

QUICKTIP

My Starkey

Apple Version

The image shows a smartphone screen displaying the My Starkey app interface. The screen is dark blue with white text and icons. At the top, the time is 9:41, and there are status icons for signal, Wi-Fi, and battery. Below the status bar, there are two battery icons labeled 'L' and 'R'. The main content area is titled 'Personal' and 'Your everyday hearing setting'. Below this, there are three large circular icons: 'Edge Mode+', 'Programs', and 'My Hearing'. At the bottom of the screen, there is a volume control slider and a dock with four icons: 'Home', 'Health', 'Learn', and 'More'. Lines connect these elements to callout boxes on the left and right sides of the screen.

Battery Status

Smart Assistant

Tap to use voice commands to change programs, set reminders, ask questions on hearing aid topics, and more.

Current Program

Personal
Your everyday hearing setting

Program Options

Access quick details on the current program, make sound adjustments, and more.

Edge Mode+

Tap to get the best sound instantly for the current environment.

My Hearing

Manage hearing aid features and settings.

Programs

Access programs or create a custom program.

Binaural Volume Control

Return to Home

More

Access account information, app settings, TeleHear, translations, reminders, and more.

Health

View progress and insights on hearing and physical activity (steps, exercise, and more).

Learn

Access helpful how-to's, tips, and videos on hearing aid topics.

Downloading My Starkey

You must have an Apple ID to download My Starkey. To set up an account, visit <https://appleid.apple.com>.

- 1 Once an account is set up, open the App Store.
- 2 Search for **My Starkey**.
- 3 Select **Get**.



My Starkey

Pairing

Pairing should be completed after the hearing aids have been programmed in the Pro Fit software. Ensure that Pro Fit is closed prior to pairing with any Apple device.

- 1 Select **Settings > Accessibility > Hearing Devices**.
- 2 Ensure Bluetooth® setting is on.
- 3 Power off, then power on the hearing aids to place in pairing mode.
- 4 Select the hearing aids when they appear on the screen.
- 5 When prompted, select **Pair**. You will select Pair twice for a binaural set of hearing aids.
- 6 Ensure it says **“Connected”** after the hearing aid name.

My Starkey Initial Setup

- 1 Tap on **Get Started** to begin the app set-up process.
- 2 Review the Terms of use. Tap **Accept** to continue.
- 3 Ensure hearing aids are charged and turned on. Select **Continue**.
- 4 A prompt will ask if the user would like to connect to Bluetooth. Select **Ok**. My Starkey will connect to the hearing aids. Select **Continue**.
- 5 Sign in or create an account with an e-mail address and password. **An account is required**. Cloud Connectivity allows for TeleHear, Fall Alert and for app/hearing aid information to be backed up and restored.
- 6 Select **Continue** to allow My Starkey access to the user's location and to share notifications.
- 7 Users are asked to allow My Starkey to send the user notifications. Select **Don't Allow** or **Allow**.
- 8 Users are asked to allow My Starkey to collect and store Hearing aid data, Activity tracking, and Analytics. Select **Allow** or **Not Now**.
- 9 Users are asked to allow My Starkey to send the user Critical Alerts. Select **Don't Allow** or **Allow**. Selecting **Allow** ensures that a Fall Alert will be presented to the user even if the phone is muted or Do Not Disturb is on.

You're All Set. Select **Got it** to enter My Starkey.

Features may vary by country.

The app may look slightly different based on your phone and/or hearing aid model.
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