

The image shows a top-down view of a wooden surface. On the left, a light blue ceramic pot holds a green plant. In the center, two hearing aids are placed: a larger grey behind-the-ear model and a smaller clear in-the-ear model. To the right, a smartphone lies flat, displaying the Philips HearLink Connect app interface with a blue background and white text. The Philips logo is visible in the top left corner of the image.

**PHILIPS**

Remote Fitting

## Remote Fitting with your hearing care professional

Please check the following guidelines that will help you get the most out of your Remote Fitting appointment. For more information, please refer to the Remote Fitting instructions for use accessible on the Philips HearLink Connect app or seek help from your hearing care professional.

### Before your Remote Fitting appointment:

- Pair your hearing aids to your smartphone or tablet if not already done.
- Ensure Bluetooth® is activated on your smartphone or tablet.
- Ensure your smartphone or tablet is charged (at least 50 %) to avoid power loss mid-session.
- Insert fresh batteries in your hearing aids. If you have rechargeable hearing aids, make sure they are fully charged.
- Make sure you choose a location with a data/Wi-Fi connection of 1/1 Mbit/sec or higher. Wi-Fi is recommended where available.
- Make sure that the Philips HearLink Connect app is the only running app on your smartphone or tablet. Terminate any other running apps to ensure a smooth connection.
- Open the Philips HearLink Connect app and enter your login credentials. Follow the prompts from the app until you reach the virtual waiting room. Once you are in the virtual waiting room, wait for the app to notify you that your hearing care professional has started the session.

**Note:** If the connection is unsuccessful, the Philips HearLink Connect app will make troubleshooting suggestions. If the connection is still unsuccessful, please contact your hearing care professional.



### **During your Remote Fitting appointment:**

- Sit in a quiet, comfortable place.
- Make sure you wear your hearing aids throughout the session. Make sure that your smartphone or tablet is in the proximity of your hearing aids. The smartphone or tablet should not be further away than 5 meters (or 16.4 feet) from your hearing aids to keep the connection.
- Make sure that your hearing aids are always on during the Remote Fitting session. Do not turn your hearing aids off.
- Make sure that Bluetooth on your smartphone or tablet is always activated. Do not turn off the Bluetooth.
- Make sure to stay on the Philips HearLink Connect app. Do not switch to another app, as this will immediately terminate the appointment.

