

QUICKTIP

TeleHear

Dashboard and System Setup

Follow these 3 simple steps to set up TeleHear synchronous remote programming.

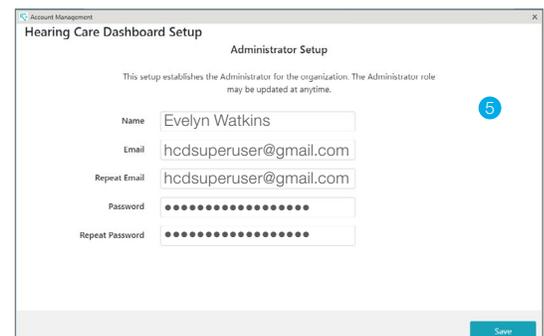
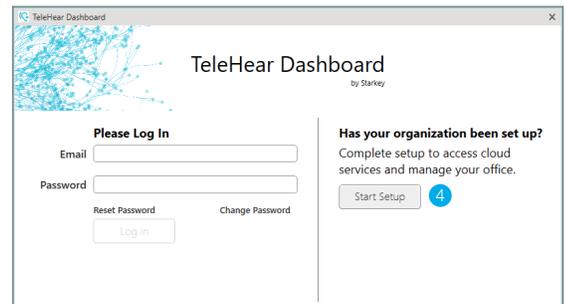
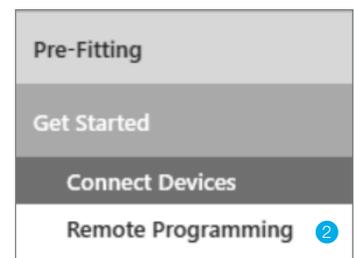
Step 1: Establish your TeleHear Dashboard

The TeleHear Dashboard serves as the hearing professional control center for managing remote programming and provides a variety of administrative tools.

Dashboard Setup

- 1 Select someone to create the TeleHear Dashboard for the organization. This person will serve as the first administrator.
- 2 Open Inspire X and navigate to **Get Started** and select **Remote Programming**.
- 3 Click **Log In**.
- 4 Click **Start Setup** to begin the setup process.
- 5 Enter a valid email address and select a password that is 8 to 20 alphanumeric characters long including 1 lower case, 1 upper case, 1 number and 1 special character. This information will be used by the administrator to log in to the Dashboard in the future.
- 6 Click **Save** and the system will send an email to the address you entered.
- 7 Leave the TeleHear Dashboard Setup screen open and go to your email service. Click the link in the email you received to verify your login. The email link is valid for 6 hours. If you exit the Administrator Setup process, you will need to re-enter the data.
- 8 Return to the TeleHear Dashboard Setup screen and click **Next** to continue.

NOTE: Your TeleHear Dashboard login is conveniently maintained unless you selected to log out from the TeleHear Dashboard menu bar.



Manage Users (Hearing Professionals)

An administrator can add additional hearing professionals to the organization. To add a hearing professional:

- 1 Select the Settings icon from the TeleHear Dashboard menu bar, then select **Manage Users**.
- 2 Click **+Add** to add a hearing professional to your organization.
- 3 Enter the hearing professional's name as you want it to display in the TeleHear Dashboard.
- 4 Enter a valid email address and select a password that is 8 to 20 alphanumeric characters long including 1 lower case, 1 upper case, 1 number and 1 special character.

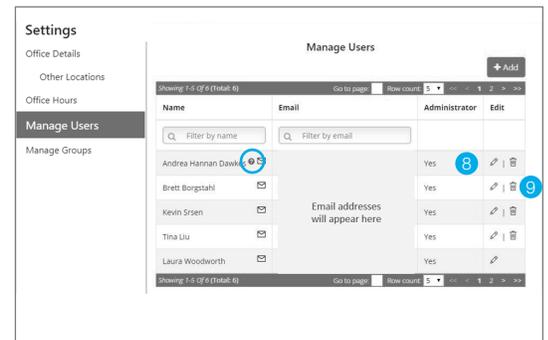
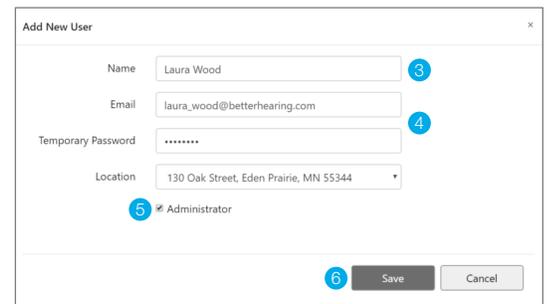
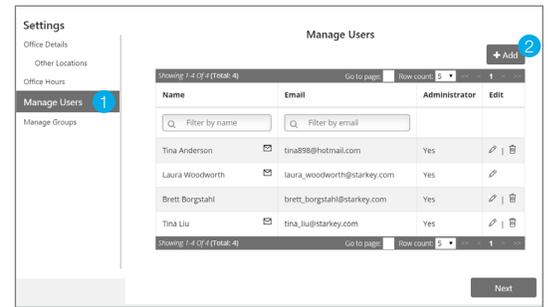
NOTE: Inform the hearing professional of their email and password. They may change their password later or continue using the temporary password.

- 5 Make the hearing professional an administrator by checking the **Administrator** box.

NOTE: An administrator can add and edit new users and groups.

- 6 Click **Save**. A message will automatically be sent to the email address entered for the hearing professional. Ask them to open the email and click on the link to validate their information. If they do not see the email, have them check junk mail. The verification email is valid for 6 hours.
- Hearing professionals must verify their email and log in to the TeleHear Dashboard before they can begin using synchronous remote programming.
 - A red dot/white question mark will appear beside the hearing professional's name in the Dashboard until the registration process is completed.
 - After verifying their email address, the hearing professional can log into their TeleHear Dashboard. Inform the hearing professional of their temporary password. They will be prompted to change their password at their first login attempt.

- 7 Repeat these steps to add more hearing professionals.
- 8 Click  to edit a hearing professional's information.
- 9 Click  to delete a hearing professional from the organization. Deleting a hearing professional from an organization will break the connection to all patients that the hearing professional provided a remote programming code. A new code would need to be provided by another hearing professional within the organization in order for the patient to engage in a live session.

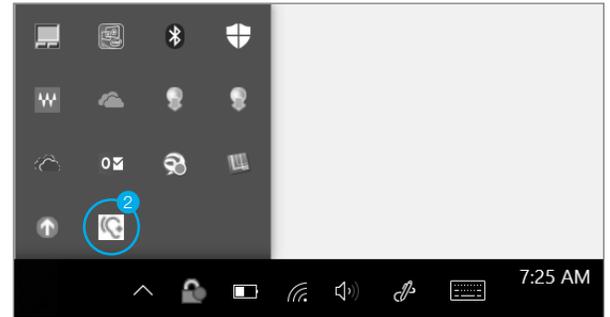


Make the TeleHear Dashboard Icon Visible

An icon may be added to the taskbar or system tray of fitting computers for easy access to the TeleHear Dashboard. Various Windows operating systems organize icons in the system tray, located at the bottom right corner of the screen, in a different manner. Some versions display icons in a row while others (e.g., Windows 10) compile icons into a pop-up that requires a click on the up arrow to display hidden icons.

If you cannot see the TeleHear Dashboard icon in your system tray, use the following steps to make it visible:

- 1 Click the up arrow in the taskbar in order to view hidden icons.
- 2 A window will appear that contains the icon for the TeleHear Dashboard.
- 3 Click and drag  to the taskbar.
- 4 The TeleHear Dashboard icon will now appear in the taskbar as shown.



Logged in (icon will be branded teal color)



Not logged in (icon will be gray in color)

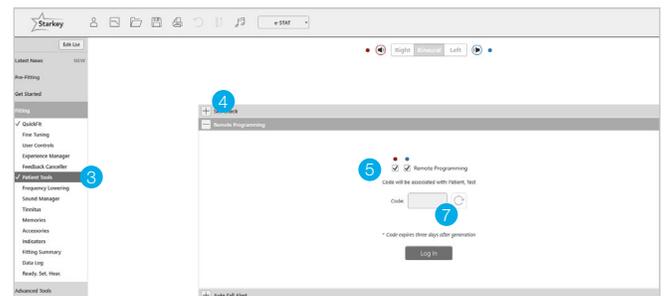


Step 2: Generate a Remote Programming Code

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.

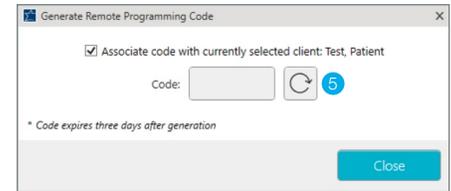
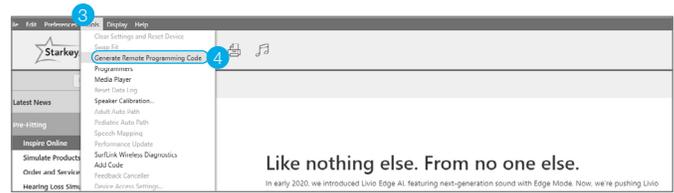
Hearing Aids are Connected to Inspire X:

- 1 The hearing professional must be signed in to the TeleHear Dashboard.
- 2 Select the patient from the hearing aid database or create a patient file for them, open Inspire X and read the hearing aids.
- 3 Click **Patient Tools** from the left navigation menu.
- 4 Select the Remote Programming window.
- 5 Use the checkboxes to select Remote Programming.
- 6 The Patient Consent will populate and must be accepted to use remote programming.
- 7 Click the  to generate a unique remote programming code for the patient. Entering this code into their Thrive app will connect them to the clinic/hearing professional.



Hearing Aids are NOT Connected to Inspire X:

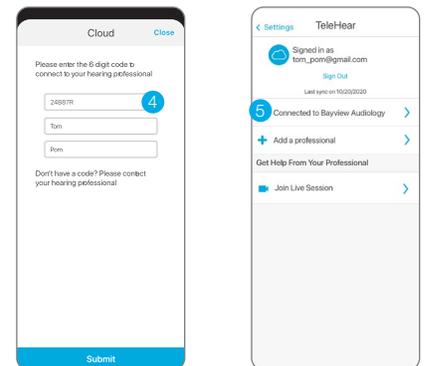
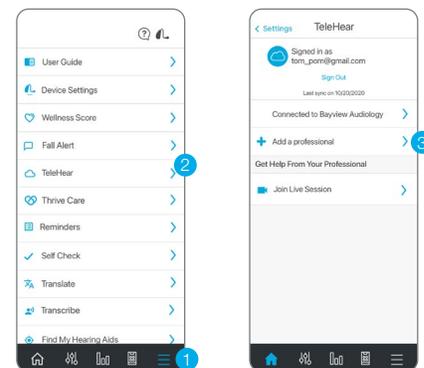
- 1 The hearing professional must be signed in to the TeleHear Dashboard.
- 2 Select the patient from the hearing aid database or create a patient file for them and open Inspire X.
- 3 Click **Tools** from the Menu bar.
- 4 Click **Generate Remote Programming Code** from the Tools Menu.
- 5 Click  to generate a unique remote programming code for the patient. Entering this code into their Thrive app will connect them to the clinic/hearing professional.



Step 3: Activate Remote Programming in the Patient's Thrive App

The remote programming code generated by the hearing professional will be entered into the patient's Thrive app. The patient should have the current version of the Thrive app on a compatible smart device and be signed into their cloud account in the app.

- 1 Click the **Settings** menu .
- 2 Tap **TeleHear**.
- 3 Tap **Add a professional**.
- 4 Enter the code generated in Inspire X. Instruct the patient to enter both their first and last name. It may be helpful for them to enter their name as it displays in your patient database in order to be easily found in the Dashboard. How the patient enters their name in the app is how it will display in the TeleHear Dashboard. **Tap Submit.**
- 5 The clinic/hearing professional will now appear in the Thrive app.



Setup is now complete.

The app may look slightly different depending on your phone.

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