

QUICKTIP

Preparing for a TeleHear Appointment with your Patient

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

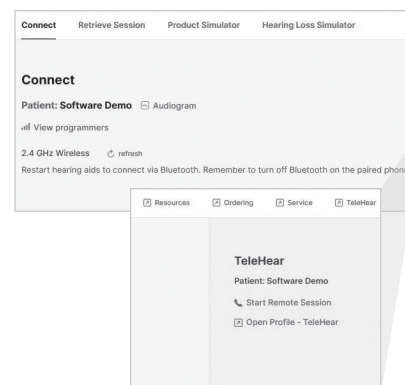


Figure 1

Getting Started:

- **Sign in to TeleHear or register your practice 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 [TeleHear Portal and System Setup 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
- Hearing aid 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 hearing aid mobile app.**

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

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

- **Complete the mobile 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 mobile app.**

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

For step-by-step instructions refer your patient to [Prepare for a TeleHear Appointment-For Patients QuickTIP](#).

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

