



# Hearing Care Anywhere: Quick Guide





# Hearing Care Anywhere

## Remote Programming Steps

Step #1: Setting Up the Hearing Care Dashboard

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Step #2: Enabling Remote Programming

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Step #3: Activating Remote Programming in the Thrive App

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Step #4: Submitting a Remote Programming Help Request

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Step #5: Answering a Remote Programming Help Request

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Step #6: Receiving Adjustments from the Professional

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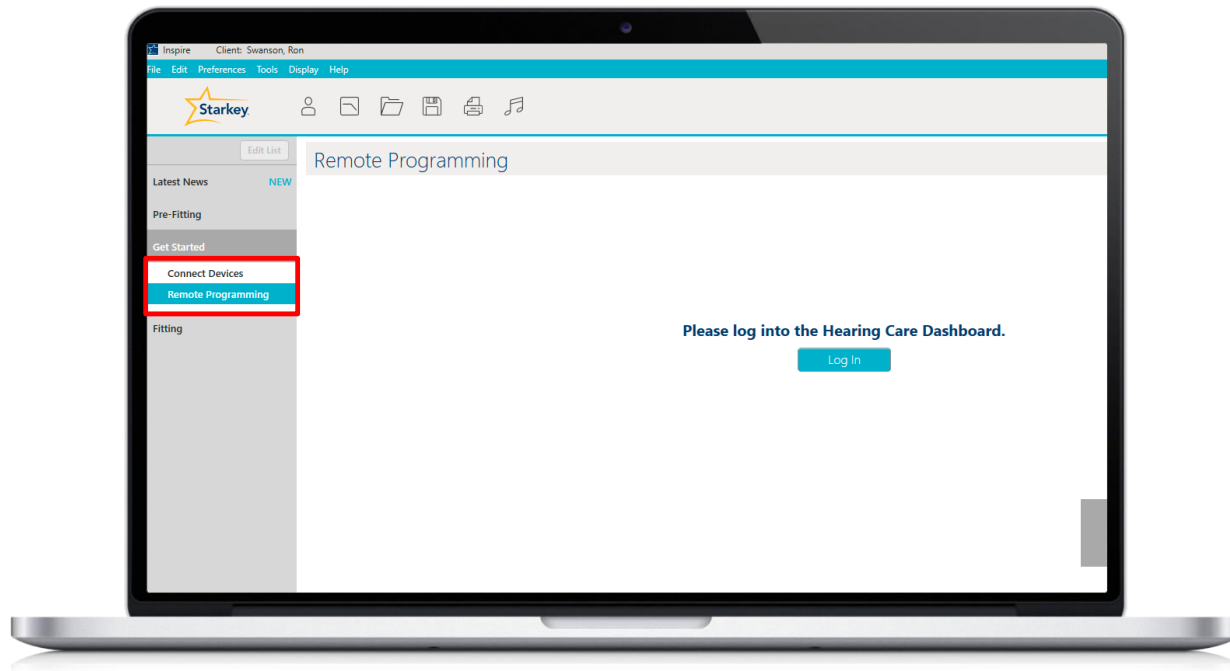
1

## Setting Up the Hearing Care Dashboard



# Dashboard Set Up/Office Registration

Open Inspire, navigate to the 'Get Started' screen and click on 'Remote Programming'.



Click on the 'Log In' button to configure the Hearing Care Dashboard.

**Please log into the Hearing Care Dashboard.**

Log In



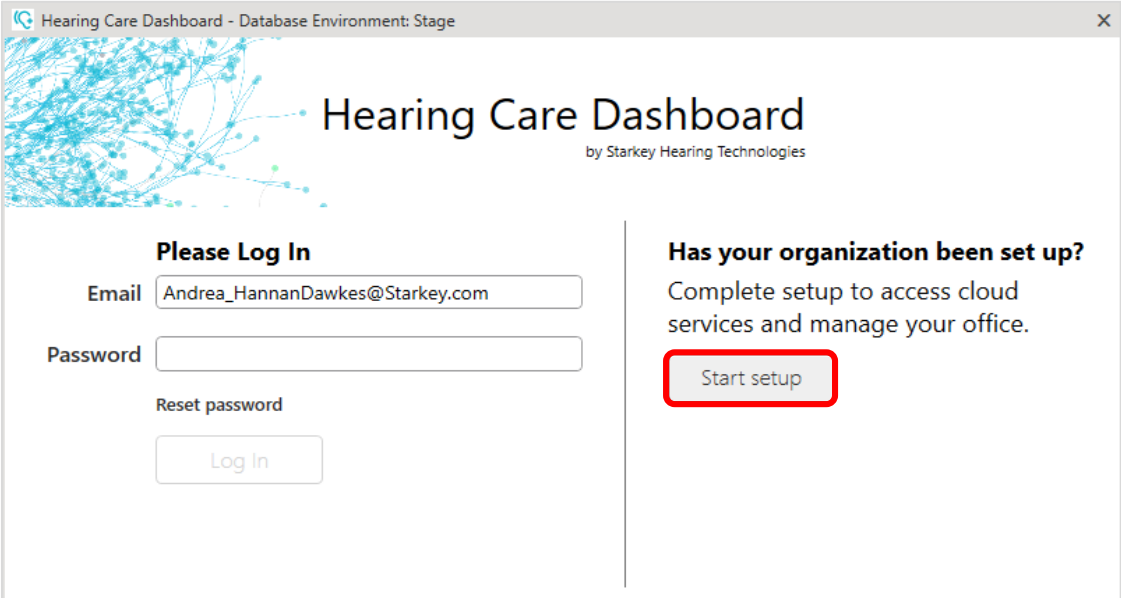
# Dashboard Set Up/Office Registration

## What You'll Need

- A valid email address for each administrator/professional
- Your Starkey account number(s)
- Practice names, addresses and phone numbers
- Office hours

## System Requirements

Click 'Start setup' to create the Hearing Care Anywhere Dashboard for your practice and follow the prompts.

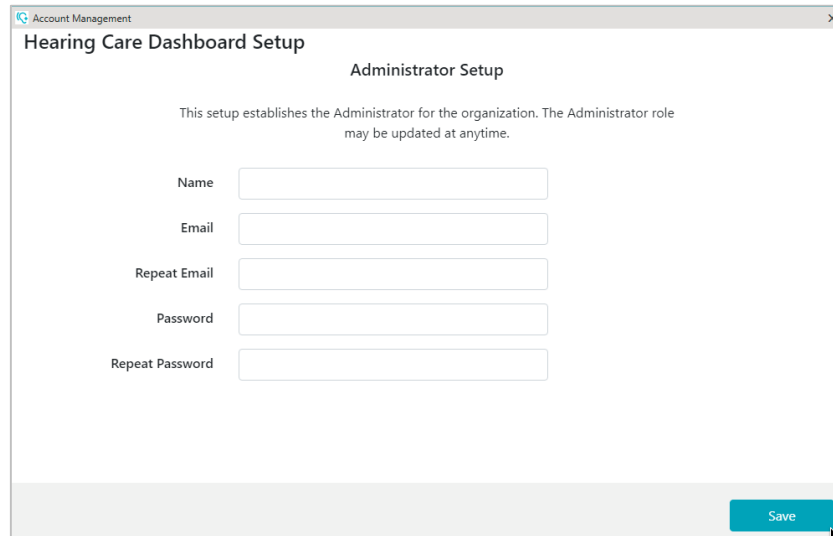


The screenshot shows a web browser window titled "Hearing Care Dashboard - Database Environment: Stage". The page header includes the Starkey logo and the text "Hearing Care Dashboard by Starkey Hearing Technologies". The main content is divided into two sections. On the left, under the heading "Please Log In", there are input fields for "Email" (containing "Andrea\_HannanDawkes@Starkey.com") and "Password", a "Reset password" link, and a "Log In" button. On the right, under the heading "Has your organization been set up?", there is a sub-heading "Complete setup to access cloud services and manage your office." and a "Start setup" button highlighted with a red border.



# Hearing Care Dashboard Set Up

## Setup



Account Management  
Hearing Care Dashboard Setup

Administrator Setup

This setup establishes the Administrator for the organization. The Administrator role may be updated at anytime.

Name

Email

Repeat Email

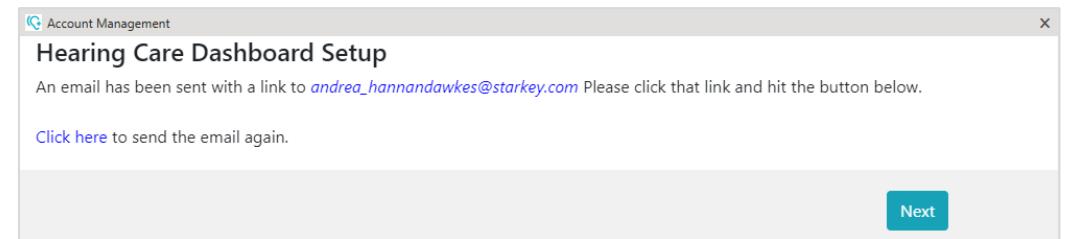
Password

Repeat Password

Save

- Valid email address
- Create a Password  
Password must contain a minimum of 6 alphanumeric characters including 1 uppercase letter, 1 lowercase letter and 1 number

## Verify



Account Management  
Hearing Care Dashboard Setup

An email has been sent with a link to [andrea\\_hannandawkes@starkey.com](mailto:andrea_hannandawkes@starkey.com) Please click that link and hit the button below.

[Click here](#) to send the email again.

Next

**Your email has been verified**

You can now sign in with your new account

- Email will be sent to the address entered
- Click the link in the email to verify the email address
- Confirmation message will appear
- Return to the Dashboard and select 'Next'



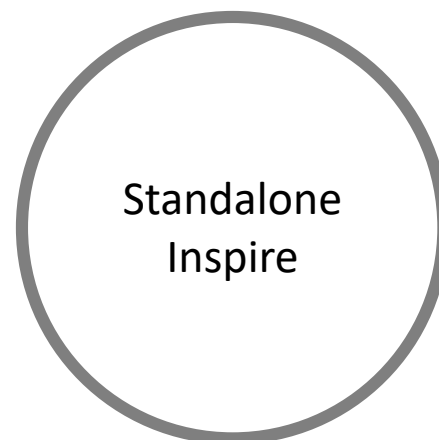
2

## Enabling Remote Programming



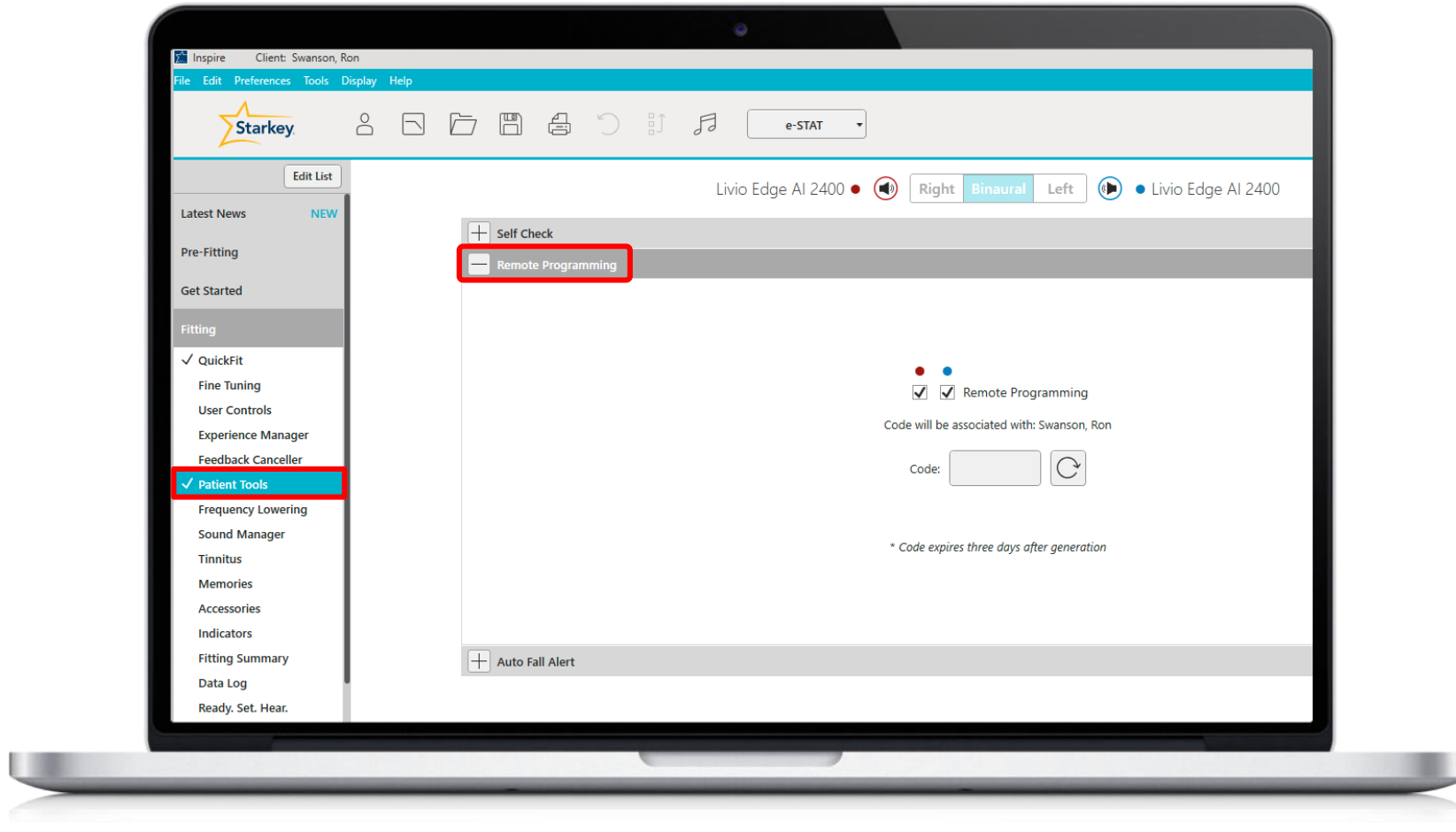
# Enabling the Remote Programming

- 1 Hearing Aids Connected to Inspire
- 2 Hearing Aids not Connected to Inspire



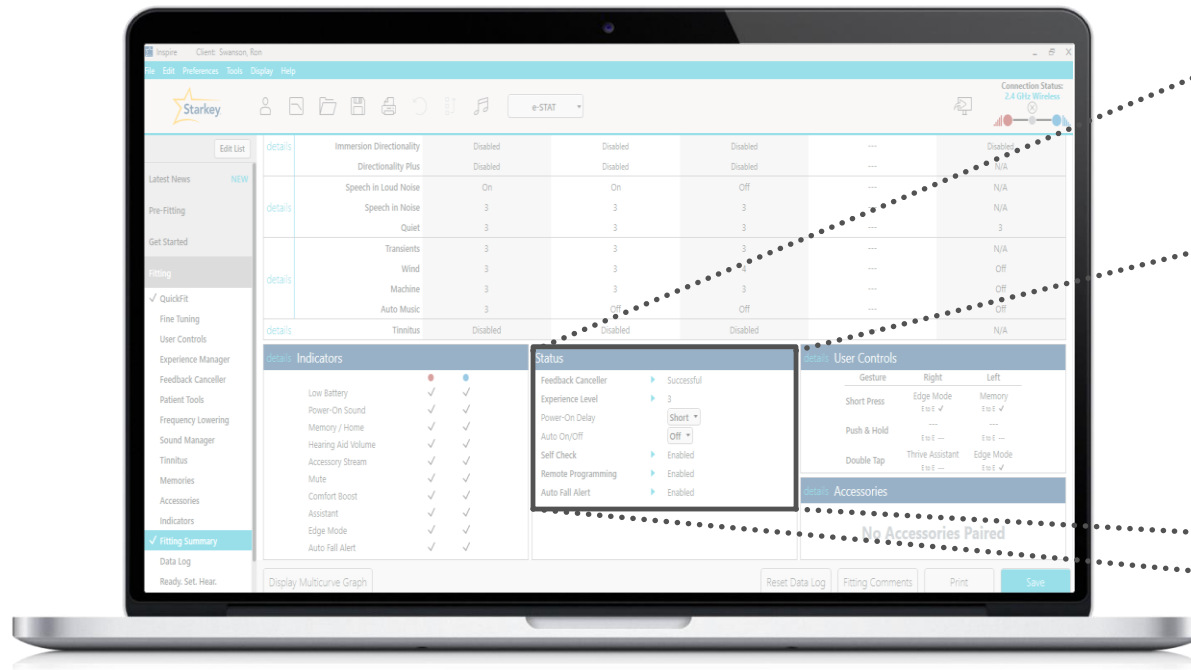
# Enabling HCA with Hearing Aids Connected to Inspire

INSPIRE



# Enabling HCA via Inspire

INSPIRE



### Status

- Feedback Cancellor ▶ Successful
- Experience Level ▶ 3
- Power-On Delay ▶ Short ▼
- Auto On/Off ▶ Off ▼
- Self Check ▶ Enabled
- Remote Programming ▶ Disabled**
- Auto Fall Alert ▶ Enabled




# Enabling HCA with Hearing Aids Connected to Inspire

INSPIRE

Remote Programming


Code will be associated with: Swanson, Ron

Code:  

*\* Code expires three days after generation*

Remote Programming

Code will be associated with: Swanson, Ron

Code:  

*\* Code expires three days after generation*

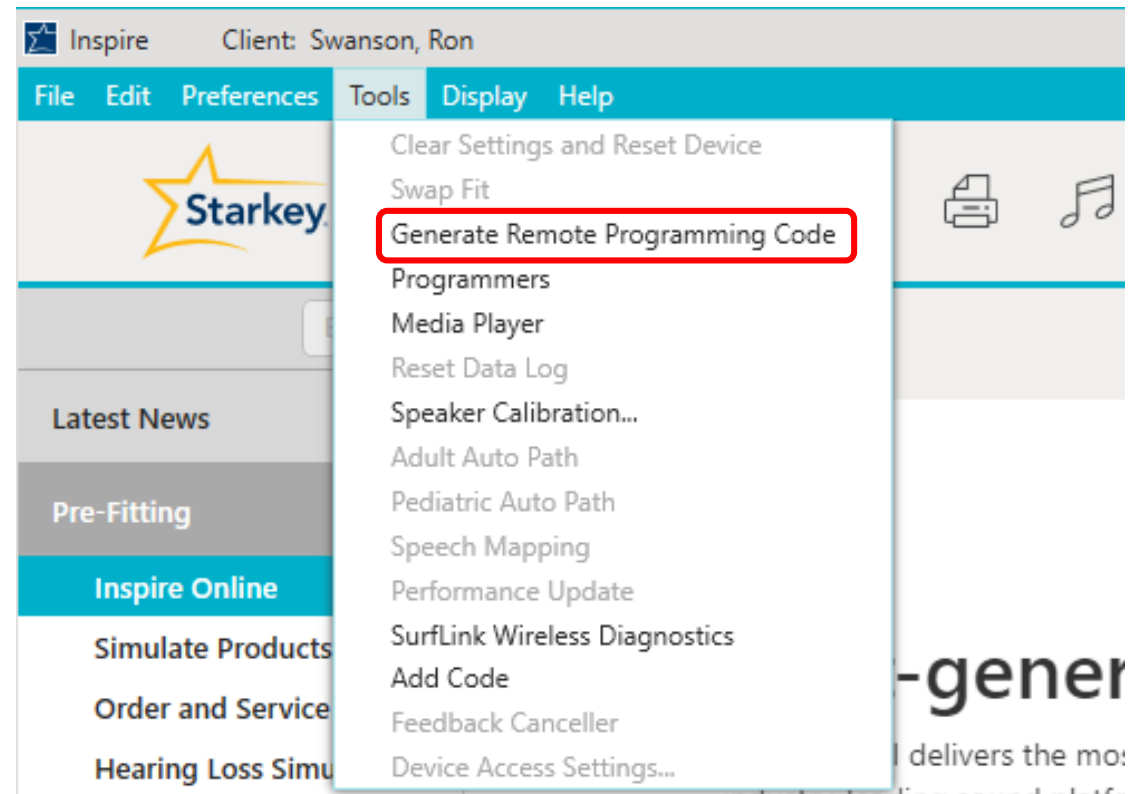
- *The code must be unique for each patient – do NOT reuse codes*

# Enabling HCA Without Hearing Aids Connected to Inspire

## Access to Patient Database File

- Ensure the Thrive app has been updated to version 3.0.2 on the patient's smartphone
- Open Noah (or other database), select the patient's name and launch Inspire
- Click on Tools and choose Generate Remote Programming Code from the menu
- Provide the patient with the unique programming code – valid for 3 days

INSPIRE

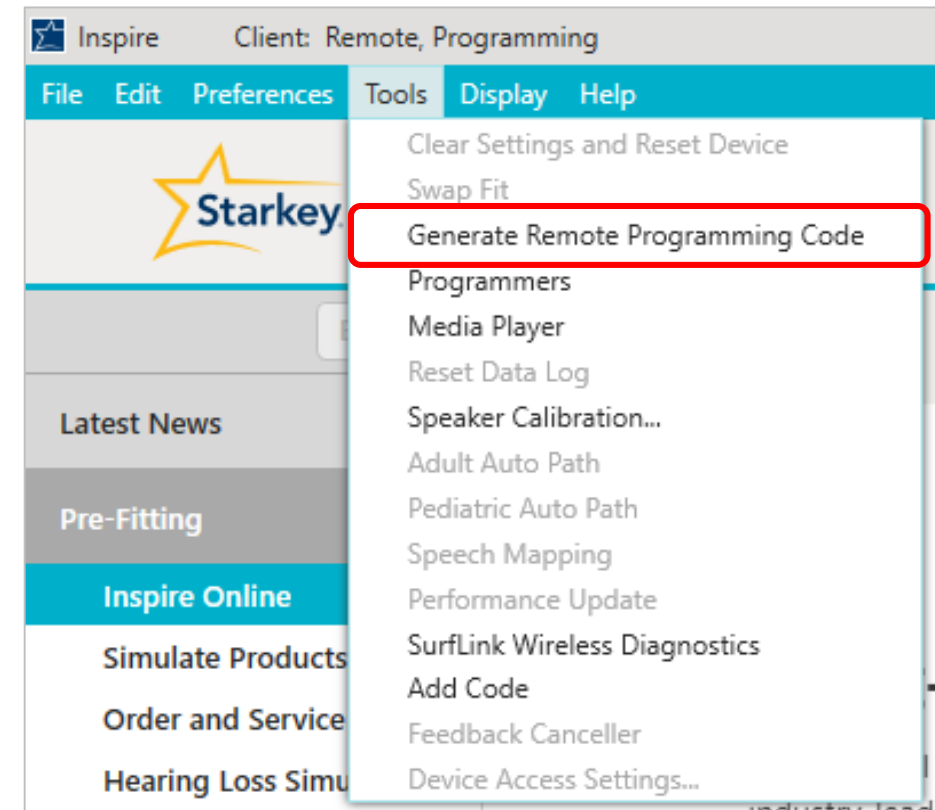


# Enabling HCA Without Hearing Aids Connected to Inspire

## No Access to Patient Database File

- Ensure the Thrive app has been updated to version 3.0.2 on the patient's smartphone
- Create/open a generic 'Test Test' or 'Remote Programming' patient and launch Inspire
- Click on Tools and choose Generate Remote Programming Code from the menu
- Provide the patient with the unique programming code – valid for 3 days

INSPIRE



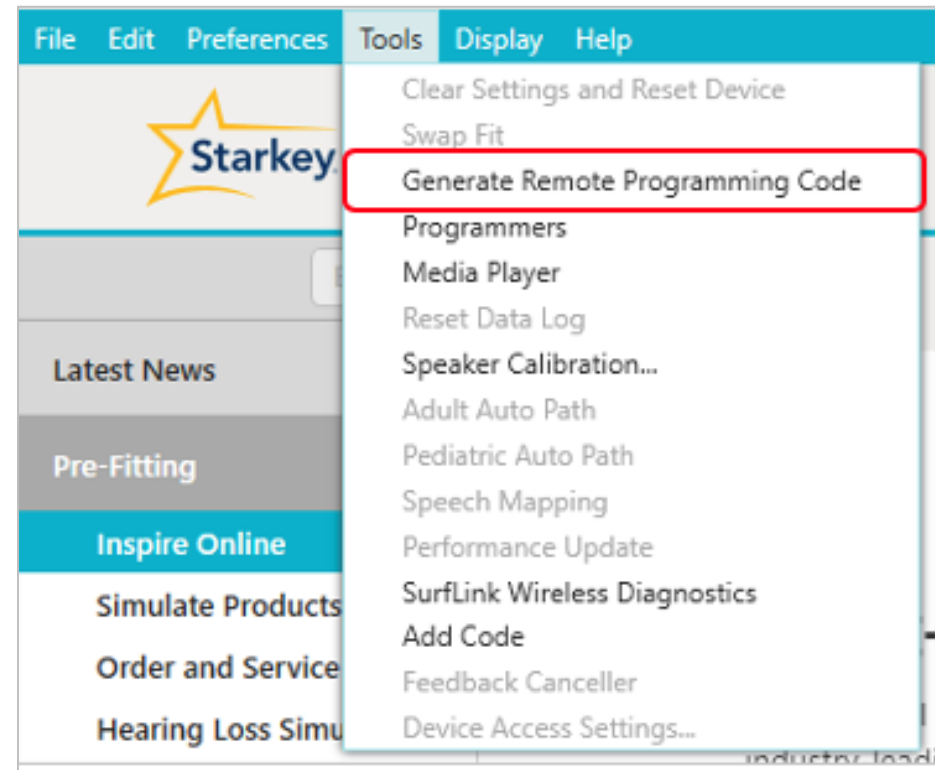
# Enabling HCA Without Hearing Aids Connected to Inspire

## Standalone Inspire

- Ensure the Thrive app has been updated to version 3.0.2 on the patient's smartphone
- Launch Inspire
- Click on Tools and choose Generate Remote Programming Code from the menu
- Be sure that every patient is provided with a unique programming code – valid for 3 days

*Starkey Technical Support: (800) 328-8602*

INSPIRE



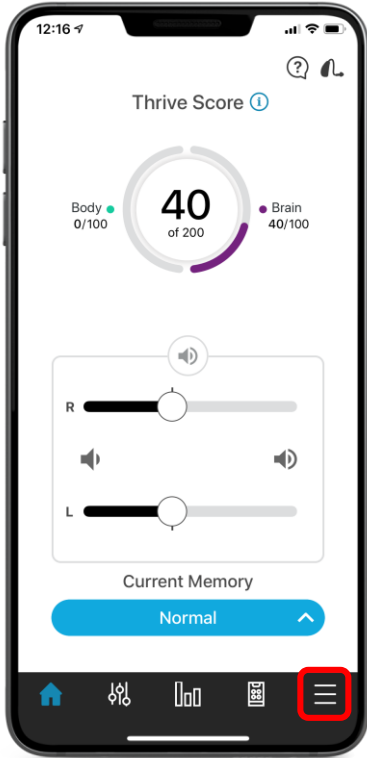


3

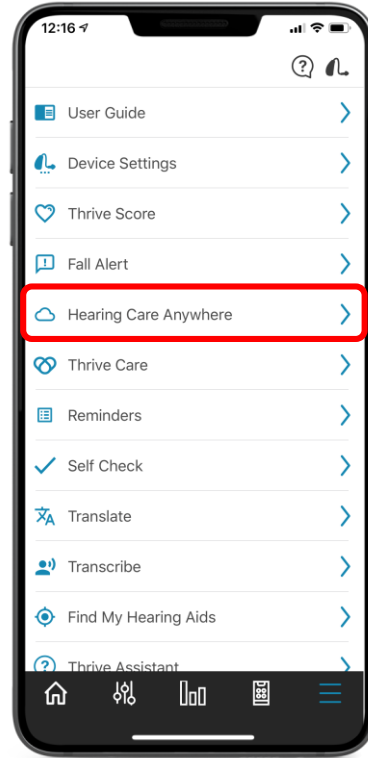
## Activating Remote Programming in the Thrive Hearing Control App



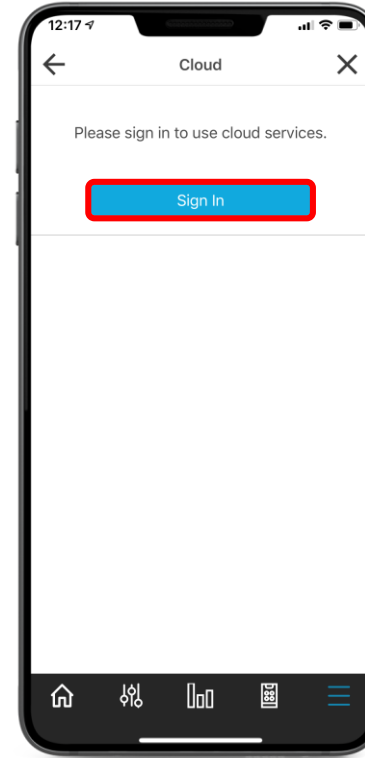
# Establish Secure Cloud Connection



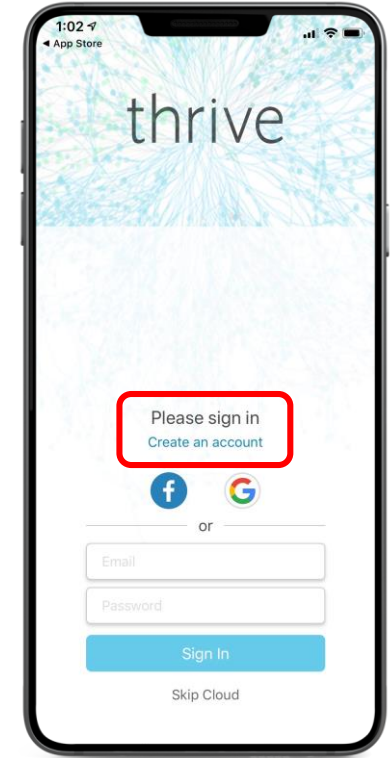
Tap the Settings Menu icon



Tap 'Hearing Care Anywhere'

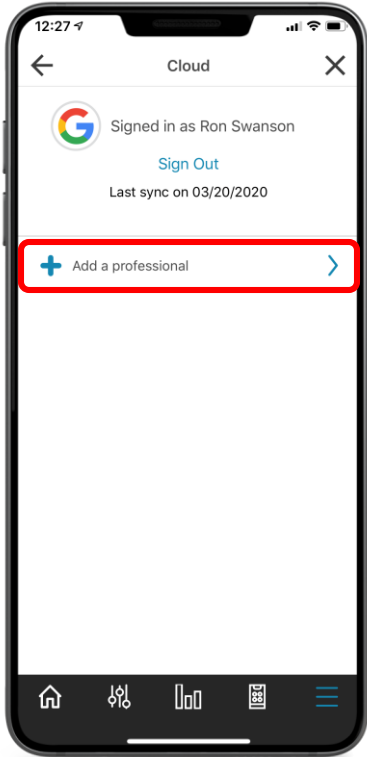


Tap 'Sign In'

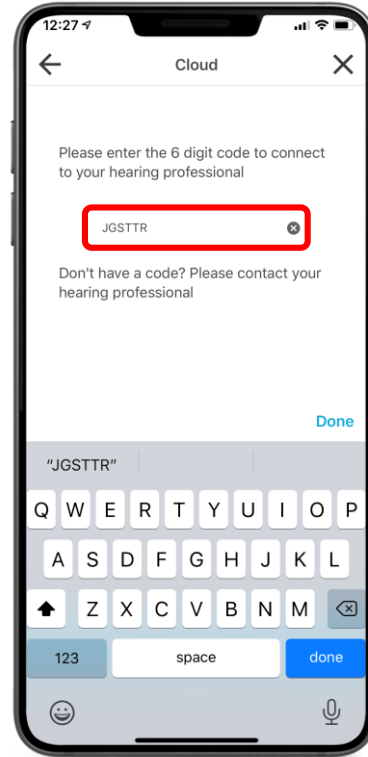


Sign In or Create an Account

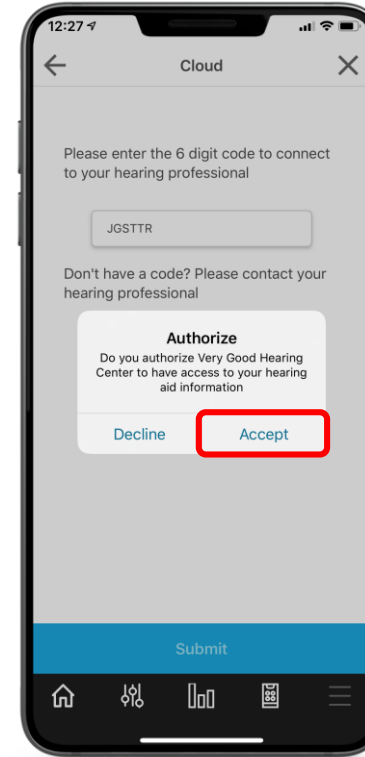
# Establish Secure Provider Connection



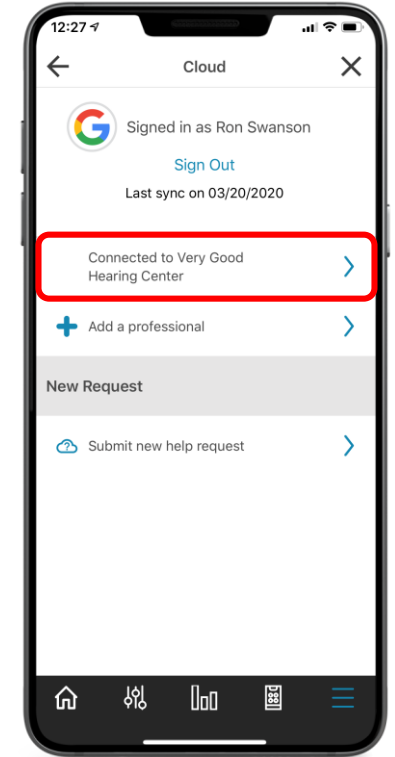
Tap 'Add a professional'



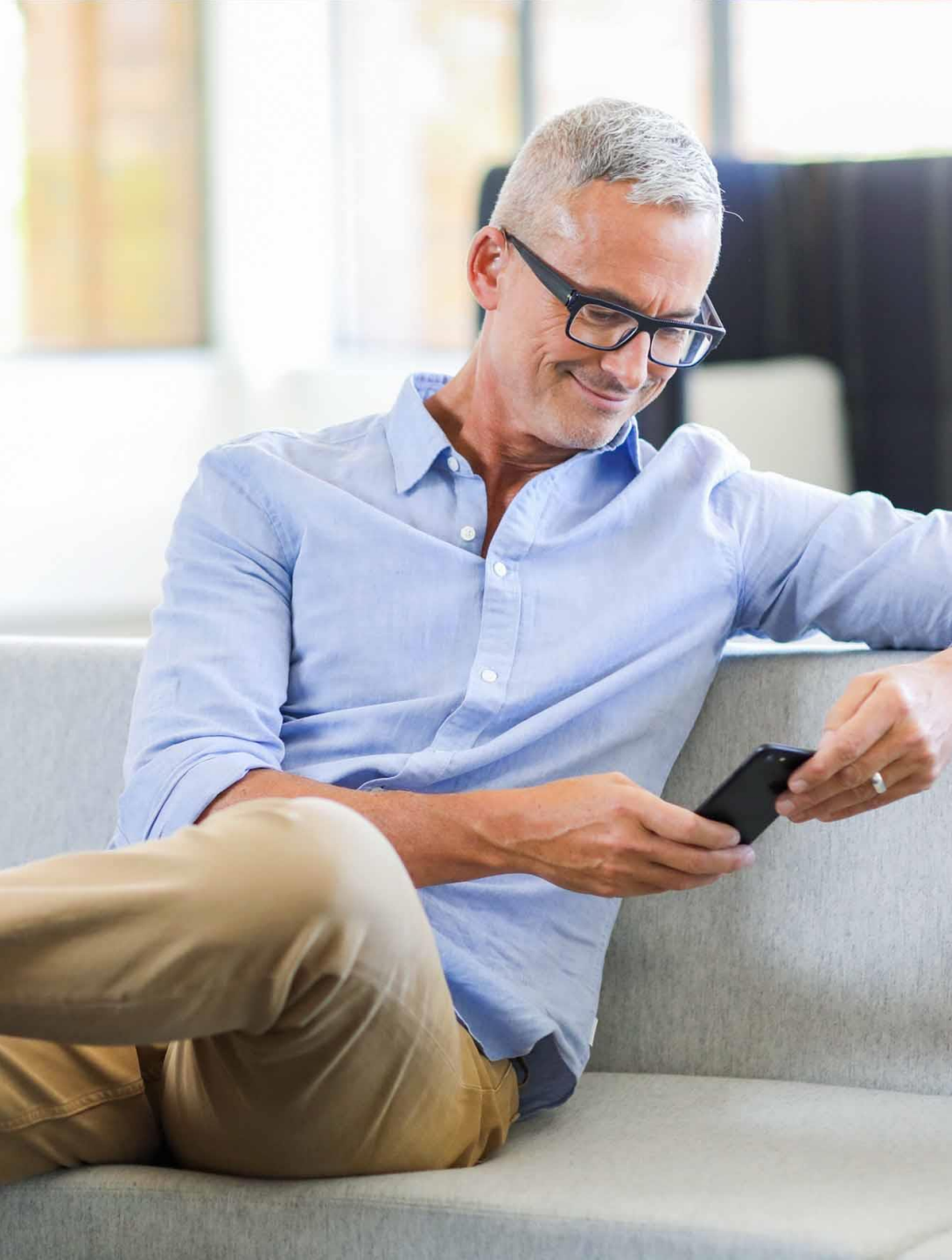
Enter the remote programming code generated in Inspire



Tap 'Accept'



Professional appears in App

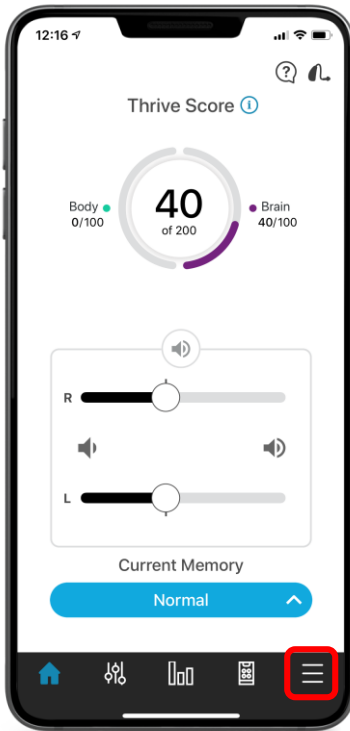


4

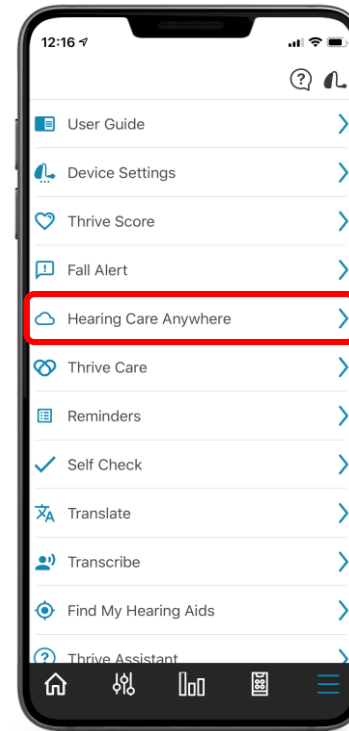
Submitting a  
Remote  
Programming  
Help Request



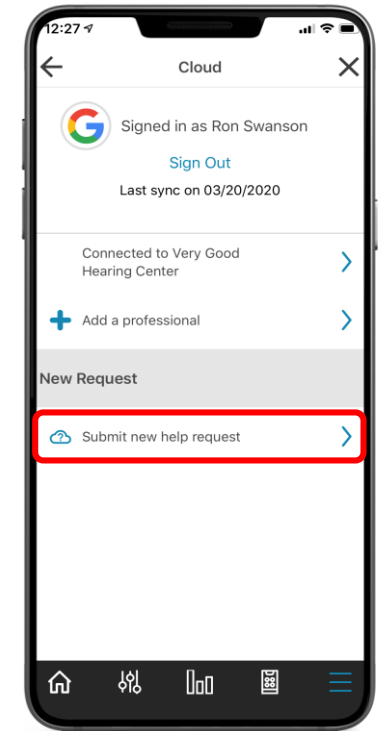
# Submitting a Help Request



Tap the Settings  
Menu icon

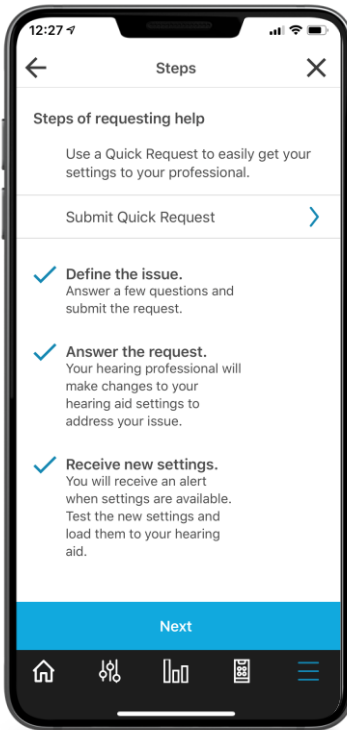


Tap 'Hearing Care  
Anywhere'

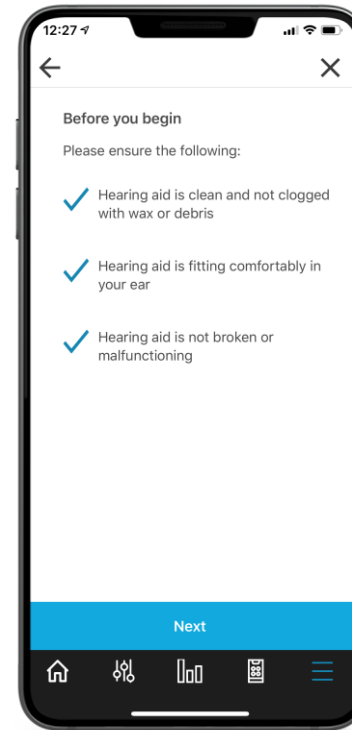


Tap 'Submit new  
Help Request'

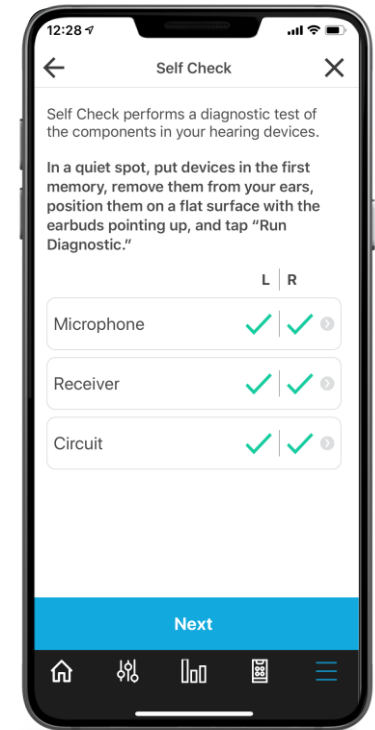
# Submitting a Help Request



Steps explained



Instructions before beginning



Run Self Check

# Submitting a Help Request

12:28

New Request

What seems to be the problem?

- Too Soft/Muffled
- Too Loud
- Tinny/Sharp
- Own Voice
- Other

Next

What seems to be  
the problem?

12:28

New Request

When do you notice the problem?  
Check all that apply

Too Loud

- Voices - Male
- Voices - Female/Children
- Voices in Background Noise
- Paper/Keys rustling
- Wind
- Other

Next

When do you notice  
the problem?

12:29

New Request

How severe is the problem?

Slightly Annoying Annoying Hearing Aid(s) Unusable

Which side?

Which memories?

- All Memories
- Normal
- Restaurant
- Car
- Stream Boost
- Steakhouse

Next

How severe?  
Which side?  
Which memories?

# Submitting a Help Request

12:29

Request Title

Too Loud

Name

Ron Swanson

Summary

Request: Too Loud  
When: Voices in Background Noise  
Severity: Hearing Aid(s) Unusable  
Ear Side: Both  
Memory: Normal  
Steakhouse 🍖  
Office 🏢

Message

Enter personal message

Submit

Enter patient name  
(first time only)

Enter optional  
message for provider

12:30

Success

Too Loud

Ron Swanson

Summary

Request: Too Loud  
When: Voices in Background Noise  
Severity: Hearing Aid(s) Unusable  
Ear Side: Both  
Memory: Normal  
Office 🏢  
Steakhouse 🍖

Message

Please make softer overall

Request received 03/20/2020 at 12:30 PM

Thank you for your request. We will evaluate your concerns and get back to you as soon as we can.

Done

Success screen

12:30

Cloud

Signed in as Ron Swanson

Sign Out

Last sync on 03/20/2020

Connected to Very Good Hearing Center

+ Add a professional

New Request

Submit new help request

Pending Requests

Too Loud submitted on 03/20/20

Pending Requests



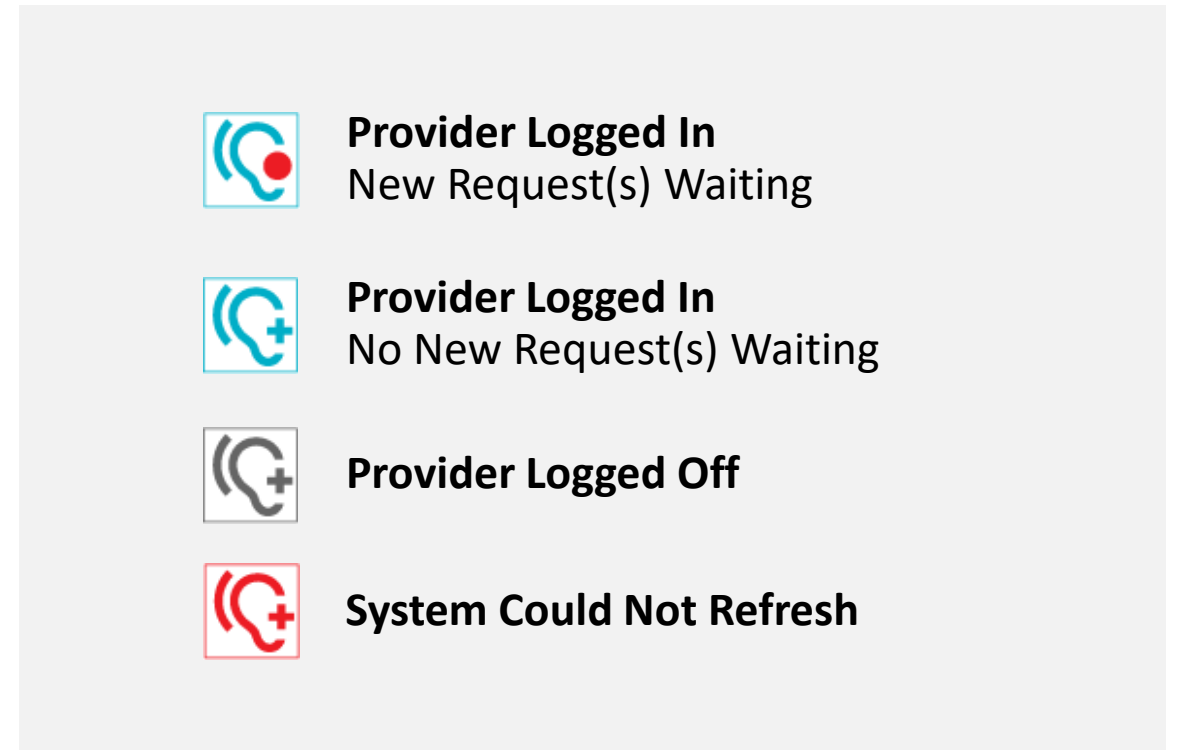
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## Answering a Remote Programming Help Request







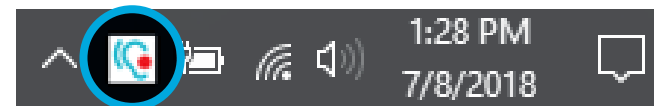
# Answering a Help Request

- Ear icon will be visible on the bottom tool bar or in the system tray
- New Help Requests will be indicated by a red dot on the ear icon
- Click on the ear icon to open the Dashboard and see new requests – log in if necessary



A legend showing four ear icons with different colors and symbols, each corresponding to a specific status:

-  **Provider Logged In**  
New Request(s) Waiting
-  **Provider Logged In**  
No New Request(s) Waiting
-  **Provider Logged Off**
-  **System Could Not Refresh**



System Tray (lower right)




Tool Bar (lower left)

# New Requests

New requests populate in the Hearing Care Dashboard under the 'New' tab

## DASHBOARD

The screenshot shows a web browser window titled "Hearing Care Dashboard - Erin Kelly". The dashboard has a top navigation bar with three tabs: "New" (highlighted in blue), "Completed", and "Metrics". In the top right corner, there is a "Starkey Hearing Technologies" logo and a refresh timestamp: "Last refreshed on: 3/20/2020 12:40:07 PM".

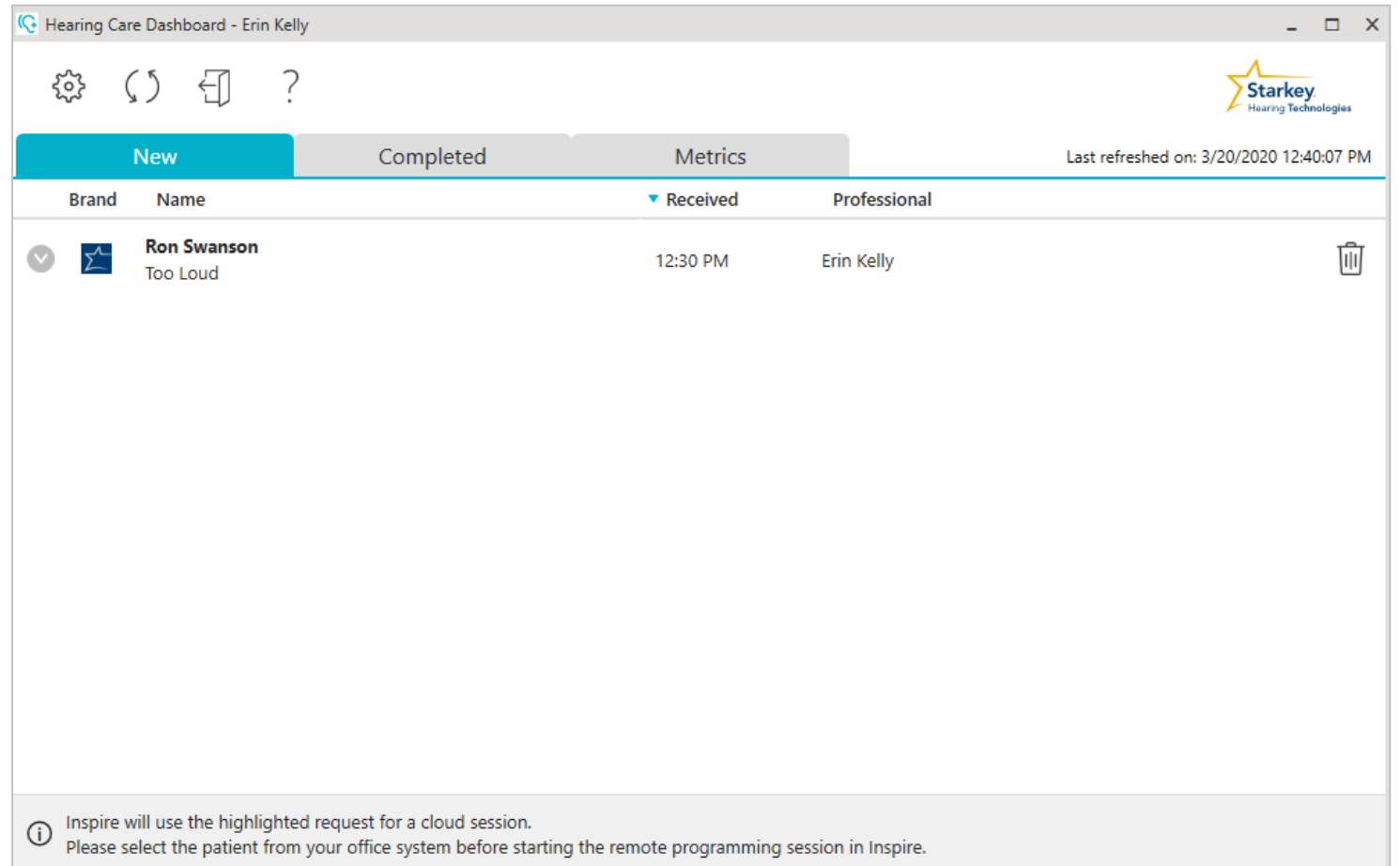
Brand	Name	Received	Professional
	<b>Ron Swanson</b> Too Loud	12:30 PM	Erin Kelly

At the bottom of the dashboard, there is a grey informational banner with an information icon (i) and the text: "Inspire will use the highlighted request for a cloud session. Please select the patient from your office system before starting the remote programming session in Inspire."


# New Requests

- Select the Help Request in the Dashboard
- Open the patient database
- Select the patient and launch Inspire
- Click 'Remote Programming' on the 'Get Started' screen
- Select 'Load Remote Session'
- Make adjustments to the fitting when Inspire loads

## DASHBOARD



The screenshot shows the 'Hearing Care Dashboard - Erin Kelly' interface. At the top, there are navigation icons for settings, refresh, back, and help. The Starkey Hearing Technologies logo is in the top right corner. Below the navigation is a tabbed interface with 'New', 'Completed', and 'Metrics' tabs. The 'New' tab is active. A table displays the following data:

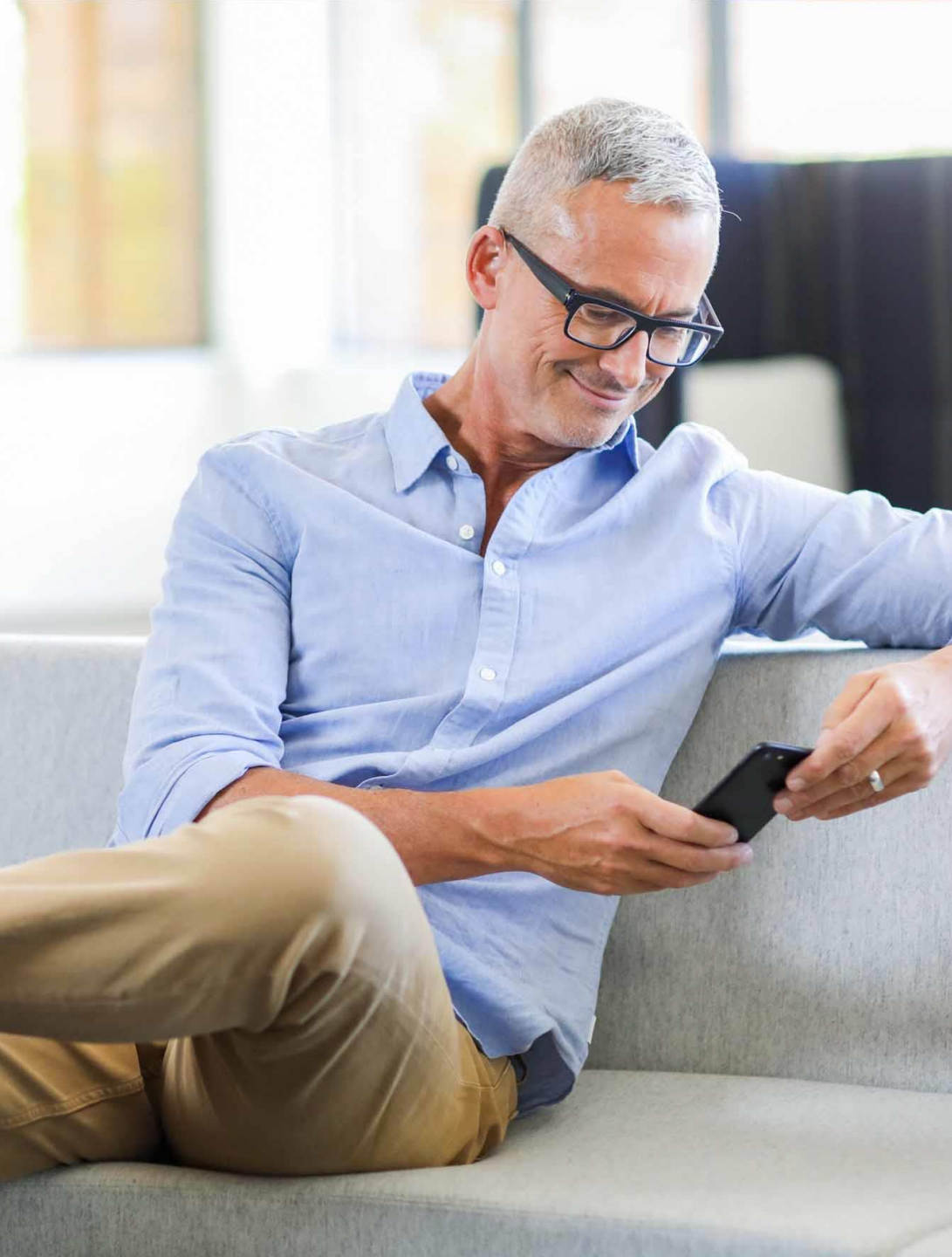
Brand	Name	Received	Professional
	<b>Ron Swanson</b> Too Loud	12:30 PM	Erin Kelly

At the bottom of the dashboard, there is an information icon and a message: "Inspire will use the highlighted request for a cloud session. Please select the patient from your office system before starting the remote programming session in Inspire."

# Inspire Adjustment Capabilities

- QuickFit
- Fine Tuning
- Frequency Lowering
- Sound Manager
- Fitting Summary
- Data Log
- Expert Assistant



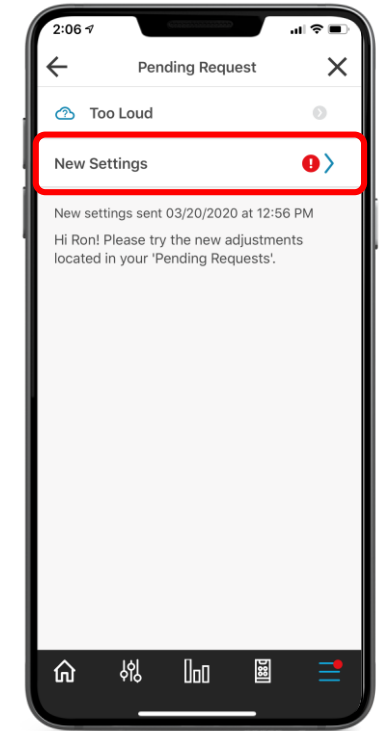
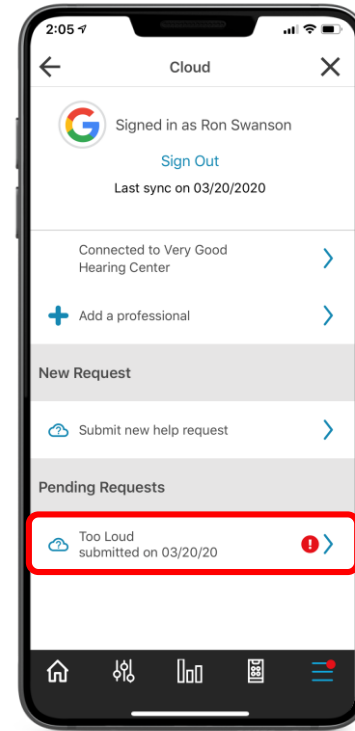
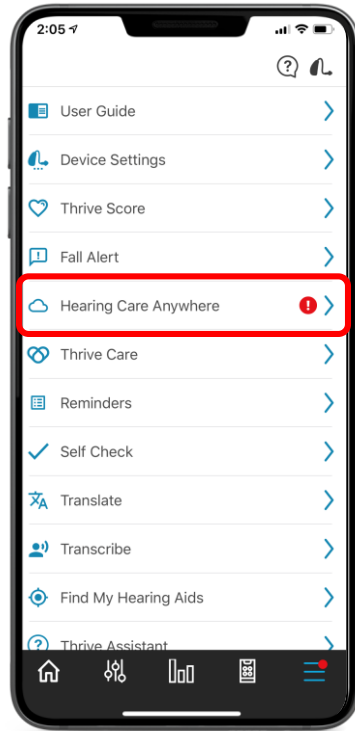
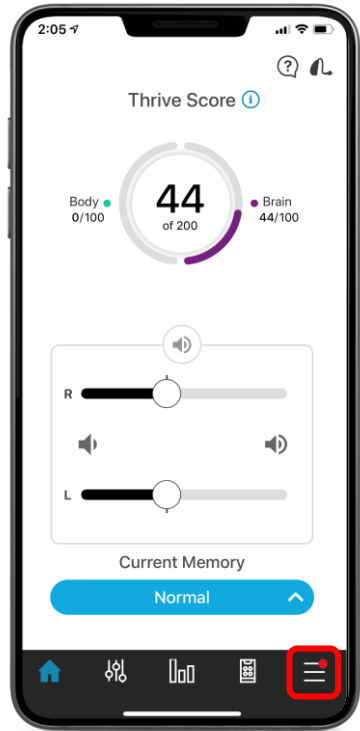


6

Receiving  
Adjustments  
from the  
Professional

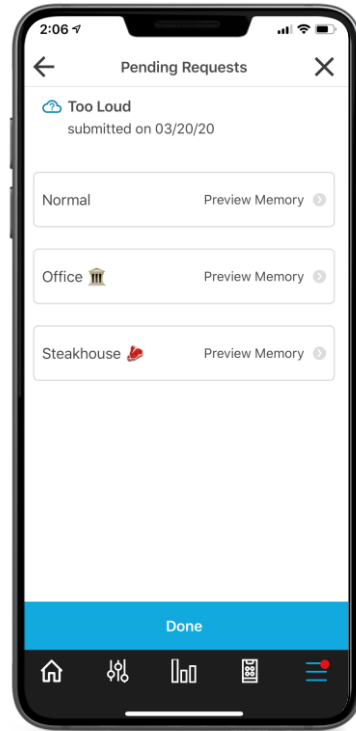


# Receiving Adjustments from the Professional

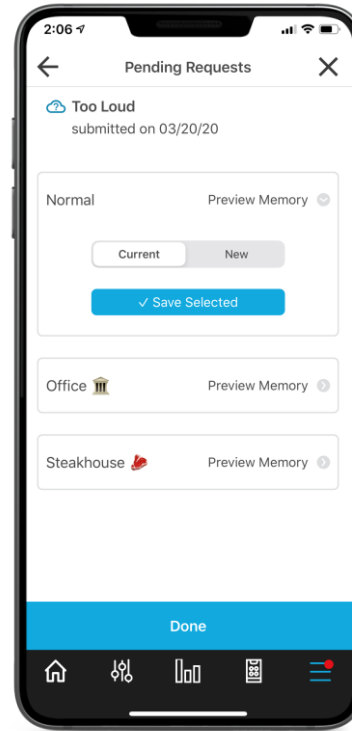


Patient simply follows the trail of red dots

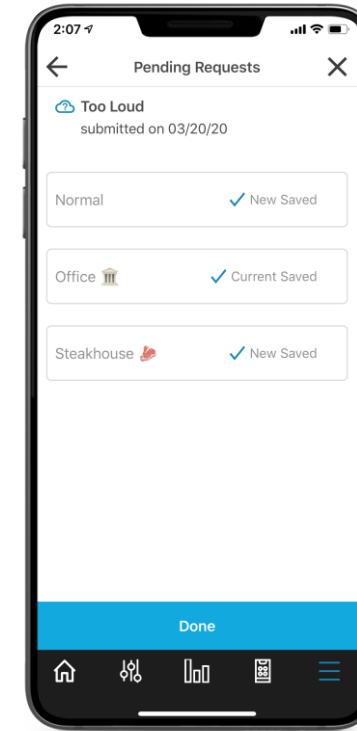
# Receiving Adjustments from the Professional



Pending Requests  
Preview Memory



Compare Current  
and New Settings



Save Current or New  
- no time limit with  
decision making

A close-up, high-angle photograph of a white hearing aid device, showing its curved body and a small, rectangular control button on the side. The device is positioned on the left side of the frame, with the rest of the image being a plain white background.

# Thank You

 @StarkeyHearing

