**How to receive a Beltone Remote Care Live call**

[AUDIO LOGO]

How to use Beltone Remote Care Live? Before you use Beltone Remote Care Live, you need to set up a few things. Start by opening the Beltone HearMax app.

The app will need to use your microphone and camera. Tap Yes to start approval. Tap OK to allow use of your microphone and your camera. Go to My Beltone and tap on Live Assistance. If all check marks are green, you are ready to go.

Receiving a call from your hearing care professional. Before using Beltone Remote Care Live, you will need to agree on a time with your hearing care professional. Tap Accept to receive the call just like a normal phone call.

Tap the HearMax icon or the video icon to enable video access. Be sure to wear your hearing aids as the sound will be routed directly to them during the call. Now you can see and talk to your hearing care professional.

Tap on the microphone icon if you want to mute your microphone. Tap on the camera icon to switch off your camera. You're hearing care professional can write to you in the chat. Tap the speech bubbles icon if you want to write something to him or her.

You're hearing care professional can make adjustments to your hearing aids from the clinic. Have a conversation with your hearing care professional during the call, and let them know how the adjustments sound. Your hearing aids are now updated, and you and your hearing care professional can end the call.

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