

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 hearing professional control center for managing remote programming and provides a variety of administrative tools.

Portal Setup

- 1 Select someone to create the TeleHear Portal for the organization. This person will serve as the first administrator.
- 2 Open Inspire X and navigate to **Get Started** and select **TeleHear Remote Services**. [Fig. 1]
- 3 Click **Register your practice**. [Fig. 2]
- 4 Your internet browser will launch a TeleHear registration website. The first step will be to create an administrator.

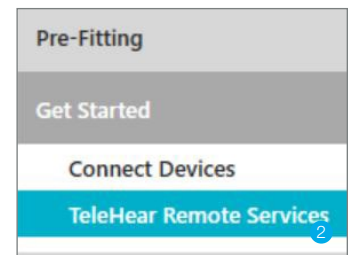


Figure 1

- NOTE:** *TeleHear Remote Services supports the latest versions of Google Chrome or Microsoft Edge.*
- 5 Enter a valid email address and select a password that is 8 to 20 alphanumeric characters long including 1 lower case, 1 upper case, 1 number and 1 special character. This information will be used by the administrator to log in to the Portal in the future. [Fig. 3]

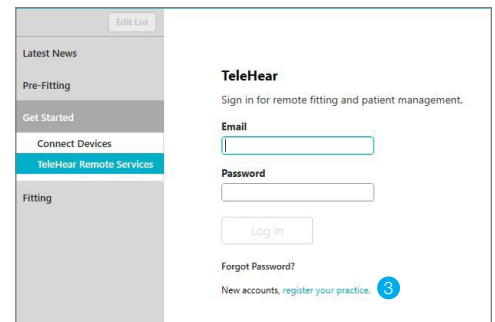


Figure 2

- NOTE:** *If the email address is linked to a TeleHear practice, the message "An account with this email address already exists" will display. You can close the message and update the email. If you do not remember your password, click on "already have an account? Sign in" to be directed to the login screen where you can reset your password.*
- 6 Click **Register** and the system will send a verification link to the email address you entered.
 - 7 Go to your email service and click the link in the email you received to verify your login. The email link is valid for 72 hours.

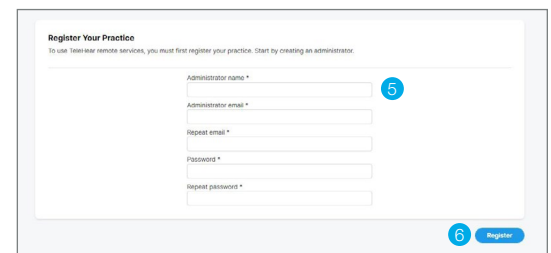


Figure 3

Note: *If you don't receive an email within 5-10 minutes, check your spam. If no email is found, click the Resend Email button on the last TeleHear registration page. If you attempt to log in without verifying your credentials, another verification email will be sent. If your account is not verified within 3 days, it will be deleted.*



Step 1: Establish your TeleHear Portal (Continued)

- 8 The TeleHear registration screen will be launched in your browser. Click on **Continue Account Registration**. [Fig. 4]

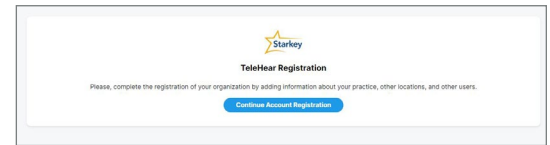


Figure 4

Practice Details

- 1 Enter your account number, clinic name, address, phone number, and website (if applicable). [Fig. 5]

NOTE: Some of this information will be displayed on the patient's mobile app. Only one Practice may be set up, but multiple locations (e.g. areas, facilities, etc.) can be added. Professionals may be assigned to only one location.

- 2 Click **Next**.

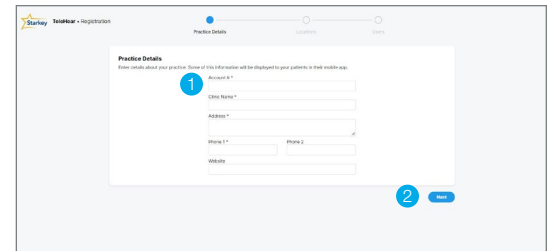


Figure 5

Locations

- 1 If you have more than one location for your Practice, add those by clicking on the **+ Add** link. [Fig. 6]

- 2 Enter the clinic name, address, phone number, and website (if applicable).

- 3 Click **Save Location**.

NOTE: You can edit or delete locations by clicking on them.

- 4 If no other locations need to be added, click **Next**. [Fig. 6]

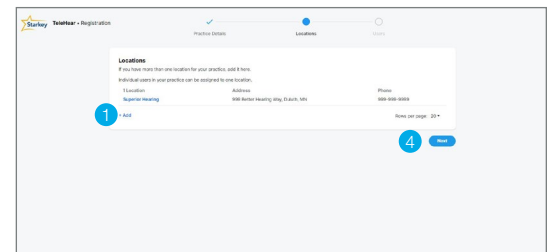


Figure 6

Users (Hearing Professionals)

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

- 1 Click **+ Add** link. [Fig. 7]
- 2 Enter in the user's name, e-mail address and location.
- 3 If desired, make the user an administrator by checking the **Make Administrator** box.

NOTE: An administrator can add and edit new users.

- 4 Click **Save User**.

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.

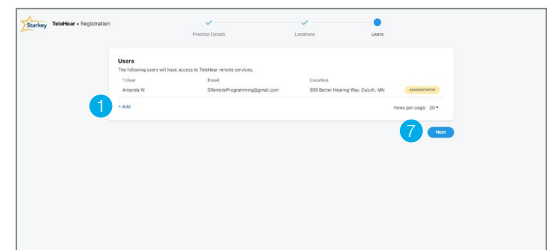


Figure 7

Step 1: Establish your TeleHear Portal (Continued)

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

NOTE: You can edit or delete users by clicking on them. You cannot delete the administrator unless they are the last user in the entire Practice. Deleting the administrator will cause the Practice to be deactivated.

- If no other users need to be added, click **Next**. [Fig. 7]
- Once you have successfully registered your Practice, you will be redirected to the TeleHear Portal.

NOTE: Administrators can add and edit locations and users in the My Practice section.

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:

- Select the patient from the patient database or create a patient file for them.
- Open Inspire X and connect the hearing aids.
- Click **Patient Tools** from the left navigation menu. [Fig. 8]
- Select the **TeleHear Remote Services** window.
- Enter your login credentials and select **Log In**.
- 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/hearing professional. [Fig. 9]

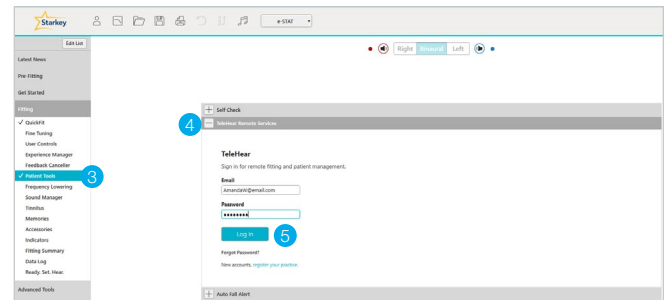


Figure 8

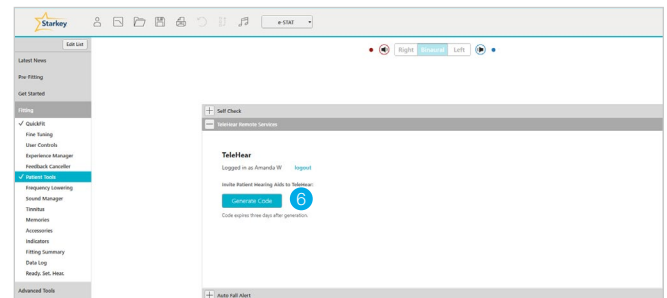


Figure 9

Hearing Aids are NOT Connected to Inspire X:

- Select the patient from the patient database or create a patient file for them.
- Open Inspire X.
- Click **Get Started** from the left navigation menu.
- Enter your login credentials and select **Log In**. [Fig. 10]
- 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/hearing professional. [Fig. 11 and 12]

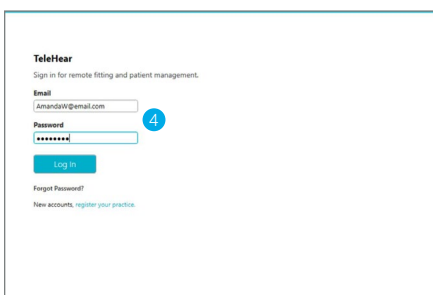


Figure 10

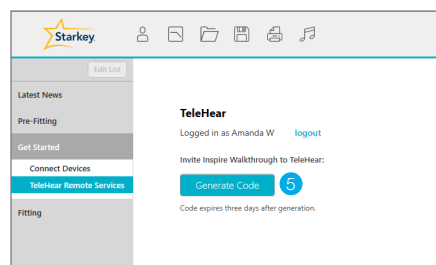


Figure 11

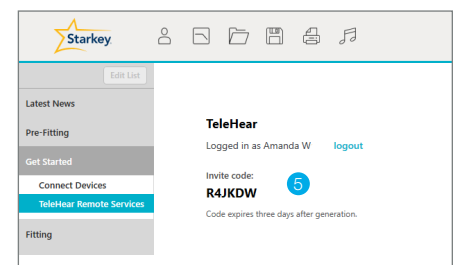

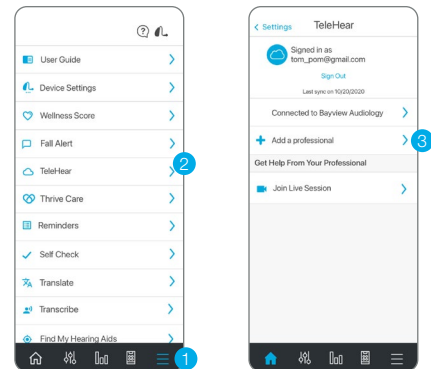


Figure 12

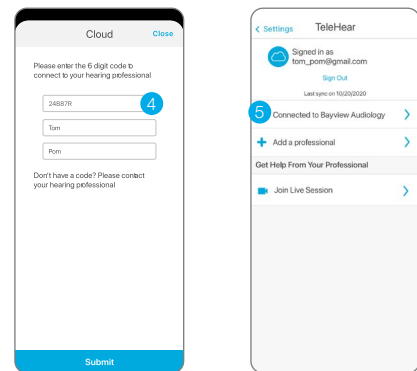
Step 3: Activate Remote Programming in the Patient's Thrive App

The remote programming invite code generated by the hearing professional 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/hearing professional 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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