



# Remote Support tips and tricks

To prepare for a Remote Support appointment make sure you have the following:

1. Fully charged hearing aids or fresh batteries installed on the day of your appointment.
2. Charged smartphone or tablet with the Easy Line Remote™ app installed and setup.
3. Strong WiFi or 4G cellular connection available.
4. Scheduled appointment with your Hearing Aid center staff (HACS).

## Joining a Remote Support appointment

At the time of your appointment follow these steps:

### Step 1

Open the Easy Line Remote app



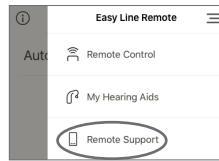
### Step 2

Tap on the Menu Button



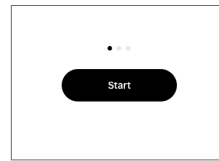
### Step 3

Tap on Remote Support



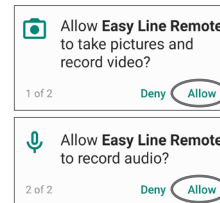
### Step 4

Tap Start



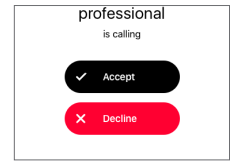
### Step 5

Allow Microphone and camera access — you only have to allow this the first time



### Step 6

When your Hearing Aid center staff (HACS) is ready you will be able to accept the call from them



## Troubleshooting

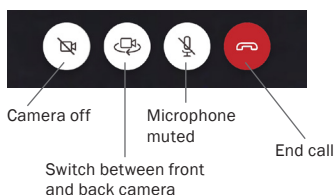
**Spinning circle with “Looking for your hearing care professional, Please stand by”** — This means your provider has not yet connected to the call. Once they connect you will see the “Accept” button. If it is past your appointment time you may need to contact the Hearing Aid center to see if they are delayed.

**Unable to hear the provider’s voice** — Make sure your phone volume is turned all the way up. You will hear the provider through your phone’s speaker, not through your hearing aids.

**The call dropped** — Close the Easy Line Remote app and relaunch. Follow the steps above to reinitiate the call and wait for your provider to reconnect.

**The provider cannot see or hear me** — Check that you have your camera and microphone turned on. There are icons on the bottom of the screen to control the camera and microphone.

Icons with “slashes” means the camera or microphone is disabled



Make sure none of the icons have a “slash” through them

