

## QUICKTIP

# TeleHear For Hearing Professionals

Follow these three simple steps to use TeleHear.

## Step 1: Join the Live Session

- 1 Schedule an appointment with the patient.
- 2 At the designated time, open the TeleHear Dashboard by double clicking on the TeleHear Dashboard icon. The Dashboard may also be launched from **Inspire X > Get Started > Remote Programming > Open TeleHear Dashboard**.

**NOTE:** The Dashboard retains your login and is ready to go when you start your computer unless you logged out. Log in using your email address and password if necessary.

- 3 All patients with whom you have created a secure cloud connection (Remote Programming code has been entered into their Thrive app) will appear under the Clients tab in your TeleHear Dashboard.

Fig. 1

**NOTE:** If engaging in a live session with a patient who received a remote programming code from another hearing professional, select the funnel icon and ensure *Select All* is checked so that all patients are included in the search function. Fig. 2

- 4 Use the search bar or scroll through the patient list to find your patient's name. Select the patient's name from the list. Clicking on the arrow adjacent to the patient's name will display their hearing aid details. A green dot adjacent to a patient's name indicates they have already joined the live programming session from their Thrive app. Fig. 3

- 5 Select **Start Fitting** in the bottom right corner of the screen to launch the patient database and Inspire X. Fig. 3

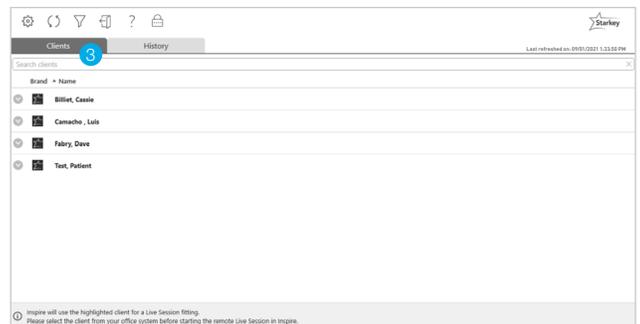


Figure 1



Figure 2

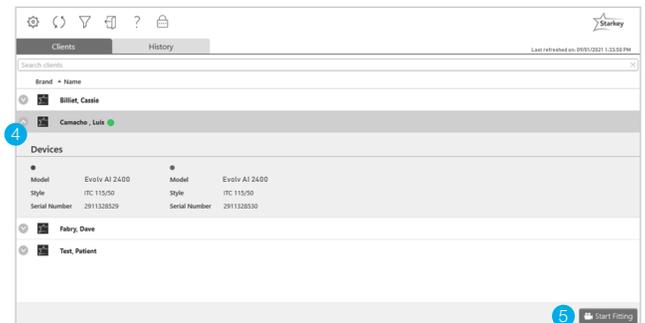


Figure 3



- 6 After you click **Start Fitting** you will be prompted to confirm that you would like to start a live session. Click **OK** to proceed. *Fig. 4*

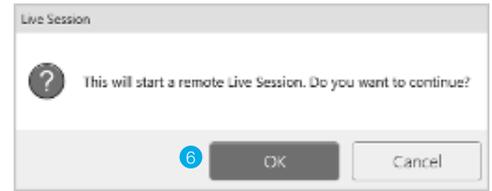


Figure 4

A pop-up will indicate "waiting for patient" if they have not already joined the live session. *Fig. 5*

- 7 The patient will receive a banner notification on their smart device (if enabled) letting them know when the hearing professional has entered the live session. *Fig. 6*
- 8 The patient can join the live session by tapping on the banner notification *Fig. 6* or by navigating to **Settings** > **TeleHear** and tapping **Join Live Session**. *Fig. 7*



Figure 5

**NOTE:** *The first time Telehear is used, the patient will be prompted to allow the Thrive app to access their camera and microphone. Permission is necessary to use the feature.*

- 9 The patient will see **Connecting to Professional**. *Fig. 8*



Figure 6

- 10 Once the patient joins the live session, the hearing professional will see the Inspire X software and a video display that includes the connection status of the hearing aids. The patient will appear in the larger frame, and the hearing professional will appear in the smaller frame. *Fig. 9*

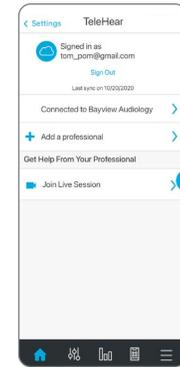


Figure 7



Figure 8

**NOTE:** *The patient will see the opposite on their smart device: the hearing professional will be in the larger frame and they will be in the smaller frame. Fig. 10*

- 11 The hearing professional will hear the patient through their computer audio. The patient will hear the hearing professional through their smart device in the memory environment selected by the hearing professional.



Figure 9



Figure 10

- 12 Both parties have audiovisual controls:

**Hearing professional:** Fig. 11

- (A) Enable/Disable Camera
- (B) Mute/Unmute Microphone
- (C) Access Settings to choose microphone and camera
- (D) End the Call



Figure 11

**Patient:** Fig. 12

- (A) Enable/Disable Camera
- (B) Mute/Unmute Microphone
- (C) End the Call



Figure 12

## Step 2: Make Adjustments and Sync

- 13 Once connected, make the necessary programming adjustments. Fig. 13

- The patient will automatically be moved to any memory environment chosen by the hearing professional.
- The patient cannot use their Thrive app controls or on-board user controls during a live session.
- The following screens can be accessed during a live session: Quick Fit, Fine Tuning, Sound Manager, Frequency Lowering, Indicators, User Controls, Tinnitus, Expert Assistant, Fitting Summary and Data Log. Adjust any memory including custom memories created by the patient in their Thrive app.



Figure 13

- 14 Press the Sync button (hearing aid icon) at the bottom of the video panel to save new settings to the hearing aids so the patient can experience them. Three white dots will bounce to indicate that updates are in progress. Fig. 14

There are four possible statuses for the Sync button:



Figure 14

## Step 3: End the Live Session

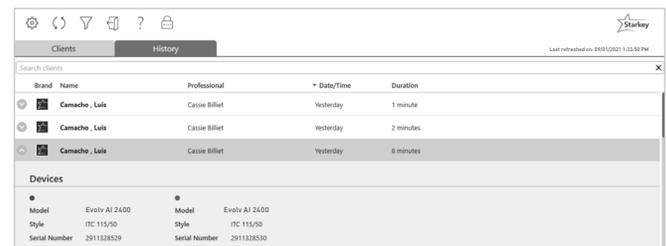
- 15 A live session may be ended by either the hearing professional or the patient by clicking the **End the Call** button.

**TIP:** *Ensure that the hearing aid settings are up to date (sync status displays a green circle/checkmark) before ending a live session.*

- 16 You will be prompted to save a description of the fitting session when attempting to close the Inspire X software. Patient databases do not automatically differentiate a remote programming session from a traditional one. Consider using a designator to identify the use of remote programming (e.g., RP or LS) when entering a description for the adjustments.

## History

All live sessions are logged under the History tab in the TeleHear Dashboard. They appear in chronological order of when adjustments were made with the most recent session on top (default view). Click on any of the column headers to sort by that variable: **Name, Professional, Time, or Duration of Session.** *Fig. 15*



The screenshot shows the 'History' tab in the TeleHear app. It features a table with columns for Brand, Name, Professional, Date/Time, and Duration. Below the table is a 'Devices' section with two columns of device details.

Brand	Name	Professional	Date/Time	Duration
Camacho	Luis	Cassie Billet	Yesterday	1 minute
Camacho	Luis	Cassie Billet	Yesterday	2 minutes
Camacho	Luis	Cassie Billet	Yesterday	8 minutes

Model	Style	Serial Number	Model	Style	Serial Number
Evolv AI 2400	ITC 115/50	2911328529	Evolv AI 2400	ITC 115/50	2911328530

Figure 15