

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 icons for signal strength, Wi-Fi, and battery. Below the time, there are two battery status icons labeled 'L' and 'R'. The main heading is 'Personal' with the subtitle 'Your everyday hearing setting'. There are three large circular icons: 'Edge Mode+' (with a soundwave icon), 'Programs' (with a document icon), and 'My Hearing' (with a hearing aid icon). Below these icons is a volume control slider with a speaker icon on the left and a binaural icon on the right. At the bottom of the screen, there is a 'Stream options' button and a bottom navigation bar with icons for 'Home', 'Health', 'Learn', and 'More'. Lines connect these elements to descriptive text blocks on either side of the phone.

Battery Status

Smart Assistant

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

Current Program

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

Stream Options

Control available streaming devices and audio volume.

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 Sign in, create an account with an email and password, or select **Skip for now** to postpone account creation. Cloud connectivity allows for TeleHear, Fall Alert and for app/hearing aid information to be backed up and restored.
- 4 Users are asked to provide consent for My Starkey to collect and store Hearing aid data, Activity tracking, and Analytics. Tap the slider to disable a consent, if desired. Select **Continue**.
- 5 Select **Continue** to allow My Starkey access to the user's location and to share notifications.
- 6 Users are asked to allow My Starkey to send the user notifications. Select **Allow** or **Don't Allow**.
- 7 Ensure the hearing aids are charged and turned on. Select **Continue**.
- 8 A prompt will ask if the user would like to connect to Bluetooth. Select **Allow**. My Starkey will connect to the hearing aids.

You're all set. Select **Got it** to enter My Starkey.

My Starkey for Apple Watch

My Starkey provides options to easily control, enhance, and personalize the hearing experience through the Apple Watch.

Setup

Your hearing aids communicate with your iPhone and the My Starkey app. The My Starkey app can be added to your Apple Watch allowing you additional flexibility in hearing aid control. Your hearing aids and Apple Watch must remain paired to the iPhone for full functionality.

- 1 On the iPhone, open the **Watch** app.
- 2 Scroll to **My Starkey**. Tap **Install**.



Volume Control

Tap **-** or **+** to decrease or increase the volume of the hearing aids, or use the Digital Crown to adjust volume.

Programs

The current program name will be visible from the home screen.

- 1 Swipe to see program options, and tap the name of the desired program.

Edge Mode

- 1 Tap **Edge Mode+** to apply the best sound setting for your environment.
- 2 If desired, tap **Enhance Speech** or **Reduce Noise** to further optimize sound settings.
- 3 Tap the **check mark** icon to save Edge Mode+ settings.



Features may vary by country.

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