

# Mobile DISHAF: Technical Operation and Maintenance Manual

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## Objective

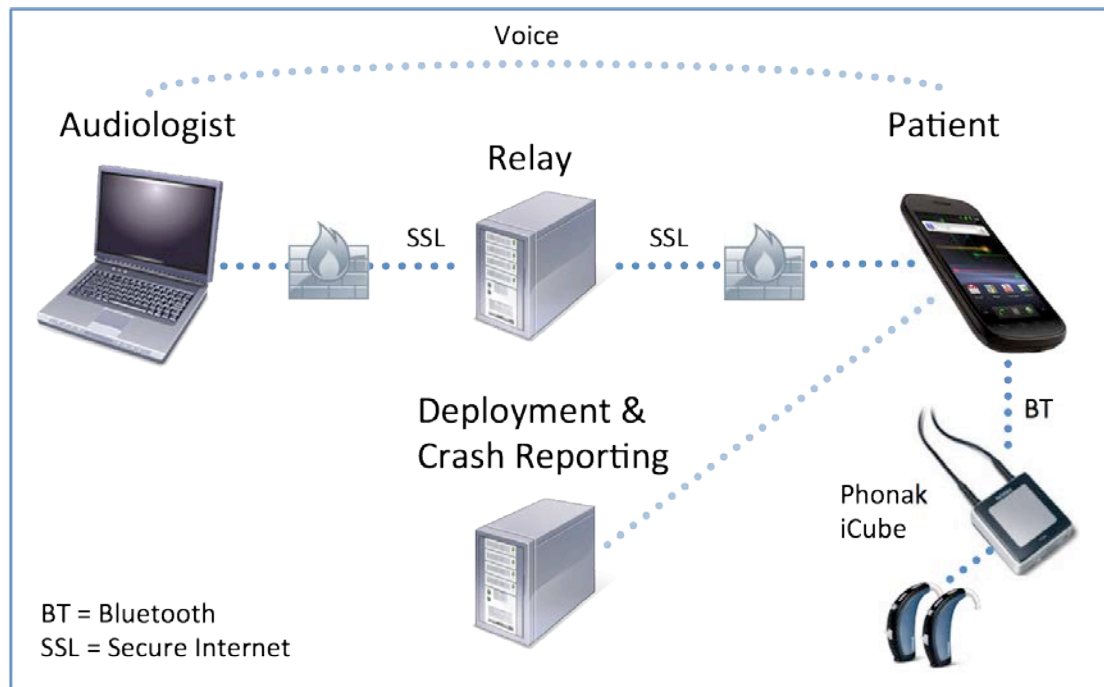
This document describes the Mobile DISHAF prototype and how to use it.

**Note:** Mobile DISHAF is a prototype, not a finished product. Operation can differ from procedures associated with finished products, e.g. for app deployment.

## Overview

### Reference Model

*Mobile DISHAF* allows hearing instrument adjustments and associated follow-up care to be made remotely, over the Internet.



The system includes a computer running the Phonak *Target* fitting software on the audiologist side, and a smartphone running the *Distance Support* client app, the Phonak *iCube* fitting device and Phonak hearing instruments on the patient side.

A *relay* enables a secure Internet connection between the audiologist computer and the patient smartphone, which might be located in local networks protected by a firewall, NAT or mobile network router and thus not directly accessible.

A *deployment and crash reporting* service enables installation and updates of the Distance Support smartphone app. And, if the user agrees, crash reporting.

## Audiologist

### Mobile DISHAF App Setup

The following steps have to be done once the beginning, to set up Distance Support on an Android smartphone or tablet. They can be done by the audiologist, an experienced smartphone user, family member, or the patient themselves. The installation procedure will remain as follows until the Mobile DISHAF app is available on Google Play Store.


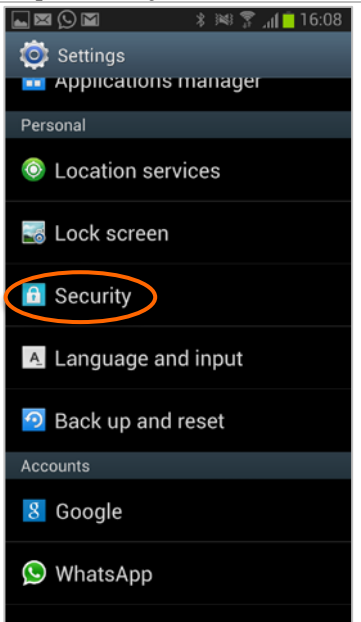
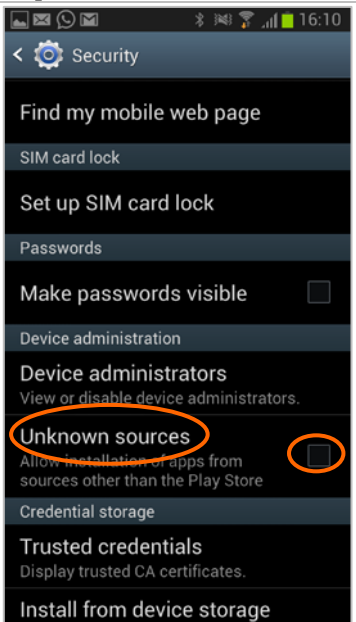
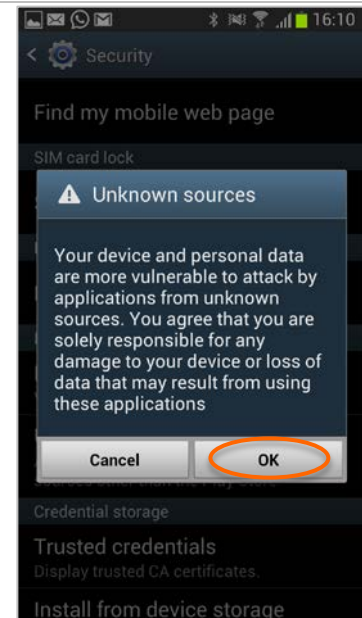
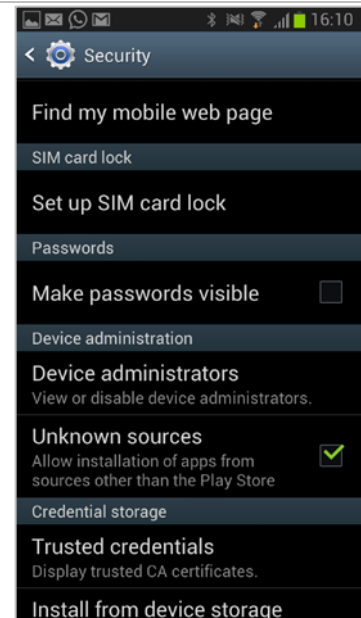
**Note:** The client app runs on a range of Android devices. Screenshots were taken on a Samsung Galaxy SIII smartphone. Details might differ among device models.

### Prerequisites

- Standard Android user knowledge, e.g. how to go back using the back key
- An Android smartphone or tablet with Bluetooth and API level 16 or higher ([http://en.wikipedia.org/wiki/Android\\_version\\_history](http://en.wikipedia.org/wiki/Android_version_history))
- Phonak iCube fitting device

## Allowing "Unknown Sources"

**Note:** This step must be done first, as the prototype is not published in the Play Store.

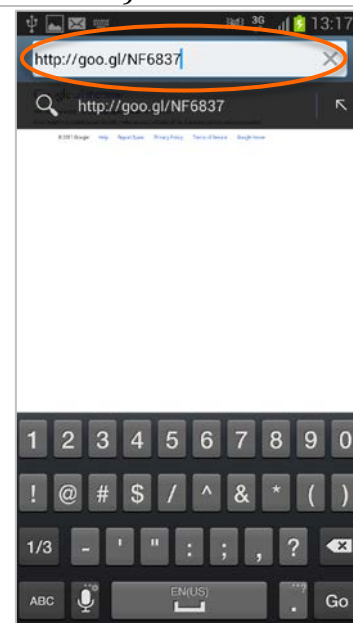
Go to Home > Settings	Tap Security	Tap Unknown sources
		
Tap OK	Result: Unknown sources allowed	
		

## Installing the Distance Support App

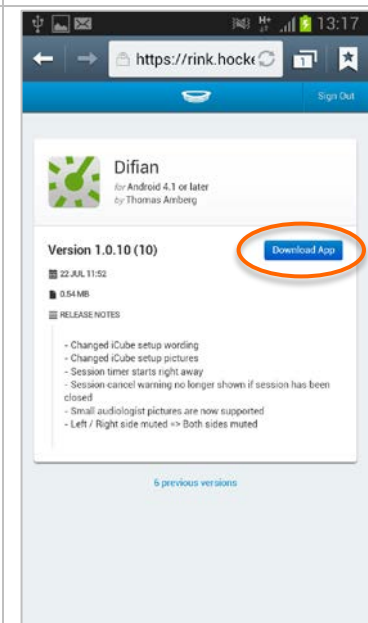
Tap the *Internet* icon to open the Web browser



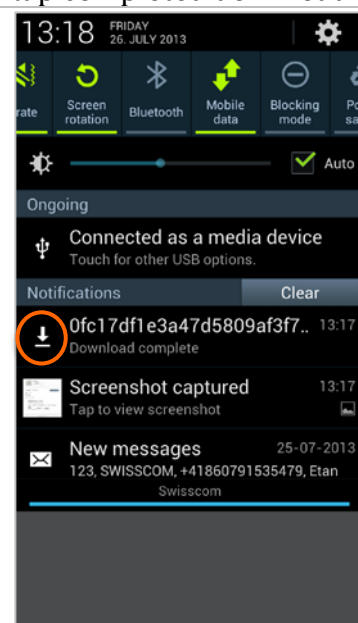
Tap the address bar, type **goo.gl/NF6837** (case sensitive)



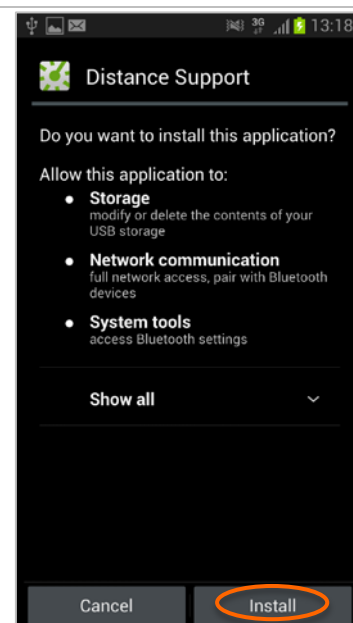
Tap *Download App*



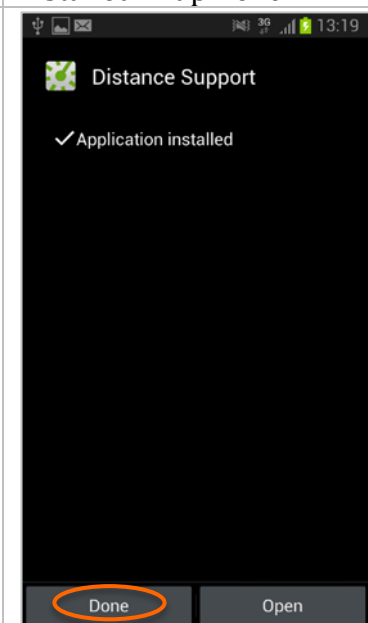
Pull down notifications, tap completed download





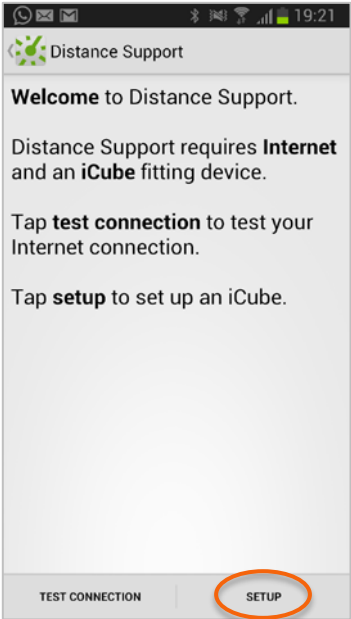
Tap *Install*



Result: Distance Support installed. Tap *Done*.



## Starting Distance Support

Go to <i>Home &gt; Apps</i>	Tap <i>Distance Support</i> app icon (swipe for more)	Result: Distance Support (before setup of iCube)
		

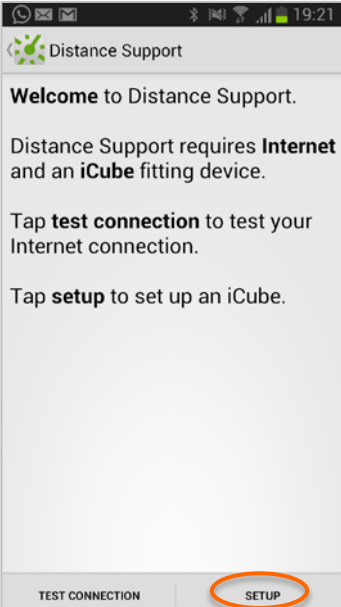


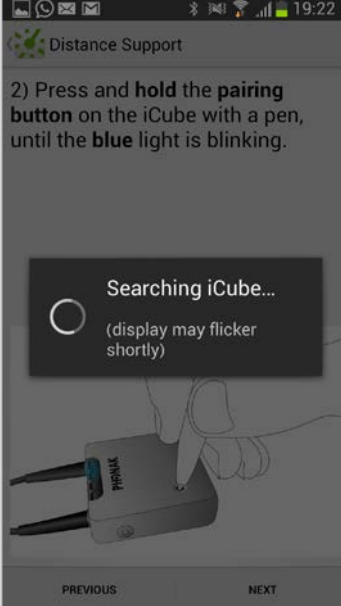
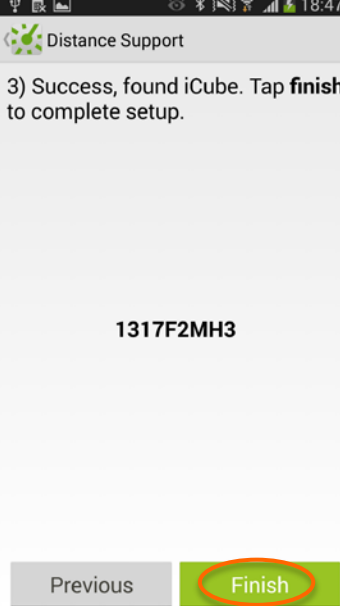

## Charging the iCube

Before pairing the iCube with the smartphone or tablet for Mobile DISHAF, please make sure the device is FULLY charged.



- During the charging process, the battery indicator is lit solid. Once the battery is fully charged, the battery indicator will start flashing slowly. Normally, charging an empty battery takes about 90 minutes. It is safe to leave the charger connected overnight — the battery cannot be overcharged.
- When charging the iCube for the first time, leave it to charge for at least three hours (even if the battery indicator starts flashing earlier)

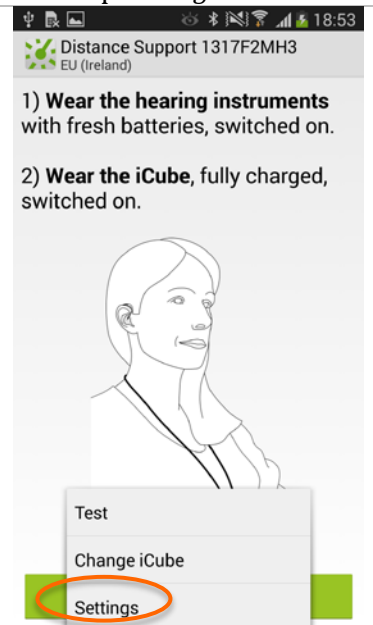
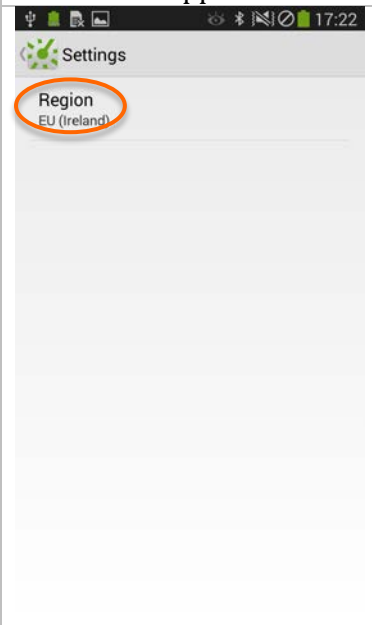
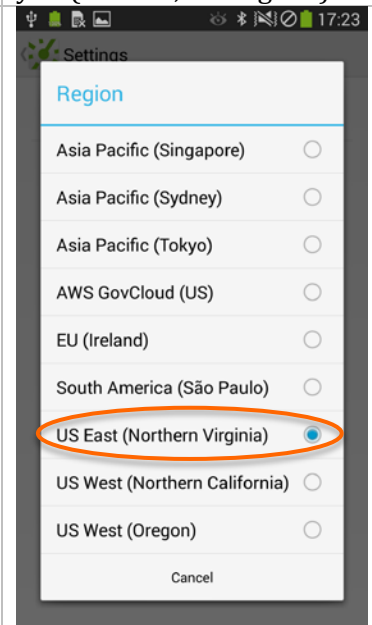
## Setting up an iCube fitting device

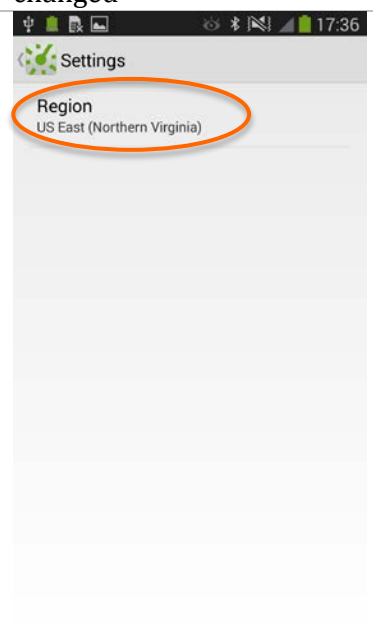
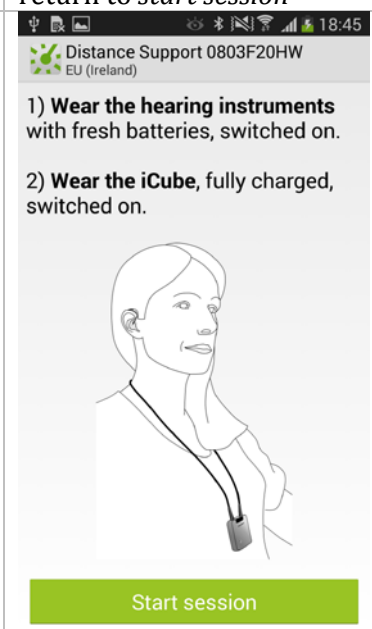
<p><b>Tap Setup</b></p>  <p>Distance Support</p> <p><b>Welcome</b> to Distance Support.</p> <p>Distance Support requires <b>Internet</b> and an <b>iCube</b> fitting device.</p> <p>Tap <b>test connection</b> to test your Internet connection.</p> <p>Tap <b>setup</b> to set up an iCube.</p> <p>TEST CONNECTION    <b>SETUP</b></p>	<p><b>Follow instructions, then tap Next</b></p>  <p>Distance Support</p> <p>1) Press and <b>hold</b> the iCube <b>power</b> button for 2 seconds, until the <b>orange</b> light is blinking.</p> <p>Previous    <b>Next</b></p>	<p><b>Follow instructions, then tap Next</b></p>  <p>Distance Support</p> <p>2) Press and <b>hold</b> the <b>pairing</b> button on the iCube with a pen, until the <b>blue</b> light is blinking.</p> <p>Previous    <b>Next</b></p>
<p><b>Wait for end of search...</b></p>  <p>Distance Support</p> <p>2) Press and <b>hold</b> the <b>pairing</b> button on the iCube with a pen, until the <b>blue</b> light is blinking.</p> <p><b>Searching iCube...</b> (display may flicker shortly)</p> <p>PREVIOUS    <b>NEXT</b></p>	<p><b>Tap Finish</b></p>  <p>Distance Support</p> <p>3) Success, found iCube. Tap <b>finish</b> to complete setup.</p> <p><b>1317F2MH3</b></p> <p>Previous    <b>Finish</b></p>	<p><b>Result: iCube is set up</b></p>  <p>Distance Support 0803F20HW EU (Ireland)</p> <p>1) <b>Wear the hearing instruments</b> with fresh batteries, switched on.</p> <p>2) <b>Wear the iCube</b>, fully charged, switched on.</p> <p><b>Start session</b></p>

**Note:** To change the iCube later on, tap *Change iCube* in the main screen menu.

## Selecting the Relay Server Region

**Note:** The audiologist must select the same relay server in Target as the client has selected in the Distance Support app. The region selected will become the default region for future appointments. Before the client takes the smartphone home, the audiologist should make sure the correct region has been selected.

<p>To access tap menu key, then tap <i>Settings</i></p> 	<p>Tap <i>region</i> and list of choices will appear</p> 	<p>Select the region closest to you (US East, N. Virginia)</p> 
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<p>The relay server has changed</p> 	<p>Use the back key (⏮) to return to <i>start session</i></p> 
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## Client

### SmartPhone Mobile DISHAF

Model: Samsung Galaxy S3

#### Mobile DISHAF Session Requirements

- Patient or a 3<sup>rd</sup> party assisting must have standard Android user knowledge, e.g. how to go back using the back key
- Fully charged Android phone
- All steps described in the chapter *Client App Setup* should be completed by the audiologist (prior to apt)
- A stable WiFi connection (3G/4G can be used, but sacrifices stability)
- Fully charged Phonak iCube fitting device
- Phonak wireless hearing instruments
- NEW batteries at the beginning of Mobile DISHAF section
- iCube turned on; verify orange light is blinking and lights are not covered by sliding black panel.

#### Client Location

The following guidelines are recommended to obtain the most optimal environment for Mobile DISHAF use.

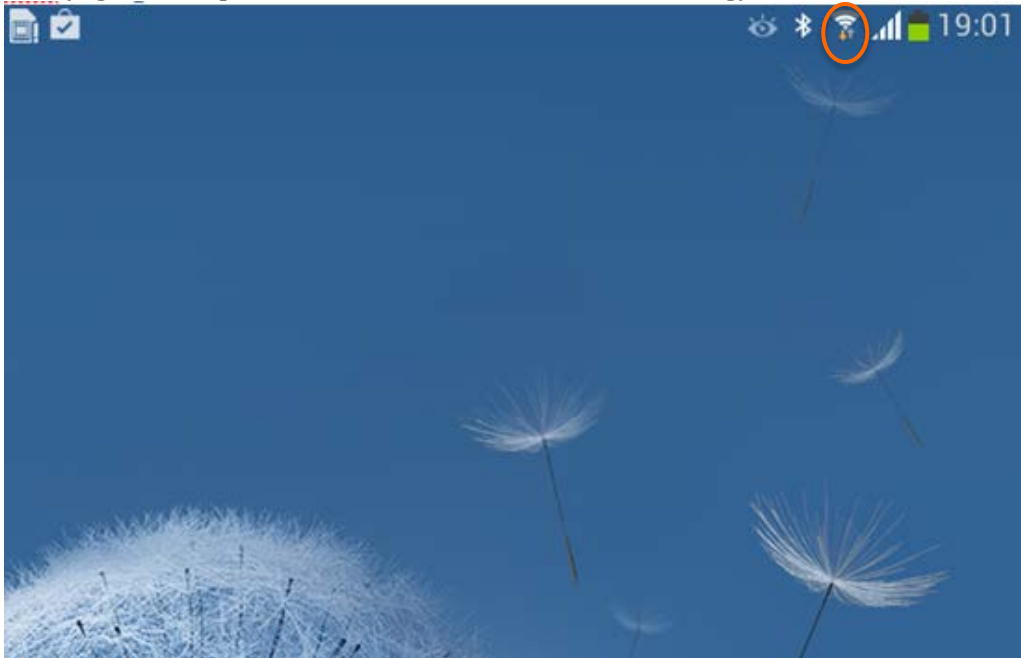
- Locate yourself close to the WiFi router or where you have a strong signal
- Sit down and make yourself comfortable
- Do not walk around during the Mobile DISHAF session
- Never use Mobile DISHAF inside a moving vehicle

#### Phone Basics



### WiFi Strength

- In the top right of the smartphone screen you will see bars that indicate the strength of your Wi-Fi signal. The more bars, the stronger the signal. (e.g.- in the picture below, 3 of 4 bars are showing)



### Turning on the phone

1. Press and hold the power button for at least 3 seconds until the screen lights up



2. Using your finger, Swipe the screen in any direction



3. The phone is ready for use

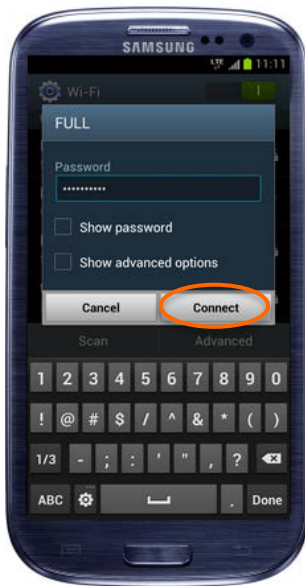


## Connecting the phone to Wi-Fi

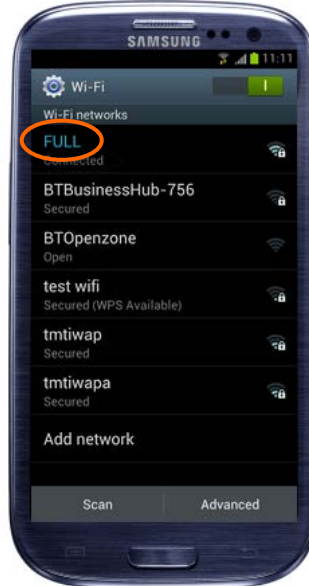
1. Touch <i>apps</i>	2. Touch <i>settings</i>	3. Touch <i>off</i> to turn Wi-Fi on
		

4. Touch <i>Wi-Fi</i>	5. Select the Wi-Fi network you want to use	6. Enter the network password
		

7. Touch *Connect*

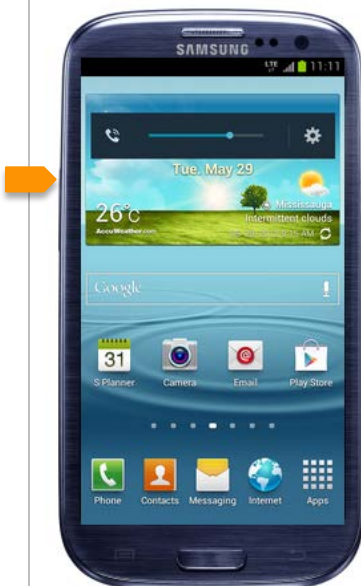


8. Now you're connected



Turning up/down volume

To turn the volume up, press the *volume up* button, located on the left side of the phone



To turn the volume down, press the *volume down* button, located on the left side of the phone



### Charging the iCube

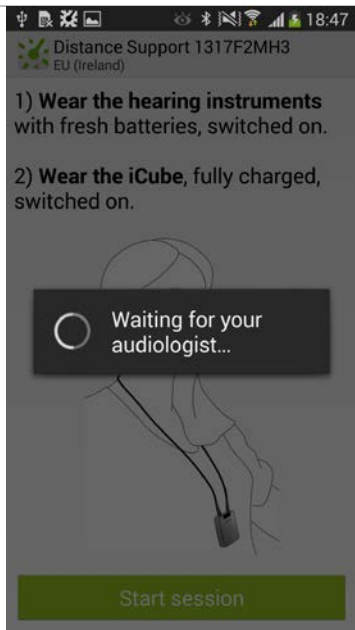
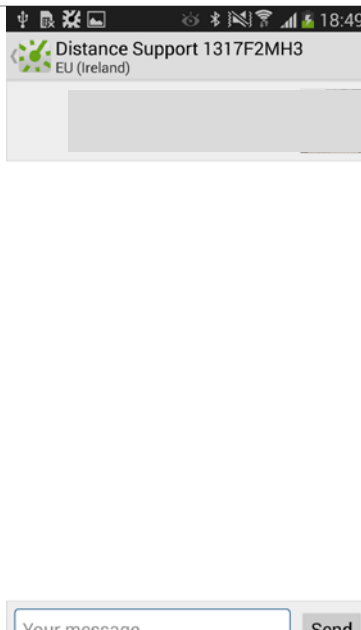
Before beginning your Mobile DISHAF session, please make sure the iCube is FULLY charged.



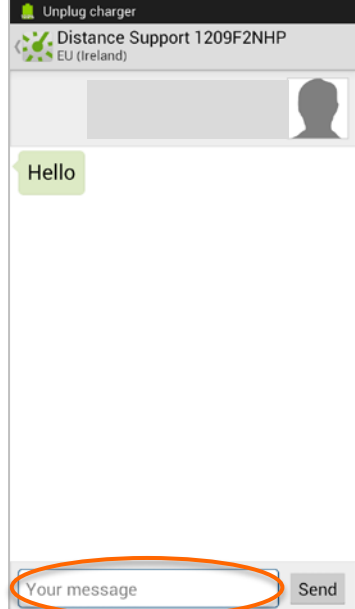
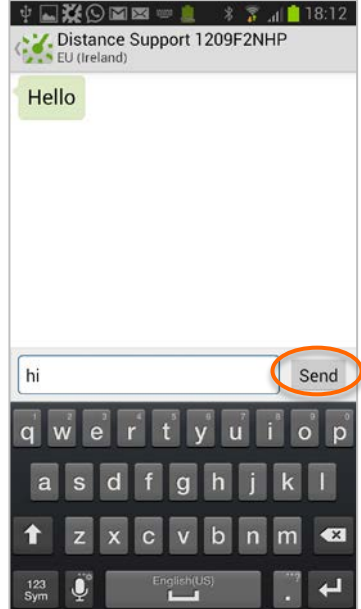
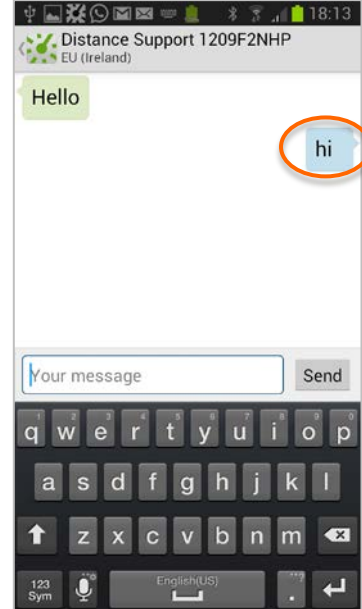
- During the charging process, the battery indicator is lit solid. Once the battery is fully charged, the battery indicator will start flashing slowly. Normally, charging an empty battery takes about 90 minutes. It is safe to leave the charger connected overnight — the battery cannot be overcharged.
- When charging the iCube for the first time, leave it to charge for at least three hours (even if the battery indicator starts flashing earlier)

### Starting Distance Support

1. Tap <i>Distance Support</i> app icon to open	2. Tap <i>Start session</i>	3. Wait on the iCube to connect

<p>4. Wait for your audiologist</p>	<p>5. Now your session has started</p>
	

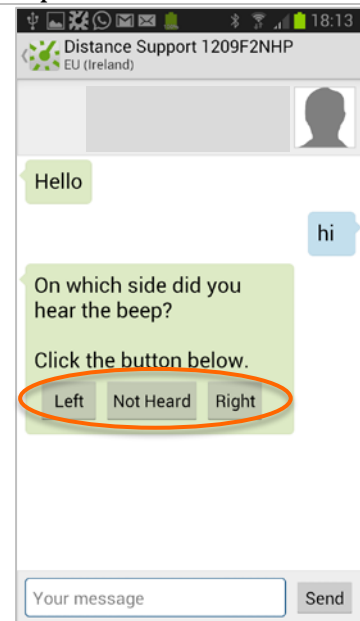
### Sending a message

<p>1. Tap the message text box to bring up the keyboard</p>	<p>2. a text message, then tap <i>Send</i></p>	<p>3. Result: message has been sent to audiologist</p>
		

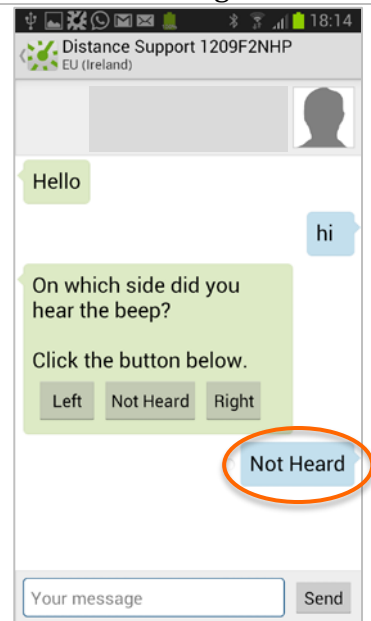
**Note:** Use the smartphone back key below the screen to hide the keyboard again.

## Replying to a smart message (smart messages are sent by the audiologist)

Tap a reply option, e.g. tap on *Not Heard*



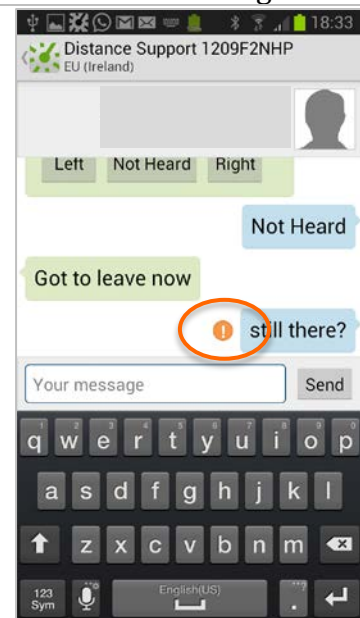
Result: reply has been sent to audiologist



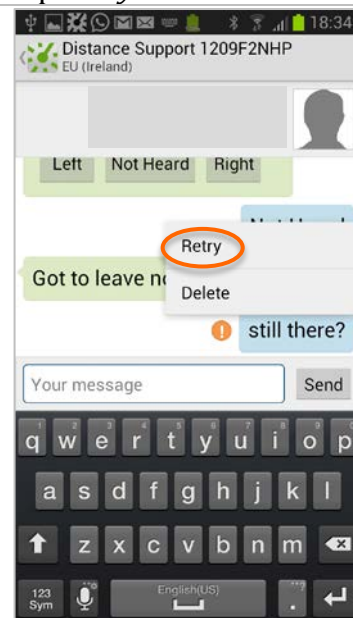
## Re-sending a message

**Note:** If the audiologist already terminated the session, resending does not work.

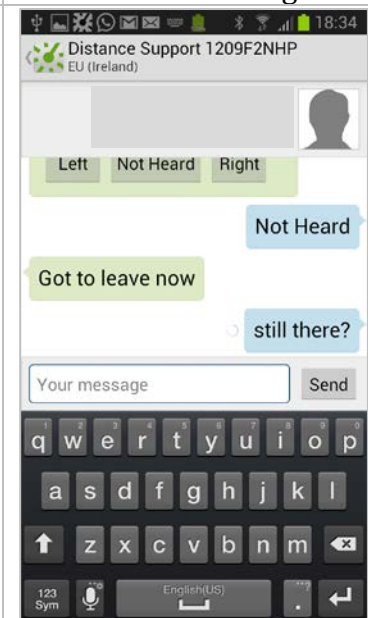
Error: message could not be sent to audiologist



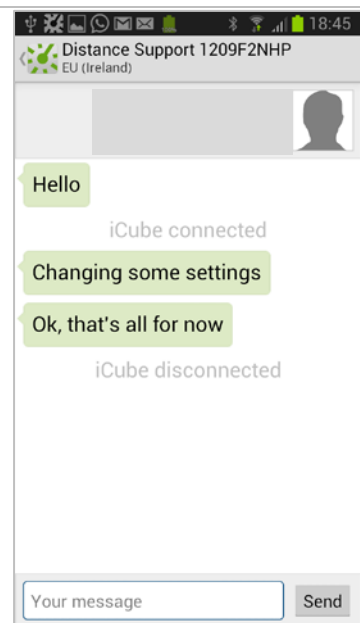
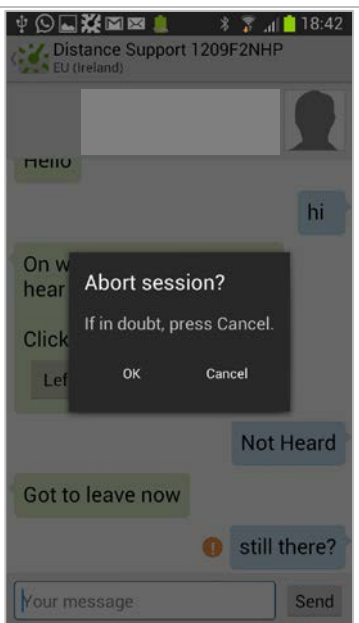

Tap the error icon, then tap *Retry*



The message has been sent if error icon is gone

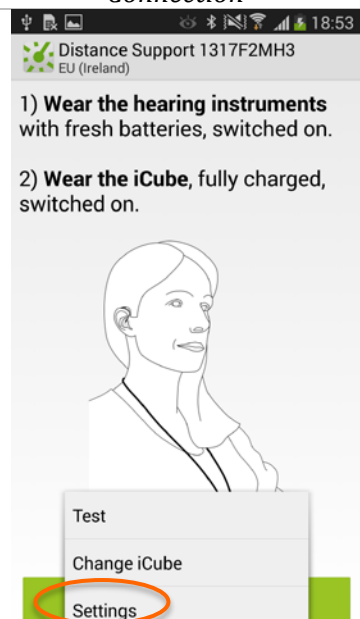
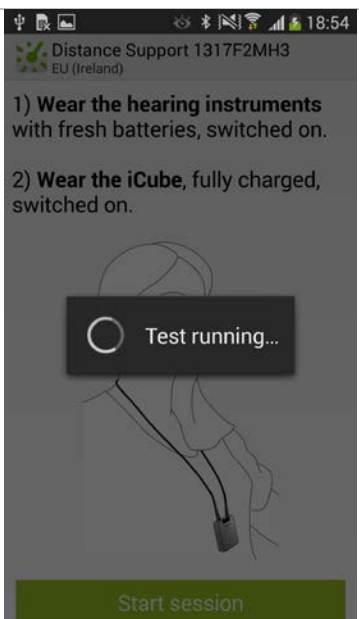
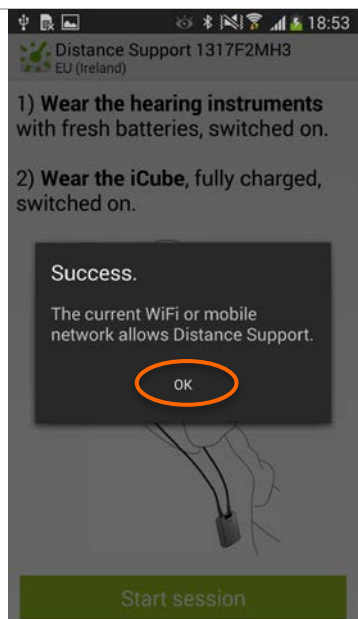


## Ending or aborting a session

1. Use the back key below the screen of your device	2. Tap <i>ok</i> to abort session or cancel if you do not want to end the session	3. Session is terminated
		


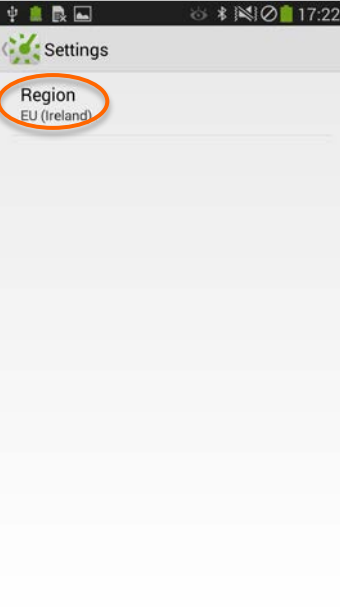
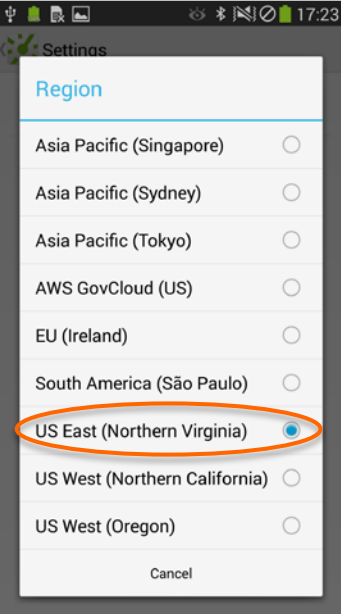
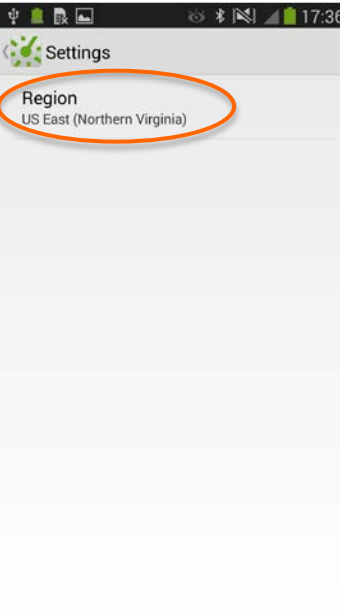


## Testing the Internet Connection (optional to test if your network will run Distance Support)

**Note:** The test helps decide if the current Wi-Fi or mobile network allows using Distance Support. The result is valid for the current network, right now. Results can depend on time of day or location. If the test fails, try it on another network.

1. To access tap menu key, then <i>Test Connection</i>	2. Wait for the test to run...	3. Success, tap <i>OK</i>
		

## Choosing a Different Relay Server Region

**Note:** The audiologist selected a server region. Only adjust this if your audiologist has asked you to do so during the Mobile DISHAF appointment.

<p>1. To access tap menu key, then tap <i>Settings</i></p> 	<p>2. Tap <i>region</i> and list of choices will appear</p> 	<p>3. Select the region closest to you (US East, N.Virginia)</p> 
<p>4. The relay server has changed</p> 	<p>5. Use the back key  to return to <i>start session</i></p> 	

### Turning off the phone

Press and hold the power button



Touch Power off



Touch ok and the phone will shut down





## Tablet Mobile DISHAF

Model: Samsung Galaxy Note 8.0

### Mobile DISHAF Session Requirements

- Patient or a 3<sup>rd</sup> party assisting must have standard Android user knowledge, e.g. how to go back using the back key
- Fully charged Android phone
- All steps described in the chapter *Client App Setup* should be completed by the audiologist (prior to apt)
- A stable WiFi connection (3G/4G can be used, but sacrifices stability)
- Fully charged Phonak iCube fitting device
- Phonak wireless hearing instruments
- NEW batteries at the beginning of Mobile DISHAF section
- iCube turned on; verify orange light is blinking and lights are not covered by sliding black panel.

### Client Location

The following guidelines are recommended to obtain the most optimal environment for Mobile DISHAF use.

- Locate yourself close to the WiFi router or where you have a strong signal
- Sit down and make yourself comfortable
- Do not walk around during the Mobile DISHAF session
- Never use Mobile DISHAF inside a moving vehicle

## Tablet Basics



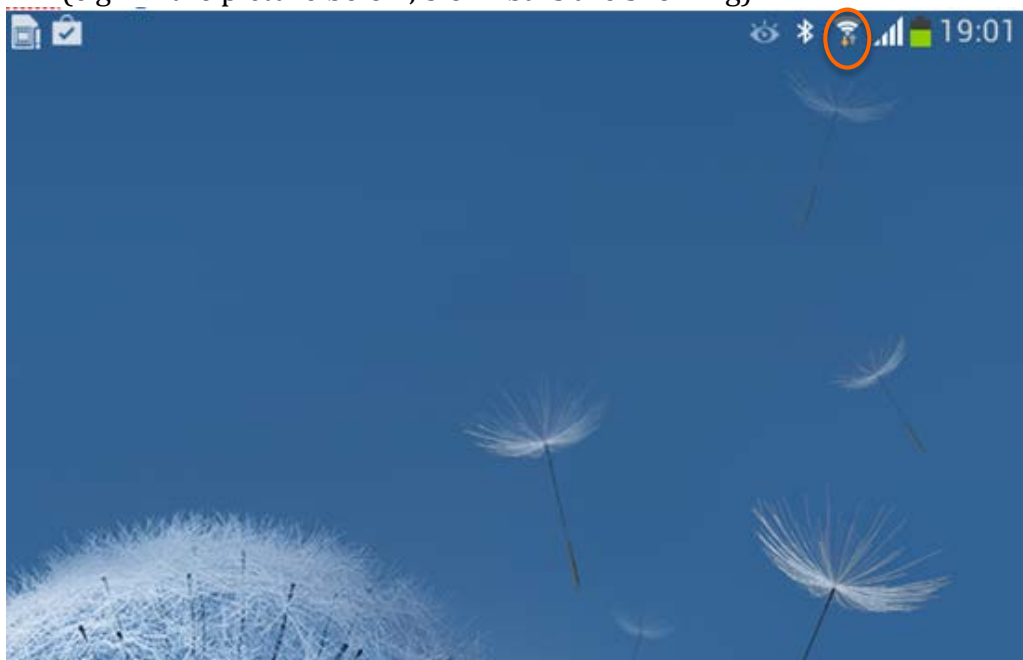
Power

Volume

Menu Home Back

## WiFi Strength



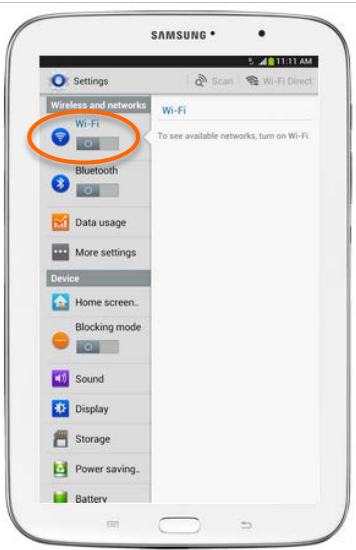
- In the top right of the tablet screen you will see bars that indicate the strength of your Wi-Fi signal. The more bars, the stronger the signal. (e.g.- in the picture below, 3 of 4 bars are showing)



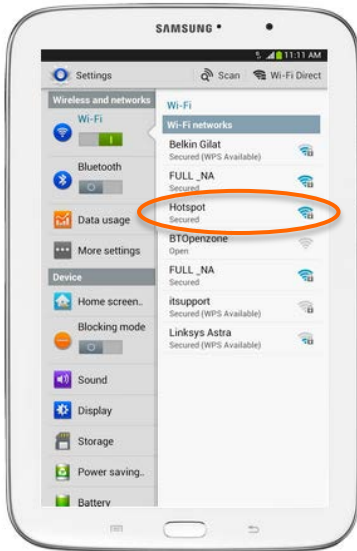
### Turning on the Tablet

1. Press and hold the power button for 3 seconds until the screen lights up	2. Using your finger, swipe the screen in any direction	3. The tablet is ready for use
		

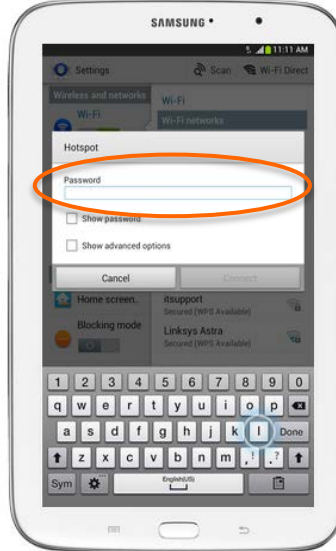
### Connecting the tablet to Wi-Fi

1. Touch <i>apps</i>	2. Touch <i>settings</i>	3. If Wi-Fi is <i>off</i> , move the slider
		

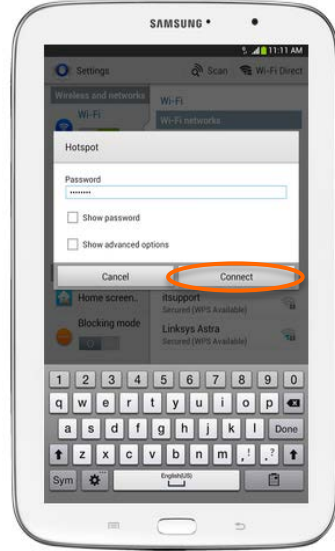
4. Touch the Wi-Fi network you want to use



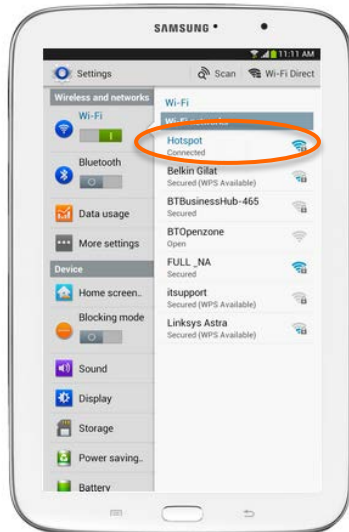
5. Enter the password



6. Press *connect*



7. Now you're connected



### Turning up/down volume

To turn the volume up, press the *volume up* button, located on the left side of the tablet

To turn the volume down, press the *volume down* button, located on the left side of the tablet



### Charging the iCube

Before beginning your Mobile DISHAF session, please make sure the iCube is FULLY charged.



- During the charging process, the battery indicator is lit solid. Once the battery is fully charged, the battery indicator will start flashing slowly. Normally, charging an empty battery takes about 90 minutes. It is safe to leave the charger connected overnight — the battery cannot be overcharged.
- When charging the iCube for the first time, leave it to charge for at least three hours (even if the battery indicator starts flashing earlier)

## Starting Distance Support

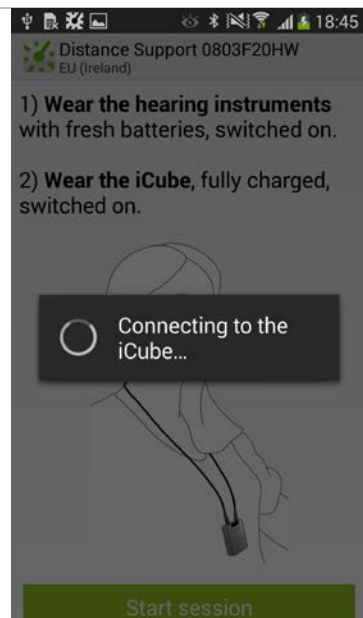
1. Tap *Distance Support* app icon to open



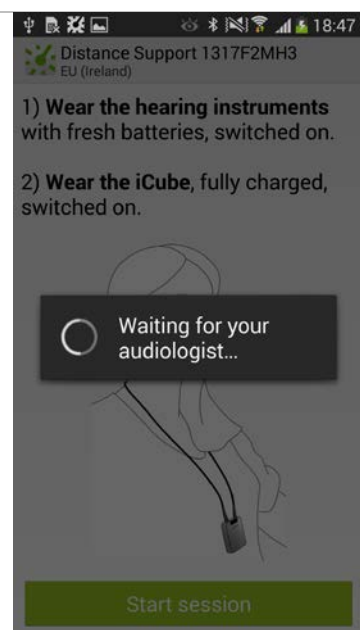
2. Tap *Start session*



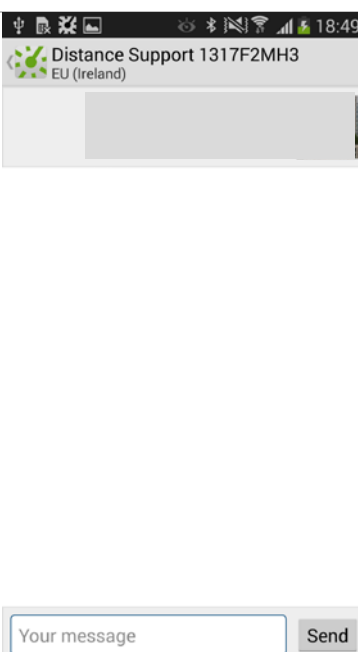
3. Wait on the iCube to connect



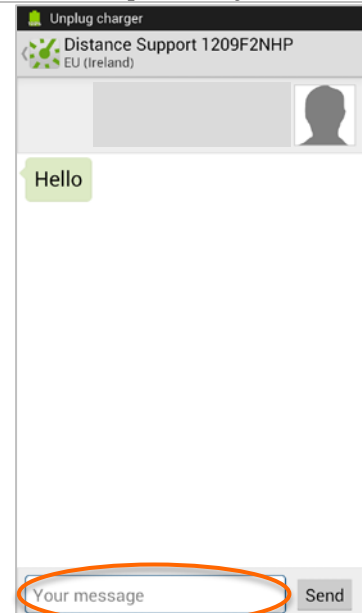

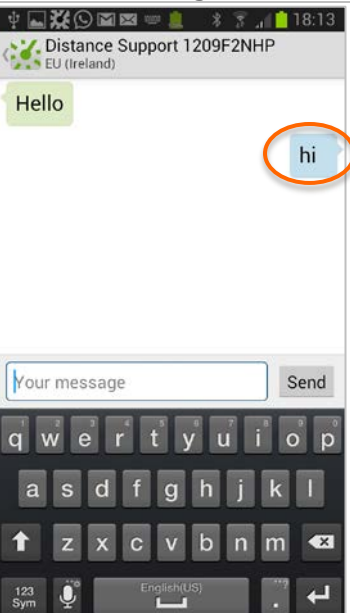
4. Wait for your audiologist



5. Now your session has started

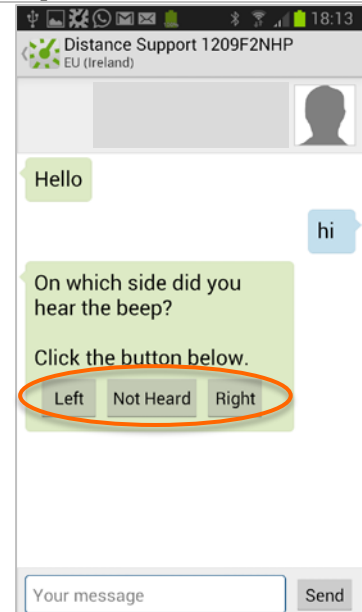
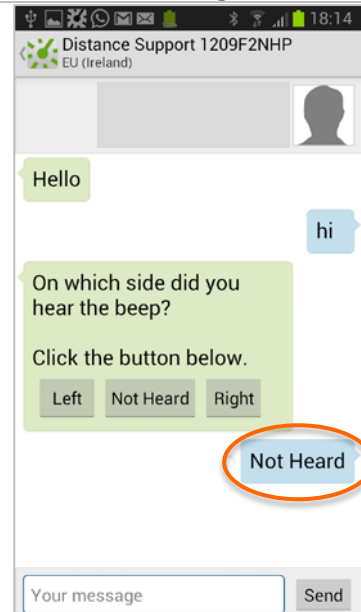


## Sending a message

1. Tap the message text box to bring up the keyboard	2. Type a text message, then tap <i>Send</i>	3. Result: message has been sent to audiologist
		

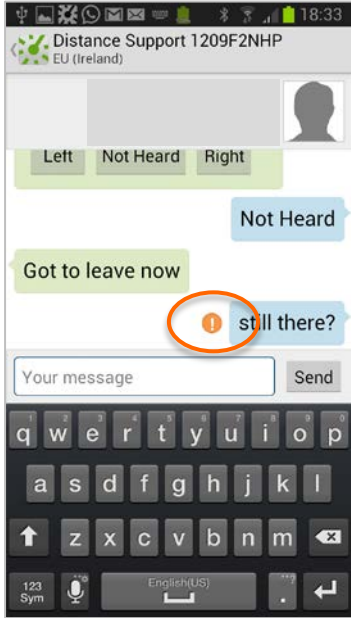
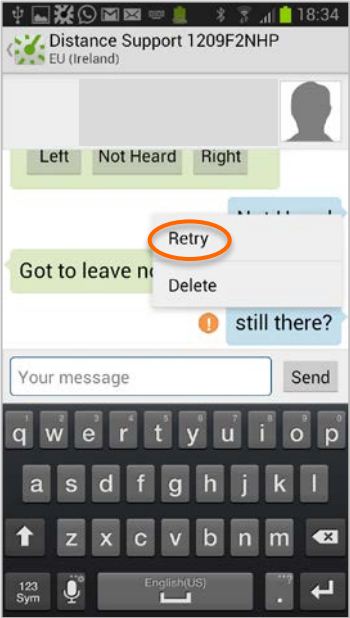
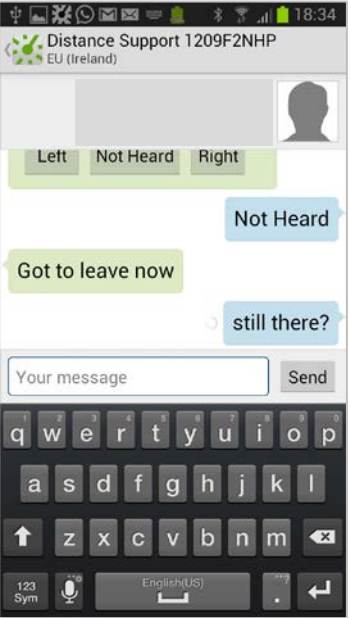
**Note:** Use the smartphone back key below the screen to hide the keyboard again.

## Replying to a smart message (smart messages are sent by the audiologist)

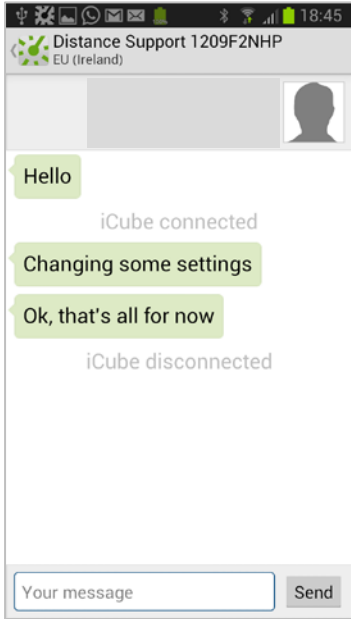
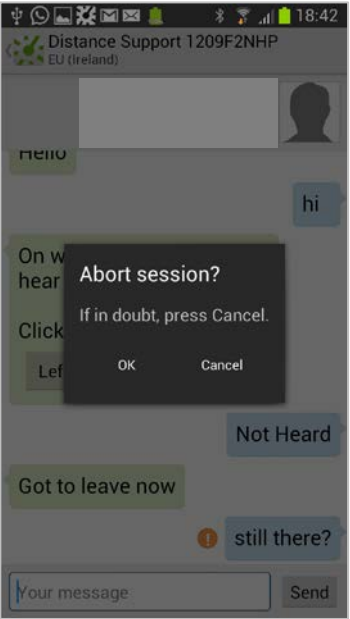

Tap a reply option, e.g. tap on <i>Not Heard</i>	Result: reply has been sent to audiologist
	

## Re-sending a message

**Note:** If the audiologist already terminated the session, resending does not work.

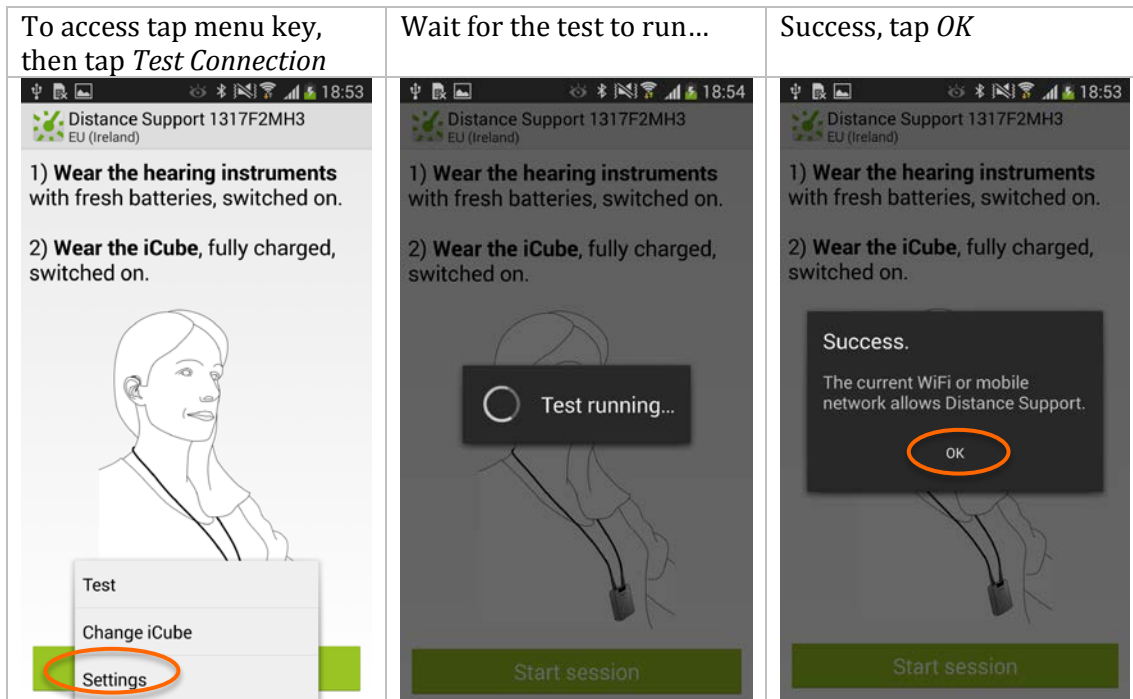
Error: message could not be sent to audiologist	Tap the error icon, then tap <i>Retry</i>	The message has been sent if error icon is gone
 <p>The screenshot shows a messaging interface with a contact named 'Distance Support 1209F2NHP EU (Ireland)'. The contact's status is 'Left Not Heard Right'. The message history includes 'Got to leave now' and 'still there?'. An orange circle highlights an error icon (a small 'i' in a circle) next to the 'still there?' message. The bottom of the screen shows a text input field with 'Your message' and a 'Send' button, along with a QWERTY keyboard.</p>	 <p>The screenshot shows the same messaging interface as the previous one. An orange circle highlights the 'Retry' option that appears after tapping the error icon. The 'Delete' option is also visible below 'Retry'. The message 'still there?' is still present in the history.</p>	 <p>The screenshot shows the same messaging interface. The error icon is gone, and the message 'still there?' is now shown with a blue bubble, indicating it has been successfully sent. The 'Got to leave now' message is still in the history.</p>

## Ending or aborting a session

Use the back key below the screen of your device	Tap <i>ok</i> to abort session or cancel if you do not want to end the session	Session is terminated
 <p>The screenshot shows the messaging interface with a contact named 'Distance Support 1209F2NHP EU (Ireland)'. The message history includes 'Hello', 'iCube connected', 'Changing some settings', 'Ok, that's all for now', and 'iCube disconnected'. The bottom of the screen shows a text input field with 'Your message' and a 'Send' button, along with a QWERTY keyboard.</p>	 <p>The screenshot shows the same messaging interface as the previous one. A black dialog box with white text is displayed in the center. The text reads: 'Abort session? If in doubt, press Cancel.' There are two buttons: 'OK' and 'Cancel'.</p>	 <p>The screenshot shows a screen titled 'Distance Support 0803F20HW EU (Ireland)'. It contains two numbered instructions: '1) Wear the hearing instruments with fresh batteries, switched on.' and '2) Wear the iCube, fully charged, switched on.' Below the instructions is a line drawing of a person wearing a hearing aid. At the bottom of the screen is a green button labeled 'Start session'.</p>

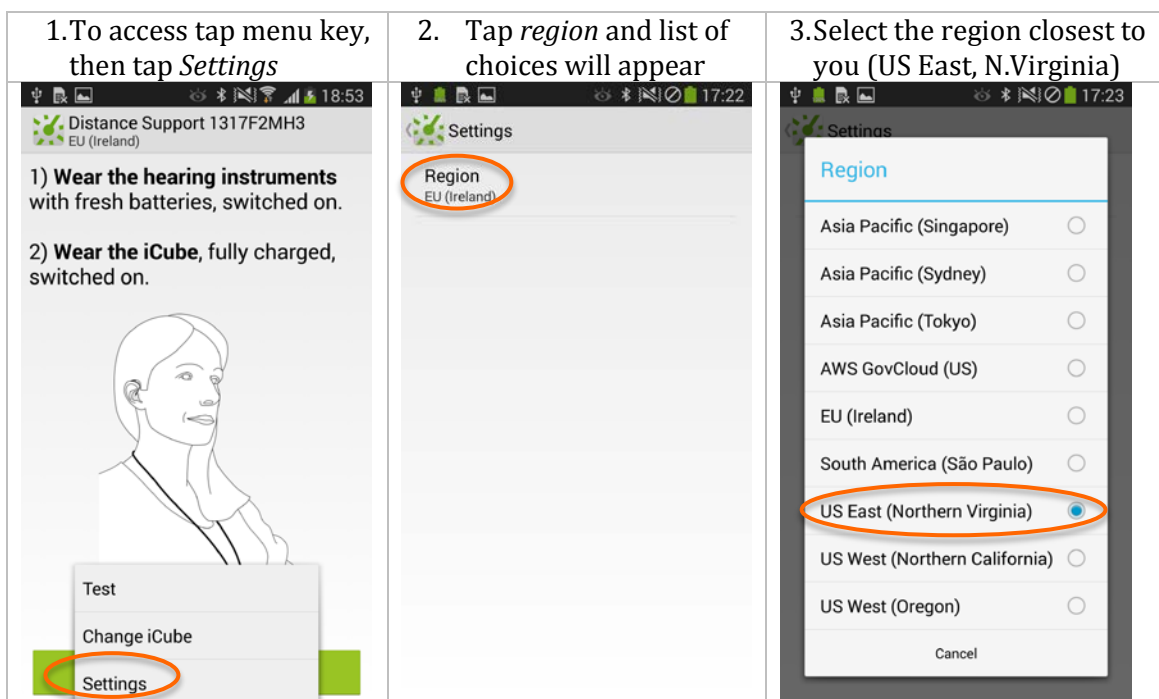
## Testing the Internet Connection (optional to test if your network will run Distance Support)

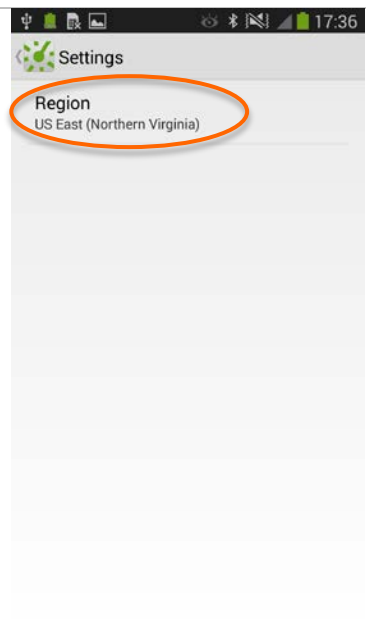

**Note:** The test helps decide if the current Wi-Fi or mobile network allows using Distance Support. The result is valid for the current network, right now. Results can depend on time of day or location. If the test fails, try it on another network.




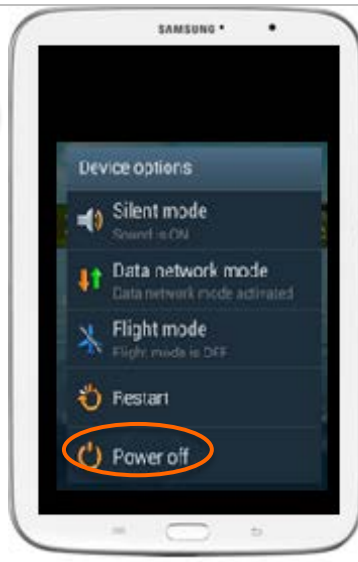

## Choosing a Different Relay Server Region

**Note:** The audiologist selected a server region. Only adjust this if your audiologist has asked you to do so during the Mobile DISHAF appointment.



<p>4. The relay server has changed</p> 	<p>5. Use the back key (⏮) to return to <i>start session</i></p> 
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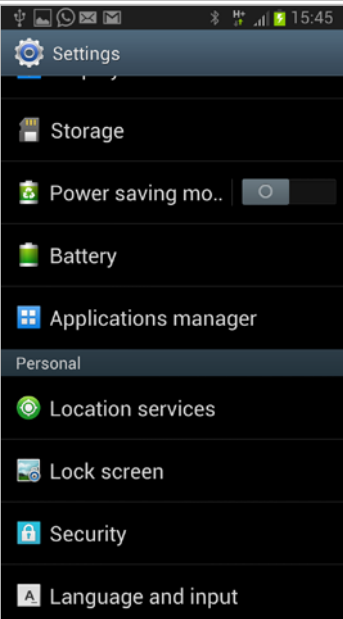
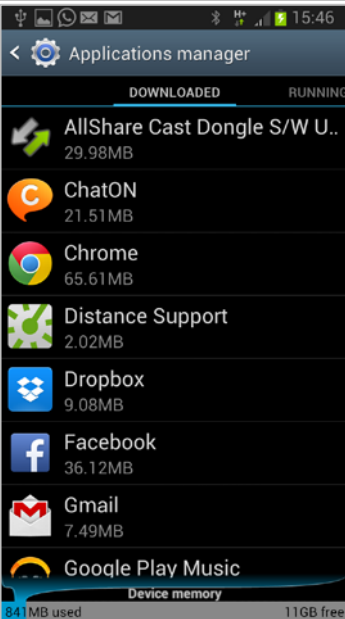
### Turning off the tablet

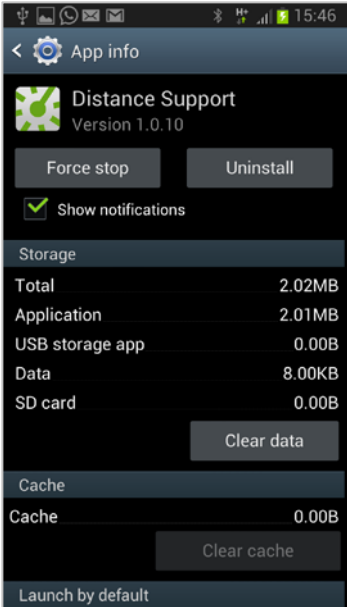

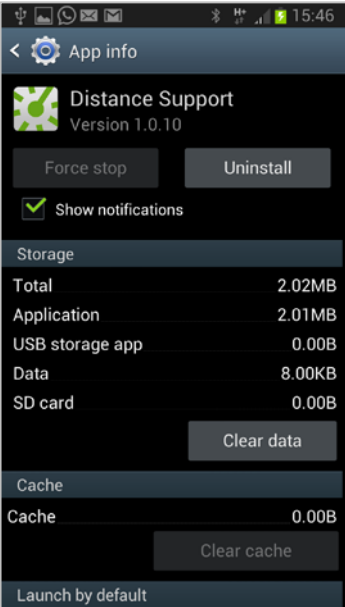
<p>Press and hold the power button</p> 	<p>Touch Power off</p> 	<p>Touch ok and the tablet will shut down</p> 
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## Audiologist: Additional Mobile DISHAF Functions

### Force stopping Distance Support

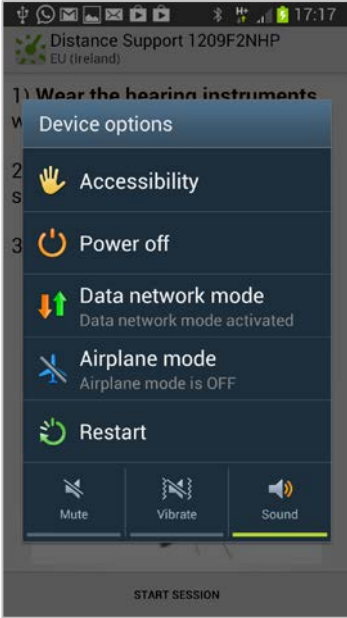


**Note:** Never force stop Distance Support during an ongoing session. This should only be done in the case of an emergency.

Go to <i>Home &gt; Settings</i>	Tap <i>Applications manager</i>	Tap <i>Distance Support</i>
		

Tap <i>Force stop</i>	Tap <i>OK</i>	Result: Distance Support is stopped
		

## Restarting the Android smartphone

**Note:** Never restart the smartphone during an ongoing Distance Support session.

Hold the power button for 2s, then tap <i>Restart</i>	Tap <i>OK</i>	Result: the smartphone has been restarted
		

## Enabling accessibility options

The Distance Support Android app has been tested with the accessibility features *TalkBack* (built in screen reader), Google speech input (activated by tapping the microphone icon on the keyboard) and with bigger font sizes.

On Android, go to *Home > Settings > Accessibility* to change accessibility settings.

## Troubleshooting

<i>Problem</i>	<i>Error message</i>	<i>Possible cause / solution</i>
Smartphone app cannot connect to iCube via Bluetooth	Unable to connect to the iCube	Make sure iCube is switched on
		Make sure iCube is fully charged, i.e. the green light is blinking slowly
		Make sure Bluetooth is switched on
Smartphone app cannot connect to the Internet	Unable to connect to the Internet	Make sure WiFi or 3G is switched on
		Try <i>Testing the Internet Connection</i> using the smartphone browser. For example, go to <a href="http://www.google.com">www.google.com</a>

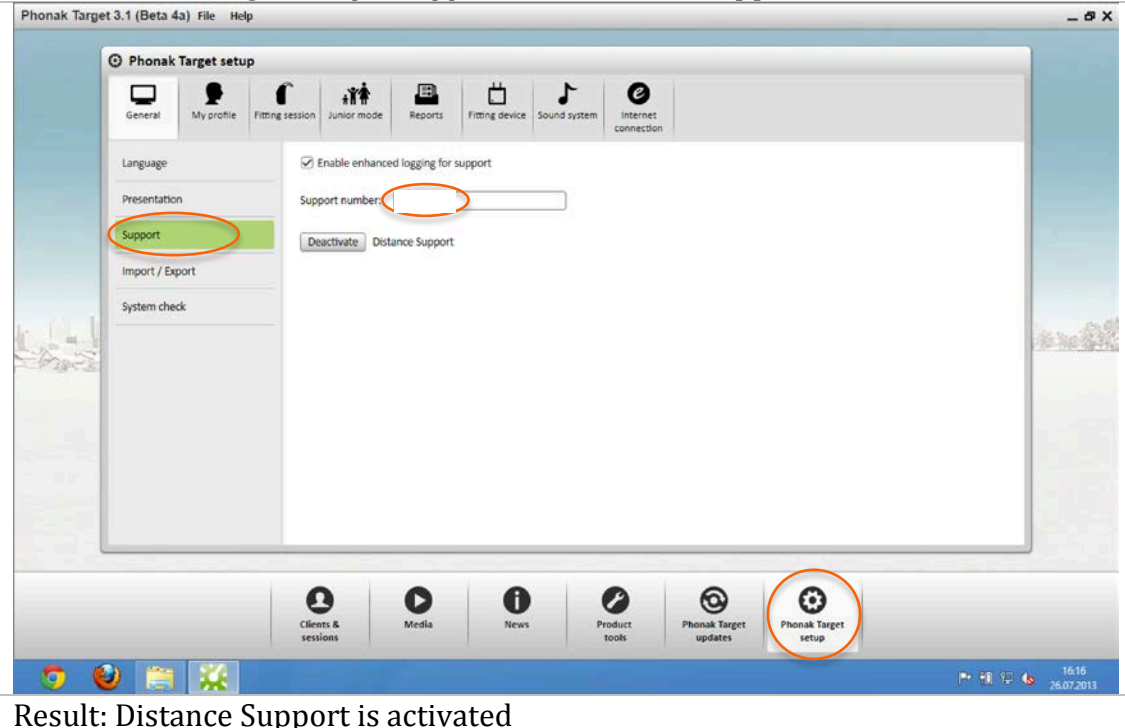
## Target Fitting Software (Audiologist)

### Prerequisites

- Phonak Target 3.1 is installed on a PC with a working Internet connection

**Enabling Distance Support- this step only has to be done once prior to the first use of Distance Support.**

Go to *Phonak Target setup* > *Support* and enter the support number



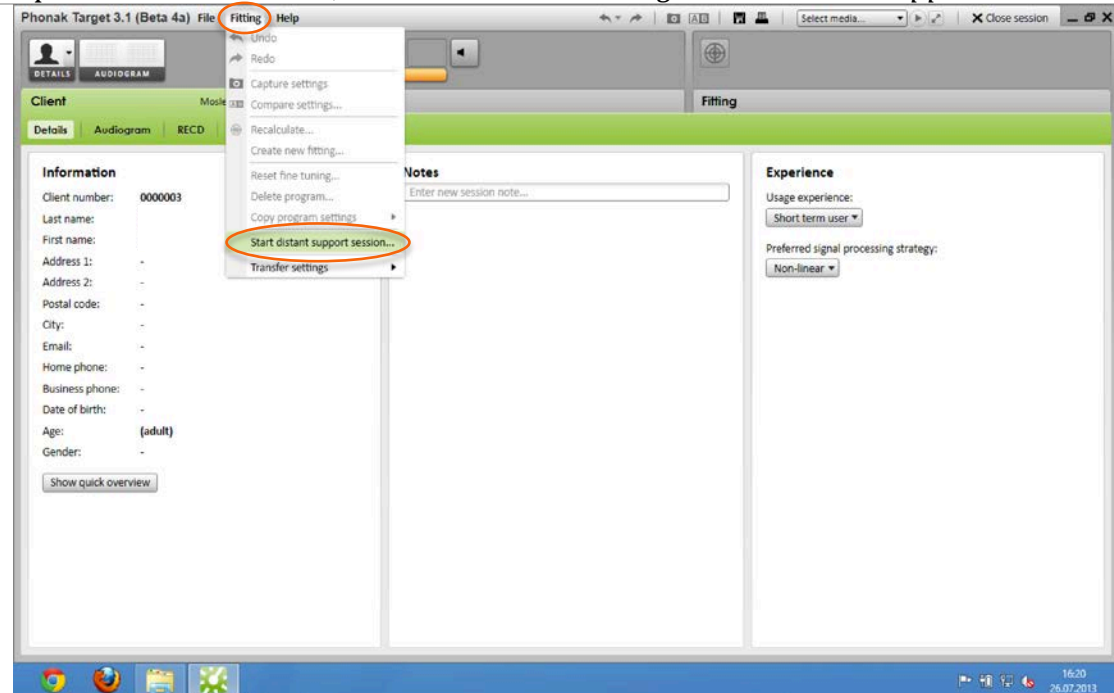
Result: Distance Support is activated

## Starting a Distance Support Session

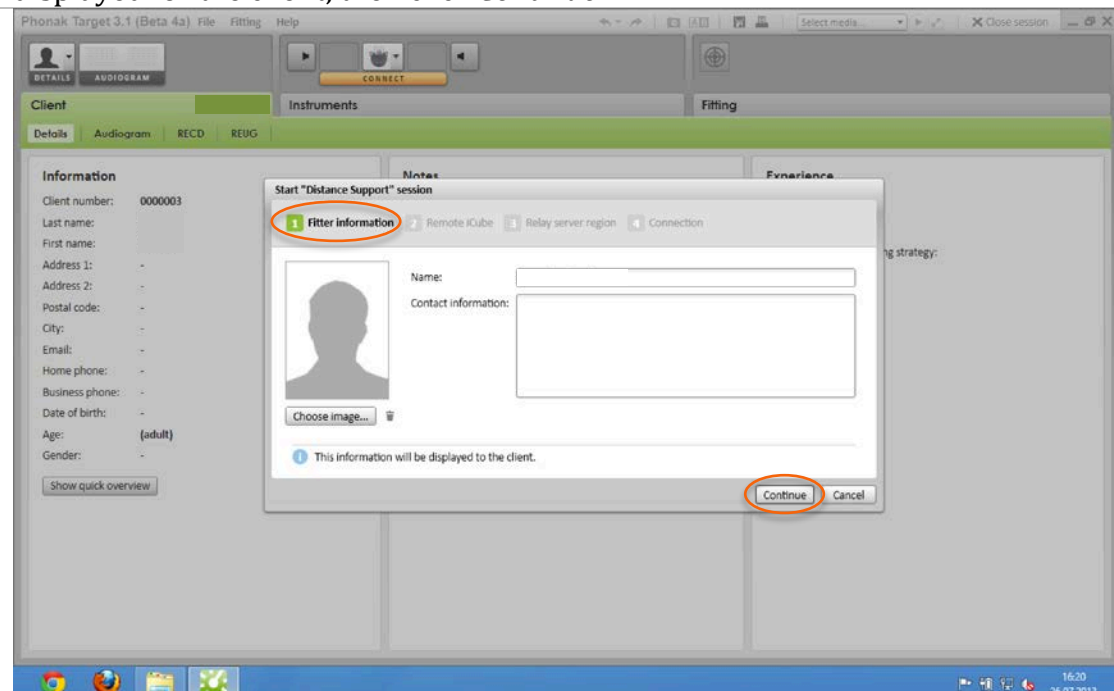
**Note:** The client has to start the Distance Support session BEFORE the audiologist. If the client has not started the session the audiologist will get the following error message.

- ! Could not connect to client. Please make sure:
  - Serial number of client's iCube entered correctly
  - Client started the "Distance Support" client software and clicked "Start session"

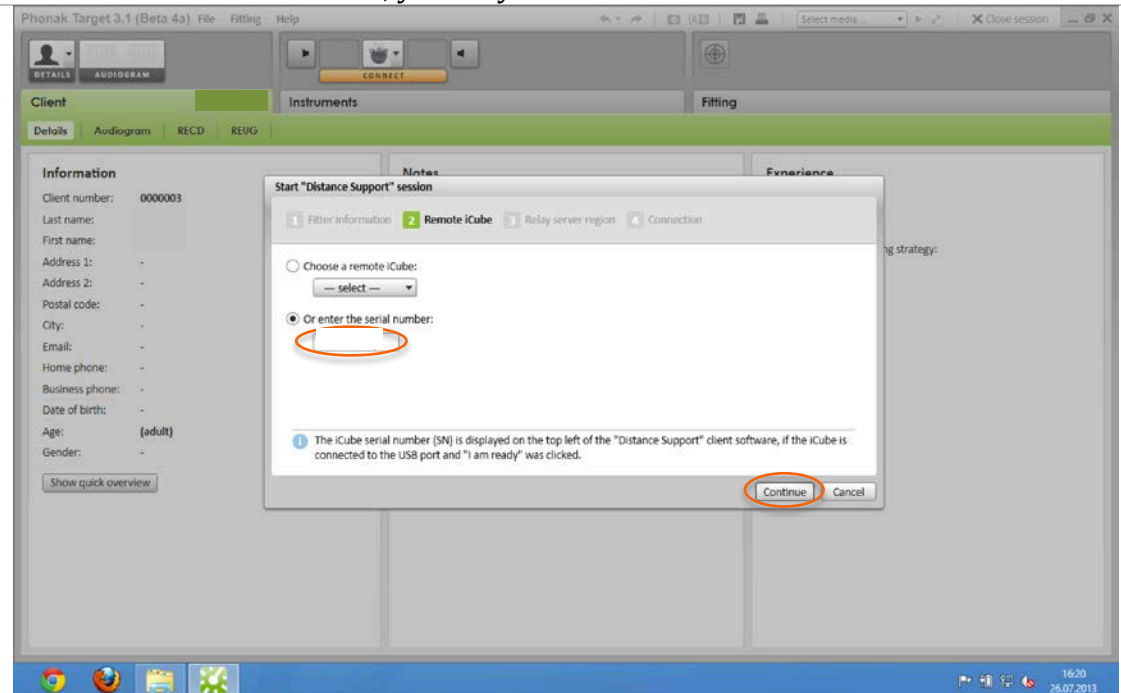
Open a session as usual, then select menu *Fitting* > *Start distant support session...*



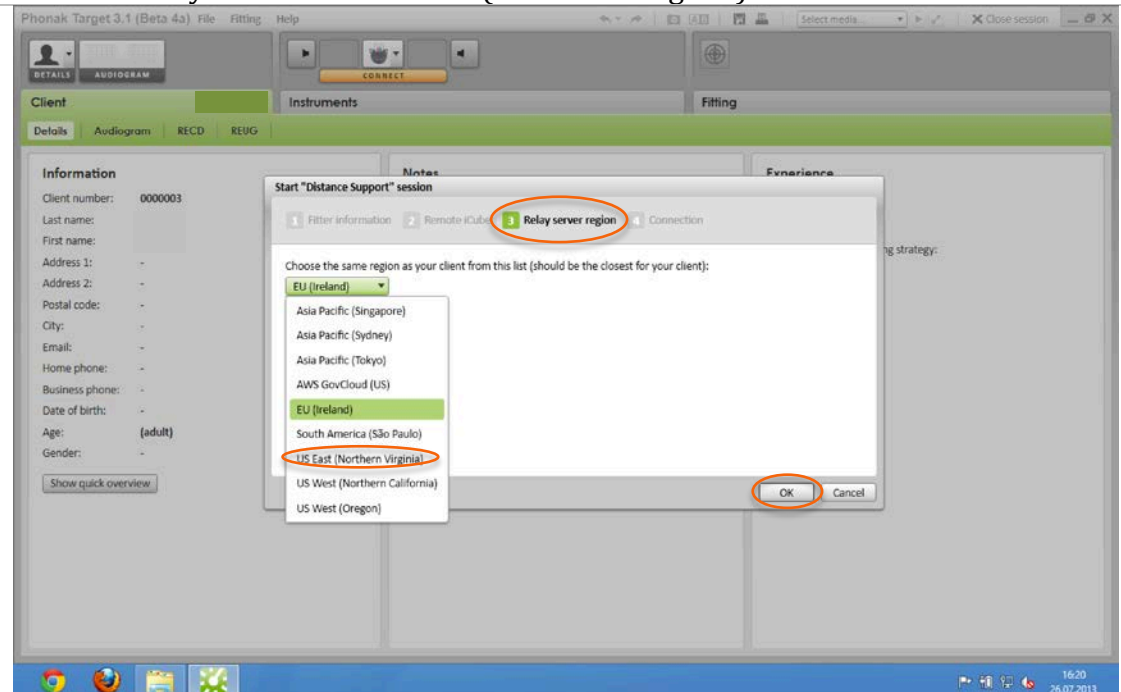
Enter the fitter information, including an image and contact information to be displayed for the client, then click *Continue*



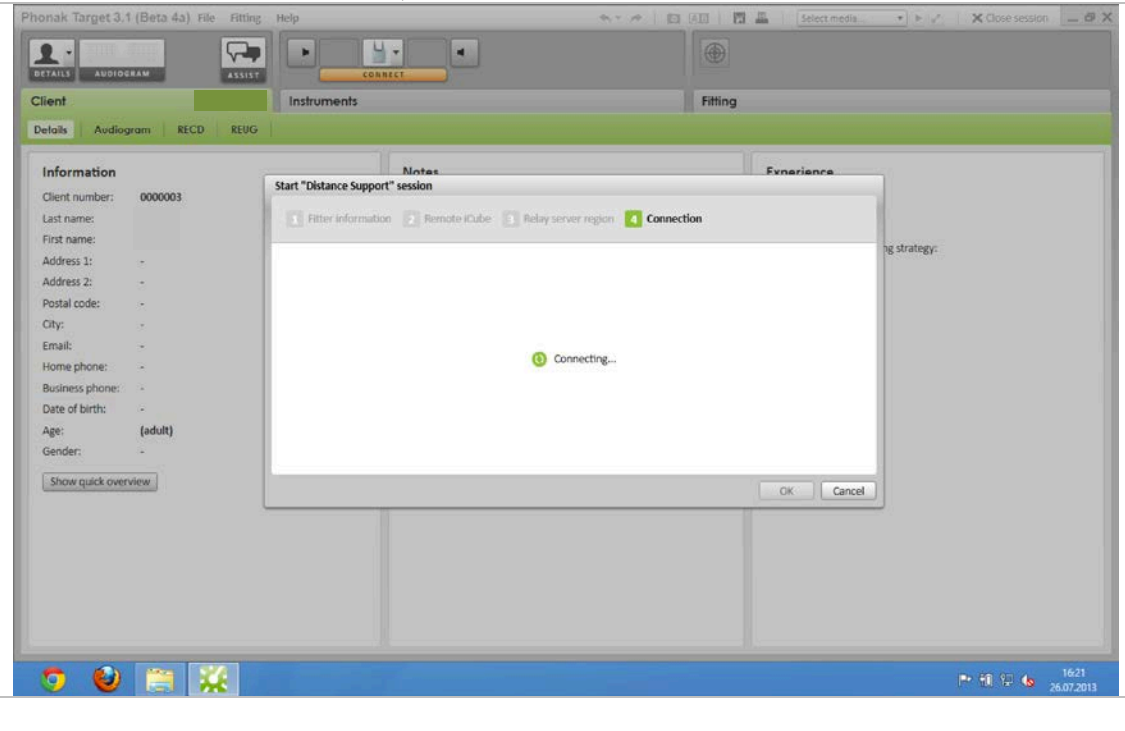
Enter the client iCube serial number, then click *Continue*. If the iCube has already been saved in the client file, you may select it.



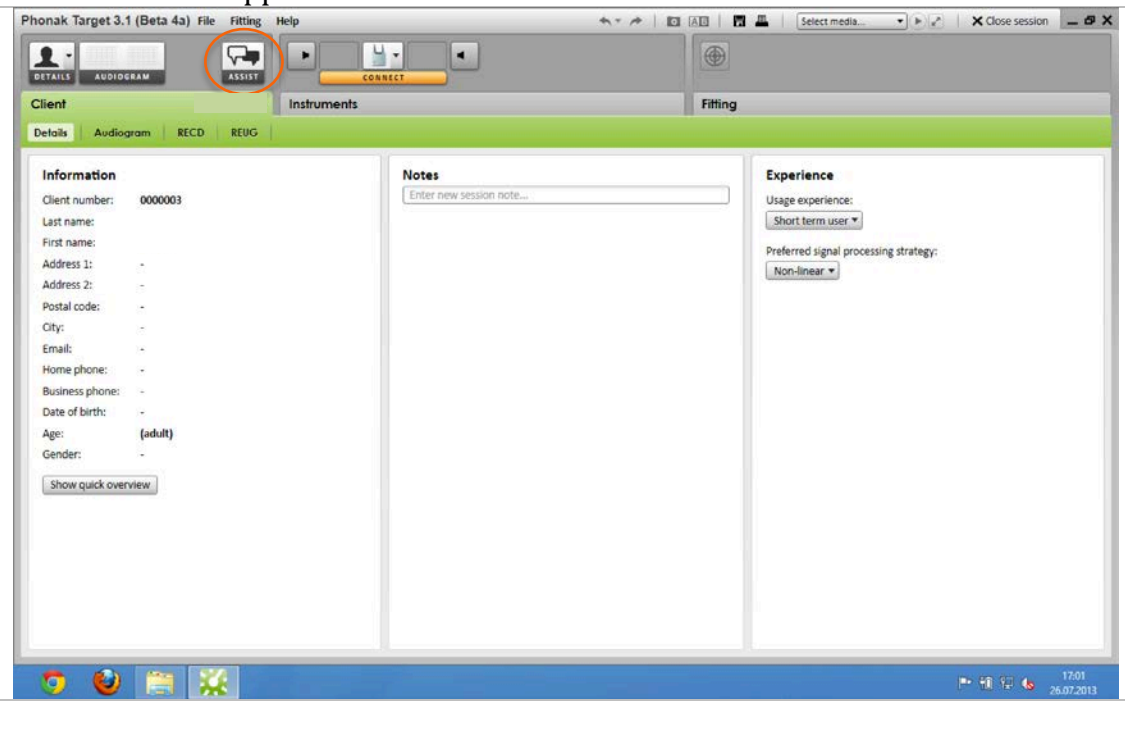
Select the same region as the client, then click *OK* to connect, if the client is ready. In Cleveland you will use "US East (Northern Virginia)".



Wait for connection to client, or click *Cancel*

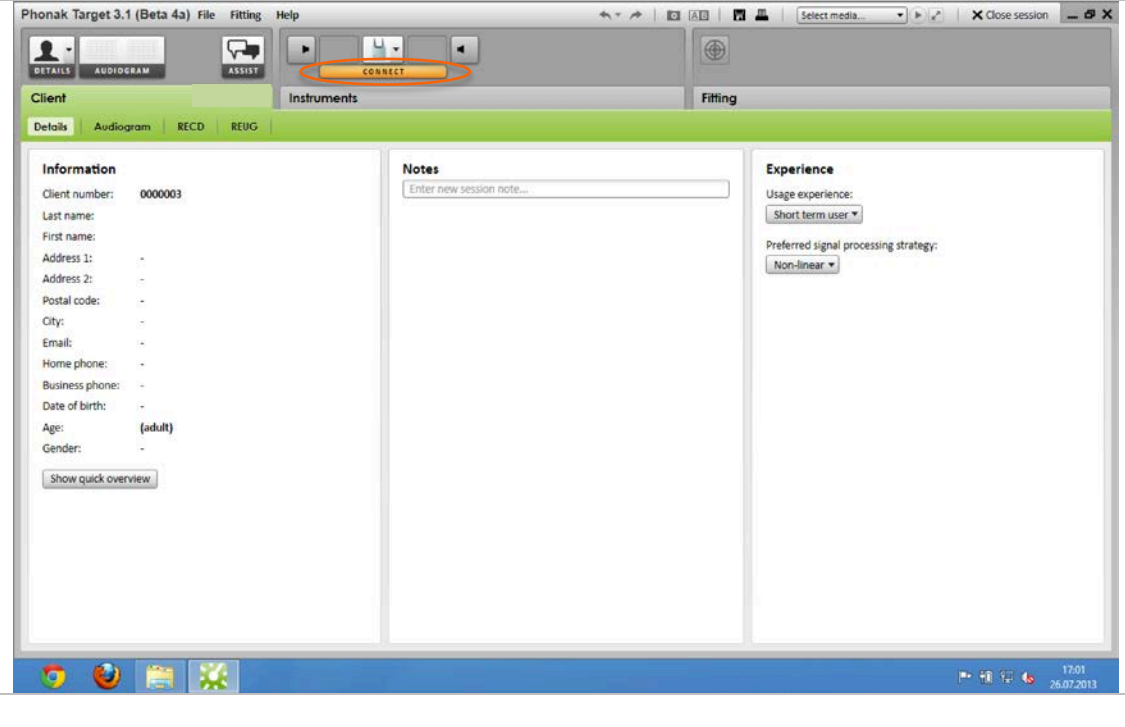


Result: Distance Support session has been started. The “assist” icon appears once Distance Support has been started.

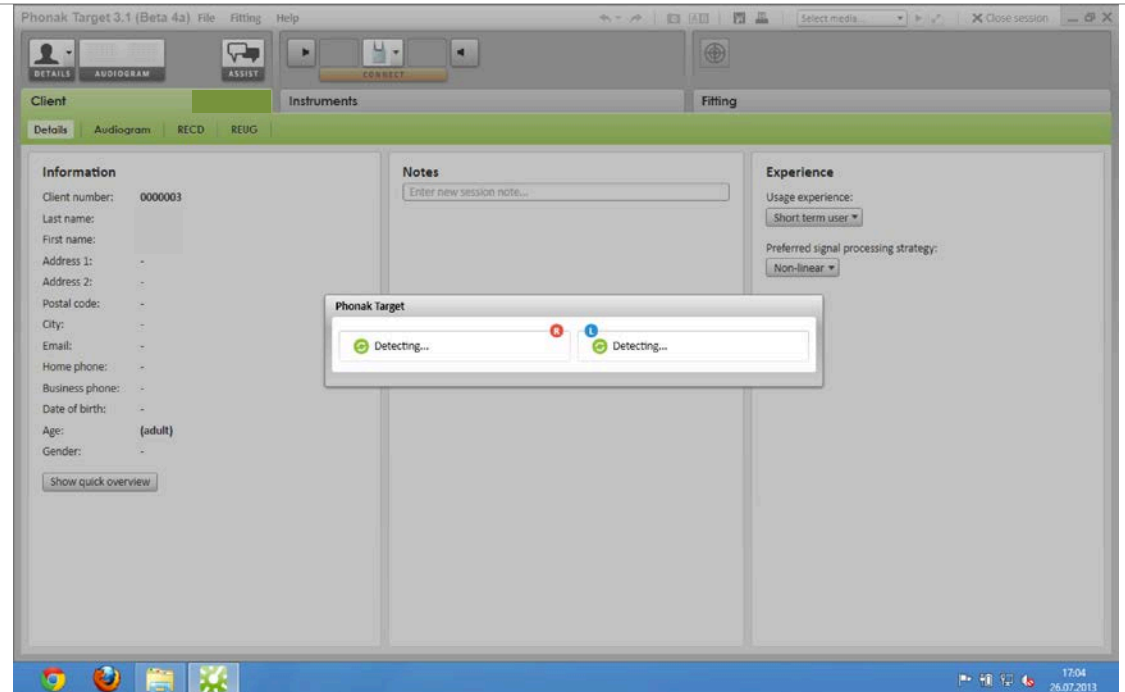


## Connecting to the remote iCube

Click the yellow *CONNECT* button

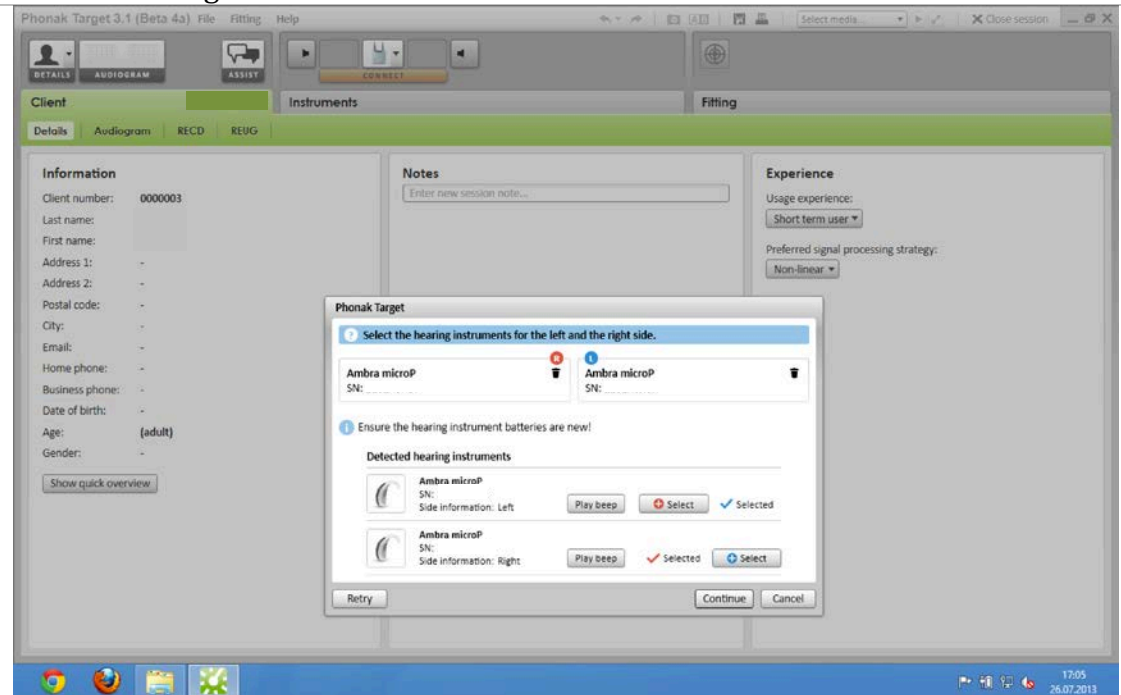


Wait for connection to be established...



This might take some time as Distance Support latency is higher than local detect

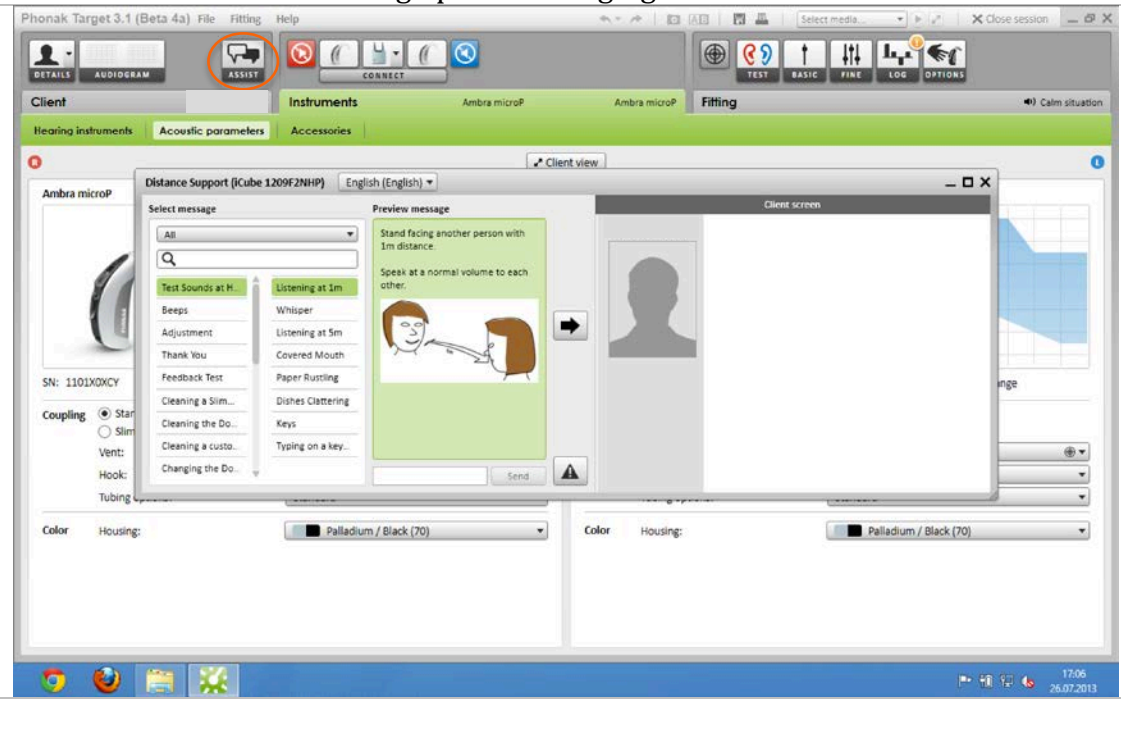
## Result: hearing instruments have been detected



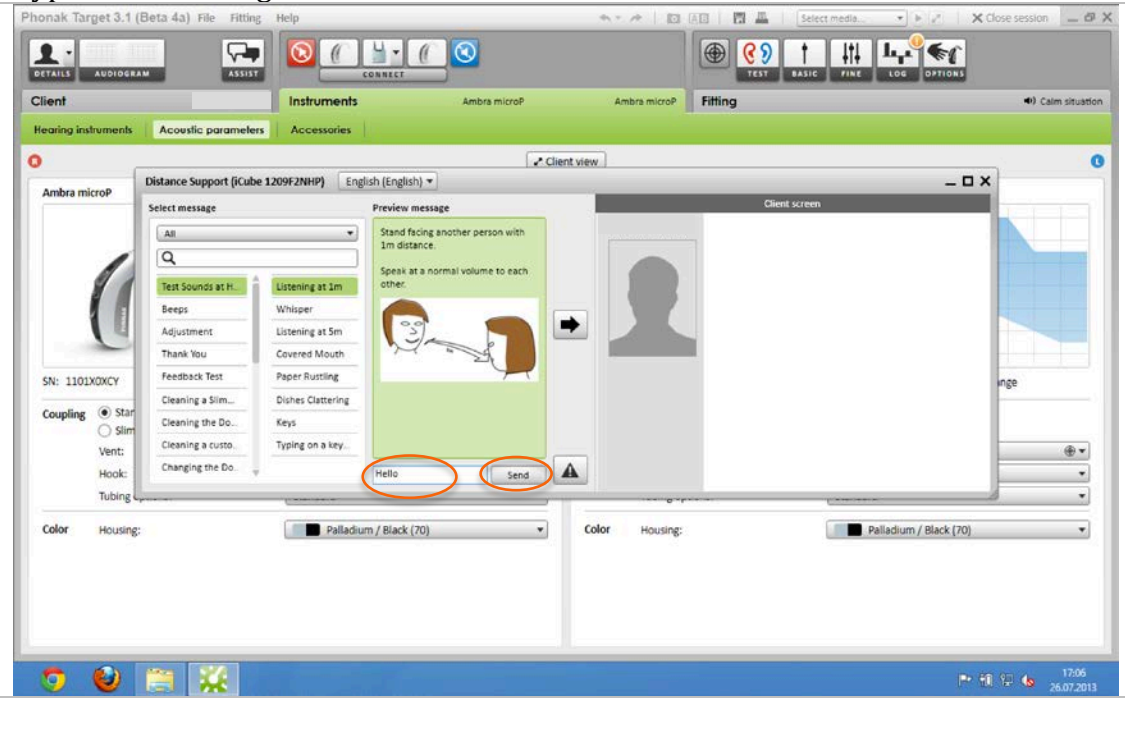
From here Distance Support works much the same as a normal fitting session

## Sending a text message

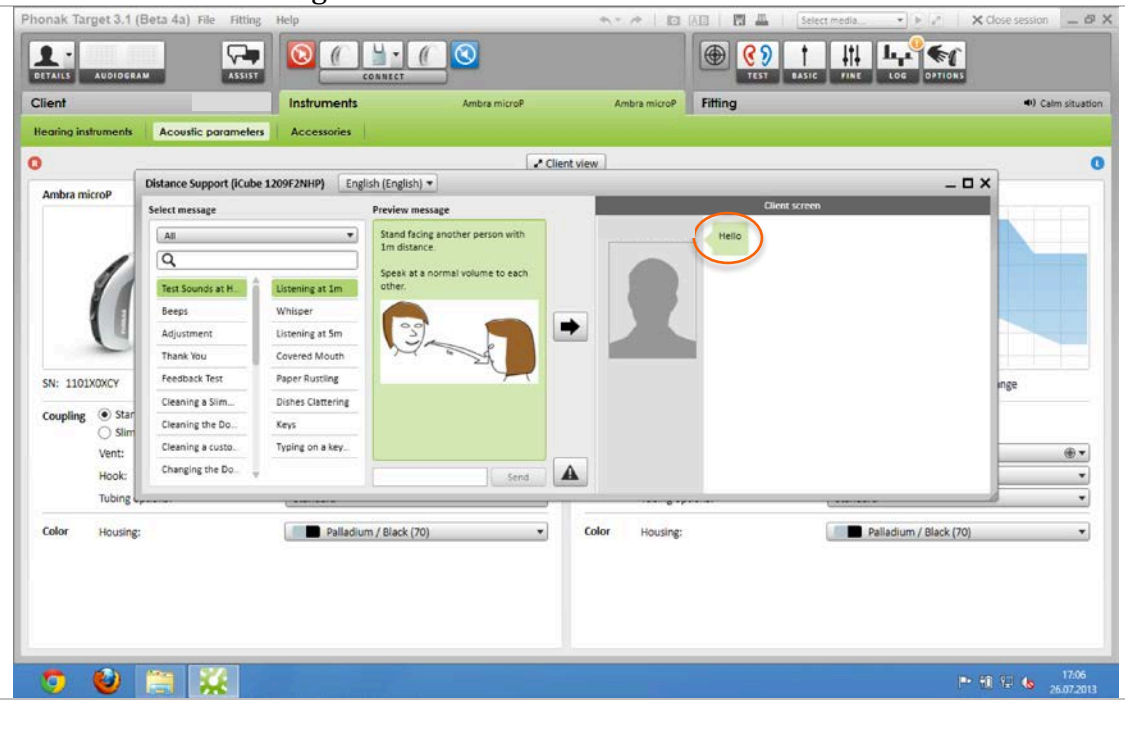
Click the *ASSIST* icon to bring up the messaging window



Type a text message and click *Send*

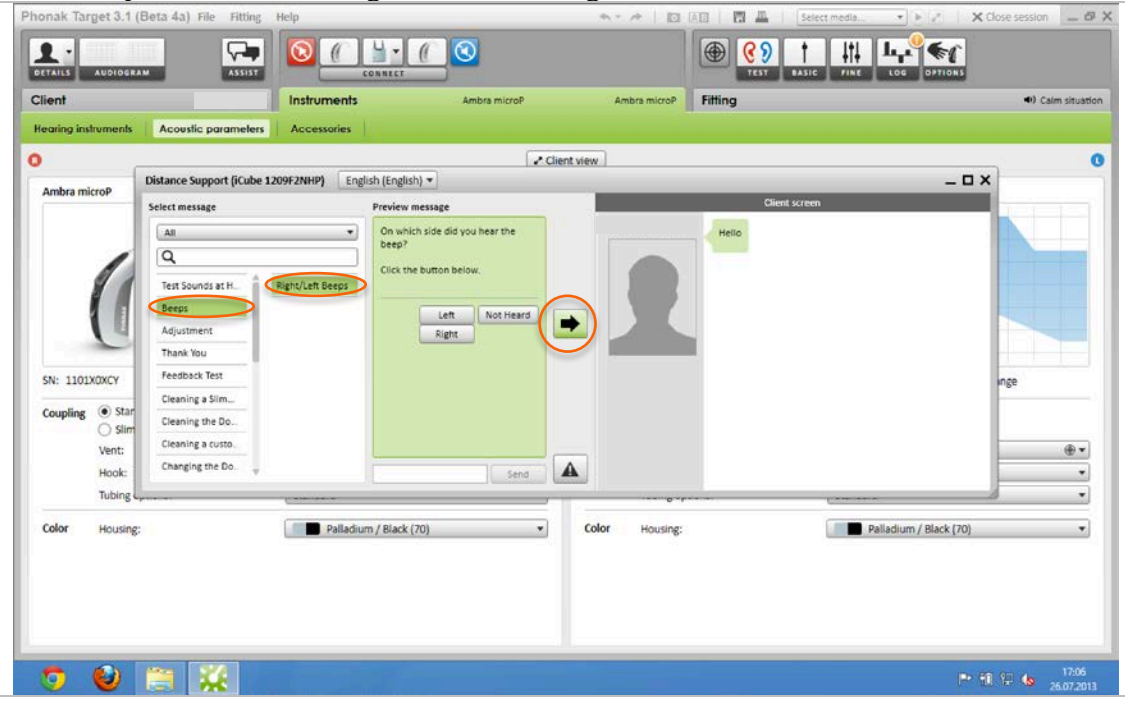


Result: the text message has been sent to the client

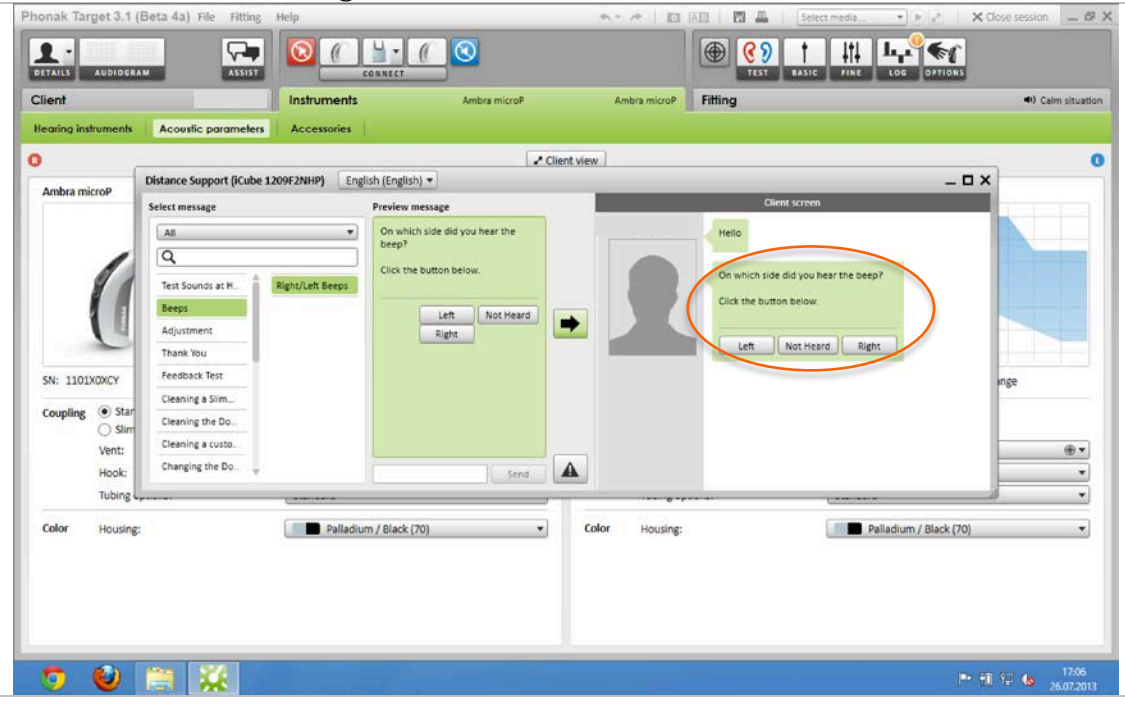


## Sending a smart message

Select a predefined message from the categories to the left, then click the arrow

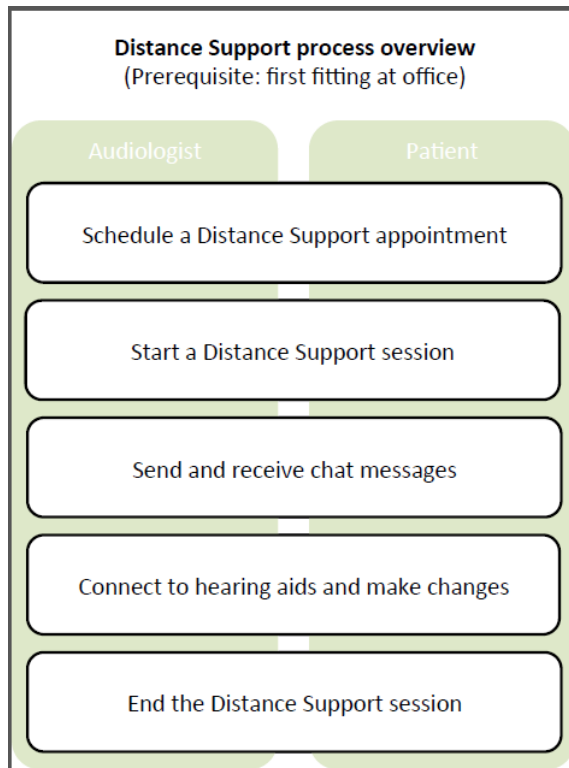


Result: the smart message has been sent to the client



## Workflow & Troubleshooting

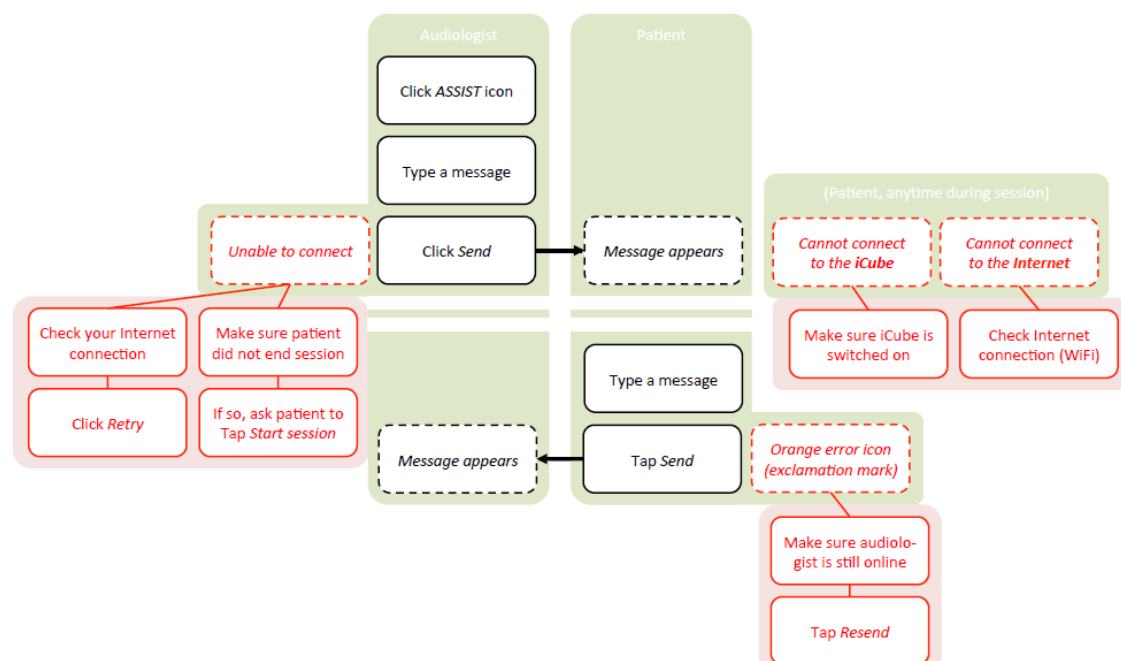
### Workflow Overview



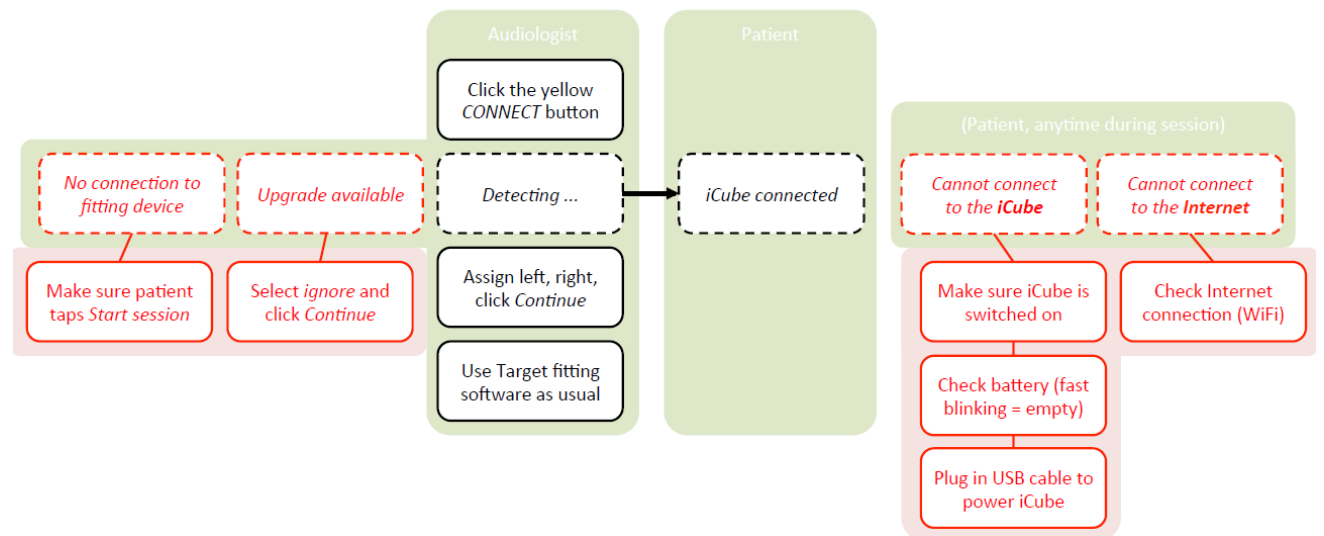
## Starting a Mobile DISHAF Session



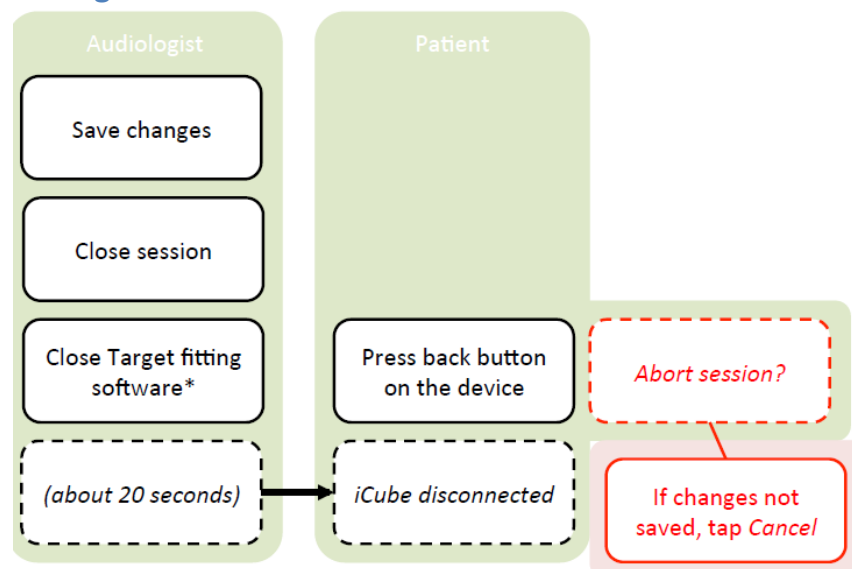
## Sending and Receiving Chat Messages



## Connecting to Hearing Aids and Makes Changes



## Ending a Mobile DISHAF Session



\*) Closing Target is a work-around, will be fixed

## Note to IT Administrators

<b>Note:</b> During the ongoing trial phase of the Mobile DISHAF feasibility prototype, 3 <sup>rd</sup> party services do not require operations or maintenance by VA personnel.
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### Yaler relay infrastructure

To establish communication between the Target fitting software and the Distance Support client running on the Android smartphone, a relay is used.

The Yaler relay infrastructure is currently hosted on Amazon EC2 for Phonak by Yaler GmbH. Details on the technical setup and hosting options can be found in the separate document *Relay Infrastructure V20130620.pdf*

The outgoing port is xxx and the DNS names of the relay servers are xxx.

To add the root certificate for SwissSign (the certificate provider for \*.yaler.net) visit xxx and "Import into current browser" and click "Download", then open the downloaded .CER file to add it to the certificate store.

### HockeyApp deployment and crash reporting

As the app has not yet been published to the Google Play store, HockeyApp is used for deployment of the app to test users.

If the app is started again after an unexpected crash, the user has the option to send the error message to the app developer (Oberon microsystems AG).

## Getting help

POC info removed