

Your Remote Appointment

Date:

Time:

Clinician:

With the AB Remote Support App, you can meet with your hearing care team without making the trip to their office. Your care is now in your hands. Save your gas. Save your time. Open your schedule. From wherever you see fit, you can now hear better sooner.

Once your Remote Appointment is booked, follow the steps below.

## 1. DOWNLOAD THE AB REMOTE SUPPORT APP

The AB Remote Support app works with Apple iOS 11 and Android OS 6 or higher.



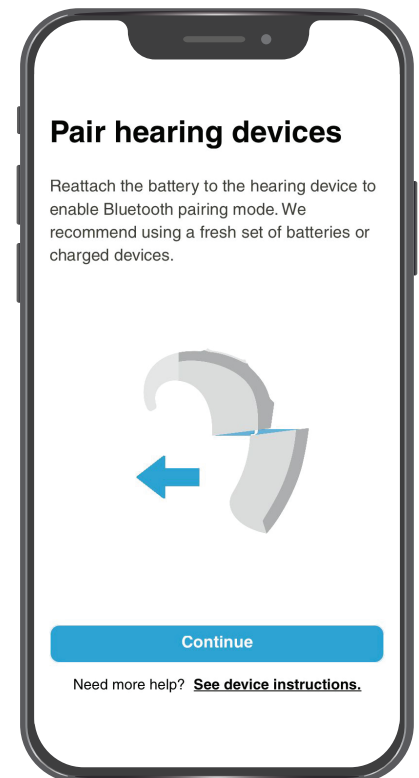
## 2. PAIR YOUR MARVEL DEVICE(S)

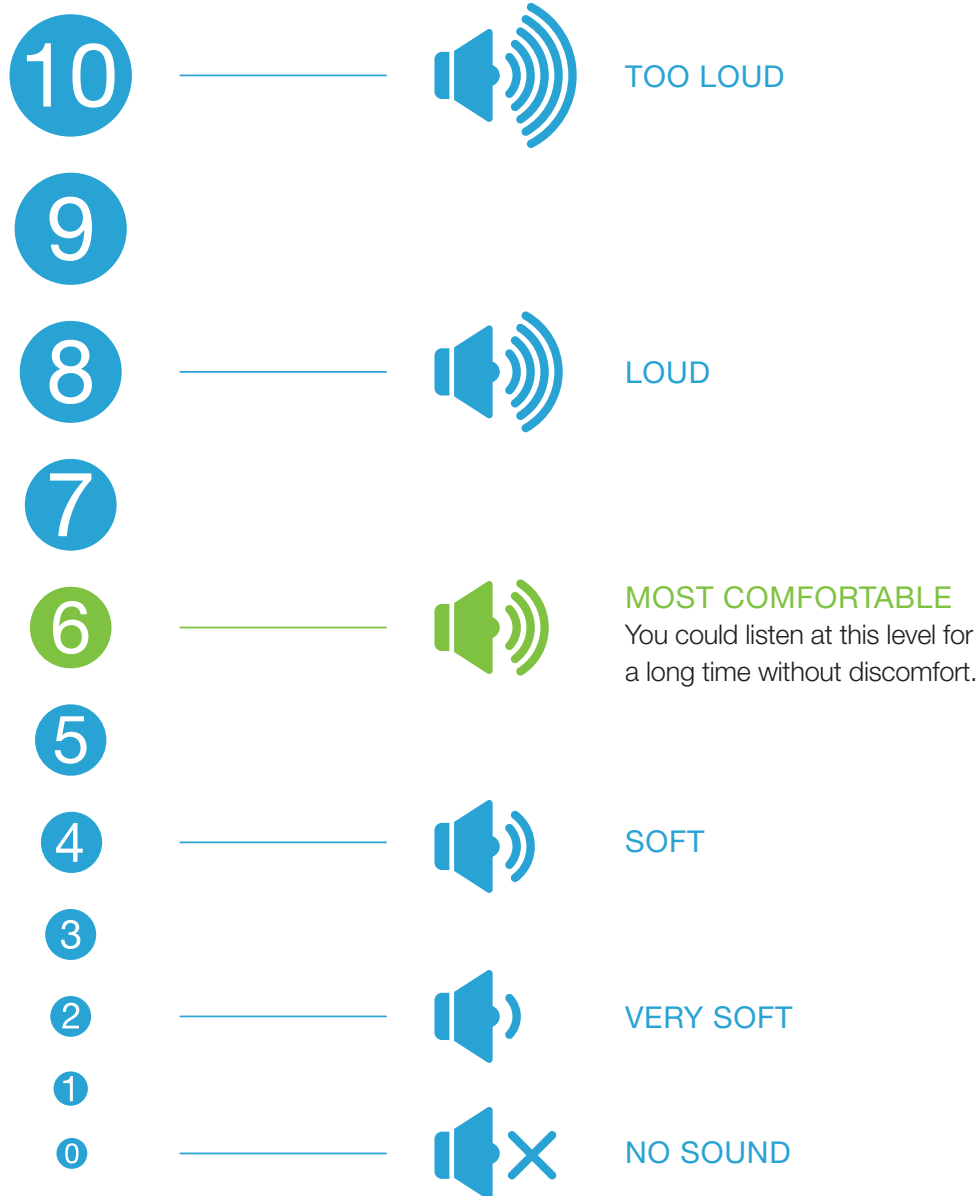
- Turn on Bluetooth® on your phone.
- Open the AB Remote Support app, and tap *Let's Get Started*.
- Remove and reattach the battery for each hearing device. Then tap *Continue* in the app.
- Select the device(s) found in the app. Then select *Done*.
  - If you have more Marvel devices, such as backups, select *Settings > Pair New Devices*. Then follow the steps given within the app.
- Note: If you have a CROS, this device will not be connected to the app.
- Once finished here, the last steps will take place on the day of your Remote Appointment.

## 3. JOIN THE REMOTE PROGRAMMING SESSION


- Select the *Appointment* icon, then select *Continue > Join waiting room*.
  - If asked, select *OK* to allow access to your camera and microphone.
- When your hearing care professional joins, select *Join* to start the session.
  - If asked during your appointment, turn this page over to use the loudness scale, or to find the steps to have your backup devices programmed.
- Once your visit is complete, select *Done*.
  - For Troubleshooting Tips, select *See device instructions* in the app.

Scan here to watch a short video on the AB Remote Support app.





## FOR BACKUP MARVEL DEVICE(S), FOLLOW THE STEPS BELOW:

- When asked, select  to end the call. Then select *Leave appointment* and *Done*.
- Select the < at the top of the screen and then *Devices* at the bottom.
- Remove the batteries from all devices and then place batteries onto your backup devices. Then select the blue *Change* button to select the backup devices.
- Select *Save* and rejoin the session by going to the *Appointment* Tab and selecting *Continue*.
- From this point, follow the instructions on the app to re-join the session.