


Audiology On Demand in Inspire 2010.2

Audiology On Demand provides immediate, real-time assistance from Audiology-Tech Support during a patient fitting. The feature is part of the Inspire® 2010.2 software and gives you access to a MicroTech audiologist who can remotely operate the fitting computer, as well as offer suggestions and guidance.

Step-By-Step Process

- 1) Ensure the Inspire 2010.2 fitting computer is connected to the Internet.
- 2) Connect the hearing aids to the programming hardware and open the patient's session in the software.

3) Select the Audiology On Demand icon  to begin the programming session.

Audiology On Demand is accessible from any screen within Inspire via the Audiology On Demand icon located in the  upper right of the Inspire toolbar.

4) Select an Audiology-Tech Support representative, from the drop-down menu. Follow the on screen prompt to phone the representative.

5) Download the necessary software to run the program. This step may not be required if the software is already installed.



Representative drop down menu

6) Make sure that all sensitive documents are closed prior to allowing the screen sharing. You are granting full control of your computer. At any point in time, you have the ability to end the session.



Screen sharing message

7) Describe the question or patient report to the Audiology-Tech Support Representative. They can either guide you through the adjustments or control the software and make the programming changes directly to the hearing aids.