

QUICKTIP

Preparing for a TeleHear Appointment with your Patient using Pro Fit and My Starkey App

The TeleHear remote programming feature allows you to make remote programming adjustments in real-time using a two-way audiovisual link between you and your patient.

Set up your Office

You will need:

- Fitting computer
- Pro Fit 2023 or greater
- Internet connection
- Internet browser (Google Chrome or Microsoft Edge)
- Patient database (NOAH or PatientBase)
- Integrated computer camera or external camera (webcam)
- Integrated computer microphone/speakers or headset

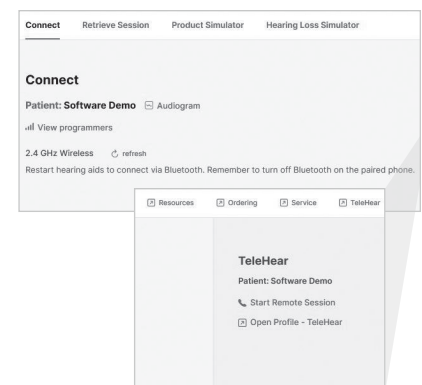


Figure 1

Getting Started:

- **Sign in to TeleHear through Pro Fit.**
- **Generate a remote programming invite code in Pro Fit.** 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.

For assistance, refer to the Government Services TeleHear System Setup with Pro Fit and My Starkey App QuickTIP.

Tips for a successful remote programming session

- Position your camera to reduce visual distractions such as windows or high traffic areas.
- Select a quiet location for minimal auditory distractions.
- Check that your camera, microphone, and speakers are working properly.
- Position yourself close to the microphone and speak clearly for the best sound quality.
- Position yourself so that your patient can clearly see your face.
- Avoid unnecessary noises (i.e., papers rustling, clicking a pen) as these sounds can negatively affect sound quality during the live session.
- Use your clinical judgement to determine if the patient needs to come into the office for further assistance.

Prepare your Patient

They will need:

- Neuro Processor 2.4 GHz hearing aids
- Smart device
- My Starkey mobile app
- Internet connection (cellular or Wi-Fi)

Getting Started:

The following tasks will ensure that your patient is ready to use TeleHear.

- **Download the My Starkey app.**

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

- **Pair the hearing aids to the smart device.**

- **Complete the My Starkey app setup process, including cloud sign-in.**

The patient must be signed into the cloud to use TeleHear.

For assistance, refer your patient to the applicable mobile app QuickTIPS.

- **Have your patient enter the remote programming invite code into the My Starkey app.**

This creates a secure cloud connection between you and your patient.

For step-by-step instructions, refer your patient to [TeleHear Appt Prep for Patients with My Starkey App QuickTIP](#).

- **Schedule a time for the first TeleHear appointment.**

Instructional resources to share with your patient:

- [TeleHear Appt Prep for Patients with My Starkey App QuickTIP](#)
- [TeleHear-Join Live Session](#)
- Patient Product Support: www.starkey.com
- Veteran Technical Support Line: [1-800-211-7789](tel:1-800-211-7789)

