QUICKTIP

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 Pro Fit: *[Fig. 1]*

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

   Ⓑ Launch Pro Fit and select **Start Remote Session.**

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

   Ⓓ Click **Call Now** to connect with the patient. *[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."*
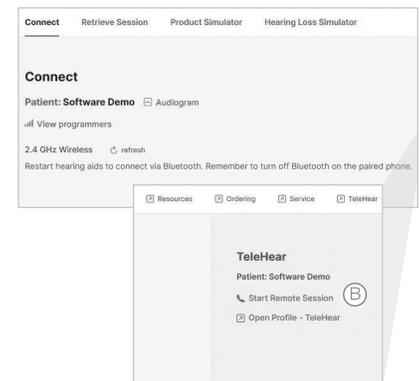
Figure 1
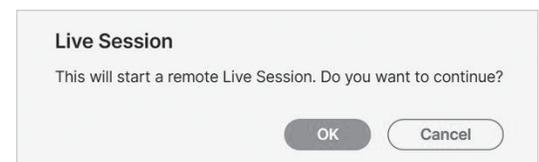
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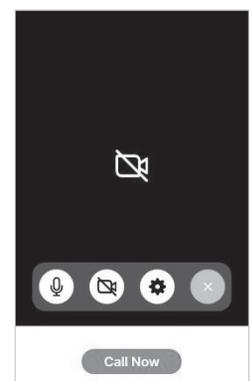
Figure 3
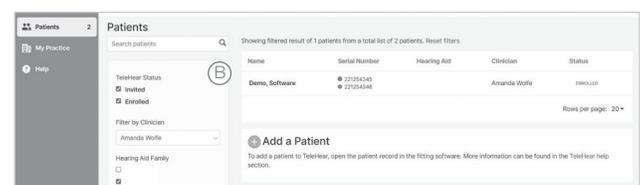
Figure 4

Ⓒ   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 Pro Fit. Click **Open.**

Figure 5

③   The patient will receive a banner notification on their smart device (if enabled) letting them know when the hearing care professional has entered the live session.

④   The patient can join the live session by tapping on the banner notification or by navigating to **More** > **TeleHear** and tapping **Start Session**. *[Fig. 6]*

NOTE: *The first time Telehear is used, the patient will be prompted to allow My Starkey to access their camera and microphone. Permission is necessary to use the feature.*
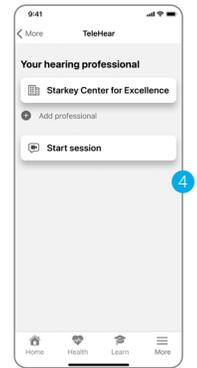
Figure 6

⑤   The patient will see **Connecting to Professional**.

⑥   Once the patient joins the live session, the hearing care professional will see the Pro Fit software and a video display. The patient will appear in the larger frame, and they will appear in the smaller frame.

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

⑦   The hearing care professional will hear the patient through their computer audio, and the patient will hear them through their smart device. The patient will be listening in whichever program the hearing care professional has selected in Pro Fit.

⑧   Both parties have audiovisual controls:

Hearing Care professional: *[Fig. 7]*

Ⓐ   Mute/unmute microphone

Ⓑ   Enable/disable camera

Ⓒ   Access Settings to choose microphone and camera

Ⓓ   End the call

Professional A/V Controls
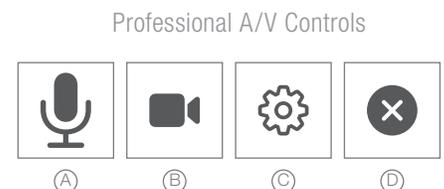
Figure 7

Patient: *[Fig. 8]*

Ⓐ   Enable/disable camera

Ⓑ   Flip camera

Ⓒ   Microphone

Ⓓ   End the call
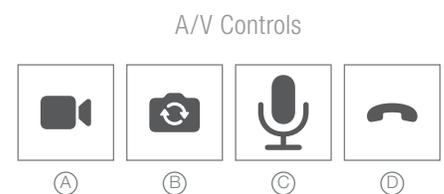
A/V Controls

Figure 8

Step 2: Make Adjustments

1 Once connected, make the necessary programming adjustments.

- The patient will automatically be moved to any program chosen by the hearing care professional.

- The patient cannot use their My Starkey 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, Troubleshooting, Verify Comfort, Fitting Summary and Data Log. Adjust any program including custom programs created by the patient in My Starkey.

2 Programming adjustments are automatically synced to the hearing aids in real-time.

Step 3: End the Live Session

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

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

Starkey