

**QUICKTIP**

# TeleHear: Requesting hearing help through the mobile app

For Patients

TeleHear is a remote programming feature that allows you to receive hearing aid adjustments without needing an in-person appointment with your hearing care professional. Describe your sound concern to **TeleHear AI** for instant help based on professional expertise, or send a request for help to your **hearing professional**. Enjoy some added peace of mind knowing you can get the hearing help you need from the comfort of your home or wherever you happen to be.

**You will need:**

- Starkey Neuro Processor 2.4 GHz hearing aids
- Smart Device
- My Starkey
- Internet Connection (Cellular or WiFi)

## Setup

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**Download My Starkey from the App store or Google Play store.** My Starkey is available for both Apple and Android smart devices. For compatibility information, visit: <https://www.starkey.com/hearing-aids/apps/my-starkey/compatibility>

**Pair your hearing aids to your smart device.**

**Complete the My Starkey setup process, including creating an account.** Account creation is required and you must be signed into your account to use TeleHear.

**Connect to your hearing care professional.** Your hearing care professional will provide a code via a text message that will need to be entered into My Starkey. The code may either be entered manually or via a hyperlink within the text message. The code is only needed once as part of the initial setup process. The code will expire after 3 days.

**To enter the code via the hyperlink:**

- 1 Tap the hyperlink within the text message.
- 2 **My Starkey** will open and the code will be pre-filled. *[Fig. 3]*
- 3 You will be asked if you authorize your hearing care professional to have access to your hearing aid information. Tap **Accept**. *[Fig. 3]*
- 4 Your hearing care professional and/or clinic will now appear in My Starkey. *[Fig. 4]*

## Setup (Continued)

### To enter the code manually:

- 1 Launch **My Starkey**.
- 2 Tap **More** and then **TeleHear**. [Fig. 1]
- 3 Tap **I have a code**. [Fig. 2]
- 4 Enter the code from your hearing care professional. [Fig. 3]
- 5 You will be asked if you authorize your hearing care professional to have access to your hearing aid information. Tap **Accept**. [Fig. 4]
- 6 Your hearing care professional and/or clinic will now appear in My Starkey. [Fig. 4]

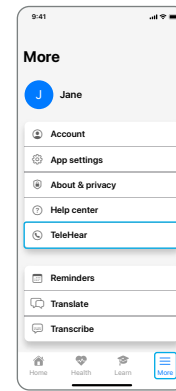


Figure 1

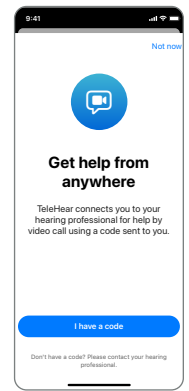


Figure 2

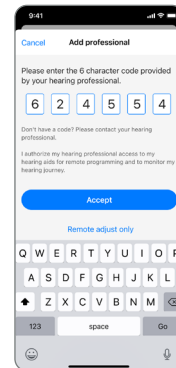


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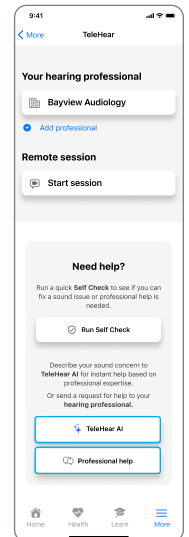


Figure 4

## TeleHear AI

TeleHear AI\* is a smart tool that listens to your sound concerns and resolves them with instant adjustments based on professional expertise. TeleHear AI retains your original sound setting so you can restore it at anytime.

- 1 Tap **More** and then **TeleHear**. [Fig. 1]
- 2 Tap **TeleHear AI**. [Fig. 4]
- 3 Type your sound concern or ask for a list of sound issues to choose from. TeleHear AI may ask more questions, and will create a hearing aid adjustment for the concern once a possible solution has been identified. [Fig. 5]
  - 4a To try the new sound setting: [Fig. 6]
    - Tap **New sound setting** and **Original sound setting** to compare in the relevant environment.
    - If desired, tap **Try another setting**.
  - 4b To compare settings at a later time:
    - Tap **Compare later from your Home screen** and **Save**. [Fig. 6]
    - When ready to compare, select **Tap to try new sound setting** from the Home screen and follow step 4a above. [Fig. 7]

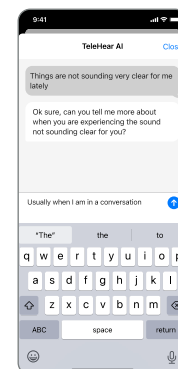


Figure 5

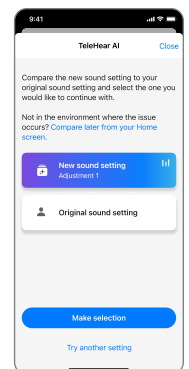


Figure 6

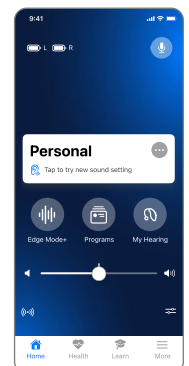



Figure 7

## TeleHear AI (Continued)

- 5 Select the setting you would like to continue with and tap **Make selection**.
- 6 If you are satisfied with the settings, tap **Update Program > Confirm > Done**.
- 7 After TeleHear AI updates have been made, a star icon will display next to your Personal program. [Fig. 8]
- 8 To restore the original settings, tap the **elipses icon**  **> Restore original setting > Restore**. [Fig. 8]

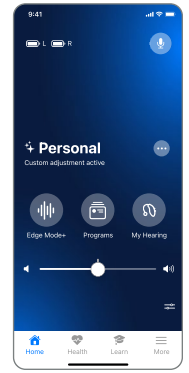


Figure 8

## Send a Request for Help to your Hearing Professional

- 1 To request adjustments from your hearing care professional, you must send a request for help through My Starkey.
  - Tap **More** and then **TeleHear**. [Fig. 1]
  - Tap **Professional help** to start the request messaging assistant. [Fig. 4]
- 2 Tap **Get Started** to answer questions about the sound issue. Your answers will help your hearing care professional make necessary programming adjustments to your hearing aids. Tap **Next** after answering each question. [Figs. 9 and 10]
- 3 If desired, when all questions have been answered, write a message to your hearing care professional.
- 4 Tap **Complete Help Request** to submit the request. [Fig. 11]
- 5 You will receive a message confirming your request was submitted, and will receive a response from your hearing care professional, usually within 24-48 hours.

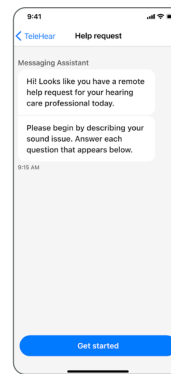


Figure 9

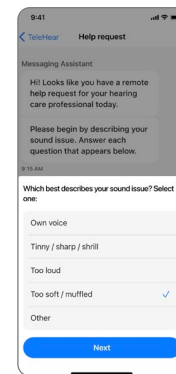


Figure 10

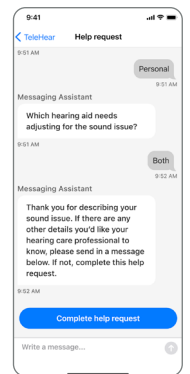


Figure 11

## Trying New Sound Settings

- 1a If notifications are enabled on your smartphone, you will receive a banner notification when your hearing care professional has provided new hearing aid adjustments. Open the notification and **proceed to Step 2**.

**OR**

- 1b A red dot will appear on the My Starkey app icon when new hearing aid adjustments are provided.
  - Launch **My Starkey**. Tap **More** . The notification will state your hearing care professional has responded to your help request. **Tap to review**.

- 2 A chat box will open. Tap **Try Now**. [Fig. 12]

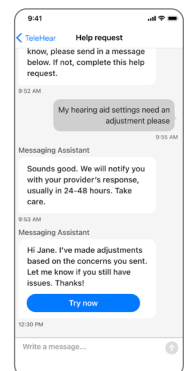


Figure 12

## Trying New Sound Settings (Continued)

- 3 The Program Menu will display. Any program with a red dot indicates it has pending adjustments. Tap the program you wish to listen to. Tap **Try New Sound**. [Fig. 13]
- 4 Tap **New Sound Setting** and **Old Sound Setting** to compare. Try each sound setting where the program is used the most. To keep your preferred setting, tap **Next**. [Fig. 14]
- 5 Tap **Save Sound Setting** to save the new sound setting to your hearing aids or tap **Send Message** to accept the setting and request more adjustments. [Fig. 15]

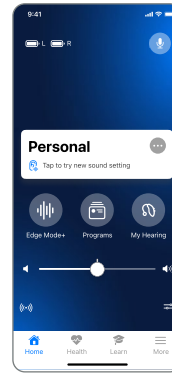


Figure 13

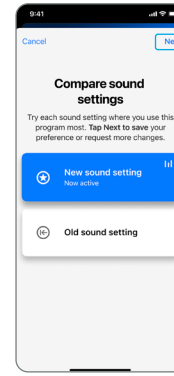


Figure 14

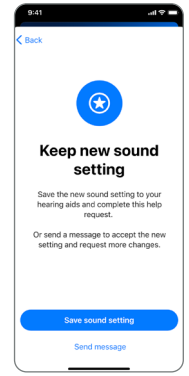


Figure 15

\*Available on select hearing aids. Contact your rep for specific information.

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