

AB Remote Support app

QUICK START GUIDE



The AB Remote Support app¹ allows you to virtually meet with your hearing care professional in a video appointment and to conveniently program your Marvel devices. First, contact your clinic to arrange a virtual appointment. Then, follow the simple steps below to prepare for the remote session.

STEP 1: DOWNLOAD THE AB REMOTE SUPPORT APP

- From the app store, download the AB Remote Support app.
Note: The AB Remote Support app is compatible with Apple iOS 11 and Android OS 6 or higher.

STEP 2: PAIR MARVEL DEVICE(S) TO AB REMOTE SUPPORT APP

- Turn on Bluetooth® on your phone.
- Open the AB Remote Support app, and tap *Let's Get Started*.
- Remove and reattach the battery for each hearing device to enable Bluetooth pairing mode. Then, tap *Continue* in the AB Remote Support app.
- Select the device(s) found in the app; then, select *Done*.
Note: Navigate to *Settings > Pair new devices*; then follow the above instructions to pair any back-up devices.
Note: The CROS device does not pair to the Remote Support app for Remote Programming.
- Once pairing is complete, you are ready for the Remote Programming session.

Pair hearing devices

Reattach the battery to the hearing device to enable Bluetooth pairing mode. We recommend using a fresh set of batteries or charged devices.



Continue

Need more help? [See device instructions.](#)

STEP 3: PARTICIPATE IN THE REMOTE PROGRAMMING SESSION

- When joining the remote session at the pre-determined appointment time, select the *Appointment* icon, then select *Continue > Join waiting room*.
NOTE: The first time you join, the AB Remote Support app will prompt you to allow access to your phone's camera and microphone. Select *OK*, when prompted; then allow access to your camera in the phone settings.
- When your hearing care professional joins, select *Join* to start the session.
- You and your hearing care professional will be able to see each other through the video. You will hear your hearing care professional through the phone speaker.
- Participate in the remote session to program and adjust your device settings, just as you would in an in-person programming session.
NOTE: When loudness measurements are conducted, you will not hear sounds in the environment. Use the AB Loudness Rating Chart to provide feedback about the loudness levels.
- Select *Done* after your hearing care professional ends the session.



Before your appointment...

- 1 Confirm your internet connection is stable. WiFi is recommended.
- 2 Use fully charged or new hearing device batteries.
- 3 Press 'Join waiting room' to receive calls.




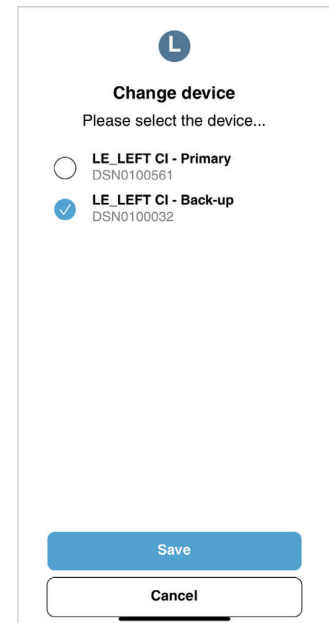
Join waiting room

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REMOTE PROGRAMMING FOR BACK-UP DEVICES

Complete the following steps after your hearing care professional indicates that it is time to program your back-up processor.

- Select  to end the video call.
- Select *Leave* appointment; then, select *Done*.
- Select the < at the top of the screen.
- Select *Devices* at the bottom of the screen.
- Remove the battery from the primary processor and place the battery on the back-up processor.
- Select the blue *Change* button beneath the processor(s).
NOTE: All devices must be paired in order to see the blue *Change* button. See Step 2 above.
- From the menu, select the back-up device.
- Select *Save*; then, rejoin the appointment by navigating to the Appointment tab and selecting *Continue*.
- Follow the steps in the AB Remote Support app to rejoin the Remote Programming session.
- The hearing care professional may proceed with programming at this time.



Considerations for a successful remote programming session

- Choose a quiet room to reduce distractions and background noise.
- Ensure that your cell phone connection is stable. Wi-Fi is recommended.
- Use a fully-charged battery for your hearing device(s).
- Charge your cell phone before the appointment.
- Turn on the *Do Not Disturb* function on your phone prior to the appointment. Accepting an incoming call or clicking on a notification will put the virtual appointment on hold.
- For Troubleshooting Tips, select *See device instructions* in the app.

Scan the QR code to watch a short video on the AB Remote Support app. If you require more information about the AB Remote Support app, please contact your hearing care professional or local AB support.



DOWNLOAD THE AB REMOTE SUPPORT APP

The AB Remote Support app is available for free for both iOS and Android devices.



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