

Hearing Care Anywhere

Remote Programming System Setup

Hearing Care Anywhere System Components

Professional:


- Inspire X 2019.0 or higher
- Hearing Care Dashboard
- Internet connection

Patient:

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

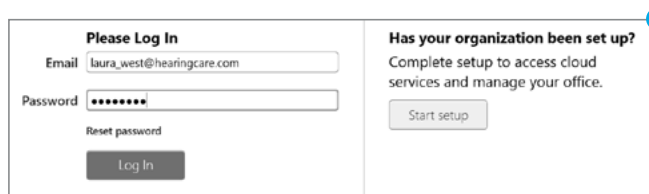
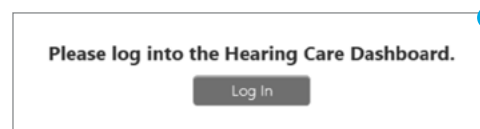
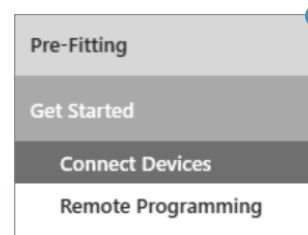
Getting Started

Your office must create a login to use the Hearing Care Dashboard.

- 1 Double click on  in the system tray from the lower right corner of your PC screen. If you do not see the icon, open Inspire X and navigate to the Remote Programming screen.
- 2 Click **Log In**.
- 3 If you are registered, enter your password. If you have not registered, click **Start setup** and follow the instructions.

For additional information, refer to the “Hearing Care Anywhere Dashboard Guide.”


TIP: The Hearing Care Dashboard features an automatic login for convenience!



Inspire X: Enabling Remote Programming in the Hearing Aids

- 1 Open Inspire X and read the patient's hearing aids.
- 2 Click **Patient Tools** from the left navigation menu. Then select **Remote Programming**.

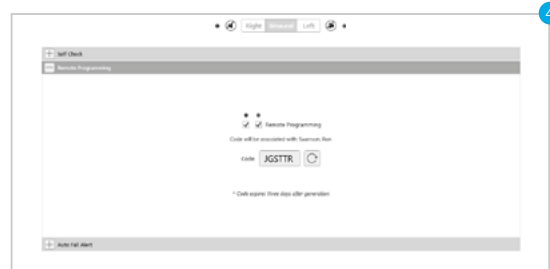


- 3 Click on the Remote Programming checkbox(es).
This launches the Patient Consent dialog. You must click **Accept** to enable remote programming.
- 4 Click the Code Generator icon  to generate a remote programming code. This single-use code must be entered into the Thrive app (more details listed below).


Options to give the code to patient:

- Prints on Device Guide
- Enter code directly into Thrive app for the patient
- Write code down and give to patient
- Call, email or text code to patient

NOTE: *The code is valid for three days after generation.*



Generating a Code when your patient is not present:

- 1 Sign into the Hearing Care Dashboard.
- 2 Select your patient file in NOAH or PatientBase and open Inspire X.
- 3 Select **Tools** from the Menu bar.
- 4 Select **Generate Remote Programming Code** from the Tools Menu.
- 5 Select the code generator icon  to generate a remote programming code. This single-use code must be entered into the Thrive app.

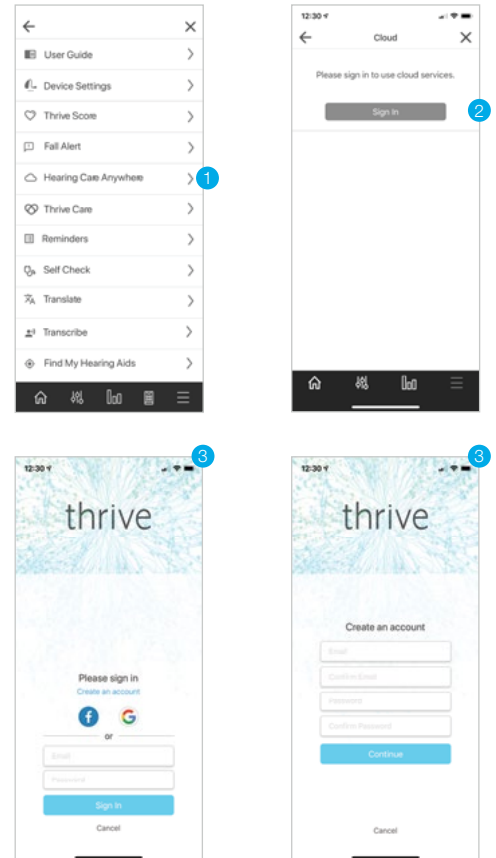


Thrive app: Connecting to a Hearing Professional


Your patients may send help requests using the Thrive app after completing the following steps to connect to your office. The app must be installed, hearing aids must be paired and the patient must create an account and sign in for Cloud Services.

To Connect to Cloud Services:

- 1 After installing the Thrive app on your smartphone, follow the prompts during initial setup to create an account. If you did not create an account during initial app setup you can create an account by navigating to **Settings > Hearing Care Anywhere**.
- 2 Tap **Sign In**.
- 3 Sign in using your Facebook or Google Account, or you can create your own account by selecting **Create an account**. Enter a valid email address and create a password.



To Connect to a Hearing Professional:

- 1 From the Home Screen, tap the Settings Menu  then tap **Hearing Care Anywhere**.
- 2 Tap **Add a professional**. If 'Add a professional' is not visible, the hearing aids do not have remote programming enabled via Inspire X.
- 3 Enter the code generated in Inspire X and tap **Submit**. Setup is now complete! Your patient is ready to submit help requests and receive adjustments from you.

