

Quick Guide Remote Care with HearCare MED-EL

About HearCare MED-EL

The HearCare MED-EL app is a mobile application that allows you to check your MED-EL devices, create backups of your audio processor, send audio processor data to, or receive audio processor updates from your hearing professional.

The HearCare MED-EL app is available for Android and iOS. You can download the app from your preferred app store (e.g., Google Play or Apple App Store).

With **Remote Care**, you can stay in contact with your hearing professional and share device information or receive audio processor updates. For information on clinics providing remote care please contact your local MED-EL representative.

Check Pending Requests from Clinics

After establishing a connection to the clinic providing remote care, the clinic can send you a Remote Care request. A Remote Care request is always related to a specific audio processor.

NOTE: Please note that such requests will expire after some time.

1. Open the [Dashboard](#).
2. Tap [Pending requests from clinics](#). The number next to the icon indicates the number of pending requests.
3. Up to the latest 5 pending requests from clinics are listed including their expiry date. Tap a request to open it.
4. Optional: Tap [See all](#) to switch to the related pending requests screen and see all pending requests in case more than 5 requests are pending.

You can always open the main menu and tap [Remote Care](#) to check pending Remote Care requests.

Accept or Decline a Clinic Request

Before Remote Care can be provided by a clinic, a connection to the clinic needs to be established.

1. Open [Clinics](#). Tap the name of the clinic in the section [Pending clinic requests](#).
2. A screen opens with detailed information about the clinic, including an expiration date for the request.
 - **Accept:** Tap [Accept](#) to start using Remote Care with this clinic. Be aware that this implies that all audio processor related data, e.g., audio processor configurations, will be shared with the clinic.
 - **Decline:** Tap [Decline](#) to refuse to connect to the clinic.

Check Configuration

The clinic can create a new audio processor configuration and send it to you. You can install it on your audio processor using the HearCare MED-EL app.

NOTE: Once started, do not stop or interrupt the installation process as this might lead to an error of the audio processor.

1. Open [Remote Care](#) and tap [Configurations](#) to check the state for every available audio processor:
 - **Up to date:** Your audio processor configuration is up to date. There is nothing to do.
 - **Install new configuration:** A new audio processor configuration created by your clinic is available.
 - **Install backup:** A backup of the previous audio processor configuration has been created and is available for installation.



Install a Configuration

1. Open [Remote Care](#). Tap [Configurations](#). The configuration state for every available audio processor is checked.
2. Make sure the preconditions are fulfilled and there is enough time for the installation process.
3. Decide, if you want to install a new audio processor configuration or if you wish to revert to the previous configuration:
 - [New configuration](#): Tap [Install new configuration](#) to install a new audio processor configuration provided by the clinic.
 - [Revert to the previous configuration](#): Tap [Install backup](#) to revert to the previous audio processor configuration. Be aware that this option is only available for a specific time after a new configuration has been installed.
4. Details about the audio processor and the configuration is displayed. Tap [Next](#).
5. Read the information about the installation process. Tap [Install](#).
6. The installation process starts and shall not be stopped nor interrupted.

To install a configuration to another audio processor, repeat the steps.

Requirements

Smartphone requirements	Supported operating systems	
• 200 MB free storage space	Android:	iOS:
• Support of Bluetooth® 4.2 or higher*	Android 8, Android 9, Android 10, Android 11, Android 12, Android 13, Android 14	iOS 13, iOS 14, iOS 15, iOS 16, iOS 17
• Internet connection		

Compatible audio processors	Compatible implants
• RONDO 3	• SYNCHRONY series
• SONNET 2	• CONCERTO series
• SONNET 2 EAS	• SONATA series
• SONNET 3	• PULSAR
• SONNET 3 EAS	



For more information on the app, please refer to the HearCare MED-EL app user manual, which can be found in the HearCare MED-EL app main menu under

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