

QUICKTIP

TeleHear: Requesting hearing help through the mobile app

For Patients

TeleHear is a remote programming feature that allows you to request hearing aid adjustments from your hearing care professional by submitting a Help Request via the My Starkey app. Your hearing care professional will make hearing aid adjustments remotely based on the Help Request and send the adjustments back to you. Enjoy some added peace of mind knowing you can get the hearing help you need from the comfort and safety of your own 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

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. You must be signed into your account to use TeleHear. Account creation is part of the My Starkey setup process and is required.

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. 3]
- 6 Your hearing care professional and/or clinic will now appear in My Starkey. [Fig. 4]

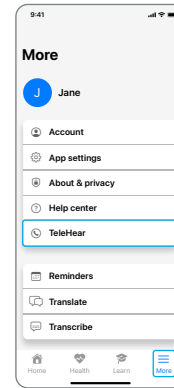


Figure 1

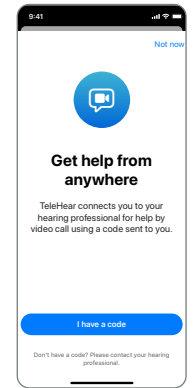


Figure 2

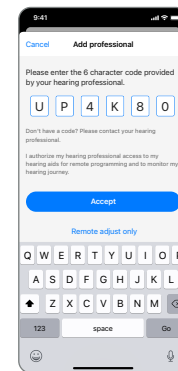


Figure 3

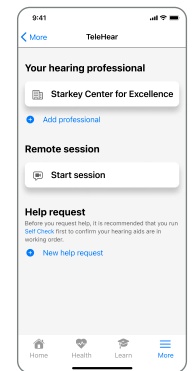


Figure 4

Submit a Help Request

- 1 You must send a Help Request to your hearing care professional through My Starkey to request adjustments.
 - Tap **More** and then **TeleHear**. [Fig. 1]
 - Tap **New Help Request** 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. 5 and 6]
- 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. 7]
- 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.

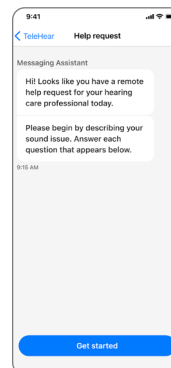


Figure 5

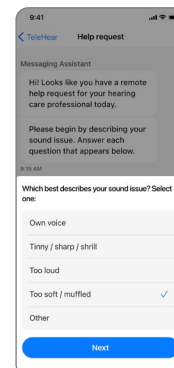


Figure 6

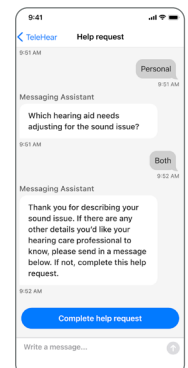



Figure 7

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. 8]
- 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. 9]

- 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. 10]

- 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. 11]

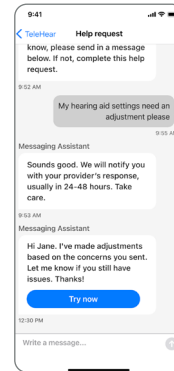


Figure 8

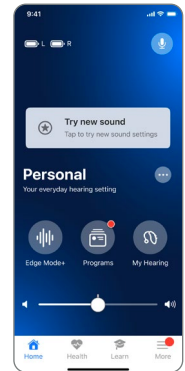


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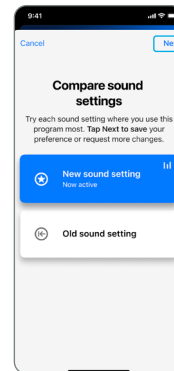


Figure 10

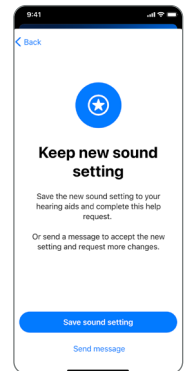


Figure 11