

QUICKTIP

TeleHear: Preparing for a virtual appointment

For Patients

TeleHear is a remote programming feature that allows you to engage in an appointment with your hearing care professional via video chat. See, hear, and talk with your hearing care professional while your hearing aids are adjusted remotely to ensure the best possible hearing experience. Enjoy some added peace of mind knowing you can get the hearing help you need from the comfort and safety of your own home or wherever you happen to be.

You will need:

- Starkey Neuro Processor 2.4 GHz hearing aids
- Smart Device
- My Starkey
- Internet Connection (Cellular or WiFi)

Setup

Download My Starkey from the App store or Google Play store. My Starkey is available for both Apple and Android smart devices. For compatibility information, visit: <https://www.starkey.com/hearing-aids/apps/my-starkey/compatibility>

Pair your hearing aids to your smart device.

Complete the My Starkey setup process, including creating an account.

You must be signed into your account to use TeleHear. Account creation is part of the My Starkey setup process and is required.

Connect to your hearing care professional. Your hearing care professional will provide a code via a text message that will need to be entered into My Starkey. The code may either be entered manually or via a hyperlink within the text message. The code is only needed once as part of the initial set up process. The code will expire after 3 days.

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. 3]
- 3 You will be asked if you authorize your hearing care professional to have access to your hearing aid information. Tap **Accept**. [Fig. 3]
- 4 Your hearing care professional and/or clinic will now appear in My Starkey. [Fig. 4]

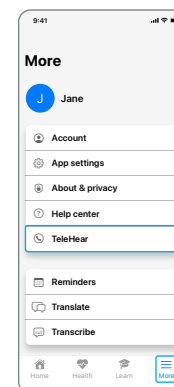


Figure 1

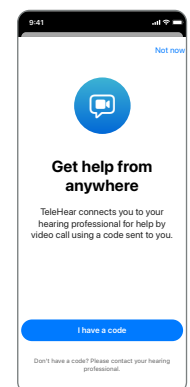


Figure 2

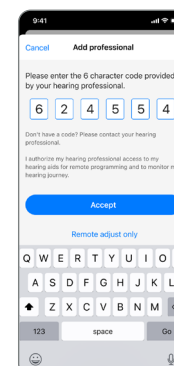


Figure 3

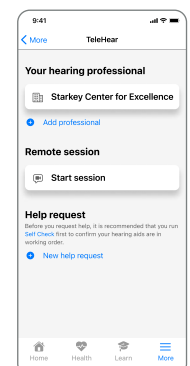


Figure 4

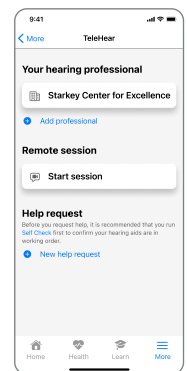
Setup (Continued)

To enter the code manually:

- 1 Launch **My Starkey**.
- 2 Tap **More** and then **TeleHear**. [Fig. 1]
- 3 Tap **I have a code**. [Fig. 2]
- 4 Enter the code from your hearing care professional. [Fig. 3]
- 5 You will be asked if you authorize your hearing care professional to have access to your hearing aid information. Tap **Accept**. [Fig. 3]
- 6 Your hearing care professional and/or clinic will now appear in My Starkey. [Fig. 4]

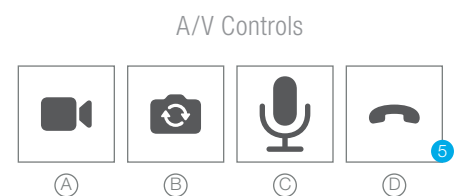
Join Live Session

- 1 At your designated appointment time with your hearing care professional, join the live session from the TeleHear screen in My Starkey.
 - Tap **More**.
 - Tap **TeleHear**.
 - Tap **Start Session**. The first time you enter a live session, you will be prompted to allow My Starkey to access your camera and microphone. Select **OK** for both prompts.



If you have notifications enabled on your smart device, a banner will appear when your hearing care professional has entered the live fitting session. Tapping the banner is another way for you to join a live session.

- 2 **Connecting to Professional** will appear on the screen to indicate you are in the process of connecting with your hearing care professional.
- 3 Once connected, you will see the hearing care professional in the larger frame on your smart device and yourself in the smaller frame. You will also be able to hear one another. Your hearing care professional will have control over your hearing aids to make any necessary programming adjustments. The controls on-board your hearing aids and My Starkey controls will not be available during the live session.
- 4 Tap the line at the bottom of the screen on your smart device to access Audio/Visual controls.
- 5 The live session may be ended by either you or your hearing care professional. To end the session, select the **End the Call** icon from the display on your smart device. A pop-up message will ask if you are sure you want to end the session. Select **Yes**.



Tips for a successful remote programming session

- Ensure Bluetooth® is activated on your smart device.
- Make sure that your smart device is sufficiently charged. Smart devices should be at least 50% charged.
- Make sure your hearing aids are fully charged.
- Ensure you have a stable WiFi or cellular connection.
- Optional: Ask a family member or friend to join you during your appointment to test the hearing aid adjustments in real time.

During the remote programming session, please avoid the following:

- Moving your hearing aids more than 30 feet from your smart device.
- Turning off your hearing aids, smart device or Bluetooth.
- Switching between WiFi and cellular data.
- Answering incoming calls during a live session.
- Closing My Starkey.

