

Remote Programming*, available in Target CI, is designed to support the care of Marvel CI recipients by providing complete programming sessions with greater convenience. For follow-up appointments, a programming session can be conducted in real time in the recipient's own environment, rather than traveling to the clinic.

This guide provides information on how to successfully conduct a follow-up programming session using Remote Programming in Target CI for all AB recipients with Marvel CI, including bimodal recipients.



REMOTE PROGRAMMING REQUIREMENTS

Remote Programming is available for follow-up programming sessions for all Marvel CI recipients, including those with Link M, M Acoustic Earhook, and CROS. To activate Remote Programming, the hearing instrument(s) must be connected to Target CI version 1.5 or later in the clinic, and the recipient must pair to their hearing instrument(s) in the AB Remote Support app.

Additional requirements include:

- Computer with an integrated webcam or microphone, or an external webcam and microphone connected to the computer.
NOTE: For better sound quality, use headphones with a microphone connection for the Remote Programming session.
- Stable internet connection (Wi-Fi, LAN or 4G) with at least 5 Mbit/s of data transfer connection for uploads and downloads.
Internet connection can be checked within Target CI.

REMOTE PROGRAMMING STEPS

OPEN TARGET CI VERSION 1.5 OR LATER

SELECT THE CLIENT FILE AND CHOOSE START REMOTE SUPPORT

- The hearing care professional (HCP) can select **Start Remote Support** to begin the Remote Programming session.
NOTE: **Start Remote Support** is available after the recipient pairs to their phone and the recipient joins the programming session in the AB Remote Support app. **Paired to phone** will display in Target CI after the recipient's hearing instruments have been paired to their phone and will remain visible for subsequent programming sessions.

eSolutions



Paired to phone

Start "Remote Support"



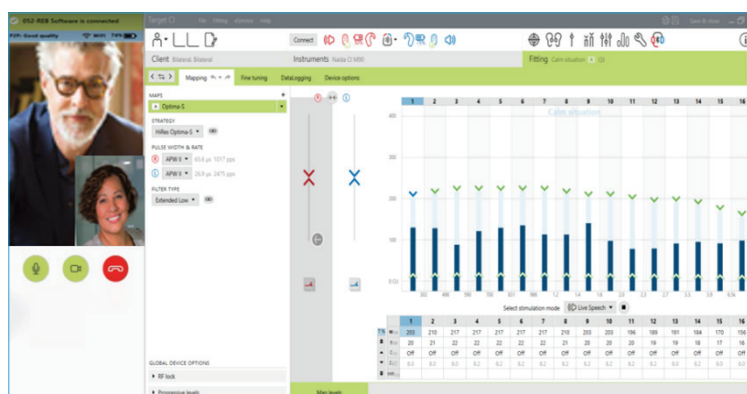
The Target CI v1.5 software and AB Remote Support application are currently undergoing evaluation by US FDA and EU Notified Body and have not been cleared for promotional activities or distribution. These training materials and information are for your education only and may not be used externally in any form for promotional or other purposes. Only materials explicitly approved for promotion may be used for promotion.

*For adults and children aged 13 years and older

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SELECT THE DESIRED VISIT HISTORY AND CHOOSE *OPEN SESSION* TO BEGIN PROGRAMMING

- The Remote Support window will appear on the left side of the Target CI screen.




- Conduct the Remote Programming. The same cochlear implant programming steps that can be performed during in-person programming sessions are available during the Remote Programming session.

SELECT *SAVE AND CLOSE* TO COMPLETE PROGRAMMING

NOTE: Target CI will not allow the hearing care professional to close the Remote Support video call before saving and closing the session.

END THE REMOTE PROGRAMMING SESSION

- Selecting  will end the video call for the hearing care professional and the recipient.
- Close the Remote Support video window to end the Remote Programming session in Target CI.

PRO TIPS

During the in-person fitting session, assist the recipient with downloading the AB Remote Support app and pairing their hearing instrument(s). Going through these simple steps prepares the recipient for future remote programming sessions.

During a Remote Programming session:

- When a recipient joins the Remote Programming session, ensure good visibility in the Remote Support video window for the hearing care provider and the recipient. Adjust camera angle or body position as needed.
- Ensure audio quality is adequate. Adjust the microphone or volume settings, if needed.
- To ensure good visibility within Target CI during Remote Programming, undock the Remote Support window (option found in menu in top left of the Remote Support window) and move to another location on the screen, if needed.
- Encourage recipients to set their phone to *Do not disturb* prior to the remote programming session.
- Encourage recipients to remain in the AB Remote Support app for the entire programming session and communicate with their HCP if they must navigate away from the app (e.g., changing phone settings) to minimize disruptions during programming and prevent ending the session prematurely.
- Notify the recipient when sound will be muted (e.g., when connecting, saving, etc.) so they do not think the wireless connection has been lost.
- Provide access to a loudness scaling chart for the recipients to utilize during the remote programming session.

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TROUBLESHOOTING

Not paired to the phone displayed in Target CI after the recipient has paired to the AB Remote Support app and initiated a Remote Programming session by selecting *Join waiting room*.

- Select *Manage client* and then select *Check status*.

eSolutions

Not paired to phone

Start "Remote Support"



Manage client

Status

4e99efc6-9d25-416a-beba-5b812840a213

Not paired to phone

Check status

Close

- Select *Close* after pairing has been recognized in Target CI.

Manage client

Status

236a8385-d063-4592-a721-e88f7a099f03

Paired to phone

Check status

Close

If sound quality is poor, try the following:

- Adjust the microphone and/or volume settings
- End the call and establish a new video connection

If video quality is poor, check that:

- There is a high quality internet connection
- Computer manufacturer updates have been installed

Recipient loses connection during the programming session.

The Remote Programming session is still open for the hearing care professional. To reconnect, the recipient needs to:

- Reopen the AB Remote Support app.
- Join the Remote Programming session.
- Resume participation in the Remote Programming session.

No Remote Support ID available is displayed under eSolutions in Target CI

Remote Programming is not available because the initial fitting in Target CI version 1.5 or later has not been saved or because the client file was imported from Target CI version 1.0 and the recipient has not been programmed in Target CI version 1.5 or later. To enable Remote Programming, the recipient needs to be programmed in-person in Target CI version 1.5 or later.

Supporting the Recipient with Connection or Pairing Issues in the AB Remote Support app

- Ensure that Bluetooth® is enabled and that all pairing requests are accepted when pairing devices within the AB Remote Support app.
- Forget Bluetooth® pairings on the phone/tablet and in the AB Remote Support app for devices no longer in use (e.g., sound processors that have been replaced).
- Ensure that the hearing instrument battery is fully engaged and adequately charged.
- Forget Bluetooth® pairing on the phone/tablet for the current instrument(s) and re-pair instrument(s) to the AB Remote Support app.
 - This will require re-pairing device with phone for Bluetooth® streaming function and potentially connection with other apps in use on phone (e.g., AB Remote app).

NOTE: If the wireless network connection status is poor, encourage recipient to see whether a better connection may be established (e.g., move to another location, turn off video camera or power down/remove possible interfering devices).

- If the recipient is using more than one set of hearing instruments with the AB Remote Mobile app, the recipient may need to switch between devices. The recipient can go to *Settings > Manage Devices* to see which hearing instrument is paired. If the incorrect hearing instrument is paired, the recipient can go to *Settings > Pair hearing devices* to connect to a different hearing instrument.

If you require more information about Remote Programming in Target CI, please contact your local AB support.

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