

QUICKTIP

Prepare for a TeleHear Appointment For Patients

TeleHear™ is a remote programming feature that allows you to engage in an appointment with your clinician via video chat. See, hear and talk with your clinician 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:

- Thrive platform 2.4 GHz hearing aids
- Smart device
- Thrive Hearing Control app
- Internet connection (Cellular or WiFi)

Setup

Download the Thrive Hearing Control app from the App store or Google Play store.

The Thrive app is available for both Apple® and Android™ smart devices.

For compatibility information, visit:

<https://www.starkey.com/hearing-aids/apps/thrive-hearing-control/compatibility>.

Pair your hearing aids to your smart device.

Complete the Thrive app setup process, including cloud sign-in. You must be signed into the cloud to use TeleHear. Cloud sign-in is part of the Thrive app setup process but if you did not create an account during app setup or are not sure if you are signed in, go to the Thrive app Settings menu, then select **TeleHear**.

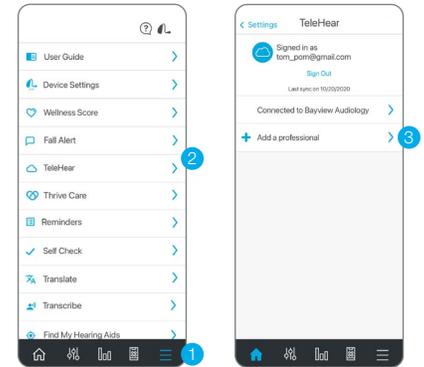


Setup (Continued)

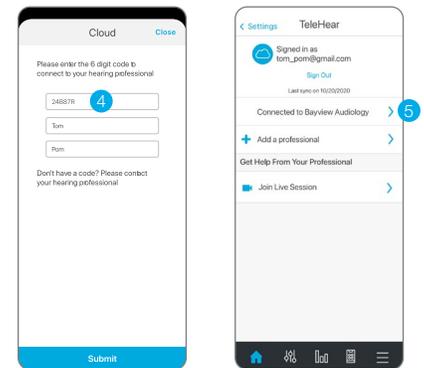
Connect to your clinician. Your clinician will provide a code to enter into your Thrive app. You will only need to enter the code once as part of the initial connection to your clinician. Enter the code right away as it expires after 3 days.

To enter the code:

- 1 Go to **Settings**
- 2 Tap **TeleHear**
- 3 Tap **Add a Professional**
- 4 Enter the code from your clinician. Enter both your first and last name to be easily found by your clinician when starting a live session. Tap **Submit**.
- 5 Your clinician and/or clinic will now appear in the Thrive app.



For steps on how to engage in a live session with your clinician, please refer to the [TeleHear-Join Live Session For Patients QuickTIP](#).



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.
- Use fresh batteries in your hearing aids. If you have rechargeable hearing aids, make sure they 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 the Thrive app.