

QUICKTIP

Preparing for a TeleHear Appointment with your Patient

The TeleHear remote programming feature allows you to make remote programming adjustments in real-time using a two-way audiovisual link between you and your patient.

Set up your Office

You will need:

- Fitting computer
- Inspire X 2020.1 or greater
- TeleHear Dashboard
- Internet connection
- Integrated computer camera or external camera (webcam)
- Integrated computer microphone/speakers or headset



Getting Started:

- **Establish your TeleHear Dashboard.** The TeleHear Dashboard serves as the hearing professional control center for managing remote programming and provides a variety of administrative tools.
- **Generate a remote programming code in Inspire X.** The remote programming code creates a secure cloud connection between you and your patient. This code is generated once per patient and is only used during setup. A code can be generated with or without the hearing aids connected to the software. Codes are valid for three days and each patient must receive a unique code. Make note of the remote programming code for later use.

For assistance, refer to the [TeleHear Dashboard and System Setup QuickTip](#).

Tips for a successful remote programming session

- Position your camera to reduce visual distractions such as windows or high traffic areas.
- Select a quiet location for minimal auditory distractions.
- Check that your camera, microphone, and speakers are working properly.
- Position yourself close to the microphone and speak clearly for the best sound quality.
- Position yourself so that your patient can clearly see your face.
- Avoid unnecessary noises (i.e. papers rustling, clicking a pen) as these sounds can negatively affect sound quality during the live session.
- Use your clinical judgement to determine if the patient needs to come into the office for further assistance.



Prepare your Patient

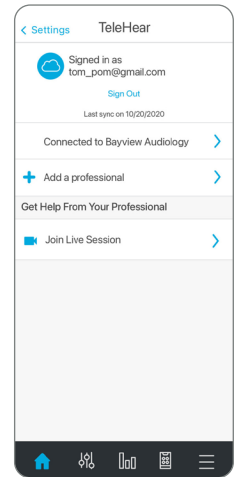
They will need:

- Thrive platform 2.4 GHz hearing aids
- Smart device
- Thrive Hearing Control app
- Internet connection (cellular or wifi)

Getting Started:

The following tasks will ensure that your patient is ready to use TeleHear.

- **Download the Thrive Hearing Control app.** The Thrive Hearing Control app is available for both Apple and Android smart devices. For compatibility information visit: <https://www.starkey.com/hearing-aids/apps/thrive-hearing-control/compatibility>.
- **Pair the hearing aids to the smart device.** For assistance, refer your patient to the Thrive Setup QuickTIPS.
- **Complete the Thrive app setup process, including cloud sign in.** The patient must be signed into the cloud to use TeleHear. For assistance, refer your patient to the Thrive Setup QuickTIPS.
- **Provide the remote programming code that was generated in Inspire X to your patient and have them enter it into the Thrive app.** This creates a secure cloud connection between you and your patient. For step-by-step instructions refer your patient to Prepare for a TeleHear Appointment-For Patients QuickTIP.
- **Schedule a time for the first TeleHear appointment.**



Instructional resources to share with your patient:

- [Prepare for a TeleHear Appointment](#)
- [TeleHear-Join Live Session](#)
- Patient Product Support: www.starkey.com
- Technical Support Line: 1-800-328-8602