

# Hearing Care Anywhere

## Remote Programming System

### Hearing Care Anywhere™ System Components

#### Professional:

Inspire® X 2019.0 or higher  
Hearing Care Dashboard  
Internet connection

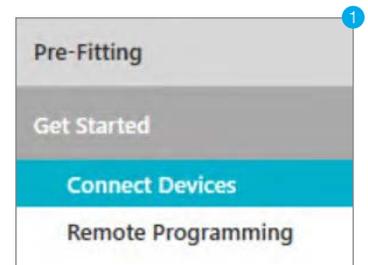
#### Patient:

Thrive™ Hearing Control app  
Livio® AI/Livio hearing aids  
Internet Access (Cellular or WiFi)

### Getting Started

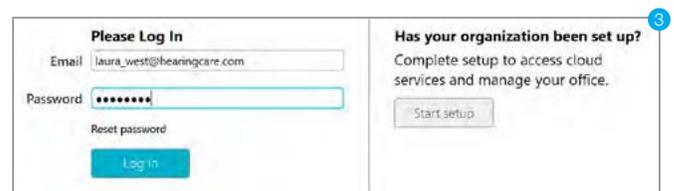
Your office must create a login to use the Hearing Care Dashboard.

- 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 on the hearing aids

- 1 Open Inspire X and read the patient's Livio AI/Livio hearing aids.
- 2 Click **Fitting Summary** from the left navigation menu. In the “Status” section, click **Remote Programming**.

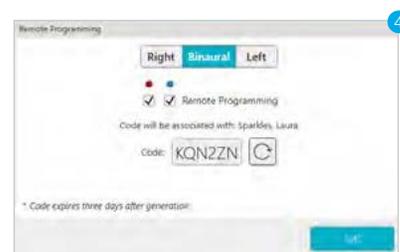
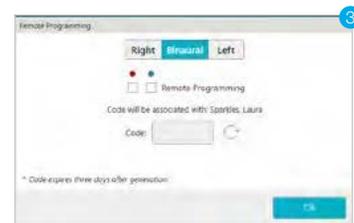


- Click on the Remote Programming checkbox(es). This launches the Patient Consent dialog. You must click **Accept** to enable remote programming.
- Click the Code Generator icon  to generate a remote programming code. This single-use code must be entered into the Thrive app (more details listed below).

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
- Text/email code to patient

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



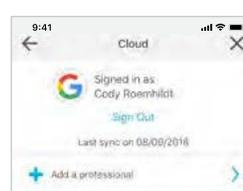
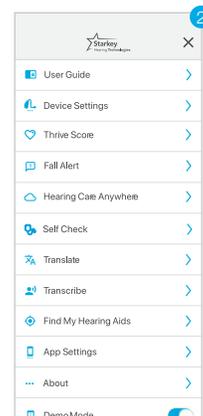
## Thrive Hearing Control: Setting up and sending a help request

Your patients wearing Livio AI/Livio hearing aids 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.

### Connecting the patient to your office

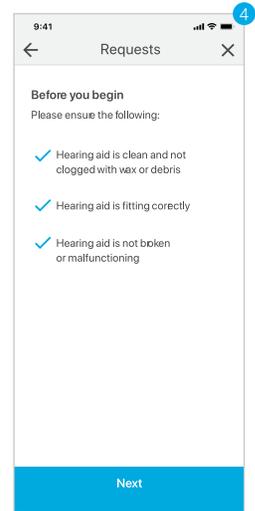
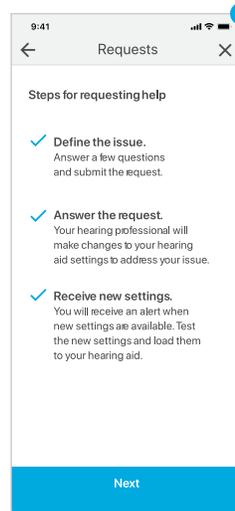
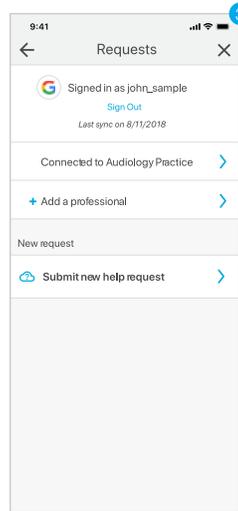
- Open the Thrive app on the patient's phone.
- From the Home screen, tap the Settings menu icon  then tap **Hearing Care Anywhere**.
- Tap **Add a professional**. If Add a professional is not visible, the hearing aids do not have remote programming enabled via Inspire X.
- Enter the code generated in Inspire X and tap **Submit**.

Setup is now complete! Your patient is ready to submit help requests and receive adjustments from you. You may want to demonstrate how easy it is to submit a help request.

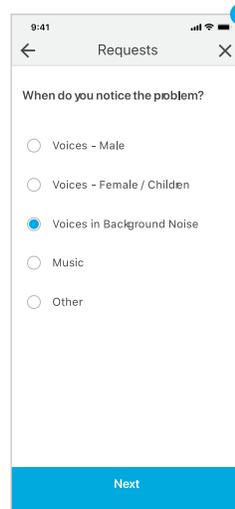
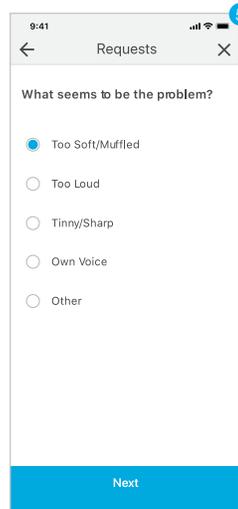


## Sending a help request

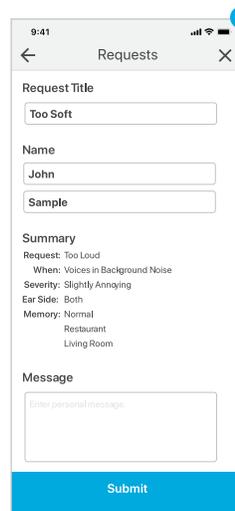
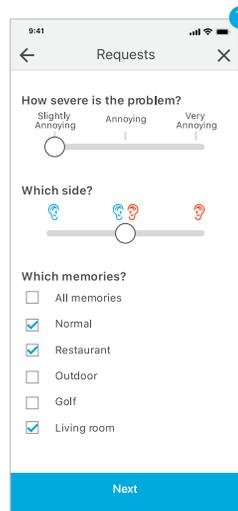
- 1 Open the Thrive app on the patient's phone.
- 2 From the Home screen, tap the Settings menu icon  then tap **Hearing Care Anywhere**.
- 3 Tap **Submit new help request**.
- 4 Initial screens define how to request help and how to verify the hearing aids are working properly. Tap **Next** to continue moving forward.



- 5 Select the main problem, then tap **Next**.
- 6 Now select the details that describe when the problem occurs. You may select more than one if needed. Tap **Next** to continue.



- 7 Slide  to the description that most closely defines the severity of the problem, then define which side is impacted. Finally, tap on the memory or memories where you experience the problem. Tap **Next** to continue.
- 8 Enter the patient's full Name. You only have to enter the name on the first help request. You may also add a message to the help request. Tap **Submit** to send the help request to the professional.



# Hearing Care Dashboard: Receiving and managing a help request

The Hearing Care Dashboard retains your login and is ready to go when you start your computer. It is a separate application that receives new help requests even when Inspire X is not running. You only need to be logged into the Hearing Care Dashboard. If you or another professional in your office logged out, double click the Hearing Care Anywhere icon in the system tray and log in to receive new requests.

Hearing Care Dashboard icon:



Logged in with no new help requests

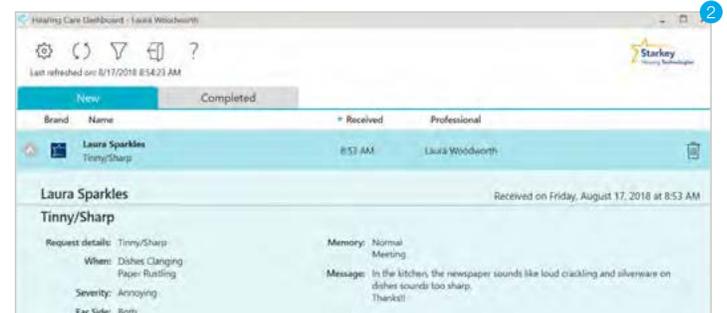
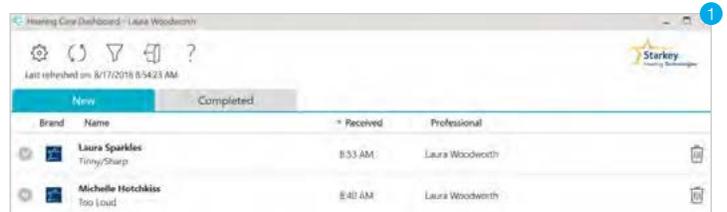


Logged in with new help requests



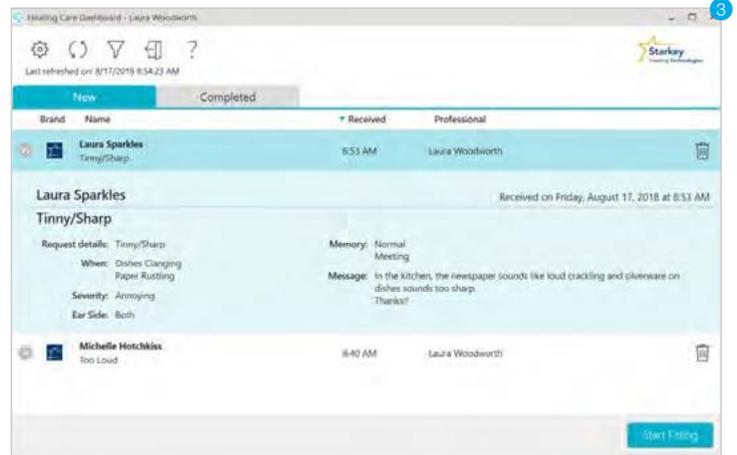
Not logged in

- 1 Double click on the Hearing Care Dashboard icon and view new help requests on the New tab. The Dashboard may also be launched from Inspire X > Get Started > Remote Programming > Open New Requests.
- 2 Click on the patient's help request to display additional details.



3 Click **Start Fitting**.

**NOTE:** If the Start Fitting button is not at the bottom of the screen after selecting the desired patient, open your hearing aid patient database and select the same patient. Launch Inspire X and click **Remote Programming** under Get Started, and then click **Load Cloud Session**.



4 Make the requested updates in Inspire X.  
You may adjust multiple memories if desired.

**TIP:** The memory linking tool helps you apply the same adjustments to multiple professional memories simultaneously.

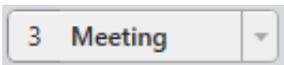
5 To view details of the patient's help request, point to Hearing Care Anywhere in the upper right-hand corner.

**NOTE:** Ensure that you are adjusting the intended memory. Click on that memory to make it the "selected memory."

Selected:

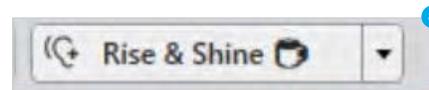
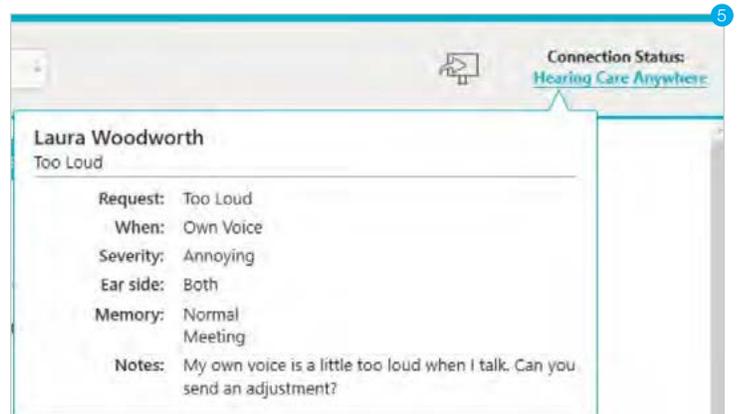


Not selected:

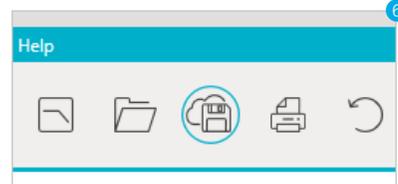


**To adjust a custom memory:**

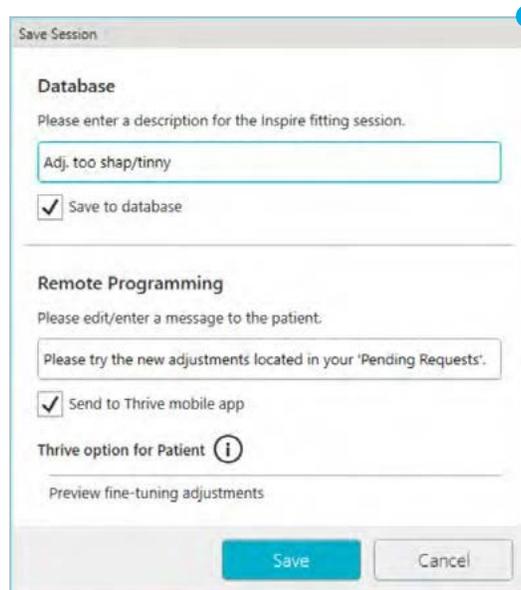
- Select the desired custom memory
- Click that environment to make it the "selected" memory.



6 Click the **Save icon**.



7 The optional “Database” description is saved to your database. The “Remote Programming” description appears in the Thrive app for your patient. You may edit the message if desired. Click **Save** to save the session to your database and send to the Thrive app.



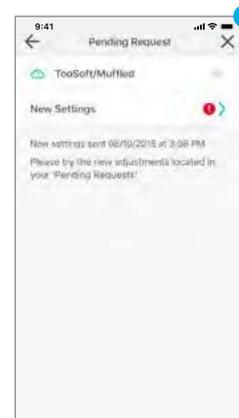
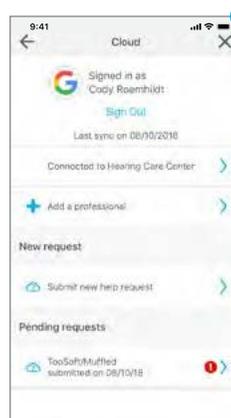
## Thrive Hearing Control: Listening to the new settings

1 A notification will appear in the Thrive app.

2 Tap the Settings menu icon then tap **Hearing Care Anywhere**.

3 Tap **Pending requests**.

4 Tap **New Settings**.



5 Tap on a memory to preview.

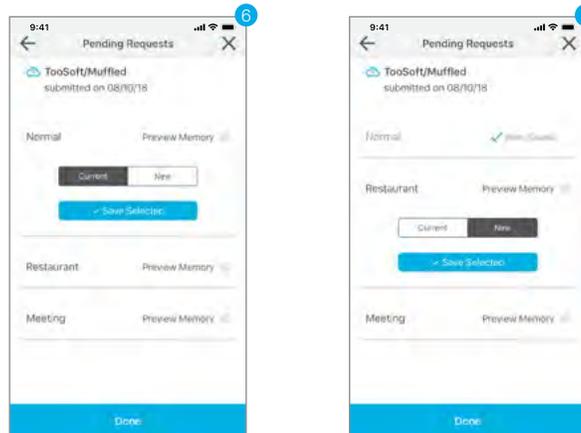
**NOTE:** The patient should have the hearing aids in their ears in order to listen to the new settings.



- Toggle between **Current** and **New** to compare the current settings to the new adjustment. Tap **Save Selected** to permanently save the preferred settings to the hearing aid(s). You must choose between “Current” and “New” and then “Save Selected” for all memories listed before you may submit a new help request.

**NOTE:** There is no time limit imposed on comparing new settings to current settings. You may continue to compare the “Current” and “New” settings as long as desired.

**TIP:** Go to the environments that prompted the request for help. Compare the settings in the actual environment to help determine which setting sounds best.

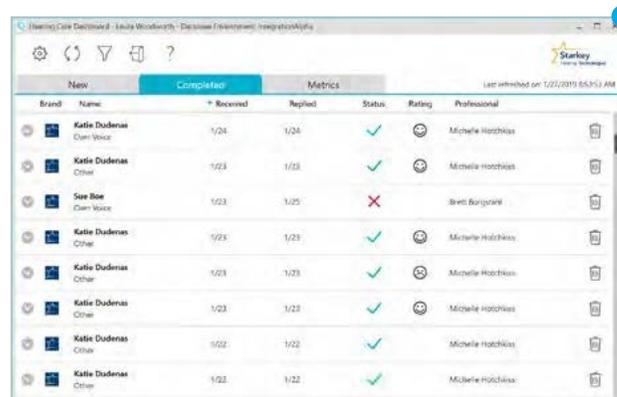


## Hearing Care Dashboard: Reviewing the status

The Hearing Care Dashboard tracks the status of the adjustment. A quick glance tells you if the patient is reviewing the changes, or has accepted or declined the changes. You can also see if they have not yet tried the adjustment.

- Simply click on the Completed tab to see the status.
 

**TIP:** Point the cursor to any status icon to quickly view status information.
- Click on an individual request to expand and see the details.
- Delete completed requests if desired.



## Hearing Care Anywhere: Metrics

The Hearing Care Dashboard features a Metrics tab that is visible to administrators. The initial display features the organization’s data over the past 30 days.

- You may change the date to display data from a different time frame.
- You may change the data set by selecting one or more locations, groups or professionals.

