

T² On Demand in Inspire 2010.2

T² On Demand allows the professional to use a DTMF (dual tone multi-frequency) phone to make remote programming adjustments to a patient's hearing aid. This cutting edge technology provides great convenience in an entirely new way of delivering patient care. The professional uses a customized unlock code and then uses the touch-tones from a phone to make common, standard adjustments over the phone. T² On Demand is accessible on all Axio ST products, and on existing Axio and Vector products by doing a Performance Update via the Inspire® 2010.2 software.

Step-By-Step Process

- 1) Enable T² On Demand in Inspire via the Fitting screen or Memories screen while the aid is in the professional's office. *(Note: this feature is disabled by default at the factory, except for HearLens and switchless 4-memory devices.)*
- 2) Schedule the T² On Demand remote programming session with the patient. The patient or the professional can initiate the actual phone call.



T² Remote Adjustments Screen

- 3) Determine the issue that the patient is having and the troubleshooting steps to resolve the problem. It's important to determine the ear involved, the memory, and the severity of the issue.

NOTE: Confirm that the patient is in a relatively quiet environment (+15 S/N) and holding the telephone in close proximity to the hearing aid. The professional's phone needs to be capable of emitting DTMF (dual tone multi-frequency) signals. The patient's phone does not require this capability.

4) Enter the unlock code for the hearing aid using the touch tones on the phone and begin T² On Demand remote programming. The default unlocking code is #99, but can be changed through Inspire 2010.2 for each hearing aid. The customized codes must range between #50 and #98.



T² Unlocking Code Screen

a) The patient should hear 3 keypad sounds followed by the T² Wake indicator. If the tones are not heard, instruct the patient to move the phone closer to the hearing aid microphone.

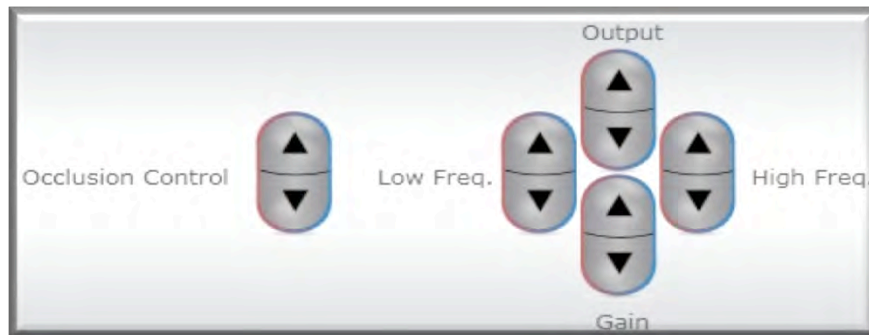
5) Select the appropriate memory by pressing #06 on the phone. Repeat until the patient reports that they have heard the correct indicator. For example, if adjustments to Memory 3 are desired, enter #06 until the patient reports that they hear 3 beeps, or the voice indicator 'three'.

6) Enter the appropriate programming adjustment code into the phone. These codes are shown in the adjustment reference chart. The adjustment options are the same as the Quick Fit screen within the Inspire 2010.2 software. Each change is approximately 2 dB. After each change, the patient should verbally report that they have heard the indicator and the impact of the change on the hearing aid. Based on the patient response:

- a. Repeat the programming change by entering #00 on the phone
 - b. Undo all programming changes by entering #02 on the phone or undo one programming change by entering the programming code that causes the opposite action.
 - c. Store the changes in the hearing aid permanently by entering #01 on the telephone.
- Changes should be stored in the aid before moving to a different memory.

7) Enter #09 on the phone to end the programming session.

NOTE: For more information on the patient adjustment process, see the T² references in the Inspire Help file.



Quick Fit Screen

Adjustment*	Code
Occlusion-Decrease	#13
Occlusion-Increase	#16
Low Cut-Decrease	#11
Low Cut-Increase	#14
High Cut-Decrease	#12
High Cut-Increase	#15
Gain-Decrease	#18
Gain-Increase	#10
Output-Decrease	#21
Output-Increase	#24

Reference Chart

All changes made through T² On Demand are tracked in the hearing aid and can be retrieved through Data Log.