



Neuro Platform

# TeleHear Handbook

*An overview of TeleHear remote programming solutions*



Hear better. Live better.

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# TeleHear Setup

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, or when your patient submits a Help Request through the hearing aid mobile app. Follow these 4 simple steps to set up TeleHear.

## Your Office Will Need:

- Asynchronous Remote Programming
  - Tablet, smart device, or home computer
  - Internet connection
  - Internet browser (Google Chrome or Microsoft Edge)
- Synchronous Remote Programming
  - Computer
  - Pro Fit 2023 or greater
  - Internet connection
  - Internet browser (Google Chrome or Microsoft Edge)
  - Patient database (NOAH or PatientBase)
  - Integrated computer camera or external camera (webcam)
  - Integrated computer microphone/speakers or headset

**NOTE:** *Asynchronous Remote Programming is web-based. Pro Fit or a patient database (Noah or PatientBase) is not required.*

## Your Patient Will Need:

- Neuro Processor 2.4 GHz hearing aids paired to a compatible smart device
- My Starkey mobile app (Available for both Apple and Android smart devices)
- Internet connection (cellular or Wi-Fi)

## Step 1: Establish your TeleHear Portal

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

### Portal Setup

- 1 Select someone to create the TeleHear Portal for the organization. This person will serve as the first administrator.
- 2 Open Pro Fit and click **Register your practice.** [Fig. 1]
- 3 Your internet browser will launch a TeleHear registration website. The first step will be to create an administrator.

**NOTE:** *TeleHear Remote Services supports the latest versions of Google Chrome or Microsoft Edge.*

- 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. This information will be used by the administrator to log in to the Portal in the future. [Fig. 2]

**NOTE:** *If the email address is linked to a TeleHear practice, the message “An account with this email address already exists” will display. You can close the message and update the email. If you do not remember your password, click on “already have an account? Sign in” to be directed to the login screen where you can reset your password.*

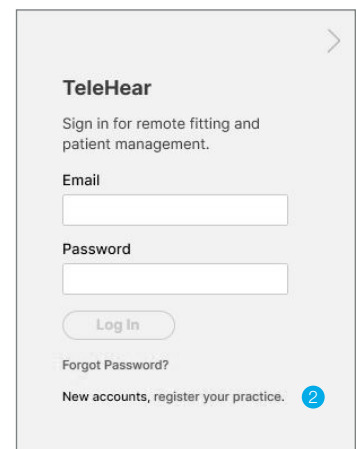


Figure 1

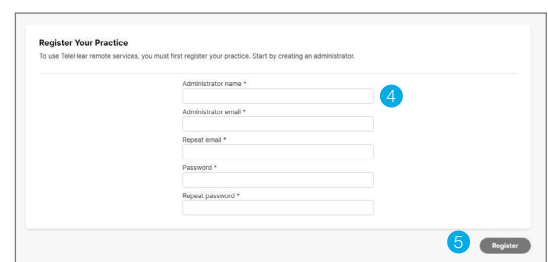


Figure 2

## Step 1: Establish your TeleHear Portal (Continued)

- 5 Click **Register** and the system will send a verification link to the email address you entered.
- 6 Go to your email service and click the link in the email you received to verify your login. The email link is valid for 72 hours.  
**Note:** *If you don't receive an email within 5–10 minutes, check your spam. If no email is found, click the Resend Email button on the last TeleHear registration page. If you attempt to log in without verifying your credentials, another verification email will be sent. If your account is not verified within 3 days, it will be deleted.*
- 7 The TeleHear registration screen will be launched in your browser. Click on **Continue Account Registration**. [Fig. 3]

### Practice Details

- 1 Enter your account number, clinic name, address, phone number, and website (if applicable). [Fig. 4]  
**NOTE:** *Some of this information will be displayed on the patient's mobile app. Only one Practice may be set up, but multiple locations (e.g. areas, facilities, etc.) can be added. Professionals may be assigned to only one location.*
- 2 Click **Next**.

### Locations

- 1 If you have more than one location for your Practice, add those by clicking on the **+ Add** link. [Fig. 5]
- 2 Enter the clinic name, address, phone number, and website (if applicable).
- 3 Click **Save Location**.  
**NOTE:** *You can edit or delete locations by clicking on them.*
- 4 If no other locations need to be added, click **Next**. [Fig. 5]

### Users (hearing care professionals)

An administrator can add additional users to the Practice. To add a user:

- 1 Click **+ Add** link. [Fig. 6]
- 2 Enter in the user's name, email address and location.
- 3 If desired, make the user an administrator by checking the **Make Administrator** box.  
**NOTE:** *An administrator can add and edit new users.*
- 4 Click **Save User**.

**NOTE:** *If the user already has a TeleHear account, a message will be displayed to notify that the user already belongs to another organization.*

- 5 A verification link will be sent to the email address entered for the user. The user will need to open the email and click the link to verify their information before they will be able to log in to TeleHear. If they do not see the email, have them check junk mail. The verification email is valid for 72 hours.



Figure 3

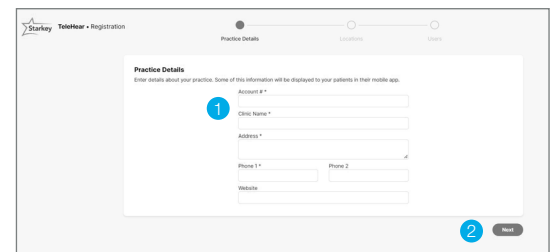


Figure 4

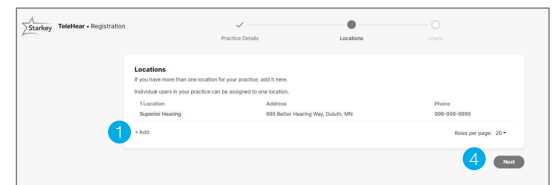


Figure 5

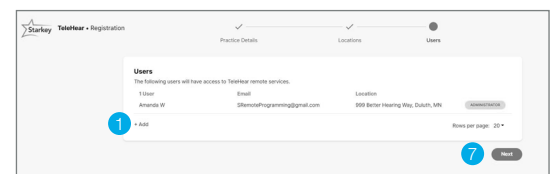


Figure 6

## Step 1: Establish your TeleHear Portal (Continued)

- To add more users, repeat steps 1–5.

**NOTE:** You can edit or delete users by clicking on them. You cannot delete the administrator unless they are the last user in the entire Practice. Deleting the administrator will cause the Practice to be deactivated.

- If no other users need to be added, click **Next**. [Fig. 6]

- Once you have successfully registered your Practice, you will be redirected to the TeleHear Portal.

**NOTE:** In the My Practice section, Administrators can add/edit locations, users, and modify Asynchronous Help Request preferences.

## Step 2: Invite the Patient to Use TeleHear

The remote programming invite 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 3 days and each patient must receive a unique code. Make note of the remote programming code for later use.

- Select the patient from the patient database or create a patient file for them.
- Open Pro Fit.
- Enter your login credentials and select **Log In**. [Fig. 7]
- Enter the patient's mobile phone number and select **Invite**. [Fig. 8]
- The invite code will display in Pro Fit along with a green Invited indicator. The code may be resent using the resend button, if needed. [Fig. 9]
- The unique invite code will be sent by text message to the mobile phone number provided. [Fig. 10]

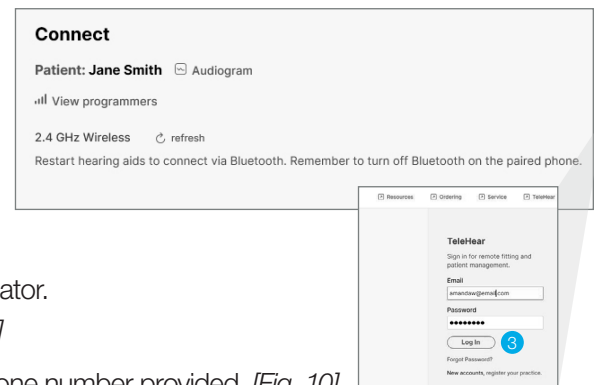


Figure 7

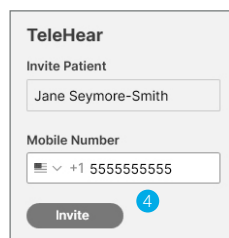


Figure 8

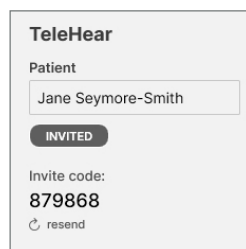


Figure 9

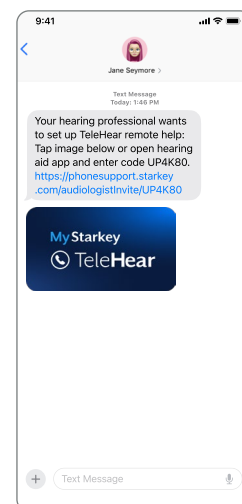


Figure 10

## Step 3: Activate Remote Programming in My Starkey

The remote programming invite code must be entered into My Starkey. The code may either be entered manually or with a hyperlink within the text message. The patient should have the current version of My Starkey on a compatible smart device, and must be signed into the cloud to use TeleHear.

*For assistance, refer your patient to the applicable mobile app QuickTIPS.*

### To enter the code via the hyperlink:

- 1 Tap the hyperlink within the text message.
- 2 **My Starkey** will open and the code will be pre-filled. [Fig. 13]
- 3 The patient will be asked if they authorize you to have access to their hearing aid information. Tap **Accept**. [Fig. 13]
- 4 The clinic/hearing care professional will now appear in My Starkey. [Fig. 14]

### To enter the code manually:

- 1 Launch **My Starkey**
- 2 Tap **More** and then **TeleHear**. [Fig. 11]
- 3 Tap **I have a code**. [Fig. 12]
- 4 Enter the invite code from the text message. [Fig. 13]
- 5 The patient will be asked if they authorize you to have access to their hearing aid information. Tap **Accept**.
- 6 The clinic/hearing care professional will now appear in My Starkey. [Fig. 14]

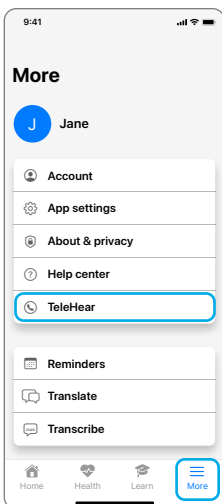


Figure 11

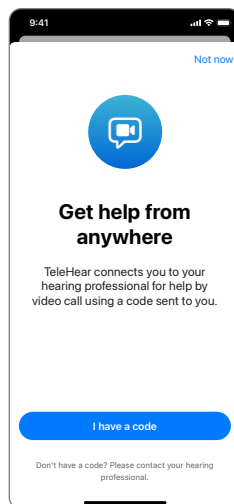


Figure 12

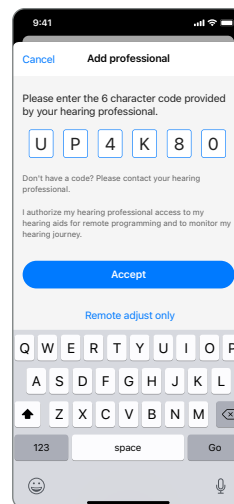


Figure 13

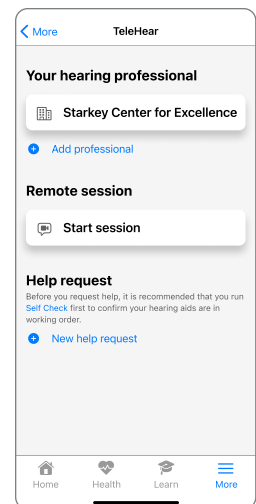


Figure 14

## Step 4: Confirm Invitation Status *(Optional)*

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To confirm if the patient has been correctly set up for TeleHear:

- 1 Log in to the TeleHear Portal at TeleHearPortal.com.
- 2 Navigate to the Patients section to see all the patients that your Practice has invited to TeleHear Remote Services.
- 3 Search for the patient name in the search box or by scrolling in the patient list.

**NOTE:** *If you do not find the patient, it could be possible that a code was not generated, it was sent over 3 days and expired, or the patient declined remote services in the mobile app.*

- 4 Review the status column
  - **Invited:** The patient code was generated in the last 3 days, but they have not entered the remote programming invite code in the mobile app.
  - **Enrolled:** The patient has successfully entered the remote programming invite code in their mobile app and is ready for remote programming.

**NOTE:** *You can only perform remote programming with patients that have an "Enrolled" status. It may take up to 10 minutes for the patient status to update on the TeleHear Portal.*

# Synchronous Remote Programming

**Synchronous Remote Programming** is a hearing aid programming feature that allows you to make remote programming adjustments in real time using a two-way audiovisual link between you and your patient.

The following screens can be accessed during a live session: Quick Fit, Fine Tuning, Sound Manager, Frequency Lowering, Indicators, User Controls, Experience Manager, Feedback Canceller, Audiometer, Tinnitus, Troubleshooting, Verify Comfort, Fitting Summary, and Data Log. Adjust any program, including custom programs created by the patient, in My Starkey.

## Step 1: Join the Live Session

- 1 Schedule an appointment with the patient.
- 2 A live session may be conducted two ways:

**NOTE:** Make sure your PC has Internet access, and you have the latest versions of Google Chrome or Microsoft Edge installed.

### Launch from Pro Fit: [Fig. 1]

- A Select the patient in the patient database (NOAH or PatientBase).
- B Launch Pro Fit and select **Start Remote Session**.
- C After you click **Start Remote Session**, you will be prompted if you would like to start a live session. Click **OK** to proceed. [Fig. 2]
- D Click **Call Now** to connect with the patient. [Fig. 3]

### Launch from TeleHearPortal.com: [Fig. 4]

- A Type TeleHearPortal.com in your browser and enter your login credentials in the login screen.
- B Search for the patient in the search box or by scrolling in the patient list. All patients with whom you have generated a remote programming invite code will appear under Patients on the TeleHear Portal.

**NOTE:** If you do not find the patient, it could be possible that a code was not generated, it was sent over 3 days and expired, or the patient declined remote services in the mobile app.

**NOTE:** You can only perform a remote fitting session if the patient status is "Enrolled."

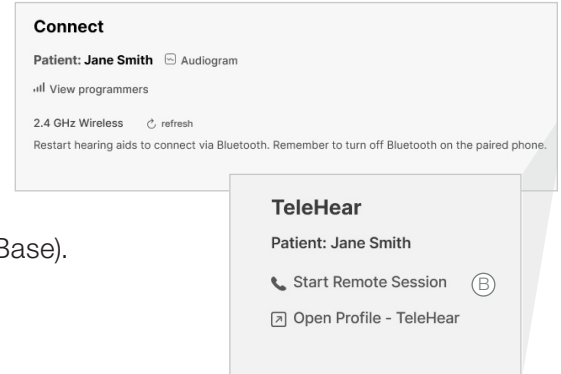


Figure 1

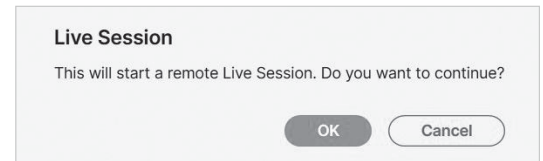


Figure 2

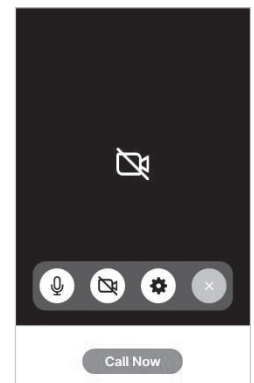


Figure 3

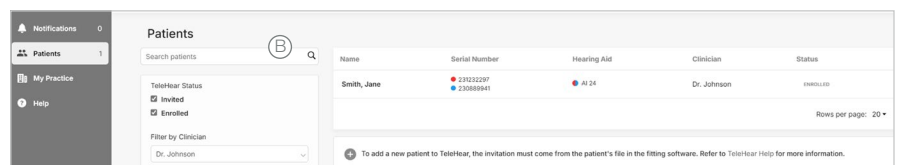


Figure 4



## Step 1: Join the Live Session (Continued)

- Ⓒ Click on the patient's name to open the screen that contains basic device information.
- Ⓓ Click on the **Start Live Session** button in the top right corner. [Fig. 5]
- Ⓔ After you click **Start Live Session** you will be prompted to start a remote fitting. Click **Continue** to proceed.  
A pop-up may indicate the site is trying to open Pro Fit. Click **Open**.

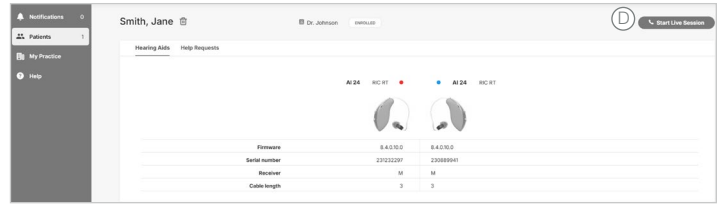


Figure 5

- 3 The patient will receive a banner notification on their smart device (if enabled) letting them know when the hearing care professional has entered the live session.
- 4 The patient can join the live session by tapping on the banner notification or by launching My Starkey and navigating to **More > TeleHear** and tapping **Start Session**. [Fig. 6]

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

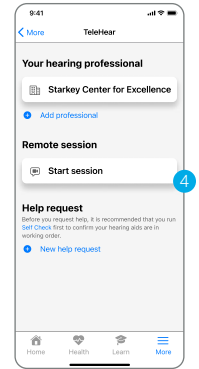


Figure 6

- 5 The patient will see **Connecting to Professional**.
- 6 Once the patient joins the live session, the hearing care professional will see the Pro Fit software and a video display. The patient will appear in the larger frame, and they will appear in the smaller frame.  
**NOTE:** The patient will see the opposite on their smart device: the hearing care professional will be in the larger frame and they will be in the smaller frame.
- 7 The hearing care professional will hear the patient through their computer audio, and the patient will hear them through their smart device. The patient will be listening in whichever program the hearing care professional has selected in Pro Fit.
- 8 Both parties have audiovisual controls:

### Hearing Care Professional: [Fig. 7]

- Ⓐ Mute/unmute microphone
- Ⓑ Enable/disable camera
- Ⓒ Access Settings to choose microphone and camera
- Ⓓ End the call

### Professional A/V Controls

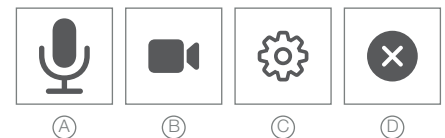


Figure 7

### Patient: [Fig. 8]

- Ⓐ Enable/disable camera
- Ⓑ Flip camera
- Ⓒ Microphone
- Ⓓ End the call

### A/V Controls

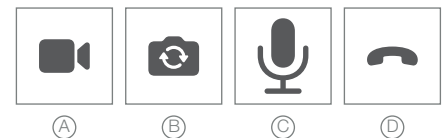


Figure 8

## Step 2: Make Adjustments

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- 1 Once connected, make the necessary programming adjustments.
  - The patient will automatically be moved to any program chosen by the hearing care professional.
  - The patient cannot use their My Starkey controls or on-board user controls during a live session.
- 2 Programming adjustments are automatically synced to the hearing aids in real time.

## Step 3: End the Live Session

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- 1 A live session may be ended by either the hearing care professional or the patient by clicking the **End the Call** button.
- 2 You will be prompted to save a description of the fitting session when attempting to close the Pro Fit 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.

# Asynchronous Remote Programming

**Asynchronous Remote Programming** is a fully web-based remote programming feature. Patients can submit a Help Request through the My Starkey app and, once received, compare the old sound settings to the new sound settings, and save which settings they prefer to their hearing aids. Hearing aid adjustments can be made at your leisure and through the mode of your choice: tablet, smartphone, or home computer.

Asynchronous remote programming requires at a minimum firmware 8.3.0.13 and mobile app version 1.1

## The following adjustments can be made with asynchronous remote programming:

- Quick Fit adjustments
- Fine Tuning adjustments
- Add and delete programs
- Feedback Manager Adjustments

[Refer to the TeleHear: Requesting hearing help through the mobile app-For Patients QuickTIP for information on how your patient will submit a Help Request through the mobile app.](#)

## Step 1: Receiving a Help Request

- 1 When your patient submits a Help Request, you will receive an e-mail. Select **Launch TeleHear** within the e-mail to access your TeleHear Portal. [Fig. 1]
- 2 Enter your login credentials in the login screen.
- 3 Logging in to the TeleHear Portal defaults to the Notification screen. All patient help requests will be arranged newest to oldest along with the status of each request. [Fig. 2]

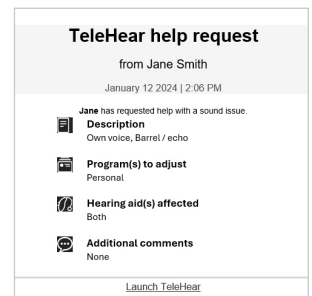


Figure 1

**NOTE:** Status options are New, Pending, Accepted, and Declined.

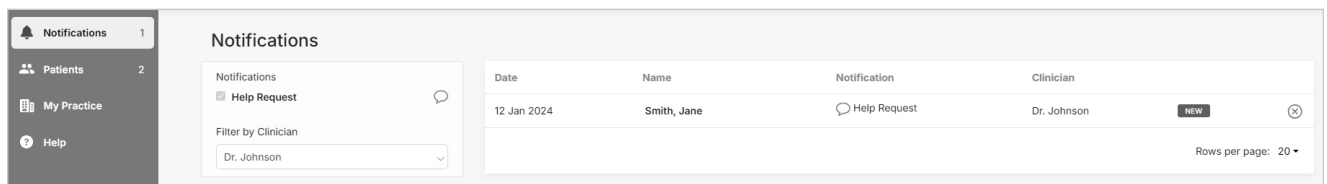


Figure 2

## Step 2: Making Adjustments

- 1 Click on the **New** request to open the selected patient's virtual TeleHear file. A chat window with the Help Request details will appear, and acts as an easy reference for requested adjustments. [Fig. 3]
- 2 Click **Make Adjustment** to open the patient's settings and make adjustments. [Fig. 3]

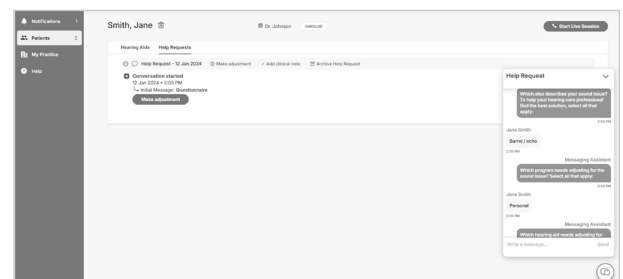


Figure 3

## Step 2: Making Adjustments (Continued)

3 The **Make Adjustment** screen will open. You may perform Quick Fit or Fine Tuning adjustments in any program. Programs with requested adjustments are labeled **Open**. [Fig. 4]

4 Once an adjustment is made, the **Open** label will change to **Pending**.

**NOTE:** When making adjustments, there is no Undo function. Cancel the adjustment and start over if a correction is needed.

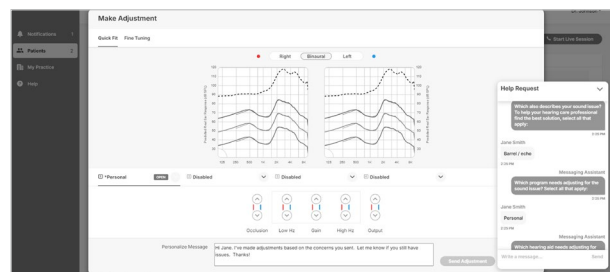


Figure 4

5 If desired, enter a personalized message to send to your patient.


6 Click **Send Adjustment** to send the adjustments to your patient. The TeleHear Portal will now indicate adjustments were sent and the Help Request status in Notifications will indicate **Pending**.

7 If desired, add a Clinical Note to record the adjustments made.

**NOTE:** Asynchronous remote programming adjustments cannot be saved to a patient database. At the next Pro Fit session, you will be notified the hearing aid settings are new and will have the option to save the settings to the database.

## Step 3: Trying New Sound Settings

The patient will receive a banner notification on their smart device (if enabled) letting them know you have responded to their Help Request. A red dot will also appear on the My Starkey app icon to indicate a Notification is available.

1 The patient can try the new settings by tapping on the banner notification or by launching My Starkey and navigating to **More** >  to view the notification.

2 The patient can compare the old and new sound settings, and save the preferred setting to their hearing aids or send a message, requesting more adjustments. [Fig. 5]

3 If more adjustments are requested, you will receive an e-mail. Select **Launch TeleHear** within the e-mail to access your TeleHear Portal. Within the **Open** virtual TeleHear file, click **Make Adjustment**.

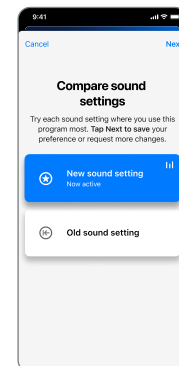


Figure 5

[Refer to the TeleHear: Requesting hearing help through the mobile app-For Patients QuickTIP for more details.](#)

## Step 4: TeleHear Portal Status Update

The Notifications section of the TeleHear Portal will indicate whether the patient accepted or declined the adjustments.

1 If multiple adjustments were made and the patient accepted some and declined others, click on the Help Request to see what adjustments were accepted and which were declined.

2 Once all adjustments are accepted or declined, the Help Request will indicate a **Closed** status and further adjustments cannot be made. You may add clinical notes, view a snapshot of the original chat history, or archive the Help Request. [Fig. 6]

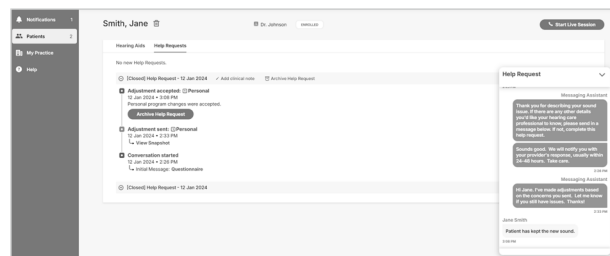


Figure 6

The app may look slightly different depending on your phone.

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