TruLink Hearing Control App User Guide

TRULINK™

Remote
Microphone
Geo Tag
Information

L   R

Stream Boost

TruLink Memories

My House
Coffee Shop
Office

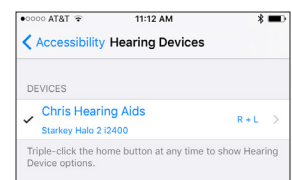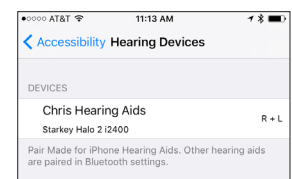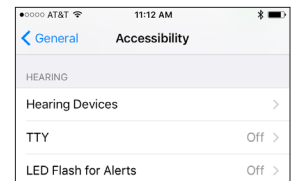# TruLink Hearing Control App User Guide
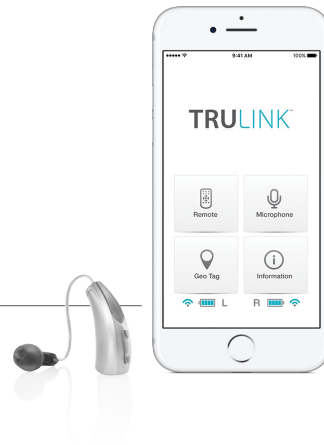
GET CONNECTED

In order to use the TruLink® Hearing Control app, you must first pair your hearing aids with your iOS device.

IMPORTANT: Before completing the following steps, ensure Bluetooth® is enabled on your iOS device. Within the Settings menu go to Bluetooth and toggle to On.

1. Locate, then tap the **Settings** icon   on your iOS device.

2. Within the Settings menu go to **General > Accessibility > Hearing Devices.**

3. While the iOS device searches for the devices, open and close the battery door on your Halo or Halo 2s. This puts the hearing aids in "pairing" mode.

4a. If your name does not appear in the "Devices" list within 5-7 seconds, tap **Accessibility** in the upper left corner, then tap **Hearing Devices**.

4b. You will see your first name and hearing aid (e.g. "Chris Hearing Aids" or "Chris H/As" depending on the length of the first name) when the iOS device first discovers the hearing aids.

5. Tap on the **Hearing Aid Name** to connect the hearing aids to the iOS device.

6. You will see two pairing requests (one for each hearing aid). Select **Pair** for each request. These requests may be several seconds apart.
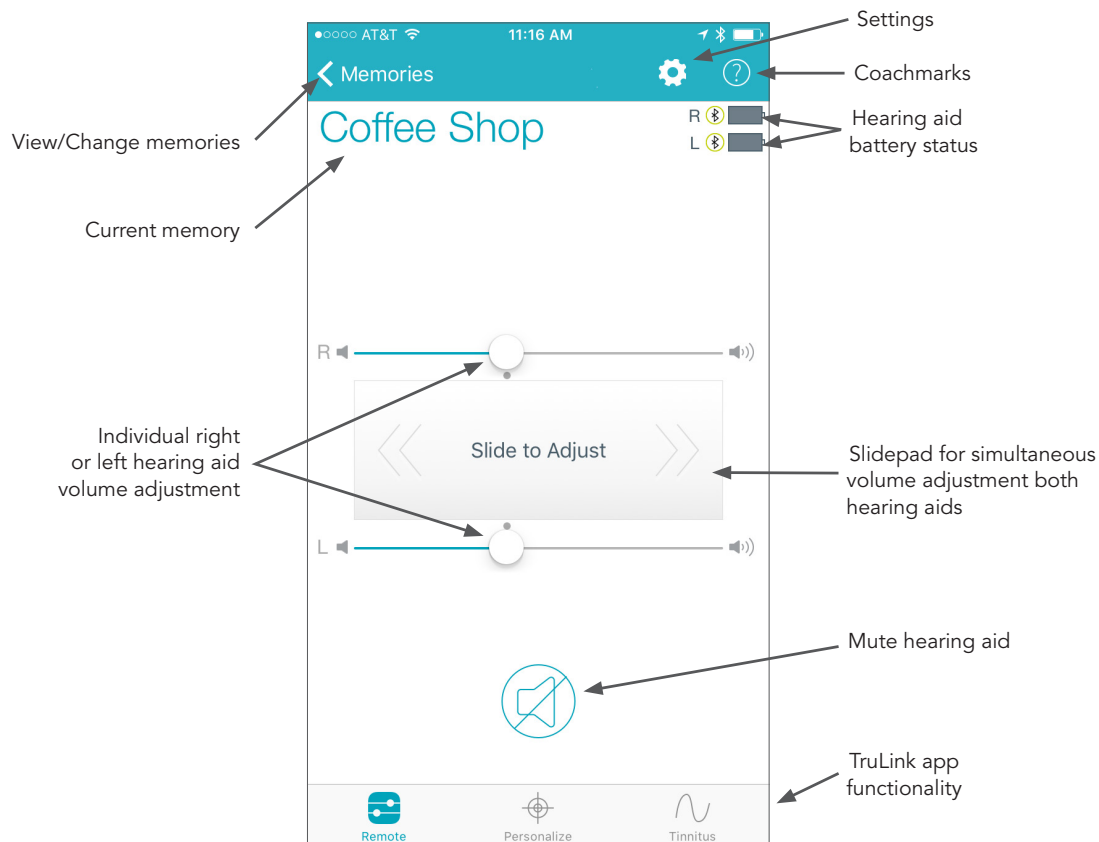
7. Pairing is complete.

GENERAL

The TruLink Hearing Control app provides advanced remote control functionality for your Made for iPhone® Hearing Aid(s):

- Control volume for audio that is picked up by the hearing aid(s).

- Change between memories that have been programmed by your hearing professional.

- Create and modify memories for your unique listening situations.

- Tie memories to a specific location for automatic activation.

The TruLink Hearing Control app contains a help feature to explain the function of each screen. Tap on the **Help** icon ⑦ to view the Coachmarks.

Settings

Coachmarks

View/Change memories

Hearing aid battery status

Current memory

Coffee Shop

Individual right or left hearing aid volume adjustment

Slidepad for simultaneous volume adjustment both hearing aids

Slide to Adjust

Mute hearing aid

TruLink app functionality

Remote   Personalize   Tinnitus

TruLink offers a widget that is available in the iOS Notification Center. The TruLink widget allows for quick access to increase/decrease the hearing aid volume, mute the hearing aid or launch the TruLink app. Widgets can be accessed by swiping down from the top of your screen at any time regardless of what app you are currently using. The TruLink widget must first be enabled. Widgets are added to the Notification Center by swiping down to view Notification Center and tapping Edit. From there you can choose app widgets to add/remove.

REMOTE SCREEN

STATUS

The Remote screen provides a status icon for the current battery level of each hearing aid and a status icon to show connection to your iOS device.

HEARING AID VOLUME

Increase/decrease the microphone volume level on your hearing aid(s) by dragging the volume slider for each side or by sliding your finger on the slidepad (between the left and right volume sliders) to adjust both sides simultaneously. Double-tap anywhere on the slidepad to return your volume to the default setting that was set by your hearing professional.
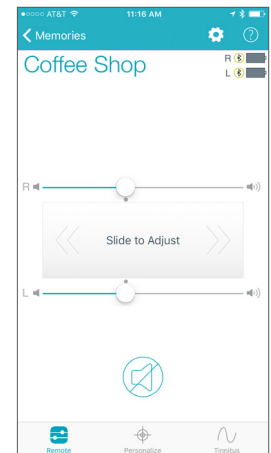
MUTE

Tap on the *Mute* button to mute the microphones on both hearing aids. Tap again on the *Mute* button to unmute the hearing aids and return the volume to the position prior to muting.

MEMORY

The current memory is displayed and can be changed in the Memories menu at the top left of the screen. To change Memories, tap on the memory name or the Memories label to see all available memory options. Tap on the name of the memory you want to use. The selected memory will be sent to the hearing aid, and the Memories menu will retract. The new hearing aid memory name will be shown as the current memory.
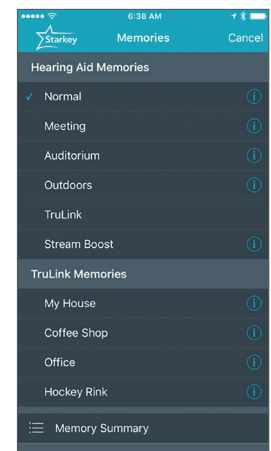
MEMORY HUB

To access advanced memory features, tap on the memory name or the Memories label and tap the icon to the right of the memory name. This opens the Memory Hub where you have options to edit the memory name, set up location-based memories, set automatic memories for streaming audio, use SoundSpace and delete custom memories that you created.
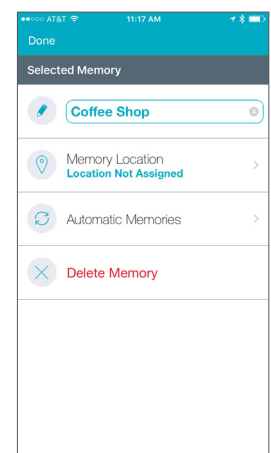
MEMORY NAME

From this field you can edit the name of any TruLink custom memory that you've created.

MEMORY LOCATION

The Memory Location section is used to manage location-based memory changes for geotags and beacons.

DELETE

To delete a custom memory, tap on the *Delete* button and confirm that you want to delete the current memory.

GEOTAGS

Geotags allow you to set a location on the map so that any time you enter that location, TruLink will automatically change the hearing aid memory to the one you've assigned for the location.

Tapping into the Memory Location section launches into the map view by default and your current location will be represented by a blue dot in the center of the map. Tapping the geotag pin icon in the bottom right or tapping and holding on the screen will add a geotag which automatically triggers a memory change whenever you enter/exit that physical location.
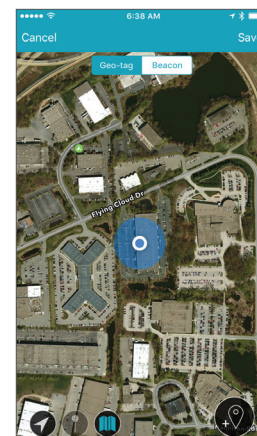
TRULINK BEACONS

TruLink beacons are small Bluetooth low-energy devices that broadcast a unique identifier that your device and TruLink app can recognize and use to automatically change memories in the hearing aid. Beacons can be placed in any location where you want an automatic memory change. Examples:

- Place a beacon in the glove box of your car for an automatic memory change when riding in the car.

- Place a beacon in any room of your house to auto-change to a memory configured for that room (noisy kitchen, watching television).

To assign a beacon, tap on the **Beacon** tab at the top of the screen. TruLink will search and display any beacons that are in range (closest beacon at the top of the list). When a beacon appears in the list, tap on the **TruLink Beacon** text to assign the selected beacon to the current memory.

Tapping **Cancel** will ignore all changes made and return to the memory hub. Tapping **Save** will keep all changes and return to the memory hub.

AUTOMATIC MEMORIES

The automatic memories section allows you to select the current memory to be used for phone calls, audio streaming or when traveling in a car. When in the detailed view, the current memory in use is displayed at the top of the screen. In each section, the currently selected memory will be shown to the right of the section label. Example: Phone – (Current: None).

To set the current memory to be used for phone or audio, tap on the **Set** button and then choose the hearing aid microphone reduction setting to be used when in phone call or streaming audio. Options are None, Decreased or Mute.
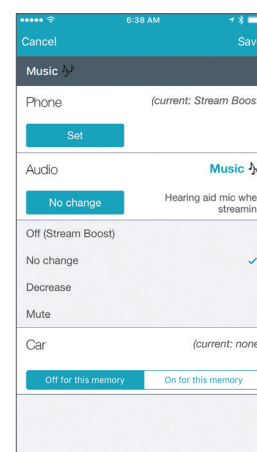
To set the current memory to automatically engage when traveling in a car, tap **On** for this memory button.

Tapping **Cancel** will ignore all changes made and return to the memory hub. Tapping **Save** will keep all changes and return to the memory hub.

PERSONALIZE SCREEN

Personalize lets you create and save custom Trulink memories to fit your specific environments to fit your specific environments. There are two tools under Personalize; SoundSpace and Noise Manager. You can use SoundSpace to personalize your custom memory sound and use Noise Manger to adjust for comfort in noisy situations.

SOUNDSPACE ADJUSTMENTS

The SoundSpace option allows you to turn your iOS device into a personal settings adjustment tool for your hearing aid(s). It provides you the ability to modify the response for any of your custom TruLink memories to better suit a particular environment.

Tap on the **Launch SoundSpace** button | Launch SoundSpace | to begin using SoundSpace. As you move your finger around the blank screen, the settings in your hearing aid(s) will temporarily change so you can listen to a variety of options.

Once you've found a spot that sounds good for the current listening environment, tap **Done**. Follow the prompts to save this as a new memory.

To exit SoundSpace without saving a memory, just tap Cancel.
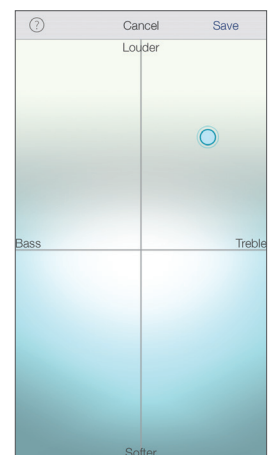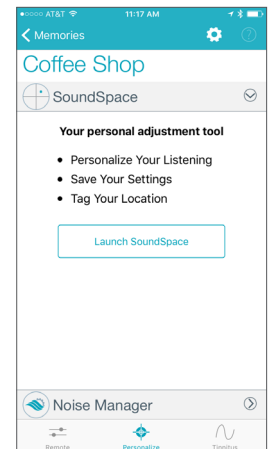
NOISE MANAGER

The Noise Manager option allows you to adjust the settings for multiple noise types in order to manage sound clarity and comfort. The settings available will be dependent on your hearing aid model.

TINNITUS SCREEN

TINNITUS STIMULUS ADJUSTMENTS

The ability to play a tinnitus stimulus is available on certain hearing aid models and is enabled by your hearing professional on a per memory basis. If you do not see a bottom tab labeled "Tinnitus" it means your hearing aids either don't support the feature or it has not been enabled for you by your hearing professional.
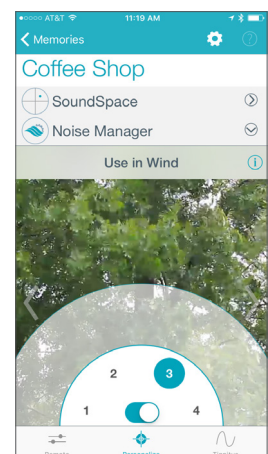
VOLUME

Increase/decrease the tinnitus stimulus level on your hearing aid(s) by moving the Tinnitus slider for each side or by sliding your finger in the slide pad (located between the left and right volume sliders) to adjust both sides simultaneously.

SPEED

You can adjust the rate at which the tinnitus sound variates as it plays. Options are 0 (no variation), 1 (slow variation), 2 (medium variation), and 3 (fast variation). Default view is to select the same setting for both ear sides at the same time with an option to "Show R/L" which allows for setting the tinnitus sound variation differently between ears.
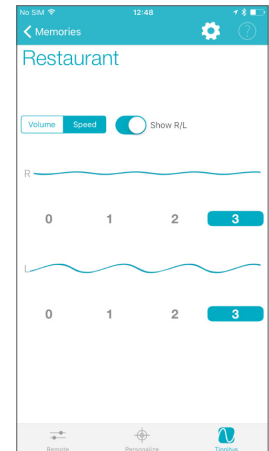
TRULINK SETTINGS

TruLink Settings are accessed by tapping on the gear-shaped icon at the top of the screen [⚙] . TruLink Settings provides an information section with a user manual and help options followed by a Features section with variety of options, some of which are specific and only visible with certain hearing aid models.

SETTINGS

INFORMATION

Manuals

Provides you with a user manual that outlines all of the features and functions in the TruLink app. The manual is web-based and updated as needed.
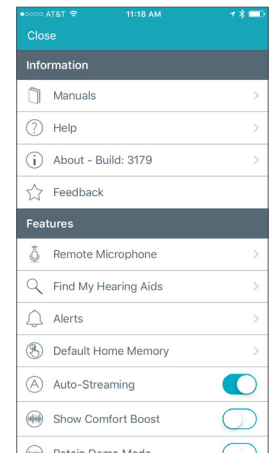
Help

Provides you with specific troubleshooting instruction steps. The troubleshooting tips are web-based and will be updated as needed.

About

Provides information about Starkey Hearing Technologies and the end user license agreement.

Feedback

Feedback provides you the opportunity to communicate to our Tech Support and Development teams.

FEATURES

Remote Microphone

The Remote Microphone feature enables you to use your iOS device as an extra microphone for receiving, recording, saving and delivering audio directly to your hearing aid(s).

To turn the remote microphone on/off, tap the **Power** button [⏻] on the Microphone screen. This will start/stop streaming of audio from the iOS device microphones to the hearing aids.

If the iOS device is already streaming audio and you turn on the remote microphone, the current audio will stop streaming.
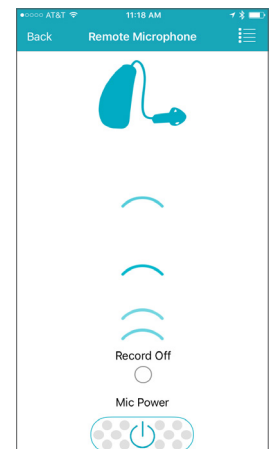
When the remote microphone is on, a blue-colored image will show the input to the iOS device microphone being sent to the hearing aid(s).

Record

The remote microphone can record and save audio picked up by your iOS device. Simply tap on the **Record** button 🔴 and all audio collected by your iOS device will be recorded until the **Record** button is tapped again. At that point, you will be prompted to name that recording.

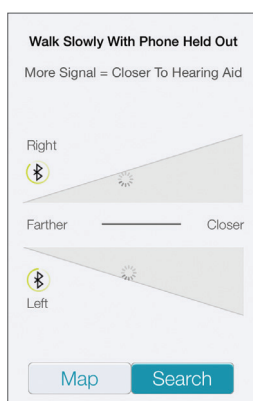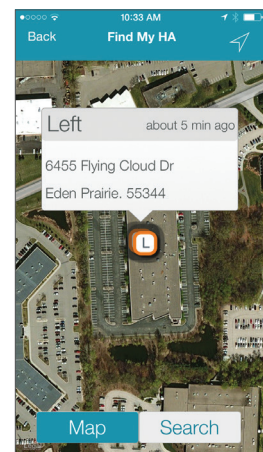You can listen to a saved recording by tapping on the **List** icon ▤ to review and select a recording for playback.

From the list view, you can email the recording by tapping on the **Email** icon. You can delete a recording by swiping it from right to left and tapping on the **Delete** button that appears.

Name This Recording
Please enter a name for this recording.

9am mtg

Cancel   OK
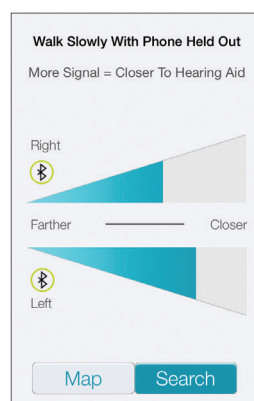
9am mtg
▷ Doctor's instructions
Lunch meeting

Find My Hearing Aids

The Find My Hearing Aids feature allows you to see the last known geographic location of your hearing aid(s) on a map view.
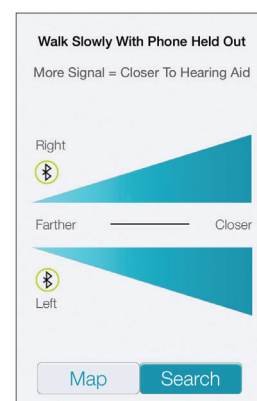
- When Find My Hearing Aids is launched, you will be presented with a map view and an icon indicating the location where your hearing aid(s) was last connected.

- If the hearing aid(s) is close enough to the phone to be detected, you can tap on the **Search** button and you'll see a gauge to let you know how close or far away the phone is from the hearing aid(s).
  (Note: The battery must be in the hearing aid.)

10:33 AM   Find My HA
Back

Left   about 5 min ago

6455 Flying Cloud Dr
Eden Prairie. 55344

Map   Search

Walk Slowly With Phone Held Out

More Signal = Closer To Hearing Aid

Right
Farther ——— Closer

Left

Map   Search

Search view searching for hearing aids (not yet connected).

Walk Slowly With Phone Held Out

More Signal = Closer To Hearing Aid

Right
Farther ——— Closer

Left

Map   Search

Search view with iOS device away from hearing aids.

Walk Slowly With Phone Held Out

More Signal = Closer To Hearing Aid

Right
Farther ——— Closer

Left

Map   Search

Search view with iOS device next to hearing aids.

Alerts

Alerts is a setting available with certain hearing aid models which allows you to turn on the ability for the hearing aid to play a unique indicator tone for alert notifications that are set on your phone. This includes alerts for calendar events, email and some social notifications (Messages, Facebook, Twitter, etc.).

Default Home Memory

Default Home Memory allows you to choose a specific memory to jump to when using the force touch feature on certain iPhones or on the Apple Watch®

Auto-Streaming

The auto-streaming switch controls the ability of the hearing aid to recognize when an audio stream starts and automatically changes to a different hearing aid memory specifically for streamed audio.

Comfort Boost

The option to show Comfort Boost* when turned on will place the Comfort Boost button on the Remote screen allowing you to turn on/off the Comfort Boost feature. Comfort boost allows you to aggressively reduce noise while optimizing sound quality in noisy environments with an on-demand control on the Remote screen.

Retain Demo Mode

An option that allows you to force the TruLink app into a demo mode allowing the app to function without any hearing aids attached so that all features are visible for demonstration.

Reset

An option that allows you to reset the TruLink app to the default settings. This will delete all custom memories and geotags and set TruLink back as if it were just installed.

APPLE iOS CONTROLS

Your iOS device also features controls that allow you to adjust your hearing instruments without accessing the TruLink Hearing Control app. With this control, you can quickly access the volume adjustment for your hearing aids without unlocking your iOS device. Just click your iOS device's *Home* button three times for quick access to volume adjustment.