


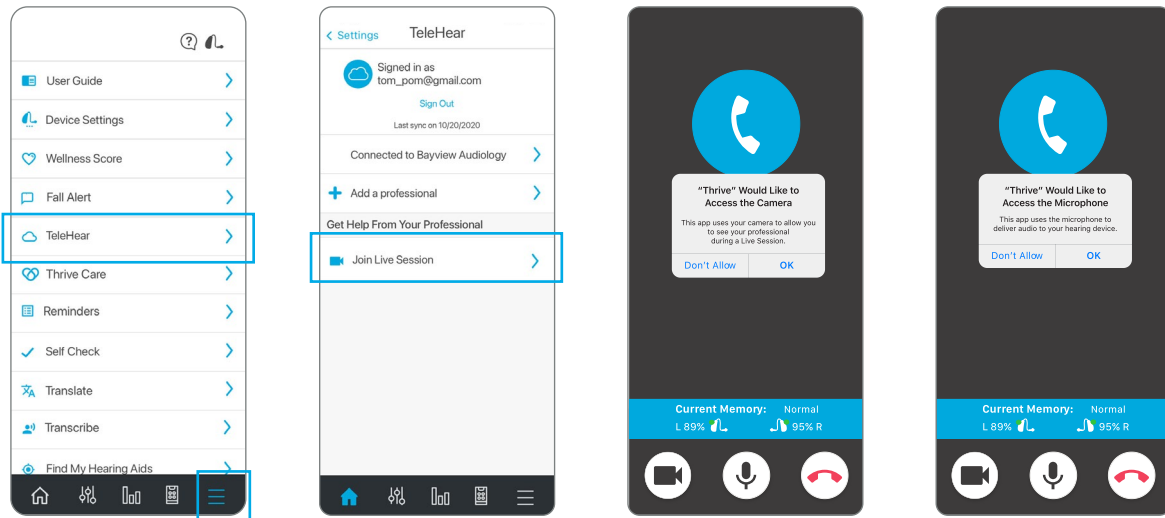
QUICKTIP

TeleHear – Join Live Session For Patients

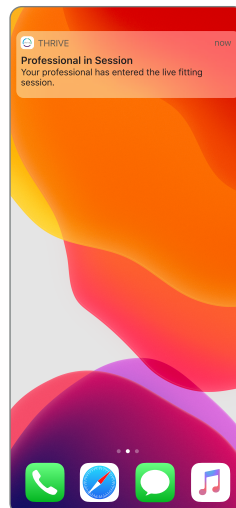
TeleHear™ is Starkey's remote programming feature that allows you to receive hearing aid adjustments remotely in real time from your clinician via video chat.

Join a Live Session

- 1 At your designated appointment time with your clinician, join the live session from the TeleHear screen in the Thrive Hearing Control app.
 - Navigate to the **Settings** menu 
 - Select **TeleHear**
 - Tap **Join Live Session**. The first time you enter a live session, you will be prompted to allow the Thrive app to access your camera and microphone. Select **OK** for both prompts.

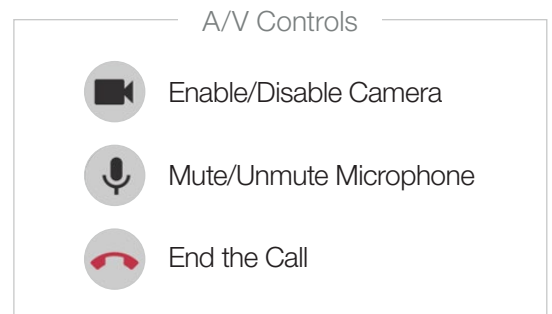


If you have notifications enabled on your smart device, a banner will appear when your clinician has entered the live fitting session. Tapping the banner is another way for you to join a live session.



Join a Live Session (Continued)

- 2 Connecting to Professional** will appear on the screen to indicate you are in the process of connecting with your clinician.
- Once connected, you will see the clinician in the larger frame on your smart device and yourself in the smaller frame. You will also be able to hear one another. Your clinician will have control over your hearing aids to make any necessary programming adjustments. The controls on-board your hearing aids and Thrive app controls will not be available during the live session.
- The live session may be ended by either you or your clinician. 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**.



The app may look slightly different depending on your phone.

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