

QUICKTIP

TeleHear

Portal and System Setup

Follow these 4 simple steps to set up TeleHear synchronous remote programming.

Step 1: Establish your TeleHear Portal

The TeleHear Portal serves as the clinician control center for managing remote programming and provides a variety of administrative tools. There are two ways to establish a Telehear Portal; obtaining pre-assigned temporary login credentials from your support audiologist, or having an administrator add additional users to the Practice.

Portal Setup

- 1 Log in by selecting **TeleHear Remote Services** from the Get Started Menu in the Inspire software. [Fig 1]
NOTE: To locate pre-assigned temporary login credentials, please reach out to your support audiologist.
- 2 Enter **Email** and **Password** to sign in. [Fig 2]
- 3 You will be prompted to change your password if you logged in with temporary credentials.

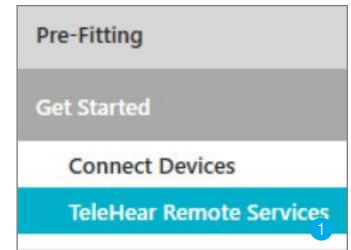


Figure 1

Users (Clinicians)

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

- 1 Select **My Practice > Users > Add User**. [Fig. 3]
- 2 Enter in the user's name, email address and location.
- 3 Make the user an administrator by checking the **Make Administrator** box.
- 4 Click **Save User**.

NOTE: An administrator can add and edit new users.

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

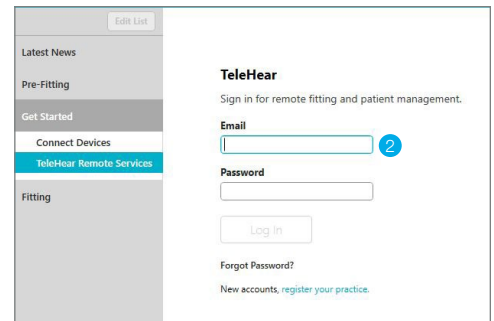


Figure 2

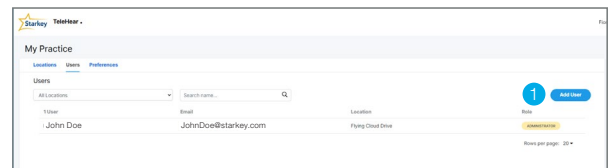


Figure 3



Step 2: Generate a Remote Programming Invite Code

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 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 Select the patient from the patient database or create a patient file for them.
- 2 Open Inspire X and connect the hearing aids.
- 3 Click **Patient Tools** from the left navigation menu. [Fig. 4]
- 4 Select the **TeleHear Remote Services** window.
- 5 Enter your login credentials and select **Log In**.
- 6 Click **Generate Code** to generate a unique remote programming invite code for the patient. Entering this code into their Thrive app will connect them to the clinic/clinician. [Fig. 5]

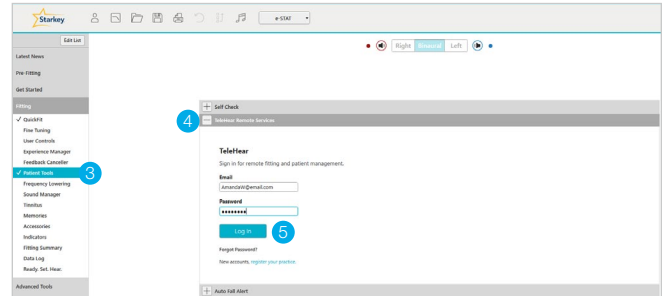


Figure 4

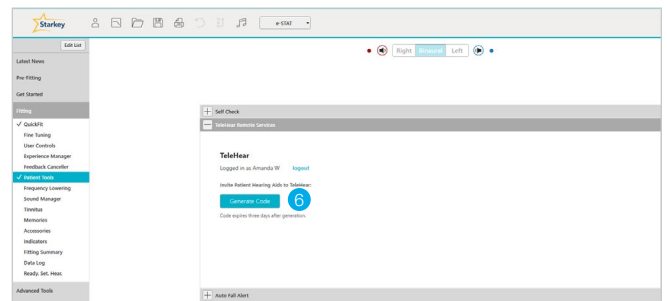


Figure 5

Hearing Aids are NOT Connected to Inspire X:

- 1 Select the patient from the patient database or create a patient file for them.
- 2 Open Inspire X.
- 3 Click **Get Started** from the left navigation menu.
- 4 Enter your login credentials and select **Log In**. [Fig. 6]
- 5 Click **Generate Code** to generate a unique remote programming invite code for the patient. Entering this code into their Thrive app will connect them to the clinic/clinician. [Fig. 7 and 8]

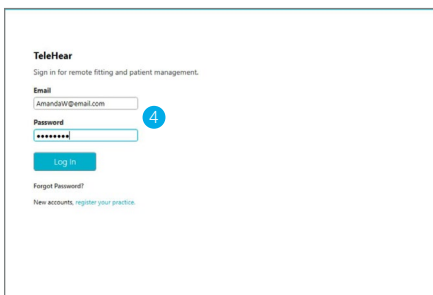


Figure 6

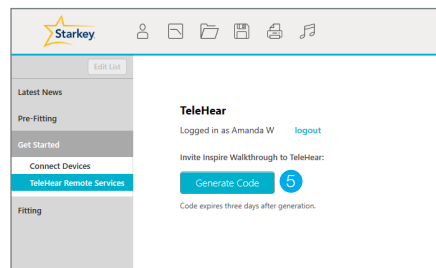


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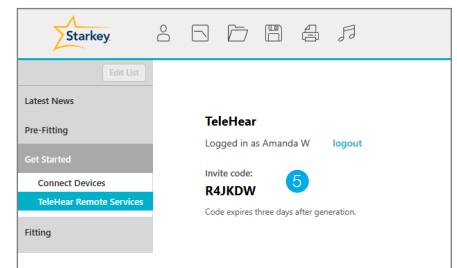

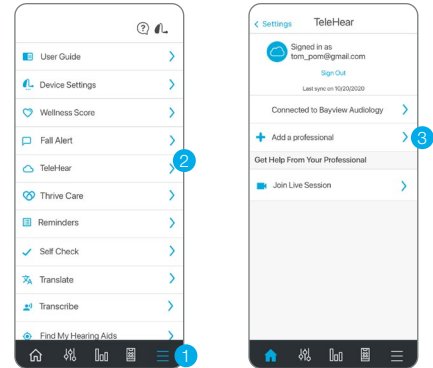


Figure 8

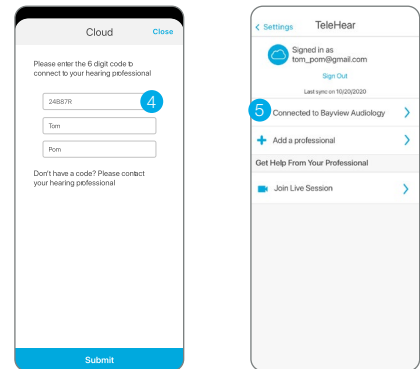
Step 3: Activate Remote Programming in the Patient's Thrive App

The remote programming invite code generated by the clinician 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. How the patient enters their name in the app is how it will display in the TeleHear Portal. **Tap Submit**.
- 5 The clinic/clinician will now appear in the Thrive app.



Setup is now complete.



Step 4: Confirm Invitation Status (Optional)

To confirm if the patient has been correctly set up for a live remote session:

- 1 Log in to the TeleHear Portal at TeleHearPortal.com.
- 2 The TeleHear Portal opens in the Patients section.

NOTE: You can 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 three 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 sessions.

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

The app may look slightly different depending on your phone.

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