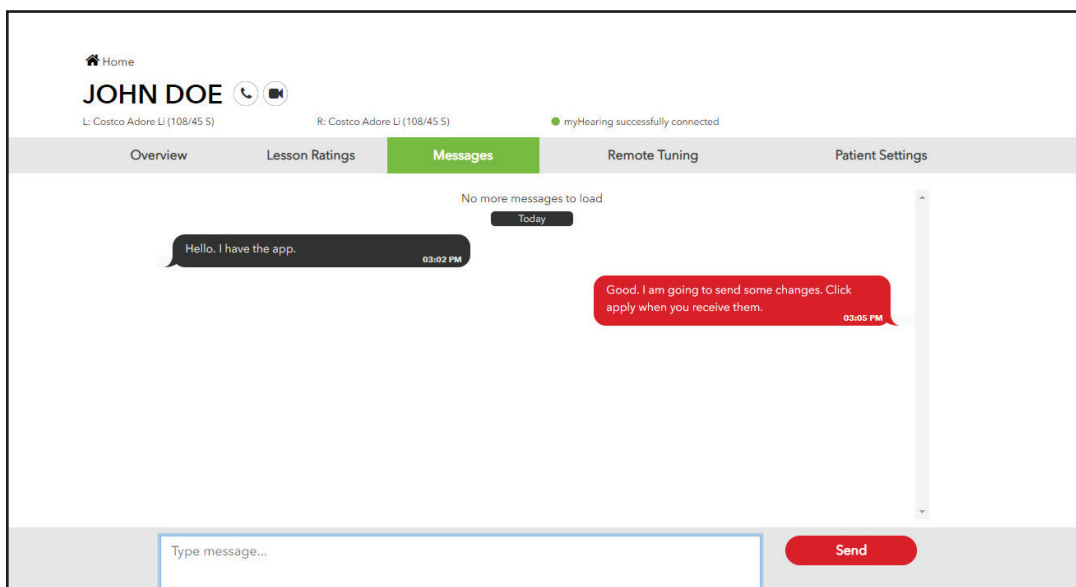




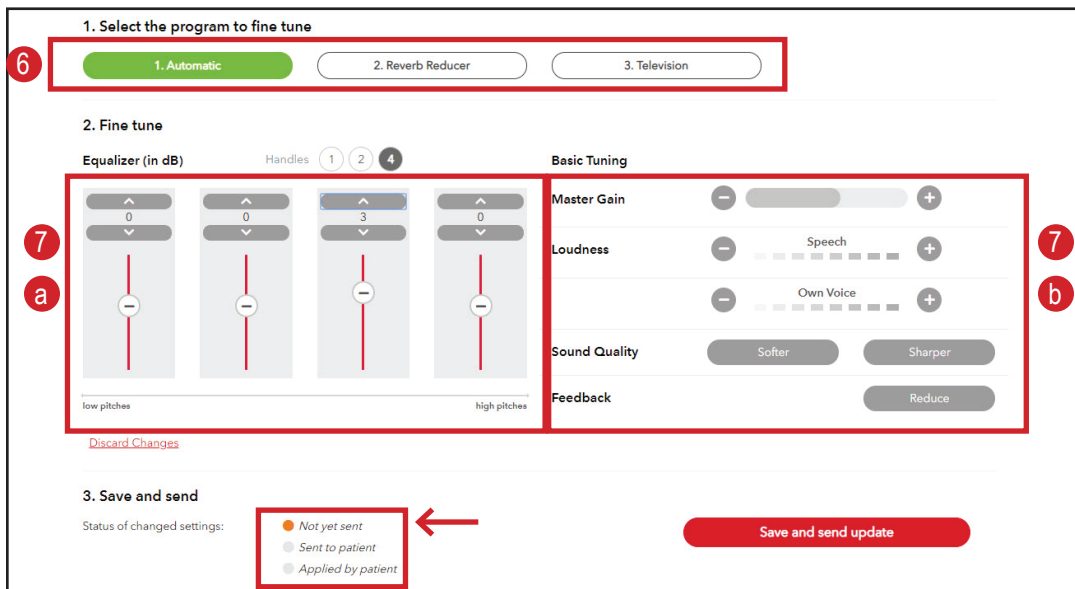
- Choosing a member will take you to their overview page.
4. Select a tab
    - a. If you see a red dot on the Messages tab, select it to review any messages the member has sent you.
    - b. Go to Remote Tuning to adjust the hearing aids.



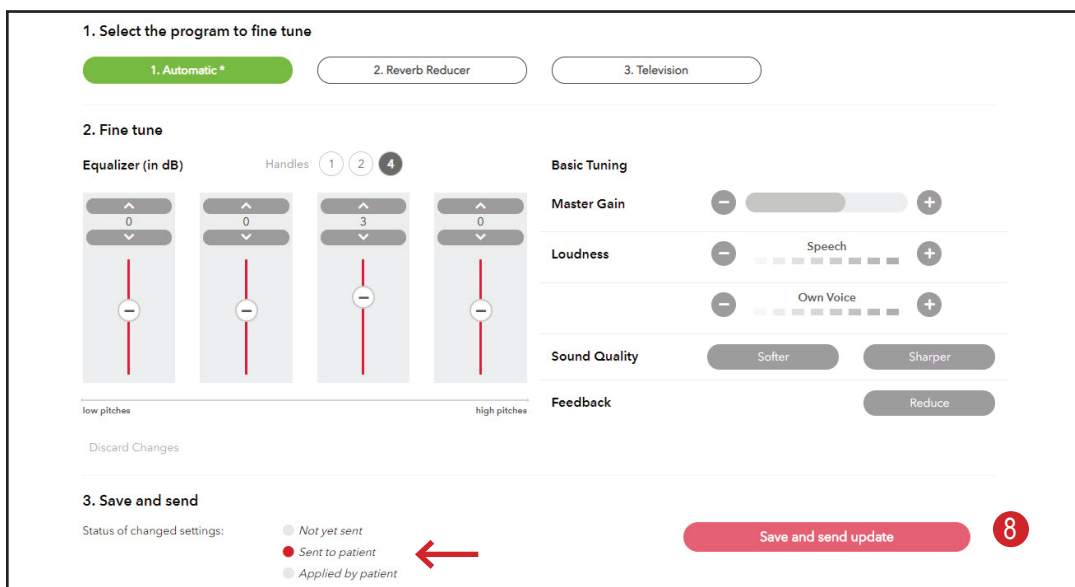
5. Communicate with the member via the “Messages” tab.
  - The messages you receive will have a dark background, while messages you send will be red.
  - Messages cannot be deleted.



6. Select the program to adjust.
7. Make any adjustments necessary.
  - a. Use sliders for Fine Tuning.
  - b. Use the options on the right for Basic Tuning.
 → Status is "Not yet sent".



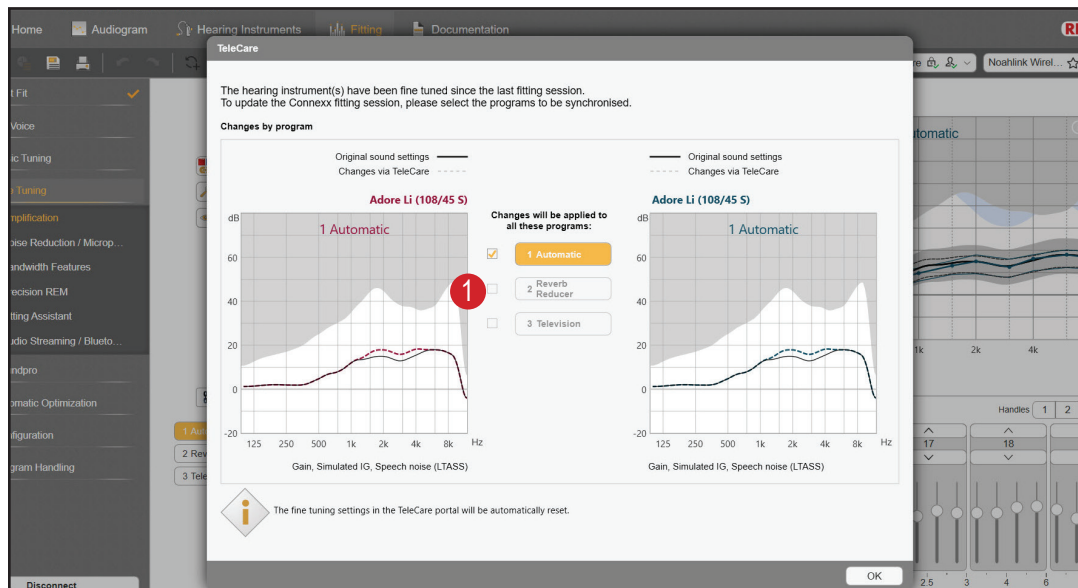
8. After making changes, click "Save and send update" to communicate the modifications to the member's phone.
  - You will get a Success message.
 → "Status of changed settings" will move from "Not yet sent" to "Sent to patient".
   
 → When the member applies the settings, the status will change to "Applied by patient".



# Detecting Hearing Aids After TeleCare Changes

The next time you detect the hearing aids in the office after sending changes via TeleCare, you will be notified and given the option to synchronize those changes with the session.

1. Select the programs to synchronize.
2. Click "Ok".

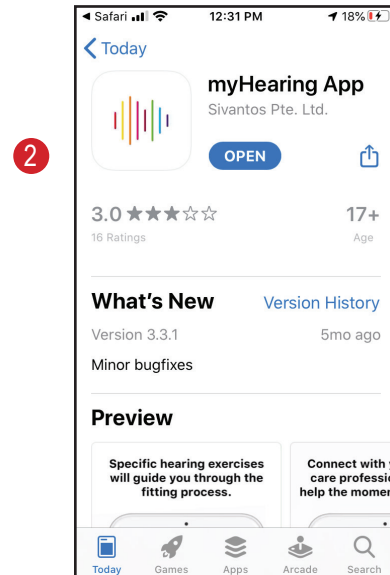
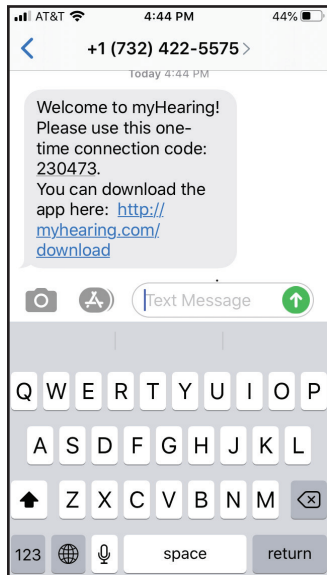


# Installing myHearing App - iPhone

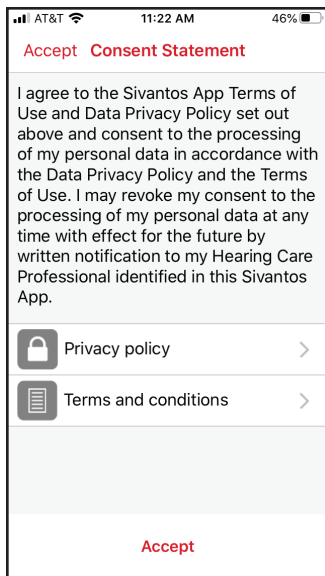
## Pairing Bluetooth Hearing Aids

When your Hearing Care Professional enrolls you in TeleCare using your mobile phone number you will receive a text including a link to the myhearing App in the App Store and a one-time connection code.

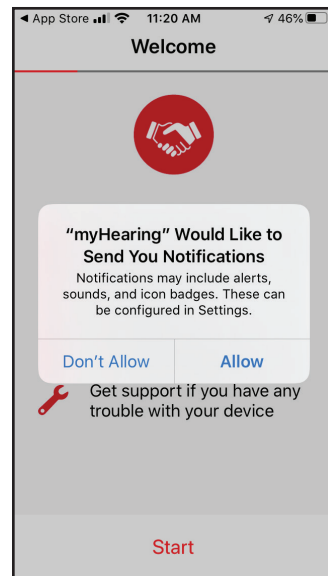
1. Tap the link.
2. Tap on the "cloud" or "Get" icon to initiate the download. When complete, tap "Open".



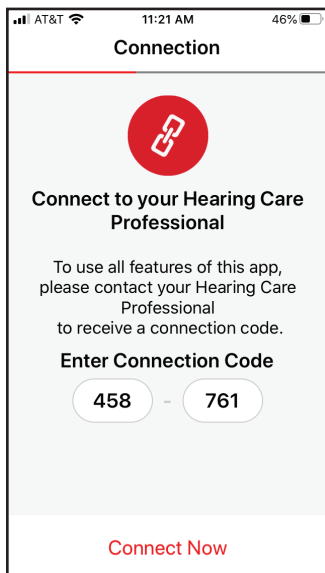
3. Tap "Accept" for terms and conditions.
4. Tap "Allow" for:
  - a. Bluetooth
  - b. Motion & Fitness Activity
  - c. Notifications



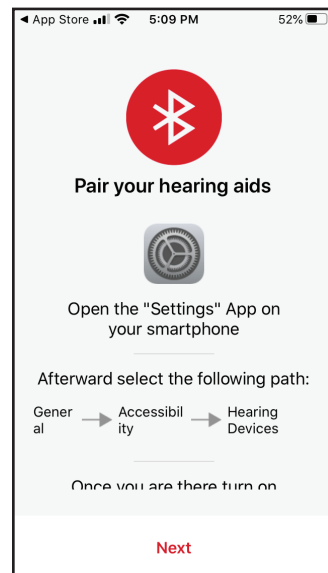
4



5. Enter the code you received via text message
6. Tap "Connect Now".
7. Your hearing aids need to be paired to your phone before tapping "Next".
  - If they are already paired, tap "Next".
  - If they are not paired, follow the on-screen instructions and open the "Settings" app. **Do not tap "Next"**.

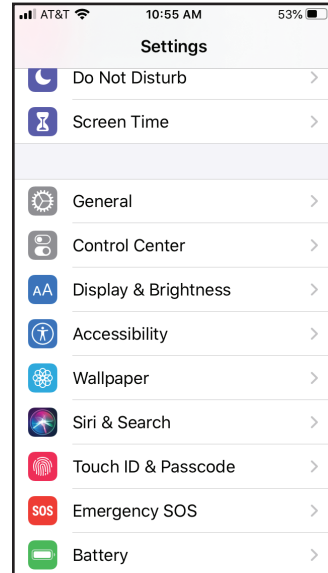


7

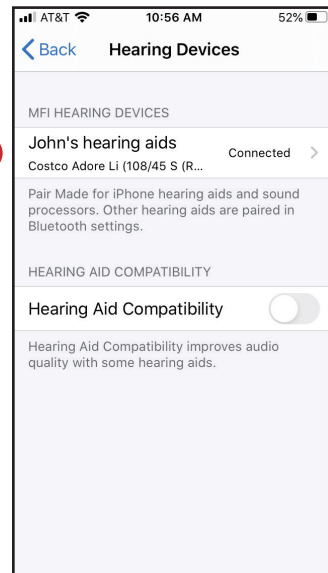
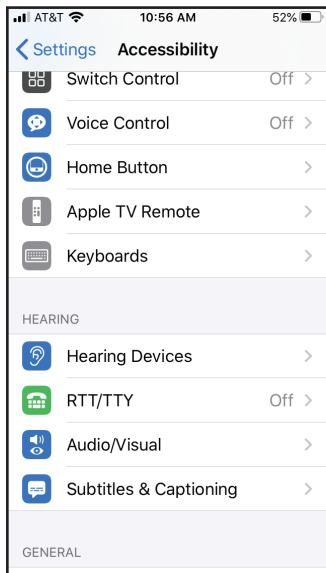


The phone must be paired to the hearing aids to use the myHearing app.

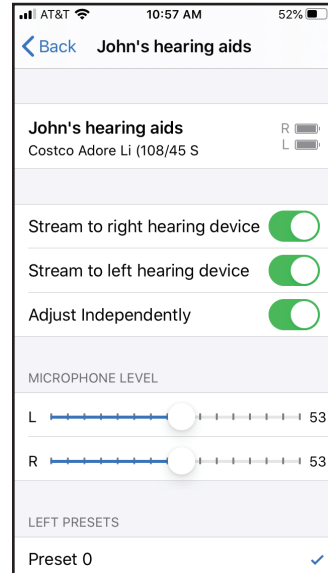
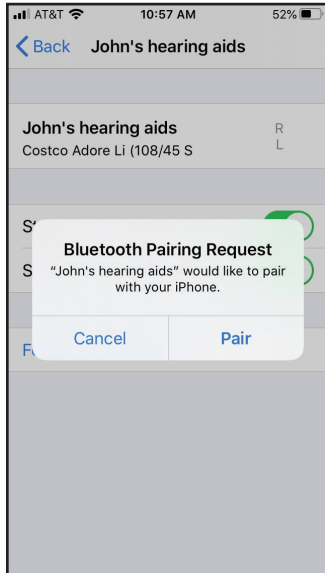
1. Turn your hearing aids Off and On according to your user's guide.
2. On your phone, go to "Settings".
3. Tap "Accessibility".



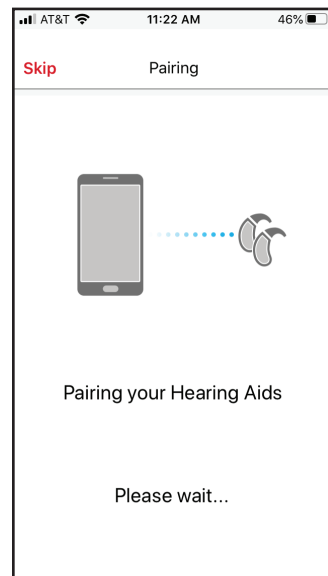
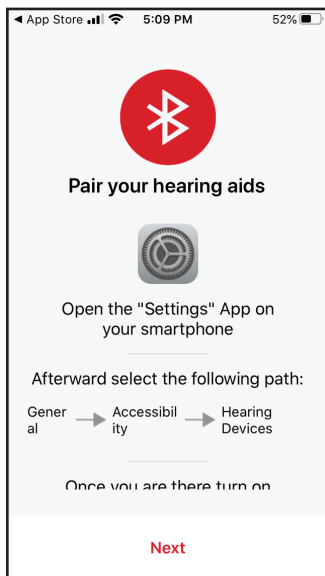
4. Tap "Hearing Devices".
5. Tap the name of your hearing aids.
  - You must see the name of the hearing aids and R plus L or R and three dots when both aids are detected.



6. Tap "Pair". This message will appear twice.  
→ A battery icon will appear next to your hearing aids' name.

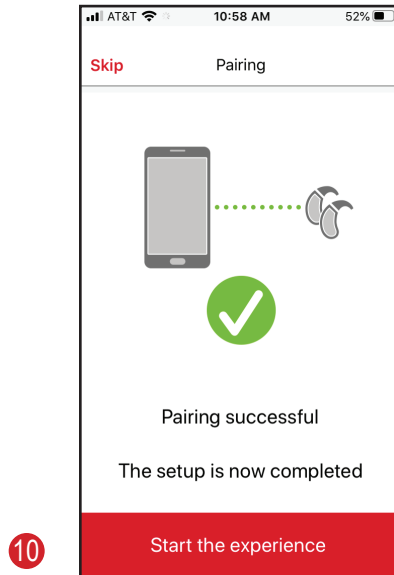


7. Return to the myHearing app.
8. Tap "Next".
9. A screen will alert you to the pairing process.



- When pairing is complete, you will receive a notification.

10. Tap "Start the experience".



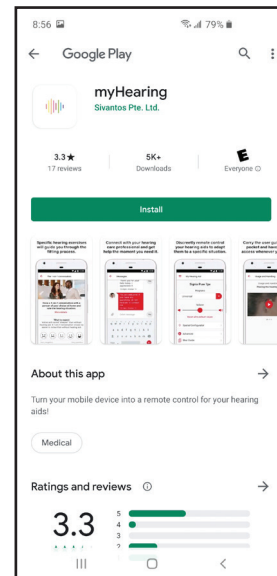
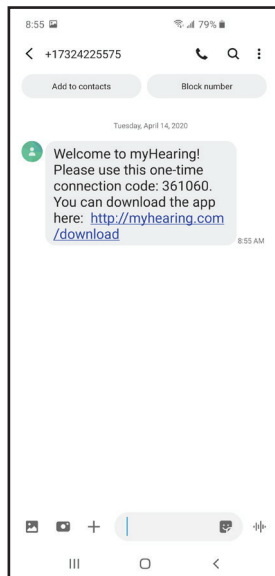


# Installing myHearing App - Android

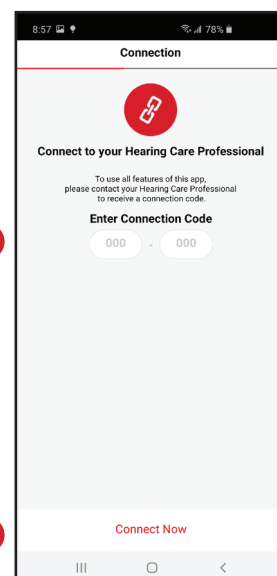
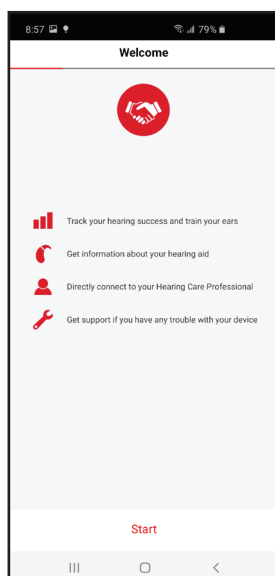
## Pairing Bluetooth Hearing Aids

When your Hearing Care Professional enrolls you in TeleCare using your mobile phone number you will receive a text including a link to the myhearing App in the App Store and a one-time connection code.

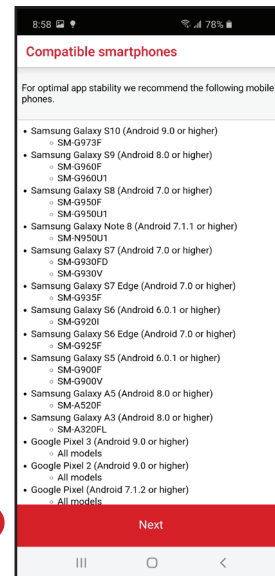
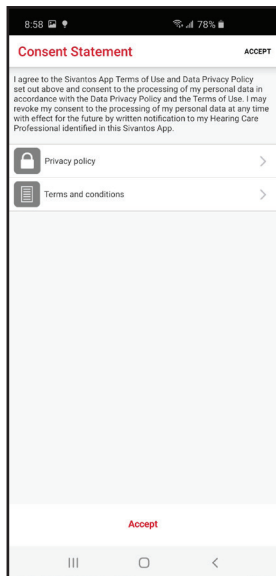
1. Tap the link.
2. Tap "Install" to initiate the download. When complete, tap "Open".



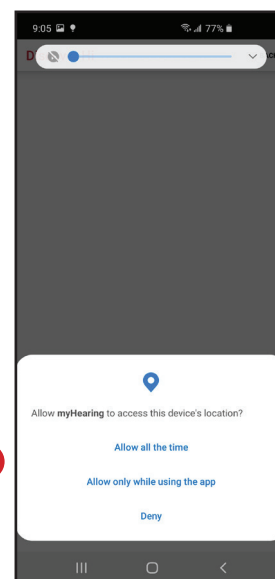
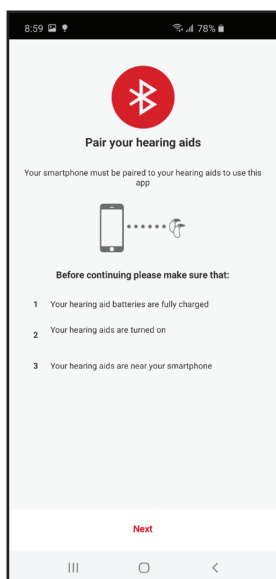
3. Tap "Start" to begin pairing.
4. Enter the code you received via text message
5. Tap "Connect Now".



6. Tap "Accept" for terms and conditions.
7. Tap "Next" on the screen that lists Compatible smart phones.



8. Turn your hearing aids off and on according to your hearing aids' user guide.
9. Follow the on-screen instructions to pair your hearing aids to the app and tap "Next".
10. You may tap "Allow" if you want to use the app to get directions to your hearing care provider's office using your phone map option.  
You may tap "Deny" if you prefer not to use this option.



- Pairing is complete.

11. Tap "Start using the app".

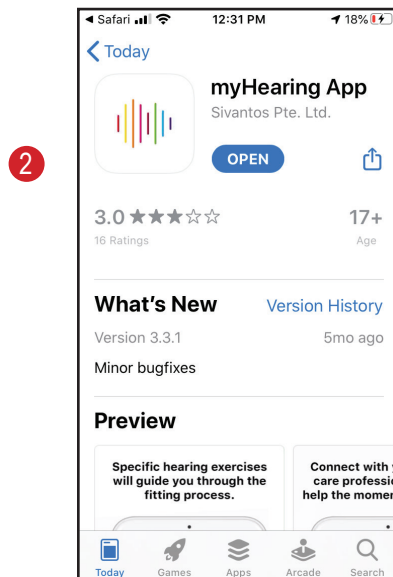
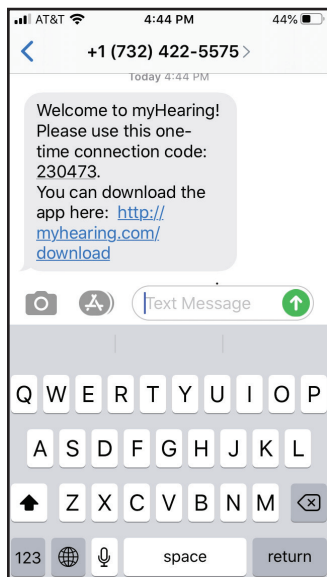


# Installing myHearing App

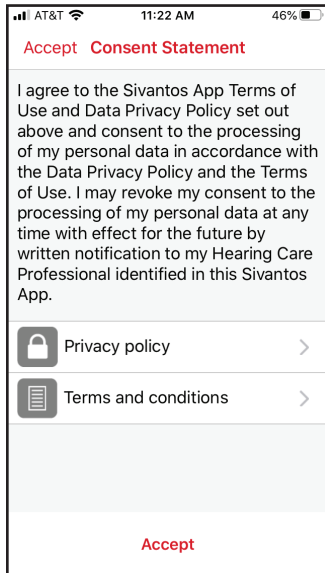
## Pairing Non - Bluetooth Hearing Aids to iPhone

When your Hearing Care Professional enrolls you in TeleCare using your mobile phone number you will receive a text including a link to the myhearing App in the App Store and a one-time connection code.

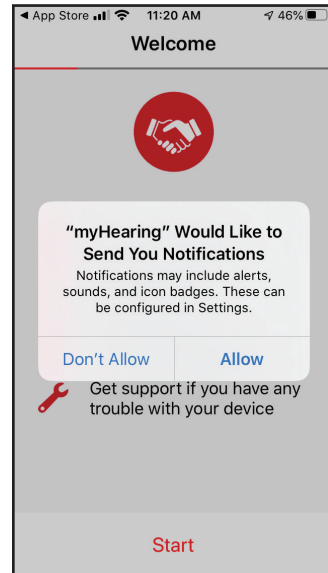
1. Tap the link.
2. Tap on the "cloud" to initiate the download. When complete, tap "Open".



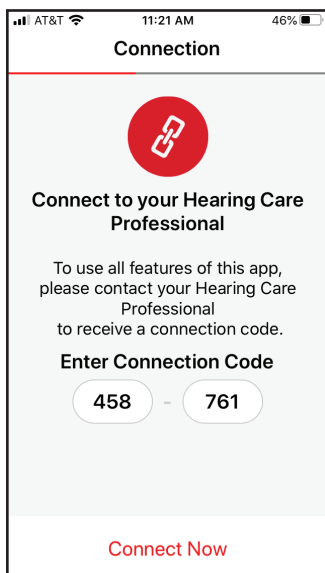
3. Tap "Accept" for terms and conditions.
4. Tap "Allow" for:
  - a. Bluetooth
  - b. Motion & Fitness Activity
  - c. Notifications



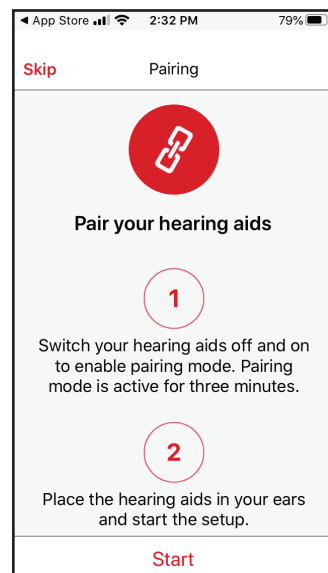
4



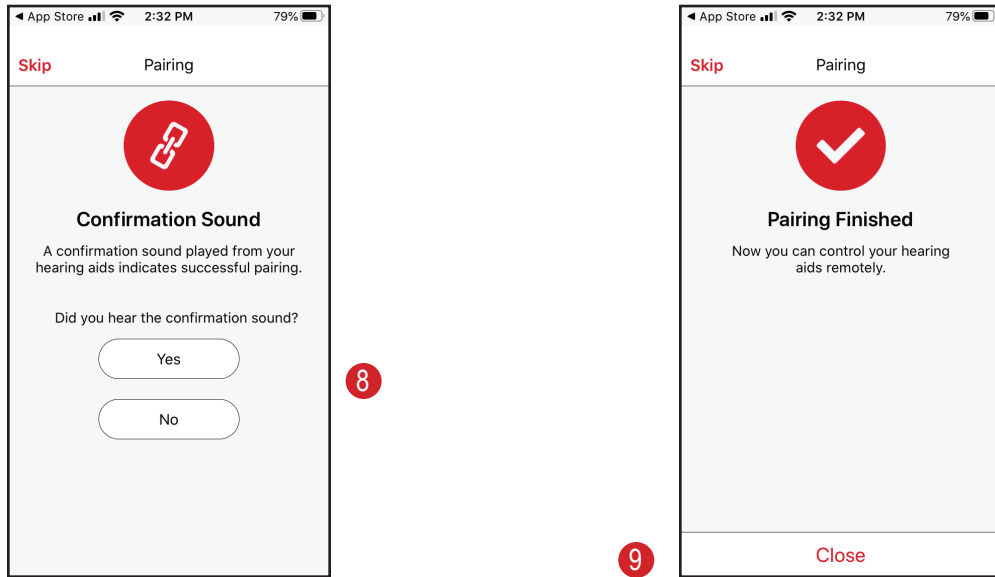
5. Enter the code you received via text message
6. Tap "Connect Now".
7. Follow the on-screen instructions to pair the hearing aids to the app and tap "Start".



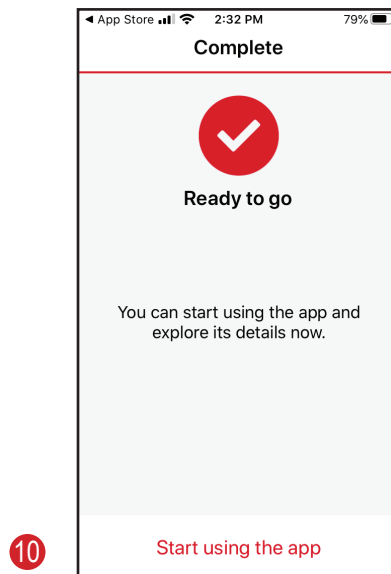
7



8. If you heard the tone, tap "Yes".  
If not, turn the hearing aids off and on and tap "No" then follow the troubleshooting instructions on-screen and try again.
9. Tap "Close" when pairing is complete.



10. Tap "Start using the app".

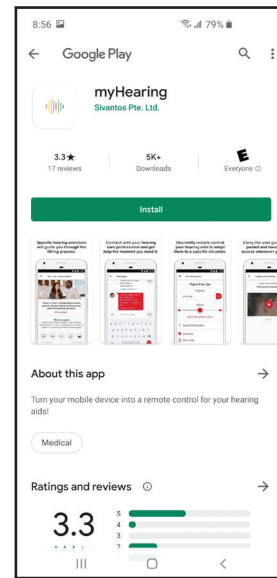
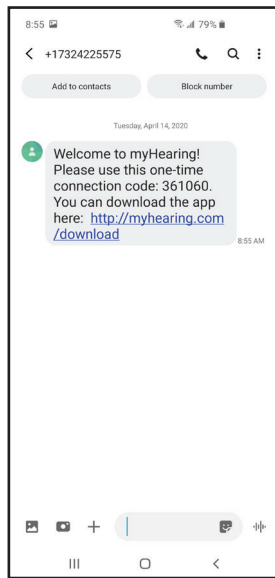


# Installing myHearing App - Android

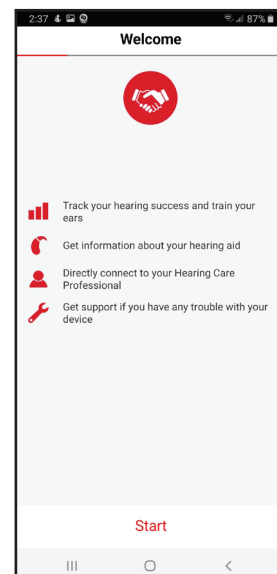
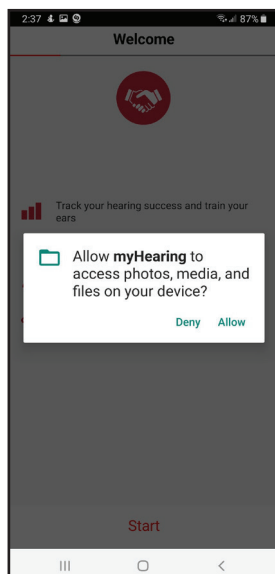
## Pairing Non - Bluetooth Hearing Aids

When your Hearing Care Professional enrolls you in TeleCare using your mobile phone number you will receive a text including a link to the myhearing App in the App Store and a one-time connection code.

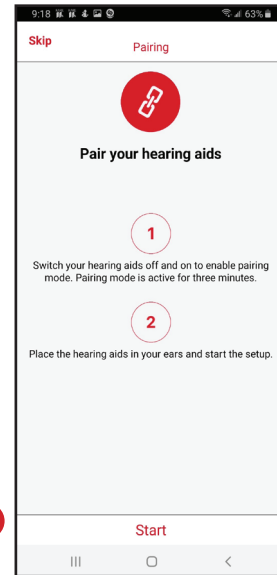
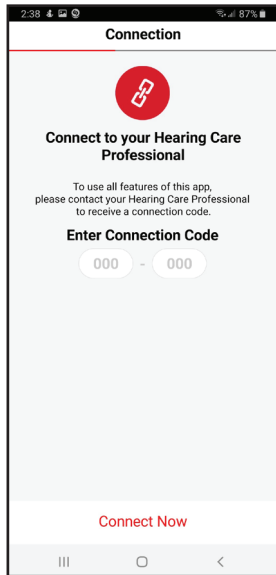
1. Tap the link.
2. Tap "Install" to initiate the download. When complete, tap "Open".



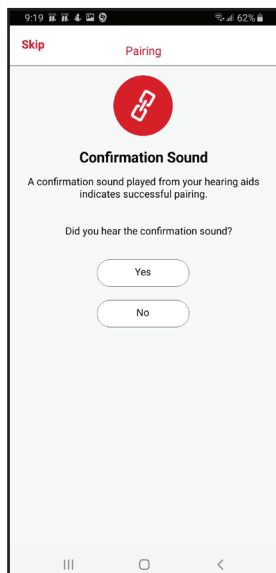
3. Tap "Allow" for access to photos, media, and files.
4. Tap "Start" to begin pairing.



5. Enter the code you received via text message.
6. Tap "Connect Now".
7. Follow the instructions on screen and tap "Start".
  - Turn your hearing aids off and on according to your hearing aids' user guide.



8. If you heard the tone, tap "Yes".  
If not, turn the hearing aids off and on and tap "No" then follow the troubleshooting instructions on-screen and try again.
9. Tap "Close" when pairing is complete.





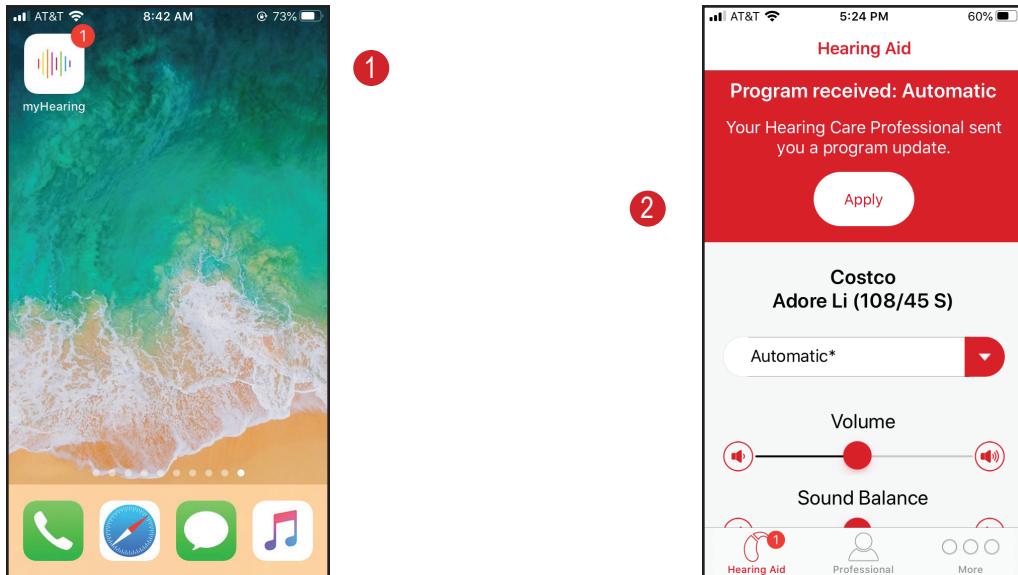
10. Tap "Start using the app".



# Working with myHearing App

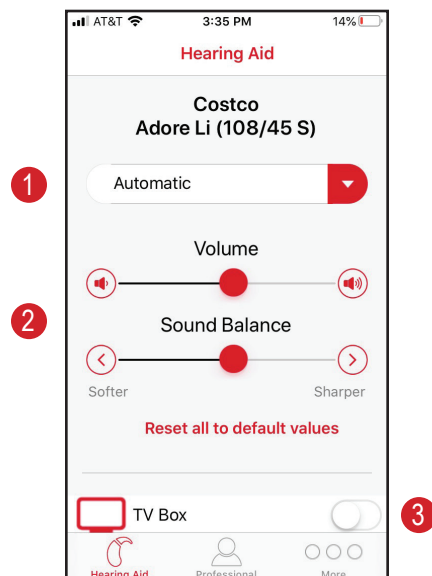
## Receiving and applying notifications

1. When the hearing care professional makes changes to the hearing aids and sends them to your phone, you will receive a notification on your phone if these are enabled.
2. Open the app and tap "Apply".



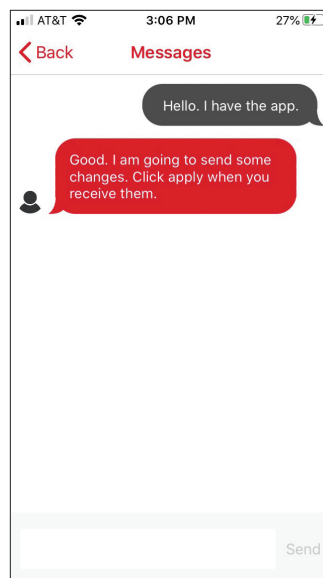
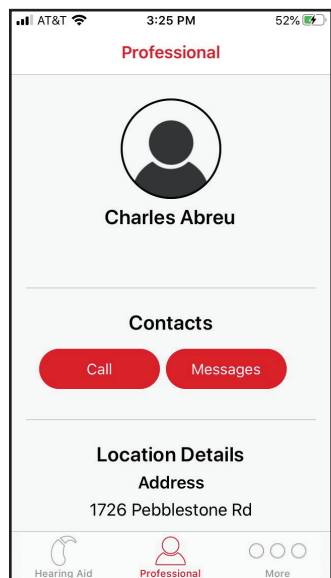
## Controlling the Hearing Aids with the App

1. Tap the drop down arrow to select another program.
2. Use the sliders to change:
  - Volume: adjusts the overall loudness of the hearing aids.
  - Sound Balance: adjusts the loudness for high frequencies only.
3. You can connect to your TV transmitter (if available).



## Communicating with Your Hearing Care Professional

- You can send a message to your hearing center from the app if you need adjustments made to your hearing aids.
- To send or view messages, tap "Professional" on the myHearing app.
  - Tap "Messages".
  - Type your message in the box and press "Send".



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.

The *Bluetooth*<sup>®</sup> word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Sivantos is under license. Other trademarks and trade names are those of their respective owners.

Android and Google Play are trademarks of Google Inc.  
Apple App Store is a trademark of Apple Inc.

iOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.

**Legal Manufacturer**

Sivantos, Inc.  
10 Constitution Avenue  
Piscataway, NJ 08854  
Phone: (800) 766-4500  
Fax: (732) 562-6696  
[www.sivantos.com](http://www.sivantos.com)

Copyright © 2020 Sivantos GmbH. All rights reserved.

[rextan.com](http://rextan.com)