TeleHear
For Hearing Professionals

Follow these three simple steps to use TeleHear.

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 Inspire: *[Fig. 1]*

Ⓐ Select the patient in the patient database (NOAH or PatientBase).

Ⓑ Launch Inspire X and select **Get Started > TeleHear Remote Services.**

Ⓒ Enter your login credentials and select **Log In.**

Ⓓ Click **Start Remote Session.**

Ⓔ After you click **Start Remote Session** you will be prompted that you would like to start a live session. Click **OK** to proceed. *[Fig. 2]*

A pop-up will indicate "waiting for client" if they have not already joined the live session. *[Fig. 3]*

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

Ⓐ Type TeleHearPortal.com in your browser and enter your login credentials in the login screen.

Ⓑ 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.*

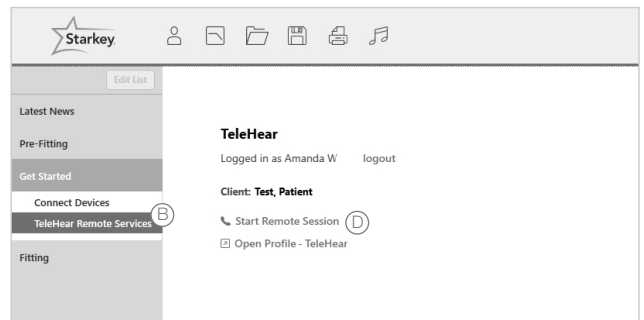**NOTE:** *You can only perform a remote fitting session if the patient status is "Enrolled."*

Figure 1

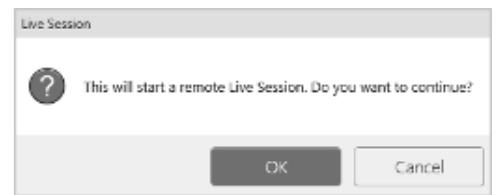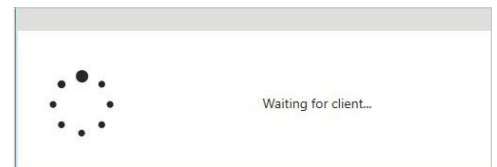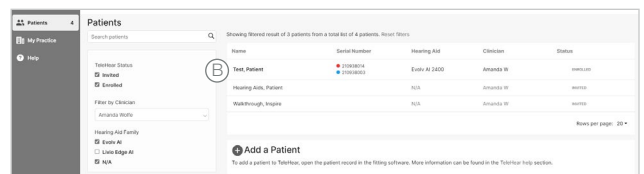Figure 2

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 Fitting** button in the top right corner. *[Fig. 5]*

Ⓔ After you click **Start Fitting** you will be prompted to start a remote fitting. Click **Continue** to proceed. A pop-up may indicate the site is trying to open Inspire. Click **Open.**
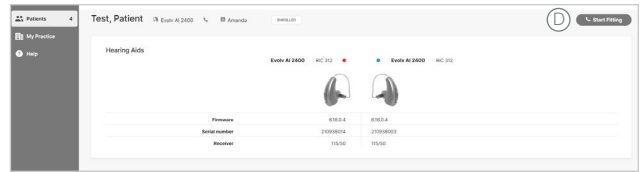
3 The patient will receive a banner notification on their smart device (if enabled) letting them know when the hearing professional has entered the live session. *[Fig. 6]*

4 The patient can join the live session by tapping on the banner notification *[Fig. 6]* or by navigating to **Settings** > **TeleHear** and tapping **Join Live Session**. *[Fig. 7]*
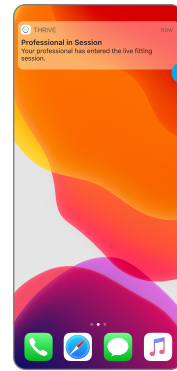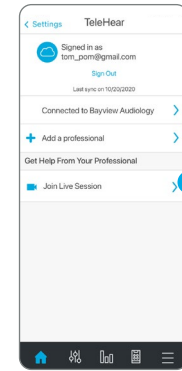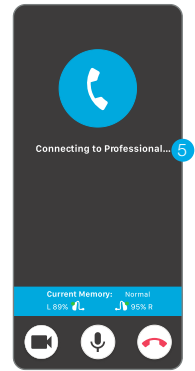
NOTE: *The first time Telehear is used, the patient will be prompted to allow the Thrive app to access their camera and microphone. Permission is necessary to use the feature.*

5 The patient will see **Connecting to Professional**. *[Fig. 8]*

6 Once the patient joins the live session, the hearing professional will see the Inspire X software and a video display that includes the connection status of the hearing aids. The patient will appear in the larger frame, and the hearing professional will appear in the smaller frame. *[Fig. 9]*

NOTE: *The patient will see the opposite on their smart device: the hearing professional will be in the larger frame and they will be in the smaller frame. [Fig. 10]*

7 The hearing professional will hear the patient through their computer audio. The patient will hear the hearing professional through their smart device in the memory environment selected by the hearing professional.

8 Both parties have audiovisual controls:

Hearing professional: *[Fig. 11]*

Ⓐ Enable/disable camera

Ⓑ Mute/unmute microphone

Ⓒ Access Settings to choose microphone and camera

Ⓓ End the call

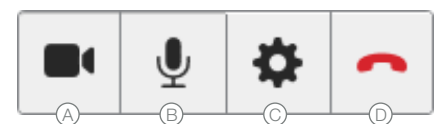**Patient:** *[Fig. 12]*

Ⓐ Enable/disable camera

Ⓑ Mute/unmute microphone

Ⓒ End the call

Figure 5

Figure 6

Figure 7

Figure 8

Figure 9

Figure 10

Figure 11

Figure 12

Step 2: Make Adjustments and Sync

1 Once connected, make the necessary programming adjustments. *[Fig. 13]*

- The patient will automatically be moved to any memory environment chosen by the hearing professional.

- The patient cannot use their Thrive app controls or on-board user controls during a live session.

- 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, Expert Assistant, Verify Comfort, Fitting Summary and Data Log. Adjust any memory including custom memories created by the patient in their Thrive app.

Figure 13

2 Press the Sync button (hearing aid icon) at the bottom of the video panel to save new settings to the hearing aids so the patient can experience them. Three white dots will bounce to indicate that updates are in progress. *[Fig. 14]*

There are four possible statuses for the Sync button:

Everything is up to date	Changes ready to sync	Updates in progress	Disconnected

Figure 14

Step 3: End the Live Session

1 A live session may be ended by either the hearing professional or the patient by clicking the **End the Call** button.

TIP: *Ensure that the hearing aid settings are up to date (sync status displays a green circle/checkmark) before ending a live session.*

2 You will be prompted to save a description of the fitting session when attempting to close the Inspire X 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.